



GUIDE TO HOSPITAL

SAN GIOVANNI CALABRIA



He was born in Verona of poor parents on 8th October 1873 and ordained as a priest in 1901. God sent him faithful disciples and inspired him the Congregation of “Poor Servants of the Divine Providence”, composed of Priests and Brothers and parallel female Congregation of “Poor Servants of the Divine Providence” composed of Sisters in order to live and bring into the world the faith in God the Father and trust in Divine Providence, dedicating primarily to orphans, abandoned, outcasts, sick and elderly.

Among his charities is included the Negrar’s hospital complex that, in his intention, was destined to become the “Cittadella della Carità”. After his death, occurred on 4th December 1954 in Verona, his memory was not erased and, also today, in the Church, Don Calabria is indicated as example of faith in Heavenly Father and love towards needy persons, in which he saw the “living images of Jesus”.

He was beatified by Holy Father John Paul II in Verona on 17th April 1988 and canonized by the same Pope on 18th April 1999 in Rome. His Congregation now is present, with his own spirit, in several Italian and worldwide cities.

HISTORIC MENTIONS OF NEGRAR’S CARE FACILITIES

In the early 1920s a small parish rest home is working in Negrar, called “Sacro Cuore”. The founder, Father Angelo Sempreboni, parish priest since 1908, desires to build also a hospital that meets the needs of population, supported in this by the vast majority of believers.

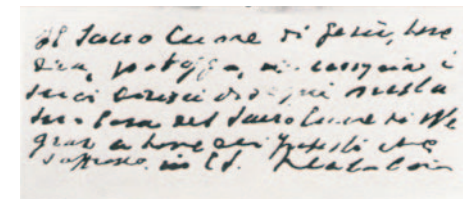
In 1932 Father Angelo dies prematurely and the Negrar facility is entrusted to Father Calabria and religiouses of his Congregation, who since the end of 1933 manage the charity with the collaboration of Congregation “Piccole Suore della Sacra Famiglia” and an ever-increasing number of laic health workers.

The purely hospital activity began in 1944. After the 1968’s Italian Hospital Law, in 1970 the Negrar’s Hospitals are classified as “Area General Hospital” and “Provincial Hospital for Long-stay Patients”, and included by right in Veneto regional programming in order to carry out public health activity. They are configured as “Classified hospitals”, namely religious hospitals providing public healthcare, but privately managed. The healthcare reforms of 1978 (Law 833/1978), 1992-1993 (Legislation 502/1992 and 517/1993) and 1999 (Legislation 229/1999) reconfirmed this configuration.

The Hospital was accredited by the Veneto Regional Health Service with Resolution of Regional Council – DGR 3134/2010, replaced with Resolution of Regional Council – DGR 2746/2010.

With Resolution of Regional Council 2122/2013 was approved the hospital equipment schedule in which the Hospital is recognized as “Hospital Unit” of Veneto Region.

In 2018, with Decree of Italian Health Ministry, the Sacro Cuore Don Calabria Hospital was recognized as Scientific Research Hospital (IRCCS) for infectious and tropical diseases.



THE HEALTH WORKERS

Return to health is result and aim of collaboration between patient, his/her relatives and medical staff.

All those who work in this Hospital are daily committed to provide a high professional healthcare in agreement with latest clinical and regulatory indications, but also to consider the patient and his/her relatives according to moral, humanitarian and evangelical principles of Christian tradition inherited by San Giovanni Calabria.

In addition to work contract of professional category, all health workers also sign a document ("Nature and institutional aims of Negrar's Hospitals") in which they declare to respect in its letter and spirit the principles contained.



NATURE AND INSTITUTIONAL AIMS OF NEGRAR'S HOSPITALS

Extract from statute approved by General Board of Congregation of "Poor Servants of the Divine Providence" in Verona on 12th January 1979 and confirmed on 17th March 1991.

Article 6

«The patient is, after God, our real owner» (DON CALABRIA).

The patient is the only center of every interest, research, provision, structure and organization of the Hospital.

Any other collective or personal interest, material or moral, must be subordinated to the good of patient.



Article 7

The patient is a person and as such has the right to latest and most complete health services, provided with respect, attention, spirit of service due to laws of human coexistence and principles of Christian love.

Article 8

The sick suffers for his/her disease, solitude, limitation of autonomy and therefore needs particular understanding and closeness.

The sick is not a weight for the society, is not useless, is an incitement to exercise fraternal solidarity among healthies; in the vision of Faith represents Christ suffering, so carries out a redemptive and reparatory mission.

