



ACCREDITED PRIVATE HEALTHCARE CLINIC INHS (ITALIAN NATIONAL HEALTH SERVICE)

Policlinico San Marco S.p.A.

Subject to the direction and coordination of Policlínico Triestino S.p.a.

Registered in the Companies Register of Venezia Giulia at no. 00139620322

Service Charter

Policlinico San Marco

“Your Healthcare Clinic in the heart of the city”

Healthcare Director: Dr. Marialuisa Migliorino

**Updated March 2025
(12° printed edition)**

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INTRODUCTION

By the General Director

This Service Charter, along with our website (www.policlinicosanmarco.it), is an important communication tool. Through the description of the activities carried out, it allows us to inform users about our structure and the commitments we undertake to establish a direct connection with them.

Our goal is to promote information, protection and informed participation, as well as to encourage patients and their families to contribute, through various communication methods, to the continuous improvement of the service provided.

The Policlinico San Marco is accredited by the Italian National Health Service (INHS) and complies with the requirements of the Regional Law 22/2002 regarding Institutional Accreditation. It follows a quality management system and adheres to Ministerial Recommendations and Regional Guidelines, with a particular focus on clinical risk prevention and patient safety.

General Director

Dr. Francesco Camisa

1. CONTACTS

Where we are

Healthcare Clinic Head Office

Policlinico San Marco S.p.A.
Via Zanotto, n. 40
30173 Mestre – Venezia

Private Physiotherapy External Facility

Via Zanotto, n. 26
30173 Mestre – Venezia

Centre Booking Office (CUP) Head Office

Policlinico San Marco S.p.A.
Via Zanotto, 40
30173 Mestre – Venezia

Certified Electronic Mail - Telephone Contacts – E-mail

Certified electronic mail: ufficio.contabile@pec.policlinicosanmarco.it

Main Switchboard

tel. 041 5071611

Executive Secretariat

tel. segreteria 041 5071618

fax: 041 5071746

segreteria.direzione@policlinicosanmarco.it

CUP Central Booking Office

convenzionati:

tel. numero verde 800 012 806

tel. da cellulari 041 – 5071622

privati e medicina dello sport:

tel. 041 – 5071725

fax: 800 292 000

cup@policlinicosanmarco.it

Public Relations Office

tel: 041 5071618

urp@policlinicosanmarco.it

info@policlinicosanmarco.it

Central Registration

tel. 041 5071695

accettazione@policlinicosanmarco.it

Training Office

tel. 041/5071849/638

ufficio.formazione@policlinicosanmarco.it

Pre-Surgery

Segreteria tel. 041/50 71 810

Reparto tel. 041/50 71 800 – 822

segreteria.preoperatoria@policlinicosanmarco.it

SURGICAL AREA (surgery and orthopedics)

Caposala reparto: tel. 041.5071-822

Reparto: tel. 041.5071-800

chirurgia@policlinicosanmarco.it

Physical medicine and rehabilitation (MFR)

Riabilitazione Ambulatoriale e Day Hospital

Segreteria tel. 041.5071 682

reparto.day-hospital@policlinicosanmarco.it

Fisioterapia tel. 041-5071848

Riabilitazione Neuromotoria/Ortopedica

tel. 041.5071 754-750

reparto.fkt@policlinicosanmarco.it

Riabilitazione Ortopedica tel. 041.5071 673

MEDICINE AND GERIATRICS

Reparto: Tel. 041.50 71 900-918

reparto.medicina@policlinicosanmarco.it

CARDIOLOGICAL REHABILITATION SECTION

Reparto: Tel. 041.50 71 900-918

riabilitazione.cardiologica@policlinicosanmarco.it

HOSPICE HOSPITAL-BASED

Caposala:

tel.041 50 71 705

Contatti Reparto:

tel: 041 50 71 708

fax: 041 5071619

reparto.cso@policlinicosanmarco.it

OUTPATIENT SERVICE OF REHABILITATION AND PHYSIOTHERAPY (private benefits)

tel. 041 5071 893 – 894

accettazione.fisioterapia@policlinicosanmarco.it

RADIOLOGY SERVICE

tel. 041 50 71 689 (Coordinatore f.f.)

tel. 041 50 71 725

servizio.radiologia@policlinicosanmarco.it

MEDICAL LABORATORY

Per informazioni: tel. 041 50 71 630 / 633

2. WHO WE ARE

HISTORY

Due to the range of services provided and the quality of care offered, Policlinico San Marco has been recognized through agreements with various health institutions and, later, with the Italian National Health Service (INHS) since 1960.

Over time, some of the specialties offered by the clinic have been adjusted to meet the evolving healthcare needs of the community. In 1992, palliative care for cancer patients was introduced.

Currently, the facility has 196 authorized beds, of which 185 are accredited for services provided under the Regional Health Service, including additional beds for out-of-region patients and the in-hospital Hospice unit. The institutional activity is carried out in the main office on via Zanotto 40 and in some decentralized area located nearby, which host the following services:

The clinic operates primarily from its main headquarters on [Via Zanotto 40](#), with additional nearby locations housing:

- Private outpatient rehabilitation facilities at [Via Zanotto 26](#)
- A teaching classroom at [Viale San Marco 82/b](#)
- An external storage facility

QUALITY POLICY

The clinic has implemented a quality management system, which includes a formal document called the "Quality Policy." This document extends upon the objectives outlined in the mission statement and is periodically updated. It is shared with key personnel, including department heads, coordinators, and external collaborators.

The "Quality Policy" is displayed at the entrance of the facility, published on the clinic's website, and disseminated internally to all departments and services whenever it is updated.

MISSION

Our key goals include:

- Humanization of care and respect for patient dignity, ensuring equality, impartiality, transparency, access to information, freedom of choice, participation, and confidentiality.
- Investment in advanced medical technologies and professional training to improve healthcare quality.
- Ensuring the effectiveness of treatments and efficiency in healthcare management, with a strong emphasis on patient safety.
- Workplace safety, involving all staff members in maintaining a secure environment.

As an integral part of the Regional Health Service, the Policlinico San Marco provides diagnostic, treatment, and rehabilitation services for both inpatients (ordinary hospitalization, week-surgery, day hospital/day surgery) and outpatients, as well as in-hospital hospice care.

ORGANISATIONAL MODEL Reg. 231/2001

The Policlinico San Marco has adopted a corporate organizational model in compliance with Legislative Decree 231/2001.

All staff members are required to fully understand and apply the provisions of this model.

CODE OF ETHICS

To ensure the highest standards in fulfilling its mission, the Policlinico San Marco has adopted a Code of Ethics that establishes clear behavioral guidelines..

This code aims to foster a corporate culture based on integrity and responsibility, in alignment with the clinic's values.

The Code of Ethics is an integral part of the Organizational and Management Model (as per Article 6 of Legislative Decree No. 231/2001).

