

Regione Piemonte
AZIENDA SANITARIA OSPEDALIERA
SAN LUIGI GONZAGA
ORBASSANO (TO)

INFORMATIONS

We provide some useful informations to permit you to use the Hospital at best.

To reach the Hospital:

Coming from Torino:

Corso Orbassano, go on toward BEINASCO, after the Centro Commerciale Ipermercato – at the roundabout turn right: follow indications.

Coming from Tangenziale SUD:

- exit at S.I.TO INTERPORTO

- exit at BEINASCO – go on toward the Centro Commerciale Ipermercato – at the roundabout turn right: follow indications.

Coming from the airport:

Use the shuttle to reach Porta Nuova Railway Station.

Coming from Porta Nuova Railway Station:

Lines 4 – 63 – 63/ from Via Sacchi/ Via Magenta – get off at P. Caio Mario stop and catch Line 41 up till Ospedale San Luigi.

Coming from Porta Susa Railway Station:

Line 10, Porta Susa F.S. stop – get down at C.Agnelli stop, after C. Traiano – catch Line 41 up till Ospedale San Luigi.

Coming from Lingotto Railway Station:

Line 41 from via Bossoli terminus up till Ospedale San Luigi.

Coming from Torino downtown:

Line 5 P. Solferino terminus up till Beinasco – get down at Centro Commerciale Ipermercato – 200 mt. on the right, connection with Lines 37 –41 –43

Line 37: TORINO PIAZZALE CAIO MARIO – C. Unione Sovietica – C. Settembrini – C. Orbassano - Str. Torino (Beinasco) – L.go Torino – Str. Torino – V.le Del Risorgimento – Str. San Luigi – Str. San Luigi (Orbassano) – OSPEDALE SAN LUIGI – Str. San Luigi – V. San Luigi – RIVALTA – V. Gerbidi – P.za Gerbidi – V. Balma – V. Griva – V. D.Alighieri – V. Boccaccio – V. Chiomonte – V. Gorizia – V. Maroncelli – V. Pellico – PIAZZA CERVI

Line 41: TORINO - VIA BOSSOLI - V. Pio VII - C. Traiano - C. Agnelli - P.le Caio Mario - V. Onorato Vigliani - S.da delle Cacce - S.da Castello di Mirafiori - C. Unione Sovietica - V.le Torino (Nichelino) - Castello di Stupinigi (inversione) - V.le Torino - Str. di Borgaretto - V. Galilei (Beinasco) - V. Don Minzioni - V. Martiri della Libertà - V.le Giovanni XXIII - V. Aldo Moro - V. Orbassano - V. Togliatti - V. Aldo Moro - Str. di Borgaretto (Beinasco) - Str Torino - V.le del Risorgimento - V. San Luigi - Str. San Luigi (Orbassano) - OSPEDALE SAN LUIGI.

Line 43: TORINO C.SO MARONCELLI – v. Ventimiglia . V. Corradino – P.za Bengasi – V. Sestriere (Moncalieri) . C. Dante – V. Candiolo (Torino) – V. Monastir – V. Garrone interno 39 (ex V. Monastir) – V. Garrone int.109 (ex Castello di Mirafiori) – Str. Castello di Mirafiori – Str. Delle Cacce – V. Barbera – C. Unione Sovietica – V. Farinelli – inversione – V. Farinelli – V. Plava – V. Negarville – Str. Del Drosso – V. Falcone (Beinasco) - V.le del Risorgimento - V. San Luigi - Str. San Luigi (Orbassano) - OSPEDALE SAN LUIGI - Str. San Luigi - V. San Luigi - RIVALTA - V. Gerbidi - P.za Gerbidi - V. Balma - V. Griva - V. Dante Alighieri - V. Boccaccio - V. Chiomonte - V. Gorizia - V. Maroncelli - V. Pellico - PIAZZA CERVI.

Autolinea VOLVERA ORBASSANO: Volvera V. Garibaldi – Orbassano – V. Neghelli – Beinasco – OSPEDALE SAN LUIGI

Tickets are on sale at the bar inside the Hospital or at the bar or news kiosk outside the Hospital.

Taxi: if you cannot find one at the Hospital entrance, you can call for it using the public phones inside and outside the Hospital.

