



**Clinica San Francesco**

GAROFALO HEALTH CARE

**SERVICE CHARTER**



# Clinica San Francesco

GAROFALO HEALTH CARE

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## WHAT IS A SERVICE CHARTER?

Dear Patient,  
the hereby document is our Service Charter. We invite you to read it to learn more about us.

We will tell you who we are, what we do and our continuous and daily commitment, by fostering health, prevention, diagnosis and care because for us our patients' health is the greatest of blessings.

The Service Charter provides you all useful information to orient in our healthcare offering, indicating the access modes of provided services.

The Service Charter proves the Clinica San Francesco's commitment to translate into practice the principles and values leading our daily work.

A commitment made of quality standards, programs, constant investments in training and skills, technologies and services to meet to care needs highlighted by the community. We believe that user participation and involvement, thanks to observations and opinions, help improve the service provided and constitute the essential keystone to create appropriate and effective treatment pathways.

Our Service Charter is available both in paper format and downloadable on our website.



## FUNDAMENTAL PRINCIPLES OF SERVICE CHARTER

Clinica San Francesco with its Service Charter commits to provide the users a quality service compliant with the fundamental principles of:

- **Appropriateness of care**
- **Continuity**
- **Right of choice and informed consent**
- **Efficiency and effectiveness**
- **Impartiality**
- **Involvement (Right of information)**
- **Privacy**
- **Equality**

### **APPROPRIATENESS OF CARE**

The services are provided according to the patient's real health needs in compliance with clinical evidence.

### **CONTINUITY**

The qualitative continuity and regularity of services is ensured to citizens.

The patient is followed from check-in phase to discharge and post-discharge one with appropriate indications for the recovery of daily activities and/or if rehabilitation activities or further admissions at other facilities are necessary.

The Clinic is always at your disposal.

### **RIGHT OF CHOICE AND INFORMED CONSENT**

The citizen has the right to choose freely, beyond any moral and material constraint, to benefit services provided by the Clinic within the limits of structural, technological and technical-professional skill requirements offered on the basis of adequate information, communicated in comprehensible and timely way, allowing him/her to express an informed consent. Furthermore the patient has the right to refuse all or part of proposed treatments and to be informed about the consequences of refusal and therapeutic alternatives. Other way round the acceptance of informed consent by sign constitutes approval to performance of services.

### **EFFICIENCY AND EFFECTIVENESS**

The service is provided in order to ensure the effectiveness of treatments and efficiency of resources used, avoiding waste and unnecessary costs. The Clinica San Francesco implements appropriate measures to achieve these objectives and pursue the continuous improvement of service quality.

### **IMPARTIALITY**

The personnel of facility guarantees to all citizens an impartial and unbiased behavior without discrimination of age, sex, race, religion and political opinion. In that sense, the Clinic implements all measures to allow disabled people to benefit services in an equal way.

### **INVOLVEMENT**

The citizen's right to collaborate, with observations and suggestions, in the correct facility provision of service and improvement of it is guaranteed. Forms for collecting reports/complaints/thanks from users/patients are available in the facility. The personnel is aware of collection and timely transmission of reports. Anonymity is guaranteed.



## **PRIVACY**

Every patient has the right to have his/her privacy respected in carrying out medical and healthcare services and processing personal data. The patient will indicate those who have the right to access the information on his/her health status as well as his/her presence in the facility as inpatient. The healthcare and administrative personnel act respecting professional secret and privacy of information learned about and following the Privacy regulations.

## **PATIENTS' DUTIES**

All guests of Clinica San Francesco, in the spirit of mutual trust relationship, must: keep a responsible and respectful attitude towards other patients, personnel, environments and equipment, collaborate with ward staff; comply with therapeutic and behavioral indications received in order to facilitate the outcome of treatment and a peaceful stay in the facility; communicate with transparency and trust with healthcare personnel, expressing any doubts about proposed treatments so as to actively promote the care relationship.





## ABOUT US

### MISSION

The Clinica San Francesco, located in Verona, is a private healthcare facility accredited with the Italian National Healthcare Service (SSN). The patients may access the treatments both under agreement with the SSN and with private services (out of pocket) or supplementary healthcare (insurance).

The Clinic provides services of diagnosis, care and rehabilitation both as hospital stay and specialistic outpatient care and instrumental diagnostics.

Clinica San Francesco is a modern facility aimed at improving and carrying out increasingly user-oriented services thanks to effective and personalized care, making the patient's stay shorter and more comfortable.

The users are guaranteed with the integrated management with area outpatient and hospital, public and private, services.

### POLICY

Clinica San Francesco's policy is the research of realizing stakeholders' expectations, namely:

- Its clients (users, general practitioners)
- Its employees (physicians, technicians, nurses, healthcare social workers, office workers)
- The ownership (business partners, CEO, President)
- Its providers (physicians, technicians, laboratories, product suppliers, systems and services)

- The community (Local Health Authority, Veneto Region and Ministry of Health Ministry).

This research passes through:

- Fostering, enhancement, development of health services.
- Carrying out activity respecting dignity of human person, health promotion, best patient care and best comfort.
- Improving user satisfaction thanks to the increased level of services provided.
- Improving survey tools on perceived quality of services offered and effectiveness optimization of communication towards users.
- Exploitation of Clinic human resources developing health, organizational and managerial culture through support and continuing education.
- Support to treating physicians in identifying therapeutic and diagnostic pathways indicated to the patient's clinical situation.
- Safety of users and health workers.

## CLINICA SAN FRANCESCO'S HISTORY

The Clinica San Francesco boasts almost 70 years of history.

An excellence history.

A family story made of passion, sacrifice and dedition.

A story of visionary approach of its founder, Professor Federico Perazzini, well-known orthopaedic surgeon, who decided to build a healthcare facility right in the heart of Verona to provide a qualified response to the growing care needs of local citizens.

Since the beginning it was clear that the future of the Clinic would be orthopaedics.

Today's Clinica San Francesco is a cutting-edge facility at Italian and European level in orthopaedics and traumatology area.

