

## RIGHTS AND RESPONSIBILITIES

### **Rights and responsibilities of people and operators inside the hospital.**

People who use health care services of Ferrara University Hospital have the RIGHT:

- to have adequate healthcare and welfare services, regardless of their religious, sexual and political orientations, in compliance with the principles of equal human dignity;
- to be able to ascertain - through the identification card - the professional profile of operators and their role;
- to be informed about the health treatments proposed and recommended, as well as to have detailed information about diagnosis and prognosis;
- to be informed about any diagnostic and therapeutic alternatives, even if carried out in other health facilities;
- to have detailed information in case of a prolonged hospital stay;
- to receive in writing, on hospital discharge, the results of clinical and medical investigations performed during the stay and the recommended therapy to allow family doctor to follow an adequate aftercare treatment;
- for pregnant women, to request the presence of a trustworthy person during the stages of labour;
- to know, through appropriate information panels and boards placed in hospital rooms, how to access the above mentioned information and the staff responsible for that;
- to report – in case of disservices, delays, attitudes and behaviours potentially damaging human dignity or the right to medical assistance - proposals and claims to the Public Relations Office;

People who use health care services of Ferrara University Hospital have the RESPONSIBILITY:

- to provide complete and accurate information on their health conditions and co-operate with the healthcare personnel;
- to inform promptly healthcare personnel on their intention to refuse of any healthcare service, therapy, treatment, investigation, specialist examination. To promptly communicate their intention to refuse booked

health **services using the toll-free number 800 532 000**, at least two working days before the fixed date;

- to comply with the no-smoking policy as a respect for health, as a polite gesture towards non-smokers and in order to maintain a healthier environment;
- to maintain, at all times, a civil and responsible behaviour, respecting and understanding the rights of other patients;
- to respect the premises, equipment and furnishings inside healthcare facilities, as a community asset;
- to respect timetables, follow the rules concerning health activities and observe visiting hours in order to facilitate the proper functioning of services;
- to respect healthcare personnel in the performance of their duties and follow the guidelines for health protection and cohabitation.

## **Informed Consent**

Informed consent is the act through which patients accept the execution of clinical trials and invasive diagnostics after receiving full and clear information concerning their health conditions, becoming therefore fully aware of their health care choices.

Information is the core element of the doctor-patient relationship and for this reason; it must be clear and understandable so that consent can be considered valid.

Information, communication and consent must be given in ways and using the tools that best suit the conditions of the patient. In addition, they must be documented in written medical records or through video recordings for patients with disability. Ferrara University Hospital drafted specific guidelines – as laid down in Italian Law no. 219 dated 22 December 2017 – for the provision of clear information to patients / inpatients within the hospital.

## **CODE OF CONDUCT FOR HEALTH CARE OPERATORS**

The University Hospital of Ferrara has adopted a "Code of Conduct for the personnel operating in Ferrara University Hospital ".The document sets out the responsibilities of the operators, the principles and the ethical code of

conduct for hospital operators, their relations with the public and the media as well as private relations. It is meant for all operators working for the Hospital. For managers and directors the Code sets out further indications. The key principles of the Code of Conduct are: the central role of the individual, the principle of non-discrimination, legality, transparency, confidentiality, valorisation of human resources, risk management and safety protection. The Code of Conduct has the goal of strengthening the healthcare system, this goal is part the framework of anti-corruption policy fostering transparency in Public Health as defined by a special regulation inside Regional Law No 9 dated 2017.

## **ENTITLEMENT TO HEALTH SERVICES – REGISTRATION WITH NATIONAL HEALTH SERVICE (SSN)**

Having right to health care means to benefit from services and assistance that the National Healthcare Service shall provide (otherwise called Essential Levels of Assistance), through a complex networking of territorial and hospital services: preventive medicine, medical, paediatric and pharmaceutical assistance, outpatient services and hospital care, home assistance and counselling centre services.