Parking: to park your car you may use one of the parking outside the Hospital. There are appropriate parking places for handicapped, provided inside and outside the Hospital. Inside you can find a parking area only for temporary needs, in case of bringing people to Emergency Room.

Signals: information signals are easy to understand, in the common parts of the building as well as in the wards and services areas.

Map of inner paths is downloadable.

Information Counter: for any need you may refer to the Information Counter in the entrance hall, opened all day long.

Personnel Identification: by the identification card and by the colour of the uniform and of the gown:

| | |
|------------------------------------|------------------|
| Medical Staff: | white gown |
| Social Operator and Nutritionists: | white gown |
| Endoscopy Services Personnel: | sky-blue uniform |
| Emergency Room Personnel: | blue uniform |
| Operating Room Personnel: | pink uniform |

Different professional placements are recognizable by the colour of the edge on the uniform breast pocket:

Red: Sister(chief nurse)
Blue: Practical nurse, professional children operators
Sky-Blue: Not-professional nurses
Ochre: Auxiliary operators
Orange: Social-sanitary operators
Green : Laboratory Technicians, Pathological Anatomy, Radiology, Pharmacy, Physiotherapists, Speech Therapists
Grey: Administration Personnel
Bright Green: Nursing Students

Comfort

Inner Bar: enter the Hospital, turn right, then go to the basement

Newspapers and magazines sale : every morning in every ward, from the hand cart.

Public Phones: there are phones in the main entrance, in the corridors and in the areas of connection among the different services.

Vending Machines of consumer goods and clothing for urgent need, hot and cold drinks, money change, in the central corridor at the entrance. You may find vending machines of drinks also on the ground floor of every pavilion and at the Emergency Room, **by following the signs of “Punto Ristoro”**.

Outside the main entrance, you may find a **bar**, a **newspaper kiosk** and a **flower shop**.

We remind you that you may refer to the Ward Responsible in comparison to the rules that regulate **mobile telephones** using inside the Hospital. We also invite you to respect the **smoking prohibition inside the Hospital**.

The Outpatient Medical Attention Service

It includes physical examination, specialized services, of instrumental and laboratory diagnostics, as well as other scheduled services.

To access a physical examination or another specialist or diagnostics service is necessary a written request of a doctor of the National Health Service, containing the following indications:

Name, family name, address and age of the patient

Number of Sanitary Card

Tax Code (Codice fiscale)

The individualization of possible right of exemption from services payment

Kind of requested service, with the indication if needed of the kind of priority

Diagnosis

Signature and stamp of the Doctor

Conditions and waiting times of Outpatient services: recent array of the Regione Piemonte provide for the management of outpatient services on the strength of the using of a clinical priority system meant to be a way to contend a fair feature to the health treatment, in order to guarantee to the user access to the National Health Service on the strength of clinical relevance. With using of priority codes we have also totally rethink, the waiting time survey, concerning priority class n° 3, that pertain to services for which a well timed implementation does not significantly affects the short time prognosis, for which if regarding a specialized physical examination the waiting time is of 30 days maximum and if regarding diagnostician or instrumental verification the waiting time is of 60 days maximum. Therefore we are working to adjust our organization to these standards.

The system of waiting time survey is brand new, since it expanded the specialized services that are subjected to monitoring and it has been extended to the whole system of service providers, so as to offer a detailed view of the choice you have that you may consult at the Public Relation Bureau (Ufficio Relazioni con il Pubblico –U.R.P.), which will support you to make easier finding the solution for your demand.

Unified Booking Center (Centro Unificato Prenotazioni – C.U.P.)

It is located at the Hospital Entrance and it is the centralized point for booking most of the services. Opening Time:

From monday to friday: 8,30 – 16.00

The C.U.P. also make **telephone bookings**

Tel. 0119026006 from monday to friday, 08,30-12 and 14-16

This service is **excluded** for clinical priority, gynaecology and urology services, laboratory tests, the services which need special preparation or the delivery of specific equipment and the prestazioni which booking is directly managed.

