

HUMANITAS

CASTELLI

Patient and Family Handbook

Useful information to
help make the most of
your hospital stay



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Humanitas Castelli

Serving the people of Bergamo for over 80 years

D For over 80 years, Humanitas Castelli has been a point of reference for patients and doctors, recognized since its inception for its dedication to service, care, and assistance.

of the sick.

It was founded in 1933 by two doctors, Carlo Castelli and Battista Marconi, as the "Villa Salus" nursing home, a facility specializing in internal medicine and obstetrics-gynecology. When Carlo Castelli took over, introducing additional medical specialties and expanding the hospital, it was renamed Clinica Castelli. Carlo Arturo Castelli, Carlo's son, continued his work and diversified the hospital's activities, laying the foundations for a constantly evolving facility.

In 2018, Clinica Castelli became part of the Humanitas Group and took the name Humanitas Castelli.

Since November 2018, the Orthopedics and Ophthalmology Units have been accredited to conduct clinical research.

With 106 beds, the hospital offers outpatient, inpatient, and day hospital services and healthcare.

Humanitas promotes health, prevention, and early diagnosis through outpatient activities and advanced, innovative services.

Humanitas is also present in Bergamo with Humanitas Gavazzeni. Together with the Rese-arch Hospital in Rozzano, it is one of the most important European polyclinics, an international research center, and the teaching headquarters of Humanitas University (an international university dedicated to medical sciences). The Gavazzeni and Castelli clinics are home to numerous specialty schools and nursing degree courses, so students and trainees may participate in the care and assistance processes. Humanitas has hospitals in Castellanza (Varese), Milan, Turin, Catania, and Messina, as well as blood collection centers and outpatient clinics in Almè, Arese, Busto Arsizio, Laina-te, Milan, Rozzano, and Varese.



Departments

Surgical Area, Medical Area, Services

SURGICAL DEPARTMENT

Hand Surgery Unit
General Surgery Unit
Plastic and Post-Bariatric Surgery Unit
Orthopedic Prosthetic Surgery Unit
Orthopedics Unit
Ophthalmology Unit
ENT Unit
Urology Unit

MEDICAL DEPARTMENT

Specialist Rehabilitation

SERVICES

General Surgery Plastic Surgery
Breast Surgery
Vascular Surgery – Angiology Check-ups
Dermatology Diagnostic imaging
Ultrasound
Endocrinology – Diabetology – Dietetics Physiotherapy
Physical Medicine and Rehabilitation Gastroenterology and
Digestive Endoscopy Gynecology and Obstetrics

Speech Therapy
General Medicine – Allergology MOC
Mammography Neurology
Ophthalmology
Orthopedics and traumatology
Otolaryngology Psychology
Radiology
Magnetic resonance imaging (MRI) Computed
tomography (CT) Rheumatology
Urology

Specialist examinations and consultations

APPOINTMENTS

You can book appointments and examinations:

By phone

National Health Service (SSN): telephone number 035.4204.300, Monday to Friday from 10 a.m. to 4 p.m.

Private patients:

telephone number 035.4204.500, Monday to Friday from 7:30 a.m. to 7 p.m., Saturday from 9 a.m. to 1 p.m.

Patients covered by health funds and insurance:

telephone number 035.4204.400, Monday to Friday from 7:30 a.m. to 7 p.m., Saturday from 9 a.m. to 1 p.m. **Diagnostic Imaging Line:** Telephone number 035.4204.001, Monday to Friday from 10 a.m. to 4 p.m. For private individuals and affiliated/associated persons, Monday to Friday from 7:30 a.m. to 7 p.m., Saturday from 9 a.m. to 1 p.m.

Physiotherapy line

telephone number 035.4204.999, Monday to Friday from 7.30am to 7pm, Saturday from 9am to 1pm.

