

HUMANITAS

GAVAZZENI

Patient and Family Handbook

Useful information to
help make the most of
your hospital stay



Chief Medical Officer
Massimo Castoldi

Index

1.	HUMANITAS GAVAZZENI	2
2.	DEPARTMENTS, SURGICAL, MEDICAL, EMERGENCY, SERVICES, OUTPATIENT CLINICS	4
3.	SPECIALIST EXAMS AND CONSULTATIONS	5
4.	HOSPITALIZATIONS	8
5.	MEDICAL AND SURGICAL DAY HOSPITAL	12
6.	PATIENT RIGHTS AND RESPONSIBILITIES	13
7.	QUALITY, SAFETY, TRANSPARENCY	15
8.	USEFUL SERVICES AND INFORMATION	18
9.	OTHER SERVICES AND REGULATIONS	20
10.	FOUNDATIONS AND ASSOCIATIONS	22
11.	CLINICAL RESEARCH, TRAINING, UNIVERSITIES	23
12.	HOW TO REACH HUMANITAS GAVAZZENI	24

Humanitas Gavazzeni

Serving citizens for over 100 years

Humanitas Gavazzeni is a multi-specialist hospital accredited by the National Health Service for inpatient and outpatient care. It is a model of a technologically advanced hospital in the area, offering highly specialized medical and scientific services, characterized by a patient-centered philosophy and an organization that effectively integrates clinical efficiency and managerial efficiency.

Thanks to its specialist expertise, it contributes to promoting health through prevention, early diagnosis, and treatment.

In 2018, Humanitas Gavazzeni acquired a hospital in Bergamo with a century of history: Clinica Castelli. It is therefore the sole managing body as Cliniche Gavazzeni Spa. Together with Humanitas Castelli, it manages a city hospital, an important part of the Regional and National Health Service for the entire province.

Founded as Cliniche Gavazzeni in 1903,

The hospital was acquired in 1999 by the Humanitas group, which upgraded and expanded the facility, enhancing surgical and medical specialties such as cardiac surgery and cardiology, which have always been Gavazzeni's areas of excellence, and increasingly focusing on the treatment of oncological diseases, completing the diagnostic and therapeutic pathway over the years and favoring a multidisciplinary approach. There are currently five interdisciplinary groups focusing on oncological diseases (gastrointestinal, breast, lung, thyroid, prostate), made up of teams of specialists who analyze, discuss, and agree on effective diagnosis and treatment programs for patients admitted to the hospital with a diagnosis of cancer.

On the infrastructure front, a process of re-engineering the buildings has been launched, with energy efficiency measures being implemented on an ongoing basis.

The hospital, which overlooks the ancient, centuries-old garden of the Gavazzeni family, now a 28,500-square-meter park open to the public, has 346 beds (inpatient and day hospital, including 21 in intensive care and 4 in the coronary care unit), of which 249 are under contract with the National Health Service. Healthcare is provided by over 600 people, including doctors, technicians, nurses, and social and healthcare workers.

It has 9 operating rooms, 3 angiography rooms, 77 clinics, 1 Emergency Center-DEA/Emergency Room included in the local Emergency-Urgency network. Radiotherapy with 3 linear accelerators, 3 Endoscopy rooms, dialysis, a testing lab, nuclear medicine with a variable geometry gamma camera and PET/CT, diagnostic imaging with 3 high-field MRI machines, 2 128- and 64-slice CT scanners, radiology and ultrasound equipment.

Since 2006, Humanitas Gavazzeni has been the only hospital in Bergamo certified for clinical and organizational quality and patient safety by Joint Commission International, an international leader in healthcare accreditation.

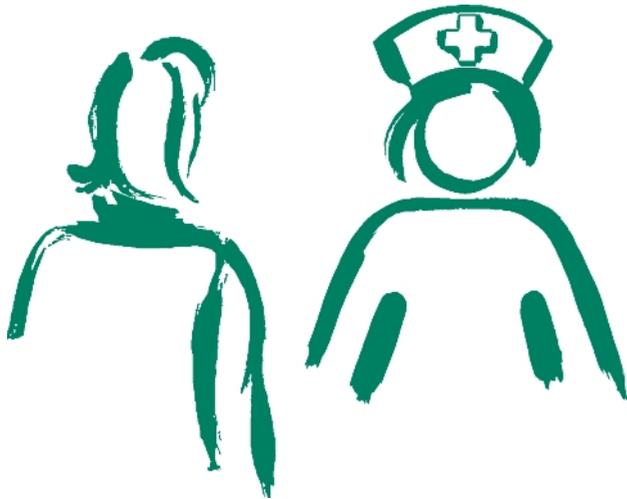
Since 2012, it has held OHSAS certification for workplace safety; since 2019, its health and safety management system has been certified according to ISO 45001 standards and, since 2021, its quality management system has been certified according to ISO 9001 standards.

Nuclear Medicine has EARL FDG PET/CT Accreditation and UEMS accreditation.

In 2015, Humanitas Gavazzeni participated, together with private healthcare facilities in the province of Bergamo accredited by the National Health Service (AIOP), in the drafting of the Social Report.

In 2017, Humanitas Gavazzeni expanded its training and teaching activities by becoming the headquarters of Humanitas University for the Bachelor's Degree in Nursing. In the field of specialist training, agreements are in place with various Italian universities (University of Milan, Milan Polytechnic, Milan Bicocca, University of Pavia, Palermo, Naples, etc.). Humanitas Gavazzeni and Castelli are home to numerous specialty schools and nursing degree courses, so it is possible for students and trainees to participate in care and assistance processes.

In 2018, Humanitas Gavazzeni began collaborating with Castelli and the Accademia Carrara in Bergamo, a museum that houses one of Italy's most important art collections. This collaboration gave rise to the projects *La Cura e la Bellezza (Care and Beauty)* and *Opere in Parole (Works in Words)*. Today, over 1,200 square meters of large-format art adorn the two hospitals and "speak" through the words and voices of 12 Italian authors who were inspired by the museum's Italian pictorial masterpieces to create new works dedicated to patients. At the heart of this project is a new challenge for Humanitas, beyond therapy: to recount and experience the hospital's DNA—care, innovation, research, university—in a new way, as well as the human experience of illness through beauty, with its disruptive power capable of generating emotions.



