



# Customer Service Charter

Useful information to  
make your stay in hospital  
a pleasant experience

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# Customer Service Charter

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# 1. Mission and Goals

Humanitas Mater Domini's mission is to offer citizens high quality, specialised diagnostic and therapeutic services, ensuring facilities and processes that comply with occupational health and safety regulations, guaranteeing the best conditions of comfort and well-being.

Humanitas Mater Domini is constantly committed to:

- complying with and having their staff comply with mandatory regulations and other requirements established for occupational health and safety
- implementing the measures it deems most appropriate for the prevention of occupational injuries and illnesses with a view to ongoing improvement in the performance of the occupational health and safety management system.

Daily activities focus on continuous improvement:

- effective care
- humane care
- efficient management
- innovation and scientific research
- professional development of operators
- hazard identification and risk assessment
- training and teaching for the health professions
- renovated facilities and optimised use of the same, besides user-friendly pathways
- renewed technological devices and purchase of state-of-the-art instruments.

Humanitas Mater Domini adopts a human resources management and development policy aimed at motivating and making the most of each individual. The Institute firmly believes that people are crucial for the implementation of its mission. Humanitas Mater Domini pursues excellence by implementing a personnel policy that ensures the organisation has a balanced mix of both young and experienced professionals, chosen according to the hospital mission, type of patients, services provided and technologies in use.

The Top Management shall ensure, in accordance with applicable regulations, that each worker under its control who may perform activities affecting his or her own and others' health and safety is competent based on specific and adequate training and experience.

Since its foundation in 1962, Humanitas Mater Domini has been a well established Institute on the Italian healthcare scene, a landmark for the quality and type of services offered. The Institute is part of the Humanitas Group. This major player in Italian healthcare is present in Italy (Milan, Bergamo, Turin, Catania) with a network of hospitals that stand apart for quality, safety, research, high specialisation, widespread medical culture and humane approach.

Humanitas Mater Domini goal is to be a healthcare facility of excellence in terms of timeliness, appropriateness of the services offered and professional expertise of the staff. Hence, it pursued and obtained the Joint Commission International's accreditation, and was the first hospital in Italy to be awarded the ISO 9001 certification as early as 1997.

## 2. The patient's rights and duties

Humanitas Mater Domini acknowledges the following **RIGHTS** to people accessing the Institute:

- to be treated and cared for in an appropriate and continuous manner, making use of the most advanced scientific knowledge available and of cutting edge technologies;
- respect for personal dignity and beliefs, without any discrimination based on age, gender, race, language, social status, religion and political opinions;
- to be informed and trained to participate consciously, actively and safely in the diagnostic and treatment process, with manners and language the patient can understand. Information should concern the health condition, the expected benefits and risks of the proposed treatment, and possible alternatives.  
The patient is also entitled to be informed about the consequences of total or partial refusal of the proposed treatment (for which he or she accepts responsibility) and about alternative treatment;
- to seek a second opinion without fear of having their care path compromised inside and outside the Institute;
- to be ensured respect for confidentiality in the provision of medical and care services and in the processing of personal data. The patient has the right to prohibit disclosure of his or her hospitalisation and the dissemination of information concerning his or her state of health to persons other than those indicated;
- to receive appropriate pain assessment and management;
- to express their views through the established paths (e.g., service satisfaction questionnaire), and to contact the Public Relations Office if they feel their rights have been infringed;
- to receive respectful and compassionate care at the time of death;
- to request that his or her name is not published in the list of patients;
- to say if visits are not appreciated during the stay in hospital.

Humanitas Mater Domini:

- adopted procedures that particularly protect the following vulnerable groups: children, pregnant women disabled person;
- actively cooperates with general practitioners to foster integration and continuity of care;
- has entered into agreements with other organisations to provide in-patients with services not provided by the Institute;
- has a list of institutes and territorial services to which patients in need of rehabilitation or home care can be transferred or referred after hospitalisation;
- provides cancer patients with information on the benefits provided by current legislation;
- has an in-house cultural mediation service to facilitate communication with foreign patients who do not understand Italian.