IRCCS SCIENTIFIC RESEARCH HOSPITAL "SACRO CUORE - DON CALABRIA"

For more informations and online services visit www.sacrocuore.it/en

- Switchboard: **(+39) 045.601.3111 • fax (+39) 045.750.0480**
- e-mail: **informazioni@sacrocuore.it**
- President: **Brother Gedovar Nazzari**
- Chief Executive Officer: **Claudio Cracco**
- Chief Medical Officer: **Fabrizio Nicolis**
- Administrative Director: **Claudio Cracco (ad interim)**

The numbers encircled (es. ⑦) next to offices, services and departments name refer to their location on map of the Hospital (see central page).

In the Single Entry (①) the central counter offers a reception service and any information on paths and positions of Services and Departments.

In the same place is available a free service of accompanying for persons with mobility difficulties.

OFFICES AND VARIOUS SERVICES

- CUP - Unified Booking Center** _____ (+39) 045.601.3257
- ① **Public Relations - Central Secretary** _____ (+39) 045.601.3207
From Monday to Friday 9.00 am - 1.00 pm
- ⑥ **Emergency Administrative Reception** _____ (+39) 045.601.3264
From Monday to Friday 8.00 am - 5.00 pm. Saturday 8.00 am - 12.00 pm
- ① **Health documentation** _____ (+39) 045.601.3401
From Monday to Friday 9.00 am - 5.00 pm
- Copy of Medical Records** _____ (+39) 045.601.3401
From Monday to Friday 9.00 am - 12.00 pm
- ⑦ **Internal Pharmacy** _____ (+39) 045.601.3231
From Monday to Friday 8.30 am - 12.30 pm
- ① **Training** _____ (+39) 045.601.3208
From Monday to Friday 8.30 am - 12.30 pm and 1.30 pm - 5.30 pm;
fax (+39) 045.601.3785
- Male Religious Community** _____ (+39) 045.601.3499
- Female Religious Community** _____ (+39) 045.601.3668

THE DEPARTMENTS



MEDICAL AREA

- ⑦ **Cardiology** **(+39) 045.601.3506**
Director: dr. Giulio Molon
- ⑦ **Gastroenterology** **(+39) 045.601.3315**
Director: dr. Paolo Bocus
- ② **Geriatrics** **(+39) 045.601.3527**
Director: dr. Emanuela Turcato
- ② **Tropical diseases** **(+39) 045.601.3324**
Director: dr. Federico Giovanni Gobbi
- ⑦ **General Medicine** **(+39) 045.601.3513**
Director: dr. Guido Arcaro
- ⑦ **Neurology** **(+39) 045.601.3544**
Director: dr. Fabio Marchioretto
- ② **Oncology** **(+39) 045.601.3472**
Day Hospital **(+39) 045.601.3710**
Director: dr. Stefania Gori

- ⑦ **Otorhinolaryngology** **(+39) 045.601.3465**
Director: dr. Sergio Albanese
- ⑦ **Intensive Care** **(+39) 045.601.3820**
(+39) 045.601.3514
Director: dr. Massimo Zamperini
- ⑦ **Urology** **(+39) 045.601.3488**
Director: dr. Stefano Cavalleri

REHABILITATION AREA

- ② **Physical Medicine and Rehabilitation - Long-term care** **(+39) 045.601.3452**
Director: dr. Zeno Cordioli
- ② **Intensive Rehabilitation** **(+39) 045.601.3444**
Director: dr. Giuseppe Armani
- ③ **Orthopaedic Rehabilitation** **(+39) 045.601.4510**
Manager: dr. Silvia Marani

SURGICAL AREA

- ⑦ **General Surgery** **(+39) 045.601.3493**
Director: dr. Giacomo Ruffo
- ⑦ **Plastic Surgery** **(+39) 045.601.3944**
Manager: dr. Cesare Cristofoli
- ⑦ **Senologic Surgery** **(+39) 045.601.3548**
Director: dr. Alberto Massocco
- ⑦ **Thoracic Surgery** **(+39) 045.601.3493**
Director: dr. Diego Gavezzoli
- ⑦ **Vascular and Endovascular Surgery** **(+39) 045.601.3587**
Director: dr. Luca Garriboli
- ⑦ **Gynecology** **(+39) 045.601.3313**
Director: dr. Marcello Ceccaroni
- ⑦ **Ophthalmology** **(+39) 045.601.3587**
Director: dr. Grazia Pertile
- ⑦ **Orthopaedics** **(+39) 045.601.3378**
Director: dr. Claudio Zorzi

MATERNAL AND CHILDHOOD AREA

- ⑦ **Obstetrics** **(+39) 045.601.3358**
Director: dr. Marcello Ceccaroni
Manager: dr. Alessandra Ghedini
- ⑦ **Pediatrics and Neonatal Care** **(+39) 045.601.3296**
Director: dr. Paolo Bonetti



DIAGNOSIS AND TREATMENT SERVICES



Emergency / Ambulance (Verona Emergenza)