Departments

Surgery, Medicine, Emergency, Services, and Outpatient Clinics

SURGICAL AREA DEPARTMENT

Cardiac Surgery Unit
General Surgery Unit
Breast Unit
Bariatric Surgery Unit
Spinal Surgery Unit
Shoulder and Elbow Surgery Unit
Hand Surgery Unit
Thoracic Surgery Unit
Vascular Surgery Unit
Gynecology Unit
Orthopedics and Traumatology Unit
Proctology Unit
Hip and Knee Prosthetic Surgery Unit
Urology Unit

SERVICES AND OUTPATIENT CLINICS DEPARTMENT

Day Hospital
Clinical Analysis Laboratory
Hemodynamics Laboratory
Diagnostic Imaging/Radiology Unit
Gastroenterology and Digestive Endoscopy Unit
Nuclear Medicine Unit
Nephrology and Dialysis Unit
Radiotherapy Unit
Rehabilitation Unit
Specialist Rehabilitation Unit

Allergology Andrology
Angiology Cardiology
Headache Center
Laser Center
U.V.A. Center – General Surgery Assessment Unit
Plastic Surgery Thoracic Surgery Spinal Surgery Alzheimer's

MEDICAL DEPARTMENT

Cardiology Unit
Electrophysiology Unit
General Medicine Unit
Neurology Unit
Medical Oncology Unit
Pain Therapy Unit

EMERGENCY DEPARTMENT

Anesthesia and Intensive Care Unit Coronary Care Unit
Emergency Center, (Emergency Department) Level 1

Dermatology Diabetology
Dietetics Endocrinology
Hepatology Epilepsy
Physiotherapy
Gynecology and Obstetrics Speech Therapy
Infectious Diseases
Chronic Inflammatory Bowel Diseases Child Neuropsychiatry
Nutrition and Metabolism Clinical Nutrition and Dietetics Ophthalmology
Oncology Orthopedics
Otolaryngology Sleep Disorders Podiatry
Psychology and psychotherapy
Interventional radiology
Rheumatology
Breast medicine
Pain therapy Urology

Specialist Exams and Consultations

APPOINTMENTS

You can book appointments and tests:

By telephone

National Health Service (SSN): telephone number 035.4204.300, Monday to Friday from 10 a.m. to 4 p.m.

Private patients:

telephone number 035.4204.500, Monday to Friday from 7.30am to 7pm; Saturday from 9am to 1pm.

Patients covered by funds and insurance:

telephone number 035.4204.400, Monday to Friday from 7:30 a.m. to 7 p.m.; Saturday from 9 a.m. to 1 p.m.

Diagnostic Imaging Line:

Phone number 035.4204.001, Monday to Friday from 10 a.m. to 4 p.m. For private individuals and those with health insurance/insurance companies, Monday to Friday from 7:30 a.m. to 7 p.m.; Saturday from 9 a.m. to 1 p.m.

Physiotherapy line

telephone number 035.4204.999, Monday to Friday from 7:30 a.m. to 7 p.m., Saturday from 9 a.m. to 1 p.m.

Online

With the "Online Bookings" service on the website www.humanitasgavazzeni.it, you can book appointments and tests, both privately and through the National Health Service. Payment can be made at the hospital upon admission (private and National Health Service) or online (private only). Follow the instructions on the website www.humanitasgavazzeni.it. **In person**

National Health Service (SSN): building C, ground floor, Monday to Friday from 9am to 12pm and from 10.30am to 2.30pm.

Private patients and those covered by health insurance funds and insurance: building D, ground floor, Monday to Friday from 7:30 a.m. to 8 p.m.; Saturday from 9 a.m. to 1 p.m.

To cancel appointments and reservations

call 035.4204.004; answering machine available 24 hours a day.

BLOOD TESTS AND LABORATORY ANALYSIS

Blood tests and laboratory tests are available

Open Monday to Friday and by online appointment on the website www.humanitasga-vazzeni.it on Saturdays according to the following schedule: **National Health Service (SSN):** building C, ground floor, Monday to Saturday from 6:30 a.m. to 10:30 a.m. **Private and affiliated patients:** building D, ground floor, Monday to Saturday from 7:00 a.m. to 10:30 a.m.

ALMÈ'

In Almè, at Via Castelvalietti 2a, there is a Humanitas Medical Care blood collection center, open with direct access from Monday to Saturday from 6:30 a.m. to 10 a.m. for blood tests and laboratory tests. To collect laboratory test results, you can download the report directly from the website www.humanitasconte.it by clicking on the ONLINE RESULTS button (upon request at the time of acceptance).

Reports can be collected from the blood test center from 10 a.m. to 12 p.m.

BERGAMO

In Bergamo, at Via Camozzi 10, there is a Humanitas Medical Care blood collection center, open with direct access from Monday to Saturday from 7 a.m. to 10 a.m. for blood tests and laboratory tests. To collect laboratory test results, you can download the report directly from the website www.humanitasconte.it by clicking on the ONLINE RESULTS button (upon request at the time of acceptance).

Reports can be collected from the blood test center from Monday to Friday from 11 a.m. to 6 p.m. and on Saturdays from 11 a.m. to 1 p.m.

Documents required for acceptance On the day of your appointment or outpatient examination, you must go to the CUP counter with:

National Health Service (SSN)

- the request on the regional prescription pad of the attending physician or specialist, or the electronic prescription in paper format indicating the diagnostic question and any exemption any exemption
- your regional health card
- a valid identity document
- any documentation certifying the right to exemption from payment of the ticket.

Private and affiliated patients

- For services provided by individual doctors on a private basis, a referral from your family doctor is not required. It is also useful to bring any relevant medical documents (prescriptions, test results, diagnostic documentation, etc.).
- For all diagnostic tests, a referral from your primary care physician or specialist is required.



TREZZO SULL'ADDA

In Trezzo sull'Adda, at Piazza Omodei 1, there is a Humanitas Medical Care blood collection center, open for direct access from Monday to Saturday from 6:30 a.m. to 10 a.m. for blood tests and laboratory tests. To collect laboratory test results, you can download the report directly from the website www.humanitasconte.it by clicking on the ONLINE RESULTS button (upon request at the time of acceptance).

