

HUMANITAS

GAVAZZENI

Patient and Family Handbook

Useful information to
help make the most of
your hospital stay



Chief Medical Officer
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Contents

1. HUMANITAS GAVAZZENI	2
2. DEPARTMENTS, SURGICAL CARE, MEDICAL CARE, EMERGENCY AND CRITICAL CARE, CLINICAL SUPPORT SERVICES, OUTPATIENT CLINICS	4
3. CONSULTATIONS AND DIAGNOSTICS	5
4. INPATIENT ADMISSION	8
5. SAME-DAY CARE, SAME-DAY SURGERY	12
6. PATIENT RIGHTS AND RESPONSIBILITIES	13
7. QUALITY, SAFETY, TRANSPARENCY	15
8. USEFUL SERVICES AND INFORMATION	18
9. HOSPITAL AMENITIES AND REGULATIONS	20
10. FOUNDATIONS AND ASSOCIATIONS	22
11. CLINICAL RESEARCH, EDUCATION, UNIVERSITY	23
12. TRAVELLING TO HUMANITAS GAVAZZENI	24

Humanitas Gavazzeni

More than 100 years of service
to the community

Humanitas Gavazzeni is a multi-specialty hospital and a licensed independent provider of NHS-funded services for both inpatient and outpatient activities. Strongly rooted in the local community, it is a prime model of a technologically advanced hospital providing highly specialized medical-scientific services, characterized by a patient-centered approach and by an organization integrating clinical efficacy and managerial efficiency.

Drawing on its specialized competencies, it helps promoting health through prevention, early diagnosis, care and treatment.

In 2018 Humanitas Gavazzeni acquired Clinica Castelli, a hospital in Bergamo with a centuries-old history of which it is now the sole parent company under the name of Cliniche Gavazzeni Spa. Together with Humanitas Castelli, it now makes up a city hospital, a prominent healthcare provider in the Regional and National Healthcare Service

for the whole provincial community. Born as Cliniche Gavazzeni in 1903, the hospital was bought out in 1999 by the Humanitas corporation that upgraded and enlarged the facility while enhancing medical and surgical specialties such as cardiology and cardiac surgery – long-standing areas of excellence at Gavazzeni – and focusing more and more on the care of cancer conditions, thus completing their diagnostic-therapeutic pathway over the years and privileging a multidisciplinary approach. There are currently 5 Interdisciplinary Teams on cancer conditions (digestive system, breast, lung, thyroid, prostate), comprising groups of medical specialists who review, discuss and agree on effective diagnosis and treatment programs for patients being referred to the hospital with a diagnosis of cancer. With regard to hospital facilities, a building reengineering process has been launched to implement energy efficiency-boosting interventions on an ongoing basis.

Looking out onto the ancient and centuries-old garden of the Gavazzeni family, now a 28,500 square meter park open to the public, the hospital has 346 beds (for inpatient admissions and same-day care admissions, including 21 Intensive Care beds and 4 Coronary Care beds), 249 of which are licensed with the National Health Service. Clinical care is provided by more than 600 people including physicians, technicians, nurses, nursing assistants.

The hospital has 9 operating theatres, 3 angiography rooms, 51 examination rooms, an Emergency Center-ED/Emergency Room which is part of the Regional Emergency Medicine network, Radiation Therapy with 3 linear accelerators, 3 Endoscopy rooms, Dialysis, Clinical Laboratory, Nuclear Medicine with variable-geometry gamma camera and PET/CT imaging, Diagnostic Imaging with 3 high-field magnetic resonance scanners, one 128-slice CT scanner and one 64-slice CT scanner, x-ray and ultrasound equipment.

Humanitas Gavazzeni has been the only hospital in Bergamo since 2006 to ever be certified for clinical and organizational Quality and for patient Safety by Joint Commission International, a worldwide leader in health care accreditation.

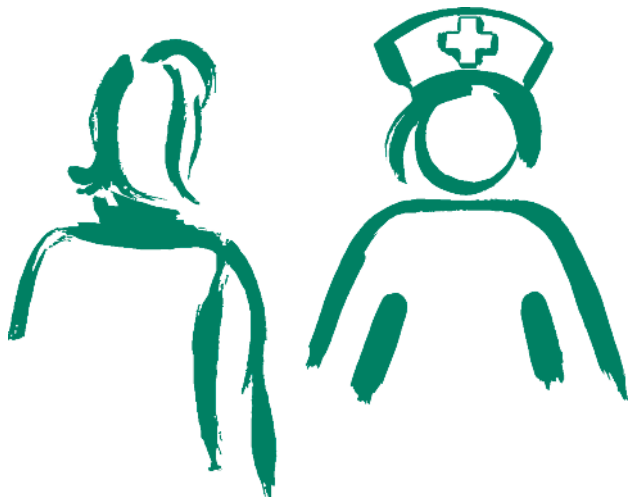
The hospital has been OHSAS-certified since 2012 for workplace safety. The health and safety management system has additionally been certified since 2019 in accordance with the ISO 45001 standard, while the quality management system since 2021 in accordance with the ISO 9001 standard.

Nuclear Medicine is accredited with both the EARL FDG PET/CT Accreditation program and the UEMS accreditation program.

In 2015 Humanitas Gavazzeni participated in the preparation of the Sustainability Report together with the private healthcare organizations and independent providers of NHS-funded services of the province of Bergamo (AIOP, the Italian Association of Private Hospitals).

In 2017 Humanitas Gavazzeni saw its educational and teaching activity grow as it became the site of Humanitas University for the Baccalaureate Degree Program in Nursing. With regard to specialty training, there are agreements in place with various Italian universities (University and Politecnico of Milano, University of Milano Bicocca, Universities of Pavia, Palermo, Naples, etc.).

A collaboration was started in 2018 between Humanitas Gavazzeni & Castelli and Accademia Carrara in Bergamo – a museum enshrining one of the most prominent art collections in Italy. Two projects were born from this collaboration, i.e. Healing and Beauty and Artworks in Words. Today, more than 1,200 square meters of maxi-format artwork embellish both hospitals and “talk” through the words and voices of 12 authors representing modern Italian culture, who have drawn their inspiration from the masterpieces of Italian pictorial art hosted in the Museum to create new original works dedicated to patients. A new Humanitas challenge beyond treatment lies behind this project, that is telling and living in a new fashion the hospital’s DNA – patient care, innovation, research, academic education – and the human experience of illness through beauty, with its disruptive power capable of stirring emotions.



