



A.O. S.Croce e Carle Cuneo

CARTA DEI SERVIZI

(aggiornata al 27 settembre 2019)

THE SERVICE CHARTER

In the Service Charter, the AO S. Croce and Carle describes the commitments and services for users, declares the quality standards and the methods of protection provided.

S. CROCE AND CARLE HOSPITAL COMPANY INCLUDES:

- The Presidium S. CROCE DI CUNEO
- The Presidium ANTONIO CARLE (FRAZIONE CONFRERIA DI CUNEO)
- THE BLOOD DRAWING CENTER IN VIA CARLO BOGGIO, 14 - CUNEO.

PURPOSES AND MISSIONS

The S.CROCE AND CARLE takes care of the health needs of patients in the acute phase, with the role of:

- highly specialized center
- reference hospital in the south-west Piedmont area
- Department of Emergency and Acceptance of 2nd level (coinciding with the province of Cuneo, about 600,000 inhabitants)

The patient in the acute phase is at the center of the activity and is involved in the decision-making process of the treatment course.

AO S. CROCE E CARLE IS ORGANIZED FOR:

- the intensity of care, in the light of the most recent scientific knowledge
- optimization of available resources
- integration of professional behavior.

MAIN ACCESSES AND CONTACT DETAILS

- Switchboard tel. 0171 - 641111 fax 0171 - 699545
- Reception of S. Croce Hospital - Via M. Coppino, 26 - Cuneo - tel. 0171 - 641332 open 24 hours a day every day including holidays - Via A. Bassignano - Cuneo - tel. 0171 - 641336 opening from Monday to Friday, not holidays from 07.00 to 19.00
- Reception of the A. Carle hospital unit Via A. Carle, 5 - Frazione Confreria - Cuneo tel. 0171 - 616710 fax 0171 - 616798 open 24 hours a day every day including holidays
- Public Relations Office (URP) S. Croce Hospital - ground floor block B - Via M. Coppino, 26 - Cuneo - tel. 0171 - 641048 - mail: urp@ospedale.cuneo.it Open to the public: from Monday to Friday, no holidays from 8.00 to 12.45 and from 13.30 to 16.00
- Reservations for outpatient services at the Unico Call Center of the S. Croce and Carle Hospital and the ASL CN1 tel. 0171 - 078600
- Reservations for outpatient services under the Intramoenia Free Profession at CUP ALPI - A. Carle Hospital tel. 0171 - 616500
- Company website: <http://www.ospedale.cuneo.it>
- PEC Address (Certified electronic mail): aso.cuneo@cert.legalmail.it

HOW TO REACH US http://www.ospedale.cuneo.it/ufficio_relazioni_con_il_pubblico/come_raggiungerci/

THE AMBULATORIAL PERFORMANCES

The S. Croce and Carle Hospital provides diagnostic, treatment and rehabilitation services through outpatient clinics.

SURGERY ACTIVITIES: SPECIALIST VISITS AND DIAGNOSTIC PERFORMANCE

Specialist visits, diagnostic services, examinations, and minor interventions are carried out upon reservation with a materialized request (DEM) drawn up by the General Practitioner (Family Doctor), Hospital Specialist, First Aid Doctor, territorial Medical Guard.

In the DEM the exemptions for income, the disability must be reported (the user is invited to check the DEM).

We recommend that you always carry with you:

- an identity document (identity card, passport, driving license, possible residence permit)
- the health card
- any previous health documentation
- possible ticket exemption document
- the list of therapies you are taking



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HOW TO BOOK AN AMBULATORIAL PERFORMANCE?

Once in possession of DEM you book the service through:

- unified CALL CENTER of the S. Croce and Carle Hospital and of the ASL CN1 Tel. 0171 - 078600, active from 8.00 am to 6.00 pm, from Monday to Friday, except holidays
- The multifunctional door of the CN1 ASL in via Carlo Boggio n. 12, - Cuneo - from Monday to Friday, except holidays, from 08.00 to 17.00

The waiting time for the service is determined by the priority class.

HOW TO ANNULFY AN OUTPATIENT SERVICE

The cancellation can be made to the same points listed above within two working days before the date of the service. In the event of valid reasons (ex. work, illness, family reasons, etc.), the cancellation can be made by filling out the form at the following link www.ospedale.cuneo.it → Forms → Justification for non-cancellation, attaching the required documentation, or online through the following link: <http://www.aslcn1.it/nc/disdetta-prenotazioni/>

WHAT DO I NEED TO DO BEFORE CARRYING OUT THE OUTPATIENT SERVICE?

