

HUMANITAS

CASTELLI

Patient and Family Handbook

Useful information to
help make the most of
your hospital stay



Chief Medical Officer
Massimo Castoldi

Hospital Medical Director
Cristina Luti

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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 commitment to service, care, and assistance the sick.

It was founded in 1933 by two doctors, Carlo Castelli and Battista Marconi, as the "Villa Salus" Sanatorium, a facility specializing in internal medicine and obstetrics and gynecology. When Carlo Castelli took over its management, introducing additional medical specialties and expanding the hospital, it was renamed Clinica Castelli. Carlo Arturo Castelli, Carlo's son, continued this work and diversified the hospital's services, laying the groundwork for a facility in constant evolution.

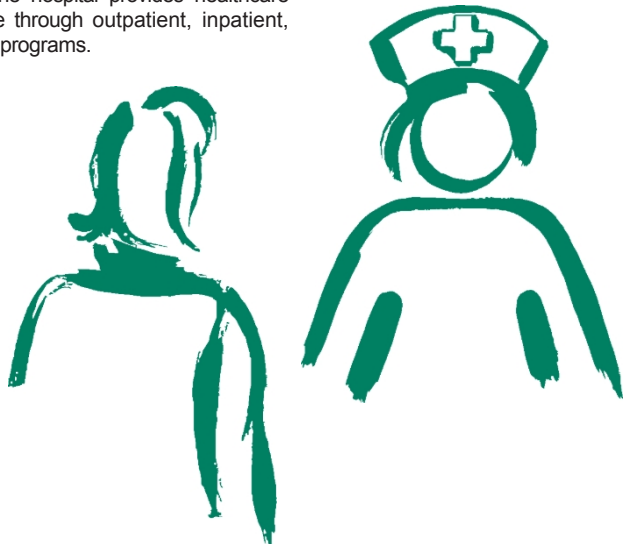
In 2018, Clinica Castelli became part of the Humanitas Group and was renamed Humanitas Castelli.

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

With 106 beds, the hospital provides healthcare services and care through outpatient, inpatient, and day hospital programs.

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

Humanitas also has a presence in Bergamo through Humanitas Gavazzeni. In Italy, along with the Research Hospital in Rozzano, it is one of Europe's leading medical centers, an international research hub, and the teaching campus of Humanitas University (an international university dedicated to the medical sciences). The Gavazzeni and Castelli clinics host numerous specialty schools and nursing degree programs, so it is possible for students and interns to participate in treatment and care processes. Humanitas has hospitals in Castellanza (Varese), Milan, Turin, Catania, and Messina, as well as blood draw sites and outpatient centers in Almè, Arese, Busto Arsizio, Lainate, Milan, Rozzano, and Varese.



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Departments

Surgical Department, Medical Department, Services

SURGICAL DEPARTMENT

Hand Surgery Unit
General Surgery Unit
Plastic and Post-Bariatric Surgery Unit

Orthopedic Prosthetic Surgery Unit
Orthopedics Unit
Ophthalmology Unit
Otolaryngology Unit
Specialized Rehabilitation Unit
Urology Unit

SERVICES

General Surgery Plastic
Surgery Breast Surgery
Vascular Surgery – Angiology
Check-up
Dermatology Diagnostic
Imaging Ultrasound
Endocrinology – Diabetes –
Nutrition
Physical Therapy
Physical Medicine and Rehabilitation
Gastroenterology

Gynecology and Obstetrics Speech
Therapy
General Medicine – Allergy Clinic
Mammography
Neurology
Ophthalmology
Orthopedics and Traumatology
Otolaryngology Radiology
Magnetic Resonance Imaging
(MRI) Computed Tomography (CT)
Rheumatology
Urology

Specialist Exams and Consultations

APPOINTMENTS

You can book appointments and tests:

By phone

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

Private patients:

Phone number: 035.4204.500, Monday through Friday from 7:30 a.m. to 7:00 p.m., Saturday from 9:00 a.m. to 1:00 p.m.