Online

With the "Online Bookings" service on the website www.humanitascastelli.it, you can book

Required documents

For services accredited by the national health service, you must present:

- the request on the regional prescription pad of the attending physician or specialist, indicating the diagnostic question
- your regional health card
- a valid identity document
- your tax code
- any documentation certifying entitlement to exemption from payment of the ticket. For all instrumental diagnostic services for private and affiliated patients, a request from the attending physician or specialist is required.



visits and examinations, both privately and through the National Health Service. Payment can be made at the hospital upon admission (private and National Health Service), or online (private only). Follow the instructions on the website www.humanitascastelli.it **In person**

National Health Service (SSN), private patients and those covered by health funds and insurance: CUP, Via Mazzini 6, Monday to Friday from 9 a.m. to 4 p.m.

BLOOD TESTS

Blood tests and laboratory tests are available directly from Monday to Friday and Saturday with online booking on the website www.humanita-sgavazzeni.it according to the following schedules: **National Health Service (SSN) and private patients: Reception** CUP, via Mazzini 6, Monday to Saturday from 7 a.m. to 9:30 a.m.

Blood Test Center

Building A, Via Mazzini 11, 1st floor, Monday to Saturday from 7am to 9.30am

ALME'

In Almè, at Via Castelvalietti 2a, there is a **Humanitas Medical Care** Blood Collection Point, open with direct access from Monday to Saturday from 6:30 a.m. to 10 a.m. for blood tests and laboratory tests.

To collect laboratory test results, you can download the report directly from the website www.humanitasconte.it by clicking on the ONLINE RESULTS button (upon request at the time of admission).

Reports can be collected from the blood sampling center between 10 a.m. and 12 p.m.

BERGAMO

In Bergamo, at Via Camozzi 10, there is a **Humanitas Medical Care** blood collection center, open with direct access from Monday to Saturday from 7 a.m. to 10 a.m. for blood collection and laboratory tests.

To collect laboratory test results, you can download the report directly from the website www.humanitasconte.it by clicking on the ONLINE RESULTS button (upon request at the time of admission).

Test results can be collected from the blood test center Monday to Friday from 11 a.m. to 6 p.m. and Saturday from 11 a.m. to 1 p.m.

TREZZO SULL'ADDA

In Trezzo sull'Adda, at Piazza Omodei 1, there is a **Humanitas Medical Care** blood collection center, open for direct access from Monday to Saturday from 6:30 a.m. to 10 a.m. for blood tests and laboratory tests.

To collect laboratory test results, you can download the report directly from the website www.humanitasconte.it by clicking on the ONLINE RESULTS button (upon request at the time of acceptance).

Test results can be collected from the blood test center Monday to Friday from 11 a.m. to 6 p.m. and Saturday from 11 a.m. to 1 p.m.

COLLECTION OF TEST RESULTS

You can collect your laboratory test results:

Online

By visiting the hospital website - www.hu-manitascastelli.it - and clicking on the "Online Services" section on the home page.

In person

Laboratory test results can be collected (on the days indicated on the form provided when the test was carried out) at the CUP, Via Mazzini 6, Monday to Friday from 10 a.m. to 8 p.m., and Saturday from 9 a.m. to 12.30 p.m. Please note that when collecting the report (in person or by proxy), you will be asked to present your identity document (both the proxy and the person granting the proxy).

SWABS

The SAR-SCoV2 coronavirus nasopharyngeal swab test, available privately, can be booked as follows:

- by visiting the CUP office at Via Mazzini 6, Monday to Friday from 9 a.m. to 4 p.m.
 - online at www.humanitascastelli.it
 - by calling 035.4204.500, Monday to Friday from 8 a.m. to 7 p.m.
- Humanitas Medical Care Bergamo, Almè, and Trezzo sull'Adda: by calling 035.4204500, Monday through Friday, from 9 a.m. to 5 p.m.

ADMISSION

On the day of your appointment or outpatient examination you must go to the CUP counter at Via Mazzini 6 with: **National Health Service (SSN)**

- request on the regional prescription pad of the attending physician or specialist, containing the diagnostic question and any exemption
- regional health card
- valid identity document.

Private and affiliated patients

- For radiological services, request from the attending physician or specialist
 - document of registration with entities affiliated with Humanitas Castelli (if registered)
 - for services offered by individual doctors on a private basis, no request from the family doctor is required
 - regional health card.
- It is also useful to bring any previous medical documents (prescriptions, test reports, radiology documentation, etc.).