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FACILITIES

The Policlinico San Marco consists of

Main Building (Monobloc)

Ground floor

- Reception / Switchboard
- Central Booking Office (CUP)
- Radiology & Diagnostic Imaging Services
- Day Hospital Rehabilitation & Outpatient Physiotherapy (Gym Facilities).
- Training office
- Pharmacy Storage
- BAR & Canteen
- Elevators for accessing outpatient clinics & inpatient wards

First Floor

- Inpatient & Outpatient Admissions
- Clinical Records Office
- Laboratory Testing & Blood Draw Center
- Pre-Hospitalization Unit (Surgery/Orthopedics)
- Specialist & Surgical Clinics
- Digestive Endoscopy Unit
- Cardiology Services
- Sports Medicine & Exercise Physiology
- Administrative Offices
- Public Relations Office
- Technical Office & Safety Management (RSPP)
- Purchasing Office

Second floor (Inpatient Units)

- Orthopedics Unit
- General Surgery / ENT Surgery
- Week Surgery/Day Surgery
- Operating Rooms
- Laboratory Services

Third floor (Inpatient Units)

- Physical Medicine & Rehabilitation Unit
- Orthopedic Rehabilitation Section
- Neurological & Geriatric Rehabilitation Section

Fourth floor (Inpatient Units)

- Internal Medicine & Geriatrics Unit
- Cardiac Rehabilitation Unit

Fifth floor (Inpatient Units)

- In-Hospital Hospice Unit
- Chapel

Sixth floor

- Administrative Offices (Human Resources, Accounting, Management Control)
- IT Systems
- Meeting & Training Rooms
- Staff Changing Rooms

External Building (Riverside Wing)

Basement

- Morgue & Autopsy Rooms
- Ground Floor:

Ground floor

- Viewing Rooms for the Deceased

First Floor

- Clinical Laboratory

Second floor

- Staff Changing Rooms

EXTERNAL PHYSIOTHERAPY CENTRE (Private Services Only)

Ground floor

- Reception & Check-In
- Consultation Rooms
- Gym Facilities
- Patient & Staff Changing Rooms

HOW TO IDENTIFY STAFF

Every staff member wears an identification badge or a clearly visible name tag on their uniform. Additionally, uniforms are color-coded to indicate roles:



Doctors

Light blue or white uniform, white lab coats



Head Nurses/Nursing Coordinators

Bordeaux top, white pants



Nurses

Navy blue top, white pants



Physiotherapists

Yellow top, white pants



Healthcare Assistants (OSS)

Light green top, white pants

FUNDAMENTAL PRINCIPLES OF COMMUNICATION

Policlinico San Marco ensures that all communication and information activities comply with transparency and efficiency standards in healthcare administration.

We recognize communication as a strategic tool in our relationship with patients, and our guiding principles include:

- **Centrality of the person** - Patient-Centered Approach – The well-being of each person, considering all physical, psychological, and social factors, is our top priority. Every communication strategy and initiative is designed with this in mind.
- **Equality and impartiality** - Equality and Impartiality – All patients have the same rights, regardless of gender, age, race, ethical beliefs, religion, politics, economic status, or health condition..
- **Continuity** – Patients are guaranteed uninterrupted access to necessary treatments, ensuring a seamless healthcare experience.
- **Freedom of Choice** – Patients may choose their preferred healthcare provider within the National Health Service (SSN).
- **Participation** – We encourage active participation from patients in managing their healthcare through effective communication strategies
- **Efficiency and Effectiveness** –Our services are designed to meet real healthcare needs, ensuring both high-quality care and optimal resource use.
- **Transparency** – Patients and authorized individuals have the right to access healthcare records and information regarding services
- **Equity** – We prioritize access to care for the most vulnerable patients, working closely with the Regional Health Service (ULSS 3 Serenissima) to improve healthcare availability.

6. PARTNERSHIPS WITH ASSOCIATIONS

The Policlinico San Marco collaborates with numerous associations and organizations, some of which participate in service updates, patient satisfaction surveys, and public relations initiatives.

Main Partner Associations: Heart Friends, Parkinson Association, AISM (Italian Multiple Sclerosis Association), AVAPO (Oncology Volunteer Association), Codacons (Consumer Protection Association), San Vincenzo Association, Cittadinanza Attiva (Active Citizenship Network), Tribunale per i Diritti del Malato (Patients' Rights Tribunal) Doctors Without Borders.

SERVICES PROVIDED

The Policlinico San Marco is a multispecialty private hospital offering healthcare services in:

- under an **agreed regime**, on behalf of the National Health Service (SSN)
- under a **private regime** with costs paid entirely by the citizen or by insurance-social security funds.

In particular, the services offered can be generically divided as follows:

Prevention

- General & specialized health check-ups (e.g., gynecological, cardiology, prostate, osteoporosis, nutrition).
- Sports Medicine screenings.
- Mammograms and breast exams.
- Colon cancer screening & dermatological cancer prevention.
- Occupational health screenings.

Diagnosis

- Medical imaging (X-rays, MRI, ultrasounds).
- Clinical laboratory services.
- Cardiology diagnostics.
- Specialist outpatient clinics.

Treatment

- Medical and surgical procedures, available through:
- Inpatient care (standard hospitalization, week-surgery, day surgery).
- Outpatient treatment.

Rehabilitation

- Neuromotor rehabilitation (for stroke patients, Parkinson's, multiple sclerosis).
- Orthopedic rehabilitation (for joint replacement recovery).
- Cardiac rehabilitation (for post-surgery and heart disease recovery).
- Respiratory rehabilitation.
- Services available in inpatient, day-hospital, and outpatient settings.

In-Hospital Hospice Care

- Palliative care for patients in advanced illness stages, including pain management, psychological support, and family assistance.
- 25 accredited beds are dedicated to hospice care.

3. HEALTHCARE AGREEMENTS & INSURANCE COVERAGE

The Policlinico San Marco has agreements with major insurance providers, supplementary health funds, and associations, allowing patients to access healthcare through:

- **Direct Agreements** – The insurance provider covers part or all of the medical costs directly.
- **Indirect Agreements** – The patient pays upfront at a discounted rate and later requests reimbursement from their insurance.

Major Insurance Partners

- ALLIANZ
- AON
- AQS SRL
- ARCHEOTECNICA
- ARGO ASSISTANCE
- ASSIRETE
- ASSOCIAZIONE UNIVERSITA' DEL TEMPO LIBERO
- AWP CONTACT CENTER ITALIA
- AXA CARING
- BLUE ASSISTANCE
- CGIA MESTRE
- COOPSALUTE
- COOPERAZIONE SALUTE
- EUDAIMON
- F.A.S.I.
- FASIL
- FASIOPEN
- FASCHIM
- FASDAC
- FONDAZIONE TEATRO LA FENICE
- FONDO SALUTE CESARE POZZO
- GENERALI
- GUARDIA DI FINANZA
- IDRA SNC
- MED 24 SRL
- MED4ALL ITALIA SPA
- MY ASSISTANCE
- MY RETE
- POSTE PROTEZIONE
- PREVIMEDICAL
- U.N.C.I.
- U.N.U.C.I.

Since insurance agreements may change, patients should verify their coverage when booking an appointment.