Patients covered by health funds and insurance:

Phone number 035.4204.400, Monday through Friday from 7:30 AM to 7:00 PM, Saturday from 9:00 AM to 1:00 PM. **Diagnostic Imaging Line:**

Phone number 035.4204.001, Monday through Friday from 10 a.m. to 4 p.m. For private patients and those covered by health funds/insurance: Monday through Friday from 7:30 AM to 7:00 PM, Saturday from 9:00 AM to 1:00 PM.

Physical Therapy Hotline

Phone number: 035.4204.999, Monday through Friday from 7:30 a.m. to 7:00 p.m., Saturday from 9:00 a.m. to 1:00 p.m.

Online

Using the "Online Reservations" service on the website www.humanitascastelli.it, you can book

Required documents

For services covered by the National Health Service, you must present:

- a request on a regional prescription form from your primary care physician or specialist, indicating the diagnostic issue
- your regional health insurance card
- a valid ID
- your tax ID number
- any documentation certifying eligibility for exemption from the copayment. For all diagnostic imaging services for private and insured patients, a referral from the attending physician or specialist is required.



Book appointments and tests, both privately and through the National Health Service (SSN). Payment can be made at the hospital upon check-in (private and SSN patients) or online (private patients only). Follow the instructions on the website www.humanitascastelli.it **In person** CUP, 6 Via Mazzini – National Health Service (SSN): Monday through Friday, 9 a.m. to 4 p.m. – Private patients and those covered by health funds and insurance: Monday through Friday, 9 a.m. to 7 p.m.

BLOOD TESTS

Blood draws and lab tests are available by appointment Monday through Friday and Saturday via online booking at www.humanitasgavazzeni.it during the following hours:
National Health Service (SSN) and private patients:
Registration
 CUP, Via Mazzini 6, Monday through Saturday from 7 a.m. to 9:30 a.m.

Blood Draw Station

Building A, Via Mazzini 11, 1st floor, Monday through Saturday from 7:00 AM to 9:30 AM

ALME'

In Almè, at Via Castelvalietti 2a, there is a **Humanitas Medical Care** blood draw center, open with direct access Monday through Saturday from 6:30 a.m. to 10:00 a.m. for blood draws and laboratory tests.

To retrieve laboratory test results, you can download the report directly from the website www.humanitasconte.it by clicking the ONLINE RESULTS button (upon request during registration).

Report pickup at the blood draw center is available from 10 a.m. to 12 p.m.

BERGAMO

In Bergamo, at Via Camozzi 10, there is a **Humanitas Medical Care** Blood Draw Center, open with direct access Monday through Saturday from 7:00 AM to 10:00 AM for blood draws and laboratory tests.

To retrieve your lab test results, you can download them directly from the website www.humanitasconte.it by clicking the "ONLINE RESULTS" button (after requesting this option during registration).

Report pickup at the Blood Draw Center is available Monday through 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 Draw Center, open for direct access Monday through Saturday from 6:30 AM to 10:00 AM for blood draws and laboratory tests.

To retrieve your lab test results, you can download them directly from the website www.humanitasconte.it by clicking the "ONLINE RESULTS" button (after requesting this option during registration).

Reports can be picked up at the Blood Draw Center Monday through Friday from 11 a.m. to 6 p.m. and Saturday from 11 a.m. to 1 p.m.

REPORT PICKUP

You can pick up your lab test results:

Online

By visiting the hospital's website—www.humanitascastelli.it—and accessing the "Online Services" section on the homepage.

In person

Laboratory test results can be picked up (on the days indicated on the form provided at the time of the test) at the CUP, 6 Via Mazzini, Monday through Friday from 10 a.m. to 8 p.m., and Saturday from 9 a.m. to 12:30 p.m.

Please note that when picking up the test results (in person or through a proxy), you will be required to present identification (for both the proxy and the person authorizing the proxy).