It is the **DUTY** of guests at Humanitas Mater Domini to:

- maintain a responsible and respectful attitude towards other patients, staff, environments and equipment; to cooperate with ward staff, and to comply with the therapeutic and behavioural instructions received, in order to facilitate a successful outcome of treatment and a peaceful stay in hospital;
- use mobile phones only in common areas, excluding areas where it is prohibited. Respect the ban on smoking in force throughout the Institute.

'Rules for Visitors' is a charter of standards of behaviour in the hospital

# RULES FOR VISITORS

For the patients' safety and peace of mind, it is important that visitors follow certain rules that ensure a safe and protected care environment.



1

## RESPECT VISITING HOURS

Visit patients during permitted visiting hours only, to avoid disturbing their rest and treatment.



2

## IN CASE OF ILLNESS, DO NOT VISIT THE HOSPITAL

Avoid visiting the hospital if there are signs of suspected infectious disease (fever, cough, sore throat, diarrhoea, etc.) and wait at least 48 hours after the symptoms have disappeared before visiting your loved one.



3

## LIMIT THE NUMBER OF VISITORS

In the in-patient room, limit the presence of visitors to one per patient, to help keep a quiet and safe environment. Minors must be accompanied by an adult and visits by children under the age of 12 require specific authorisation from the Medical Administration.



4

## NO PETS ALLOWED

Pets are not allowed in the hospital, unless they are officially recognised for patient support (pet therapy), according to the regional regulations in force and formally authorised by the attending physician and the Medical Administration.



5

## NO UNAUTHORISED FOOD AND DRINKS ALLOWED

Avoid offering patients food or drinks not previously authorised by the medical staff, to avoid the risk of compromising the treatment outcome.



6

## WASH YOUR HANDS

Sanitise your hands before and after your visit, and before and after touching the patient, to prevent the spread of infections.



7

## KEEP NOISE DOWN

Speak in a low voice and keep noise to a minimum (e.g. by silencing the ringtone of your mobile phone) to avoid disturbing patients and medical staff.



8

## RESPECT THE WORK OF HEALTHCARE PROFESSIONALS AND THE PRIVACY OF PATIENTS

To ensure the safety of patients, do not intervene during the administration of therapy or any other treatment and leave the room temporarily when medical staff carry out examinations and treatments, to respect the patient's privacy.



9

## FOLLOW THE INSTRUCTIONS OF THE MEDICAL STAFF

Always follow the instructions given by medical staff, to ensure the safety and well-being of everyone present, including respecting the environment and equipment.



10

## DO NOT SMOKE

Respect the no smoking signs in and around the hospital facilities (e.g. stairs or hallways). Smoking is allowed only in appropriately marked outdoor areas.

## 3. Our organisation

### IN-PATIENT DEPARTMENTS

- **Anaesthesia and Resuscitation (intensive care)** - Head: Dr. Enrico Barbara
- **Cardiology** - Head: Dr. Angelo Anzuini
- **Electrophysiology and Electrostimulation** - Head: Dr. Massimo Tritto
- **General Surgery** - Head: Dr. Walter Zuliani
- **Plastic Surgery** (without an NHS agreement) - Head: Dr. Simone Grappolini
- **Day Surgery** - Head: Dr. Walter Zuliani
- **Day Hospital - Oncology Unit** - Head: Dr. Giovambattista Rodà
- **Medicine** - Head: Dr. Diego Ferrante
- **Ophthalmology** - Head: Dr. Ettore Destro
- **Orthopaedics and Traumatology** - Head: Dr. Fabio Zerbinati
- **Obstetrics and Gynaecology** (without an NHS agreement) - Head: Dr. Alfredo Porcelli
- **Otorhinolaryngology** (without an NHS agreement) - Head: Dr. Giuseppe Mercante
- **Specialised Rehabilitation** - Head: Dr. Ilenia Coco
- **Urology** - Head: Dr. Gianluigi Taverna