### **Who is entitled to register with National Healthcare Service?**

The following categories of people are entitled to register:

- Italian citizens, residents in Italy, new-borns living in Italy, dependent family members of a worker employed in Italy;
- Italian retired people who reside abroad (in possession of the required authorisation);
- Foreign adopted minors or in pre-adoption foster care;
- EU citizens who are present in the territory only temporarily with a fixed-term employment contract;
- Foreign citizens from countries not under agreement with Italy as regards social security, in possession of a valid residence permit, for the entire period of their permit and who are:
  - self-employed or employed workers;
  - registered with the Employment Centres;
  - in state of family reunification (up to the age of 65 years);
  - people seeking political and humanitarian asylum;
  - people who are granted political and humanitarian asylum;

- people waiting for citizenship acquisition.

## How to register with National Healthcare Service?

Registration is mandatory for Italian and foreign citizens living in Italy with a valid residence permit (issued to the categories indicated above). To register with NHS citizens need to go to the offices of their Local Health Authority in their area of residence, or actual domicile, specified in the residence permit. At the time of registration, each patient is assigned a general practitioner (family doctor) or a paediatrician of free choice, who are the first point of reference for the health of citizens. Registration with the National Healthcare Service is documented by the Health Insurance Card.

### Foreign People

Since the right to health protection is recognized by Italian law as a fundamental right of the individual (Article 32 of the Italian Constitution), **emergency healthcare services are anyway guaranteed to all people living within the national territory**, in accordance or not with rules on entry and residence.

Foreign people with a regular residence permit - not belonging to the categories having the right to mandatory registration - are required to subscribe a contract of insurance against the risk of accident, illness and maternity through a policy with an Italian or foreign institute, valid within national territory. As an alternative, they may ask – against payment of a fee – for a voluntary registration with National Healthcare Service.

In public and private facilities accredited by the National Healthcare System, the following healthcare services are provided to non-EU citizens temporarily in Italy upon release of the STP code (foreign people staying for temporary periods):

- outpatient services and hospital treatments, urgent or essential, for diseases and accidents;
- pregnancy and maternity protection measures;
- minors health protection;
- vaccinations according to the Italian legislation within the context of collective measures of prevention authorised by the Italian Regions;

- prevention, diagnosis and treatment of infectious diseases.

In public and private facilities accredited by National Healthcare System the following healthcare services are provided to foreign EU citizens (Romanians and Bulgarians) living in Italy without residency, unprovided with health coverage by their country of origin, not eligible for registration with the NHS and POOR, upon release of the ENI code (Non-Registered European)

- outpatient services and hospital treatments, urgent or essential, for diseases and accidents;
- pregnancy and maternity protection measures;
- minors health protection;
- vaccinations according to the Italian legislation within the context of collective measures of prevention authorised by the Italian Regions;
- prevention, diagnosis and treatment of infectious diseases.

More information can be found at designated offices of Ferrara Local Health Authority.

## HEALTH INSURANCE CARD

Upon registration with the National Healthcare Service, a Health Insurance Card is released. Otherwise called Regional Services Card (CRS), an electronic chip card that can be used as:

- Health insurance card;
- European Health Insurance Card (EHIC) (valid in eligible EU countries);
- Tax Code.

These functions are available immediately, without requiring the card activation and the release of a PIN code.

The Regional Services Card must be kept with care and exhibited in case of access to the services provided by the National Healthcare System or when travelling abroad. The Regional Service Card is also useful to have access to other innovative services provided by the Public Administration, upon PIN code release. PIN code is a strictly personal code since it authorizes the access to sensitive information. To request the PIN code you need to go to the authorized information desks of the Local Health Authority.



**SERVIZIO SANITARIO REGIONALE**  
**EMILIA-ROMAGNA**  
Azienda Ospedaliero - Universitaria di Ferrara



**Università  
degli Studi  
di Ferrara**

**THE HEALTH INSURANCE CARD:  
AN EASY ACCESS TO MANY SERVICES.  
ALWAYS BRING IT WITH YOU!**

## **What to do for your own safety within the hospital.**

Patients are the first decision-makers about their own healthcare. Conscious participation of patients and their family members is essential, both for a better adherence to treatments and for safety and health outcomes. To increase the level of safety during the stay in hospital there are some precautions that the patient should take.

