



SERVIZIO SANITARIO REGIONALE  
EMILIA-ROMAGNA  
Azienda Unità Sanitaria Locale di Reggio Emilia

SETTEMBRE  
2011



# La Carta dei Servizi



# The Patient's Charter



# La Charte des Services

# بطاقة الخدمات

# Карта услуг



# मेडीकल सर्विस की कार्ड



# 服务章程



## La Carta dei Servizi

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## Introduction

I am proud to be presenting this Patient's Charter as the General Manager.

Since I took up this position, I have been emphasising certain important objectives I intend to pursue, in addition to institutional ones: patients' and operators' safety and communication, as a means of sharing health authority choices and strategies, in the interest of quality of healthcare for the people of this province.

**The Patient's Charter** is an instrument designed to safeguard the right to healthcare, offering individuals and citizens' associations the possibility of evaluating the quality of the health services provided and the extent to which the pledges declared in section three of the Charter are honoured.

**This third edition** of the Patient's Charter has been prepared thanks to input from the District Joint Advisory Committees, organised representative bodies of citizens' associations, which have contributed right from the first edition in verifying pledges made by the Health Authority and evaluating the quality of health services provided, making constructive suggestions for improvement.

**Fausto Nicolini**  
General Manager

## Part one

### Presentation of the Reggio Emilia Health Authority

The Reggio Emilia Health Authority is responsible for the Province of Reggio Emilia, located at the centre of the Emilia-Romagna Region and one of Italy's most industrialised areas.

The territory covered is divided into 45 municipal districts with a population of 530,388 at 1/1/2011, distributed over 2292.89 km<sup>2</sup>, comprising both mountain-hill country and plains. The population of this Province continues to increase, due mainly to migration. The immigrant population, formed mainly of adults of working age, has health needs mainly in the mother and child area: the simultaneous increase in life expectancy, which has increased the number of over-65s, requires integrated health and welfare services, which must be increasingly personalised to suit the needs of the individual.

### 1.1 Strategic mission

Satisfying people's health needs and expectations, intervening to promote healthcare, prevention and treatment which is efficient, promptly accessible without cultural, language and socio-economic barriers, in respect of the person and in conditions of safety, using the resources available efficiently.

### 1.2 Core values

The values which guide professional services at all levels, and aimed at the citizen-user, are:

- sustainability of healthcare choices, in compliance with the principles of protecting health, safety and environment in a civilised society;
- safety of services, from a clinical, organisational, structural and environmental point of view;
- appropriateness: "doing things right at the right time", reflecting effectiveness and efficiency;
- continuity of care, integration of procedures and services;
- solidarity, as a commitment to reciprocity, guaranteeing equal opportunities and respect for diversity;
- respect and promotion of the individual as someone informed and aware and who is actively involved in planning his/her own health;
- equity, as in equal opportunities in terms of access and treatment;
- management efficiency, as in social responsibility in the management of public resources;
- aptitude in accounting for use and management of resources as part of the individual's responsibilities, and the results obtained.

## Part two

### Health authority organisation

The Health Authority (AUS) is divided into 6 districts and organised into Hospital and Territorial Departments.

There is a hospital in each District which forms part of the health authority hospital structure, with the exception of the District of Reggio Emilia, which has Santa Maria Nuova Hospital. The hospitals are: San Sebastiano hospital in Correggio, C. Magati hospital in Scandiano, E. Franchini hospital in Montecchio, Sant'Anna hospital in Castelnovo Monti and Guastalla Civic Hospital.

### **Health authority organisation**

The health authority employed 4,139 people at 31/12/2010.

The Health Authority management team is:

General Manager **Fausto Nicolini**

Administration Manager **Eva Chiericati**

Clinical Manager **Daniela Riccò**

Social Services Coordinator **Elisabetta Negri**

The Management Team is responsible for planning and policymaking, for issuing rules and guidelines and evaluating the results achieved.

### **2.1 The District**

This is the basic territorial Health Authority structure responsible for ensuring residents are provided with highly integrated social and healthcare services, applying criteria of equity, accessibility and appropriateness.

District healthcare authorities play a crucial role in monitoring the health needs of the resident population, planning and evaluating services provided, organizing activities aimed at promoting health, preventing disease and disability and integration between healthcare and social services.