In 2021 Clinica San Francesco S.r.l. was acquired by the GHC Garofalo Health Care S.p.a.

In 1956 Professor Federico Perazzini, well-known surgeon, founds the Casa di Cura San Francesco doing the groundwork for a present and future in orthopaedics. The following decades are marked by a continuous growth of the Casa di Cura both as facility and as healthcare offering. At the beginning of 80s the "symbolic" handover between the founder and his son Piergiuseppe takes place. Since 90s the Directorate of Casa di Cura chooses to give the facility a determined surgical direction with the specializations of Orthopaedics and Traumatology, General Surgery, Plastic and Cosmetic Surgery and Ophthalmology. Years of unstoppable growth, going from a few hundreds to a thousand surgeries per year, but also years of generational transition: from a religious nursing staff to a more specialized one and the start of collaborations with highly specialized professionals with nationally and internationally recognized experience. The 2000s are marked by further concrete and effective progresses of Casa di Cura starting from the activation of Day-Hospital service and expansion of

the outpatient offering with new important diagnostic services provided with sophisticated equipment.

The 2011 is a watershed year in the Clinic history: the first robotic prosthetic surgery outside the USA is performed in the facility.

The Clinic becomes the first in Europe to follow the path of robotic surgery in orthopaedics thanks to the forward-looking vision of Dr Piergiuseppe Perazzini. The outcomes are immediately exciting: minimally invasive, precision of surgical gesture and rapid patient recovery define the procedure.

Meanwhile in 2012 the incorporation of Città di Verona Diagnostic Center into the Clinic is definitively completed. In the following years the Casa di Cura changes its denomination and becomes Clinica San Francesco, private health clinic accredited with the Italian National Healthcare System (SSN).

In 2019 the deliberation of the Veneto Region Council recognizes the Clinica San Francesco as:

"Regional reference center for robotic or-



thopaedic surgery”. The Clinica San Francesco is now positioned as European reference point for robot-assisted knee, total or partial, and hip prosthetic surgeries thanks to almost 7.000 surgeries carried out, one of the highest volumes in Europe. Clinica San Francesco is also the Italian Hand Surgery Society (SICM) Reference Center. In 2021 the Clinic was acquired by the GHC Garofalo Health Care S.p.a.

The GHC Group, listed on the segment Euronext STAR of Italian Exchange, is among the main operators of accredited private healthcare in Italy. It operates through excellent healthcare facilities, located in some of the most virtuous northern and central Italian regions, offering a wide range of services covering all sectors of healthcare thanks to a diversification of provided specialties, cutting-edge technology and highly qualified personnel. GHC Garofalo Health Care S.p.a. is based in Rome (Piazzale Belle Arti, 6 – 00196 Roma, Italy).

The Clinica San Francesco’s patient-centred system activates a care pathway able to guarantee the humanization of care

and excellence of health and care services provided, always up to the times both for research and scientific knowledge and technological innovations and implementation of high- performance organizational processes. Clinica San Francesco Srl currently has 77 authorized beds.

The Local Health Authority in charge is the Ulss 9 Scaligera.



## ACTIVITY

***Clinica San Francesco has 5 functional units and several outpatient clinics.***

The wide range of outpatient services, diagnostic tests and physical cares offered are accessible both in agreement with the Italian National Healthcare System (SSN) and under private payment and supplementary healthcare (insurance). All outpatient services are also available to inpatients upon request by departments' physicians. Even the admission may be in agreement with the Italian National Healthcare System (SSN), private or insured.

## OUR NUMBERS

Seat: Clinica San Francesco - Via Monte Ortigara 21/B



**19** outpatient clinics

**3** diagnostic rooms



**4** operating rooms

**1** day surgery clinic



**77** beds



**2** rehabilitation gyms

Seat: Diagnostic Center San Francesco - Corso Venezia 123



**9** outpatient clinics

**5** diagnostic rooms



**1** rehabilitation gym



## ACTIVITY

*Orthopaedics and Traumatology*

*Functional Rehabilitation*

*General Surgery*

*Ophthalmology*

### ORTHOPAEDICS AND TRAUMATOLOGY

Clinica San Francesco is a reference point for musculoskeletal apparatus disease care and surgery to which the Clinic staff responds competently, quickly and up to date in surgical procedures. The Clinica San Francesco's team of orthopaedic surgeons has always opted for the philosophy of progressive and continuous technological development aimed at reducing the invasiveness of surgeries. The Orthopaedics and Traumatology Functional Unit in 2011 was the first in Europe, thanks to Dr Piergiuseppe Perazzini, to introduce robotic surgery for hip and knee prosthesis implants (partial, compartmental and total); prostheses carefully aligned and positioned thanks to a robotic arm controlled by the operating surgeon.

It's about the most currently innovative, precise and minimally invasive procedure for this kind of surgery able to ensure the patient better outcomes in terms of recovery of mobility, pain control, reduced stay times and rapid return to daily activities. The introduction of this new technological innovation made the Clinic the Italian and European reference point for implantation of hip and total/partial knee prostheses. With the deliberation n°614 of 14th May 2019 the Veneto Region recognized Clinica San Francesco as "Regional

Reference Center for Robotic Orthopaedic Surgery".

Within the operating unit specific professional skills have been consolidated over last few years in the following sectors:

- *Knee surgery*
- *Hip surgery*
- *Foot surgery*
- *Ankle surgery*
- *Shoulder surgery*
- *Hand, wrist and elbow surgery*

The activity is divided into:

*Specialistic outpatient clinic*

*Assistance in ward*

*Ordinary, outpatient and Day Surgery*

To ensure the best service to patient the operating unit has technologically highly advanced operating rooms both for surgical equipment and anesthesiological approach. The "Hospital without pain" is one of the principles that inspire the Clinica San Francesco's health workers and one of the objectives they aim during patient's admission. The patients are given great attention even in the postoperative phase: depending on the type of surgery personalized rehabilitation treatments are scheduled using protocols shared among orthopaedics, physiatrists and physiotherapists in addition to synergical pathways aimed at the fastest possible recovery.