On the day of the visit, examination or diagnostic performance, you must present yourself at least 15 - 30 minutes before accepting and paying for the ticket.

Acceptance is made for most services at:

- S. Croce Hospital unit at the Reception and Cash desk on the ground floor from Monday to Friday not holidays from 7.00 am to 6.00 pm
- A. Carle hospital unit at the Reception and Cash desk on the ground floor from Monday to Friday, not holidays, from 7.00 am to 6.00 pm

Upon acceptance, present yourself with the tax code and an identity document.

HOW DO I PAY THE TICKET?

The ticket must be paid before the performance or collection of the report at:

- Automatic Check-in of the S. Croce and Carle hospital (it is possible to pay with cash, debit cards, credit cards, and bancomat)
- automatic cash desks of the Santa Croce and Carle hospital by credit cards
- online with the use of the Sistema Piemonte web portal

http://www.ospedale.cuneo.it/comunicazione/fascicolo_sanitario_elettronico/azienda_ospedaliera_s_croce_e_carle_servizi_online_per_i_cittadini/

- in pharmacies affiliated with the Piemonte System (see instructions at the following link: <http://www.ospedale.cuneo.it/index.php?id=1177>)

In case of failure to collect the report within 30 days, the entire cost of the service must be paid.

FOR FOREIGN CITIZENS

Foreign citizens holding a health card can access the services in the manner indicated above. Foreign citizens who do not have a health card must contact the ISI desk at the AS1 CN1 in Via C. Boggio, 12.

Foreign citizens in possession of a residence permit for tourism can access the health services, but are required to fully pay for the health service or hospitalization.

BLOOD DRAWING CENTRE

The Blood Drawing Centre of the S. Croce and Carle Hospital (place where blood samples are taken, urine analysis, feces, and other tests) is located at the ASL CN1 in via Carlo Boggio n. 14. The Blood Drawing Centre has direct access without a reservation. The opening hours are from Monday to Friday, except holidays, from 07.00 to 15.30

- Saturday, not holiday, from 07.00 to 12.00. To perform the exams, it is necessary to have a dematerialized recipe.

The methods for collecting reports are at the branch offices in Via Carlo Boggio, 14 - Cuneo - from Monday to Friday from 07.00 to 17.00 and Saturday from 07.00 to 12.00 at the Pharmacies of the Province of Cuneo with the maximum additional payment of € 1.50. To collect the report, you must bring with you the blood drawing form delivered at the time of acceptance, the receipt for payment of the ticket. If the report refers to another person, the interested party must issue a proxy by signing the appropriate section on the collection form.



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FOR RADIOLOGY / MAGNETIC RESONANCE / NUCLEAR MEDICINE?

Reservations can be made:

- through the unified CALL CENTER of the S. Croce and Carle Hospital and of the ASL CN1 Tel. 0171 - 078600, active from 8.00 am to 6.00 pm, from Monday to Friday, not holidays
- in person, at the offices of the Radiology secretariat - first floor - Block B -, S. Croce Hospital - from Monday to Friday, except holidays, from 08.00 to 16.00

The following direct access radiological services are:

- RX CHEST: at the Radiology of the S. Croce Hospital, every day (from Monday to Friday not holidays) from 2.30pm to 3.30pm
- SKELETON RX AND ABDOMEN RX: at the Carle Hospital Radiology, on non-working Tuesdays from 4.00pm to 6.00pm (with the limit of 15 services).

WHAT IS ELECTRONIC HEALTHCARE?

The Electronic Health Record (EHR) is the citizen's tool with which the General Practitioner can, with the consent of the patient, access health documentation, which can also be shared on the network by other specialists.

HOSPITALIZATION

Hospitalization at the S. Croce and Carle Hospital can be:

- A) planned: medical or surgical admission that does not present clinical urgency.
- B) urgent: hospitalization consequent to access in the General First Aid, Obstetrician Gynecology or Pediatric.

SCHEDULED ACCOMMODATION

The planned hospitalization is preceded by a specialist outpatient visit and, based on this visit, the hospital doctor can arrange hospitalization.

The patient's call will be made respecting the chronological order of the insertion in the waiting list and the priority class assigned by the specialist doctor.