Reports can be collected from the blood test center Monday through Friday from 11 a.m. to 6 p.m. and Saturday from 11 a.m. to 1 p.m.

SWABS

The SARS-COV2 coronavirus nasopharyngeal swab test, on a private basis, can be booked as follows:

Humanitas Gavazzeni: book online yourself by clicking on the booking button and following the instructions; or call 035.4204500, Monday to Friday, from 7:30 a.m. to 7 p.m.

Humanitas Castelli: call 035.4204500, Monday to Friday, from 7:30 a.m. to 7 p.m.

Humanitas Medical Care Bergamo, Almè, and Trezzo sull'Adda: call 035.4204500, Monday through Friday, from 7:30 a.m. to 7 p.m.

CHECK-UPS

Private and affiliated

The check-up service is located in building D, in a dedicated area on the ground floor for reception and appointment scheduling, and on the 1st floor for hospital admissions.

You can book:

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

by email to the following address: servizio.checkup@gavazzeni.it

ACCEPTANCE

The acceptance of specialist examinations and visits carried out by the

National Health Service (SSN): Building C, ground floor, Monday to Friday from 8 a.m. to 6 p.m.; Saturday from 8 a.m. to 12 p.m.

Private and affiliated patients: building D, ground floor, Monday to Friday from 7:15 a.m. to 8 p.m. and Saturday from 9 a.m. to 1 p.m.

COLLECTING RESULTS

You can collect your reports:

Online

By connecting to **Humanitas con te** on the home page of the website www.humanitasga-vazzeni.it, clicking on the Reports area.

In person

The Test Results Collection Service is located outside the hospital in a dedicated facility, accessible from Via Europa, near the Humanitas Gavazzeni car park.

Direct access to test results is available Monday through Friday from 8 a.m. to 4 p.m. and Saturday from 9 a.m. to 12 p.m.

For tests and other services, unless otherwise specified, test results can be collected on the days and at the times indicated on the form provided when the test was performed.

The form is essential for collecting the report, which can only be given to the patient or to a person delegated by them, provided they have identification (in the case of delegation, the patient's document is also required).

- The results of outpatient visits are delivered by the doctor at the end of the visit.

EMERGENCY CENTER, A "HOSPITAL WITHIN A HOSPITAL"

The Emergency Center at Humanitas Gavazzeni is

A "hospital within a hospital": from the emergency room, already divided into separate areas for patients with infectious and non-infectious diseases, patients are transferred to the short-stay intensive care unit (OBI) and from there to diagnostics, intensive care, the operating theater, and hospital rooms, all of which are under negative pressure. Each area is equipped with telemetry to allow constant monitoring of patients and follow the evolution of emergencies, from stabilization to discharge. In this way, each patient can receive the care they need, with increasing intensity, within the 4,000 square meters of the building, with the technological support and medical and nursing skills most appropriate to their condition.

Emergency Center was born from the experience gained during the spring, when the hospital was transformed in just a few weeks into a center entirely dedicated to Covid patients, treating over 1,000 people and managing over 40 red codes per day in the emergency room. This led to the project to create a flexible, 'accordion-style' structure, in which it is possible to increase the number of places in intensive and sub-intensive care according to the clinical needs of the moment.

In addition to emergency care, the Level I DEA provides highly specialized emergency services (excluding gynecology, maternal and child health, and neurosurgery). It also provides the necessary interventions for the clinical stabilization of patients and their assisted transport in cases where interventions are required at other centers for specialties for which the facility is not accredited.

The TRIAGE code

Patients are welcomed by nurses who have undergone specific training courses on TRIAGE and cardiopulmonary resuscitation (BLS). Through the TRIAGE code—a brief assessment that the nurse conducts on the patient to determine the level of severity—each emergency room user is assigned a priority code: Red (emergency), orange (urgent), blue (non-urgent), green (minor urgency), and white (non-urgent), with different waiting times. To maintain communication with patients, a service called PSInfo is available in the waiting room: a monitor provides real-time information on the meaning of the color code, waiting times for visits, the progress of patients being treated, and the occupancy level of the Emergency Room (number and color code of patients being treated at that moment and number and color code of patients waiting to be seen).

Information on waiting times is also available online in the free Lombardy Region SALUTILE app, which allows you to see real-time attendance figures for all emergency rooms in Lombardy.



PRE-HOSPITALIZATIONS

In general, for surgical admissions, the necessary tests are carried out on a pre-admission basis, with the schedule agreed upon according to the patient's needs and in accordance with the principles of appropriateness established by the Lombardy Region. Once the pre-admission has been confirmed, Once the need for surgery has been confirmed, the secretariat contacts patients to carry out specific preoperative tests.

Pre-admissions National Health Service

(SSN):

Building C, ground floor, Monday to Friday from 7 a.m. to 5 p.m.

Private and affiliated pre-admissions: Building D, 1st floor, Monday to Friday from 7 a.m. to 4 p.m.

ADMISSIONS

Reception and documentation

Upon admission, you must go to the reception desk where admission procedures are carried out.

You must also present the following documentation:

- referral from your doctor on a regional prescription pad
- regional health card
- valid identity document

National Health Service (SSN) admissions: Building C, ground floor, Monday to Friday from 8:30 a.m. to 3 p.m.; Sunday from 8 a.m. to 11 a.m. **Private and affiliated patients:** Humanitas has wards dedicated to private and affiliated patients for admissions that are paid for and/or covered by insurance and/or health funds, which entitle them to:

- the possibility of choosing their own attending physician; in the case of surgery, the

choosing the lead surgeon or team

- a single room
- the option of a second bed in the room, subject to agreement with the Health Department
- a personalized menu for the patient
- air conditioning
- TV
- Wi-Fi
- welcome kit with toiletries
- a daily newspaper of your choice delivered directly to your room
- Safe in every room
- parking agreement.

Private and affiliated patient admissions: Building D, 1st floor, Monday to Friday from 7 a.m. to 5 p.m.;
tel. 035.4204.128 - Fax: 035.4204.264
Email: ricoveri.privati@gavazzeni.it

For citizens not resident in Italy, essential and urgent care is guaranteed

- **if they belong to the European Community**
a Team card (European Health Insurance Card) is required to receive medical assistance during a temporary stay in Italy
- **if they do not belong to the European Community**
it is necessary to contact the relevant ATS offices
- **if indigent patients are not registered with the National Health Service**, they are assigned an STP (Temporarily Present Foreigner) code, after completing the self-certification form of indigence.
- **if you are an Italian citizen residing abroad**
they must contact the relevant A.I.R.E. (Registry of Italians Resident Abroad) office.