## FUNCTIONAL REHABILITATION

The Clinica San Francesco has a Functional Rehabilitation Department and an Outpatient Physiotherapy and Rehabilitation Service which hosts both patients discharged from physical and rehabilitation medicine facilities or acute hospital units, and patients from home for treatment of disabilities related to temporary damages or painful symptoms requiring an evaluative and therapeutic study. The Functional Rehabilitation completes the high level Orthopaedic Surgery Department. The physiotherapeutic services and offered therapies are severely personalized based on the patient's needs thanks to the collaboration of physiatrists and physiotherapists of the Clinic with the operating surgeons.

It's about personalized physiotherapeutic pathways to best tackle both postoperative progress and all pathologies requiring a conservative and rehabilitation approach. The Physiotherapy Service for external users is available both in the seat of Via Monte Ortigara 21/B Verona and in the Diagnostic Center of Corso Venezia, 123 Verona.

The proposed therapies by our facility are:

*robotic platform*

*functional rehabilitation*

*global postural rehabilitation*

*proprioceptive rehabilitation*

*physical therapies* (tecar therapy, laser therapy, shock waves, ultrasounds, electrotherapy...)

*muscle therapy*

*manual therapy* (sports massage, lymphatic drainage, neuromuscular taping, functional bandages, osteopathy)

*postural assessment*

In the Clinic, during the rehabilitation pathway a robotic platform for objective assessment and treatment of ankle, knee, hip and spinal column thanks to exercises of passive mobilization, muscle strengthening, postural and balance control may cooperate with the physician, physiotherapist and patient.

In particular, in the robotic knee and hip surgery the use of platform is possible not only in rehabilitation phase after prosthesis, but also in preoperative evaluative phase. It is an exclusive Clinic protocol that patients can benefit from.





## GENERAL SURGERY

The overall activity, articulated among in-patient ward, day surgery and outpatient clinics, regards:

*Surgery of skin and under skin*

*Hernia surgery*

*Proctologic and urologic surgery*

*Vascular venous surgery*

*Breast Reconstruction surgery*

*Cosmetic Plastic Surgery - only private practice*

The most common diseases are generally treated in Day Surgery or Outpatient Surgery thanks to a surgical procedure less aggressive and invasive which has led to a significant evolution of post-operative treatment.

The patients operated with minimally invasive surgery, thanks also to the innovative anesthesiological procedures, advanced surgical instruments and devices, are usually mobilized on the same postoperative day.

### Breast Reconstruction Surgery

The main surgeries carried out are:

- **Reconstruction after removal** of cancer both with quadrantectomy (removal of mammary gland part) and with total mastectomy
- **Remodelling** in breast with congenital and acquired deformities.

## Cosmetic and Plastic Surgery

The activity focuses on these surgeries:

- Breast plastic and cosmetic surgery
- Face plastic and cosmetic surgery
- Body plastic and cosmetic surgery

## OPHTHALMOLOGY

The ophthalmology activity involves surgeries of:

- Cataract

The surgery of cataract extraction and cleaning of artificial crystalline lens are outpatient procedures, performed in operating room and don't need admission. The surgeries generally are carried out in 10/15 minutes and in most cases under topical anesthesia (instillation of anesthetic eye drops).

We carry out the following specialist diagnostic tests:

- Computerized Optical Tomography (OCT) for diagnosis and monitoring of multiple retinal diseases
- Automatic Perimetry (visual field test)



## **OUTPATIENT MULTISPECIALIST SERVICE**

The Clinica San Francesco's multispecialist service includes:

**CARDIOLOGY**

**GENERAL SURGERY**

**DERMATOLOGY**

**ENDOCRINOLOGY**

**GASTROENTEROLOGY**

**GYNECOLOGY**

**CLINICAL DIAGNOSTIC LABORATORY**

**PHYSICAL AND REHABILITATION MEDICINE**

**GENERAL MEDICINE AND GERIATRICS**

**NEUROSURGERY**

**NEUROLOGY**

**OPHTHALMOLOGY**

**ORTHOPAEDICS AND TRAUMATOLOGY**

**OTORHINOLARYNGOLOGY**

**PSYCHIATRY**

**RADIOLOGY AND IMAGING DIAGNOSTICS**

**PAIN THERAPY**

**UROLOGY**



## EXAMINATIONS AND TESTS

### BOOKING

It is possible to access Clinica San Francesco's services provided in the following ways:



#### **In agreement with the Italian National Healthcare System (SSN)**

- calling the number **(+39) 045 9009090 dialing 1 number 1**, from Monday to Friday 8.00am-1.00pm
- calling the **Unified Booking Center (CUP) of ULSS9** (Local Health Authority) having shared all our organizers with it.



#### **In private system on payment**

- Connecting to our website **[www.clinicasanfrancesco.it](http://www.clinicasanfrancesco.it)** using our online booking and payment service
- calling the number **(+39) 045 9009090 dialing 1 number 2**, from Monday to Friday 8.00am-6.00pm – Saturday 8.00am-1.00pm
- sending an email indicating the services to be performed, personal data, tax code and a telephone number

Clinica San Francesco: **[ambulatoriale@clinicasanfrancesco.it](mailto:ambulatoriale@clinicasanfrancesco.it)**

Diagnostic Center: **[ambulatoriale.cdv@clinicasanfrancesco.it](mailto:ambulatoriale.cdv@clinicasanfrancesco.it)**

#### **In a private intermediated system**

Clinica San Francesco has direct agreement with all main Insurance Institutions and Health Funds

To learn more, visit the dedicated section of this Service Charter.

