



Public Service Charter

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1.

**THE FONDAZIONE IRCCS
POLICLINICO SAN MATTEO**

WHO WE ARE

The Fondazione IRCCS Policlinico “San Matteo” is an important national and international *public teaching & research hospital*.

Thanks both to its high specialized medical offer and hospitalisation services (including many excellence sectors), and to its strong vocation to integrate scientific research, assistance and teaching, it also represents one of the most important *academic medical center* all over Europe.

Indeed, the Fondazione IRCCS Policlinico San Matteo holds the three fundamental aspects of health:

- **assistance**, being a reference hospital (HUB) and the organisational and pathological RETI center;
- **research**, being both a scientific hospitalisation and treatment Institute and one of the most important hospital relatively to directed and current research;
- **foundational and specialised academic education**, as it is the Policlinic of the University of Pavia and also the headquarters of both medicine and surgery degree (which can praise its centenary school) and also the in health professions one.

In 1982 it was given the qualification of scientific hospitalisation and treatment Institute that has always been renewed.

In 2006 The Fondazione IRCCS Policlinico “San Matteo” became a Foundation.

In 2021 it was reconfirmed its scientific nature about «trasplant activity: treatable diseases through organs, tissues and cells transplant» and also «high biomedical and technological complexity internal diseases».

The **BODIES OF THE FONDAZIONE IRCCS POLICLINICO SAN MATTEO**:

- ◆ the **PRESIDENT**, Dott. Alessandro Venturi;
- ◆ the **GENERAL MANAGER**, Dott. Vincenzo Petronella assisted by:
 - the **ADMINISTRATIVE DIRECTOR**, Dott.ssa Teresa Foini;
 - the **HEALTH DIRECTOR**, Dott. Alberto Ambrosio ;
- the **SCIENTIFIC DIRECTOR**, Prof. Vittorio Bellotti;
- The **BOARD OF DIRECTORS** made up of: Carlo Belloni, Rosaria Patrizia La Rosa, Massimo Menna, Gianluca Orioli, Paola Panzeri, Jacopo Vignati, Paola Vilardi;
- The **BOARD OF AUDITORS** made up of: Pietro Depiaggi, Eleonora Guidi e Mariagiovanna Guglielmini.

Its **mission** rotates around the research, based on excellence, quality and pertinence, especially in the biomedical field and in the one related to the organisation and management of healthcare services, together with the hospitalisation and high specialised treatment services.

Its **vision** is directed to the planning of an internal organisational and functional system able both to support those characteristics of pertinence, efficacy, adequacy and quality offered (in comparison to the needs and the expectations) and to continually improve the general quality.

The Fondazione IRCCS Policlinico San Matteo takes inspiration from these principles and values:

- utmost attention to the treatment quality, focusing on their efficacy and pertinence;
- treatment integration, continuity and equity;
- scientific innovation and research;
- coordination and network of services aiming at the promotion of the hospital-territory integration;
- security;
- professional quality development;
- business ethics development;
- participation and volunteering;
- relationship with the Institutions;
- international cooperation.

1.2

HEALTH DEPARTMENTS

CARDIO-THORACIC-VASCULAR DEPARTMENT

[SC AR2 - Cardiothoracic Intensive Care and Anaesthetic](#)

[SC AR3 - Post-surgery Intensive Care and Anaesthetic](#)

[SC Heart Surgery 1](#)

[SC Cardiology](#)

[SC Thoracic Surgery](#)

[SC Vascular Surgery](#)

[SC Pneumology](#)

[SSD Heart Surgery 2 - Pulmonary Hypertension Surgery Center](#)

[SSD Traslational Cardiology](#)

SURGICAL DEPARTMENT

[SC General Surgery 2](#)

[SC General Surgery 3 - Breast](#)

[SC Gastroenterology - Digestive Endoscopy](#)

[SC Urology](#)

[SSD General Surgery 4 - Abdominal Transplant](#)

[SSD Hereditary and Family Cancer Surgery](#)

DIAGNOSTIC IMAGING DEPARTMENT

[SC Nuclear Medicine](#)

[SC Diagnostic Imaging Radiology 1](#)

[SC Diagnostic Imaging Radiology 4 - Interventional Radiology](#)

[SSD Diagnostic Imaging Radiology 3 – Breastology](#)

[SSD Infectious Diseases 3 – Ultrasound](#)

MATERNAL AND CHILD DEPARTMENT

[SC Paediatric Surgery](#)
[SC Hematology 2 - Paediatric Oncohematology](#)
[SC Neonatology and Neonatal Intensive Care](#)
[SC Obstetrics e Gynaecology 1](#)
[SC Pediatrics](#)
[SSD Hematology 3 - Cell Factory and Advanced cells therapy center](#)
[SSD Obstetrics e Gynaecology 2 - Reproduction and medically assisted Procreation](#)

EMERGENCY-URGENCY DEPARTMENT

[SC AR1 - General Intensive Care](#)
[SC General Surgery 1](#)
[SC Emergency Room \(ER\) and Urgency Medicine](#)
[SC Orthopaedics and Traumatology](#)
[SSD AAT of Pavia](#)
[SSD Anaesthetic and Intensive Care 4 - Organs donation coordination center](#)