4. HOSPITALIZATION SERVICES

The Policlinico San Marco provides inpatient care in the following specialized departments:

- Medical Department
- Orthopedic/Surgical Department
- Rehabilitation Department
- In-Hospital Hospice

Patients who choose Policlinico San Marco are **guaranteed continuity of care** in every phase of the diagnostic-therapeutic pathways obtainable within the company. The clinical care plans are formulated in compliance with the values and beliefs of the users. For the pathologies treated, the diagnostic-therapeutic and care pathways are guaranteed in compliance with the appropriateness criteria, **ensuring adequate performance for the specific clinical conditions of the patient**, using external public and private providers for diagnostics not present in the structure.

Types of Hospitalization

Policlinico San Marco does not have an emergency room, so almost all hospitalizations are scheduled, while those in the Medical Area are sent from the Emergency Room of the Ospedale dell'Angelo.

Hospitalization, if deemed appropriate, can occur:

- **under an agreed regime**, with the cost borne by the National Health Service (SSN). For more information on the access methods, please refer to the specific pages..
- **under a private regime**, with the cost borne by the patient and/or by affiliated Funds and Institutions. Hospitalization under a private regime requires the choice of a trusted doctor from among those in force at the Nursing Home. The acceptance of patients assisted by Institutions, Insurance Companies and Supplementary Funds is subject to the prior assumption of the cost through procedures established with each Institution.

For more information, please see the "private hospitalisations" page. "

ACCESS CRITERIA

Hospital admissions are determined based on:

- Regional healthcare planning.
- Inter-company agreements with ULSS 3 Serenissima.
- Clinical appropriateness (based on the patient's medical condition).
- Organizational feasibility (availability of hospital beds).

Transfusion Services

The hospital ensures the availability of blood and blood derivatives as needed, in collaboration with the Transfusion Medicine Service of ULSS 3 Serenissima (Angel's Hospital) .

ORGAN DONATION

The hospital collaborates with the Veneto Eye Bank Foundation for corneal donations.

5. ORTHOPEDIC & SURGICAL DEPARTMENT

The Orthopedic Surgery Unit includes 3 operating rooms and dedicated inpatient beds for:

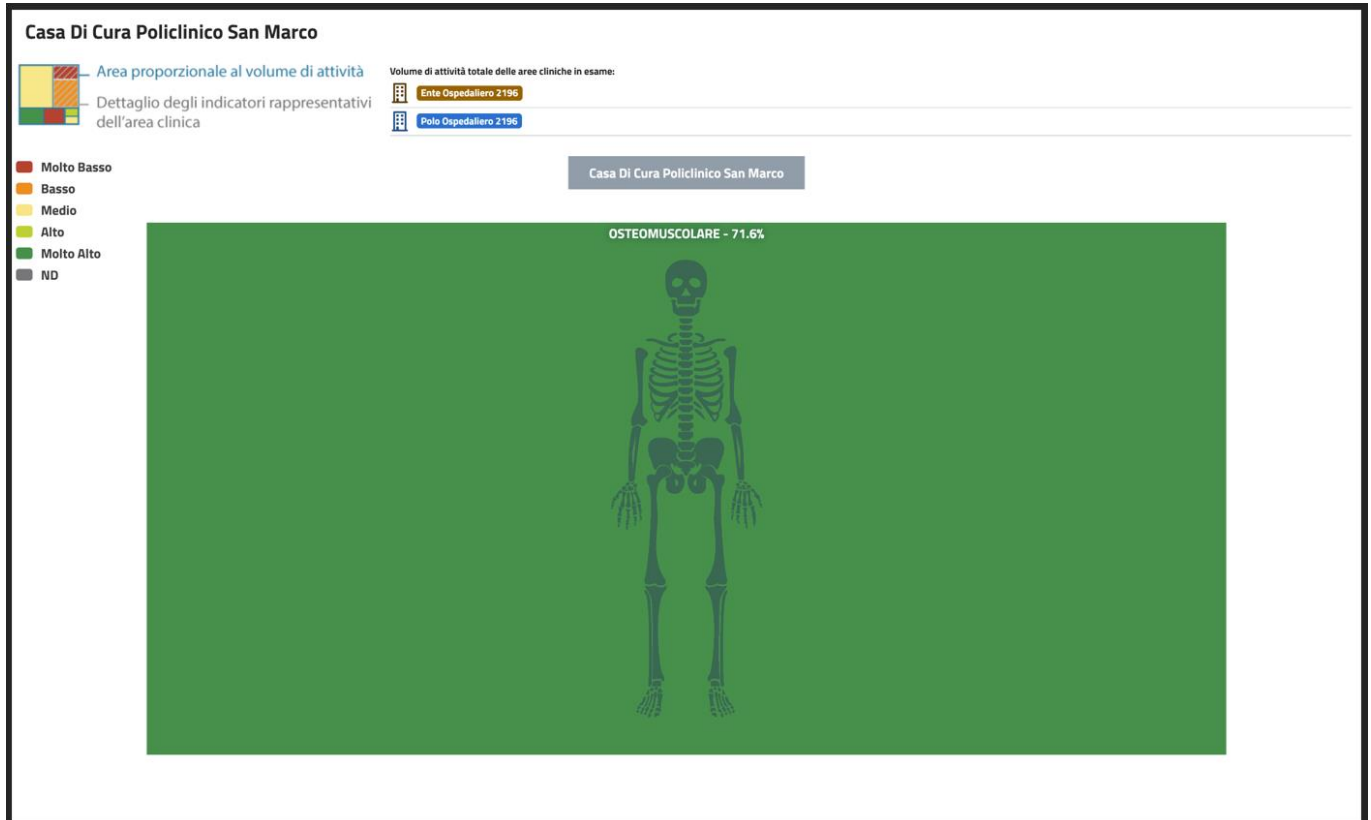
The Orthopedic Surgery Unit includes 3 operating rooms and dedicated inpatient beds for:

- Hip, knee, and ankle joint replacement surgeries.
- Arthroscopic surgeries (knee, shoulder).
- Ligament reconstruction surgeries (including donor tissue transplants).

This unit performs over 1,000 joint replacement surgeries annually, with infection rates among the lowest in Italy (as monitored by the Hospital Infection Control Committee).

Data from the National Outcomes Plan (Treemap)

Synthetic evaluation diagram of the level of adherence of the facility to the quality standards set by the Ministry of Health (71.6% Very High)



The General Surgery Unit performs:

- Soft tissue and musculoskeletal surgeries.
- Hand surgery.
- Hernia and varicose vein treatments.

Medical Doctors

Orthopedics: Dr. Giovanni Mazzarol

General surgery: Dr. Roberto Nistri

ENT surgery: Dr. Alessandro Varini

Operating block anesthesia and intensive care service/post-operative observation:
Dr. Mirco Gastaldelli

Head Nurse

Surgical Area:

Chiara Zabeo tel. 041.50 71 822

Operating block and intensive care/post-operative observation

Federica Cian tel. 041.50 71 829-863

Department

tel. 041.50 71 800-822

e-mail: chirurgia@policlinicosanmarco.it

Department: PRE-HOSPITALIZATION ORTHOPEDIC-SURGERY

Pre-Surgical Assessments

- Patients undergo a pre-hospitalization check-up, including:
- Anesthesia consultation.
- Diagnostic tests (based on the planned procedure).
- The Pre-Operative Office assists patients with scheduling.