To book an examination with a fund or insurance:

Call the number **(+39) 045 9009090 dialing 1 number 2**

Clinica San Francesco: **[ambulatoriale@clinicasanfrancesco.it](mailto:ambulatoriale@clinicasanfrancesco.it)**

Diagnostic Center: **[ambulatoriale.cdv@clinicasanfrancesco.it](mailto:ambulatoriale.cdv@clinicasanfrancesco.it)**

### BE CAREFUL

The examination and test booking with the Italian National Healthcare System (SSN) can be made only and exclusively if you already have the authorization: the references present on the same authorization are always requested, otherwise it is not possible to proceed with the booking. During the booking, the day, time, place and scheduled service will always be communicated.

For tests requiring special instructions and/or particular preparation all information will be provided.

The preparation ways required by tests may be consulted on the website:

**[www.clinicasanfrancesco.it](http://www.clinicasanfrancesco.it)**



As regards the priority classes indicated in the authorizations issued by general practitioners (GP) and specialist physicians the compliance with the Veneto Region Council Deliberation n.600 of 13th March 2007 and following and n. 626 of 4th June 2024 is guaranteed.

The specialistic examinations in private practice are not covered by the Italian National Healthcare System (SSN) and must therefore be fully paid at rate established for each physician.

**[www.clinicasanfrancesco.it](http://www.clinicasanfrancesco.it)**



### BOOKING OF CLINICAL DIAGNOSTIC LABORATORY

The Sample Collection and Delivery Service is active from Monday to Friday 7.30am-10.30am, only in private system. The access to service can take place with or without booking. In the latter case the patient will go, at the time above, to the check-in desks to complete all administrative procedures.

The patient, to benefit services, must go to the check-in desks with medical prescription/indication.

In case of booking the user will be asked to send the list of tests prescribed by the specialist, to verify the feasibility. If supplied, he/she will be provided with any preparation rules to adopt for the correct execution of test.



These are our email contacts

Clinica San Francesco:

**[ambulatoriale@clinicasanfrancesco.it](mailto:ambulatoriale@clinicasanfrancesco.it)**

Diagnostic Center:

**[ambulatoriale.cdv@clinicasanfrancesco.it](mailto:ambulatoriale.cdv@clinicasanfrancesco.it)**

### CANCELLATION OF EXAMINATIONS AND TESTS

Any cancellations must be communicated at least 4 days before the appointment. The missed cancellation of booking, as per current legislation, at least 4 working days before the appointment date involves the payment of full cost of services even for citizens who are exempt.

**The cancellation of a service may be done:**



- By phone: **(+39) 045 9009090 dialing 1 number 5**

Please communicate to the answering machine: last name and name, date of birth, booking to cancel and a telephone number.

- Email: **[disdette@clinicasanfrancesco.it](mailto:disdette@clinicasanfrancesco.it)**

Indicating last name, name, date of birth, booking to cancel and a telephone number.

- **The cancellation of private on payment service**, booked online, can be made also connecting to our website:

**[www.ghcspa.com/clinicasanfrancesco/prenota-online](http://www.ghcspa.com/clinicasanfrancesco/prenota-online)**



## THE DAY OF APPOINTMENT

### CHECK-IN

In Clinica San Francesco there are 11 desks to carry out the patients' check-in.

**The Clinica San Francesco's Check-in is located in Via Santini 8, Verona, the Diagnostic Center Check-in desks are located in Corso Venezia 123, Verona.**

The documentary and administrative aspects related to provided services are handled and all the requested information are provided.

**The desks of the Clinica San Francesco are open from Monday to Friday 7.30am-7.00pm.**

**The desks of the Diagnostic Center are open from Monday to Saturday 7.00am-7.30pm.**

The patient is required to respect the appointment time and instructions received during the booking with absolute punctuality. In case of delay, the possibility of providing the booked service will be assessed without penalizing other users. The payment of ticket is made during the Check-in.

The number (e.g. E936, X384) assigned to the Patient at the Check-in is used only to identify the Patient within the facility in compliance with Privacy regulations.

Therefore on appointment day it is necessary:

**1) show up with:**

- general practitioner/specialist physician prescription (only for Italian National Healthcare System SSN and for users who requested samples)
- health insurance card
- any previous specialist documentation

**2) pick up the number at totem;**

**3) wait your turn;**

**4) go to the counter indicated** by the illuminated notice board, check in, pay the ticket or service;

**5) sit down in waiting room and wait for the call** from health personnel or go the indicated outpatient clinic or Radiology to receive the service.



### **PAYMENTS**

The payment of ticket or any other amount can be made in cash or by debit or credit card.

The rates for each service in agreement are provided for in the National Tariff Nomenclature (link available on the website [www.clinicasanfrancesco.it](http://www.clinicasanfrancesco.it)) while for services under private practice the rates are established by the Clinic and available at the desks.

### **TICKET AND EXEMPTIONS**

The ticket is a form of participation in healthcare expenditure paid by citizens for specialist outpatient care and instrumental and laboratory diagnostic services.

The participation criteria are established by national and regional legislation.

The current Veneto Region directives provide for that all citizens aged 6-65 years-old are required to pay the share to healthcare expenditure, except for those entitled to exemption due to status (disease or physical condition) or income.

The exemptions from paying are applied only if indicated on the General Practitioner's (GP) authorization.

### **PICK UP OF MEDICAL REPORTS**

The outpatient service medical reports may be picked up in various ways:

- personally at the check-in desks of both seats, from Monday to Friday **8.00am-6.00pm**;
- by mail upon payment of shipping costs;
- filed in electronic health record of Clinica San Francesco, if activated by the patient.

The medical reports of CT scan and Magnetic Resonance diagnostic tests, upon request made at the time of Check-in, can be uploaded onto a CD or downloaded online connecting to website

**[www.clinicasanfrancesco.it](http://www.clinicasanfrancesco.it)**

The viewing and download of CT scan and Magnetic Resonance directly on device is made using the credentials delivered during the check-in. To ensure privacy, the credentials are unique and strictly personal. The possession of sheet containing credentials constitutes, for all intents and purposes, delegation to pick up and consult the medical report. The access to online medical report for credentials holder is possible for 45 days after the indicated pick up date. The downloaded medical report constitutes, for all purposes, certified copy which is deposited at the Clinica San Francesco. In case of loss of credentials, please send an email to:

**[info@clinicasanfrancesco.it](mailto:info@clinicasanfrancesco.it)**



The information are strictly personal and confidential, so the medical reports may be delivered by desk operators only to the patient with his/her identification document, if adult or parent of a minor, to persons with written authorization, signed by holder of medical report or medical record fitted with identification card. The desk operators may provide the medical report to persons other than patient authorized by written authorization of delegating and in possession of identification document of both (delegating and delegate).