CONFIRMATION

On the scheduled day of the outpatient visit or exam, you must go to the CUP counter at Via Mazzini 6 with: **National Health Service (SSN)**

- request on a regional prescription form from your primary care physician or specialist, indicating the diagnostic question and any exemption
- regional health card
- valid identification document.

Private and affiliated patients

- for radiology services, a request from the attending physician or specialist
- proof of enrollment with organizations affiliated with Humanitas Castelli (if enrolled)
- For services provided by individual private practitioners, a referral from a family doctor is not required
- regional health card.

It is also helpful to bring any previous medical records (prescriptions, test results, X-ray reports, etc.).

COLLECTING NATIONAL HEALTH SERVICE/PRIVATE TEST RESULTS

Examination reports are provided by the doctor at the end of the visit.

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

Please note that when picking up the report (in person or by proxy), you will be required to present identification (for both the proxy and the person authorizing the proxy).

CHECK-UP

Private and insured

The check-up service is located in Building A, on the first floor, in a dedicated area for registration, the coordination of medical services, and hospital admission.

You can make an appointment:

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

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

PRE-HOSPITALIZATION

Generally speaking, for admissions of the type...

In the surgical department, the tests required for surgery are performed prior to admission, with the schedule coordinated to meet the patient's needs and in accordance with the principles of appropriateness established by the Lombardy Region. Once the need for surgery has been confirmed, the administrative office contacts patients to arrange for specific preoperative evaluations.

Pre-Admissions National Health Service

(SSN):

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

Private and insurance-covered pre-hospital

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

ADMISSIONS

Admission and Documentation

Upon admission, you must go to the designated counter where admission procedures are carried out and where you will be given an information sheet about the medical team, including the name of your assigned physician (tutor).

You must also present the following documentation:

- referral form with a request from your primary care physician on regional prescription paper
- regional health insurance card
- valid identification document

At the time of admission, request, if necessary, the medical certificate to be submitted to the INPS.

National Health Service (SSN) Admissions:

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

Private and insured patients:

Humanitas offers dedicated wards for private and contract patients for admissions paid for out-of-pocket and/or covered by insurance and/or health funds, entitling patients to:

- the option to choose your own attending physician; in the case of surgery, to choose the lead surgeon or the surgical team
- a private room
- the option of a second bed in the room, subject to approval by the Medical Director
- air conditioning
- welcome kit
- TV
- Wi-Fi

Admissions for private and insured patients:

Building A, 1st floor, Monday through Friday from 7 a.m. to 3 p.m.; tel. 035.283.236

Hotel-style accommodation

Humanitas Castelli, subject to availability, offers a paid service called "hotel-style accommodation," which is available to all patients admitted through the National Health Service. The service includes certain features of private hospitalization, with the exception of the choice of physician or medical team. Information can be requested at the clinical reception desks of each ward.

For non-residents of Italy, essential and urgent care is guaranteed

- if they are citizens of the European Union the EHIC (European Health Insurance Card) is required to access



medical care during a temporary stay in Italy

- **if not members of the European Community** you must contact the relevant ATS office

- **If indigent patients who are not enrolled in the National Health Service (SSN)** are assigned an STP (Temporarily Present Foreigner) code, provided they have completed the self-certification form attesting to their indigence

- **If you are an Italian citizen residing abroad** you must contact the relevant A.I.R.E. (Registry of Italians Resident Abroad) office.

What to bring 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, along with the medical record issued by the Admissions Office staff—any previous medical records, particularly those pertaining to the condition for which you are undergoing this specific treatment. All documentation will be returned to you at the end of your hospital stay.

Clothing.

For your hospital stay, please keep your clothing as minimal as possible. We therefore recommend bringing: a nightgown or pajamas, white socks, closed-heel slippers, a robe or tracksuit, underwear, and personal hygiene items (soap, towels, a washcloth, toothbrush, and toothpaste). It is preferable to use soft-sided bags and suitcases so that they can be stored more easily in the patient's locker. Any other equipment (such as crutches or anti-thrombotic stockings), if required and specifically communicated

by the ward office.