Pre-operative Secretariat

tel. 041.5071-810

Head Nurse

Antonino Saccuta

HOW TO ACCESS

Admission to the surgical area is always scheduled according to the waiting lists and after an outpatient medical examination, carried out by a specialist doctor working at our facility. The surgeon of the facility, having assessed the appropriateness, priority and safety of the patient, proposes admission for the recommended operation. All admission proposals sent by the Surgeons to the Nursing Home are recorded in a computerized agenda, which feeds first the admission list and then the waiting list for the operation.

Having assessed the availability of the operating room, in agreement with the head of the department and the medical collaborators, according to clinical priority and company planning criteria, the computerized waiting list is fed, through which the patient calls are managed to carry out:

Sezio
Preve
region
tratta
paran

- pre-admission tests
- admission, once the anesthetist's clearance has been received

The commitment of the Facility is to guarantee the patient the appropriate and suitable assistance in compliance with the access criteria established by regional regulations and in a transparent manner, based on the order of presentation of the hospitalization proposals and the clinical priority established by the Facility's doctors.

6. REHABILITATION DEPARTMENT

The rehabilitation unit works in close collaboration with Ospedale dell'Angelo di Mestre and other hospitals within ULSS 3 Serenissima, ensuring continuity of care for patients transferred from these facilities. It also collaborates with ULSS 8 Berica to provide cardiac rehabilitation for post-surgical patients.

Main Rehabilitation Services

Neurological Rehabilitation: Treating patients recovering from strokes, as well as those with chronic progressive diseases like Parkinson's disease or multiple sclerosis.

Orthopedic Rehabilitation: Primarily focused on post-surgical recovery for joint replacements.

Cardiac Rehabilitation: Supporting patients recovering from valve replacements, coronary artery bypass grafts, angioplasty, stent implants, and heart failure.

Inpatient Rehabilitation – For patients requiring intensive, hospital-based recovery programs.

Day Hospital Rehabilitation: For patients needing intensive therapy while continuing to live at home.

Outpatient Rehabilitation: Available for patients with neurological, orthopedic, or cardiac conditions.

How to Access Rehabilitation Services

- Referrals from acute care hospitals (priority is given to inpatients needing rehabilitation).
- Requests from General Practitioners (GPs) or Physiotherapists (evaluated by the department's medical director).

Medical Director:

Rehabilitation Area and Day Hospital Dr. Michelangelo Beggio_

- **Neuromotor/Orthopedic Rehabilitation Section** Dr. Michelangelo Beggio
- **Cardiac Rehabilitation Section** Dr. Franco Del Piccolo

Head Nurse:

- **Day Hospital Service:** Laura De Gobbi tel. 041.5071 837
- **Outpatient Rehabilitation and Rehabilitation of Inpatients:** Anna Zaja Tel.041.5071848
- **Neuromotor/Orthopedic Rehabilitation** Silvia Vianello tel. 041.50 71 754-750
- **Cardiac Rehabilitation:** Vanessa Visentin tel. 041.50 71 900-918

7. MEDICAL DEPARTMENT

The Internal Medicine and Geriatrics Unit specializes in acute and chronic conditions affecting elderly patients.

It maintains a close collaboration with the Emergency Department of Ospedale Civile di Mestre, helping reduce emergency room overcrowding by admitting stable patients who require further treatment.

Specialized Care for "Fragile" Patients

The department focuses on frail elderly patients who may have:

- Multiple chronic conditions

- Limited mobility or social support
- Complex discharge needs (home care or transfer to long-term care facilities)

A social worker assists in coordinating home care services or residential care placements for patients without family support.

How to Access the Medical Department

- Referral from the Emergency Department (most common admission method).
- Direct admission from home (evaluated by the medical director based on clinical urgency).

Medical Director: Dr. Franco Del Piccolo

Head Nurse: Vanessa Visentin

Department contacts: tel. 041.50 71 900-918

mail: reparto.medicina@policlinicosanmarco.it

riabilitazione.cardiologica@policlinicosanmarco.it

8. IN-HOSPITAL HOSPICE CARE

The Policlinico San Marco Hospice is part of the Palliative Care Network of ULSS 3 Serenissima. It provides compassionate care for terminally ill patients who require:

- Pain and symptom management
- Psychological and social support
- End-of-life care for both patients and families

What Are Palliative Care Services?

Defined by Italian Law 38/2010, palliative care aims to relieve suffering and improve quality of life for patients who no longer respond to curative treatments.

How to Access Hospice Care

- For patients at home → The General Practitioner (GP) refers the patient to the Palliative Care Unit (UCP).
- For hospital inpatients → The treating hospital physician submits a request to the Palliative Care Unit (UCP) for hospice admission.

OUR HOSPICE

Special Features of Our Hospice

- Private rooms with attached bathrooms
- 24/7 visiting hours for families
- Library and relaxation areas
- Pet therapy program (patients can request to have their pets visit)
- Option for a family member to stay overnight in the patient's room

Hospice Medical Director: Dr. Antonio Maestri

Tel. 041 5071 850

Head Nurse: Ivana Celegon

Tel.041 50 71 705

Department Contacts:

Tel: 041 50 71 708 fax: 041 5071619

e-mail: reparto.cso@policlinicosanmarco.it

9. USEFUL INFORMATION FOR HOSPITALIZATION

Personal Belongings and Valuables

- The hospital does not provide storage for personal valuables.
- The management is not responsible for lost or stolen items.
- Patients are advised not to bring:
 - Large sums of money
 - Jewelry or expensive items
 - Laptops, tablets, or smartphones
 - Dentures or hearing aids (unless necessary)

Visiting hours

During hospitalization, the patient can receive visits from relatives and friends in the following ways and at the following times:

Surgical Unit (2nd Floor)	EVERY DAY	16.30 - 17.15 and 18.30 - 19.15
Rehabilitation Unit • Neurological & Orthopedic Sections (3rd Floor)	EVERY DAY	16.30 - 17.15 and 18.30 - 19.15
Cardiac Rehabilitation (4th Floor)	EVERY DAY	15:00 – 15:45 and 18:30 – 19:15
Medical & Geriatric Unit (4th Floor)	EVERY DAY	15:00 – 15:45
Hospice (5th Floor)	EVERY DAY	Open 24/7

Hospice (5th Floor)

- Open 24/7
- Maximum of 2 visitors per patient in the rooms.
- Visitors should not interfere with medical treatments.
- Exceptions for extended visits must be authorized by the ward.

Meals

Food service is provided by the hospital with dietary plans tailored to patient needs.

- Meal schedule:

<i>Breakfast ore 07:30</i>
<i>Lunch ore 11:45</i>
<i>Dinner ore 17:45</i>

Outside food is not allowed to avoid interfering with medical diets.