If the patient is unfit to plead, even temporarily, the request can be made by a relative provided with a medical certificate attesting the patient's state of incapacity and a family certificate from which the applicant is a relative. In case of controversy between family members the Board of Medical Directors evaluates case-by-case the identification of entitled persons.

#### **REQUEST FOR DUPLICATE CLINICAL DOCUMENTATION**

The patient may request a duplicate of outpatient services performed medical reports.

To achieve the documentation is necessary to send an email to:

**[info@clnicasanfrancesco.it](mailto:info@clnicasanfrancesco.it)**

The clinical documentation may be picked up in Clinica San Francesco by the patient with identification document or by his/her delegate provided with written authorization and copy of documents of both. Upon indication of interested party, the documentation may be sent directly to home.

The service requires the payment of fee. The CD copy of diagnostic imaging medical reports may be requested at the Check-in desks of both facilities upon reimbursement of expenses per copy.



## **PERSONAL DATA PROCESSING**

### **Protection and Privacy Law**

The processing of personal data – personal and health related – is aimed at carrying out the health service and normal administrative procedures. The processing of personal information, also carried out with the help of electronic and automated means, is realized through the collection, recording, organization, storage, communication, cancellation and destruction of data phases.

The Clinica San Francesco guarantees the user's right to privacy and ensures transparency of activity; this means that every citizen has the right to obtain both the protection of personal data and access to administrative documents when this, however, does not violate the privacy of other users. Personal data are communicated, in compliance with current legislation, to Local Health Authorities, Public Safety Authorities, Research Bodies and Companies, Clinical Diagnostic Laboratories, Regional and State Administrations, National Health Service Bodies, Insurance Companies and Law Firms in relation to controversies and, upon specific request, to the Judicial Authority. If the interested party has stipulated an agreement or an insurance contract with a mutual or company fund, might be necessary to communicate to them the data related to services performed. The communication of data will be made in full compliance with the privacy protection.





# ADMISSIONS AND OUTPATIENT SURGERY

## INPATIENT GUIDE

### ADMISSION PROCEDURES

The access to surgical services takes place upon proposal of Clinica San Francesco's operating physicians after outpatient examination. The surgical services may be provided under the system of:

- Ordinary admission
- Day Surgery
- Outpatient surgery



The access may take place with the following procedures:



**in agreement with the Italian National Healthcare System (SSN)** respecting waiting times as indicated by Veneto Region legislation. With the general practitioner's authorization the patient may access the surgical service without any charge. The patient may choose the treatment in hotel difference. For outpatient surgeries the patient must contribute to the costs, unless exempt.

The booking can be made:

- by phone to Admission Scheduling **(+39) 045 9009090 dialing 2 number 1** from Monday to Friday **8.00am-12.00pm**

- by email to: **programmazionecoveri@clnicasanfrancesco.it**

#### **In private system on payment**

The private patients bear all costs of services. The Private Admission Scheduling and Insurance Office will provide you, before booking the admission, an estimate comprehensive of all health services to be performed.

This treatment procedure allows access to dedicated waiting lists.

For information contact the Private Admission Scheduling and Insurance Office:

- by phone **(+39) 045 9009090**

**dialing 2 number 2**, from Monday to Friday **9.00am-1.00pm**

- by email to:

**degenze@clnicasanfrancesco.it**

#### **In private intermediated system**

Patients who are members of funds, company or category funds or holders of health insurance policies stipulated with insurance companies affiliated with the Clinica San Francesco can benefit from direct or indirect payment (see the Agreements section of this Service Charter).

This treatment procedure allows access to dedicated waiting lists.

For information contact the Private Admission Scheduling and Insurance Office:

- by phone **(+39) 045 9009090 dialing 2 number 2** from Monday to Friday **8.30am-1.00pm**

- by email:

**degenze@clnicasanfrancesco.it**



### PRE-OPERATIVE TESTS

For every admission, ordinary or Day Surgery, tests are necessary and are carried out once or twice before surgery. The dates of tests and surgery are communicated by the Admission Scheduling.

The information/consent relating to the surgical treatments performed is delivered by the physician during the outpatient examination and must be returned signed on the day of pre-operative tests.

The patient must also bring with him/her:

**a) authorization of surgery request** with indication of diagnosis written by general practitioner. The document is not necessary for paying or insured patients.

**b) documentation relating to surgery** to undergo (X-ray, CT scan, Magnetic Resonance, ultrasonography, etc.).

**c) clinical documentation already owned** (current or previous pathologies, previous medical records, etc.)

**d) list of medicines intaken.**

Minor patients must be accompanied by a parent or a person with proxy issued and signed by both parents.

If, after tests, the patient gives up admission, he/she will be charged for costs of tests performed.

### THE INFORMED CONSENT

Before surgery, the patient will be adequately informed by operating physician or other specialist on surgery procedures and anesthesiological and operative risks. The patient will be asked to sign the consent and surgery information document. The patient may not undergo surgery or specific diagnostic examination without written consent.

### ADMISSION CHECK-IN

The admission day, the patient is invited to show up to Admission Check-in Office at the time

indicated in the email sent by the Admission Scheduling Office with the following documents:

**a) identity card** or other valid identification document

**b) magnetic health insurance card**

The admission certificate must be requested by the patient during the check-in.

The Admission Check-in Office is located at the Via Monte Ortigara 21/B's entrance, near the Switchboard, and deals with all procedures relating to access to the Clinic and opening of medical record.