What to bring with you for your hospital stay

Documents

It is essential to bring the following with you to give to the nursing coordinator on the day of admission, together with the medical records issued by the hospital admissions service previous medical records, particularly those relating to the condition for which you are undergoing specific treatment. All documentation will be returned at the end of your stay.

Clothing

For your stay in the ward, clothing should be as basic as possible. We therefore recommend bringing: a nightgown or pajamas, white socks, closed-heel slippers, a dressing gown or tracksuit, underwear, and personal hygiene items (soap, towels, washcloth, toothbrush, toothpaste). It is preferable to use soft bags and suitcases so that they can be more easily placed in the patient's locker. Any other items (e.g., crutches, anti-thrombotic stockings), if requested and specifically communicated by the department secretary. We recommend that you do not bring personal items that are not relevant to your hospital stay and, in any case, do not bring valuables and/or excessive amounts of money. Humanitas Gavazzeni staff are not authorized to take custody of personal belongings or items. Humanitas Gavazzeni is in no way responsible for any theft and/or loss of personal belongings suffered by the patient during their hospital stay.

Medications

Please note that upon admission, any medications that the patient regularly takes at home must be brought to the hospital

on the day of admission and handed over to the nursing staff in order to facilitate the process of medication review and reconciliation, which means that the doctor will take note of the medications taken by the patient and decide whether to introduce new ones during the hospital stay and then define the therapy upon discharge. Medications not available in our hospital will be purchased to ensure continuity of treatment. The patient's medications will then be returned to them upon discharge.

How to prepare for surgery

Personal hygiene: shower or bathe preferably on the morning of the operation or the evening before, using cleansing soap. Pay particular attention to skin folds and the navel; the use of talcum powder and creams after bathing is not recommended. Pay particular attention to oral hygiene.

Hospital stay

The patient is welcomed to the ward by the nursing coordinator. The nursing and medical teams are available for any accommodation or clinical needs.

HOSPITAL VISITS

Please note that the safety of patients and is the hospital's priority, therefore the number of visits to patients is limited to the actual needs of the patients.

Visitor access to wards

One visitor per patient is allowed twice a day, every day, from 12:30 p.m. to 2 p.m. and from 6:30 p.m. to 8 p.m. Minors under the age of 12 are not allowed to enter unless specifically authorized by the Health Department. Visitors are recommended to wear surgical masks.

under the age of 12 is not permitted unless specifically authorized by the Health Department. Visitors are recommended to wear surgical masks.

Visitor access to the Intensive Care Unit

Family members of patients are allowed access subject to agreement with the ward doctors, with the following guidelines:

- Every day, from 3 p.m. to 8 p.m.
- 1 person per day per hospitalized patient for a maximum of 45 minutes
- Visitors must wear headgear, masks, gowns, and shoe covers.

Consultations with the referring physician

During hospitalization, the patient and/or family members authorized by him or his primary care physician will be kept informed of the diagnostic and therapeutic process and the evolution of the disease by the patient's referring physician at Humanitas Gavazzeni.

It is advisable to inform relatives and friends that privacy laws do not allow healthcare personnel to provide information on the patient's health without explicit authorization.

An interpreting service is available to facilitate communication with foreign-language patients.



Meals

Meals are served in your room.

Staff are on hand to assist patients who are not self-sufficient. The times are as follows:

- 7-8 a.m. breakfast
- 12-1 p.m. lunch
- 6-7 p.m. dinner



Meals for patients are based on the condition for which they are hospitalized, and the doctor may prescribe special diets for specific clinical needs; patients can choose from a selection of dishes designed for their type of diet. Vegetarian patients or those with dietary requirements due to religious or ethnic reasons can inform the Nursing Coordinator of their needs. The dietary plan is verified by the Dietetics and Clinical Nutrition Service; the catering service complies with HACCP (Hazard Analysis & Critical Control Points) quality control requirements.

Discharge

Upon discharge from hospital, the patient receives a letter/health report from the doctor responsible for their treatment, documenting the diagnostic and therapeutic process followed and providing instructions for continuing care to be shared with their general practitioner.

The instructions concern:

- diet
 - personal hygiene
 - wound management
 - management of orthopedic braces
 - catheter management
 - pain
 - other
 - personal clinical documentation and any medications delivered in custody upon admission.
 - Forms with general information regarding return home.
- If the patient has opened an INPS sickness file, they must ask the discharging doctor for a certificate to continue the sickness. Patients are invited to ask the nursing coordinator or the discharging doctor for any personal documents handed over at the time of admission.

Self-discharge

If the patient wishes to be discharged despite the doctor's advice to the contrary, they must sign a specific declaration relieving the hospital of any liability resulting from this decision.

Continuity of Care Service – Protected Discharge

The Continuity of Care Service - Discharge is available within the hospital.

protected aimed at supporting family members and hospitalized patients who need to be transferred to another facility for further treatment or protected discharge to their homes. The service, managed by qualified personnel, collaborates with medical and nursing staff to facilitate contact with the relevant local services in planning the patient's discharge, with a view to integrating care and ensuring continuity of treatment.

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

Patient support service Patient care is provided by Humanitas Gavazzeni. Therefore, individuals and/or associations offering private nursing services to patients in any capacity are not permitted unless authorized by the hospital, in order to support family members in their activities to assist patients in compliance with the rules of conduct for external visitors.



Organ donation

Humanitas Gavazzeni evaluates potential organ donors, who are then referred to regional reference centers.

Medical and Surgical Day Hospital

Medical and surgical day hospital admissions

Advances in medicine have made it possible to perform even complex therapies, procedures, and surgical operations, limiting the need for hospitalization to a single day (with an overnight stay if necessary). It is therefore possible for a patient undergoing complex therapies or surgery to return home on the same day to complete their convalescence in the comfort and tranquility of their own home.

Services provided on an outpatient basis are governed by medical protocols that establish patient eligibility criteria. The staff of the Medical Day Hospital and the Surgical Day Hospital are available to provide all necessary information and clarifications. The admission procedures and required documentation are the same as those for ordinary hospitalizations already described for both the National Health Service (SSN) and private/affiliated patients.