118

- ⑥ **Emergency and Brief Observation (information)** _____ (+39) 045.601.3222
Director: dr. Flavio Stefanini
- ⑦ **Center for Cognitive Disorders and Dementias** _____ (+39) 045.601.3644
Manager: dr. Zaira Esposito
- ⑤ **Anatomic Pathology** _____ (+39) 045.601.3415
Director: prof. Giuseppe Zamboni
- ⑦ **Cardiology** _____ (+39) 045.601.3257
Director: dr. Giulio Molon
- ⑦ **Diabetic Center** _____ (+39) 045.601.3715
Manager: dr. Giovanni Targher
- ③ **Center for Rectal-Intestinal Diseases and Proctology** _____ (+39) 045.601.3257
Manager: dr. Angela Variola
- ⑦ **Couple Fertility Center** _____ (+39) 045.601.3233
Manager: dr. Anna Stepniewska
- ③ **Blood Donation - Auto-transfusion (information)** _____ (+39) 045.601.3741
Director: dr. Antonio Conti
- ② **Endocrinology** _____ (+39) 045.601.3257
Manager: dr. Maria Pina Iagulli
- ⑦ **Digestive Endoscopy** _____ (+39) 045.601.3248
Manager: dr. Marco Benini
- ⑦ **Pneumology and Thoracic Endoscopy** _____ (+39) 045.601.3257
Manager: dr. Carlo Pomari
- ① **Clinical Diagnostic Laboratory - Sampling Center** _____ (+39) 045.601.3081
Director: dr. Antonio Conti www.sacrocuore.it - "Prelievo senza coda"
- ② **Tropical Medicine** _____ (+39) 045.601.3257
Director: prof. Federico Giovanni Gobbi
- ② **Physical Medicine and Rehabilitation** _____ (+39) 045.601.3257
Director: dr. Elena Rossato
- ⑦ **Neurology** _____ (+39) 045.601.3257
Director: dr. Fabio Marchioretto
- ⑦ **Ophthalmology** _____ (+39) 045.601.3858
Director: dr. Grazia Pertile

- ③ **Odonto-stomatology** _____ (+39) 045.601.3757
Director: dr. Stefano Orio
- ② **Oncology** _____ (+39) 045.601.3710
Director: dr. Stefania Gori
- ⑦ **Othorinolaryngology** _____ (+39) 045.601.3257
Director: dr. Sergio Albanese

Radiology (Imaging Diagnostics)

Director: dr. Giovanni Foti

- ⑦ **Radiology, Ultrasonography, Mammography, Absorpiotometry** _____ (+39) 045.601.3237
- ⑦ **CT Scan, Magnetic Resonance Imaging / Private Practice** _____ (+39) 045.601.3242
- ⑦ **Nuclear Medicine (Scintigraphy)** _____ (+39) 045.601.3575
Director: dr. Matteo Salgarello
- ⑦ **Advanced Oncologic Radiotherapy** _____ (+39) 045.601.4800
Director: prof. Filippo Alongi
- ② **Senology Center** _____ (+39) 045.601.3257
Director: dr. Stefania Gori
- ③ **Pain Therapy** _____ (+39) 045.601.3257
Manager: dr. Gerardo Serra
- ② **Urodynamics - Cystoscopy** _____ (+39) 045.601.3488
Director: prof. Stefano Cavalleri
- ③ **Rheumatology** _____ (+39) 045.601.3899
Manager: dr. Antonio Marchetta

Sacro Cuore's Diagnostic Therapeutic Center

Via San Marco, 121 - Verona, Italy



- Sports Medicine** _____ (+39) 045.601.3600
Director: dr. Roberto Filippini
- Radiology (Imaging Diagnostics)** _____ (+39) 045.601.4844
Manager: dr. Stefano Rodella
- Orthopaedic Rehabilitation** _____ (+39) 045.601.3980
Director: dr. Roberto Filippini
- Odonto-stomatologic Center** _____ (+39) 045.601.4650
Director: dr. Stefano Orio
- Check Up - Examinations / Private Practice Services** _____ (+39) 045.601.3257

To book online private tests and examinations:
www.sacrocuore.it/en/ - "book examination/tests"

③ OUTPATIENT CLINICS (+39) 045.601.3257

Reception/Booking: ① Main entrance

From Monday to Friday 7.00am – 7.30 pm. Saturday 7.00am – 1.00pm

Phone booking Unified Booking Center (CUP): (+39) 045.601.3257

From Monday to Friday 8.00am – 6.00pm. Saturday 8.00am – 1.00pm

ALLERGOLOGY

- Patch test (Sidapa integrated series 40 haptens)
- Prick test (inhalants 18 – food 21 – no drugs – no Hymenoptera)