DIAGNOSTIC AND LABORATORY MEDICINE DEPARTMENT

SC Higher Education in One Health
[SC Patologic Anatomy](#)
 SC Epidemiology and Forecast Modeling
[SC Clinical Chemical Analysis Laboratory](#)
[SC Microbiology e Virology](#)
[SC SIMT - Immunohematology and Trasfusion Medicine Center](#)
 SC Surveillance Animal Pathogens and Environment
 SC Surveillance of Microbial resistance and ICA
[SSD Pathology and Molecular genetics](#)

MEDICAL DEPARTMENT

[SC Dermatology](#)

[SC Infectious Diseases 1](#)

[SC General Medicine 1](#)

[SC General Medicine2 - Center for Systemic Amyloidosis and Highly Complex Diseases](#)

SC General Medicine 3 - Acute Medicine with focus on cardiometabolic and vascular

[SC Nephrology and Dialysis and Transplant License](#)

[SC Rheumatology](#)

[SSD Specialized Rehabilitation](#)

ONCOLOGY DEPARTMENT - COMPREHENSIVE CANCER CENTER

[SC Dietetics and Clinical Nutrition](#)

[SC Hematology 1](#)

[SC Molecular Hematology and Precision Medicine](#)

[SC Oncology 1](#)

SC Oncology 2 - Head-Neck and Traditional Oncology

[SC Radiotherapy](#)

[SSD Hospice - Palliative Care](#)

HEAD-NECK DEPARTMENT

[SC Neurosurgery](#)

[SC Ophthalmology](#)

[SC Otolaryngology](#)

[SC Diagnostic Imaging Radiology 2 - Neuroradiology](#)

[SSD Stroke Unit](#)

CLINICAL AND EXPERIMENTAL RESEARCH DEPARTMENT

SC Clinical and experimental Research coordination, support and monitoring

SC Rare diseases molecular medicine and advanced therapies

[SC Administrative Services in support to Research activities](#)

FUNCTIONAL INTER-COMPANY DEPARTMENTS

- ◇ [Infectious Diseases Prevention Center - Lombardy Region](#)
- ◇ [Innovation Department](#)
- ◇ [DIPO - Provincial Inter-Company Oncology Department](#)
- ◇ [DMTE - Inter-Company Trasfusion Medicine and Provincial Hematology Department](#)
- ◇ [Intercompany Functional Department of Palliative Care \(led by ATS Pavia\)](#)
- ◇ [Intercompany Functional Department of Experimental Neuroscience](#)
- ◇ [Intercompany Functional Department of Rehabilitation](#)



2.

ASSISTANCE ACTIVITY

2.1

SERVICES OFFERED

How to book a health service

You can book a health service by:

- calling, by land line, the Regional Call Center at **800.638.638**, from Monday to Saturday, from 8am to 8pm (except for non-working days);
- calling, by mobile phone, the Regional Call Center at **02.999.599** from Monday to Saturday, from 8am to 8pm (except for non-working days);
- going to the CUP desks situated within the Hospital;
- going to those pharmacies that offer the booking service;
- connecting to the following site, www.prenotasalute.regione.lombardia.it, or using the “salutile” app.

Nonetheless, in some cases you need to book a health service by calling specific numbers that will be given to you by the Regional Call Center.

It is not possible to book more than one appointment using a single GP referral.

In order to book, you need to have: the GP or specialist referral; the TEAM (for European citizens) or the Temporary Resident Foreign document for non-European citizens and, if in your possess, an exemption document.

How to postpone or cancel an appointment

If you cannot turn up for an appointment, you can cancel your booking **48 working hours in advance** so that someone else can book it.

You can cancel your booking by:

- calling, by land line, the Regional Call Center at **800.638.638**, from Monday to Saturday, from 8am to 8pm (except for non-working days);
- calling, by mobile phone, the Regional Call Center at **02.999.599** from Monday to Saturday, from 8am to 8pm (except for non-working days);
- going to the CUP desks situated within the Hospital;

If your booking has been directly managed by the structure in charge, you can cancel your appointment by calling it.

If you do not cancel **48 working hours in advance**, the Hospital can charge the rate to you.

If you want to ask for the reimbursement of the ticket paid, you can:

- go, in person, to the Fondazione IRCCS Policlinico San Matteo's Public Relations Office, from Monday to Friday from 8:30am to 1:30pm;
- send by post the specific form (at the end of this [page](#)) to the following address: Fondazione IRCCS Policlinico San Matteo, Viale Golgi 19, 27100 Pavia (PV).

The applications sent by e-mail will not be accepted.

How to pay

You need to pay the ticket **before your visit**.

Moreover, you need to exhibit the receipt during the appointment.

You can pay:

- at the **Punti Amaranto** («*self service*» point within the Hospital);
- at the **CUP desks**, in cash or by card (not all the CUP are enabled to pay in cash);

From 1st march 2021 you can also pay at all authorised operators (with CBILL o PagoPA logo) using the **PagoPA** form that contains the QRCode or IUUV.