### **Communication**

- Ask questions if something is not clear or if you must undergo a surgical intervention or therapy;
- inform medical staff about any allergies or intolerances to foods;
- inform medical staff of any perception of change of your health conditions;
- inform the doctor or nurses of the onset of any kind of pain;
- inform the nursing staff in case you need to leave the hospital department;
- on hospital discharge, make sure that the staff provides you with detailed information on what you can or can't do at home, of which medicine you need to take and when;
- ask when the next appointment is scheduled.

### **Reduction of Infections**

- Wash your hands with water and soap or sanitize them using alcoholic gel, ask to your family members and visitors to do likewise;
- pay maximum attention to your self-care and hygiene;
- complete all the recommended vaccinations, whether mandatory or voluntary;
- pay attention to information material displayed in nursing areas showing best practices on prevention of infections;

### **Patient Identification**

- always wear identification wristband during your stay in the hospital. Make sure that personal information given is correct;
- before each procedure or clinical trial, you will be asked to give your name, family name and date of birth: this will help the staff to correctly identify you.

### **Informed Consent**

During the discussions with the patient prior to procedure/treatment, the doctor provides all the information necessary in a clear, understandable manner.

Patients should make sure to understand all the information before giving consent or refusal to hospital treatments.

## Drug Safety

- Inform doctors and nurses of the treatments and therapy followed at home, listing any over-the-counter medicine, food supplement or herbal product taken; remember to inform medical staff if you have any kind of allergy and if you have experienced an adverse drug reaction in the past. The medicines taken in the hospital can be different from those taken at home. If you have any question, do not hesitate to ask;
- on discharge, remember to ask all the information you need concerning the treatments and therapies you have to follow and the drugs you have to take.
  
- **Fall preventions: practical advices for patients and visitors**
- Always follow the directions given by the healthcare staff to move safely within the hospital premises and if you do not feel safe, please ring the bell;
- get acquainted with the room and with the path leading to the bathroom;
- use your habitual walking aids (stick, walker, etc.), glasses and hearing aids, if indicated;
- wear comfortable clothing and of the right size: use safe shoes or slippers, closed at the heel with proper lacing and with non-slip sole. Do not walk barefoot or using only stockings or socks;
- get up slowly from the bed and from the chair;
- turn on the light at night; if you need to get up call for the healthcare assistant;
- always call for the healthcare assistant if you wish to take a shower or wash your hair;
- if you use aids for walking, glasses or hearing aids, carry them with you to the hospital;
- before leaving the patient, family members shall check that the nurse call button or bell is easily reachable;
- if you feel confused and have motion or balance problems when walking or standing, please call for the healthcare assistant.

## Legionella

Legionella is a bacterium living in the waters of rivers, lakes and thermal waters. Carried by water, it gets into the water supply systems of buildings. It can live and reproduce in pipes and tanks of houses, swimming pools, hotels, hospitals etc.

### **What diseases can Legionella cause?**

Legionella can cause the Legionnaires' disease, an infection that occurs in two different form:

- Pontiac Fever: a disease with flu-like symptoms;
- Pneumonia caused by legionella or "Legionnaires' disease": the symptoms are high fever, breathing difficulties, physical illness, bone and joint pain, cough. Sometimes it can also cause diarrhoea, nausea, vomiting and abdominal pain.

People most at risk of contracting such diseases are the elderly, smokers, alcoholics and patients with chronic diseases (e.g. diabetes, cancer, heart or immune disease). For them this disease can lead to serious consequences and be lethal.