2

Departments

Surgical Care, Medical Care, Emergency and Critical Care, Supporting Services and Outpatient Clinics

SURGICAL CARE DEPARTMENT

U.O. Cardiochirurgia
U.O. Chirurgia generale
U.F. Senologia- Breast Unit
U.F. Chirurgia bariatrica
U.O. Chirurgia della colonna
U.O. Chirurgia della spalla e del gomito
U.F. Chirurgia della mano
U.O. Chirurgia toracica
U.O. Chirurgia vascolare
U.O. Oftalmologia
U.O. Ortopedia e Traumatologia
U.F. Chirurgia Protetica dell'anca e del ginocchio
U.O. Urologia

MEDICAL CARE DEPARTMENT

Cardiology Unit
Electrophysiology Unit
General Medicine Unit
Neurology Unit
Medical Oncology Unit
Pulmonology Unit

EMERGENCY AND CRITICAL CARE DEPARTMENT

Anesthesia and Intensive Care Unit
Coronary Care Unit
Emergency Center – Level 1
Emergency Department

DEPARTMENT OF CLINICAL SUPPORT SERVICES AND OUTPATIENT CLINICS

Same-Day Care/Infusion Center
Clinical Laboratory
Cardiac Catheterization Laboratory
Diagnostic Imaging/Radiology Unit
Gastroenterology and Digestive Endoscopy Unit
Nuclear Medicine Unit
Nephrology and Dialysis Unit
Radiation Oncology Unit
Rehabilitation Unit
Specialized Rehabilitation Unit

Allergology
Andrology
Angiology
Headache Center
Laser Center
Alzheimer's Disease Assessment Unit

Dermatology
Diabetology
Dietetics
Endocrinology
Hepatology
Epilepsy
Physical Therapy
Gynecology and Obstetrics
Infectious Diseases
Chronic Inflammatory Bowel Disease
Nutrition and Metabolism
Clinical Nutrition and Dietetics
Ophthalmology
Dentistry
Ear, Nose and Throat
Sleep Disorders
Podiatric Medicine
Psychology and Psychotherapy
Interventional Radiology
Rheumatology
Pain Management

3

Consultations and diagnostics

HOW TO MAKE A BOOKING

Appointments for consultations and diagnostics can be booked:

By Telephone

NHS patients:
on +39 035.4204.300, Monday to Friday from 9 a.m. to 5 p.m.

Private-pay patients:

on +39 035.4204.500, Monday to Friday from 9 a.m. to 5 p.m.

Patients covered by contracted private health insurance plans:

on +39 035.4204.400, Monday to Friday from 9 a.m. to 5 p.m.

Diagnostic Imaging Services:

on +39 035.4204.001, Monday to Friday from 9 a.m. to 5 p.m.

Online

Both NHS-funded and private-pay consultations and diagnostics can be booked using the "Online booking" service available at www.humanitasgavazzeni.it. Payment can be made at the hospital upon registration (for both private-pay and NHS-funded services) or online (for private-pay services only). Follow the link at www.humanitasgavazzeni.it

In person

NHS patients: building C, ground floor, Monday to Friday from 9 a.m. to 12 p.m. and from 1 p.m. to 5 p.m.

Private-pay patients and patients covered by contracted health insurance plans: building D, ground floor, Monday to Friday from 8 a.m. to 7 p.m.; Saturday from 9 a.m. to 12 p.m.

To cancel bookings and appointments

Please call +39 035.4204.004; voice mail available 24/7.

PHLEBOTOMY AND CLINICAL LABORATORY

The phlebotomy clinic for laboratory testing works as a walk-in clinic from Monday to Friday, whereas online booking at www.humanitasgavazzeni.it is required for having phlebotomy on Saturdays.

Hours of operation:

NHS patients: building C, ground floor, Monday to Saturday from 6:30 a.m. to 10:30 a.m.

Private-pay patients and patients covered by contracted health insurance plans: building D, ground floor, Monday to Saturday from 7 a.m. to 10:30 a.m.

ALME'

Located at via Castelvallietti 2a in Almè, there is a Humanitas Medical Care Phlebotomy Center, open Monday to Saturday from 7 a.m. to 10 a.m. for phlebotomy and laboratory testing (no appointment needed). Laboratory test results can be downloaded directly from www.humanitasconte.it by clicking the ONLINE EXAM REPORT button (option to be requested upon registration).

Test reports can otherwise be collected in person at the Phlebotomy Center from 10 a.m. to 12 p.m.

BERGAMO

Located at via Camozzi 10 in Bergamo there is a Humanitas Medical Care Phlebotomy Center, open Monday to Saturday from 7 a.m. to 10 a.m. for phlebotomy and laboratory testing (no appointment needed). Laboratory test results can be downloaded directly from www.humanitasconte.it by clicking the ONLINE EXAM REPORT button (option to be requested upon registration).

Test reports can otherwise be collected in person at the Phlebotomy Center Monday to Friday from 11 a.m. till 6 p.m., and Saturdays from 11 a.m. to 1 p.m.

TREZZO SULL'ADDA

Located at piazza Omodei 1 in Trezzo sull'Adda, there is a Humanitas Medical Care Phlebotomy Center, open Monday to Saturday from 7 a.m. to 10 a.m. for phlebotomy and laboratory testing (no appointment needed). Laboratory test results can be downloaded directly from www.humanitas-conte.it by clicking the ONLINE EXAM REPORT button (option to be requested upon registration).

Test reports can otherwise be collected in person at the Phlebotomy Center Monday to Friday from 11 a.m. till 6 p.m., and Saturdays from 11 a.m. to 1 p.m.

COVID-19 TESTING

Nasopharyngeal swab tests for SARS-CoV-2 virus can be booked on a private-pay basis as follows:

Humanitas Gavazzeni: online, by clicking the booking button and following the instructions on screen; or by telephone on +39 035.4204500, Monday to Friday from 9 a.m. to 5 p.m.

Humanitas Castelli: by telephone on +39 035.4204500, Monday to Friday from 9 a.m. to 5 p.m.

Humanitas Medical Care Bergamo, Almè and Trezzo sull'Adda: by telephone on +39 035.4204500, Monday to Friday from 9 a.m. to 5 p.m.

CHECK-UP PROGRAMS

For private-pay patients and patients covered by contracted private health insurance plans

The check-up program service is located on the ground floor of building D, in a dedicated area, for registration and appointment arrangement purposes, and on the 1st floor for admission purposes.