The following table shows all the CUP enabled to pay and the specific ways for each one.

- **CUP DEA** (Pav. 43, Nuovo Ospedale, floor 0): cash, ATM or Credit Card;
- **CUP Blood Drawn Center** (Pav. 6, Pav. Ex Ophthalmology): ATM or Credit Card;
- **CUP Dermatology** (Pav. 5): ATM or Credit Card;
- **CUP Ophthalmology** (Pav. 23): ATM or Credit Card;
- **CUP Polyfunctional** (Pav. 10—Entrance A): ATM or Credit Card;
- **CUP Paediatrics** (Pav. 31): ATM or Credit Card;
- **CUP Infectious Diseases** (Pav. 42): ATM or Credit Card;
- **CUP Orthopaedics** (Pav. 29): ATM or Credit Card;
- **CUP Presidio of Belgioioso**: ATM or Credit Card.

It is not released the ticket in the following cases:

- access in Emergency Room:
 - for the patient discharged with green, blue, yellow or red code;
 - for the patient with exemptions;
- visits booked following the hospitalisation;
- healthcare services following a workplace injury (worker covered by INAIL insurance);
- healthcare services requested by public safety organs or judicial police.

If the patient has been discharged by the Emergency Room with white code (non-urgent), it is compulsory to pay €25,00.

How to pick up a medical report

You need the receipt in order to pick up your medical report.

As the medical report contains personal data, the operators are authorized to deliver the document to:

- The person concerned;
- The representative person with a specific authorization combined to his/her identity card and the one of the person concerned;
- The guardian of a minor or interdicted person.

If you do not pick up your medical report within 6 months, the Hospital can debit the entire amount of the healthcare service, even if you have an exemption document (subsection 18, art.4 Legge 412/91).

On-line results

In some specific cases, and using your Regional Services Card, you can consult the on-line results 24/7 using the following site <https://www.fascicolosanitario.regione.lombardia.it/>.

For more information, [click here](#) or call the 800.030.606.

Radiologic report

From October 2022 you can obtain your radiologic reports by going, from Monday to Friday from 8:30am to 2:30pm, to the desks sited in pavilion 29 (floor -1). Moreover, there are 2 totem that give you the chance to autonomously get the radiologic reports by using a pen drive.

You can get your reports within 30 days after having received the specific sms that says that the results have been signed by the doctor.

If the healthcare service has been correctly registered and if you have already paid the ticket, you can obtain the medical reports at the totem located at:

- DEA (New Hospital, pavilion n. 43): floor 0, CUP Area >> 24/7 opening;
- Orthopaedics and Traumatology (pavilion n. 29): Entrance n. 2 - Clinic Area >> from 8am to 4pm.

Healthcare services dedicated to the foreign citizen

Foreign citizens too have the right to be assisted in Italy.
Nevertheless, it is necessary to make a few precisions.

[Medical Assistance for EU, European Economic Area and Swiss citizens](#)

If you stay in Italy for less than 3 months, you do not need to be enrolled in the National Health Service; you just need to show your TEAM.

You can go to the hospital or to those structures accepted by the NHS, for free or by paying the ticket.

If you do not have the TEAM, you can:

- ask for a substitute certificate to your Department If covered by medical insurance. Otherwise, you must pay the entire amount;
- have the right to get urgent and indisputable treatments/therapies, to preserve the minor's health, maternity and abortion, to be vaccinated, to the treatment and preventive medicine of infectious diseases if not covered by medical insurance. Just in case of poor person, the payment is not required.

If you stay in Italy for more than 3 months, you need to have a medical insurance or be enrolled in the National Health Service.

You can register to NHS if:

- you are a worker (subordinate work or self-employment);
- you are a worker's relative;
- you are enrolled in the unemployment listing or are attending a training course;
- you have a permanent permit of stay;
- you are holder of one of the following forms: E106, E109, E37, E120, E121, E33.

[Medical Assistance for non-EU citizens with a residency permit in Italy](#)

These citizens can choose if enroll or not in the National Health Service.

Those enrolled in the NHS can benefit from the complete medical assistance guaranteed to the Italian citizens.

Those who choose not to enroll in the NHS, subject to payment, benefit from the following treatments:

- urgent ones (via clinic, as well as hospitalisation and day hospital);
- chosen ones.

[Medical Assistance for non-EU citizens with no residency permit in Italy](#)

Non E.U citizens with non valid or expired residency permit can enjoy medical assistance at the Clinic for foreigners, at pavilion n. 6, on Wednesday from 4:30 pm to 5:30 pm – no reservation needed - and from 5:30 pm to 7:30 pm—by appointment.

The clinic provides for different type of assistance:

- **primary medical care** (medical check-up, referrals to specialistics, prescriptions);
- **administrative assistance** (issuing STP, booking appointments and tests);
- **psychological support**.

The clinic cannot provide for medical assistance in case of emergency; in that case you can go to the ER.