### **How is Legionella contracted?**

Legionella is spread through respiratory route (breathing the bacterium), through the droplets of contaminated water developing, for example, during a shower, during a hydro massage, in a swimming pool, from air conditioners, etc. Most of the infections (78%) occur in private homes, 12% in hotels and 9% in hospitals and retirement homes. Infections taken in the hospital are the most serious because they affect fragile and already debilitated people. Legionella cannot be transmitted from man to man, so it is not contagious.

As this bacterium spreads easily, it is not possible eliminate it from the water supply systems, however, it is possible to prevent its spread.

### **Measures taken by Ferrara Hospital to prevent Legionella spread.**

- Hot and cold water temperature control;
- continuous water treatment and disinfection with chlorine dioxide solution;
- hot water flowing, descaling of the tap aerators and shower diffusers on a weekly basis;

- use of special antibacterial filters in taps and showers;
- water controls carried out in 136 points of the hospital water supply system and in 13 points of the condensate collection trays of air conditioners and fan coils. All these points are marked with a special symbol.

For further information: Departmental Facility for Hospital Hygiene and WSP Team. Phone 0532 236666. Email address: [igiene.ospedaliera@ospfe.it](mailto:igiene.ospedaliera@ospfe.it).

## Protection of Privacy

Ferrara University Hospital has implemented organizational models in accordance with the provisions set by the Personal Data Protection Code (Italian Legislative Decree No. 196 dated 30 June 2003 and subsequent amendments and addenda).

These provisions are intended to protect the right to confidentiality of personal information to prevent any damage caused by their misuse, affecting the rights, freedoms and dignity of people. This issue is much more evident in public medical institutions, where - as known – every day amounts of highly confidential data such as those concerning people health are processed.

Ferrara University Hospital has adopted the provisions set by Personal Data Protection Authority and has implemented a good-practice model on data protection and privacy, building a stable system for continuous monitoring.

The protection of confidentiality of personal data must not be seen as a mere bureaucratic burden but as a tool to ensure real protection of information for patients, their family members and hospital operators.

The hospital has appointed, as required by the GDPR (General Data Protection Regulation), a Data Protection Officer (Responsabile Protezione dei Dati in Italian). This person - reporting directly to the Data controller, in a position of complete independence and autonomy from the hospital - shall be involved in all matters concerning personal data protection, to ensure a successful adaptation process.

For further information: [www.ospfe.it](http://www.ospfe.it) (section “About us”)

## EMERGENCY DEPARTMENT

### What is the General Emergency Department?

It is a health care facility with a highly complex organization, open 24 hours a day, providing qualified medical treatment for all patients who have access voluntarily or transported by the 118 ambulances in emergency-urgency situations.

The technical and specialized competencies of the hospital are made available to the Emergency Department so to offer a highly comprehensive care to patients.

The Emergency Department (PS: Pronto Soccorso in Italian) of Ferrara Hospital is the point of reference for all the hospitals and Emergency departments of the province in the treatment of complex clinical conditions and severe traumas.

The services covered by the ED are:

- assist, 24 hours a day, citizens with problems and health needs requiring medical assessments and urgent care;
- stabilise vital functions in most serious clinical conditions;
- start and / or set up an adequate diagnostic and therapeutic process, including clinical observation, X-ray inspections, laboratory investigations and specialist advice;
- evaluate circumstances requiring urgent hospitalization for definitive treatment (e.g. urgent surgical intervention).

The ED deals also with the observation of less complex conditions, whose clinical picture, however, may lead to a worsening of health conditions at short term.

In addition to the General ED there are five other emergency departments dealing with patients having specific diseases: **Otorhinolaryngology (ENT), Orthopaedics, Paediatrics, Obstetrics-Gynaecology and Ophthalmology.**

**The triage carried out in General Emergency Department is intended to address patients, according to their health needs, to the Emergency Unit room or to the other emergency departments (mentioned above). The triage of Paediatric ED and Obstetrical & Gynaecological ED is carried out in the respective premises.**

**Where the EDs are located.** General Emergency Department is located in Sector 3, D Area, Floor 0 (3D0). Nearby there are also the **ENT and Orthopaedic** Emergency Departments.