REQUEST FOR A COPY OF MEDICAL RECORDS

National Health Service

You can request a copy of your medical records for a fee:

- at the NHS Admissions and Pre-Admissions Desk, Building C, Floor -1, Monday to Friday from 7 a.m. to 3 p.m., Saturday from 7:30 a.m. to 11 a.m.
- by writing todirsan@gavazzeni.it to request that it be sent to your home by registered mail with return receipt or cash on delivery.

Private patients

To request medical records for private hospitalizations, please contact:

- at the Private Admissions 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. 035.4204.128 - Fax: 035.4204.264
- by writing to ricoveri.privati@ga-vazzeni.it to request delivery to your home by registered mail with return receipt or cash on delivery.



Patient rights and responsibilities

Humanitas Gavazzeni operates in compliance with the legal and ethical standards that protect patients' rights, inspired by the principles enshrined in the Directive of the President of the Council of Ministers of January 27, 1994, and the European Charter of Patients' Rights set out in 2002 by www.activecitizenship.net

PATIENT RIGHTS

- 1. Right of access:** everyone has the right to receive the most appropriate assistance and care, with professionalism and attention, without discrimination based on age, gender, race, language, religion, or political opinions.
- 2. Right to treatment and innovation:** every person has the right to be treated and cared for in an appropriate and continuous manner, thanks to the most advanced scientific knowledge available and the use of the best technologies, in line with the highest international standards.
- 3. Right to respect for time:** every person has the right to know when they will receive care and assistance, and to be promptly notified in the event of problems or delays. The hospital has a duty to ensure the continuity and regularity of care, respecting the urgency and priority of treatments.
- 4. Right to participation and information:** everyone has the right to participate in their care in an informed, active, and safe manner. Everyone has the right to be informed about their health condition, the benefits and risks of the proposed treatments, possible alternatives, and any subsequent rehabilitation programs.
- 5. Right to participation, free choice, and informed consent:**
 - every person has the right to choose between different procedures and treatments on the basis of

adequate information, communicated in an understandable and timely manner, allowing them to give informed consent

- every person has the right to be accurately informed and to express their consent regarding participation in clinical trials
 - the patient also has the right to refuse all or part of the proposed treatment and to be informed of the consequences of refusal and of alternative treatments.
- 6. Right to a second opinion:** every patient has the right to request a consultation with another professional in order to obtain a medical opinion on their clinical situation, including through the evaluation of their medical records.
 - 7. Right to data protection and confidentiality:** every patient has the right to privacy in the provision of medical and healthcare services and to the processing of personal data in accordance with the principles of fairness, lawfulness, and transparency based on current legislation (General Data Protection Regulation – EU Regulation 2016/679 – and Personal Data Protection Code). Security measures and instructions for staff on the correct processing of data are in place, and behaviors that protect these rights are recommended, with particular reference to:
 - respect for professional secrecy
 - respect for the patient's physical integrity and sense of modesty
 - prohibition on disclosing information relating to the patient's hospitalization and state of health to persons other than those indicated by the patient
 - respect for the patient's relationships with his or her

visitors, with the possibility of indicating visitors who are not allowed.

For further information and requests relating to data protection, please contact the Data Protection Officer (DPO) by writing to the following email address: dataprotectionof-ficer@humanitas.it

8. Right to avoid unnecessary suffering and pain: every person has the right to avoid as much suffering as possible, at every stage of their illness, through appropriate assessment and management of pain.

9. Right to worship: every person has the right to worship and to request a visit from a minister of their choice.

10. Right to patient-centered care: every person has the right to diagnostic and therapeutic programs that are as tailored as possible to their personal needs and to dignified and humane care at all stages of treatment and illness.

11. Right to access clinical documentation: upon discharge, every patient has the right to receive a clinical report written in an understandable manner, containing information useful for continuity of care. In addition, every patient has the right to request a copy of their clinical documentation.

12. Right to express one's opinion: every person has the right to express their opinion through the means made available and to contact the Public Relations Office if they believe their rights have been violated.

PATIENTS' DUTIES

All guests of Humanitas Gavazzeni, in order to ensure peace and safety for patients, family members, and healthcare personnel, in the spirit of mutual trust, have the duty to:

- maintain a responsible and respectful attitude towards other patients, staff, premises, and equipment, and to cooperate with ward staff
- Follow the therapeutic and behavioral instructions received, in order to facilitate the success of the treatment and a peaceful stay in the hospital.
- promptly inform healthcare personnel of your intention to refuse, according to your own wishes, any planned treatment and healthcare services
- wear appropriate clothing both inside and outside your room to ensure decorum and proper coexistence within the hospital
- follow the hand washing procedure required by the hospital to prevent hospital infections.

Since 2006, Humanitas Gavazzeni has been certified for clinical and organizational quality and patient safety by Joint Commission International, an international leader in healthcare accreditation. Humanitas Gavazzeni also has an integrated management system for quality, safety, and environmental aspects in accordance with ISO 9001, ISO 45001, and ISO 140017 standards.

Nuclear Medicine has EARL FDG PET/CT Accreditation and UEMS accreditation.

Every year, Humanitas Gavazzeni draws up a Quality and Safety Plan setting out the objectives to be pursued.

Humanitas Gavazzeni pays particular attention to the quality and safety of patients, visitors, and staff through adequate equipment and appropriate preventive measures. Compliance with the standards defined and reported below is verified through internal inspections and audits planned by the Health Department to assess the conformity and application of the company's Quality System. **Simplicity**

- Clarity and transparency of rates, communicated before services are provided
- simplified payment methods (including debit and credit cards)
- consultation of reports on the company portal Humanitas Con Te (<https://prenota.hu-manitas.it/>) and on the Electronic Health Record (www.fascicolosanitario.regione.lom-bardia.it/web/fserl-pubblica/)
- possibility to make reports (Public Relations Office).

Reception and comfort

- absence of architectural barriers, ease of access
- specific signage for user information and orientation

- parking spaces reserved for people with disabilities
- Full air conditioning in summer and winter.