ANESTHESIA AND RESUSCITATION

ANTALGIC THERAPY

- Pain treatment
- In disc herniation
- Craniofacial
- Vertebral
- Neuropathic
- Secondary to tumor pathology

GENERAL SURGERY

- Ambulatory surgery
- Abdomen wall surgery
- Hepatic surgery
- Laparoscopic and minimally invasive surgery
- Oncological surgery
- Endocrine surgery
- Proctology
- Senology
- Ostomates

PLASTICA SURGERY

- Decubitus surgery
- Residual scarring surgery and burns
- Facial surgery
- Skin oncologic surgery
- Breast reconstruction
- Tissue repair

PROCTOLOGIC SURGERY CENTER FOR RECTO-PERINEAL DISEASES IBD UNIT I

VASCULAR SURGERY

- Transcranial sonography Doppler
- Color Doppler ultrasonography
- Funicular Color Doppler ultrasonography
- Phlebology
- Arterial pathology
- Vasculitides and electrostimulation

DERMATOLOGY

- Biopsy
- Cryotherapy
- Diathermocoagulation
- Removal of neoformations

PHYSIATRICS

- Lymphodrainage
- Pelvic floor
- Pediatrics
- Rheumatology
- Prosthetics-traumatology

MULTIDISCIPLINARY CENTER FOR DYSPEA STUDY

- Spirometry
- Methacoline test
- Respiratory function test

GASTROENTEROLOGY

- Celiac disease
- Hepatology
- Digestive physiopathology

GERIATRICS

- Osteoporosis

GYNECOLOGY

- Endometriosis Center
- Colpocytology – Pap-test
- Gynecologic and obstetric ultrasonography
- Fetoplacental flowmeter
- Hysteroscopy
- Cervico-vaginal disease
- Prenatal training
- Nuchal translucency
- Urogynecology
- Onco-gynecologic examination
- Nucal translucency (Fertility Center)

GENERALE MEDICINE

- Capillarography
- Arterial hypertension
- Rheumatology
- Skeletal muscle ultrasonography

NEUROLOGY

- Headaches Center
- Epilepsy
- Parkinson's neurodegenerative neurology

- Multiple sclerosis
- Stroke Center Ictus Cerebri

ODONTOSTOMATOLOGY

- Oral hygiene and prevention
- Conservative endodontic and extractive dental care
- Pediatric odontology
- Diagnosis and orthodontic therapy (children appliance)
- Adult and child oral surgery (impacted teeth, cyst, frenectomy, biopsy, apicectomy)
- Odontologic therapy for disabled persons

ORTHOPAEDICS

- Carpal tunnel
- Shoulder

OTORHINOLARINGOLOGY

- Audiology
- Oncology ORL
- Vestibology

PEDIATRICS

- Allergology
- Adopted child Health Center
- Gastroenterology
- Infectious and Tropical Diseases
- Nefrology
- Neonatology
- Child neuropsychiatry
- Rheumatology
- Uroflowmetry-Vescical functional rehabilitation

RHEUMATOLOGY

- Videocapillaroscopy / Percutaneous angiography
- Muscle skeletal ultrasonography
- Intra-articular infiltrations
- Mesotherapy

UROLOGY

- Andrology
- Prosthetic disease prevention and care
- Unirary stones Center
- Urogenital oncologic Neuro-urology

ETICHS, PASTORAL, VOLUNTEERING

At the "Cittadella della Carità" there are various organizations involved in following extra-health aspects, but equally central of hospital activity.

Hospital Pastoral Council

Since 1998 at the "Cittadella della Carità" is active the Hospital Pastoral Council, composed by representative members from various healthcare professional categories.

Its aim is studying, evaluating and suggesting operative conclusions on everything about healthcare pastoral activities.

Training Center and Solidarity

Founded in 1988 specifically for John Paul II's visit in Negrar, it proposes training of "Cittadella della Carità"s personnel, with particular attention to ethical-deontological and bioethical level. On solidarity level it cooperates to implement international health development projects and support persons in difficulty.

Italian Missionary Medical Union

(+39) 045.750.0501

Founded in 1933 with a strong support from Father Calabria, it fosters and manages socio-health development and awareness projects aimed at less advanced countries. It works in close collaboration with the Istituto Don Calabria, through information, training, use of volunteers and sending of medical supplies to these countries.

Don Calabria's Volunteering - (+39) 045.601.3211 - (+39) 045.601.3618

It works in socio-health field within "Cittadella della Carità". Initial and permanent training, working in a group and so organization, gratuitousness and duty as donation are some of the group characteristics.





1 MAIN ENTRANCE

Ground floor: Concierge, Reception, Single admittance, Health Documentation Office, Public Relations Office, Cash Office, Disabled care.