**Paediatric** Emergency Department is located in Sector 3, D Area, Floor 1 (3D1).

**Obstetrics and Gynaecology** Emergency Department is located Sector 3, D Area, Floor 1 (3D1).

To reach the General ED it is suggested to park at carpark 4 (P4) or at carpark 8 (P8).

**The Helipad.** The Ferrara Hospital has a helipad for the landing and take-off of 118 air ambulances.

## How does the General Emergency Department work? (Triage, early diagnosis and colour codes.)

The patient goes to the Triage (French term meaning "Sorting"), which is carried out by properly trained nursing staff (triage nurse). The triage is the process of determining the priority of patients' treatments based on the severity of their conditions, on their needs for treatments and on possible worsening of their health conditions at a short term.

Upon completion of the initial assessment, patients are given a priority colour code, an ID wristband and a paper showing their id number and colour code (see next paragraph "Admission").

### The Colour code

The color-coded categories are used to prioritize admission according to the observed gravity of health conditions and the urgency for medical care and regardless of the order of arrival to the hospital. Therefore, the Triage is not intended to reduce waiting times, but to ensure that patients in extremely serious conditions do not waste precious time. In the Emergency Department patients with critical conditions have priority for admission, not those who arrive first.

**RED CODE.** Used for patients with potentially life-threatening conditions. Need immediate medical care. Acute danger for life. In many cases, this code is given after preliminary assessment by the first 118-ambulance crew on scene. The patient is immediately carried in the shock room.

**YELLOW CODE.** Used for patients with non-life-threatening conditions, but who urgently require treatment. Patients have life-threatening symptoms and signs and require very early attention.

**GREEN CODE.** Used for patients with minor injuries that do not require urgent treatment. Patients with a health problem but have no life-threatening symptoms. Non-critical patients requiring medical attention when all higher priority patients have been treated.

**WHITE CODE:** Used for non-critical patients. No need of urgent medical care. Patients who have a non-critical problem and lower priority. They are often addressed to other healthcare places as family doctor, clinics or priority care health facilities.

**Early Diagnosis.** If, upon entry to the ED, patient has specific symptoms, the triage nurse will evaluate his/her conditions through clinical trials such as ECG or blood sampling.

**Admission.** In ED waiting rooms there are several information screens giving useful information to patients and their companions.

**How it works.** During admission process, the triage nurse gives patients a paper showing id number and colour code, which are displayed on the information screens. Through these and other info displayed on the information screens, (up-to-date news about wait times and delays concerning consultations, laboratory and radiological examinations) patients and their companions are kept up to date with the latest developments and informed about the crowd levels. Admission system sort patients according to colour codes (white, green, yellow and red) and admission time, and case-by-case assessment (different priorities having the same colour code). Assigned colour code may vary during the stay in the ED. At time of patient calling, the id admission number displayed becomes highlighted. The information screen displays also the related colour code and the directions to reach the specific ward.

In waiting rooms, other information screens display useful general information.

**At the end of clinical assessments.** At the end of the assessments or of treatments patients may be discharged, held under observation or hospitalized. In case of discharge, the examining doctor will produce an ED medical report together with photocopies of the assessments made. In the two other cases, these documents follow the patients to the assigned hospital ward and shall be included in their medical records.

**For ED admissions not involving hospitalization, the payment of a healthcare fee (called “ticket” in Italian) is required in accordance with current regulations (Regional Council Decree 389/2011). Healthcare fee must be paid regardless of the admission colour code.**

**Exemptions are granted in specific cases.**

## MATERNITY AND BIRTH SERVICES

### Ferrara Hospital Birth Services

Ferrara Hospital Birthing Centre, working in a network of integrated health services together with the Local Health Authority (USL) and Neonatal Unit/Neonatal intensive care unit, guarantees continuity of care during pregnancy and labour.

The Obstetrics and Gynaecology department is the reference point throughout the province for birth services and assistance for low/high-risk pregnancy. This department – in cooperation with Neonatal Unit/Neonatal intensive care unit – hosts patients, transferred from other facilities, who are at risk of preterm delivery.