You may cancel your booking by calling the following numbers:

0119026894 – 0119026836 - 0119026217

from Monday to Friday 08.30 – 12 and 14 – 16

The Information Counter and the Public Relation Bureau (Ufficio Relazioni con il Pubblico – U.R.P.) may advise you finding the service that needs to be booked directly at the Centro Unificato di Prenotazione – C.U.P. and the services that may be booked directly at the reference health structures

Ticket Payment: to pay the your fee of the expenses, you may use:

- the bank counter inside the hospital, on the right side of the main entrance
- the automatic counter, Punti Gialli, situated near the bank counter and in the central corridor, left side near the Case History Bureau (Ufficio Cartelle Cliniche)
- the “Pago Bancomat” points near the Punti Gialli
- the pink form, available at the bank counter, at the Information Counter, at the Public Relation Bureau, with which is possible to pay the Ticket by every Unicredit Bank branch.

Ticket exemption: the in force array, establish the chance of Ticket limited or full exemption, related to specific pathologies or to your income situation. You may ask for information about your rights at you're A.S.L., your residence municipality (Comune) or your family doctor.

Medical Reports Withdrawal: the physical examination outcome may be withdraw at the appropriate counter of the Medical Reports Bureau, located at the ground floor, central corridor, main entrance, at the following times:

From monday to friday 08.30 – 13 and 14 – 16

Tel. 0119026259

Pay attention: we remind you that, according to the law in force, you must withdraw medical reports within 30 days from the fixed date, otherwise you will be charged with the entire amount of the service.

Remember also that, according to privacy respect, medical reports will be withdraw only to the envolved person with a document or at a one-third with a proxy and both documents.

Admission

For the scheduled admission the Reception Service act as a filter and orientate to the different wards, while in every ward the nursing personnel will receive you at admission time

For urgent admission, Emergency Room personnel takes care of the first level reception and accompany the patients to the different wards

It is indispensable that you have with you all you need for your everyday hygiene (soap, tooth brush, toothpaste comb), underwear, night-gown, pajama, preferably also a jumpsuit, slippers, handtowels, cutlery, glass and napkins.

Documents necessary for your admission: we remind you that you must take these documents with you:

- Tax Code (Codice fiscale)
- ID card or Passport
- Sanitary Card
- Previous clinical documentation
- For foreigners citizens, Permit of Stay and/or conventions forms

Valuable objects: the A.S.L. does not assume any responsibility for money, jewels and other assets you may have with you at the time of your admission. We suggest you to keep only money for purchasing consumer goods.

Information right: informations about your health situation are given by doctors during ward visit or at reception time. The personnel is at your disposal for any information regarding the treatment, the time of your admission and your health conditions, the diet you may have to follow due to the disease and every information useful for post hospital course.

Privacy and informed consensus: the right to personal dignity, to discretion and to privacy is protected in every step of the health and assistance path. To your safeguard and as a confirmation of the informations acquired, during the time of the course you may be asked to sign consensus for diagnostician and particular therapeutic treatment or the permission to give possible informations also to intimate people during course. If the patient is underage or legally unable, the consensus must be expressed by the legal representative, exception may be made when there is urgency to effectuate the medical-surgical treatment and there are psychic conditions that involve temporary or permanent incapacity. In these cases, consensus is not necessary, if regarding medical acts from which depend the safeguard of the person or that, if postponed or not done, would determine an irreversible damage to the person. Any doubt or clarification request must be given by the doctor that give the preventative informations.

Hospital Social Assistance

In the Hospital there is a Social Assistance Service which you may contact by asking to your ward Sister (chief nurse). Social Assitant carry out help, consultancy and orientation activites for patient and their relatives, helping to face difficulties connected to the disease during the course, the discharge and the Outpatient Services.

The Office is on the ground floor, direction of the 3° pavilion

Tel. 0119026255 – 0119026360 – Fax. 0119026831

E mail: serviziosociale@sanluigi.it

Opening time: wednesday 09.30 11.30

To facilitate patients and their relatives **personal appointments** may be agreed in other time slots.

Cultural Mediator

A service of intercultural mediation is available to facilitate, with support and translation activities, the relations between foreigners citizens and the Hospital personnel; moreover this service provide to assist for the registration process to the National Health Service for all whom are not enrolled already, even if temporarily present in Italy. The information will be sent to the Hospital Social Service or to the Public Relation Bureau.