Appointments can be booked:

by telephone on +39 035.4204.364, Monday to Friday from 8 a.m. to 4 p.m.

sending an email to:

servizio.checkup@gavazzeni.it

PATIENT REGISTRATION

Registration for consultations and diagnostics is done for

NHS patients: building C, ground floor, Mon-

Documents needed for patient registration

On the day scheduled for an outpatient appointment, patients need to report to the registration desk with:

NHS patients

- the paper-based NHS referral request form written by their primary care physician or medical specialist, or a printed copy of the electronic NHS referral form, reporting the clinical question and any exemptions from copayment
- their regional health ID card
- a current identity document
- any documents proving their right to be exempted from copayment.

Private-pay patients and patients covered by contracted health insurance plans

- the primary care physician's referral is not needed for the services provided by individual physicians on a private practice basis.

Patients should however bring any previous health records they may have available (physician orders and referrals, previous exam reports, diagnostic imaging records, etc.).

- a referral from the patient's primary care physician or medical specialist is however required for all diagnostic imaging services.



day to Friday from 8 a.m. to 6 p.m.; Saturday from 8 a.m. to 12 p.m.

Private-pay patients and patients covered by contracted insurance plans: building D, ground floor, Monday to Friday from 8 a.m. to 7 p.m.; Saturday from 9 a.m. to 12 p.m.

EXAM REPORT COLLECTION

Exam reports can be collected:

Online

On the hospital's website at www.humanitasgavazzeni.it under the section **Humanitas con te** (Humanitas with you) found in the homepage, by clicking on the Exam Reports button.

Unless otherwise specified, exam reports can be collected starting from the day and time stated on the form provided when taking the relevant exams.

The form is indispensable for collecting exam reports, which can only be given to the patient concerned or to the individual delegated by the patient and carrying an identity document (in this case, the patient's identity document is also necessary).

- The reports of outpatient consultations are provided by physicians at the end of each medical examination.

In person

The Exam Report Collection Service is located just outside the main hospital building in a dedicated facility on via Europa, next to the Humanitas Gavazzeni parking lot.

Exam reports can be collected in person from Monday to Friday from 8 a.m. till 4 p.m., and Saturdays from 9 a.m. till 12 p.m.

EMERGENCY CENTER – A “HOSPITAL WITHIN THE HOSPITAL”

The Humanitas Gavazzeni Emergency Center is a “hospital within the hospital”: the Emergency Room area, already subdivided into separate paths for patients with and without infectious diseases, leads on to the short-stay observation areas, and from there on to diagnostic imaging, Intensive Care beds, operating suite, and inpatient rooms, all under negative pressure. Each area is equipped with telemetry, thus allowing ongoing patient monitoring in order to follow the evolution of emergency cases from stabilization to discharge. In this way, every patient can receive the care they need, with increasing care intensity, within a standalone building of 4,000 square meters, with dedicated technological support and the most appropriate medical-nursing capabilities for their condition.

The Emergency Center was born from the experience made in the spring of 2020, when the whole hospital was converted into a Covid-only patient center in just a few

weeks, taking care of over 1,000 individuals and managing more than 40 code-red patients a day in the emergency room. All this was turned into a project for creating a flexible facility that could be expanded like an “accordion”, that is a facility where the number of Intensive Care and Step-down beds can be increased based on current clinical needs.

Besides the Emergency Room, the level 1 Emergency Department provides highly specialized services (excluding neurosurgery, gynecology, and mother and child services) for the care of emergency patients. It also assures the necessary interventions for the clinical stabilization of patients and their medical transport to other hospitals whenever medical treatment is needed in the clinical specialties the hospital is not licensed to provide.

The TRIAGE codes

Patients are received by nurses who have taken specific training programs on TRIAGE and on cardiopulmonary resuscitation (BLS-D). By means of the TRIAGE process – a short patient interview run by the triage nurse to identify the patient's level of severity – each Emergency Room client is assigned a red, yellow, green or white priority code, having different wait times. In order to keep client communications alive, a service called PSInfo is available in the waiting room, i.e. a screen providing real-time information about the meaning of the colour codes, about wait times to be seen by a doctor, about the progress made along the care and service process for patients being managed inside the ER, and about the Emergency Room occupancy rate (number and colour code of patients currently being managed, and number and colour code of patients still waiting to be seen by a doctor).

The information about wait times is also available online on the free mobile App SALUTILE run by the Region of Lombardy, that allows the number of visitors in all emergency rooms across Lombardy to be tracked in real time.



PREADMISSION TESTING

As a rule, surgical patients have the exams needed for surgery performed prior to inpatient admission. The tests and exams to be taken on a preadmission testing basis are scheduled in consideration of the patient's needs and according to the principles of appropriateness established by the Region of Lombardy. Once the indication for surgical treatment has been confirmed, the secretary's office contacts patients in order to schedule all relevant preoperative investigations.

Preadmission testing for NHS patients:

Building C, ground floor, Monday to Friday from 7:30 a.m. to 3 p.m.

Preadmission testing for private-pay patients and patients covered by contracted health insurance plans:

Building D, 1st floor, Monday to Friday from 8 a.m. to 1 p.m. and from 2 p.m. to 4 p.m. Patients must have their digital COVID-19 Certificate.

INPATIENT ADMISSION

Registration and documentation

At the time of inpatient admission, patients must report to the inpatient registration desk where they are checked in to the hospital and are given an information sheet about their medical care team with the name of their attending physician.

The following documents must be brought:

- the paper-based NHS referral request form written by the patient's primary care physician

- regional health ID card

- a current identity document

Before inpatient admission, patients must take a molecular COVID-19 test 72 hours pri-

or to admission or an antigen test 48 hours prior to admission. Only patients who test negative can be admitted.

NHS patient admission:

building C, floor -1, Monday to Friday from 7 a.m. to 4 p.m.; Saturday from 7:30 a.m. to 11 a.m.; Sunday from 8 a.m. to 12 p.m.

Private-pay patients and patients covered by contracted health insurance plans:

Humanitas has dedicated inpatient wards for private-pay patients and patients covered by contracted health insurance plans, giving them the right to:

- choose the patient's attending physician, or choose the patient's attending surgeon or surgical team in the case of surgical procedures

- a private bedroom

- have an additional bed in the room, following agreements with the Medical Director's Office

- customized patient menus

- air conditioning

- a TV set

- Wi-Fi connectivity

- a welcome kit with bath linen

- a newspaper of choice to be delivered directly to the room

- a safe box available in each room

- discounted parking coupons.