We recommend that you do not bring personal items unrelated to your hospitalization, and in any case, do not bring valuables and/or large sums 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 experienced by the patient during hospitalization.

Medications

Please note that upon admission, any medications the patient regularly takes at home must be brought to the hospital on the day of admission and handed over to the nursing staff to facilitate the medication review and reconciliation process. This means that the doctor will take note of the medications the patient is taking and decide whether to introduce new ones during the hospital stay, and then determine the treatment plan upon discharge. Medications not available at our hospital will be procured to ensure continuity of treatment. The patient's medications will then be returned 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 a cleansing soap. Pay special attention to skin folds and the navel; the use of talcum powder and creams after bathing is not recommended. Pay special attention to oral hygiene.

Hospital Stay

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

HOSPITAL VISITS

Please note that the safety of patients and staff is the hospital's top priority; therefore, the number of visitors allowed in the wards is limited to what is strictly necessary for the patients' care.

Visitor/Caregiver Access to Wards: One visitor per patient is permitted twice daily—from 12:30 PM to 2:00 PM and from 6:30 PM to 8:00 PM.

under the age of 12 is not permitted unless specifically authorized by the Medical Director. Visitors are advised to wear a surgical mask.

Caregivers, access to wards

Continuous care is guaranteed, with unrestricted access, for caregivers of frail patients, the elderly, people with disabilities, patients at the end of life, and minors.

The use of a surgical mask and frequent hand hygiene are recommended. In the case of patients in isolation, before entering the patient's room, the caregiver must contact the ward staff, who will provide the appropriate PPE and verify that it is being used correctly.

Consultations with the Attending Physician

During the hospital stay, 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 the patient's primary care physician will be informed of the diagnostic and therapeutic process and the progression of the illness by the patient's attending physician.

Please note that, in accordance with privacy laws, healthcare staff may not disclose information about a patient's health condition except to individuals expressly authorized by the patient.

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

Meals

Meals are served in the room. Staff are available to assist patients who are unable to care for themselves. Meal times are as follows:

- 7:30–8:00 a.m. breakfast
- 11:30 a.m.–12:30 p.m. lunch
- 6:30–7:30 p.m. dinner

Meals for patients are tailored to the medical condition for which they have been admitted, and for specific clinical needs, the physician may prescribe special diets; patients may choose from a selection of dishes provided for their specific dietary needs. Vegetarian patients or those with dietary restrictions for religious or ethnic reasons may report their needs to the Nursing Coordinator.

The dietary plan is verified by the Dietetics and Clinical Nutrition Service; the Food Service follows the guidelines of the HACCP (Hazard Analysis & Critical Control Points) quality control system.

Support Services for Inpatients

Patient care for inpatients is provided by Humanitas Castelli. Therefore, individuals and/or organizations offering any form of private nursing care to inpatients are not permitted to do so unless authorized by the hospital in accordance with the rules of conduct applicable to external visitors.

Discharge

Upon discharge from the hospital, the patient receives a letter or medical report from the physician in charge of their care, which documents the diagnostic and therapeutic procedures performed and provides instructions for continuing care to be shared with their primary care physician.

The instructions concern:

- diet
- personal hygiene
- wound care
- management of orthopedic braces
- catheter management
- pain
- Other
- personal medical records and any medications handed over for safekeeping upon admission.
- Forms containing general information regarding discharge home.

If the patient has already opened an INPS sick leave file upon admission, they must ask the discharging physician for a certificate to continue the sick leave. Patients are, however, encouraged to ask the nursing coordinator or the discharging physician for any personal documents that were handed over at the time of admission.

- In the case of admission through the National Health Service (SSN), the patient will be given the referral forms for medication, tests, and/or visits requested by the specialist.

Self-discharge

If the patient wishes to be discharged despite the doctor's recommendation against it, they must sign a specific declaration releasing the hospital from any liability resulting from this decision.