It is open from Monday to Friday 7.00am-3.00pm

### What do I bring for my stay?

**Belongings:** personal hygiene items, towels, underwear, pajamas, tracksuits, socks, the footwear that will be recommended and everything you usually use. It is recommended not to bring valuables. It is recommended to keep minimal amounts of money with you.

Clinica San Francesco is not responsible for theft of objects and money.



## **DURING THE STAY – WHAT YOU NEED TO KNOW**

### **ROOMS**

The inpatient rooms of Clinica San Francesco are equipped with independent toilet with shower, summer/winter air conditioning, motorized bed and television.

The facility has 77 authorized beds, divided in single, double and triple rooms where we host our patients in ordinary admission or Day Surgery.

### **Single rooms (Service of Hotel Difference)**

In case of private admissions or paying the hotel difference, Clinica San Francesco offers the possibility to spend the stay in single rooms.

The service includes dedicated linen, welcome toilet kit, daily selection of newspapers and magazines, dedicated menu.

Accompanying persons can stay in the patient's room overnight.

For information please contact the Private Admission and Insurance Scheduling Office.

**Tel: (+39) 045 9009090 dialing 2 number 2**

**Email: [degenze@clinicasanfrancesco.it](mailto:degenze@clinicasanfrancesco.it)**

The rooms are arranged on three floors connected by elevators and stairs. The paths are free of architectural barriers.

### **PERSONNEL IDENTIFICATION**

All personnel working at the Clinica San Francesco is easily recognizable: on the small pocket of uniform or coat is indicated the name, the role. A colored band on uniform identifies the different professional figures.



**PERSONNEL**

**IDENTIFYING COLOUR**

**Medical personnel**

White uniform and coat

**Unit Director**

Dark blue

**Coordinator**

Burgundy

**Nursing Personnel**

Red

**Infection Control Nurse**

Green

**Health Social Worker  
Support Personnel**

Yellow

**Radiology/Medical Laboratory  
Technician**

Light blue

**Physiotherapists**

Light blue polo shirt

**Cleaning Service**

Green polo shirt

**Office Worker**

Blue trousers and jacket



### **BREAKFAST, LUNCH, DINNER**

The meals are served to patients in agreement with the Italian National Healthcare System (SSN) and those paying according to the following hours:

**breakfast from 7.00am**

**lunch 12.00pm**

**dinner 6.30pm**

Patients can choose daily from menu the list of courses, except for medical prescriptions.

The catering service provides for the preparation and packaging of a “personalized tray” for intolerant and allergic people.

Patients with food requirements related to religious/ethic/other reasons can report their requests to the Nursing Coordinator. For insured paying patients and in hotel class difference is provided for a dedicated menu allowing to choose among different first courses, main courses, side dishes both at lunch and dinner. During the stay at the Clinica San Francesco is forbidden to integrate the nutrition with food and drinks from outside.

### **HAIRDRESSER/BARBER AND PEDICURE SERVICE**

It is possible to book the hairdresser, barber and pedicure service requesting to the Nursing Coordinator.

### **NIGHT CARE**

The night care is only allowed for minor, frail patients or in case of language barriers. In all other cases is allowed only if the Board of Medical Directors assesses any justified needs.

### **RELIGIOUS CARE**

Patients can request spiritual assistance, without any costs for the facility, of their ministers of religion. The intervention of Ministers of religion of all recognized confessions or religions is free, at inpatient's request, in forms compatible with the organizational and healthcare needs of Clinica San Francesco.

### **CULTURAL MEDIATION**

The patient who wishes can request the presence of a cultural mediator directly to the Nursing Coordinator.

### **SILENCE**

In order to facilitate afternoon and night rest and not to disturb other patients, please observe silence, speak softly, turn mobile phone ringtone down and avoid any other noise, as much as possible.

The use of TV in the room is freely allowed as long as does not disturb or annoy the inpatients in the same room. It is good practice not to keep the TV on during late evening, night or in any other situation where it may disturb or trouble the stillness and civil coexistence among the inpatients.



### **MOBILE PHONES**

The use of mobile phones is permitted, but it is recommended to keep the ringtone and tone of voice low so as not to disturb others.

### **GOING AWAY FROM DEPARTMENT**

It is absolutely forbidden to leave the department. When the patient leaves his/her room it is good practice informing the ward nurse.

### **WI-FI**

The facility offers free WI-FI connection for patients and visitors.

The password to access the free WI-FI service is provided by the Nursing Coordinator of each department.

### **VALUABLES**

It is good practice not to bring large sums of money and/or valuables during the stay in the Clinic.

Clinica San Francesco declines any responsibility arising from the loss/theft of valuables and/or money within the facility.

### **VENDING MACHINES**

At the Clinica San Francesco there are vending machines for sandwiches, hot drinks and snacks (for a fee).

In each waiting room there are one or more distributors.

### **VISITS FROM RELATIVES**

The Clinica San Francesco's Board of Medical Directors allows the visits to patients according to the procedures below.

The visits are authorized only for stays extending to the night.

In case of minor or fragile patients, specific rules of conduct are provided for and must be agreed with the Department Coordinator.

**Visits are permitted at the following hours:**

**from Monday to Friday 3.00pm-7.30pm**

**Saturday, Sunday and holidays 3.00pm-6.00pm**

These indications might change due to organizational needs that will be communicated each time by the department personnel.



## IT'S TIME TO DISCHARGE

### PATIENT'S TRANSFER

The transfers of patients to other facilities take place by ambulance.

The cost of transportation outside Verona Province and Veneto Region is borne by the patient.

### DISCHARGE

The date of discharge is decided by the specialist who followed the patient during care pathway.

During discharge, a clinical report will be issued containing the results of medical-surgical operation, therapies and behaviours to follow at home, dates for following checks and telephone numbers for further information or problems.

This letter must be given to the general practitioner (GP) as soon as possible.

### POST-ADMISSION FOLLOW-UP EXAMINATION

The examinations are carried out on the basis of appointment set in the discharge letter.

The post-discharge functional rehabilitation activity may be performed at our outpatient Physiokinesiotherapy service.