COLLECTION OF NATIONAL HEALTH

SERVICE/PRIVATE MEDICAL REPORTS

Test results are delivered by the doctor at the end of the visit.

For other services and tests, unless otherwise specified, reports can be collected (on the days indicated on the form provided during the test) at the CUP, Via Mazzini 6, Monday to Friday from 10 a.m. to 8 p.m., and Saturday from 9 a.m. to 12:30 p.m.

Please note that when collecting the report (in person or by proxy), you will be asked to present your identity document (both the proxy and the person granting the proxy).

CHECK-UP

Private and affiliated

The check-up service is located in Building A, 1st floor, in a dedicated area for reception, organization of healthcare services, and admission.

Appointments can be booked:

by phone at 035.283.256 from Monday to Friday from 8 a.m. to 1 p.m.

by email at: checkup.ca-stelli@gavazzeni.it

PRE-ADMISSIONS

In general, for chi-type hospitalizations

The examinations necessary for the operation are carried out on a pre-admission basis, with the schedule agreed upon according to the patient's needs and in accordance with the principles of appropriateness established by the Lombardy Region. Once the indication for surgery has been confirmed, the secretariat contacts patients to carry out specific preoperative tests.

Pre-admission National Health Service

(SSN):

Building A, 1st floor, Monday to Friday from 7 a.m. to 3 p.m., Wednesdays from 7 a.m. to 5 p.m.

Private and affiliated pre-admissions: Building A, 1st floor, Monday to Friday from 8 a.m. to 1 p.m. and from 2 p.m. to 4 p.m.

ADMISSIONS

Reception and documentation

Upon admission, you must go to the reception desk where you will be checked in and given an information sheet about the medical team, including the name of your referring physician (tutor).

You must also present the following documentation:

- referral from your doctor on a regional prescription pad
- regional health card
- valid identity document

At the time of admission, if necessary, ask for the medical certificate to be sent to the INPS (National Social Security Institute).

National Health Service (SSN) admissions: building A, 1st floor, Monday to Friday from 7 a.m. to 3 p.m.

Private and affiliated patients:

Humanitas has wards dedicated to private and affiliated patients for paid hospitalizations and/or those covered by insurance and/or health funds, which entitle them to:

- the possibility of choosing their own doctor; in the case of surgery, the possibility of choosing the lead surgeon or surgical team
- a single room
- the option of a second bed in the room, subject to agreement with the Health Department
- air conditioning
- welcome kit
- TV
- Wi-Fi

Admission of private and affiliated patients: Building A, 1st floor, Monday to Friday from 7 a.m. to 3 p.m.; tel. 035.283.236

Hotel difference

Humanitas Castelli, subject to availability, offers a paid service called "hotel difference," which is available to all patients admitted through the National Health Service. The service includes some private hospital stay options, excluding the choice of doctor/team. Information can be requested from the clinical secretaries of each hospital stay.

For citizens not resident in Italy, essential and urgent care is guaranteed

- **if they belong to the European Community**

a Team card (European Health Insurance Card) is required to benefit



medical assistance during a temporary stay in Italy

- **if they do not belong to the European Community** you must contact the relevant ATS offices
- **If indigent patients are not registered with the National Health Service**, they are assigned an STP (Temporarily Present Foreigner) code, after completing the self-certification form of indigence.
- **If you are an Italian citizen residing abroad** they must contact the relevant A.I.R.E. (Registry of Italians Resident Abroad) office.

What to bring with you for your hospital stay

Documents

It is essential to bring with you - to be handed over to the nursing coordinator on the day of admission, together with the medical records issued by the admission service operator - your previous medical records, particularly those relating to the condition for which you are undergoing specific treatment. All documentation will be returned at the end of your stay. **Clothing.**

For your stay in the ward, clothing should be as basic as possible. We therefore recommend bringing: a nightgown or pajamas, white socks, closed-heel slippers, a dressing gown or tracksuit, underwear, and personal hygiene items (soap, towels, washcloth, toothbrush, toothpaste). It is preferable to use soft bags and suitcases so that they can be more easily placed in the patient's locker. Any other devices (e.g., crutches, anti-thrombotic stockings), if requested and communicated in advance, must be brought in a separate bag.

by the department secretary.