Continuity of Care Service – Supported Discharge

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

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

Admissions to the Surgical Day Hospital

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

Services provided under the Day Hospital program are governed by medical protocols that establish the eligibility criteria for patients. The staff of the Surgical Day Hospital is available to provide all necessary information and clarification.

The admission procedures and required documentation are the same as those for standard hospital admissions, as previously described for both the National Health Service (SSN) and private/contracted patients. Patients have free access to the services provided in these areas.

REQUEST FOR A COPY OF MEDICAL RECORDS**National Health Service**

You may request a copy of your medical records:

- at the CUP Office, 6 Via Mazzini, Monday through Friday from 2:00 PM to 8:00 PM; Saturday from 9:00 AM to 12:30 PM

- by email,

atcartellecliniche.castelli@gavazzeni.it .

Patient Rights and Responsibilities

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

PATIENT RIGHTS

1. Right to Access: Every person has the right to receive the most appropriate care and treatment

, with professionalism and care, without discrimination based on age, gender, race, language, religion, or political views.

2. Right to care 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 timely care: Every person 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, while 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 proposed treatments, possible alternatives, and any subsequent rehabilitation pathways.

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 a comprehensible and timely manner, that allows them to give informed consent

- Every person has the right to be fully informed and to give their consent regarding participation in clinical trials

- The patient also has the right to refuse, in whole or in part, the proposed treatment and to be informed of the consequences of such refusal and of available treatment alternatives.

6. Right to a second opinion: Every patient has the right to request a consultation with another healthcare professional in order to obtain a medical opinion on their clinical condition, including through a review of their medical records.

7. Right to data protection and privacy: Every patient has the right to have their privacy respected during the provision of medical and care services and to have their personal data processed in accordance with the principles of fairness, lawfulness, and transparency, based on current legislation (General Data Protection Regulation – EU Regulation 2016/679 – and the Code on the Protection of Personal Data). Security measures and instructions for staff regarding the proper processing of data are in place, and behaviors that protect these rights are recommended, with particular reference to:

- respect for professional confidentiality
- respect for the patient's physical integrity and sense of modesty
- prohibition on disclosing information regarding the patient's hospitalization and health status to anyone other than those designated by the patient
- Respect for the patient's relationships with their

visitors, with the option to specify visitors who are not permitted.

For further information and inquiries regarding data protection, please contact the Data Protection Officer (DPO) by emailing: dataprotectionof-ficer@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 religious practice: Every person has the right to practice their religion and to request a visit from a religious minister of their choice.

10. Right to patient-centered care: Every person has the right to diagnostic and therapeutic programs tailored as closely as possible to their personal needs and to dignified and humane care at all stages of treatment and illness.

11. Right to Access Clinical Records: Every patient has the right, upon discharge, to receive a clinical report written in an understandable manner, containing information useful for continuity of care. Furthermore, every patient has the right to request a copy of their clinical records.

12. Right to express one's opinion: Every person has the right to express their opinion through the channels provided, and to contact the Public Relations Office if they believe their rights have been violated.

PATIENT RESPONSIBILITIES

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

- maintain a responsible and respectful attitude toward other patients, staff, the facilities, and equipment, and to cooperate with the ward staff
- Follow the medical and behavioral guidelines provided, in order to facilitate a successful outcome of treatment and a comfortable stay in the hospital
- promptly inform the healthcare staff of your intention to decline, of your own volition, any scheduled medical care or services
- wear appropriate clothing both inside your room and outside, to ensure decorum and proper coexistence within the hospital
- follow the handwashing procedure established by the hospital to prevent hospital-acquired infections.

Quality, Safety, Transparency

Humanitas Castelli places particular emphasis on the quality of care and the safety of patients, visitors, and staff through appropriate equipment and proper preventive measures. Compliance with the defined standards, listed below, is verified through internal inspections and audits scheduled by the Medical Directorate to assess the conformity and implementation of the company's Quality System.

