

WELCOME,

In this brochure we will give you some useful information.

We have a multi-specialty surgery's ward. Because of that, the referring surgeon varies according to the reason of your hospitalisation:

- Knee orthopaedic: **Dr. Malavolta**
- Hip orthopaedic: **Dr. Assaker and Dr. Meyer**
- Shoulder orthopaedic: **Dr. Cescatti and Dr. Residori**
- Bariatric surgery: **Dr. Susa, Dr. Messina, Dr. Vilardi, Dr. Franceschin and Dr. Vassidialis**
- Spinal surgery: **Dr. Villaminar and Dr. Comisso**
- Plastic surgery: **Dr. Osti and Dr. Reale Dauro**

If necessary, other specialists (such as: anaesthetist, orthopaedic, surgeon, general practitioner, physiotherapist) will be involved in the medical advisory. They will cooperate with the clinical-care programme.

A free service of emergency doctor is guaranteed from 4.30 PM to 8.00 AM.

The meetings between relatives and doctors are temporarily suspended in this actual situation of emergency. There can be exceptions in some special cases. The ward's doctor is available to communicate by phone with relatives, that you will indicate, about your health conditions.

The head nurse will be available by phone for any information from Monday to Friday, from 8.00 AM to 3.00 PM at this number: 0464-491372.

PATIENTS' RIGHTS AND PRIVACY POLICY

For confidentiality reasons, it is not possible to provide information about patients' health condition by phone.

The clinic, as the owner of data processing, asks to consent to personal and sensitive data treatment and to the creation of an electronic health dossier (according to the art. 6-7-13 of the guidelines).

We ask you to give to the team coordinator or to the nursing team the health record you have and to respect the instructions that they will give you.

COVID-19 SECURITY PROTOCOL

The clinic has an air-conditioning system that only uses external air without recirculation. We strictly apply the security protocols of the Health Agency and the National Institute of Health for the prevention of Covid-19 infection. Environments and surfaces are treated with products that guarantee an efficient action of cleansing and disinfection.

In order to guarantee other patients' and your security, you will have to get tested for Covid-19 and wear the mask when you will be close to the medical staff and when you will be not in your room. At the entrance they will give you this PPE and will provide you with a new one if necessary.

SURGICAL PROGRAMME

The day of the surgery it is mandatory to fast from midnight. It is allowed only to drink just a bit of water for the oral therapy.

Back from the surgery you should call your relatives to inform them of the conclusion of the procedure.

You may be temporarily transferred to the postsurgical intensive care, depending on the type of your surgery and the clinic needs.

During your stay in the surgery's ward, you must follow carefully some instructions that the surgeon, together with the medical staff, will give you.

If your surgery involves the placement of a prosthesis (hip, knee, shoulder), you will continue your convalescence in the physiotherapy's ward.

MEALTIME:

Breakfast 8.00 AM Lunch 12.30 AM Dinner 6.30 PM
Due to reasons connected to your surgery, you will receive specific directions about fasting or time variations of meals.

The meal distribution takes place directly in your room by the use of trays.

SOME USEFUL ADVICES

We advise you to bring COMFORTABLE AND CLOSE footwear and clothing, in a sufficient amount to guarantee at least one change a day. A person that you will indicate will be able to pick up and to deliver your spare clothing at the entrance of the clinic.

If you are going to rehab in our structure, we advise you to bring:

- Tracksuit
- Trainers with velcro fastening
- Long shoehorn
- Spare elastic-compressive tights

It is forbidden to bring alcohol.

We suggest not to bring with you valuable objects: if you don't manage to leave your personal valuable objects to someone, you will be able to leave them to the coordinator that will give them to the proper office for the custody.

If you have a dental prosthesis, we advise you to keep it in its box and to put it in your personal night table. If you do not have the box, you can ask the ward's team for it. The same is for the hearing aid.

The clinic respects and recognises the right of patients to exercise their spirituality.

Mobile phones can be used only in silent-vibrate mode.

SATISFACTION SURVEY

To help us to improve our service and to accommodate your necessities, we consider

fundamental to listen our patients. So, we ask you to fill the satisfaction survey in. The ward's staff will give it to you; you can also ask for it whenever you want. This can be filled anonymously, or you can indicate your name and surname together with a contact number. After completing the form, you have to put it in the box at the CUP entrance.

PUBLIC RELATIONS OFFICE

In order to guarantee the possibility of formulating observations, warnings and filing complaints, you can speak directly to the relations office (ground floor, office zone), or you can call the number 0464-491378.

The clinic provides a specific form to report complaints. You can find it in the CUP, reception desk, wards, clinics. You can also find it in our website www.casadicurasolatrix.it

REQUEST FOR DOCUMENTS, PERMISSIONS AND SANITARY CERTIFICATIONS

If you need further information about sanitary certifications, you can ask for it to the head nurse.

If you need a copy of your medical chart or your hospital stay for sanitary, legal or insurance reasons, you can ask for it directly to the admissions front desk of the clinic on the ground floor (from Monday to Friday, from 8.00 AM to 4.30 PM). You can also delegate another person to do that (he/she must bring with him/her your and his/her personal DNI).



Via Bellini, 11 - 38068 ROVERETO (TN)

www.casadicurasolatrix.it

General manager **Dr. Vito Bongiovanni**

DEPARTMENT **MULTI-SPECIALTY SURGERY**

3rd Floor – North wing

Medical team:

Knee orthopaedic surgery:

Dr. Malavolta Michele, Dr. Mezzari Silvio and Dr. Ramazzini Leandro

Hip orthopaedic surgery:

Dr. Assaker Assaad and Dr. Meyer Zu Schwabedissen Rudolf Andreas, Dr. Cominelli Dario

Shoulder orthopaedic surgery:

Dr. Cescatti Andrea and Dr. Residori Alberto

Bariatric surgery:

Dr. Susa Antonio, Dr. Messina Federico, Dr. Vilardi Antonio, Dr. Franceschin Marco and Dr. Vassiliadis Antonios

Plastic surgery:

Dr. Osti Monica and Dr. Reale Dauro

Spinal surgery:

Dr. Villaminar and Dr. Comisso Marta

Head nurse Larcher Cinzia 0464-491372

Nursing room 0464-491305

Switchboard of the clinic 0464-491 111

Email: chirurgia@cdcsolatrix.it