EMERGENCY ROOM

The Emergency Room is dedicated to medical emergencies and urgencies.

At the entrance, you will be welcomed by an advanced triage system that will give you a priority on the basis of the gravity.

It is important to highlight that in the ER the patient will not be visited depending on the arrival order, but on the basis of his/her triage code.

CODICE - N. COLORE	DENOMINAZIONE	DEFINIZIONE
1 ROSSO	EMERGENZA	Situazione molto critica, accesso immediato alle cure
2 ARANCIONE	URGENZA	Situazione critica, urgenza, indifferibile, accesso rapido alle cure
3 AZZURRO	URGENZA DIFFERIBILE	Situazione critica stabile, accesso dopo i casi più urgenti
4 VERDE	URGENZA MINORE	Situazione poco critica, accesso di bassa priorità
5 BIANCO	NON URGENZA	Situazione non critica, differibile, con accesso non urgente

The ER activity is managed by the ER Registration desk that must divide the patients with traumatological/orthopedic problems from those with surgical/general needs.

There are aslo 3 specific ER:

- **Obstetrician and Gynaecological ER** - New Hospital DEA - pavilion n. 43, tower B, floor +9;
- **Paediatric ER (for children under 14 y.o.—with no trauma)** - pavilion n. 31;
- **Ophthalmic ER (day hospital)** - pavilion n. 23.

As the ER of the Fondazione IRCCS Policlinico San Matteo is a DEA-EAS headquarters, it guarantees the fundamental healthcare services needed to manage any emergency (paediatric too), 24/7 from Monday to Sunday.

The Fondazione IRCCS Policlinico San Matteo represents one of the six “high specialised trauma center” (together with Brescia, Bergamo, Monza, Niguarda Milano and Varese) relatively to both diurnal and nocturnal carriage of emergency patients.

It is also one of the five regional structures that operates in the major trauma treatment.

Moreover, it is a national transplant center.

Since June 2021 it can praise the presence of the helipad for both diurnal and nocturnal flight.

2.3

THE HOSPITALISATION

Both the planned hospitalisation and the day hospital/day surgery are the consequence of the doctor or pediatrician's decision/proposal.

In case of planned hospitalisation, unlike the urgent one, the patient's name has been written in a waiting list; depending on his/her disease and general condition, he/she will be given a priority that will determine the waiting time.

Instead, the day hospital is shorter than the planned one as it does not consider the overnight stay.

The planned hospitalisation is always preceded by a "pre-hospitalisation" that usually happens from 8:30am to 1pm; in this time lapse it is necessary to do some tests as blood one, ECG, x-ray.

Before the hospitalisation/pre-hospitalisation appointment, the patient will give the operators the GP referral.

Fundamental documents

For the correct undertaking, the patient needs to have:

- his/her identity card;
- the Regional Services Card, if in possession of the permit of stay in Region Lombardia, or the TEAM;
- the medical records and all health documents that can help the staff.

The EU citizen also needs to have his/her passport and R111-E128 forms or the TEAM.

The non-EU citizen, with the residency permit, also needs to exhibit his/her residency permit and the TEAM or, in alternative, the insurance policy.

The non-EU citizen, with no residency permit, also needs to display his/her biannual Temporary Resident Foreign certificate.

Reception and permanence in the structure

On the surgical morning the patient will be received by the nursing staff that will allocate him/her the bed and will apply a bracelet with all personal information for identification. It is important to inform the doctor in case of ongoing treatment. It is also important to underline that, during the hospitalisation, the patient must comply with the therapy ordered by the doctor and given by the nursing staff.

All hospitalised person receive a personalised diet thanks to the support of the Dietetics Service and Clinical Nutrition. Breakfast is served at 9 o'clock; lunch is served at 12:30pm and dinner at 7pm. Everyday the patient can choose what to eat on the basis of the daily menu. In case of specific diet, the staff will guarantee it to the patient.

What to bring with you

It is recommended to bring only personal things, such as:

- soap, toothbrush and toothpaste, towel and a comb;
- underwear, pajamas/nightgown, slipper, tissues and also a tracksuit;
- coins for snacks, drinks and journals.

It is advised against having important objects or lot of money.

Cutlery, napkin and glass are provided by the Hospital.

Relatives' assistance

All over 75 y.o. patients and minor 12 y.o. ones have the right to be assisted by a relative. In specific cases, the patient's relative has the possibility to remain during the night. However, he/she must go out if asked by the medical/nursing staff.

Relatives can go for a visit from Monday to Sunday from 5pm to 7pm. It is compulsory to wear a FFP2 face mask.

For more details, [click here](#).

Discharge and medical record

During the dismissal process, the patient receives a discharge letter that contains all the details about the hospitalisation period, the domestic therapy and the follow-up visits.

Furthermore, the patients is also given back all the personal document delivered before his/her hospitalisation.

Since that moment, the patient can ask for the copy of his/her medical record.

He/she can also asks for the copy of x-ray, CAT results.

Moreover, the patient can fill out the satisfaction form relatively to services and treatment received.

You can fill out the specific form [here](#).