Information

- staff recognizable by identification badges and uniforms differentiated according to role
- Identification of patients through the use of bracelets with identification codes and barcodes
- accurate communication of the diagnostic and therapeutic process by the referring physician
- informed participation of the patient in the care provided, with the signing of informed consent to procedures.

Hygiene

- compliance with established hygiene standards, translated into procedures and followed by all healthcare personnel
- Sanitization of environments according to internationally validated protocols
- sanitization of linen using procedures and methods designed to ensure the highest levels of hygiene
- catering service carried out in accordance with a food safety prevention and control plan based on the international methodological principles of the HACCP quality system
- waste disposal in accordance with current regulations
- Certified sterilization service.



Surveillance

- Daytime concierge and night watch service
- Video surveillance system where indicated by special signs
- CPI accreditation
- adequate firefighting equipment
- automatic smoke detection system throughout the hospital
- automatic compartmentalization system
- floor plans with emergency plans
- staff training
- presence of fire safety officers
- fire extinguishing system (in specific areas)
- public address system for immediate instructions during an emergency.

Electricity and related risks

- emergency auxiliary power supply system (uninterruptible power supplies and generators)
- periodic electrical safety checks of biomedical equipment and electrical systems
- plant operation and maintenance service.

Safety plan

- A detailed safety plan has been drawn up following a careful risk assessment and in compliance with regulations.

Technological systems

- Periodic safety and efficiency checks plant science
- monitoring, with online self-diagnosis, of all the facility's systems thanks to a complex supervision system with centralized alarm reporting.

In addition, Humanitas Gavazzeni

- has adopted procedures that specifically protect children, pregnant women, the elderly, the disabled, infectious patients, and immunocompromised individuals
- collaborates with primary care physicians to promote integration and continuity of care
- has entered into agreements with other hospitals to ensure that hospitalized patients receive services not provided by Humanitas Gavazzeni
- provides an interpreting service to facilitate communication with foreign patients who do not understand Italian
- collaborates with the volunteer association Insieme con Humanitas to improve the quality of life of patients and their families by providing human, practical, and social support, including through volunteers.



PUBLIC RELATIONS OFFICE (URP)

The Public Relations Office (hereinafter) is located in Building A, on the ground floor, and is open Monday to Friday from 9:30 a.m. to 12:30 p.m. It can also be contacted by telephone at 035.4204.261, or by email: urp@gavazzeni.it

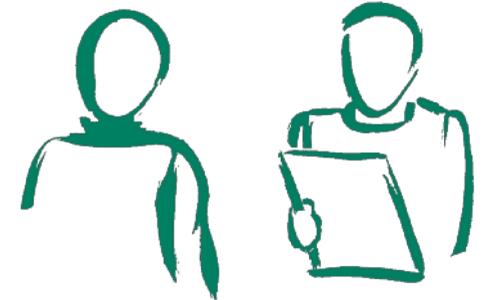
The purpose of the Service is to ensure that users comply with the acts and behaviors associated with healthcare services provided in accordance with current legislation and the protection of patients' rights, and to contribute to the continuous improvement of the services provided. In particular, its role is expressed in the following activities:

- it performs a listening and reporting function
 - it contributes to the communication and transmission of information relating to the organization of the hospital and the provision of its services
 - collecting comments, reports, complaints, or suggestions regarding any disservices that may have occurred, but also feedback (compliments and thanks) on the care received
 - conducts surveys and assessments of the quality perceived by patients and their level of satisfaction with the services offered, including through the collection and analysis of customer satisfaction questionnaires.
- Communications can be made to the URP in person or by telephone, or sent by regular mail, email, or certified email by the interested party, a person delegated by them, or an authorized representative. The URP will take charge of the issue and share and manage it together with the relevant company departments to define possible corrective, improvement, and preventive actions to be implemented.

CUSTOMER SATISFACTION

Humanitas Gavazzeni, in line with the guidelines of the Lombardy Region, involves inpatients and outpatients in the voluntary completion of satisfaction questionnaires in order to measure user perception of the quality of the services received.

The Public Relations Office then analyzes the data collected and shares it, in anonymized form, with the relevant company departments and management, always with the aim of improving the services offered by the hospital.



Services and useful information

SERVICES AND USEFUL INFORMATION

Switchboard	035.4204.111
General Management	035.4204.731
Medical and Health Management	035
Public Relations Office	035
National Health Service (SSN) Bookings	035
Diagnostic imaging line	035
Appointment Cancellations	035.4204.004
Private patient appointments	035.4204.500
Funds and insurance bookings	035.4204.400
Check-up line	035.4204.364
Chronic Conditions Pathway	035.4204.880
Mammography Screening Service	035.4204.726
Radiotherapy	035.4204.315
Volunteers Together with Humanitas	035.4204.354

AGREEMENTS

Humanitas Gavazzeni has agreements in place for hospitalization and outpatient services with most insurance companies and funds that manage policies or other forms of supplementary coverage for reimbursement of such services. The agreements also extend to numerous companies in the province and region. The agreements can be direct or indirect. A list of entities affiliated with the hospital is available on the website www.humanitasgavazzeni.it.

Direct agreement

The institution affiliated with Humanitas Gavazzeni assumes direct responsibility for the full or partial payment of the services provided to its patients. The institution itself directly pays for the clinical services provided. In the case of partial payment by the institution, the patient is responsible for paying the portion of the cost that is their responsibility (deductible).

Indirect agreement

The patient, benefiting from a special discount, pays for all services provided by Humanitas Gavazzeni and then requests full or partial reimbursement from their insurance company or mutual aid society.

For further information:

Private Admissions 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. 035.4204.128 - Fax: 035.4204.264

Email: ricoveri.privati@gavazzeni.it

CHECK-UPS FOR PRIVATE PATIENTS

The Check-Up is aimed at private patients and per- It allows you to book and undergo not only specialist visits and instrumental examinations, but also, in a single appointment lasting just a few hours, a whole series of tests and examinations, with rapid results. The service offers pre-established programmes, which can be adapted to individual cases, for prevention and early diagnosis in specialist medical fields. The patient is at the center of the service, accompanied by the person

throughout all stages of the process, and assigned a "tutor" doctor who will be their point of reference. For information: Building D, ground floor; tel. 035.4204.364, Monday to Friday from 8 a.m. to 4 p.m. - Email: servizio.checkup@gavazzeni.it.