Medication Policy

- All medications are managed by hospital staff.
- Patients cannot self-administer any medication, including supplements or herbal products.
- In special cases, personal medications may be used, but they must be handed over to medical staff.

Doctor Consultations

Upon discharge, patients receive a medical discharge letter for their General Practitioner (GP).

- Patients can request official hospitalization certificates from the Admissions Office.

Clothing and useful things

It is suggested that you bring with you the essentials for your stay in hospital and in particular:

- comfortable, decent clothing compatible with the hospital environment (nightgown or pyjamas, socks, closed slippers, dressing gown or tracksuit)
- personal care and hygiene items and any medications you normally take (which must be brought to the hospital for inspection upon admission) However, please refer to the instructions provided by the respective departments

Discharge Procedure

- Upon discharge, patients receive a medical discharge letter for their General Practitioner (GP).
- Patients can request official hospitalization certificates from the Admissions Office.

Requesting Medical Records

Copies of medical records can be requested by filling out a form at the Admissions Office (1st floor) or directly in the hospital ward during the stay.

Medical Records Office

Office hours Monday to Friday – 8:00 am to 3:00 at The Admissions Office (1st floor)

Contact **041 – 50 71 685**

e-mail: servizio.archivio@policlinicosanmarco.it

Other Services

At the entrance of the Nursing Home, on the ground floor, there is a bar, open during the following hours::

Monday to Friday from 7:00 to 18:00

Saturday from 7.00 to 14.00

There is also a drinks vending machine on the ground floor and in the waiting room of the Medical Area on the 4th floor.

Religious assistance

The church is located on the 5th floor of the Nursing Home with access from the elevator in front of the entrance to Radiology. Holy Mass is celebrated on Sundays at 9:30 am. Upon request to the Nursing Coordinator, it is possible to receive Communion directly in the hospital room and/or religious assistance. In compliance with religious pluralism, patients can request to contact the Ministers of the various religions.

Language Mediator

To contact the language mediator, you must contact the nursing coordinator who can, among other things, have access to a mapping of the language skills of the staff present at the Nursing Home, periodically updated by the Management.

10. Types of Private Hospitalization

Patients choosing a self-pay hospitalization must contact the Contracts Office for a cost estimate.

- The full amount must be paid before admission (bank transfer or credit card).
- For surgical admissions, payment is required on the day of admission.
- For medical and rehabilitation stays, a 10-day advance payment is required, with further payments if the stay is extended

Private Hospitalization with Insurance Coverage

• PRIVATE WITH INSURANCE COVERAGE (companies/agencies)

- Patients using health insurance must verify their coverage with the Contracts Office.
- If an insurance guarantee is not received, the patient must pay upfront and seek reimbursement.
- If deductibles or copays apply, the patient must pay them upon admission.

Contacts for Private Admissions

- Contracts Office:
- Tel: 041 5071 944 / 733 / 737
- Email: ufficio.convenzioni@policlinicosanmarco.it

Surgical Admissions:

- Pre-Surgery Office: 041 5071 / 810
- Surgical Ward: 041 5071 800 / 822

To request a copy of the medical records

fill in the appropriate form available:

- at the Medical Records Office (at The Admissions Office (1st floor))
- on the website

The request can be forwarded:

- by email, to the address servizio.archivio@policlinicosanmarco.it
- in person at the Medical Records Office (at The Admissions Office (1st floor))

Medical Records Office

Office hours Monday to Friday – 8:00 am to 3:00 at The Admissions Office (1st floor)

Contact **041 – 50 71 685**

e-mail: servizio.archivio@policlinicosanmarco.it

11. OUTPATIENT CLINICS

- Available Outpatient Services**

Allergy & Nutrition: Food intolerance tests *

Anesthesiology & Pain Management*

Angiology & Vascular Surgery (Doppler ultrasound, vein treatments)

Angiology - microcirculators - pain therapy - sclerosing therapies *

Pre-hospitalization area

Cardiology (EKG, echocardiography, Holter monitoring)

Sports Medicine (fitness certificates, medical evaluations)*

General Surgery & Plastic Surgery (skin lesion removal, carpal tunnel surgery)

Dermatology (cryotherapy, laser treatments)

Diagnostic ultrasound

Physiatrics

Endoscopy & Gastroenterology (colonoscopy, gastroscopy)

Digestive endoscopy - proctology

Gynecology

Internal Medicine*

Hematology *

Pneumology

Neurology

Ophthalmology & Orthoptics

Orthopedics – joint infiltration therapy – shock waves *

Otorhinolaryngology (ent)

Health gym *

Psychiatry *

Clinical psychology *

Blood collection point

Urology *

*** The services marked with an asterisk are provided exclusively under a private regime**

Angiology and Vascular Surgery

Angiology
angiological examination arterial and venous
echocolordoppler echocolordoppler supra-aortic trunks (TSA)
microcirculatory pain therapy (carboxytherapy)

Vascular Surgery
vascular surgical visit
Sclerotherapy
ligation and stripping of varicose veins lower limb

Cardiology

cardiology visit
electrocardiogram
cardiac eco(color)doppler
echocardio-pharmacological stress
dynamic electrocardiogram (dynamic Holter)
Continuous blood pressure monitoring (Holter blood pressure)
cycle ergometer stress test

General and Plastic Surgery

general surgical visit
reconstructive plastic surgery visit
wound dressing
radical excision of skin lesion
skin and subcutaneous tissue biopsy
carpal tunnel release
cubital tunnel release
trigger finger
unilateral repair of indirect inguinal hernia with graft or prosthesis

Dermatology

dermatological visit
wound dressing
minor skin surgery
elastic adhesive bandage
biopsy of the skin and subcutaneous tissue
laser treatment
plexer treatment
sclerotherapy
cryotherapy

Dietetics

dietetic visit (external activity FKT Center)

Ultrasound

head and neck ultrasound
skin and subcutaneous tissue ultrasound
abdominal ultrasound
joint ultrasound
musculoskeletal ultrasound
transrectal ultrasound
transvaginal ultrasound
head and neck ultrasound
testicular ultrasound

Physiatry	psychiatric visit infiltrations shock waves
Gastroenterology	gastroenterological examination esophagogastroduodenoscopy (EGDS) with possible biopsy colonoscopy with possible biopsy/polypectomy
Gynecology	<u>Gynecology</u> gynecological visit dilation or curettage of the uterus <u>Urology</u> urological examination
Medicine	geriatric visit internal visit first test for food intolerances
Sports Medicine	sports medical certificate for non-competitive activity certificates for competitive sports
Neurology	Neurological examination Electroencephalogram Electromyography (emg)
Ophthalmology	comprehensive eye examination fundus examination corneal pachymetry corneal topography study optical coherence tomography (OCT)
Orthopedics	orthopedic visit wound irrigation dressing arthrocentesis infiltrations arthroscopy
Orthoptics	Corneal pachymetry Humphrey visual field Esterman visual field Gandolfo visual field Corneal topography study of the right and left eye Orthoptic examination with M.O. study Orthoptic control Hess-Lancaster screen Orthoptic training for visual rehabilitation