We recommend that you do not bring any personal items that are not relevant to your hospital stay and, in any case, do not bring any valuables and/or excessive amounts of money. Humanitas Castelli staff are not authorized to take custody of personal belongings or items. Humanitas Castelli is in no way responsible for any theft and/or loss of personal belongings suffered by the patient during their hospital stay.

Medications

Please note that upon admission, the medications usually taken by the patient at home must be brought to the hospital on the day of admission and handed over to the nursing staff in order to facilitate the process of medication review and reconciliation, which means that the doctor will take note of the medications taken by the patient and decide whether to introduce new ones during the hospital stay and then define the therapy upon discharge. Medications not available in our hospital will be purchased to ensure continuity of treatment. The patient's medications will then be returned to them upon discharge.

How to prepare for surgery

Personal hygiene: take a shower or bath preferably on the morning of the surgery or the evening before, using cleansing soap. Pay particular attention to skin folds and the navel; the use of talcum powder and creams after bathing is not recommended. Pay particular attention to oral hygiene.

Hospital stay

The patient is welcomed to the ward by the nursing coordinator. The nursing and medical teams are available for any accommodation or clinical needs.

HOSPITAL VISITS

Please note that the safety of patients and is the hospital's priority, therefore the number of visitors to the wards is limited to the actual needs of the patients.

Visitor/caregiver access to wards One visitor per patient is allowed twice a day, every day, from 12:30 p.m. to 2 p.m. and from 6 p.m. to 8 p.m. Children under the age of 12 are not allowed to enter unless specifically authorized by the Health Department. Visitors are advised to wear surgical masks.



under the age of 12 is not permitted unless specifically authorized by the Health Department. Visitors are recommended to wear surgical masks.

Caregivers, access to wards

Continuous assistance is guaranteed, with free access, to caregivers of frail patients, the elderly, disabled patients, patients at the end of life, and minors.

The use of surgical masks and frequent hand hygiene is recommended. In the case of patients in isolation, before entering the ward, caregivers must contact the ward staff, who will provide the appropriate PPE and verify its correct use.

Consultations with the referring physician

During hospitalization, the patient and/or persons expressly authorized by the patient to receive information—whose details and telephone numbers will be recorded in the patient's medical record—and/or their general practitioner will be kept informed of the diagnostic and therapeutic process and the evolution of the disease by the patient's referring physician.

Relatives and friends are reminded that, in accordance with privacy laws, healthcare personnel cannot provide information on the patient's health status except to those expressly authorized by the patient.

An interpreting service is available to facilitate communication with foreign-language patients.

Meals

Meals are served in the patient's room. Staff are available to assist patients who are not self-sufficient. Meal times are as follows:

- 7:30-8 a.m. breakfast
- 11:30 a.m.-12:30 p.m. lunch
- 6:30-7:30 p.m. dinner

Meals for patients are planned based on the condition for which they are hospitalized, and for specific clinical needs, the doctor may prescribe special diets; patients can choose from a selection of dishes designed for their type of diet. Vegetarian patients or those with dietary requirements due to religious or ethnic reasons can inform the Nursing Coordinator of their needs.

The diet is verified by the Dietetics and Clinical Nutrition Service; the catering service complies with HACCP (Hazard Analysis & Critical Control Points) quality control requirements.

Support service for hospitalized patients

Patient care is provided by Humanitas Castelli. Therefore, individuals and/or associations offering private nursing services to patients in any capacity are not permitted, unless authorized by the hospital in accordance with the rules of conduct for external visitors.

Discharge

Upon discharge from hospital, the patient receives a letter/health report from the doctor responsible for their treatment, documenting the diagnostic and therapeutic process followed and providing instructions for continuing care to be shared with their general practitioner.

The instructions concern:

- nutrition
- personal hygiene
- wound management
- management of orthopedic braces
- catheter management
- pain
- other
- personal clinical documentation and any medications delivered in custody upon admission.