HOW TO BECOME MOM AT THE FONDAZIONE IRCCS POLICLINICO SAN MATTEO

The Fondazione IRCCS Policlinico San Matteo gives those women who decide to deliver at the Hospital the chance to have a “personalised path” to protect and defend her and the baby’s health and rights.

In case of normal pregnancy, the future mom will be followed by the internal obstetricians; in case of difficult pregnancy, the woman will be followed by the internal gynaecologist supported by a multidisciplinary team.

In case of normal pregnancy the Hospital offers the future parents 3 obstetrical ultrasound, an after-birth taking charge and a practical/theoretical class to guide through the birth.

2.4

HOW TO OBTAIN THE MEDICAL RECORD COPY

The hospitalised person can obtain a copy of his/her medical record that includes blood test, treatments and therapies realized during the hospitalisation. Furthermore, it is possible to obtain a copy of x-ray and CAT report made during the permanence.

There are many ways to require the copy of a medical record, as:

- going in person to the Medical Records Office, pavilion n. 2 (number +39 0382.503416);
- via e-mail sending the specific form to: ufficio.cartellecliniche@smatteo.pv.it;
- via certified e-mail sending the specific form to: protocollo@pec.smatteo.pv.it;
- via regular mail sending the original documents to: Fondazione IRCCS Policlinico San Matteo - V.le Golgi, 19 - 27100 Pavia.

You can find the specific form [here](#).

Calling the Medical Records Office at +39 0382.503416 from Monday to Friday from 8am to 1:20pm and from 2:35pm to 3:20pm to verify if the copy is ready is recommended. The documents can either be picked up at the Medical Records Office free of charge or sent at home cash on delivery.

2.5

OTHER HEALTHCARE SERVICES

Organs and tissues donation

In order to manage the entire organs and tissues' procurement process the Fondazione IRCCS Policlinico San Matteo since 2021 has established a specific department called Intensive Care Anaesthesia 4 - Organs Donations Coordination Center.

On the basis of a voluntary consent, all adults have the chance to *post mortem* donate organs and tissues.

[The voluntary consent can be expressed in 5 different ways.](#)

If while alive the person has not explicitly expressed his/her will, his/her rightful claimant relatives must express the patient's manifest or estimated will.

In case of minor, the power to decide whether or not donate is up to the parents; if one of them disagrees with the other, it is not possible to proceed with the donation.

Thanks to the collaboration with the Transplant Center Unit, the Intensive Care Anaesthesia 4 - Organs Donations Coordination Center coordinates the donation, explantation and transplant activity.

Furthermore, it pays attention to both the donors' families and, with the support of the Clinical Psychology Unit, to the transplanted person.

At the Fondazione IRCCS Policlinico San Matteo many organs and tissues can be transplanted, such as:

Organs:

- Heart or lung
- Heart-Lungs
- Kidneys

Tissues:

- Corneas
- Bone marrow
- Muscular-skeletal tissue

Anyway, a person can decide to donate while alive and can donate:

- Kidney
- Bones
- Blood
- Bone Marrow
- Umbilical cord blood
- Placenta for the amniotic membrane extraction

Umbilical cord blood donation and bank

Since 2004 Regione Lombardia has established the Regional Bank for the umbilical cord blood cells' conservation, standardization, study and distribution useful for the stem cells transplants.

Nevertheless, since 1997 the city of Pavia can praise an Umbilical Cord Blood Bank which saves more than 4.000 donations that are available to the Bone Marrow Italian Donors Register.

The umbilical cord blood is the one that remains inside the placenta after the birth. It represents a precious source of stem cells that can cure very serious diseases.

If the new mother desires to donate her umbilical cord blood, it is necessary to make an interview with the doctor starting from the 34th week of pregnancy.

You can book the interview by calling the following number: +39 0382.503593; it usually takes place at the Immunohematology Service and Transfusion Medicine Unit, pavilion n. 12.

At the end of the interview, if the mother is felt to be adequate, she will sign the informed consent.

NON-HEALTHCARE SERVICES

Accommodations

The Fondazione IRCCS Policlinico San Matteo does not have established by convention accommodations or proper ones for the patient's relatives.

Nonetheless, you can contact the Information and Tourist Reception Office (calling the +39 0382.399790 or sending an e-mail at turismo@comune.pv.it) to know if and where there are structures near the Hospital.

Furthermore, some voluntary associations make available accommodations close by the hospital.

For more information, [click here](#).

D.A.M.A. Project

The Fondazione IRCCS Policlinico San Matteo, thanks to the D.A.M.A. Project (*Disabled Advanced Medical Assistance*), gives seriously disabled patients the chance to have "guided paths" for healthcare services.

For more information, you can call the following number: **0382.501685**.

Voluntary Associations

The Fondazione IRCCS Policlinico San Matteo relies on a strong collaboration with many voluntary associations whose main aim is: support to the patient and his/her relative; promotion of scientific research; study of rare diseases.

The Hospital collaborates only and exclusively with Organisations that have been accredited.