First floor: Pre-admissions, Sampling Laboratory, Blood donors.

Secondo floor: Technical-administrative offices.

Third floor: Administrative offices

Fourth floor: Directorate.

2 OSPEDALE DON CALABRIA (orange path)

Ground floor: Urodynamics/Cystoscopy, Canteen, Data Processing Center.

Second floor: Gym/Physical Medicine, Oncologic Clinic, Senology, Social Worker, Chapel, Chaplain.

Second floor: Intensive Rehabilitation.

Third floor: Physical and Rehabilitation Medicine, Long-term care.

Fourth floor: Geriatrics, Tropical Diseases.

Fifth floor: Oncology, Oncologic Day Hospital.

Sixth floor: Laboratory of Tropical Diseases Center, Endocrinology Service.

3 CASA FR. NOGARÈ

Floor -2: Odontostomatology, Recto-intestinal Diseases, Pain Therapy.

Floor -1: Outpatient Clinics, Chapel, Rehabilitation Gym.

Ground floor: Café-Kiosk, Directorate, Social Worker, Persistent vegetative state Section, Rest Home.

First floor: Healthcare Residence.

Second floor: Rest home.

Third floor: Orthopaedic Rehabilitation. Community Hospital.

Fourth floor: Self-sufficients section.

4 CASA FR. PEREZ - PRIESTS' HOUSE

5 ANATOMIC PATHOLOGY

6 EMERGENCY

7 OSPEDALE SACRO CUORE (red path)

The letter indicates the entrance.

Basement: F- Pharmacy.

Ground floor: D - Emergency Administrative Office; E - Diabetology; G - Nuclear Medicine.

Mezzanine floor: Sacro Cuore's Chapel.

First floor: C - Cardiology Service; F - Ophthalmology Booking, Radiology, CT scan, Nuclear Magnetic

Resonance (NMR), Absorptiometry; G - Advanced Oncologic Radiotherapy.

Second floor: C - Cardiology Department; D - Neurology; G - Medicine, Gastroenterology.

Third floor: C - Urology, Operating Rooms; D - Intensive Care; F - Obstetrics-Gynecology, Nursery, Gynecological Operating Unit, Ophthalmology Service; G - Digestive Endoscopy; H - Thoracic Endoscopy.

Fourth floor: C - Ophthalmology Department, Vascular Surgery, Thoracic Surgery, General Surgery; F - Pediatrics, Orthopaedics.

Fifth floor: C - Otorhinolaryngology, Plastic Surgery, Senologic Surgery.

8 ONCOLOGIC HOSPICE

9 MORTUARY REFRIGERATORS

ADMISSION PROCEDURES

URGENCY ADMISSION

The admission can take place in urgency, after an accident, trauma or acute disease.

The Hospital has an ambulance equipped for 24 hour emergency transport which is activated by Verona Emergenza central dialing telephone number 118.

The urgent admission is decided by emergency physician after patient's clinical assessment.

In addition to emergency physicians, resuscitation, obstetrics and gynecology, pediatrics, cardiology, general surgery, general medicine and geriatrics physicians are 24 hour working.

SCHEDULED ADMISSION

This type of admission is agreed with the department physicians after a prior clinical assessment of patient and is scheduled in times related to disease and planning of beds.

The organizational aspects are defined with the department coordinator.

DAY HOSPITAL ADMISSION

This type of admission takes place with one or more daily accesses of 24 hours maximum duration and is intended for certain surgical procedures (day surgery) or therapeutic cycles.

The organizational aspects are similar to scheduled admission's ones.

ACCEPTANCE OF ADMISSION

The acceptance of admission takes place by filling and signing a form delivered at the Department during first access (admission or pre-admission).

DOCUMENTS FOR ADMISSION

- identity document;
- health insurance card.

For specific needs or special cases, the Reception (ground floor Entrance D - Sacro Cuore) is open from Monday to Saturday 8.00am - 5.30pm.

The Sacro Cuore - Don Calabria Hospital is a public facility and does not need any authorization by the local health authority for the admission, whatever the patient's residence is.

It is important to:

- indicate the telephone number of trusted person;
- make available to physicians the clinical documentation already received (medical records, X-rays, analyses, prescriptions, etc.);
- if constant intake of drugs is required, deliver to coordinator the list of such drugs;
- report to coordinator any allergy to drugs or materials (e.g. rubber gloves);
- bring pajamas, comfortable slippers, underwear, towels and necessary for personal hygiene;
- at the moment of acceptance, report if disease certificates need to be submitted to Social Security Service or employer.

GOING AWAY FROM DEPARTMENT

If patient goes away from Department, it is mandatory to communicate the movement to nursing staff: indeed are possible further tests or examinations requiring an immediate presence.