Healthcare and medical assistance are provided by the joint work of a multidisciplinary team: obstetricians, gynaecologists, anaesthesiologists, neonatologists and nurses.

The Delivery Unit has three labour/delivery rooms intended for low-risk births (two of them offer skilled assistance during labour and birthing tubs) and two delivery rooms intended for high-risk births. The dedicated operating room for caesarean sections (scheduled, urgent and unexpected) is located in the same unit and is open 24 hours a day.

**Obstetrics and Gynaecology Emergency Department.** This operating unit provides the possibility of consulting directly the Emergency Admissions Unit open 24 hours a day. A Short-Stay post-visit Observation Ward for 6 to 24/48 hour monitoring is located nearby.

**Gynaecology outpatient departments.** The Gynaecology outpatient departments are located in the outpatient department area. They provide a range of services for:

- level II obstetric ultrasound;
- high-risk pregnancy;
- full-term pregnancy;
- low-risk pregnancy.

According to the care needs, pregnant women shall follow a specific path, leading to admission to the Obstetrics and Gynaecology Department.

Patients with low-risk pregnancy will be followed by the hospital starting from the end of week 38<sup>th</sup>, by prior appointment. At the Low-risk pregnancy outpatient department, they will be given antenatal medical assistance through clinical and instrumental monitoring and examinations.

Bookings: toll free number: 800 532 000.

Gynaecology outpatient departments: 334 6262438 - 334 6262451 from 9 a.m. to 2 p.m. E-mail address: [ambulatoriostetrici@ospfe.it](mailto:ambulatoriostetrici@ospfe.it).

**Prenatal Diagnosis Centre.** For the execution of Amniocentesis, Percutaneous umbilical cord blood sampling, Chorionic villus sampling. In association with the Institute of Medical Genetics.

**Customised Birth Plan.** If the healthcare program/pathway do not include the requests of the expectant mother, it is possible to create a personalized Birth Plan, in collaboration with the Healthcare staff (midwife, gynaecologist, neonatologist, and anaesthetist).

For information on the birth plan, please refer to [ambulatoriostetrici@ospfe.it](mailto:ambulatoriostetrici@ospfe.it).

**Anonymous Birth.** At Ferrara Hospital, it is possible to give birth anonymously. An anonymous birth is a birth where the mother gives birth to a child without disclosing her identity, or where her identity remains unregistered (the so-called *secret mothers*). For further information, please refer to the Department Staff.

**Guided Visit to the Obstetrics Department and Delivery Room.** Every Wednesday at 1 p.m. the Midwives of the Delivery Room organize a guided tour of the delivery room and of the Obstetrics Ward and connected outpatient departments, answering to questions and giving useful information.

Information and booking: [www.ospfe.it](http://www.ospfe.it) (Obstetrics and Gynaecology section).

**Pain relief in labour.** Labour analgesia may offer different solutions and techniques. All these methods are duly explained during scheduled meetings. Please refer to [www.ospfe.it](http://www.ospfe.it) (Obstetrics and Gynaecology section). Access to labour analgesia techniques, starting from week 36<sup>th</sup>, by appointment, at toll free number: 800 532 000.

### **Donating umbilical cord blood.**

Every pregnant woman can decide to do a heterologous donation of the cord blood at the time of childbirth.

**Why donating umbilical cord blood.** Donating umbilical cord blood is a widespread practice nowadays, consisting in the collection of the blood contained in the umbilical cord at birth. The blood that remains in the umbilical cord contains “haemopoietic (blood-forming) stem cells”. This blood can help people suffering from diseases that can be cured by transplants of haemopoietic stem cells and has many advantages over other treatment

resources. Collection implies no risks for either the mother or the baby, is easy and so is its storage.

For those who wish, autologous donation (that is, the conservation of one's own umbilical cord blood) is allowed, in accordance with the regional procedure and prior agreements with the Healthcare Management office.