Bank and ATM

The Banca Popolare di Sondrio has 2 different bank windows within the Hospital:

- ♦ one at the main entrance , pavilion n. 1 (number +39 0382.383101);
- ♦ one at the entrance of New Hospital DEA, pavilion n. 43 (number +39 0382.51891).

The bank windows are open from Monday to Thursday from 8:30am to 1:30pm and from 2:35pm to 4:40pm and on Friday from 8:30am to 1:30pm and from 2:35pm to 4:10pm.

Furthermore, 2 ATM are situated one at the main entrance and the other at the entrance of New Hospital DEA.

Bar

Within the New Hospital DEA, tower A, floor 0, you can find a bar.

It is open from Monday to Saturday from 6am to 6pm and on Sunday and non-working days from 6am to 3pm.

Library

The *BibLions* library, situated in pavilion n. 31, floor -1, is dedicated to patients, their relatives and all the operators of the hospital. It is open from Monday to Friday from 9am to 12am and on Monday, Wednesday and Friday afternoon from 3pm to 6pm.

There are more than 5.000 books, divided into many categories: kid section, adult section and scholar books.

Moreover, it is provided with a PC.

Mass

Within the Hospital there are 3 permanent chaplains and a voluntary one that celebrate mass and visit the patients. They are always on call in case of urgency.

Masses are celebrated at the Hospital Church:

- on working days, on Saturday and on pre-holiday at 7:15am and at 7:15pm;
- on non-working days at 10am and at 7:15pm.

Furthermore, at the Madonna della Salute chapel, situated in the New Hospital DEA, tower B, floor 0, masses are celebrated:

- on Saturday and pre-holiday at 5:30pm;
- on non-working days at 11am.

Social Welfare

Another non-healthcare service offered by the Fondazione IRCCS Policlinico San Matteo is the social welfare. In fact, inside the Hospital there are many welfare workers that can give you information about social problems.

For more information, you can call them at the following number: +39 0382.503835.

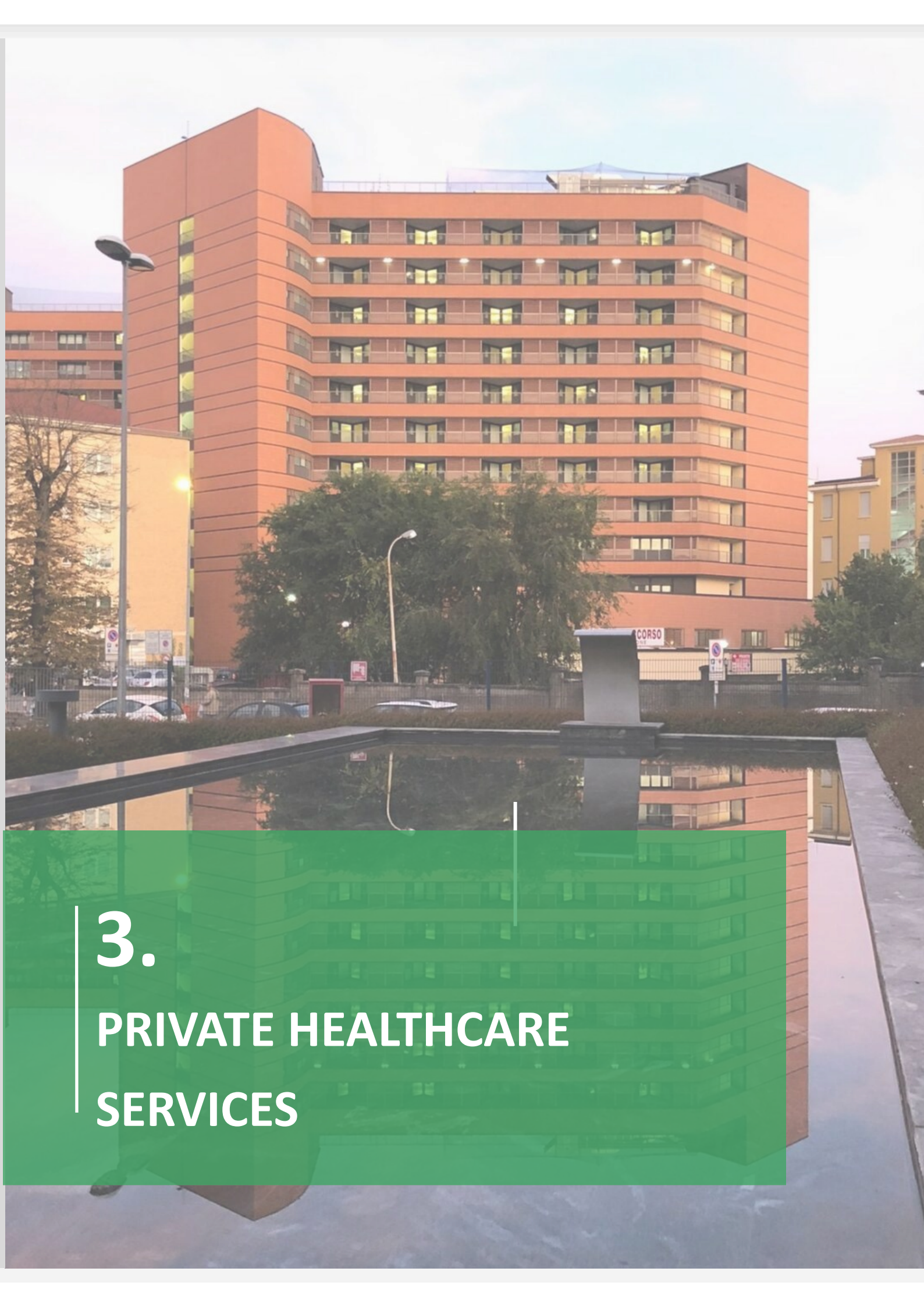
“School in Hospital”