The District is also responsible for fulfilment of projects in collaboration with Municipal and Provincial Authorities and voluntary associations, promoting the adoption of healthy behaviour, in order to prevent disease and assist people in dealing with healthcare problems.

### **2.2 Hospital Departments**

These are the organizational structures within each AUSL hospital which group together departments by homogeneous areas: surgical and internal medicine.

The hospital at Correggio, which specializes in rehabilitation, has one department for rehabilitation which services the entire health authority.

The hospital departments work closely with all healthcare services and structures in the Province, both internal and in the field, in order to guarantee patients/ consumers coordinated ongoing care.

Over recent years, the local Health Authority and Santa Maria Nuova Hospital in Reggio Emilia have established forms of on line integration, through clinical-healthcare services guaranteeing high quality of services, ongoing care, simplified access and development of alternatives to hospital admittance. With this purpose in mind, the two

provincial public health authorities have created two inter-authority departments: the Emergency Department and the Image Diagnostics Department.

### **2.3 Territorial Departments**

These group together healthcare services of equivalent type or operating methods, delivering uniform quality of assistance throughout the entire province. They are: the Public Health Department, Mental Health and Addiction Department, Pharmaceutical Department and Primary Healthcare Departments (one per District).

#### **Public Health Department**

This is the structure entrusted with healthcare at community level, dealing with promotion and improvement of health, welfare and quality of life, prevention of accidents and diseases linked with risks in the living and working environments, food safety and animal welfare. It performs analysis, promotion, direction, assistance and supervision of health and safety problems for the entire resident population.

The Public Health Department offers the following services:

- public health and hygiene;
- hygiene of foodstuffs and nutrition;
- veterinary public health;
- prevention and safety in the workplace;
- plant safety and accident prevention;
- epidemiology and communication of risk;
- forensic medicine.

#### **Mental Health and Addiction Department**

Mental health services are designed to overcome a restrictive and traditional view of mental illness and the associated symptoms, dealing with the individual as a whole and evaluating their abilities and potential.

Mental health services include:

- Mental Health Centres
- Day Centres and Day Hospitals
- Residential structures
- Psychiatric Diagnosis and Treatment Service
- Infantile and Adolescent Neuropsychiatry
- Centres for Eating Disorders
- Clinical and Community Psychology
- Prison Mental Health Service
- Criminal Psychiatric Hospital

The Addiction services (Ser.T) provide prevention, treatment

and rehabilitation services for drug addicts, for both legal and illegal drugs. The Ser.T are linked on line to health and social security institutions and perform the following activities: assistance in access, treatment, rehabilitation, protection of health, reduction of damage and prevention.

#### **Pharmaceutical Department**

This is responsible for planning, programming, controlling and coordinating pharmaceutical activities and deals with:

- territorial and hospital pharmaceutical assistance,
- epidemiological analysis of consumption of drugs and medical equipment,
- information to citizens on correct use of drugs and medical equipment,
- monitoring pharmacies and healthcare services.

The Pharmaceutical Department guarantees direct supply of drugs on discharge from hospital, after hospital admittance and to people with illnesses requiring frequent hospital visits. Direct distribution of drugs is also aimed at the elderly in health authority and private care homes, and all patients with chronic and serious pathologies, according to a personalised plan prescribed by the GP or paediatrician.

#### **Primary Healthcare Departments**

These organisational structures are present in each District and entrusted with the task of providing a comprehensive response to the primary care needs of the population through:

- basic medical services,
- paediatric care,
- specialist treatment outside hospitals,
- care in the home,
- child care in the community,
- residential and semi-residential care for the elderly and disabled,
- cognitive disturbance centres,
- healthcare in prison,
- hospices.

A decisive role in Primary Care is performed by GPs, ongoing care doctors (former out of hours doctors' service), paediatricians and home nursing staff, who operate in collaboration with professionals from other services to offer the most comprehensive healthcare to residents, also integrated with social security services.

Many general practitioners and paediatricians are partners in medical groups or on line.

#### **2.4 Access to information**

Website: [www.ausl.re.it](http://www.ausl.re.it)

**AUSL switchboard** tel. 0522/335111 • fax: 0522/335205

#### **The Regional Health Authority Freephone Number**

The public can call the freephone number **800 033033**, between 8.30 am and 5.30 pm Monday to Friday or between 8.30 am and 1.30 pm Saturday, for information on care and services provided by the Emilia-Romagna Regional Health Authority.