### **Hospital Birth Registration. Who can declare the birth?**

- Married parents. Either the mother or the father can register the birth on their own.
- Unmarried parents wishing both to acknowledge the newborn. They sign the birth register together.

**Where and when.** The Administrative Office of the Hospital Medical Direction shall issue to the parent a copy of the Birth Declaration. The service is free. The Administrative Office is located in the Reception Area at Entrance 1, A Building, 3<sup>rd</sup> Floor. Admission days: Monday, Wednesday and Friday from 12.30 p.m. to 13.30 p.m.

Birth Declaration has to be made within 3 days from the birth, if the patient is still in hospital (if the 3<sup>rd</sup> day is public holiday, it shall be extended to the first business day). Optionally, it can be made within 10 days from the birth at the Municipal Offices in the place of residence or Municipal Offices in the place of birth.

Birth Certificate, if required, is issued by the Civil Registrar of the Municipality of residence.

### **Documents required.**

- certificate written either by the midwife who helped with the delivery or by a person in charge according to the midwife's directions – Certificato di Assistenza al Parto in Italian) issued by the Birth Facility where the birth has taken place.
- valid Id document.

For information, please call 0532 236288 - 237087 – 237311.

## Healthcare for foreign citizens in Italy

The University Hospital of Ferrara is open to foreign users from different countries, providing assistance and highly specialised healthcare services.

In order to respect cultural diversity and respond to the needs of foreign users, the hospital has implemented an Intercultural Linguistic Mediation Service (see relevant page of the Service Charter). Cultural linguistic mediators facilitate communication and relations between health workers and foreign users.

With regard to access to both outpatient and inpatient healthcare services, please take note of the following:

- **Foreign citizens duly registered with the National Health Service** access to healthcare services under the same conditions as Italian citizens.
- **Foreign citizens not registered with the National Health Service**, in need of **urgent healthcare services** go to the Emergency Department.
- **Foreign citizens not registered with the National Health Service** in need of **planned treatment** access to healthcare services (going directly or with a request issued by their family doctor) after a specialist assessment.

In this case, since the conditions for health coverage depend on several factors, the foreign citizen not registered with the National Health Service (or an authorized person) shall contact the *Ufficio Gestione Prestazioni Specialistiche Estero* (Outpatient Specialist Services Office for Foreign Citizens - 0532 237653 - 236391), to receive information on the administrative procedure to follow.

## ***VISA FOR MEDICAL TREATMENT***

If access to healthcare services requires the issue of a specific **entry visa**, the foreign citizen not registered with the National Health Service shall request it to the Italian Embassy in his/her country of origin or to the territorially competent Consulate by submitting:

- ❖ a declaration from the Hospital stating the type of treatment needed, the starting date and probable duration of the treatment, the estimated length of hospital stay.
- ❖ a receipt of payment, made to the Hospital, of a sum equal to 30% of the total estimated cost of the required services, as a security deposit. The remaining 70% to be paid by the end of the treatment or the date of discharge.
  
- ❖ the assurance that the foreign citizen and any accompanying person can cover travel and accommodation expenses outside the hospital and the repatriation costs for both;
  
- ❖ the health certification issued abroad attesting the pathology for which treatment is required in Italy, together with the translation into Italian. The certification must be drawn up in compliance with the provisions regarding the protection of personal data.

Access to Healthcare - USEFUL documents.

**Health Record book:** it is the document through which patient's healthcare coverage is certified and has (if correctly renewed) the same deadline as the residence permit.

**TEAM - Tessera Europea Assicurazione Malattia/ EHIC - European Health Insurance Card:** issued to EU citizens, to citizens of the European Economic Area (EEA), including Iceland, Liechtenstein and Norway and to the citizens of Switzerland. It can be obtained from the competent Health Institution of the EU country of origin.