Otolaryngology (ENT)

ENT visit
Tonal audiometric test
Clinical examination of vestibular function
Hypedometry
Ear irrigation
Laryngoscopy
Hearing aid testing
Search for inflammatory cells in nasal secretions
Rhinomanometry
Videonystagmography

Pulmonology

pneumological examination
polysomnogram
respiratory allergy tests
spirometry

Psychology

neuropsychological assessment
neuropsychological assessment for fitness to drive
individual psychotherapy

Urology

urological visit

BOOKING APPOINTMENTS

Appointments can be booked:

Reservations for all services performed at our outpatient clinics, such as specialist visits and instrumental tests, can be made:

- **by phone from Monday to Friday**

private services from 08.00 to 17.00	041 – 5071725 n. equipped with answering machine)
Private for physiotherapy only	041 – 5071894 893
Public healthcare (SSN) services 8.00 - 16.00	800 012 806 toll-free number 041 – 5071622 from cell phones
sports medicine	041 – 5071725

- **in person** from Monday to Friday 08.00 - 17.00

- **by fax** by sending to 800 292 000
 - copy of prescription and health card
 - phone number

- **by email** cup@policlinicosanmarco.it

For exams that require preparation, specific instructions are provided at the time of booking

ACCEPTANCE OF OUTPATIENT SERVICES

The Admissions Office (1st floor) is open to the public:

• for outpatient services	Monday to Friday from 7.30am to 6.45 pm
• for laboratory analysis performance	The Blood Collection Point is open to the public from Monday to Friday from 7:00 to 10:00 and on Saturday from 7:00 to 9:00. It is possible to access without reservation in the case of laboratory services under private regim
• for physiotherapy services	SSN agreement: Monday to Friday from 7.45 to 14.45 Private (with costs borne by the user) Monday to Friday from 7.30 am to 7.30 pm

In case of opening of outpatient activities also on Saturdays from 7.30 to 12.00.

HOW TO CANCEL A RESERVATION

In case of impossibility to carry out the booked exam, it is mandatory to cancel it 48 hours in advance.:

- by calling the toll-free number 800 012 806, or 041 5071622 from a mobile phone
- in person at the C.U.P.
- by email: cup@policlinicosanmarco.it

We would like to inform you that if the cancellation is not received, the name transmitted to the CUP system will be considered "in penalty" and will result in the payment of the entire fee (not just the ticket) for the service, even if exempt.

WAITING TIMES & PRIORITY LEVELS [Art. 41, c. 6, d.lgs. n. 33/2013]

According to Italian healthcare regulations (D.Lgs. 33/2013), patients are assigned priority levels to ensure those with urgent needs are treated first.

The right to benefits and waiting times

The National Health Service has among its fundamental principles that of protecting the health of citizens, guaranteeing equal access (based on health needs) to effective services. Like any organization, it must act in compliance with the available resources and this constraint is today in great difficulty due to the growing demand for services by citizens, a situation that has occurred in recent years in all advanced countries. In order to try to manage this ever-increasing demand by citizens, in several countries methods have been adopted to ensure that patients with more serious problems are seen first, and this is usually achieved using priority classes.

What are priority classes?

They are a tool for differentiating the time of access to services, regulating it based on the health risk, the state of suffering, etc. All doctors have always analyzed the problems of their patients to decide which ones should be seen and treated first. Currently, this behavior has been better standardized and is also used to regulate the waiting time for health services. This approach is also applied in our country and the new requests have been prepared for this purpose. The request contains four possible priority classes that the attending physician can assign to the request, depending on how prominent, in his opinion, the performance of the service should be. The priority classes are indicated with some capital letters:

The ULSS 3 Serenissima Company systematically monitors waiting times for the main outpatient specialist services, the results of which are made available to citizens by publishing them on the website.

Outpatient Priority Levels

U (Urgent) Within 24 hours (Not available at this hospital)
B (Short Wait) Within 10 days
D (Deferred) Within 30 days
P (Planned) Within 60-90 days

Hospitalization Priority Levels

A = Within **30 days**

B = Within **60 days**

C = Within **90 days**

D = Within **180 days**

E = Programmable, i.e. referring to problems that require further investigation but do not require a quick response; these services must however be guaranteed within **12 MONTHS** according to the doctor's instructions.

12. DIAGNOSIS AND TREATMENT SERVICE

PHYSIOTHERAPY

Services performed

- The rehabilitation activity provided at the outpatient physiotherapy service is of a multi-specialist nature, as well as based on the most recent scientific evidence. The physiotherapy service offers courses aimed at people affected by problems of the following types:
- neurological (after strokes, multiple sclerosis, Parkinson's disease, tetraplegia, paraplegia)..)
- after-effects of elective orthopedic surgery (arthroplasty, arthroscopy, ligament reconstructions) and post-traumatic
- arthralgia due to rheumatic or arthritic pathology
- bed rest syndrome of various nature
- cardiology (myocardial infarction outcomes, valve replacement outcomes, heart failure)
- respiratory (COPD, chronic respiratory failure)
- vestibular (positional vertigo, Meniere's syndrome, canalolithiasis)
- postural and spinal (group spinal gymnastics)
- urological (male and female urinary incontinence)
- juvenile scoliosis

Complementary therapies are also performed, with physical tools, useful in managing pain and inflammatory processes:

- diathermy (tecar therapy)
- pain relief electrotherapy (TENS, interferential currents, diadynamics)
- electrotherapy for denervated or normoinnervated muscles
- ionophoresis
- laser therapy
- ultrasound therapy
- paraffin therapy
- biofeedback – functional electrical stimulation
- shock waves

The rehabilitation program is organized in cycles of ten therapeutic sessions each, continuous or on alternate days, based on the doctor's prescription.

The **team** is composed of physiatrists, physiotherapists, speech therapists, rehabilitation nurses, psychologists with expertise in neuropsychology who work together every day to achieve the goal of placing people at the center of the rehabilitation program studied and developed through a global vision of the person. The staff is systematically involved in post-graduate training and refresher courses that allow them to practice the following **treatments**

:

- evaluation and treatment of people with disorders of function, movement and postural control following injury to the central nervous system
- manual therapy
- manual lymphatic drainage
- myofascial treatments
- kinesio taping
- post-traumatic, post-surgical and post-operative functional motor recovery
- spinal, postural and core stability re-education, pelvic-perineal kinesiotherapy

HOW TO ACCESS

Rehabilitation sessions can be carried out both under the NHS agreement and under the private regime.

IHSN AGREEMENT REGIME

HOW: To access it, it is necessary to make a psychiatric visit at the Polyclinic Service of the facility after booking at the single booking center (CUP). In case of prescription of rehabilitation cycle, it must be delivered to the secretariat of the service, located on the ground floor of the facility, where the booking will be made, based on the priority established by the psychiatrist.

WHEN: The start of the rehabilitation treatment cycle is communicated by telephone, usually with at least three days' notice. It is also remembered that the payment of the ticket, within the third day from the start of the treatment, is due for each referral issued by the psychiatrist, if the patient does not have a specific exemption.