#### **2.5 Public Relations Office (P.R.O.)**

The Public Relations Office (PRO), present in each Health Authority district, provides information on the activities of the hospital and territorial health services, procedures (what to do for ...), methods of access to and supply of services (costs, hours, offices, necessary documentation, telephone numbers). The PRO offices can provide information on waiting times for specialist examinations and tests and issue declarations of intent to donate/not to donate organs and tissues after death.

The PRO also receives complaints, praise and notifications of problems from consumers. It is possible to submit a notification to the PRO personally or by sending an e-mail to the addresses indicated below or by compiling the form directly on the website.

#### **2.6 The Joint Advisory Committee - JAC**

The Joint Advisory Committees (JAC), which were set up by the Emilia-Romagna Regional Authorities under Regional Law 19/94 and Directive 1011/95, are the means whereby users can indicate and improve the perceived quality of health and social security services.

They are formed of members of voluntary associations (the majority), AUSL professionals, general practitioners and representatives of local organisations. The members remain in office for three years and may be re-elected at the end of their term of office. Creation and functioning of the JAC are governed by regulations. The Reggio Emilia AUSL has 6 Joint Advisory Committees, one for each District: Castelnovo ne' Monti, Correggio, Guastalla, Montecchio, Reggio Emilia, Scandiano. The JAC collaborate with the PRO managers of each District and can be contacted through the PRO. What the JAC do:

- participate in preparation and review of the AUSL Patient's Charter;

The District Public Relations Offices				
Reggio Emilia	Poliambulatorio Viale Monte S. Michele, 8	Monday to Friday, 7.30-17.30 Saturday, 7.30-12.30	0522/335168 0522/335651	urp.reggioemilia@ausl.re.it
Castelnovo ne' Monti	Ospedale S. Anna Via Roma, 2	Monday to Saturday, 8.00-13.00	0522/617173	urp.castelnovomonti@ausl.re.it
Correggio	Palazzina Poliambulatori, Via Circondaria, 26	Monday to Friday, 8.15-13.00 Saturday, 8.15-12.30	0522/630211	urp.correggio@ausl.re.it
Guastalla	Ospedale Civile Via Donatori di Sangue, 1	Monday to Friday, 9.00-13.00 Saturday, 9.00-12.00	0522/837344	urp.guastalla@ausl.re.it
Montecchio	Ospedale Franchini Via Barilla, 16	Monday to Friday, 9.00-12.00	0522/860205	urp.montecchio@ausl.re.it
Scandiano	Ospedale Magati via Martiri della Libertà, 6	Monday to Friday, 8.00-12.00	0522/850400	urp.scandiano@ausl.re.it

Hospitals and Districts			
	Hospitals	Districts	Telephones
Reggio Emilia		Via Amendola, 2	0522/335111
Castelnovo ne' Monti	S. Anna, Via Roma, 2	Via Roma, 5	0522/617111
Correggio	S. Sebastiano, Via Circondaria	Via Circondaria, 26	0522/630111
Guastalla	Civile, Via Donatori di sangue, 1	Piazza Matteotti, 4	0522/837111
Montecchio	Franchini, Via Barilla 16	Via Barilla, 16	0522/860111
Scandiano	Magati, Via Martiri della libertà, 6	Via Martiri della libertà, 6	0522/850111

- analyse patients' notifications and complaints and check implementation of any actions for improvement;
- check on quality parameters for users;
- promote surveys into service quality for users;
- participate in quality checks, particularly to improve service access procedures.

### 2.7 Booking examinations and tests

Examinations and tests may be booked telephonically through the **CUPTEL** service, in chemist shops with Farmacup, directly at any CUP office of a District Health authority or in the medical groups or using the myCUP service.

#### myCUP

Specialist examinations or tests may be booked, changed or cancelled by sending an sms through the myCUP service. The cost of the service is extremely low and avoids anyone

using it having to go in person to the CUP offices. The booking is confirmed with an e-mail. Further information is available at [www.ausl.re.it](http://www.ausl.re.it).

#### CUPTEL

For telephone bookings, patients can call the **CupTel** freephone number **800425036**, from Monday to Saturday, 8 am to 6 pm, which allows them to book a wide range of health services and specialist examinations over the phone.