**The Card alone is no guarantee of access to free of charge medical services; it does not cover planned health treatment, but only urgent and necessary care.**

**S2 FORM:** issued to EU citizens, to citizens of the European Economic Area (EEA), including Iceland, Liechtenstein and Norway and to the citizens of Switzerland. It is released by the same Health Authority who issues the EHIC and allows access to planned health treatments (e.g. highly specialised care).

## **DOCUMENT PROVING VOLUNTARY REGISTRATION WITH THE NATIONAL HEALTH SERVICE**

Valid for specific categories (e.g. students, au pairs, EU citizens living in Italy) of patients coming from EU or extra EU residing in Italy.

It is released - upon payment of a yearly lump sum - by the Local Health Authority of the municipality of residence or place of abode.

To take advantage of the healthcare economic benefits, documents must be valid and must cover the complete period of provision of the services.

The invalidity of the documents will entail the loss of entitlement to healthcare economic benefits and users will have to pay the entire cost of the health service provided.

Synthetic scheme of the conditions of access to health care and to relevant coverage of health expenses, for foreign citizens and citizens residing abroad.

## Abbreviations and definitions:

**AIRE:** Anagrafe degli Italiani Residenti all'Estero (Registry of Italians Residing Abroad)

**ENI:** Europeo Non Iscritto (Non-Registered European. Citizens without residence permit coming from EU countries, unassisted by their countries of origin, who do not meet the requirements to register with the National Health Service and poor).

**PAESI UE - UE COUNTRIES:** Countries belonging to the European Union

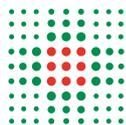
**PAESI EXTRA UE – NON-EU COUNTRIES:** Countries not belonging to the European Union

**SEE:** European Economic Area - EEA

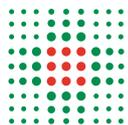
**SSN:** Servizio Sanitario Nazionale – National Health Service - NHS

**STP:** Straniero Temporaneamente Presente - Temporarily Present Foreigner - TPF

**UE:** Unione Europea – European Union – EU



<b>Foreign Citizens</b>	<b>Urgent care/In need of immediate treatment</b>	<b>Documents needed to cover healthcare costs</b>	<b>Planned treatments</b>	<b>Documents needed to cover healthcare costs</b>
<b>Registered with the SSN (that is National health Service)</b>	Free, except for a co-pay fee (the so called "ticket") if and when required	EHIC - European Health Insurance Card + Health Record Book (To be shown simultaneously)	Free, except for a co-pay fee (the so called "ticket") if and when required	EHIC - European Health Insurance Card + Health Record Book (To be shown simultaneously)
<b>Belonging to UE, EEA and Switzerland</b>	Free	EHIC - European Health Insurance Card or Provisional Replacement Certificate	Free	S2 form
<b>UE citizens without health coverage by their country of origin, not eligible for registration with SSN (National Health Service)</b>	Free, except for a co-pay fee (the so called "ticket") if and when required	Valid ENI code	/	/
<b>Non-EU citizens, without residence permit, poor and with STP (TPF) card</b>	Free, except for a co-pay fee (the so called "ticket") if and when required	Valid STP code	/	/



<b>Foreign citizens from countries under agreements with Italy as regards social security (e.g. Republic of San Marino and Brazil)</b>	Free	Valid forms and documents issued by their country of origin	Free, except for a co-pay fee (the so called "ticket") if and when required	Valid forms and documents issued by their country of origin
<b>Non EU citizens</b>	Health service to be paid by the citizens	No documents	Health service to be paid by the citizens	No documents
<b>Italian citizens living in EU countries, EEA countries and Switzerland, if registered with National Health Service of the country of residence</b>	Free	EHIC - European Health Insurance Card or Provisional Replacement Certificate issued by their country of origin	Free, except for a co-pay fee (the so called "ticket") if and when required	S2 form
<b>Italian citizens living in non-UE countries, registered on AIRE</b>	Free for a period not exceeding 90 days in a calendar year, even split up	AIRE registration + self-drafted affidavit for healthcare assistance in Italy	Health service to be paid by the citizens	No documents