- Forms with general information regarding return home.

If the patient has opened an INPS sickness file, they must ask the discharging doctor for a certificate to continue the sickness. Patients are invited to ask the nursing coordinator or the discharging doctor for any personal documents handed over at the time of admission.

Self-discharge

If the patient wishes to be discharged despite the doctor's advice to the contrary, they must sign a specific declaration relieving the hospital of any liability resulting from this decision.

Continuity of Care Service – Protected Discharge

The Continuity of Care Service - Protected Discharge is available within the hospital to support family members and hospitalized patients who need to be transferred to another facility for further treatment or protected discharge to their home. The Service, managed by qualified personnel, collaborates with medical and nursing staff to facilitate contact with the relevant local services in planning the patient's discharge to their home, with a view to integrating care and continuity of treatment.

For information: tel. 035.4204.534; Email: dimissioni.protette@gavazzeni.it

Medical and surgical day hospital admissions

Advances in medicine have made it possible to perform even complex therapies, procedures, and surgical operations, limiting the need for hospitalization to a single day (with an overnight stay if necessary). It is therefore possible for a patient undergoing complex therapies or surgery to return home on the same day to complete their convalescence in the comfort and tranquility of their own home.

Services provided on an outpatient basis are governed by medical protocols that establish patient eligibility criteria. The staff of the Medical Day Hospital and the Surgical Day Hospital are available to provide all necessary information and clarifications. The admission procedures and required documentation are the same as for ordinary hospitalizations already described for both the National Health Service (SSN) and private/affiliated patients. Patients have free access to the services provided in these areas.

REQUEST FOR COPY OF MEDICAL RECORDS

National Health Service

You can request a copy of your medical records for a fee:

– at the CUP counter, Via Mazzini 6, Monday to Friday from 2:00 p.m. to 8:00 p.m.; Saturday from 9:00 a.m. to 12:30 p.m.

– by email, at cartellecliniche.castelli@gavazzeni.it.

Humanitas Castelli operates in compliance with the legal and ethical standards that protect patients' rights, inspired by the principles enshrined in the Directive of the President of the Council of Ministers of January 27, 1994, and the European Charter of Patients' Rights set forth in 2002 by www.activecitizenship.net

PATIENT RIGHTS

- 1. Right of access:** every person has the right to receive the most appropriate assistance and care, appropriately, professionally, and attentively, without discrimination based on age, gender, race, language, religion, or political opinions.
- 2. Right to treatment and innovation:** every person has the right to be treated and cared for in an appropriate and continuous manner, thanks to the most advanced scientific knowledge available and the use of the best technologies, in line with the highest international standards.
- 3. Right to respect for time:** everyone has the right to know when they will receive care and assistance, and to be promptly notified in the event of problems or delays. The hospital has a duty to ensure the continuity and regularity of care, respecting the urgency and priority of treatments.
- 4. Right to participation and information:** every person has the right to participate in their care in an informed, active, and safe manner. Every person has the right to be informed about their health condition, the benefits and risks of the proposed treatments, possible alternatives, and any subsequent rehabilitation programs.
- 5. Right to participation, free choice, and informed consent:**
 - every person has the right to choose between different procedures and treatments based on

adequate information, communicated in an understandable and timely manner, enabling them to give informed consent.

- Every person has the right to be accurately informed and to give their consent regarding participation in clinical trials.
- Patients also have the right to refuse all or part of the proposed treatment and to be informed of the consequences of refusal and of alternative treatments.
- 6. Right to a second opinion:** every patient has the right to request a consultation with another professional in order to obtain a medical opinion on their clinical situation, including through the evaluation of their medical records.
- 7. Right to data protection and confidentiality:** every patient has the right to privacy in the provision of medical and healthcare services and to the processing of personal data in accordance with the principles of fairness, lawfulness, and transparency based on current legislation (General Data Protection Regulation – EU Regulation 2016/679 – and Personal Data Protection Code). Security measures and instructions for staff on the correct processing of data are in place, and behaviors that protect these rights are recommended, with particular reference to:
 - respect for professional secrecy
 - respect for the patient's physical integrity and sense of modesty
 - prohibition on disclosing information relating to the patient's hospitalization and state of health to persons other than those indicated by the patient
 - respect for the patient's relationships with his or her

visitors, with the possibility of indicating visitors who are not allowed.