Simplicity

- Clear and transparent pricing, communicated before services are provided
- the ability to file complaints (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 that vary by role:
 - White coat: medical staff
 - White uniform with blue identification: social and healthcare worker
 - White uniform with red identification: nurse
 - White uniform with green identification: nursing coordinator
 - Blue uniform: healthcare staff in specific areas

Quality and Safety

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



- Patient identification using wristbands with identification codes and barcodes
- Thorough communication of the diagnostic and treatment process by the referring physician
- Informed participation of the patient in the care provided, with the signing of an informed consent form for procedures.

Hygiene

- compliance with established hygiene standards, translated into procedures and followed by all healthcare staff
- Sanitization of environments according to internationally validated protocols
- Sanitization of linens using procedures and methods designed to ensure the highest levels of hygiene
- Catering services provided 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.



Security

- Daytime concierge service and nighttime security service
- video surveillance system, as indicated by special signs
- CPI accreditation
- adequate supply of firefighting equipment
- automatic smoke detection system throughout the hospital
- floor plans with emergency plans
- staff training
- presence of fire safety personnel
- public address system for immediate instructions during an emergency.

Electricity and related risks

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



Safety Plan

- A comprehensive safety plan is in place, developed through a thorough risk assessment and in compliance with regulations. **Technical systems**
- Periodic safety and efficiency inspections efficiency
- Monitoring, with online self-diagnostics, of all the facility's systems thanks to a comprehensive supervision system with centralized alarm reporting.

In addition, Humanitas Castelli

- has adopted procedures that provide special protection for children, pregnant women, the elderly, people with disabilities, patients with infectious diseases, and immunocompromised individuals
- collaborates with primary care physicians to promote the integration and continuity of care
- offers an interpretation service to facilitate communication with foreign patients who do

PUBLIC RELATIONS OFFICE (URP)

The Public Relations Office (hereinafter (URP) is located in the Medical Directorate, Building C, 1st floor, and is open Monday through Friday from 9:30 a.m. to 12:30 p.m. It can also be reached by phone at 035.283.224, or by email: urp.ca-stelli@gavazzeni.it

The purpose of the Service is to ensure that users are treated in accordance with the regulations and standards associated with the healthcare services provided, in compliance with current legislation and to protect patients' rights, and to contribute to the continuous improvement of

Services provided.

Specifically, its role involves the following activities:

- serves as a point of contact and liaison
- contributes to the communication and dissemination of information regarding the hospital's organization and the provision of its services
- collects observations, reports, complaints, or suggestions regarding any service issues that may have occurred, as well as positive feedback (praise and thanks) regarding the care received
- conducts surveys and assessments of the quality perceived by patients and the level of

levels of satisfaction with the services offered, including through the collection and analysis of customer satisfaction surveys.

Communications may be submitted to the Public Relations Office (URP) in person or by phone, or sent via regular mail, email, or certified email (PEC), by the interested party, a person delegated by them, or an authorized representative. The URP will take charge of the matter and will coordinate and manage it in collaboration with the relevant company departments to determine the 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 surveys to measure patients' perceptions regarding the quality of the services received.

The Public Relations Office then analyzes the collected data and shares it, in anonymized form, with the relevant company departments and divisions, always with the aim of improving the services offered by the hospital.



SERVICES AND USEFUL INFORMATION

Switchboard	035.283.111
Medical Directorate	035.283.224
Public Relations Office	035.283.224
National Health Service Appointments	035.4204.300
Reservations for Individuals	035.4204.500
Imaging Diagnostics Line	035.4204.001
Appointment Cancellations	035.4204.004
Check-up Line	035.283.256

HEALTH INSURANCE AGREEMENTS

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

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

Direct Agreement

The entity affiliated with Humanitas Castelli assumes direct responsibility for the payment, in full or in part, of the services provided to its insured member. The entity itself directly pays for the clinical services provided. In the event of partial payment by the entity, the patient is responsible for paying the portion for which they are liable (deductible).