AUTHORIZATIONS FOR TEMPORARY EXIT

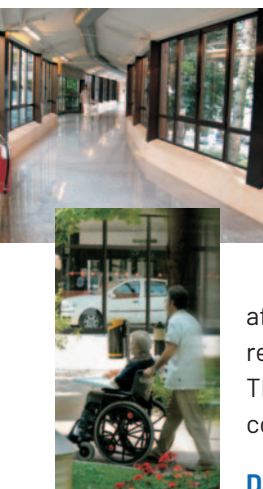
The Hospital's authorizations for temporary exit may be issued on physician's order and have a maximum 24 hour duration.

SINGLE ROOMS (HOTEL DIFFERENCE)

It is possible to request to **coordinator** the stay in single rooms equipped with television and telephone at the following daily rates, not including telephone charges:

- inpatient's rate: **€ 80,00** (including VAT);
- rate for possible helper relative (it includes breakfast, 2 meals, 1 bed): **€ 25,00** (including VAT).

At the end of stay the regular invoice will be issued.



THE DISCHARGE

DISCHARGE AND ADMISSION CERTIFICATES

At the time of discharge will be issued documentation to deliver to family physician containing information on hospital stay, diagnostic investigations and therapy to follow at home.

Those who wish administrative declarations of entry or discharge (admission certificates) may request them to department secretary or Reception (ground floor Entrance D – Sacro Cuore).

Those who ask to be discharged against department physicians' advice must sign a statement that relieves the Hospital of any responsibility.

ISSUE OF MEDICAL RECORDS AND X-RAYS COPY

Once discharged the Patient may request a copy of his/her medical records to HEALTH DOCUMENTATION Office (located at ground floor of Hospital single entry – viale Rizzardi). The office is open from Monday to Friday 9.00am-12.00pm. The request form is available even at departments' coordinators or concierges (otherwise on [www.sacrocuore.it/en/Forms – Medical records copy](http://www.sacrocuore.it/en/Forms-Medical-records-copy)) and may be sent by mail or fax (+39.045.750.0480) to Medical Record Office. The request, signed by holder, must be submitted:

- by person concerned, attaching photocopy of identity document;
- by person empowered, attaching photocopy of holder's identity document;
- by guardian, curator or exercising parental authority, if the patient is interdicted, disabled or minor. In this case the sign and copy of identity document must be referred to the applicant.

The waiting time for issue of medical records copy is about 30 days from the date of request. Urgency is assessed case by case. The cost of copy is € 35,00 (+ € 10,00 of postal charges if sent by mail).

More detailed information can be found in the rules printed on back of request form.

For any further clarification is possible to call the Medical Record Office (+39.045.601.34.01).

The **CD copy of X-rays or other diagnostic imaging findings**, performed during admission, may be requested to Cash Office on reimbursement of expenses (€ 15,00).

The **X-rays (not on CD)** may be borrowed to Cash Office on deposit of € 25,00.

For the borrowing request of consultancy cover glasses related to histological studies, is possible to contact directly the Anatomic Pathology Service (+39.045.601.3415).

TESTS AND OUTPATIENT EXAMINATIONS

URGENT TEST IN EMERGENCY

The Emergency Service is active 24 hours for emergency situations.

Even if patient does not need admission, the emergency physician may consider to carry out clinical-instrumental tests.

If in regard to final diagnosis the case is assessed deferrable according to Veneto Region guidelines, the patient must pay a ticket (unless exemptions) as for normal outpatient services.

In case of specific consultation at other services or departments the patient must return to Emergency Department to close the dossier.

PRENOTAZIONE ESAMI E VISITE AMBULATORIALI

Salvo eccezioni (come l'rx torace e l'elettrocardiogramma) tutti gli esami (anche quelli di laboratorio) e tutte le visite devono essere prenotati.

La prenotazione può avvenire di persona allo sportello, per telefono o online. Gli esami di laboratorio si prenotano solo dal sito www.sacrocuore.it ("Prelievo senza coda").

Prima di eseguire la prestazione il paziente deve recarsi presso lo sportello di accettazione del servizio per le pratiche amministrative e per l'eventuale pagamento del ticket.

REGIMI DI EROGAZIONE

Le visite e le prestazioni possono essere erogate nei regimi sotto riportati.

- *In convenzione con il Sistema Sanitario Regionale (SSR); serve impegnativa SSR (rossa o dema), tessera sanitaria in corso di validità. Controllare se sull'impegnativa è stata segnata l'eventuale esenzione a cui si ha diritto. Per i non esenti, generalmente il ticket è un massimo di € 36,15 per ogni impegnativa; non è possibile scegliere il medico;*
- *Come pagante in proprio: non serve l'impegnativa SSN ma è meglio avere una ricetta in bianco di uno specialista soprattutto per le prestazioni RX. Il costo delle prestazioni è spesso uguale a quello della convenzione con il*



SSR. Non è possibile scegliere il medico.