The Fondazione IRCCS Policlinico San Matteo, thanks to the collaboration with some schools of Pavia, guarantees those children and kids that must be hospitalised for a long period the right to study, the so called “School in hospital”.

This specific type of school gives the patient the chance not to lose the academic year.

Depending on the type of school, this non-healthcare service is offered by:

- the Direzione Didattica Statale I Circolo Pavia for elementary school;
- The «Leonardo da Vinci» school of Pavia for middle school;
- The «Istituto Superiore A. Volta» for high school.



3.

**PRIVATE HEALTHCARE
SERVICES**

3.

PRIVATE HEALTHCARE SERVICES

At the Fondazione IRCCS Policlinico San Matteo you also have the chance to book private healthcare services (visits, diagnostic tests and surgeries).

This type of healthcare services, being completely dependent on you, permits you to choose the doctor, to book whenever you want and not to have a GP or specialist referral.

The private healthcare services are supplied:

- ◆ from Monday to Friday, from 4pm to 8pm;
- ◆ on Saturday from 8am to 2pm.

There are two different ways to book private healthcare services:

- ◆ via web, by filling out the [specific form](#); you will be recalled by the operators in order to plan the appointment;
- ◆ by calling the 0382.501788, from Monday to Friday from 8:30am to 12:30pm and from 1:30pm to 3:30pm.

Currently private healthcare services are offered relatively to:

Allergology
 Cardiology (hospitalisation)
 Heart Surgery (hospitalisation)
 General Surgery (hospitalisation)
 Maxillofacial Surgery
 Paediatric Surgery (hospitalisation)
 Breast Surgery (hospitalisation)
 Thoracic Surgery (hospitalisation)
 Vascular Surgery (hospitalisation)
 Dermatology
 Dietetics and Nutrition
 Ultrasound
 Hepatology
 Hematology
 Endocrinology and Diabetology
 Digestive Endoscopy
 Physiatry

Gastroenterology
 Genetics Medicine
 Internal Medicine
 Infectious Diseases
 Nefrology
 Neurosurgery (hospitalisation)
 Ophthalmology
 Oncology
 Ortopedics (hospitalisation)
 Otolaryngology (hospitalisation)
 Obstetrics e Ginecology (hospitalisation)
 Paediatrics
 Pneumology
 Radiology by images and Interventional
 Radiology
 Reumatology
 Pain therapy
 Urology (hospitalisation)

You can pay at:

- ◆ the specific desk located in pavilion n. 8 - entrance "C", from Monday to Friday from 8am to 3:30pm;
- ◆ the specific CUP dedicated to Private Healthcare Services and located in pavilion n. 43 (DEA), from Monday to Friday from 2pm to 8pm and on Saturday from 8am to 2pm;
- ◆ Punti Amaranto, using the barcode (that identify your appointment) in the booking receipt;
- ◆ the authorised operators for PagoPA payments (with CBILL o PagoPA logo). In order to pay you need to use the form with the QRCode or IUV code that was given to you during the appointment.

In some cases, its is also possible to plan a private hospitalisation. However, it is necessary both to do a specialistic visit that can confirm the problem and to have the approval by the Medical Device Direction of the Fondazione IRCCS Policlinico San Matteo.

In order to plan the required hospitalisation, you need: the identity document, the Regional Services Card (if in your possess) and the TEAM.

If it is possible, you can also have an additional bed for a relative for the entire permanence.

In case of private hospitalisation, services such as private bathroom, air conditioning, television (with an extra subscription) and medical personnel available 24/7 will be guaranteed.

For more information you can call the +39 0382.501702, from Monday to Friday from 8am to 3:30pm.



4.