Patients wishing to book over the phone must already be in possession of the request form from their doctor.

In order to avoid misunderstandings or unsatisfactory service, before phoning to book examinations or tests, patients must make sure that what their doctor has written is clear and legible.

For telephone booking, patients should ensure they have their personal health service card number to hand, as well



as a pencil and paper. Booking through **CUPTEL**, it is also possible to print the examination or test booking form at **www.ausl.re.it**, making it unnecessary to go in person to the CUP offices. The booking form also shows the bar code for payment. **CUPTEL** allows patients to book a very wide range of services and specialist examinations. Patients cannot use the freephone number to book services which require detailed information with regard to pre-test preparation. Patients can use the CupTel system, on the other hand, to book examinations for renewal of a driving licence or fire-arms licence, as well as for disabled parking permits and passes.

### Farmacup

Farmacup is a service available in chemist shops which allows patients to book specialist examinations and tests. Patients simply go along to a chemist shop with the request form from their General Practitioner or consultant, their personal health service card and any exemption card they might have. After just a few minutes, they will have the details of the hospital or clinic to be attended as well as the date and time of the appointment.

The chemist shop gives customers a printed reminder of the booking, which also details the amount payable for the test or examination.

Important! Remember that:

- urgent tests and private practice examinations cannot be booked in chemist shops;
- chemist shops do not provide the booking service when open on Sundays, public holidays or through the night;
- the booking service is free.

To find out which chemist shops provide the Farmacup booking service, call the regional freephone number **800033033**

### 2.8 Cancelling bookings

If you are unable to attend your appointment, it is extremely important to notify this in plenty of time, so that the appointment may be given to another patient, which helps reduce waiting times. The telephone numbers (one for each District) to call to cancel are available at **www.ausl.re.it** and in the phone book, on the pages relating to the Reggio Emilia AUSL.

A booking may also be cancelled directly on the homepage of **www.ausl.re.it** by clicking on “cancel booking”.

### 2.9 How to pay for an examination or test

Payment of the charge for the examinations and tests may be made:

- in person at the automated pay machines found in health service structures;
- at the counters of the BSGP – Banca Popolare di Verona;
- using the free Pagonline service, with payment by credit card possible through the website **www.ausl.re.it** or **www.pagonlinesanita.it**

### 2.10 European Health Card

The new European Health Card, through which health services are also available in EU countries, it is possible to display all bookings with suspended payment and choose which service to pay. Insert the card in the automated pay machines at the health service structures and Santa Maria Nuova Hospital in Reggio Emilia, choosing the option “payment with bar code”.

## Part three

### AUSL pledges on the quality of services, patients' rights and responsibilities

#### 3.1 AUSL pledges

The Health Authority endeavours to respect the values to which it aspires in every phase of the care process through the following pledges, which are subject to verification by the Joint Advisory Committees.

#### 3.2 Patients' rights

- The right to receive healthcare as provided by the National Healthcare Service.
- The right to be treated and assisted, in conditions of safety, in a way which shows respect for human dignity and individual cultural, philosophical and religious convictions.
- The right to receive information regarding medical procedures and treatments, means of access, waiting times and different treatment regimes.
- The right to receive clear, precise and exhaustive information regarding their state of health and any diagnosis, treatment and care promptly.
- The right to privacy and confidentiality during the performance of all medical, nursing, diagnostic and therapeutic procedures.

H = hospital

T = territory

A = health authority

Access	
Level	Theme
H T	All territorial healthcare services and hospitals are equipped with display boards which provide information on services offered by the AUSL. The PRO staff is responsible for updating the material displayed.
A	<b>Waiting times:</b> the AUSL pledges to respect the maximum waiting times established by the Regional Council for programmed instrumental tests (60 days) and programmed specialist examinations (30 days). Urgent services will be provided within 24 hours and deferrable urgent services within 7-15 days. The AUSL pledges to make available waiting times for treatments and procedures throughout the province in order to allow patients to choose the hospital or clinic they prefer. Patients will be informed of waiting times upon booking, and may also consult waiting time lists at the District PRO Information Points in all districts
A	<b>Dialogue with healthcare users:</b> complaints submitted by patients are discussed by the District Joint Advisory Committees, which are responsible for verifying implementation measures introduced as a result.
A	<b>Architectural obstacles:</b> the AUSL pledges to remove all architectural obstacles identified through mapping carried out by the District Joint Advisory Committees.
A	<b>Compassionate approach:</b> the approach of all AUSL operators towards healthcare consumers is based on mutual respect and courteousness.
A	<b>Comfort:</b> the AUSL pledges to keep all places where healthcare treatments and procedures are carried out in a respectable, hygienic and safe state.