Hospitalization is free for Italian and foreign citizens registered with the National Health Service.

Preparation for surgical admission and Day Service access

The Company Day Service is a service for the execution of exams and pre-intervention visits, it is located at the A. Carle Hospital, on the 1st floor of Block C, tel. 0171-616420.

The Day Service is active, from Monday to Friday, from 7.00 am to 3.30 pm.

The patient who must undergo surgery is contacted by the CPRC (Surgical Admissions Programming Center) before admission to carry out, through the Day Service, examinations to assess the suitability for anesthesia.

These services are free.

At any time, the user can cancel the admission, giving notice of cancellation to the CPRC (surgical admission) or the department (medical admission).

SCHEDULED ACCOMMODATION INFORMATION

- At the time of admission the contact details are required to be contacted in case of need;
- It is advisable not to keep valuable objects or sums of money with you.
- Management declines all responsibility in the event of theft or loss.
- Meals are distributed: breakfast starting at 07.00, lunch starting at 12.00 and dinner starting at 18.30.
- It is foreseen the continuous presence of a family member only if agreed with the staff of the structure.
- The family member or caregiver can take a hot meal for lunch for a fee
- Access to visits is granted only at the times set in each hospital.
- It is advisable to bring all the medicines usually taken at home with you.
- The patient is given the discharge letter and the hospitalization certificate to be delivered, if necessary, to his employer, INPS and/or INAIL.
- In the case in which the patient presents criteria of fragility in terms of self-sufficiency, the Continuity of Care Hospitals Unit (NOCC) is active, which deals with the planning of integration interventions for the care and assistance necessary for the person.

URGENT HOSPITAL INFORMATION



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- The emergency response/health emergency is ensured by the Level II Emergency Room / DEA.
- Access to First Aid services can be done with direct access or by 112 or at the suggestion of the General Practitioner or the Medical Guard.
- There are THREE 24-hour emergency departments:
- General First Aid at S. Croce Hospital - entrance from Corso Monviso - tel. 0171 - 641337
- Obstetric-Gynecological First Aid at the S. Croce Hospital - fourth floor - block C - tel. 0171 - 642231- 642241
- Pediatric First Aid (up to the age of sixteen) at the S. Croce Hospital - fourth floor - block B - tel. 0171 - 642330
- Access to services is directed and regulated by the Triage method which, with the assignment of a color code, allows classifying the priority of care.

COLOR CODES

- **RED CODE**: an emergency with immediate access to treatment
- **YELLOW CODE**: an urgent case with access to treatment as soon as possible
- **GREEN CODE**: less urgent case with access to treatment after the red and yellow codes
- **WHITE CODE**: deferred, non-urgent case, improper access to the emergency room, subject to payment of the ticket and with a waiting period that could also be extended.

Upon discharge, the entry code is re-evaluated by the doctor.

FACILITIES

Bar/news stand

- *Santa Croce*
Situating in the basement floor at S. Croce hospital (opening hours: Monday - Friday 7:00 am - 8:00 pm; Saturday, Sunday and holidays 7:00 am to 6:00 pm)
- *Carle*
Located on the ground floor (opening hours: Monday-Friday 7:00 am - 6:00 pm; Saturday 8:00 am - 2:00 pm)
There are snacks and drinks vending machines throughout both the hospitals.

Religious services

For the Catholic religion there are two chapels (one in each hospital):

- S.Croce 6th floor - C Block
Mass performed at 8:00 pm on weekdays and at 10:00 am and 8:00 pm on Sundays and public holidays; morning praises at 8:00 am on weekdays and at 7:30 on Sundays and public holidays.
- Carle 1st floor - A Block
Mass performed at 4:45 pm on weekdays and at 8:30 am on Sundays and public holidays; rosary at 4:15 pm on weekdays and at 8:00 on Sundays and public holidays.

For other religions, it's possible to have the own minister of cult available by asking the nurse coordinator.

Quiet room

This room is dedicated to those who, having found themselves in the hospital, desire a quiet space for meditation, reflection or prayer. It is located on the sixth floor of the S. Croce Hospital with opening every day from 07.00 to 20.30.

Interpreting service

At our staff request, there are cultural and linguistic mediation services available.

Overnight accommodation

We can provide discounted accommodation for relatives and carers of patients who need it.
For info about prices please speak to the Public Relations Office.