### MEDICAL RECORD

It is a confidential personal document, preserved by the Clinic. The patient can request a copy of it at the time of discharge or later, filling out the appropriate form attaching a copy of an identity document.

The form may be delivered:

- directly to the Admission Check-in Office;

- sent by email to:

**[accettazionericoveri@clinicasanfrancesco.it](mailto:accettazionericoveri@clinicasanfrancesco.it)**

The copy of Medical Record can be requested:

- personally by the interested party.

- by a delegated person, provided with request signed by the patient with a photocopy of patient's identity document;

- by guardian, curator or person exercising parental authority, if the patient is interdicted, incapacitated or minor: the request must be submitted with a patient's identity document and certification attesting to the status of legal representative;

- if deceased, by one of heirs with self declaration of sworn statement;

- if admitted in another hospital, directly by the health workers of that facility.



### **DEGREE OF SATISFACTION**

Clinica San Francesco asks all patients to fill out the satisfaction questionnaire sent after discharge with the help of an IT platform. The survey allows us to understand the level of satisfaction of our patients and make any improvements to the service offered.

Thank you for your collaboration.



## **AGREEMENTS**

### **PATIENT-CENTRED CARE**

Clinica San Francesco is a private healthcare facility accredited with the Italian National Healthcare System (SSN), with patient-centred care and treatment pathway. Thanks to the ability to understand the requests of customization and differentiation, we stipulated many agreements with insurance companies, supplementary health funds, health insurances and TPA (Third Party Administrators)

## ACCESS MODES

The health services may be provided through:

### 1. Agreement with the Italian National Healthcare System (SSN)

The health services are covered by the Italian National Healthcare System, according to the criteria established by current legislation (so-called LEA, Essential Levels of Care).

### 2. Private system:

All services provided by the Clinic may also be used privately, with paid or intermediated access modes:

- **For a fee:** the patient bears the costs of services out of pocket.
- **Intermediated:** the access is via affiliated entities, such as Insurance Companies, Supplementary Health Funds, Health Insurances, TPA (Third Party Administrators), Companies, Corporate Welfare, etc.

## PRIVATE INTERMEDIATED SYSTEM

In the private intermediated system, Clinica San Francesco offers healthcare services with discounted rates, defined through agreements.

These can be applied in two ways:

### 1. Direct form:

The Insurance Company or the associated Health Fund directly covers, in whole or in part, the costs of services.

The patient must pay only any:

- **Overdraft:** percentages not covered of service cost.
- **Allowance:** fixed fees paid by the patient.
- **Maximum coverage excess:** costs exceeding the maximum limit guaranteed for service by policy of fund.

### 2. Indirect form:

The patient pays in advance the entire cost of service, benefitting of discounted rates.

Subsequently, the patient may be reimbursed according to the conditions established in the health plan.



### A UNIQUE CARE PATHWAY

The care system is divided into the following main pathways:

- **Outpatient Pathway:** specialist examinations, diagnostics, therapies and check-up.
- **Admission Pathway:** outpatient surgery and surgical operations.

Regardless of the chosen system, we guarantee an integrated and personalized approach, aimed at meeting the needs of each patient.

### OFFICES DEDICATED TO PRIVATE AND INTERMEDIATE PATIENTS

Clinica San Francesco organized some offices dedicated exclusively to patients wishing to access the services in private system, offering:

- **Complete support** in scheduling outpatient services and admissions.
- **Clear information** on times, costs and modes of access to services.
- **Rapid management** of administrative practices.
- **Assistance in checking** coverage and opening insurance practices.

**Please Note:** It is patient's responsibility verifying the terms of his/her own health plan. The office provides support based on agreements with third-party payers.



### CONTACTS

For more information:

- **Outpatient Services**

- Tel: (+39) 045 9009090  
(dialing 1 number 2)

- Clinica San Francesco Email:  
ambulatoriale@clinicasanfrancesco.it

- Diagnostic Center Email:  
ambulatoriale.cdv@clinicasanfrancesco.it

- Dr Perazzini's Secretariat Email:  
segreteria@clinicasanfrancesco.it

- **Stays/Admissions**

Tel: (+39) 045 9009090  
(dialing 2 number 2)

Email: degenze@clinicasanfrancesco.it



## QUALITY SYSTEM

Clinica San Francesco places the person at the center of its work and considers the quality as a determining element of activity.

In the process, the Quality is imagined as business management planning, to improve the services provided, fully satisfy the user's needs and enhance the internal resources of healthcare facility.

### CUSTOMER SATISFACTION

Clinica San Francesco detects the level of user satisfaction through specific questionnaires, respecting the indications provided by the Veneto Region.

We periodically ask all patients to fill out the dedicated satisfaction questionnaire after discharge or outpatient service.

### QUALITY STANDARDS

Clinica San Francesco ensures the following specific quality standards, identified to guarantee the improvement of its services and healthcare provided.



## Quality indicators

## Quality standards

Waiting times for health services

The waiting times for admission and outpatient services meet regulatory requirements and are verifiable on website

[www.clinicasanfrancesco.it](http://www.clinicasanfrancesco.it)

Accessibility for disabled people

In both seats architectural barriers were removed to make the various services accessible

Internal signage

The signage was completely inspected to facilitate its reading and accessibility to all users and designed to allow an autonomous orientation within two seats

Clinical documentation availability

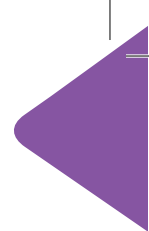
The delivery date is always shown on the pick up document

Care safety

Systematic preventive verification of proper functioning and safety of equipment and critical systems in treatment and care  
Specific procedures to manage drugs, therapies and transfusions  
Application of identification bracelet and frequently asked questions for patient information WHO (World Health Organization)  
Checklist for safety in the operating room  
Inpatient rooms equipped with glycerin alcohol dispensers and single-use personal protective equipment  
Fall risk assessment and self-explanatory flyers in inpatient rooms  
Specific procedures for prevention of infection transmission and distribution of videos and information documentation  
Specific procedures to manage urgencies