Treatment and Hospitalisation	
Level	Theme
H T	<b>Healthcare professionals clearly identifiable</b> by means of special ID cards.
H T	Acquisition of <b>intended informed consent from the patient/user</b> for the procedures proposed. In the case of treatment involving risks, the patient is asked to sign a written form, which has been explained to them in detail by the healthcare professional.
H T	<b>Compassionate approach to pain:</b> pledge to increase healthcare operators' awareness of the problem of pain and implement pain management procedures.
H	<b>Quality of food:</b> during hospital stays patients are guaranteed a varied, good quality diet that is appropriate for their condition.

Release	
Level	Theme
H	Patients released from hospital departments are guaranteed follow-up care thanks to the application of protected release protocols if further home care is needed.
H	<b>Compassionate approach to death:</b> on hospital wards, whenever possible and depending on conditions at that time, patients in a preagonal state of coma or recently deceased are moved to a separate room, in order to guarantee their dignity and the privacy of their family and other patients. <b>Hospital mortuary rooms:</b> in the context of hospital renovation work, areas will be set aside for deceased patients in order to allow families to grieve in a dignified manner. Families will be provided with amenities (water, tea, coffee, etc.)

H = hospital

T = territory

A = health authority

Responsibilities shared by the AUSL and patients	
Level	Theme
A	Respect of surgery and office opening and closing times
A	Mutual respect between patients and healthcare operators.
H T	Appropriateness of access to healthcare procedures and treatments also through consistent information and dialogue with healthcare consumers.
H T	Adoption of a healthy lifestyle starting from healthcare environments, observance by both operators and healthcare consumers of the no-smoking policy..
H T	Introduction of forms of cooperation with social organizations in the province in order to launch health promotion initiatives.

- The right to receive pain relief.
- The right to have someone stay with them during hospital stays.
- The right for children in hospital to have a parent with them 24 hours a day.
- The right to complain.

### 3.3 Patients' responsibilities

- Patients must collaborate fully and behave respectfully with regard to healthcare operators in order to render their efforts as effective as possible.
- Patients must adapt their behaviour in accordance with information given to them by healthcare operators.
- Patients must abide by rules and show respect for the healthcare structures and the equipment and furnishings therein.
- Patients must abide by established timetables of healthcare centres and hospital wards and must observe all health and hygiene regulations.
- Patients must be courteous in their dealings with staff.
- Patients must avoid any behaviour that might disturb or distress other patients and avoid congregating in large numbers in the rooms.
- Patients must observe the no-smoking policy out of respect for others and in order to preserve a healthy environment for all.
- Avoid bringing children under 12 to visit hospital patients, to protect everyone's health.
- Only use mobile telephones in healthcare structures if strictly necessary, in order to avoid disturbing other people.

### Part four

#### Means for safeguarding patients' rights and methods for the evaluation of AUSL pledges

##### 4.1 Access to administrative acts

To safeguard operational transparency and impartiality, Reggio Emilia Health Authority publishes all administrative acts on its website [www.ausl.re.it](http://www.ausl.re.it) and recognises the right to access them, in compliance with current legal requirements.

##### 4.2 Methods of evaluating quality of services

Reggio Emilia Health Authority undertakes to make information on services provided widely available and provides a range of measures for listening to healthcare consumers, for continual improvement of organisation. With this purpose in mind, it systematically adopts the following means:

- pooling of evaluations and suggestions through appraisal questionnaires on the service offered to all patients released from AUSL hospitals and offered to territorial healthcare service consumers at an established time of the year;
- the pooling and systematic analysis of notifications, complaints, praise and suggestions. The PRO analyses notifications received from users in order to introduce concrete proposals for improvement of the services;
- evaluations of the AUSL pledges on quality of services, performed by the Joint Advisory Committees.

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