Inpatient admission for private-pay patients and patients covered by contracted insurance plans:

Building D, 1st floor, Monday to Friday from 8 a.m. to 1 p.m., and from 2 p.m. to 4 p.m.; tel. +39 035.4204.128 - Fax: +39 035.4204.264

Email: ricoveri.privati@gavazzeni.it

Hotel service difference

Only when beds are available, Humanitas Gavazzeni may offer a fee-based service called "hotel service difference", that all NHS

inpatients can have access to. The service includes a few options available to private-pay inpatients, except for the possibility of choosing the patient's attending physician/surgical care team. Information can be obtained from the clinical secretary's offices of every inpatient ward or by writing an email to ricoveri.privati@gavazzeni.it

Essential and urgent care is ensured for individuals who do not live in Italy

• EU nationals

need to show their European Health Insurance Card (EHIC) in order to receive medical care during their temporary stay in Italy

• non-EU nationals

need to report to the offices of the local Health Protection Agency (ATS)

• deprived patients who are not enrolled on the National Health Service

are assigned an STP (Temporarily Present Foreigners) code, following completion of the deprivation self-declaration form

• Italian nationals living abroad

must report to the competent A.I.R.E. office (Registry of Italians Residing Abroad).

What to bring for your hospital stay Documents

All previous exam reports or medical records, and a list of all current medications must be brought in and given to the head nurse on the day of admission. All records shall be returned at discharge.

Clothing

Clothing must be as essential as possible, specifically: nightgown or pajamas, white socks, slippers, dressing gown or gym clothes; necessary toiletries (at least two sets).

When possible, rigid suitcases should be

avoided.

Patients are advised not to bring any valuables nor large sums of money to hospital with them. Humanitas Gavazzeni cannot be held responsible for any lost or stolen items left unattended.

VISITING GUIDELINES

Patients and visitors are reminded that staff and patient safety is the hospital's top priority, hence the number of visitors to inpatient wards is subject to patients' actual needs and however reduced compared to pre-Covid-19 era.

Visitor access to inpatient wards

Families are allowed to visit patients in inpatient wards with the following rules:

- Every day from 7 p.m. to 8 p.m.

- Access is granted to individuals with a COVID-19 vaccination certificate obtained after receiving their third dose (two-dose series plus booster shot), and wearing a surgical/N95 mask

- Individuals with a COVID-19 certificate obtained after completing their two-dose series only or after recovery, will need to show the negative result of an antigenic or molecular test taken in the previous 48 hours, and will have to wear an N95 mask

- No more than 1 individual a day per inpatient is allowed to visit for maximum 45 minutes.

Visitor access to the Intensive Care Unit

Patient families are allowed to visit after making agreements with ward physicians, with the following rules:

- Every day from 5 p.m. to 8 p.m.

- Access is granted to individuals with a COVID-19 vaccination certificate obtained

after receiving their third dose (two-dose series plus booster shot), and wearing a surgical/N95 mask

- Individuals with a COVID-19 certificate obtained after completing their two-dose series only or after recovery, will need to show the negative result of an antigenic or molecular test taken in the previous 48 hours, and will have to wear an N95 mask
- No more than 1 individual a day per inpatient is allowed to visit for maximum 45 minutes.
- Visitors must wear a cap, mask, gown, and shoe covers.

Access to the COVID-19 unit - EMERGENCY CENTER

The families of patients admitted to the COVID-19 unit are also allowed to visit their dear ones. Their access is regulated by head nurses with the following rules:

- Visitors must have a current COVID-19 vaccination or recovery certificate (no testing required), and must wear the appropriate PPE provided by nursing staff who oversee their gowning procedure
- Every day from 3 p.m. to 7 p.m., after making an appointment with the head nurse over the telephone
- No more than 1 individual a day per inpatient is allowed to visit for maximum 45 minutes.

Interviews with attending physicians

During their hospital stay, patients and/or patient-designated families or their Primary Care Physician, receive information about the patient's diagnostic-therapeutic pathway and about the evolution of illness from the Humanitas Gavazzeni physician of record for the patient.



It is advisable to inform families and friends that the law on confidentiality does not allow health care practitioners to provide information about the patient's health status without the patient's express permission. An interpreting service is available to facilitate communication with patients speaking a foreign language.

Meals

In inpatient wards, breakfast is served at 6:30/7 a.m., lunch at 12/12:30 p.m., and dinner at 6/6:30 p.m. Patients may select their menu choices according to their diet regimen. Physicians may order special dietary regimens for clinical needs. Patients who are vegetarian or have food habits because of religious or ethnic reasons may report their needs to the head nurse.

Dietary regimens are verified by the Clinical Nutrition and Dietetics Service. The Food Service follows the rules of the HACCP Quality control system.



Discharge

At discharge patients receive:

- a medical report / discharge summary drawn up by the physician responsible for their care and service process and addressed to their Primary Care Physician, to document the diagnostic-therapeutic pathway implemented and the indications for continuity of care
- any personal health records and medications they may have brought in.

Patients are invited to request to have any personal records they may have handed in upon admission returned to them by the head nurse or by the discharging physician. When patients wish to be discharged against medical advice, they must sign a declaration releasing the hospital from any and all liability for any ill effects which may result from leaving the hospital.

Continuity of Care – Discharge to alternate level of care

A Continuity of Care – Discharge to alternate level of care Service is available inside the hospital to support families and aid inpatients needing to be transferred to another care setting to meet their continuing care needs or to be referred to home care services. The Service, managed by qualified staff, collaborates with medical and nursing staff to facilitate referrals to the patient's community services in order to plan for the patient's discharge home with a view to integrating care and services across the continuum of care.

For information: tel. +39 035.4204.534;
Email: dimissioni.protette@gavazzeni.it

Inpatient support service

Inpatient care is entirely provided by Humanitas Gavazzeni. Consequently, the activities of individuals and/or associations offering, in any capacity, private nursing care services for inpatients are not allowed except as authorized by the hospital with a view to supporting families in caring for their loved ones, and in keeping with the rules of conduct applying to visitors.



Organ donation

Potential organ donors are evaluated for suitability by Humanitas Gavazzeni, and are then referred to Regional referral centers.