THE HOSPITAL STRUCTURE

4.1

THE HOSPITAL MAP



- Pavilion 1 – Main Entrance—Management Offices and Presidency
 - Pavilion 2 – Administrative Offices
 - Pavilion 3 – Academic Campus
 - Pavilion 4 – Odontology
 - Pavilion 5 – Dermatology
 - Pavilion 6— Blood Drawn Center
 - Pavilion 7 – Obstetrics and Gynaecology
 - Pavilion 8 – Radiology - Internal Medicine
 - Pavilion 8.b – MRI scan
 - Pavilion 8.c – Private Healthcare Services
 - Pavilion 9 – Oncological Radiotherapy
 - Pavilion 9b – Linear Accelerator
 - Pavilion 10 – Ex Cardiology
 - Pavilion 11 – Specialised Rehabilitation
 - Pavilion 12 – Immunohematology Service and e Transfusion Medicine
 - Pavilion 13 – Internal Pharmacy
 - Pavilion 14 – Hematology
 - Pavilion 15 – Church
 - Pavilion 16 – Switchboard
 - Pavilion 17 – Funeral Parlor
 - Pavilion 18 – Internal Prevention and Protection Service—Security
 - Pavilion 19 – General Services
 - Pavilion 23 – Ophthalmology
 - Pavilion 27 – Forlanini
 - Pavilion 28 – North concierge services
 - Pavilion 29 – Orthopaedics and Traumatology
 - Pavilion 30 – Ex Infectious Diseases
 - Pavilion 31 – Paediatrics
 - Pavilion 32 – Special Departments
 - Pavilion 36 – Canteen
 - Pavilion 42 – Infectious Diseases
 - Pavilion 43 – DEA
-
- General Emergency Room — pavilion 43, DEA
 - Obstetrical and Gynaecological Emergency Room — pavilion 43, DEA
 - Paediatric Emergency Room — pavilion 31

4.2

HOW TO ARRIVE AT THE HOSPITAL

There are 2 entrances:

- the main one from Viale Golgi, n. 19;
- the other one from Strada Campeggi.

You can arrive at the Fondazione IRCCS Policlinico San Matteo by; bus, taxi, train or car.

BY BUS/COACH

The whole urban transport in Pavia is offered by Autoguidovie company. The nearest bus stop to the Hospital is called «Golgi/Policlinico» and it is served by bus/coach number: 2,3,5 and 7.

The intercity bus/coach number 175 stops there too.

BY TAXI

In Pavia mainly there are 2 taxi companies.

The first one is Radiotaxi with 15 taxi. It is possible to book a taxi, from Monday to Friday from 5:30am to 2am, and on Saturday and non-working day from 6:30am to 2am calling the +39 0382.576576.

The second one is Taxi Radio Pavese, composed by 13 taxi. The reservation can be done at the number +39 0382.577733.

BY TRAIN

It is also possible to arrive by train. The main companies that connect Pavia to the other cities are [Trenitalia](#) and [Trenord](#).

BY CAR

It is possible to reach Pavia by car. There are 2 main options:

1. through the highway Milano-Genova (A7): Pavia is about 30 Km from Milano. The exit to Pavia is «Pavia Nord - Bereguardo». Then you have to enter the A53 and exit «Pavia Ospedali», the only one that arrives at the Fondazione IRCCS Policlinico San Matteo;
2. through the highway Torino-Piacenza (A21): you need to exit «Casteggio-Casatisma» and then enter the SS35 (Statale dei Giovi) which arrives directly in Pavia.

Concerning that point, it is important to underline that it is forbidden to enter a private car in the Hospital, except for the ones that go to the ER.

There are many parking where to park the car:

1. P1 - Parcheggio Strada Privata Campeggi. You need to pay €1,00 for the first hour, and then €0,50 per hour until the 5th one (in total €3,00). From the 5th hour up until the 24th you pay €4,00. Every 24 hour the price is €4,00. In case you lose the ticket, you need to pay a fixed one of €20,00;
2. P2 - Parcheggio Piazzale Camillo Golgi (300 parks) – for a fee;
3. P3 - Parcheggio Via Francesco Flarer with two possibilities:
 - the free area with 60 parks;
 - the not free area with 150 parks.

There is also the possibility to get, for a fee, the mini-bus n. 9 that links Strada Campeggi to the main entrance in Viale Golgi, n. 19.

Switchboard: **0382.5011**

Information Office: **0382.503151**

Regional Call Center:

- **800.638.638** (by land line)
- **02 99.95.99** (by mobile phone)

Private Healthcare Services: **0382.501788**

Information about Private Healthcare Services: **0382.501702**

Public Relations Office: **0382.503032**

Medical Records Office: **0382.503416**

Press and External Relations Office : **0382.501087**

5.

USEFUL NUMBERS





APPENDIX

THE PATIENT'S RIGHTS

- Quality treatment: everyone must receive all the necessary and appropriate existing treatment;
- To be informed: the patient must know his/her real condition and, at the same time, must be informed about the future treatment he/she will receive and the consequences or the alternatives;
- To own the clinical records: the patient has the right to get a copy of his/her medical records;
- Treatment of pain: the suffering patient has the right not to suffer anymore. Moreover, he/she has the right to be assisted in order to have a better quality of life;
- To verify and eventually report/denounce both the bad service/behaviour received during the treatment and commendation about quality and quantity of supply and personnel. The [Public Relations Office](#) represents the only way to submit complaints/commendations.

Viale Camillo Golgi 19, 27100 Pavia

Phone Number: 0382.5011

Fax: 0382.503139

E-mail: protocollo@pec.smatteo.pv.it

C.F. 00303490189 - P. IVA 00580590180