For further information and requests relating to data protection, please contact the Data Protection Officer (DPO) by writing to the following email address: dataprotectionofficer@humanitas.it

- 8. Right to avoid unnecessary suffering and pain:** every person has the right to avoid as much suffering as possible, at every stage of their illness, through appropriate assessment and management of pain.
- 9. Right to worship:** every person has the right to worship and to request a visit from a minister of their choice.
- 10. Right to patient-centered care:** every person has the right to diagnostic and therapeutic programs that are as tailored as possible to their personal needs and to dignified and humane care at all stages of treatment and illness.
- 11. Right to access clinical documentation:** upon discharge, every patient has the right to receive a clinical report written in an understandable manner, containing information useful for continuity of care. In addition, every patient has the right to request a copy of their clinical documentation.
- 12. Right to express one's opinion:** every person has the right to express their opinion through the means made available and to contact the Public Relations Office if they believe their rights have been violated.

PATIENTS' DUTIES

All guests of Humanitas Castelli, in order to ensure peace of mind and safety for patients, family members, and healthcare personnel, in the spirit of mutual trust, have the duty to:

- maintain a responsible and respectful attitude towards other patients, staff, premises, and equipment, and cooperate with ward staff
- follow the therapeutic and behavioral instructions received, in order to facilitate the successful outcome of treatment and a peaceful stay in hospital
- promptly inform healthcare personnel of any intention to refuse, of their own volition, any planned treatment or healthcare services
- wear appropriate clothing both inside and outside your room to ensure decorum and proper coexistence within the hospital
- follow the hand washing procedure required by the hospital to prevent hospital infections.

Humanitas Castelli pays particular attention to the quality and safety of patients, visitors, and staff through adequate equipment and appropriate preventive measures. Compliance with the standards defined below is verified through internal inspections and audits planned by the Health Department to assess the conformity and application of the company's Quality System.

Simplicity

- Clarity and transparency of rates, communicated before services are provided
- possibility of making reports (Public Relations Office).

Reception and comfort

- Specific signage for user information and guidance
- Full air conditioning in summer and winter.

Information

- Staff identification through ID badges and uniforms differentiated according to role:
 - White coat: medical staff
 - White uniform with blue identification: social health worker
 - White uniform with red identification: nurses
 - White uniform with green identification: nursing coordinator
 - Blue uniform: healthcare personnel in specific areas

- Identification of patients through the use of bracelets with identification codes and barcodes
- Accurate communication of the diagnostic and therapeutic process by the referring physician
- informed participation of the patient in the care provided, with the signing of informed consent to procedures.

Hygiene

- compliance with established hygiene standards, translated into procedures and followed by all healthcare personnel
- sanitization of environments according to internationally validated protocols
- sanitization of linen using procedures and methods designed to ensure the highest levels of hygiene
- catering service carried out in accordance with a food safety prevention and control plan based on the international methodological principles of the HACCP quality system
- Waste disposal in accordance with current regulations
- Certified sterilization service.



Quality and Safety

Humanitas Castelli has been accredited since 2000 for quality by ISO 9001, since 2020 for health and safety by ISO 45001 and since 2024 for sustainability by ISO 14001



Surveillance

- Daytime concierge and night watch service
- Video surveillance system where indicated by special signs
- CPI accreditation
- adequate firefighting equipment
- automatic smoke detection system throughout the hospital
- floor plans with emergency plans
- staff training
- presence of fire safety officers
- Public address system for immediate announcements during emergencies.

Electricity and related risks

- emergency auxiliary power supply system (uninterruptible power supplies and generators)
- Periodic electrical safety checks of biomedical equipment and electrical systems
- system management and maintenance service.