Same-Day Care and Same-Day Surgery

Same-Day Care and Same-Day Surgery admission

Progress in medicine has made it possible to deliver basic and complex treatments, services, and surgical procedures by cutting down the need for hospital stay to one single day (including the possibility of overnight stay, when necessary). A patient may therefore receive complex medical treatments or surgical procedures and return home by the end of the day, thus completing the recovery phase in the comfort and tranquility of one's own home.

The medical services provided on a Same-Day Care basis are codified by medical protocols establishing the criteria for patient eligibility. Staff from both the Same-Day Care Center and the Same-Day Surgery Center are available to provide all necessary information and explanation.

The admission process and the documents required are the same as for inpatient admission described above for both NHS patients and for private-pay patients/patients covered by contracted health insurance plans.

HOW TO REQUEST A COPY OF MEDICAL RECORDS

National Health Service

A copy of the patient's medical record can be requested against payment of a fee:

- at the NHS Admission and Preadmission Testing Desk, building C, floor -1, Monday to Friday from 8 a.m. to 4 p.m.; Saturday from 8 a.m. to 11 a.m.
- by writing an email to dirsan@gavazzeni.it, in order to have it sent home by registered mail and return receipt or cash on delivery.

Private-pay patients

A copy of the patient's medical record for private-pay hospitalizations can be requested:

- at the Private-Pay Admission Office, building D, 1st floor, Monday to Friday from 8 a.m. to 1 p.m. and from 2 p.m. to 4 p.m.; tel. +39 035.4204.128 - Fax: +39 035.4204.264
- by writing an email to ricoveri.privati@gavazzeni.it in order to have it sent home by registered mail and return receipt or cash on delivery.



Patient Rights and Responsibilities

Humanitas Gavazzeni is committed to honouring the legal and ethical rules and regulations protecting patient rights, in accordance with the principles sanctioned by the Italian Prime Minister's Directive of 27 January 1994 and by the European Charter of Patients' Rights published in 2002 by www.activecitizenship.net

PATIENT RIGHTS

1. Right of access: every individual has the right to receive the most appropriate care and services, to be provided with professionalism and consideration, without discrimination due to age, gender, race, language, religion, and political orientation.

2. Right to care and innovation: every individual has the right to receive appropriate and continuing care and treatment, in line with the most advanced scientific knowledge available and using the best technology according to the best international standards.

3. Right to respect of patient's time: every individual has the right to be informed about the timeframes for receiving care and services, and to be promptly notified of any problems or delays. The hospital has a duty to ensure consistency and continuity of care, in accordance with treatment urgency and priority.

4. Right to participation and information: every individual has the right to participate in the care process in an informed, active and safe manner. Every individual has the right to be informed about their health condition, about the risks and benefits of proposed treatments, possible alternatives, follow-up rehabilitation programs.

5. Right to participation, free choice, and informed consent:

• every individual has the right to freely choose from among different treatments and procedures on the basis of adequate information, to be communicated in a timely and comprehensible manner to enable the individual to grant informed consent

• every individual has the right to be informed accurately and to give their consent as regards participation in clinical trials

• patients have the right to refuse the proposed treatments or medical interventions in whole or in part, and to be informed about the consequences of their decisions and about treatment alternatives.

6. Right to second opinion: every patient has the right to seek a second opinion from another health care practitioner, in order to obtain additional medical advice about their clinical condition, including through the evaluation of their health records.

7. Right to data protection and confidentiality: every patient has the right to privacy while receiving medical and nursing care and services, and to the processing of their personal data according to the principles of lawfulness, fairness and transparency in keeping with current legislation (General Data Protection Regulation – Regulation (EU) 2016/679 – and Italian personal data protection code). Security measures are in place, including staff instructions on proper data processing, and staff behaviours are recommended in order to protect these rights, specifically:

- observance of professional secrecy
- respect for the patient's corporeality and sense of decency
- prohibition to disclose information about the patient's hospitalization and health status to individuals other than the ones designated by the patient

- respect for the patient's relationships with his or her visitors, with the possibility of denying visitation privileges

For further information and requests concerning data protection, the Data Protection Officer (DPO) can be contacted at any time, writing an email to: dataprotectionofficer@humanitas.it

8. Right to avoid unnecessary suffering and pain: every individual has the right to avoid as much suffering as possible, in every phase of their illness, by means of appropriate pain assessment and management.

9. Right to practice Religion: every individual has the right to practice their religion and to request the visit of a chaplain from their own clergy.

10. Right to patient-centered care: every individual has the right to diagnostic and/or therapeutic programs tailored as much as possible to their personal needs, and to respectful and compassionate care throughout all phases of treatment and illness.

11. Right of access to clinical records: every patient has the right to receive, at discharge, a medical report or discharge summary written in an understandable language, and containing useful information for continuity of care. In addition, every patient has the right to request a copy of their clinical file or medical records.

12. Right to voice concerns: every individual has the right to voice their concerns or opinions in the manners made available by the hospital, and to file a complaint with the Public Relations Office whenever they feel their rights have been violated.

PATIENT RESPONSIBILITIES

In order to ensure the safety and comfort of patients, families and health care staff, in the spirit of a relationship of mutual trust, all guests of Humanitas Gavazzeni are responsible for:

- maintaining responsible and respectful behaviour towards other patients, staff, the environment, and equipment, and for collaborating with ward staff
- following the therapeutic and behavioural instructions received, with a view to facilitating the good outcome of treatment and a peaceful hospital stay
- informing health care staff on a timely basis of their intent to forgo planned medical care and treatment in keeping with one's own wishes
- wearing adequate clothing both inside and outside one's own patient room, to ensure decency and proper coexistence inside the hospital
- following the hospital's handwashing policy for the prevention of hospital-acquired infections.

Humanitas Gavazzeni has been the only hospital in Bergamo since 2006 to be certified for clinical and organizational Quality and for patient Safety by Joint Commission International, a worldwide leader in health care accreditation.

The hospital has been OHSAS-certified since 2012 for workplace safety. The health and safety management system has been certified since 2019 in accordance with the ISO 45001 standard, while the quality management system since 2021 in accordance with the ISO 9001 standard.

Nuclear Medicine is accredited with both the EARL FDG PET/CT Accreditation program and the UEMS accreditation program.

Every year Humanitas Gavazzeni develops a Quality and Safety Plan outlining the goals to be pursued.

Humanitas Gavazzeni pays special attention to quality and to the safety of patients, visitors, and staff by means of adequate facilities and appropriate preventive measures. Verification of, and subsequent reporting on the compliance with set standards, is carried out by means of internal audits and inspections planned by the Medical Director's Office to evaluate compliance and implementation of the organizational Quality System.