Indirect Agreement

The patient, while still using a special fee schedule, pays for all services provided by Humanitas Castelli and then requests a full or partial reimbursement from their insurance company or health insurance fund.

For more information:

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

ONLINE SERVICES

www.humanitascastelli.it

The www.humanitascastelli.it website is organized into sections and in-depth articles dedicated to specific services. In each section, you can find the relevant physicians, the conditions treated, and the corresponding treatments. Patients who live far from the hospital and use its services can find information on agreements with hotels, B&Bs, and residences, as well as on how to reach Humanitas Castelli. A constantly updated news section keeps users informed about the latest developments at the hospital.

Social Media

Humanitas Castelli, through Humanitas Gavazzeni, maintains a presence on major social media platforms (Facebook, LinkedIn, YouTube) to stay in closer contact with patients, provide useful information on healthy living, and promote preventive health initiatives.

VOLUNTEERS

Volunteers from *Insieme con Humanitas* are present at the hospital. These are people who provide free service to patients. They are present in all care areas

of the hospital, with tasks tailored to specific needs: listening and providing companionship, offering information, and performing more specialized services aimed at facilitating patient reception and orientation within the hospital or serving as a liaison between healthcare staff and family members.

They participate in specialized training courses that focus on interpersonal skills and provide varying levels of specialization depending on the areas in which the volunteers serve.

OTHER SERVICES

Religious Services

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



Cafeteria and dining areas

On the 2nd floor of Building A, there is a café open Monday through Friday from 7:00 AM to 4:30 PM and Saturday from 7:00 AM to 11:30 AM. It is closed on Sundays. When the café is closed,

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



Free Wi-Fi

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



Transportation

General information on public transportation and taxi services is available at the reception desks; you can book a taxi through the reception staff.

Accommodations 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 accommodations near the hospital.

The updated list is available online at www.humanitascastelli.it

Cell Phones

For security reasons and to protect the

To protect patients and prevent interference with medical equipment, the use of cell phones (whether receiving or making calls, or on standby) is prohibited in areas marked with appropriate 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. Smoking is permitted in two areas of the hospital near the motorcycle parking lot and the MRI unit.



Animals

At Humanitas Castelli, pets (dogs, cats, rabbits, ferrets, and all other types of domestic animals) are prohibited from entering any of the hospital buildings, in accordance with Article 22, paragraph 2, of Regional Regulation No. 2 of April 13, 2017.



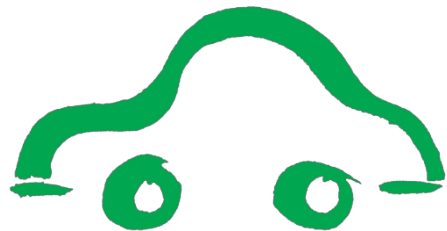
How to get to Humanitas Castelli

BY CAR

From the A4 highway, take the Bergamo exit. After the tollbooth, 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 light—about 400 meters ahead—go straight onto Via Nullo until you reach the next traffic light. At the traffic light, 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 toward Don Orione; line C1B toward Clementina; line 9 toward Longuelo-Ponteranica.

Schedules and stops: www.atb.bergamo.it

ON FOOT

Starting from the train station square (Piazza Guglielmo

(Marconi), continue along Viale Papa Giovanni XXIII for about 400 meters. Once you reach Largo Porta Nuova, continue straight ahead for another 50 meters. Continue onto Piazza Vittorio Veneto and then turn left onto Via Tasca. Once you reach the Rotonda dei Mille, take Via Giuseppe Garibaldi. Continue for about 200 meters on Via Giuseppe Mazzini. Humanitas Castelli is located on the right, at number 11.

Travel time: approximately 30 minutes.

The Humanitas Mission

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

Investing in research that has a tangible impact on medical progress.

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

Humanitas Castelli Via
Giuseppe Mazzini 11 24128
Bergamo
Tel. 035.283.111
www.humanitascastelli.it