Safety plan

- A detailed safety plan has been drawn up following a careful risk assessment and in compliance with regulations. **Technological systems**
- Periodic safety and efficiency checks plant efficiency
- monitoring, with online self-diagnosis, of all the facility's systems thanks to a complex supervision system with centralized alarm reporting.

In addition, Humanitas Castelli

- has adopted procedures that specifically protect children, pregnant women, the elderly, the disabled, infectious patients, and immunocompromised individuals.
- collaborates with primary care physicians to promote integration and continuity of care
- has entered into agreements with other hospitals to ensure that hospitalized patients receive services not provided by Humanitas Castelli
- has entered into agreements with local institutions and services for patients who require rehabilitation or home care at the end of their hospital stay
- provides an interpreting service to facilitate communication with foreign patients who do not understand Italian.



PUBLIC RELATIONS OFFICE (URP)

The Public Relations Office (hereinafter referred to as URP) is located in the Medical Department of Presidio, in building C, on the 1st floor, and is open Monday URP) is located at the Medical Directorate of the Presidio, in building C, 1st floor, and is open Monday to Friday from 9.30am to 12.30pm. It can also be contacted by telephone on 035.283.224, or by email: urp.ca-stelli@gavazzeni.it. The purpose of the Service is to ensure that users comply with the acts and behaviors associated with the healthcare services provided in accordance with current legislation and the protection of patients' rights, and to contribute to the continuous improvement of the services provided. In particular, its role is expressed in the following areas:

The following activities:

- performs listening and reporting functions
- contributes to the communication and transmission of information relating to the organization of the hospital and the provision of its services
- collects observations, reports, complaints, or suggestions regarding any inefficiencies that may have occurred, but also positive feedback (praise and thanks) on the care received
- conducts surveys and assessments of the quality perceived by patients and their degree of satisfaction with the services offered, including through the collection and analysis of customer satisfaction questionnaires. Communications can be made to the URP in person or by telephone, or sent by regular mail, email, or certified email by the interested party, a person delegated by them, or an authorized representative. The URP will take charge of the issue and share and manage it together with the relevant company departments.

to define possible corrective, improvement, and preventive actions to be implemented.

CUSTOMER SATISFACTION

Humanitas Castelli, in line with the guidelines of the Lombardy Region, involves inpatients and outpatients in the voluntary completion of satisfaction questionnaires in order to measure user perception of the quality of the services received.

The Public Relations Office then analyzes the data collected and shares it, in anonymized form, with the relevant company departments and management, again with the aim of improving services.

Improvement of the services offered by the hospital.



SERVICES AND USEFUL INFORMATION

Switchboard	035.283.111
Medical Management	035.283.224
Public Relations Office	035
National Health Service Bookings	035
Private Bookings	035
Diagnostic imaging line	035.4204.001
Cancellation of appointments	035.4204.004
Check-up line	035

AGREEMENTS

Humanitas Castelli has agreements for hospitalizations and outpatient services with most insurance companies and funds that manage policies or other forms of supplementary coverage for the reimbursement of such services. The agreements also extend to numerous companies in the province and region. The agreements may be direct or indirect.

The list of entities affiliated with the hospital is available on the website www.humanitascastelli.it.

Indirect agreement

The patient, however, benefits from a special discount, pays for all services provided by Humanitas Castelli and then requests full or partial reimbursement from their insurance company or mutual aid society.

For more information:

Private Admissions Office, Building A, 1st floor, Monday to Friday from 8 a.m. to 1 p.m. and from 2 p.m. to 4 p.m.; tel. 035.283.236

Direct agreement

The institution affiliated with Humanitas Castelli assumes direct responsibility for the full or partial payment of the services provided to its patient. The institution itself directly pays for the clinical services provided. In the case of partial payment by the institution, the patient is responsible for paying their share (deductible).

ONLINE SERVICES

www.humanitascastelli.it

The humanitascastelli.it website is structured around specific activities and in-depth information. Each area lists the relevant doctors, the diseases treated, and the related treatments. Patients who live far from the hospital and use its services can find information on agreements with hotels, B&Bs, residences, and how to reach Humanitas Castelli. A constantly updated news section informs users about the latest hospital news.