Ease of mind

- clear and transparent fees, communicated prior to service delivery
 - streamlined payment methods (including by Debit Card and Credit Card)
 - online access to Clinical Laboratory test results on the hospital's website at www.humanitasgavazzeni.it
 - possibility of reporting concerns easily (Public Relations Office).
- Comfort and responsiveness
- lack of physical barriers, easy access

- specific signage for client information and orientation
- parking lot with areas reserved for the disabled
- total air conditioning, in winter and summer.

Information

- staff recognition by means of personal ID badges and different uniforms based on staff roles
- inpatient identification by means of armbands with identification codes and barcodes
- accurate communication of the diagnosis and treatment process by the attending physician
- patient informed participation in the care provided, including the patient's informed consent to procedures.

Hygiene

- compliance with consolidated hygiene rules and regulations, translated into procedures and followed by all health care staff
- environmental sanitation according to internationally validated protocols
- linen sanitation using suitable procedures and methods for the assurance of utmost hygiene
- food service implementing a prevention and control plan for food safety and hygiene, based on the international methodological principles of the HACCP quality system
- waste disposal in keeping with current legislation
- certified sterilization service.



Surveillance

- daytime concierge service and night-time security service
- videosurveillance system where indicated by designated signs
- CPI accreditation
- adequate supply of fire safety devices
- automatic smoke detection system throughout the hospital
- automatic compartmentation system
- floor maps with emergency plans
- staff training
- fire marshals available on site
- fire extinguishing system (in certain areas)
- public address system to provide immediate instructions during an emergency.

Electricity and related hazards

- independent backup power system (uninterruptible power supply and emergency power generators)
- periodic electrical safety checks of biomedical equipment and electrical systems
- utility system management and maintenance service.

Safety plan

- a detailed safety plan is in place, devised on the basis of accurate risk assessment and in compliance with the law.

Utility systems

- periodic checks of utility system safety and efficiency
- monitoring – with online self-diagnosis – of all utility systems across the facility through a complex oversight system with centralized alarm notification.

In addition, Humanitas Gavazzeni

- Has adopted procedures for the protection of vulnerable patient populations, including children, pregnant women, the elderly, the disabled, individuals with a communicable

- disease, and immunodepressed patients
- collaborates with Primary Care Physicians to promote integration and continuity of care
- has entered into agreements with other hospitals to ensure that inpatients receive those services that are not delivered by Humanitas Gavazzeni
- has activated agreements with community services and organizations for patients who need rehabilitative care or home care services at the end of hospitalization
- has an interpreting service available to facilitate communications with foreign patients who do not speak Italian
- collaborates with Insieme con Humanitas (Together with Humanitas), a volunteer organization, to promote the quality of life for patients and families by providing human, practical, and social support also through volunteers.



PUBLIC RELATIONS OFFICE

The Public Relations Office is located in building A, ground floor, and is open Monday to Friday from 9:30 a.m. to 12:30 p.m. It is also available by telephone on +39 035.4204.261, or via email at urp@gavazzeni.it

The purpose of the Service is to ensure that clients receive health care services through respectful actions and behaviours in keeping with current legislation and with the protection of patient rights, as well as to contribute towards the continuous improvement of service delivery. In particular, it plays its role by carrying out the following activities:

- it carries out a listening and relational function
- it contributes to communication and conveyance of information about the organization of the hospital and about service delivery
- it collects observations, reports, complaints or suggestions about service disruptions and inefficiencies, but also commendations and praises about the care received
- it conducts patient surveys to investigate and track the patients' experiences and perceptions about the quality of the services provided, including through the collection and analysis of customer satisfaction surveys. Communications can be made to the Public Relations Office in person or by telephone, or sent by regular mail, electronic mail, registered electronic mail, by the person concerned, by a delegated individual, or by a legally authorized individual. The Public Relations Office shall look into the problem, and shall share and manage it together with the organizational functions concerned in order to devise all possible corrective, improvement, and preventive actions to be implemented.

CUSTOMER SATISFACTION

In accordance with the guidelines issued by the Regional Government of Lombardy, Humanitas Gavazzeni involves outpatients and inpatients in the voluntary participation in satisfaction surveys aimed at measuring client-perceived service quality.

The Public Relations Office analyzes the data collected, which are anonymized to be shared with the organizational Functions and Departments concerned, always with a view to improving the services provided by the hospital.



Useful Services and Information

USEFUL SERVICES AND INFORMATION

Switchboard Operator	035.4204.111
Office of the Chief Executive Officer	035.4204.731
Office of the Chief Medical Officer	035.4204.314
Public Relations Office	035.4204.261
NHS Appointment Booking	035.4204.300
Diagnostic Imaging	035.4204.001
Appointment Cancelling	035.4204.004
Private-pay Appointment Booking	035.4204.500
Appointment Booking for Patients on Health Insurance Plans	035.4204.400
Check-up Programs	035.4204.364
Chronic Illness Program	035.4204.880
Mammography Screening Program	035.4204.726
Radiation Therapy	035.4204.315
Insieme con Humanitas Volunteers	035.4204.354

CONTRACTED PRIVATE HEALTH INSURANCE PLANS

Humanitas Gavazzeni has agreements in place with most insurance funds and companies covering both hospitalization and outpatient services for their insured clients. These agreements include the corporate health insurance schemes of many business companies in the province of Bergamo and in the Region of Lombardy. There are two types of agreements – direct and indirect agreements.

The full list of contracted private health insurance plans is available on the hospital's website at www.humanitasgavazzeni.it.

Direct agreements

The insurance company or fund contracted with Humanitas Gavazzeni takes on direct responsibility for full or partial payment of the services delivered to their insured clients. Hence, the insurance company or fund pays directly the fees for the clinical services provided. In the case of partial payment made

by the insurance company or fund, the patient must pay the agreed-upon deductible.

Indirect agreements

While still having access to a special fee schedule, patients pay all the services delivered by Humanitas Gavazzeni and then apply for full or partial reimbursement with their private health insurance plan or scheme.

For further information:

Private-Pay Admission Office, building D, 1st floor, Monday to Friday from 8 a.m. to 1 p.m. and from 2 p.m. to 4 p.m.; tel. +39 035.4204.128 - Fax: +39 035.4204.264
Email: ricoveri.privati@gavazzeni.it

CHECK-UP PROGRAMS FOR PRIVATE-PAY PATIENTS

The Check-Up programs are devised for private-pay patients, allowing them to book and receive not only specialized medical assessments and diagnostic imaging exams, but also complete sets of exams and assessments to be performed on the same day wi-

thin a few hours, with a very quick turnaround time on their exam and test results. The Service has standardized check-up programs, that can be tailored to individual needs, for prevention and early diagnosis in specialized medical areas. Patients are at the center of the care and service process, escorted by staff throughout all program phases, and followed by an attending physician who acts as their contact person.