### SERVICES

- **Imaging Diagnostics** - Head: Dr. Luca Crespi
- **Endoscopy** - Head: Dr. Benedetto Mangiavillano
- **Analysis Laboratory** - Head: Dr. Marta Monari
- **Odontostomatology** - Medical Director Dr. Matteo Doto
- **Emergency Department** - Head: Dr. Carlo Maino

### OUTPATIENT CLINICS

Allergology - Anaesthesia - Cardiology - General Surgery - Plastic Surgery - Vascular Surgery - Dermatology - Diabetology - Electrophysiology - Endocrinology - Hepatology - Physiatrics and Rehabilitation - Gastroenterology and Digestive Endoscopy - General Medicine - Neurology - Ophthalmology - Oncology - Orthopaedics and Traumatology - Otorhinolaryngology - Rheumatology - Senology - Urology.

### OUTPATIENT CLINICS WITHOUT NHS AGREEMENT

Specific Learning Disorders Centre (DSA) - Speech Therapy - Obstetrics and Gynaecology - Occupational Medicine - Nephrology - Pneumology - Psychiatry - Psychology - Psychotherapy - Food Science and Dietetics.

### SAMPLE COLLECTION POINTS

(See page 14)

## 4. Our facility

Humanitas Mater Domini is a private hospital also accredited with the National Health Service. The Institute has a total of 182 beds (in-patient and technical). Healthcare, which is organised in three buildings, is provided by more than 800 people, including doctors, technicians, nurses and other non-medical healthcare professionals.

### **BUILDING 1**

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#### **MEDICAL AREAS AND SERVICES**

##### **OUTPATIENT CLINICS**

Outpatient services are provided in about 50 examination rooms. Services and examinations of the various clinical specialities can be performed in the Institute's outpatient areas.

##### **INPATIENT DEPARTMENTS**

The six inpatient floors (four accredited with the National Health Service and three for private individuals) are situated in the main building and in the cylindrical building (Tower). Beds are in single or double rooms, each equipped with medical facilities, independent toilet and television. To support surgical activities and the emergency network, the Intensive Care Unit and Subintensive Care Unit-UCC (Coronary Care Unit) are also available.

Humanitas Mater Domini also has a *Medical Day Hospital* where a team of specialists deals with the diagnosis, treatment and follow-up of medical and oncological pathologies.

##### **OPERATING ROOMS**

The Institute is equipped with 7 operating rooms where both major and minor surgery are performed.

##### **HAEMODYNAMICS, ELECTROPHYSIOLOGY AND ELECTROSTIMULATION ROOMS**

The operating block covers an area of approximately 400 square metres. It comprises three rooms, each dedicated to Haemodynamics, Electrophysiology and major vascular surgery. All rooms are equipped with the latest technological devices. The area is directly connected to the Emergency Department, and levels of care are further enhanced in terms of timeliness of care and patient safety.

##### **IMAGING DIAGNOSTICS**

The Imaging Diagnostics Area has all the equipment of a modern service. Particularly: 1.5 T high-field MRI (neuro and body examinations), multislice CT, cardiology diagnostics, odontostomatological diagnostics, breast diagnostics (digital mammography with tomosynthesis).

##### **ENDOSCOPY**

The Endoscopy Area is equipped with modern technology for diagnostic investigations (gastroscopy, colonoscopy, transnasal gastroscopy, endoscopic ultrasound, urethrocytoscopy) and therapeutic endoscopic treatments of the upper and lower gastrointestinal tracts, biliary tracts, pancreas (ERCP) and urinary system (diagnostics, urethral stent removals and ultrasound-guided cannulation).

##### **SAMPLE COLLECTION POINT**

There are six sample collection points.