- In libera professione: si sceglie lo specialista e si paga la tariffa da lui stabilita.
- Tramite assicurazione o casse mutue: informarsi su eventuali convenzioni in corso con il proprio ente assistenziale.

PICK UP OF MEDICAL REPORTS

At the moment of admittance the secretary staff delivers a form/receipt with date of medical report pick up. From that date the medical report will be available at the Health Documentation Office, located at ground floor of Hospital's single entry (viale Rizzardi), unless otherwise indicated by the Service in which the test is carried out.

The Office is open from Monday to Friday 9.00am-5.00pm

To pick up the medical report is necessary the form/receipt delivered at the moment of test admittance. If this form is lost or destroyed, the medical report may be picked up:

- by holder of medical report with identity document;
- by person other than holder, with delivery of holder's ID photocopy writing "I delegate Mr. [delegate] to pick up my medical report. [Date and holder's sign]". Furthermore the delegate must provide document providing identity.

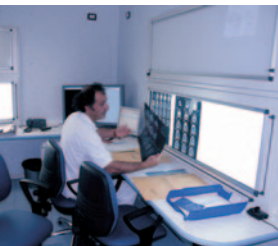
Once medical report is available, after 30 days, if the patient does not pick up the medical report, according to current laws the medical report is filed and patient must fully pay the services.

Most of medical reports are available online on www.sacrocuore.it/en "Dossier Login".

TEST CANCELLATION

In case of impossibility to undergo the booked test, is mandatory to cancel the test as soon as possible by calling 800620177 or the Service where it was booked or online www.sacrocuore.it/en "Online services - tests and examinations cancellation".

Who does not undergo the test without cancelling is subject to administrative sanctions.



USEFUL INFORMATIONS

ACCESS TO HOSPITAL

The access is possible by pedestrian way from main single Entrance in the building in middle of viale Rizzardi.

The same building includes 3 underground parking floors for a total of 308 places, of which 48 reserved for disabled persons. All three floors are connected by stairs and elevators directly to floor 0 and floor 1.

- **How to reach them:** from via Ghedini (next to the Casa Perez's former entrance).
- **How much it costs:** the first 15 minutes are free to allow fast operations (for example medical report pick up), € 1,00 until the first hour (minimum fee), then € 0,30 every 15 minutes.
- **Do not pay:** disabled people with mark and blood donors. The cancellation of parking is made at the reception.

May access by car directly to "Ospedale Sacro Cuore" from via Salgari (parking ramp) in the following cases:

- disabled mark holders who must undergo tests/examinations directly to Ospedale Sacro Cuore after admittance practices at main Entrance
- accompanying persons who must bring into the car people with motor difficulties
- pregnant women
- night urgencies.

THE MEALS

The nutrition is part of care and is recommended to follow indications of physician and nurse staff. To maintain a balanced diet, it is suggested to not take non-prescribed foods.

Approximately, the hours for distribution of meals are the following:

- breakfast: 7.30am - about 8.00am;
- lunch: 11.45am - about 12.00am;
- dinner: 6.30pm - about 6.45.

For special dietary needs please contact the coordinator.

FOOD COURTS

In Casa Nogarè's entry there is a café with the following schedule:

- from Monday to Friday 6.30am - 6.00pm;
- Saturday 7.00am - 1.00pm.
- Sunday and holidays closed.

Furthermore at Hospital entries there are vending machines for hot or cold drinks.

FREE INTERNET ACCESS

In the Hospital is assured a free internet access via wireless network. Ask the ward how to access.

NEWSPAPERS

At the Casa Nogarè entry's café, a wide selection of national and local newspapers and magazines is on sale.





HAIRDRESSER/BARBER

Within Hospital is available a hairdresser who, besides her activity in Casa Nogarè's seat (floor -1), may even go to hospital stay bed. Please request the booking directly to department staff.



MONEY AND VALUABLES

It is appropriate not to bring to Hospital large sums or valuables. However it is suggested, when moving from room, to carry money, documents and jewellery. Just outside the single Entrance there is an ATM (Automatic Teller Machine).



TELEVISION AND RADIO

In every department there is a living room equipped with television. Listening to radio is also allowed, but it is appropriate that equipment works at low volume to not disturb other in-patients.



SOCIAL SERVICE

In the Hospital is active a professional social assistance service available to in-patients who need it. This service provides indications and advice on:

- activation of practices for disability recognition;
- social security courses INAIL (Italian state body providing sickness benefit to people injured at work), INPS (Italian social security service) and legal disability;
- activation of home care services;
- identification of social-care and socio-health facilities available on territory.