For information: Building D, ground floor; tel. +39 035.4204.364, Monday to Friday from 8 a.m. to 4 p.m. - Email: servizio.chec-kup@gavazzeni.it.

DENTAL CENTER

The Dental Center of Humanitas Gavazzeni offers personalized treatment and accurate clinical diagnosis in a hospital setting which, besides being safer, ensures an integrated and multidisciplinary approach to meet patient needs. The Center has a qualified team of dental practitioners and 3 dental treatment rooms fitted with cutting-edge equipment.

For information: Building D, floor - 1; tel. +39 035.4204.900, Monday to Friday from 8 a.m. to 7:30 p.m.

ONLINE SERVICES

www.humanitasgavazzeni.it

The humanitasgavazzeni.it website is built around care programs and in-depth information about specific topics or activities (cancer area, cardiac center, orthopedic area, urology area, obesity center, etc.). The relevant physicians, conditions treated, and care and treatment services provided are described under each area. Consultations and diagnostics can be booked online through the website, and laboratory test results can be viewed online. Patients living far from the hospital and using the hospital services can find information about travelling to Humanitas Gavazzeni, and about Humanitas Gavazzeni discounted rates provided by some hotels, B&Bs, short-term housing accommodations. A constantly updated news section informs clients about the latest hospital news.

Online booking

Consultations and diagnostics can be booked using the "Online booking" service available at www.humanitasgavazzeni.it for both NHS-

funded services and private-pay services.

Emergency Center/Emergency Room

The hospital allows families to track their loved ones at all times after admission to the Emergency Room. A personal code which is assigned to patients upon arrival at the Emergency Room, makes it possible to monitor in real time where patients are in their care and treatment process by looking up online the following web page: <https://www.gavazzeni.it/pronto-soccorso/>

Online news

Disseminating a culture of prevention is inside the DNA of Humanitas Gavazzeni that regularly posts news and insights on its website at www.humanitasgavazzeni.it

Social Networks

Humanitas Gavazzeni is on the main social networking sites (Facebook, LinkedIn, YouTube), with a view to being closer and closer to patients while providing them with useful information for healthy living, and in order to publicize disease prevention campaigns and initiatives.

HUMANITAS CON TE

Humanitas con te (Humanitas with you) is a Humanitas Group application enabling patients to view, read, download and print anytime anywhere: laboratory test results and outpatient exam reports; diagnostic (CT, MRI and X-ray) images; digital clinical files; medical records; discharge summaries; Emergency Room records.

The "Humanitas con te" service is available free of charge, can be accessed by adult individuals, is secure and confidential. To sign up, you need to download the "Humanitas con te" app on Android or iOS, or you can go online at www.humanitasconte.it and follow the required steps.

CAREBOX

Humanitas Gavazzeni has launched a mobile app – Carebox – designed to run on iPhone and Android devices, that can be downloaded for free. It was developed in collaboration with the specialist team of the Hip and Knee Replacement Surgery Unit, to provide accurate and timely information to patients or their caregivers before and after surgery.

Hospital Amenities and Regulations

Parking

Humanitas Gavazzeni has a parking lot on via Europa (accommodating 250 cars, including 7 parking spaces reserved for the disabled), offering controlled prices for patients and families visiting the hospital or the nearby school campus.

Humanitas Gavazzeni patients being treated and/or followed up by the Oncology, Radiation Therapy, and Dialysis Units do not pay for their parking tickets. Staff from these units provide their patients with the necessary information on how to obtain free parking.

Hospital staff and contract workers have access to another 5 reserved parking lots.

People with disabilities

On the ground floors at the entrances to buildings C and D there are wheelchairs available to be used freely inside the hospital, and to be returned to their designated spaces after use.

The visitor parking lot has parking spaces reserved for people with disabilities.

Pastoral care

The hospital chapel is located on the ground floor of building A, where Catholic services are held. A Catholic priest and lay staff are available during the day to all patients and their families for spiritual support.

Holy Mass is celebrated on Sundays at 10 a.m., and can also be watched from patient televisions in inpatient rooms on channel 18.

On request, the hospital is available to meet the religious needs of every inpatient.



Café and vending machines

A café is located on the ground floor of building A. It is open Monday to Friday from 7 a.m. till 5 p.m., and Saturdays from 7 a.m. till 1 p.m. The café is closed on Sundays.

When the café is closed, there are coin-operated vending machines available to purchase snacks and beverages, located in waiting rooms and wards.

The sale of alcoholic drinks is prohibited throughout the hospital.



Cafeteria

On floor -1 of building C there is a cafeteria devised for Humanitas Gavazzeni staff and Humanitas University students, open Monday through Saturday from 11:30 a.m. to 2:30 p.m. and from 6 p.m. to 7:45 p.m., Sunday from 11:30 a.m. to 2 p.m. and from 6 p.m. to 7:45 p.m. Access to the cafeteria is restricted to individuals holding a current COVID-19 Certificate, both when purchasing take-away food and when having a sit-down meal inside the cafeteria.

ATM

An ATM machine is located on the ground floor of building A, along the main hallway.

Newspapers and magazines

The leading national newspapers and a variety of magazines may be purchased at the café, on the ground floor of building A (Monday to Friday from 7 a.m. to 5 p.m., and Saturdays from 7 a.m. to 1 p.m.).

Complimentary wireless internet service

Wireless internet access is available to patients and visitors throughout the hospital. The service is free of charge and allows guests and visitors to use their personal mobile devices (smartphones, tablets and laptops) to surf the web using a secure wireless connection, in keeping the Humanitas corporation policy. Instructions for use are available in waiting areas and in inpatient wards. In order to have access to the network, personal devices must be joined to the “CHG - guest” wireless network and user credentials must be entered.



Transportation

At reception desks there is general information available on the city transport system and taxi cab service. A cab pickup may be arranged by reception staff.

Hotel, B&B, short-term housing accommodation

Humanitas Gavazzeni has made agreements with the main hotels, B&Bs, and short-term housing accommodations in the local area to offer patients and families discounted rates for their stay near the hospital.

