La Carta dei Servizi

The Patient’s Charter

La Charte des Services

بطاقة الخدمات

Карта услуг

Медицинская услуга к карда

服务章程
La Carta dei Servizi
The Patient’s Charter

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 km², 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 Castelnuovo 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.

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### 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;
• 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.

**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

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### The District Public Relations Offices

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<thead>
<tr>
<th>Region</th>
<th>Address</th>
<th>Hours</th>
<th>Telephone 1</th>
<th>Telephone 2</th>
<th>Email</th>
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<tbody>
<tr>
<td>Reggio Emilia</td>
<td>Poliambulatorio Viale Monte S. Michele, 8</td>
<td>Monday to Friday, 7.30-17.30 Saturday, 7.30-12.30</td>
<td>0522/335168 0522/335651</td>
<td><a href="mailto:urp.reggioemilia@ausl.re.it">urp.reggioemilia@ausl.re.it</a></td>
<td></td>
</tr>
<tr>
<td>Castelnovo ne’ Monti</td>
<td>Ospedale S. Anna Via Roma, 2</td>
<td>Monday to Saturday, 8.00-13.00</td>
<td>0522/617173</td>
<td><a href="mailto:urp.castelnovomonti@ausl.re.it">urp.castelnovomonti@ausl.re.it</a></td>
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<tr>
<td>Correggio</td>
<td>Palazzina Poliambulatori, Via Circondaria, 26</td>
<td>Monday to Friday, 8.15-13.00 Saturday, 8.15-12.30</td>
<td>0522/630211</td>
<td><a href="mailto:urp.correggio@ausl.re.it">urp.correggio@ausl.re.it</a></td>
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<tr>
<td>Guastalla</td>
<td>Ospedale Civile Via Donatori di Sangue, 1</td>
<td>Monday to Friday, 9.00-13.00 Saturday, 9.00-12.00</td>
<td>0522/837344</td>
<td><a href="mailto:urp.guastalla@ausl.re.it">urp.guastalla@ausl.re.it</a></td>
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<tr>
<td>Montecchio</td>
<td>Ospedale Franchini Via Barilla, 16</td>
<td>Monday to Friday, 9.00-12.00</td>
<td>0522/860205</td>
<td><a href="mailto:urp.montecchio@ausl.re.it">urp.montecchio@ausl.re.it</a></td>
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<tr>
<td>Scandiano</td>
<td>Ospedale Magati Via Martiri della Libertà, 6</td>
<td>Monday to Friday, 8.00-12.00</td>
<td>0522/850400</td>
<td><a href="mailto:urp.scandiano@ausl.re.it">urp.scandiano@ausl.re.it</a></td>
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### Hospitals and Districts

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<td>Castelnovo ne’ Monti</td>
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<tr>
<td>Correggio</td>
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<td>Civile, Via Donatori di sangue, 1</td>
<td>Piazza Matteotti, 4</td>
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<tr>
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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.
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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 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.