ONLINE SERVICES

www.humanitasgavazzeni.it

The humanitasgavazzeni.it website is structured around specific activities (oncology, cardiology, orthopedics, urology, obesity center, etc.). Each area lists the relevant doctors, the diseases treated, and the related treatments. On the website, it is possible to book appointments and tests online and consult laboratory reports. Patients who live far from the hospital and use its services can find information on agreements with hotels, B&Bs, residences, and how to reach Humanitas Gavazzeni. A constantly updated news section informs users about the latest hospital news.

Online reservations

With the "Online reservations" service on www.humanitasgavazzeni.it, you can pre-book visits and examinations with both the Sa-

National Health Service and privately. **Emergency**

Center/Emergency Room The hospital allows family members to check on their loved ones 24 hours a day once they have been admitted to the Emergency Room. Using a special code assigned to the patient upon admission to the Emergency Room, it is possible to monitor the stage of treatment they are at by accessing a web page updated in real time: <https://www.gavazzeni.it/pronto-soccorso/>

News on the website

Spreading the culture of prevention is in the DNA of Humanitas Gavazzeni, which regularly publishes news and insights on its website www.humanitasgavazzeni.it



Social Networks

Humanitas Gavazzeni is present on the main social networks (Facebook, Instagram, LinkedIn, YouTube) to be closer to patients and offer useful information for a healthy lifestyle and to communicate prevention initiatives.

HUMANITAS WITH YOU

Humanitas con te is an app from the Humanitas group that allows you to view, consult, download, and print your own documents at any time, wherever you are: reports relating to outpatient visits and laboratory tests; diagnostic images (CT scans, MRIs, and X-rays); digital clinical documents; medical records; discharge letters; and emergency room reports.

The "Humanitas con te" service is free, accessible to adults, secure, and confidential. To register, download the "Humanitas con te" app from Android or iOS or visit www.humanitascon.te.it and follow the necessary steps.

CAREBOX

Humanitas Gavazzeni has launched an app -

Carebox - for iPhone and Android devices, free to download, developed in collaboration with the team of specialists from the Hip and Knee Replacement Surgery Unit, to provide accurate information to patients or their companions before and after surgery.

Other services and regulations

Parking

Humanitas Gavazzeni has a parking area with 250 spaces, 7 of which are reserved for disabled users, in Via Europa, reserved for patients and family members visiting the hospital (or the adjacent school campus) at controlled prices.

Patients of Humanitas Gavazzeni undergoing treatment in the Oncology, Radiotherapy, and Dialysis departments are exempt from paying the entrance fee. The staff of the departments concerned will provide their patients with the necessary information to be exempt from paying the fee. There are also 5 reserved parking spaces for hospital employees and collaborators.

People with disabilities

Wheelchairs are available on the ground floor of buildings C and D and can be used freely within the hospital. After use, they must be returned to the designated areas.

The visitor car park has areas reserved for people with disabilities.

Religious service

The hospital has a chapel located on the ground floor of Building A, where Catholic religious services are held. During the day, a priest and lay staff are available to respond to any requests from patients. Holy Mass is celebrated every Sunday at 10 a.m. and is broadcast on TV in every hospital room by tuning to channel 18.

any requests from patients. Holy Mass is celebrated every Sunday at 10 a.m. and is broadcast on the TV in every hospital room by tuning to channel 18.

Upon request, the hospital is available to meet the religious needs of each patient.



Bars and refreshment points

On the ground floor of Building A, there is a bar open Monday to Friday from 7 a.m. to 5 p.m., Saturday from 7 a.m. to 1 p.m.; the bar is closed on Sundays.

When the bar is closed, coin-operated vending machines selling drinks and snacks are available in the waiting rooms and wards.

The distribution of alcoholic beverages is prohibited throughout the hospital.



Canteen

On the -1 floor of building C, there is a cafeteria for Humanitas Gavazzeni staff and Humanitas University students, open Monday to Saturday from 11:30 a.m. to 2:30 p.m. and from 6 p.m. to 7:45 p.m.

Sundays from 11:30 a.m. to 2 p.m. and from 6 p.m. to 7:45 p.m.

ATM

There is an ATM on the ground floor of building A, along the main corridor.

Newspapers and magazines

At the bar on the ground floor of building A (Monday from 7 a.m. to 5 p.m., Saturday from 7 a.m. to 5 p.m., and Sunday from 8 a.m. to 5 p.m.), you can purchase major newspapers and various magazines.

Free Wi-Fi

Humanitas Gavazzeni offers patients and their companions Wi-Fi internet access. The service is free and allows you to browse the internet on your personal mobile devices (smartphones, tablets, or PCs) in complete peace of mind and security, in accordance with Humanitas Group policy. Instructions for use are available in waiting areas and wards.

To access the Wi-Fi network, you must connect your device to the "CHG - guest" network and enter your credentials.



Urban transport and taxi services is available at reception; taxis can be booked through reception staff.

Hotel, B&B, and residence stays Thanks to agreements with the main hotels, B&Bs, and residences in the area, Humanitas Gavazzeni offers its patients and their families discounted rates for overnight stays near the hospital.

The updated list is available online at www.humanitasgavazzeni.it/info-utili/dove-alloggiare/

Mobile phones

For safety reasons and to protect patients, and to avoid interference with medical equipment, the use of cell phones (both when receiving calls and in standby mode) is prohibited in areas identified by specific signage.

Smoking

Smoking is prohibited in the hospital, in accordance with the law and, above all, to protect the health of patients and staff at Humanitas Gavazzeni.

Smoking is only permitted in certain outdoor areas located:

- in the garden near the outdoor area of the bar
- along the driveway leading to Villa Elios
- behind reception 1, building C
- before the operating theater, Emergency Center.



Animals

At Humanitas Gavazzeni, pets (dogs, cats, rabbits, ferrets, and all other domestic animals) are not allowed inside any of the hospital buildings, in accordance with Article 22, paragraph 2, of Regional Regulation No. 2 of April 13, 2017.

Access to the hospital grounds is permitted only if the conditions set out in the regulations published on the website and at the reception desks of buildings C and D are complied with.



Foundations and Associations



volunteer program that until 2018 was called Progetto Elios. In 2019, it took on the new name of "Insieme con Humanitas" (Together with Humanitas).