Social Network



Humanitas Castelli is present with Humanitas Gavazzeni on the main social networks (Facebook, LinkedIn, YouTube), to be ever closer to patients and offer useful information for a healthy lifestyle and to communicate prevention initiatives.

VOLUNTEERS

The hospital has volunteers from *Insieme con Humanitas*. These are people who provide a free service to patients. They are present in all areas of the hospital of the hospital, with different tasks depending on the needs: listening and companionship, information, and even more specific services aimed at facilitating the reception and orientation of patients in the hospital or the connection between healthcare personnel and family members. They participate in specific training courses that explore interpersonal skills and abilities and provide different levels of specialization depending on the areas in which the volunteers serve.

OTHER SERVICES

Religious service

The hospital has a chapel located on the ground floor of Building A, where Catholic religious services are held. Upon request, the hospital is available to meet the religious needs of each patient.



Bars and refreshment points

On the 2nd floor of building A there is a bar open Monday to Friday from 7am to 4.30pm and Saturday from 7am to 11.30am. It is closed on Sundays. When the bar is closed, the following services are available

coin-operated vending machines for drinks and snacks in the waiting rooms and wards. The distribution of alcoholic beverages is prohibited throughout the hospital.



Free Wi-Fi

Humanitas Castelli offers patients and their companions internet access via Wi-Fi. The service is free and allows you to browse the web on your personal mobile devices (smartphones, tablets, or PCs) in complete peace of mind and security, in accordance with the Humanitas group's policy. For To access the "guest-castelli" Wi-Fi network, please contact reception, who will provide you with the login credentials.



Transport

General information on urban transport and taxi services is available at reception; taxis can be booked through the reception staff.

Stays in hotels, B&Bs, and residences Thanks to agreements with the main hotels, B&Bs, and residences in the area, Humanitas Castelli offers its patients and their families discounted rates for overnight stays near the hospital. The updated list is available online at www.humanitascastelli.it

Cell phones

For safety and security reasons

To protect patients and avoid interference with medical equipment, the use of cell phones (both when receiving calls and in standby mode) is prohibited in areas identified by specific signage.

Smoking

Smoking is prohibited in the hospital, in accordance with the law and, above all, to protect the health of patients and staff at Humanitas

Castelli staff. Smoking is permitted in two areas of the hospital near the motorcycle parking lot and the MRI room.



Animals

At Humanitas Castelli, pets (dogs, cats, rabbits, ferrets, and all other domestic animals) are not allowed inside any of the hospital buildings, in accordance with Article 22, paragraph 2, of Regional Regulation No. 2 of April 13, 2017.



BY CAR

From the A4 motorway, take the Bergamo exit. the toll booth, follow signs for Bergamo Centro. After about 1.5 km, turn left onto Via San Giorgio and immediately take the first right onto Via Baschenis.

Continue along Via Palma il Vecchio and at the traffic lights, after about 400 meters, continue straight on along Via Nullo until you reach the traffic lights. At the traffic lights, turn left onto Via Mazzini and continue for 150 meters. Humanitas Castelli is located on the right, at number 11.

Travel time: approximately 15 minutes.

**BY PUBLIC TRANSPORT**

You can choose from the following city buses:
Line C1A towards Don Orione; line C1B towards Clementina;
line 9 towards Lon-guelo-Ponteranica.
Timetables and stops: www.atb.bergamo.it

ON FOOT

Starting from the FS square (Piazza Guglielmo Marconi), continue along Viale Papa Giovanni XXIII for about 400 meters. When you reach Largo Porta Nuova, continue straight ahead for about 50 meters. Continue along Piazza Vittorio Veneto and then turn left into Via Tasca. When you reach the Rotonda dei Mille, take Via Giuseppe Garibaldi. Continue for about 200 meters along Via Giuseppe Mazzini. Humanitas Castelli is located on the right, at number 11.
Travel time: approximately 30 minutes.

Humanitas' Mission

To improve the lives of our patients through increasingly effective care
and innovative, sustainable organization.

Investing in research that has a concrete impact on the progress of medicine.

Training a new generation of professionals through a model that combines clinical practice, research, and academia.

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