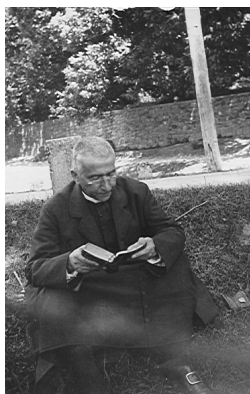




GUIDE TO HOSPITAL

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 "Poveri Servi della Divina Provvidenza", composed of Priests and Brothers and parallel Congregation of "Povere Serve della Divina Provvidenza" 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 elderlies.

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.

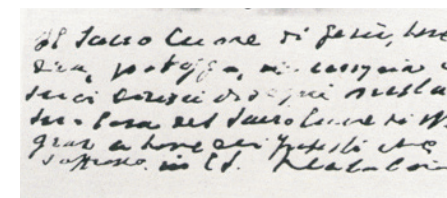
In 1932 Father Angelo dies prematurely and the Negrar facility is entrusted to Father Calabria and religiouses of his Congregation, who since the end of 1933 manage the charity with the collaboration of Congregation "Piccole Suore della Sacra Famiglia" and an ever-increasing number of laic health workers.

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 2746/2013.

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 the 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 "Poveri Servi della Divina Provvidenza" 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 HOSPITAL SACRO CUORE DON CALABRIA

CLASSIFIED HOSPITAL UNIT ACCREDITED WITH THE VENETO REGION

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

- Switchboard: **(+39) 045 601 31 11 • fax (+39) 045 750 04 80**
- e-mail: **informazioni@sacrocuore.it**
- President: **Brother Gedovar Nazzari**
- Chief Executive Officer: **Claudio Cracco**
- Chief Medical Officer: **Fabrizio Nicolis**
- Administrative Director: **Stefano Bellomi**

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 32 57
- 1 **Public Relations - Central Secretariat** _____ (+39) 045 601 32 07
From Monday to Friday 9.00 am - 1.00 pm
 - 6 **Emergency Administrative Reception** _____ (+39) 045 601 32 64
From Monday to Friday 8.00 am - 5.00 pm. Saturday 8.00 am - 12.00 pm
 - 1 **Health documentation** _____ (+39) 045 601 34 01
From Monday to Friday 9.00 am - 5.00 pm
 - Copy of Medical Records** _____ (+39) 045 601 34 01
From Monday to Friday 9.00 am - 12.00 pm
 - 7 **Internal Pharmacy** _____ (+39) 045 601 32 31
From Monday to Friday 8.30 am - 12.30 pm
 - 1 **Training** _____ (+39) 045 601 32 08
From Monday to Friday 8.30 am - 12.30 pm and 1.30 pm - 5.30 pm;
fax (+39) 045 601 37 85
 - Male Religious Community** _____ (+39) 045 601 34 99
 - Female Religious Community** _____ (+39) 045 601 36 68

THE DEPARTMENTS

MEDICAL AREA

- 7 **Cardiology** **(+39) 045 601 35 06**
Director: dr. Giulio Molon
- 7 **Gastroenterology** **(+39) 045 601 33 15**
Director: dr. Paolo Bocus
- 2 **Geriatrics** **(+39) 045 601 34 60**
Director: dr. Emanuela Turcato
- 2 **Tropical Diseases** **(+39) 045 601 33 24**
Director: prof. Federico Giovanni Gobbi
- 7 **General Medicine** **(+39) 045 601 35 13**
Director: dr. Guido Arcaro
- 7 **Neurology** **(+39) 045 601 35 44**
Director: dr. Fabio Marchioretto
- 2 **Oncology** **(+39) 045 601 34 72**
Day Hospital **(+39) 045 601 37 10**
Director: dr. Teodoro Sava

SURGICAL AREA

- 7 **General Surgery** **(+39) 045 601 34 93**
Director: dr. Giacomo Ruffo
- 7 **Plastic Surgery** **(+39) 045 601 39 44**
Head: dr. Cesare Cristofoli
- 7 **Senologic Surgery** **(+39) 045 601 35 48**
Director: dr. Alessandra Invento
- 7 **Thoracic Surgery** **(+39) 045 601 37 79**
Director: dr. Diego Gavezzoli
- 7 **Vascular and Endovascular Surgery** **(+39) 045 601 33 42**
Director: dr. Luca Garriboli
- 7 **Gynecology** **(+39) 045 601 33 13**
Director: dr. Marcello Ceccaroni
- 7 **Ophthalmology** **(+39) 045 601 35 87**
Director: dr. Grazia Pertile
- 7 **Orthopaedics** **(+39) 045 601 33 78**
Director: dr. Claudio Zorzi

