

## **NICE TO MEET YOU,**

In this brochure we will give you some useful information.

The head of the ward is **Dr. Giordano Guizzardi**, who, together with the team, will help you during your hospitalization. If necessary, other specialist doctors will be involved in the medical advisory, in order to cooperate to the clinical-care programme.

The medical staff is in the ward from Monday to Friday from 8.00 AM to 4.30 PM. A free service of emergency doctor is guaranteed every day from 4.30 PM to 8.00 AM and in public holidays.

From Monday to Friday from 2.00 PM to 3.30 PM the medical staff will provide information about your health conditions to your relatives, that you will indicate. You can contact the medicine department on the 2nd floor at the number **0464/491371** (this is the coordinator's number. To contact the doctors, you need to call this number) from Monday to Friday from 11.00 AM to 2.00 PM.

The coordinator will be available for any information from Monday to Friday, from 11.00 AM to 14.00 PM.

## **HEALTH RECORD TO GIVE TO THE STAFF**

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.

## **RELATIVES' ACCESS IN THE WARDS**

In our clinic we try to guarantee our patients well-being. For that reason, we support the patients' closeness to family members and friends. However,

due to the coronavirus (**SARS COV-2**), we carried out some prevention and control measures to limit the risk of infection. **The access of relatives or caregivers is free every day from 12.00 AM to 2.00 PM and from 6.00 PM to 7.00 PM.**

**PROTECTION MEASURES DURING MEETINGS** first of all you always need to sanitise your hands. The meetings happen in dedicated areas (with tables and seats). **During the meetings you need to keep distancing measures (1 m) and to wear FFP2 mask. The staff will carry out a discreet surveillance.**

## **ACCESS DUE TO SIGNIFICANT CLINIC SITUATIONS AND/OR CARE ISSUES (EX: PATIENT WITH COVID)**

These situations are managed by the head doctor and the nursing coordinator. To access it will be compulsory to wear: waterproof gown, FFP2 mask, hair cover and shoe cover. Hands need to be often sanitised.

## **ACCESS TO PICK UP/DELIVER CLOTHES OR PERSONAL EFFECTS**

The access into the ward is not allowed, but the staff will be able to pick up and to deliver your clothing. This service is from Monday to Friday from 8.00 AM to 6.00 PM.

## **MEALTIME:**

**Breakfast 7.30 AM Lunch 12.00 AM Dinner 6.00 PM**  
**Due to hygienic reasons, it is not permitted to pass through corridors during the meal distribution.**

Due to **coronavirus infection, it is currently not possible to reserve meals and meal vouchers for relatives or caregivers. For the same reason it is not possible to reserve magazines or newspapers.**

## **SOME USEFUL ADVICES**

We advise you to bring **adequate shoes** (ex: shoes or closed slippers, not flipflops) and to wear **comfortable clothes**, for the mobilization and rehabilitation.

**It is forbidden** to bring personal medicines and 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 respect and recognise the right of patients to exercise their spirituality. The staff of the department will accommodate the information about the desire to receive the visit of people of the same religion, who can enter in the departments respecting their organizational modes and considering the current epidemiologic situation and the prevention measures.

**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](http://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).

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**SOLATRIX SPA**  
casa di cura polispecialistica

Via Bellini, 11 - 38068 ROVERETO (TN)  
[www.casadicurasolatrix.it](http://www.casadicurasolatrix.it)

General manager **Dott. Vito Bongiovanni**

**DEPARTMENT**

**Internal medicine/  
Long-term care**

**2<sup>nd</sup> Floor – South wing**

**Chief physician: Dr. Giordano Guizzardi**

Medical team:

**Dr. Eugenia Moschini**

**Dr. Benedetta Giovanazzi**

**Dr. Tudor Surguci**

**Dr. Fabio Calzavara**

**Head nurse: Ms. Lucia Perghem**

Contacts:

**Switchboard of the clinic**

**0464-491 111**

**Head nurse**

**0464-491 371**

**Nursing room**

**0464-491 304**

**Email:**

[med1@cdcsolatrix.it](mailto:med1@cdcsolatrix.it)