Religious Assistance

Near the Church of the Hospital the Mass is celebrated everyday with the following timetable

Weekdays: 16,30

Festival days: 10 and 16,30

You may refer personally to a Religious Assistant who daily visits every ward.

To contact other religions minister, refer to your ward Sister (chief nurse) who will provide, involving the Social Assistance and the Public Relation Bureau.

Timetable and visit modalities

Every day 14 –16/19,30-20,30

Visitors are requested, for the care of the patients, to respect the timetable which is specified, because it may differ in some cases, in every ward. Possible exceptions for special cases will be authorized by the ward responsible. To assure the patients quiet and for hygienic reasons, child younger than 12 are not admitted, moreover you are recommended to limit the visit to not more than two persons at the same time. For health and clinical informations relatives may be received by the care provider doctors according to the timetable set for every ward.

Discharge

Your discharge will be communicated with the necessary time to let you organize your return home. You will receive the discharge form directed to your care provider doctor, where you can find: the diagnosis, the physical examination you made, the therapy administered in the Hospital and the one suggested at home. This form must be kept for possible successive clinical check and shown to the Reception Bureau to obtain an admission certificate.

Administrative Reception Bureau

Located at the Hospital entrance, issues beginning and conclusion of your Hospital staying certificates, on the following timetable:

From monday to friday 08,30-13 /14-16

Tel. 0119026222

Case History Bureau

Located in the central corridor – main entrance, it issues copies of the case history on the following timetable:

From monday to friday 08.30-13 / 14-16

Tel. 0119026278

In order to guarantee your privacy preservation, the case history may be requested only by the patient, or other persons with a proxy and both documents, with the filling of an appropriate form. The relative of a deceased patient must bring legal deed or a self-certification.

Night Rest

You are asked to respect silence from 22 to 6, to help patients' night rest.

Meals choice and timetable

Patients may compose their own meal through the choice between different menus, all including mineral water.

Meals are served in the room according to the following timetable:

Breakfast: between 07.30 and 08.00

Lunch: between 12.30 and 13.00

Dinner: between 18,30 and 19.00

Canteen Service for the assistant

Persons who accompany patients to this Hospital Health Services or assist the patients during their course may use the Canteen service at the authorized timetable. You must purchase the meal ticket at the Punti Gialli, selecting the appropriate indication with the relative price.

Hairdresser Service

For those who use the hairdresser service it is simply enough to request it to the ward Sister (chief nurse). This service is not covered by the National Health Service, but it is subject to special fares.

Hotel Accomodation

The Public Relation Bureau may inform you on the use of special prices granted by hotels around the hospital; this prices are different for those who accompany the patients or operators that are attending the hospital for study or work reasons.

The Hospital San Luigi Gonzaga has consolidated in the last years a path of greater and greater citizen rights safeguard. On the base of what is established by law concerning Public Adminsitration, it has been organized a Self Operating Unit on Communication and Information, that answers directly to Directorate General, with the aim to guarantee and improve information, accomodation, the accessiblity, transparency and human aspect of the services, moreover to promote citizen safeguard and their participation, according to the modalities provided by law, to services evaluation procedures.

The Public Relation Bureau, located at the Hospital entrance is therefore the Directorate General straightforward interlocutor with the citizen for the above aims.

From monay to friday 09.00-12.00 / 13.00-15.30

Tel. 0119026679 Free Number: 800274163

Fax. 0119026831 e mail: urp@sanluigi.piemonte.it

You may adress to this office to obtain information about the Hospital and its services, for signal and suggestion that are very important to improve and adapting services to citizens needs and everytime you need help during your health and assistance path.

Your suggestions, positive or not, will be followed according to an official procedure. Whenever you intend to submit a complain for an ill service, the Public Relation Bureau will explain you the Public Safeguard Regulation that establish modalities and terms for the signal submission, as well as the Citizens Right and Duties Regulation. The form for signals and suggestons is downloadable.

You are requested to adress only to Hospital Public Relation Bureau or Social Assistance Bureau in case of complain.

We thank you for your cooperation, necessary to collect informations and suggestions useful to adequate the organization system to a consant quality improvement for citizens.