- 7 **Othorinolaryngology** **(+39) 045 601 34 65**
Director: dr. Sergio Albanese
- 7 **Intensive Care** **(+39) 045 601 38 15**
(+39) 045 601 35 14
Director: dr. Massimo Zamperini
- 7 **Urology** **(+39) 045 601 34 88**
Director: prof. Stefano Cavalleri

REHABILITATION AREA

- 2 **Physical Medicine and Rehabilitation - Long-term care** **(+39) 045 601 34 52**
Director: dr. Zeno Cordioli
- 2 **Intensive Rehabilitation** **(+39) 045 601 34 44**
Director: dr. Giuseppe Armani
- 3 **Orthopaedic Rehabilitation** **(+39) 045 601 45 10**
Manager: dr. Silvia Marani

MATERNAL AND CHILDHOOD AREA

- 7 **Obstetrics** **(+39) 045 601 33 58**
Director: dr. Marcello Ceccaroni
Head: dr. Alessandra Ghedini
- 7 **Pediatrics and Neonatal Care** **(+39) 045 601 37 89**
Director: dr. Paolo Bonetti



DIAGNOSIS AND TREATMENT SERVICES

Emergency / Ambulance (Verona Emergenza) 118

- 6 **Emergency and Brief Observation (information)** _____ (+39) 045 601 32 22
Director: dr. Flavio Stefanini
- 7 **Center for Cognitive Disorders and Dementias** _____ (+39) 045 601 36 44
Head: dr. Zaira Esposito
- 5 **Anatomic Pathology** _____ (+39) 045 601 34 15
Director: prof. Giuseppe Zamboni
- 7 **Cardiology** _____ (+39) 045 601 32 57
Director: dr. Giulio Molon
- 7 **Diabetologic Center** _____ (+39) 045 601 37 15
Head: dr. Lorenzo Bertolini
- 3 **Center for Rectal-bowel Diseases and Proctology** _____ (+39) 045 601 32 57
Head: dr. Angela Variola
- 7 **Couple Fertility Center** _____ (+39) 045 601 32 33
Head: dr. Anna Stepniewska
- 3 **Blood Donation - Auto-transfusion (information)** _____ (+39) 045 601 37 41
Director: dr. Maura Colosio
- 2 **Endocrinology** _____ (+39) 045 601 32 57
Head: dr. Maria Pina Iagulli
- 7 **Digestive Endoscopy** _____ (+39) 045 601 32 48
Head: dr. Marco Benini
- 7 **Pneumology and Thoracic Endoscopy** _____ (+39) 045 601 32 57
Head: dr. Carlo Pomari
- 1 **Clinical Diagnostic Laboratory - Sampling Center** _____ (+39) 045 601 30 81
Director: dr. Antonio Conti www.sacrocuore.it/en/ - "No queue sampling"
- 2 **Tropical Medicine** _____ (+39) 045 601 32 57
Director: prof. Federico Giovanni Gobbi
- 2 **Physical Medicine and Rehabilitation** _____ (+39) 045 601 32 57
Director: dr. Elena Rossato
- 7 **Neurology** _____ (+39) 045 601 32 57
Director: dr. Fabio Marchioretto
- 7 **Ophthalmology** _____ (+39) 045 601 38 58
Director: dr. Grazia Pertile

- 3 **Odontostomatology** _____ (+39) 045 601 37 57
Director: dr. Stefano Orio
- 2 **Oncology** _____ (+39) 045 601 37 10
Director: dr. Teodoro Sava
- 7 **Othorinolaryngology** _____ (+39) 045 601 32 57
Director: dr. Sergio Albanese

Radiology (Imaging Diagnostics)

Director: dr. Giovanni Foti

- 7 **Radiology, Ultrasonography, Mammography, Absorpiotometry** _____ (+39) 045 601 32 37
- 7 **CT Scan, Magnetic Resonance Imaging / Private Practice** _____ (+39) 045 601 32 42
- 7 **Nuclear Medicine (Scintigraphy)** _____ (+39) 045 601 35 75
Director: dr. Matteo Salgarello
- 7 **Advanced Radiation Oncology** _____ (+39) 045 601 48 00
Director: prof. Filippo Alongi
- 3 **Pain Therapy** _____ (+39) 045 601 32 57
Head: dr. Gerardo Serra
- 2 **Urodynamics - Cystoscopy** _____ (+39) 045 601 34 88
Director: prof. Stefano Cavalleri
- 3 **Rheumatology** _____ (+39) 045 601 38 99
Head: dr. Antonio Marchetta