Hospitalization+ agreement

During the period of hospitalization, allows patients and their relatives to take advantage of discounted rates in the partner facilities.

Hostel agreement

The Cooperativa S. Paolo Onlus offers discounted rates for stays at the Hostel, located in Cuneo, via Monsignor Peano 8

Blood donations



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You can donate blood on weekdays, Saturdays and some Sundays, after contacting the SIMT (Immunohematology and Transfusion Medicine Service - Servizio di Immunoematologia e Medicina Trasfusionale)

Mortuary

- S. Croce Hospital - Via Monte Zovetto entrance (on the corner of Corso Monviso)
Phone: 0171 641463
- A. Carle Hospital - B Block (right side entrance)
Phone: 0171 616726
Open every day 9:00 am - 7:00 pm (holidays included)

Relationships with tertiary sector associations

The Hospital has agreements with local associations.

Social office

The Social Office gives information about social and health services available and how to be eligible to benefit from them.

Address: S. Croce Hospital - C Block.

Phone: 0171 641366 / 0171 641784

Monday 10:00 am - 12:00 pm and Thursday 2:00 pm - 4:00 pm (holidays excluded)

PRIVATE HEALTH CARE

S. Croce e Carle Hospital Company, besides delivering the National Health Service's services, allows the citizen to be treated as a private patient.

Private health care services:

- *Outpatients*: medical visits or diagnostic tests delivered by doctors from public or private hospitals
- *Inpatients*: ordinary hospitalization, day hospital, and day surgery

Outpatient services are delivered at:

- ALPI ambulatories
- Institutional ambulatories
- Affiliated private facilities
- Private offices

How to book an appointment as a private patient

- a list of specialized doctors who work in private health care, the places where they work and their prices can be found on the website www.ospedale.cuneo.it → Ospedale → Libera Professione – link <http://www.ospedale.cuneo.it/index.php?id=32>.
- Booking centre (CUPALPI) Monday - Friday (holidays excluded) 10:00 am - 7:00 pm phone: 0171 616500 fax 0171 616505
- A. Carle Hospital, Confreria, 2nd floor - A Block
Monday - Friday (holidays excluded) 1:30 pm - 7:30 pm
Phone: 0171 616500 e-mail: ambulatori.lp@ospedale.cuneo.it.

How to pay

Payments can be made with cash, ATM or credit cards. To comply with the traceability regulations, payments at affiliated facilities and private offices can only be made with ATM or credit card.

Invoices are issued at the time of payment.

Hospitalization

- Either ordinary hospitalization, day hospital or day surgery are possible.
- Emergency/Urgency hospitalizations can't be made.
- The choice of being hospitalized as a private patient allows who makes it be put under the care of a trusted professional or team who will follow the patient in its diagnostic therapeutic care pathway until the discharge.
- For information about the Nursing Home's services please ask either the Private Healthcare Office, in person or by phone (for information about prices, methods of payment or private insurance agreements), or the Nurse Coordinator (for nursing-related information)

The hospitalization depends upon:



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- the clinical evaluation made by the doctor chosen by the patient between those authorized to work at the Nursing Home as a private healthcare practitioner.
- the acceptance by the patient of the estimate and the signing of the consequent payment obligation. Payment of a deposit is normally required.

NURSING HOME:

- S. Croce Hospital, 4th floor - A Block
- Nurse Coordinator: Mrs. Luciana GORLA
Phone: 0171 642448 / 0171 642640
- Nurses' room: Mrs Lorella CORASCCELLO
Monday - Friday 8:30 am - 1:00 pm / Tuesday and Thursday 2:00 pm - 4:00 pm
Phone: 0171 641356
e-mail: corascello.l@ospedale.cuneo.it

Services: Nursing care, Room and board (single or double room, individual bathrooms, meals served in rooms..), Administrative support.

PUBLIC RELATIONS OFFICE

The Public Relations Office manages citizens' reports about suggestions, requests for clarifications, compliments, and complaints, which can be delivered:

- A) by filling in and signing a dedicated "Reports Form", available at our office
- B) through the mail, fax, email, certified email (PEC).

The Office is located in the Santa Croce Hospital, ground floor Block B, via Coppino 26 in Cuneo, tel.0171.641048, mail urp@ospedale.cuneo.it.

It is open to the public: from Mondays to Fridays, from 8.00 to 12.45 and from 13.30 to 16.00.