Quality of care

Comfort in inpatient units  
Rooms with 1, 2, 3 beds, all equipped with toilets and television  
For minor patients a parent is always allowed to stay overnight in the minor's room  
The companions of paying patients may stay overnight  
Comfort and refreshment in outpatient areas



## CONTINUOUS IMPROVEMENT IN QUALITY

The Institutional Accreditation with the requirements established by the Veneto Region, the programs to manage Quality, Clinical Risk, Safety and Internal Auditing, as well as Interdisciplinary and Multidisciplinary Groups for improvement and development of Diagnostic Therapeutic Care Pathways updated on the basis of national and international guidelines, are some tools and models allowing the continuous improvement in the following areas:

- **Management of healthcare facility:**

- The Directorate rules the processes of planning, programming, provision of resources and control which support and enable the activity of Clinica San Francesco.
- The information systems (IT) ensure transparency and updating of waiting lists, information for booking healthcare services

- **Continuous investment in increasing personnel skills** in terms of general and specific training

- **Internal communication:** ensures alignment between professionals, increased safety in provision of care and patient participation in treatment choices

- **Clinical Risk Management** with particular attention to the prevention and management of any damages that may occur during the provision of healthcare services

- **Improvement and innovation processes:** we are always improving with projects, purchase of advanced technologies, technical-professional and organizational innovations.

- **Humanization:** commitment to make care places and diagnostic/therapeutic programs person-oriented, considered in his/her physical, social and psychological entirety.



## **SAFETY AND PROTECTION**

The procedures established to manage safety in the Clinic are also integrated into the Quality System:

**- Safety and protection of correct processing of personal data**, in application of Italian Legislative Decree 196/2003 on privacy:

- the user is provided with the information and is asked to consent to the processing of personal data;
- no clinical information about users are provided by telephone;
- a copy of health documentation is issued only to the user or a delegated representative.

**- Safety and protection of users and visitors** by structural plant equipment, periodic fire evacuation exercises and simulations.

**- Safety and protection of workers**, in compliance with Italian Legislative Decree 81/2008 and subsequent amendments, through preparation of risk assessment document and adoption of prevention and protection measures provided for.

**- Safety and protection of public health and environment** in compliance with European regulations on waste recycling and disposal.

## **PUBLIC RELATIONS OFFICE (URP)**

The Public Relations Office deals with:

- Listening and understanding users' expectations and needs
- Collecting observations and suggestions, claims and complaints for disruptions or incorrect behaviours by personnel, patients and those who come into contact with facility
- Providing general information

The protection of patient is exercised by Clinica San Francesco through several behaviours aimed at making to feel responsible the health workers for patients' rights. However they may file a claim directly to the Public Relations Office (URP) complaining any disruption or incorrect behaviour.

The claims must be submitted to the URP orally or in writing.



It is URP duty to provide immediate response to observations or claims for rapid solution and direct the most complex problems to whom it may concern, for a careful analysis of causes and subsequent identification and application of any corrective action.

**The URP carries out the investigation and normally provides a written response within 30 days.**

**Telephone: (+39) 045 9009090**

**E-mail: [urp@clnicasanfrancesco.it](mailto:urp@clnicasanfrancesco.it)**

It is always possible to fill out the reporting forms by requesting them from the Switch-board and Outpatient Check-in mailing them in the appropriate boxes located in the two seats.

Usually, the reports must be submitted, in modes indicated above, within 15 days from the moment in which the interested party became aware of the act, behaviour, situation, omission, etc., infringing his/her rights as provided for by article 14, clause 5 of Italian Legislative Decree 502/1992, as amended by Legislative Decree 517/1993.

## HOW TO REACH US



### CLINICA SAN FRANCESCO

The Clinic is located in Verona (Italy), very close to historic center.

**It has two separate entrances:**

Via Monte Ortigara 21/B: scheduled admissions, preoperative, visitors.

Via Santini 8: outpatient clinics, preoperative.

*BY BUS*

Lines 23 and 24

*BY CAR*

Easily served by the motorway network: toll booth of: Verona Sud, Verona Nord, Verona Est depending on the origin.

The facility has a convenient 70-space parking lot in via Monte Ortigara 26, about 350 meters from the Clinic entrance. The parking exit pass will be issued upon payment of the hourly ticket at the automatic cashier located within the Clinic.

*BY TRAIN*

The nearest railway station is Verona Porta Nuova.

*BY PLANE*

The reference airport is Valerio Catullo in Villafranca di Verona.



## DIAGNOSTIC CENTER

The Diagnostic Center is located in Verona, in residential district of Borgo Venezia. The Center's entrance is located in Corso Venezia, 123 Verona.

### How to reach us:

#### *BY BUS*

Lines 11, 90, 91, 92, 98.

#### *BY CAR*

Easily served by the motorway network, recommended exit Verona Est. The Center has a free multi-storey private car park.

#### *BY TRAIN*

The nearest railway stations are Verona Porta Nuova or Verona Porta Vescovo.

#### *BY PLANE*

The reference airport is Valerio Catullo in Villafranca di Verona

### USEFUL NUMBERS

Telephone (+39) 045 9009090

[info@clinicasanfrancesco.it](mailto:info@clinicasanfrancesco.it)

[clinicasanfrancesco.it](http://clinicasanfrancesco.it)



**Clinica San Francesco**

GAROFALO HEALTH CARE

The GHC Group, listed on the segment Euronext STAR of Italian Exchange, is among the main operators of accredited private healthcare in Italy. It operates through excellent healthcare facilities, located in some of the most virtuous northern and central Italian regions, offering a wide range of services covering all sectors of healthcare thanks to a diversification of provided specialties, cutting-edge technology and highly qualified personnel.

**[www.garofalohealthcare.com](http://www.garofalohealthcare.com)**

**To learn about the physicians and services  
of the Clinica San Francesco**

**[clnicasanfrancesco.it](http://clnicasanfrancesco.it)**