For information please contact the department coordinator.



PATIENTS FROM OTHER REGIONS OR STATES

The Sacro Cuore - Don Calabria Hospital is a public facility and does not need any authorization from its Local Health Authority to carry out admissions or outpatient services, any patient's residence in Italy, etc. In case of urgent services, the European Union citizens owning a TEAM card are assimilated to patients residing in Italy.

For information on administrative treatment of other non-Italian patients (regular or irregular), please contact the Humanitarian Aid Office (Casa Perez) or administrative Reception of Emergency Department.



STAFF UNIFORMS

They allow to identify by profession, qualification or job the staff members. Every uniform, on the right pocket, displays the name of wearer.

- **White coat:** physician, social worker, dietician, health profession Service staff.
- **White tunic with blue border (or blue polo shirt), white pants:** coordinator.
- **White tunic with red border, white pants:** nurse.
- **White tunic with green border, white pants:** generic nurse.
- **Grey tunic with white line, white pants:** health worker.
- **Grey tunic without line, white pants:** support staff.
- **Green tunic with red line, green pants:** pediatric nurse.
- **White tunic with violet line, white pants:** obstetrician.
- **Polo shirt and white pants:** physiotherapist, X-rays technician, laboratorian.
- **White polo shirt, blue pants:** physiotherapist.
- **Light blue tunic, white pants or white coat:** Emergency physician.

RELIGIOUS CARE

In the Hospital's inner chapels the Holy Mass is daily celebrated, broadcasted even in the stay rooms. On request, directly to chaplain or by coordinator, the priest is available for the confession or holy communion.

Those who are of a different confession from the Catholic one may request spiritual assistance of their ministers, informing the coordinator.

The Holy Mass hours are the following:

- **Ospedale Sacro Cuore**

- Weekdays and pre-holidays: 5.30pm
- Holidays: 6.45am and 9.00am

- **Ospedale Don Calabria**

- Weekdays and pre-holidays: 4.00pm
- Holidays: 10.00am

- **Casa Nogarè**

- Holidays: 10.00am

- **Casa Perez**

- Weekdays: 6.30am
- Pre-holidays: 5.00pm
- Holidays: 7.30am
- Adoration, vespers and Sunday's blessings: 6.30pm

- **Casa del Clero**

- Weekdays: 3.45pm
- Holidays: 9.30am



«The Opera has
its roots high up»

SAN GIOVANNI CALABRIA



INFORMATION FOR GUESTS

VISITS TO PATIENTS

Please comply with visiting hours displayed at the departments and it is not recommended to bring children.

Generally, the visits to patients are forbidden during:

- the morning's medical examination from 8.00am to 11.00am;
- rest hours from 1.00pm to 4.00pm;
- after 8.00pm (with daylight saving time, after 9.00pm).

Visits to patients during the administration of meals are not recommended.

CANTEEN SERVICE

In certain circumstances, the caregivers may enjoy the Hospital canteen service after department coordinator's authorization.

The meal voucher can be purchased at the Cash Office at € 6,00 per meal.

RULES OF CONDUCT

Having respect for patients and health staff, we invite cordially to have a correct behaviour: speak softly, avoid prolonged visits, do not overcrowd the stay rooms, dress suitably to environment, do not cause unnecessary noises, do not sit on beds.

It is necessary to limit calls to in-patients to strictly necessary cases in accordance with time indicated in the department.

For health protection it is forbidden to smoke and introduce alcoholic beverages.

MORTUARY REFRIGERATORS

Visiting hours: from Monday to Friday 11.00am - 3.00pm.
Sunday and holidays closed.

HOW TO REACH THE HOSPITAL

• FROM VERONA

Get onto state road to Trento (SS12). Before small town Parona turn right on Valpolicella's provincial road SP4. After about 4-5 kilometers, arrived at hamlet of Santa Maria, turn right at the roundabout to Negrar di Valpolicella, following the indication "Negrar di Valpolicella - Ospedale".



• BY BUS

Departure from Verona's Railway Central Station with destination Negrar di Valpolicella. For information: Azienda Trasporti Verona, tel. (+39) 045.805.7922 - www.atv.verona.it - Radio Taxi tel. (+39) 045.532.666.



• FROM MOTORWAY

Motorway exit "Verona Nord" (A22). Enter the orbital road towards Trento and follow indications for San Pietro in Cariano (last exit). From San Pietro in Cariano get onto provincial road SP12 with direction Negrar di Valpolicella. At all junctions, the direction "Ospedale di Negrar di Valpolicella" is indicated.





IRCCS

Istituto di Ricovero e Cura a Carattere Scientifico

Sacro Cuore - Don Calabria

Ospedale Classificato e Presidio Ospedaliero Accreditato - Regione Veneto

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