Please visit www.humanitasgavazzeni.it/info-utili/dove-alloggiare/ for an updated list of options.

Cell phones

The use of cell phones is prohibited (both in reception/calling mode and in standby mode) in the areas identified by designated signage, for patient protection and safety reasons, and to avoid interference with biomedical equipment.

Smoking

Smoking is not allowed anywhere inside the hospital, by law and above all to protect the health of patients and staff at Humanitas Gavazzeni.

Smoking is allowed only in certain outdoor areas located:

- in the garden near the outdoor area of the café
- along the path leading to Villa Elios
- at the back of reception desk 1, building C
- before reaching the Emergency Center operating suite.



Pets

Pets (dogs, cats, rabbits, ferrets, and any other type of pets) are not allowed inside any hospital building according to the provisions of article 22 – paragraph 2 – of Regional Regulation no. 2 dated 13 April 2017. Pets are allowed in the hospital park in keeping with the terms of the above regulation, posted on the website and available at the reception desks in buildings C and D.





INSIEME CON HUMANITAS VOLUNTEERS

A voluntary service has been running within the hospital since 2009. The service was called Elios Project until 2018, and took the new name of "Insieme con Humanitas" (Together with Humanitas) in 2019.

Volunteers are individuals who provide a service free of charge close to patients and their families. They are available in all of the hospital's care settings, with different tasks according to needs: listening and companionship, information, including more specific services aimed at facilitating patient reception and orientation to the hospital or the linkage between health care staff and families.

Volunteers participate in specific training programs on relational attitudes and skills, with different specialization levels in relation to the areas where they are assigned. One of the most significant initiatives running thanks to the collaboration with volunteers – for several years at Villa Elios and now at the Youth Home located next to the hospital – is the Alzheimer's Café, managed since 2010 by Neurology as part of the Alzheimer's Disease Assessment Unit.

For information: tel. +39 035.4204.354, Monday to Friday from 9:30 a.m. to 12:30 p.m.;
Email: insiemeconhumanitas@gavazzeni.it.

HUMANITAS FOUNDATION FOR RESEARCH

Humanitas Gavazzeni collaborates with the Humanitas Foundation for research, which supports clinical and basic research in immunology and its applications for the care of disease conditions with large social impact, such as cancer, heart attack, stroke, and autoimmune diseases.

For information: tel. +39 02.8224.2448
www.humanitasricerca.org
Email: fondazione.humanitasricerca@humanitas.it

AMICHE PER MANO ASSOCIATION

The not-for-profit association "Amiche per mano" (Girlfriends holding hands) has been active since 2016 in the Breast Unit. It was set up by former Humanitas Gavazzeni patients with breast cancer. The goal of the association is to help women who must face the care and treatment process, to take them by the hand, and to breast the tape to win the battle against cancer together. It organizes and supports initiatives and programs helping women with cancer reach full physical and psychological recovery to regain their womanhood and joy of living.

CLINICAL RESEARCH

Humanitas Gavazzeni conducts clinical research very actively, as it is licensed to conduct phase II and phase III interventional studies and observational studies on patients. The Institution is fully fledged to participate in multicenter trials, also as a Co-ordinating Center albeit only if a public hospital or a research hospital (as designated by the National Ministry of Health) adheres to the protocol. In view of the high level of professionalism of the hospital's medical specialists, their qualifications for research and teaching, as well as their participation and visibility in the leading scientific societies, Humanitas Gavazzeni is an interesting magnet for attracting national and international clinical studies. Proof of this is the fact that every year there is a steady increase in the number of Clinical Trials proposed and approved in the fields where the interest in research is livelier with regard to both diagnosis and treatment, i.e. oncology, cardiology, surgery, medicine, orthopedics, ophthalmology, neurology, intensive care, endocrinology. A total of 83 clinical studies have been activated in the past 3 years. There are currently 82 open clinical studies altogether, 25% of which in cancer care.



HU HUMANITAS UNIVERSITY

Humanitas University is an Academic Institution devoted to Life Sciences, closely integrated with IRCCS Istituto Clinico Humanitas of Rozzano (Milan) and characterized by a global feel. The faculty is comprised of world-renowned physicians and researchers, while the visiting faculty includes Nobel laureates in medicine. The Academic Institution is set on preparing students for all career paths, both in clinical practice and in research, in Italy and abroad. At the Campus located in Pieve Emanuele (Milan), Humanitas University offers 3 Degree programs (international Master's degree program in medicine and surgery, taught in English; Bachelor's degree program in nursing, taught in Italian; Bachelor's degree program in physical therapy, taught in Italian), and 13 residency programs.

The Bachelor's degree program in nursing, taught in Italian, has been running in Bergamo since 2017, with headquarters at via Morretti 11, not far from the hospital.

EDUCATION

Humanitas Gavazzeni is active in the field of staff education, too.

All staff education programs meet organizational and staff needs, and most of the programs meet the requirements for CME accreditation.

Every year 150 educational events are organized on average, mostly online via the e-Learning platform, subdivided into meetings for external staff and CME educational programs for in-house staff, including BLS-D (Basic Life Support and Defibrillation) programs, PBLSD programs, Welcome day programs for new hires, multidisciplinary improvement programs, nursing staff training programs for the various nursing care areas (OR scrub nurse, anesthesia nurse, cancer patient pathway).

Travelling to Humanitas Gavazzeni

BY CAR

From the Bergamo exit on the motorway

Follow signs to city centre, turn right at the first intersection. Continue straight through the roundabout and onto via Gavazzeni.

From Orio al Serio airport

Follow signs to the motorway. When you reach the motorway junction, follow signs to city centre. Turn right at the first intersection, continue straight through the roundabout and onto via Gavazzeni.



BY PUBLIC TRANSPORT

From the Railway Station and from the Bus Station

The Hospital is served by number 1/A and 1/B bus routes (headed to Boccaleone).

BY FOOT

Use the 330-meter long subway joining the Railway Station at Piazzale Marconi with Via Gavazzeni.

Pedestrian entry points

Pedestrian entrance, via Mauro Gavazzeni 21.

Pedestrian entrance, accessible to escorts of non-ambulant patients, via Europa.

The Mission of Humanitas

To improve the life of our patients, through more and more effective care and treatment, and organizational innovation and sustainability.

To invest in research having a real impact on the advancement of Medicine.

To train a new generation of professionals through a model merging Clinical Practice, Research and Academic Education.

Humanitas Gavazzeni
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