The volunteers are people who provide free services to patients and their families. They are present in all areas of the hospital, with different tasks depending on the needs: listening and companionship, information, and more specific services aimed at facilitating the reception and orientation of patients in the hospital or the connection between healthcare personnel and family members.

They participate in specific training courses that explore interpersonal skills and abilities and provide different levels of specialization depending on the areas in which the volunteers serve. One of the most significant initiatives carried out for several years at Villa Elios, and now at the Casa del Giovane (adjacent to the hospital) thanks to the collaboration of volunteers, is the Alzheimer's Café, run since 2010 by the Neurology Department as part of the Alzheimer's Assessment Unit.

For information: tel. 035.4204.354, Monday to Friday from 9:30 a.m. to 12:30 p.m.;

Email: insiemeconhumanitas@gavazzeni.it.

and basic research in immunology and its possible applications for the treatment of diseases with a major social impact, such as cancer, heart attacks, strokes, and autoimmune diseases.

For information: tel: 02.8224.2448 www.humanitasricerca.org

Email: fondazione.humanitasricerca@humanitas.it

ASSOCIAZIONE AMICHE PER MANO

Since 2016, the association has been operating in the Breast Unit.

Amiche per mano is a non-profit association made up of former Humanitas Gavazzeni patients who have been affected by breast cancer. The association aims to help other women who are facing treatment, taking them by the hand and reaching the finish line in the battle against the disease together. It organizes and supports initiatives and programs that help women affected by cancer achieve full physical and psychological recovery, rediscovering their femininity and joy of life.

Clinical research, training, University

CLINICAL RESEARCH

Humanitas Gavazzeni is very active in clinical research, being authorized to conduct observational studies and phase II and III interventional studies on patients. The institution is fully entitled to participate in multicenter studies, including as a coordinating center, but in this case only if a public center or an IRCCS (Scientific Institute for Research, Hospitalization, and Healthcare) adheres to the protocol. Given the high level of professionalism of the specialists who work there, the qualifications of many in the field of research and teaching, as well as their participation and visibility in the most important scientific societies, Humanitas Gavazzeni represents an attractive hub for clinical studies of national and international interest. This is evidenced by the fact that, every year, there is a progressive increase in the number of clinical trials proposed and approved in the areas where research interest is most active in both the diagnostic and therapeutic fields: oncology, cardiology, surgery, medicine, ophthalmology, orthopedics, neurology, intensive care, and endocrinology. Over the last three years, 104 (since 2022) and 95 (since 2023) clinical trials have been initiated. A total of 115 clinical trials are currently open, 37.4% of which are in oncology.



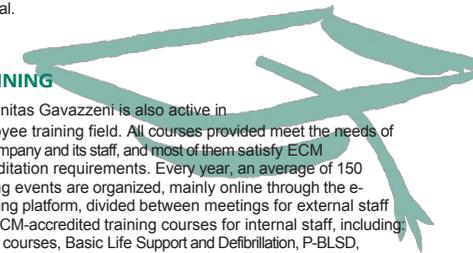
HUMANITAS UNIVERSITY

Humanitas University is a university dedicated to Life Sciences, closely integrated with the IRCCS Humanitas Clinical Institute in Rozzano (Milan) and characterized by an international outlook. The faculty is composed of world-renowned doctors and researchers, and the visiting faculty includes Nobel Prize winners in medicine. The University aims to prepare its students for any career path, whether in clinical practice or research, in Italy or abroad. Humanitas University, located on the Pieve Emanuele campus in Milan, offers three degree programs (a single-cycle international master's degree in medicine and surgery, taught in English; a three-year bachelor's degree in nursing, taught in Italian; and a three-year bachelor's degree in physiotherapy, taught in Italian) and 13 specialization schools.

Since 2017, Bergamo has offered a three-year degree course in Nursing, taught in Italian, located at Via Moretti 11, not far from the hospital.

TRAINING

Humanitas Gavazzeni is also active in employee training field. All courses provided meet the needs of the company and its staff, and most of them satisfy ECM accreditation requirements. Every year, an average of 150 training events are organized, mainly online through the e-Learning platform, divided between meetings for external staff and ECM-accredited training courses for internal staff, including: BLS courses, Basic Life Support and Defibrillation, P-BLS, Welcome Day for new hires, multidisciplinary improvement courses, training courses for nursing staff in various areas (surgical instrument technician, anesthesia assistant, oncology patient care).



How to reach Humanitas Gavazzeni

BY CAR

From the Bergamo motorway exit

Follow the signs for the city center; at the second roundabout, turn right. Continue straight on Via Gavazzeni and then, at the first traffic light, turn right onto Via Europa.

From Orio al Serio Airport

Follow the signs for the highway and, at the intersection, follow the signs for the city center. At the second roundabout, turn right; continue straight ahead, past the roundabout, onto Via Gavazzeni and then, at the first traffic light, turn right onto Via Europa.

BY PUBLIC TRANSPORT

From the railway station and bus station

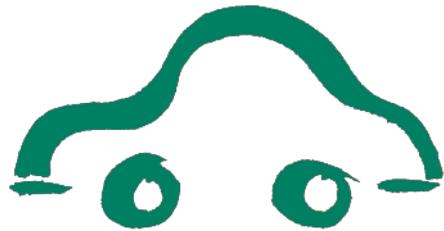
The hospital can be reached by public transport on lines 1/A and 1/B (towards Boccaleone). Once you get off at Via Gavazzeni, continue to the traffic lights and turn right onto Via Europa.

ON FOOT

Take the underpass that connects Piazzale Marconi (train station) with Via Gavazzeni (towards Boccaleone). From Piazzale Marconi (train station) with Via Gavazzeni, continue to the traffic lights and turn right onto Via Europa.

Pedestrian entrances

Pedestrian entrance and entrance for companions of non-ambulatory patients, Via Europa.



Humanitas' Mission

Improving the lives of our patients through increasingly effective treatments and innovative, sustainable organization.

Investing in research that has a concrete impact on the progress of medicine.

Training a new generation of professionals through a model that combines clinical practice, research, and academia.

Humanitas Gavazzeni Via M.
Gavazzeni 21 24125 Bergamo
Tel. 035 434111
www.humanitasgavazzeni.it