WHERE: Treatments under the SSN agreement are carried out at the central office, located in via Francesco Zanotto 40, from 8:00 to 15:30. (the service can be external, in particular situations also from 7:00 to 18:00)

Physiotherapy Service Secretariat (Headquarters)

Hours

Monday to Friday
7:30am to 3:00pm

Contacts

tel. 041 5071 687 – 682
e-mail: accettazione.fisioterapia@policlinicosanmarco.it
e-mail: reparto.day-hospital@policlinicosanmarco.it

PRIVATE REGIME

HOW: To access it, you need to have a medical prescription (GP, psychiatrist, orthopedist...), which can also be done at our facility by booking via cup. The medical prescription for the rehabilitation cycle must be delivered to the Secretariat of the external location where the booking and treatment planning will be made.

WHEN: Please remember that payment must be made at the beginning of the rehabilitation cycle and in any case never after the third session.

WHERE: The sessions take place at the external headquarters of the Policlinico San Marco, located in via Francesco Zanotto 26, from 7.00 to 20.00.

Secretariat of the private physiotherapy service (external office)

Hours

Monday to Friday
7:30am to 7:30pm

Contacts

tel. 041 5071 893 – 894
e-mail: accettazione.fisioterapia@policlinicosanmarco.it

Medical Director: Dr. Michelangelo Beggio
Tel. 041 5071 962

Head Nurse: Anna Zaja
Tel.041 50 71 848

MEDICAL LABORATORY

Services performed

The analysis laboratory performs tests of: :

- Clinical Chemistry
- Hematology
- Microbiology
- Immunometry
- Cytohistology

Since 2014, the Policlinico San Marco has been part of the RDI (Italian Diagnostic Network) Analysis Laboratory Network, located in Limena (PD) in via Del Santo n° 147. At our headquarters, the Analysis Laboratory carries out acceptance and sampling (pre-analytical phase) as well as producing and preparing the collection of reports (post-analytical phase), while the execution of the test (analytical phase) takes place at the RDI network Laboratory (<https://venetoreferti.lifebrain.it/dizionarioMedico/> or on the website www.policlinicosanmarco.it (Services→Laboratory→Laboratory Test Handbook). Urgent requests, relating to patients hospitalized at the Nursing Home, are processed directly by the internal Analysis Laboratory which is responsible for carrying out the tests in a short time, through the use of the Point of Care (POCT).

Opening hours

The Blood Collection Point is open to the public for blood collection from Monday to Friday from 7:00 to 10:00 and on Saturday from 7:00 to 9:00. The Analysis Laboratory is open from 7:00 to 17:00 from Monday to Friday and on Saturday from 8:00 to 12:00

Necessary documents

The health card and identity document are essential for carrying out the service and the prescription (dematerialized prescription/red prescription), in the case of a service under an agreement with the SSN (National Health Service).

Collecting reports

The delivery of the reports takes place, on the date specified by the Laboratory Secretariat at the time of the service, at the switchboard of the Policlinico San Marco from 8:00 to 18:00 from Monday to Saturday. Please remember that, to delegate the collection to a person other than the person who performed the tests, a written authorization and an identity document are required. An online report collection service is also available.

Information

The laboratory has been monitoring circulating germs and antibiotic resistance for hospitalized patients for years, which is useful for the best choice of antibiotics to use in the hospital.

Staff

Laboratory Director Dott. Luca Toffanin (biologo)

Biologist Dott.ssa Stefania Lunardi

Biologist Dott.ssa Anna Miani

Contacts

For reservations in agreement: tel. 800012806 – fax 041 800292000

- For information: tel. 041 50 71 630-633

RADIOLOGY

Services performed

The Diagnostic Imaging service, in addition to providing a quality service to external users, is also a fundamental support to the medical-surgical specialties of the Nursing Home. The service carries out analysis of:

- conventional and contrast diagnostics
- breast diagnostics with analog mammogram
- ultrasound diagnostics
- CT diagnostics (128 layers) various body districts with and without contrast medium, CT neurological districts, cardiac CT
- high field magnetic resonance imaging (1.5 Tesla) of various body areas with and without contrast medium, neuro MRI, cardio-MRI
- joint sector magnetic resonance imaging
- densitometry with DEXA method.

Necessary documents

Health card, identification document and medical prescription are essential to carry out the service. Remember to always bring any previous reports.

Warnings

Any instructions for carrying out the tests are provided by the booking office (CUP) and can be downloaded from the appropriate section of our website.

Collecting reports

The delivery of the reports takes place from 8:00 to 18:00 from Monday to Saturday on the date specified by the Service at the time of the service (usually after three working days). Please remember that, to delegate the collection to a person other than the person who performed the tests, a written authorization and an identity document are required.

HOW TO BOOK A SERVICE

Bookings for all services performed at our Radiology Department can be made:

by telephone from Monday to Friday <i>private services from 08.00 to 17.00</i>	041 - 5071725 (no. equipped with answering machine)
services under the agreed regime from 08.00 to 16.00	800 012 806 toll-free number 041 - 5071622 from cell phones

in person Monday to Friday from 08.00 to 17.00

- **by fax** sending to the 800 292 000
 - copy of prescription and health card
- - telephone number
- **Through email** cup@policlinicosanmarco.it

TEAM

Medical Director: Dott. Enrico Proto

Coordinator f.f.: Antonino Saccuta

13. TRAINING

The Casa di Cura Policlinico San Marco has always considered staff training one of its **priority objectives, paying constant attention to maintaining and increasing the quality of care offered.**

In this perspective, they are made available:

- *qualified personnel for the care, organization and management of the training offer,*
- of suitable premises and equipment

*The Training Office has been recognized by the Veneto Region as an ECM Provider, therefore qualified and authorized to carry out training activities recognized as suitable for the ECM (Continuing Medical Education) of professionals. The training activity is developed in compliance with current legislation and is aimed at ensuring that staff acquire and improve the knowledge and skills necessary to implement the performances of competence, guaranteeing the safety of the citizen and the operator himself. Attraverso la definizione del **Piano formativo annuale** il servizio supporta:*

- . the company mission
- . the acquisition, improvement and consolidation of the specific and transversal skills of individual professionals,
- . the integration of various business processes.