Sacro Cuore's Diagnostic Therapeutic Center

Via San Marco, 121 - Verona, Italy



- Sports Medicine** _____ (+39) 045 601 36 00
Director: dr. Roberto Filippini
- Radiology (Imaging Diagnostics)** _____ (+39) 045 601 48 44
Head: dr. Stefano Rodella
- Orthopaedic Rehabilitation** _____ (+39) 045 601 39 80
Director: dr. Roberto Filippini
- Odontostomatologic Center** _____ (+39) 045 601 46 50
Director: dr. Stefano Orio
- Check Up - Examinations / Private Practice Services** _____ (+39) 045 601 32 57

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

③ OUTPATIENT CLINICS (+39) 045 601 32 57

Check-in/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 32 57

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

PLASTIC 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 DYSPNEA STUDY

- Spirometry
- Methacoline test
- Respiratory function test

GASTROENTEROLOGY

- Celiac disease
- Hepatology
- Digestive physiopathology

GYNECOLOGY

- Endometriosis Center
- Colpocytology - Pap-test
- Gynecologic and obstetric ultrasonography
- Fetoplacental flowmeter
- Hysteroscopy
- Cervico-vaginal disease
- Prenatal training
- Nuchal translucency
- Urogynecology
- Onco-gynecologic examination
- Nuchal 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/child oral surgery (impacted/wisdom 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 05 01

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 32 11 - (+39) 045 601 36 18

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 check-in, Health Documentation Office, Public Relations Office, Cash Office, Disabled care.

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

Second floor: Technical-administrative offices.

Third floor: Administrative offices.

Fourth floor: Directorate.

2 OSPEDALE DON CALABRIA (orange path)

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

First 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. NOGARÉ

Floor -2: Odontostomatology, Recto-bowel 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 Radiation Oncology.

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, Vascular Surgery, Thoracic Surgery, General Surgery; F - Pediatrics, Orthopaedics.

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

8 HOSPICE FOR CANCER PATIENTS

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 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 ones.

ADMISSION CHECK-IN

The check-in 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 check-in, 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 wishing administrative declarations of entry or discharge (admission certificates) may request them to department secretariat or Reception (ground floor Entrance D – Sacro Cuore).

Those asking for being 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") and may be sent by mail or fax (+39.045.7500480) 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 34 15).

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.

TESTS AND OUTPATIENT EXAMINATIONS BY BOOKING

With some exceptions (as chest radiography and electrocardiogram) all tests (even laboratory ones) and examinations must be booked.

The booking can be made directly at the counter, by phone or online. The laboratory tests must be booked only online www.sacrocuore.it/en/ "No queue sampling".

Before performing the service, the patient must go to the service reception counter for administrative procedures and possible payment of ticket.

PROVIDING SYSTEM

The examinations and services may be provided in the systems listed below.

- *Under Veneto Region Healthcare System*; Veneto Region authorization (red or dematerialized) and valid health insurance card are needed. Please check whether any exemption to which you are entitled is marked on the authorization. For non-exempts the ticket is generally a maximum of € 36,15 for each authorization; it is not possible to choose the physician.
- *Out-of-pocket payer*: the Italian Healthcare System (SSN) authorization is not needed, but it is better to have a blank prescription of specialist especially for X-rays services. The cost of services is often equal to Veneto Region Healthcare System (SSR) agreement ones. It is not possible to choose the physician.
- *Private practice*: you choose the physician and pay his/her fee.
- *Insurance or mutual funds*: Please find out about any ongoing agreements with your healthcare institution.

PICK UP OF MEDICAL REPORTS

At the moment of check-in the secretariat 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 where 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 check-in. 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 proving 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 at 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 3 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 check-in 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 (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 inpatients.

SOCIAL SERVICE

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

- activation of practices for disability recognition;
- social security pathways 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. 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 cafeteria 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 cordially invite 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 inpatients 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 79 22 - www.atv.verona.it - Radio Taxi tel. (+39) 045 53 26 66.

• 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 Ospedale Sacro Cuore Don Calabria

Ospedale Classificato e Presidio Ospedaliero Accreditato - Regione Veneto

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P.IVA 00280090234

Edition 01/2026