Currently, thanks to the agreements in place with Italian and foreign universities, it is the location of curricular internships provided for by:

Degree Courses in:

- . *Nursing*
- . *Physiotherapy*
- . *Psychology*
- . *Master in Coordination of Health Professions*
- . *Specialization School in Orthopedics _ University of Trieste*
- . *School of Specialization in Medicine and Community Medicine - University of Verona*
- . *Specialization School in Medicine and Palliative Care - University of Verona*

Furthermore, internships for students of the Courses for Social Health Workers of the Veneto Region are also carried out at our facility

Since 2015 we have welcomed students in the PCTO courses (Paths for Transversal Skills and Orientation - formerly Alternating School-Work

14. REQUEST A COPY OF HEALTH DOCUMENTATION

How to request medical records or other health documentation. The request for a copy of the medical records can be made by filling out the appropriate form available: • at the Medical Records Office located on the first floor c/o Admissions Office • on our website
La richiesta può essere trasmessa:

- by email, to the address servizio.archivio@policlinicosanmarco.it
- in person at the Medical Records Office

The folder, sent directly to the address indicated by the applicant, will be paid on delivery at a cost of 35.00 euros

For any information contact:

Medical Records Office (c/o Central Admissions Office)

Monday to Friday from 8:00 to 15:00 telephone 041 - 50 71 685 mail:

servizio.archivio@policlinicosanmarco.it

15. ACCEPTANCE OF RAPID AND MOLECULAR COVID SWABS

The healthcare clinic has activated a service that provides private rapid and molecular Covid swabs. The counter dedicated to accepting swabs is on the first floor at the Central Acceptance Service open from Monday to Friday from 9.00 to 10.00 and on Saturday from 9.30 to 10.30.

16. ONLINE REPORTS

Casa di Cura Policlinico San Marco offers a free service that allows patients, who have requested it, to obtain the results of laboratory tests, without having to go to our facility to collect reports. In fact, the "Online Reports" service allows you, using your tax code and password, to view and print your laboratory report.

We inform you that:

- the service is free and accessible from any computer connected to the Internet,
- the service is safe because access to your data is managed with maximum IT security criteria,
- if the service is not fully paid for, it will not be possible to download the report.

17. PRIVACY

The Clinic wishes to inform all interested parties that, pursuant to European Regulation 2016/679 (GDPR), containing provisions on the protection of natural persons with regard to the processing of personal data, the data provided will be processed in compliance with the aforementioned legislation and the confidentiality obligations to which it is bound. Interested parties may also, at any time, exercise their rights by contacting our "Data Protection Officer" (RDP or DPO), at the Clinic Policlinico San Marco S.p.A., through the following methods:

- e-mail address dpo@policlinicosanmarco.it
- telephone number 041-5071914
- by going in person to the designated Office. The Data Controller also informs that a complaint may be made to the Guarantor for the Protection of Personal Data if deemed necessary, according to the methods indicated on the website www.garanteprivacy.it. The Data Controller is the Casa di Cura Policlinico San Marco S.p.A, represented by the General Manager pro-tempore, domiciled for the office at the Casa di Cura itself, Via Zanotto n° 40.

The Data Controller is the Casa di Cura Policlinico San Marco S.p.A, represented by the General Manager pro-tempore, domiciled for the office at the Casa di Cura itself, Via Zanotto n° 40.

18. INFORMED CONSENT

In current medical practice, informed consent is the cornerstone of the Doctor-Patient relationship. The patient must always be informed about the diagnostic-therapeutic path that is proposed to him. For the execution of certain diagnostic tests, or therapeutic, pharmacological or surgical treatments, the patient, after being informed, expresses prior consent in the manner provided by law. Except in special cases, consent must be expressed in written form directly and exclusively by the adult Patient capable of understanding and willing. If the Patient is a minor or an adult not capable of understanding and willing, consent must be expressed by his legal representatives. The legal representatives of the minor are both parents, while in the case of custody, they are the guardians designated by the Juvenile Court. When providing information to the Patient, it is important to always verify that one has been understood. Consent must be collected by the Health Professionals entrusted with carrying out the proposed test and/or treatment, specifically indicated in the written declaration.

The documentation relating to the information provided and the written consent form must be kept in the medical record if it is a hospitalization, while if it is an outpatient service, in the outpatient record,

The lack of the declaration must be appropriately recorded in the health documentation in situations where it is not possible to obtain consent, for example when:

- the patient is absolutely unable to receive the information and to express his/her will;
- the clinical urgency contraindicates postponing the execution of the tests and/or health treatments to be undertaken (for example in the case of dementia or other types of unconsciousness).

19. Public Relations Office URP

The Public Relations Office has the task of taking care of citizens by providing the appropriate information requested, guiding them to the correct use of the services provided and giving them a voice for various types of reports, ensuring that they are listened to and welcomed. The URP manages a system based on reports submitted by users that may consist of "Suggestions", "Praises" or "Complaints" aimed at improving the quality of the activities carried out and the services offered by the Policlinico San Marco. The analysis of the motivations that highlight both the positive and negative aspects is the starting point for promoting subsequent improvement actions, in order to optimize the provision of services. The URP also deals with the distribution of "Application Questionnaires", relating to the quality perceived by the user in relation to the services offered, in order to monitor their level of satisfaction.

You can submit your reports through the following methods:

- through the website, from the company website (<https://www.policlinicosanmarco.it/URP> by completing the available written reporting form
- in person at the URP office
- through the appropriate boxes located in the departments/services of the facility
- to the following telephone number 041 5071618
- by post: via Zanotto 40 - 30173 Mestre VE
- by email: urp@policlinicosanmarco.it (mailto: urp@policlinicosanmarco.it)
- by Certified Electronic Mail: ufficio.contabile@pec.policlinicosanmarco.it

We will respond to each complaint, as a rule, within 30 days of receipt.

20. CIO

There is a Committee for the prevention of infections complicating care (CIO) accredited by the Italian National Health Service (INHS) at the Nursing Home. It is a multidisciplinary organization with corporate value with the task of addressing problems related to care-related infections and with planning functions.

21. HEALTH MANAGEMENT

The Health Management of the Healthcare Clinic coordinates the health activities carried out in the Nursing Home by the Operating Units and the Diagnosis and Treatment Services, collaborates with the General Management in defining and implementing the annual budget objectives negotiated with the territorially competent ULSS company, monitors the hygiene and health aspects with particular attention to the area of hospital infections, promotes the improvement of the quality of health services. It also proposes initiatives related to the creation of the hospital without pain and the humanization of care. It is the reference structure for internal hospital users (doctors and health personnel at the hospitalization and service facilities) and in collaboration with the URP with external users.

22. Transport Options

PUBLIC TRANSPORT:

BY BUS: Multiple routes connect to the hospital.

from Venice (Piazzale Roma)

- **autobus** n.4L bus stop Center Mestre - Cialdini Square
- **tram** linea T1 bus stop "Manuzio" San Marco Avenue

from the railway

- **autobus** n.31H lane c3 bus stop Center Mestre - Cialdini Square
- **tram** line T2 bus stop Center Mestre - Cialdini Square

BY TRAIN: Closest station: Venezia Mestre.

BY CAR

- from the A4 motorway follow the signs for Venice/Airport, after the toll booth continue on the ring road;
- from the Mestre ring road take the **Castellana** exit;
- at the next roundabout turn right onto the flyover towards **Mestre Centro** and continue straight on;
- after the 2nd traffic light turn left onto **via Cà Rossa**;
- go past the first traffic light and continue straight on **Via Cristoforo Colombo** for approximately 300 metres (until the end of the bridge);
- as soon as you, all'incrocio, cross the bridge, at the crossroads, turn left onto **Viale San Marco** and – immediately – left again onto **Riviera Coronelli**, following the signs for the Policlinico San Marco.