## EMERGENCY DEPARTMENT

The Humanitas Mater Domini Emergency Department is a local service available 24 hours/day to all adult patients, both coming on their own and brought in by the Local Medical Emergency Service (112/118).

The service does not offer specialist Paediatrics, Obstetrics-Gynaecology and Neurology Emergency Care. To support the Emergency Department activities, a 24-hour Radiology and Analysis Laboratory, a Cardiology doctor on call and an Anaesthesia-Resuscitation doctor on call are always available. General surgeon, internist orthopaedist and urologist are consultants present at the facility on weekdays from 8.00 a.m. 8.00 pm, on call from 8.00 pm to 8.00 am.

The organisational model of the Humanitas Mater Domini Emergency Department is based on the presence of a medical team, trained to manage all emergencies-acute cases, with the assistance of highly qualified nursing and support staff.

The Humanitas Mater Domini Emergency Department applies the National Guidelines for Triage, which provide for five priority codes:

- Code 1 - emergency (Red): absence or rapid deterioration of one or more vital functions.
- Code 2 - very urgent (Orange): risk of compromising vital functions. Stable condition with an evolving risk.
- Code 3 - not urgent (Blue): stable condition with no evolving risk, with suffering and a relapse of the general condition.  
Requires diagnostic investigation and complex specialist examinations.
- Code 4 - minor urgency (Green): stable condition with no risk of evolution.  
Requires diagnostic investigation and specialist examinations.
- Code 5 - not urgent (White): stable condition with no risk of evolution, not urgent or minimal clinical relevance.

The Emergency Department is divided into different treatment areas:

- high intensity area: emergencies. Codes 1 and 2
- medium complexity area: urgencies. Codes 3
- low complexity area: minor urgencies. Codes 4 and 5
- isolation area (Covid\infectious diseases)

The service does not offer specialist Paediatrics, Obstetrics-Gynaecology and Neurology Emergency Care, as the Facility does not offer these clinical specialities.

Patients who have been assigned a white code on discharge are required to pay a prescription fee (EUR 25.00).

## SENOLOGY AREA

Outpatient clinics for specialist examinations, ultrasound rooms, digital mammography with tomosynthesis. The approach to pathology is multidisciplinary (senologist, radiologist, surgeon, oncologist, rehabilitation specialist, psychologist), focused on ensuring excellent medical standards for increasingly personalised care.

## DENTAL CARE CENTRE

The centre, which features 6 dental surgeries, is fitted with cutting edge instruments and technological devices.

The service is offered on a single specialist basis, i.e., there is a professional present for each branch of expertise and dental speciality in a hospital setting that is not only safer but also makes a multidisciplinary approach possible, when necessary.

## **BUILDING 2**

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Administrative offices are located in this hospital building.

Floor 1:

- Administration, Finance and Control Office
- Communication Office
- Personnel Office
- Quality, Training and Public Relations (URP) Office
- RSPP and Environmental Safety Office

Floor 2:

- Clinical Engineering Office
- General Services Office
- Information Systems Office
- Technical Office

## **BUILDING 3**

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The building covers an area of approximately 3000 square metres, dedicated to outpatient activities, customised and innovative treatment paths, areas dedicated to prevention and check-ups, and state-of-the-art technology.

There is tactile signage for integrated access systems. A dedicated pathway guides the patient from the car park to the Admissions Office, to the lifts and/or to pedestrian stairs leading to the upper floors.

The entrance is at 8 Via Bettinelli, opposite the Emergency Department.

### **MEDICAL AREAS AND SERVICES**

Visits and examinations of the various clinical specialities are mainly performed as private services. Specialised ophthalmology services are provided both in agreement with the National Health Service and privately.

### **OUTPATIENT CLINICS**

Outpatient services are provided in 38 examination rooms. The 2nd Floor features a specialised Ophthalmology area with first and second level examination rooms.

### **CHECK-UP AREA**

Floor 1 features a warm reception area with dedicated staff who will ensure privacy, attention, and punctuality. Examination rooms and customised pathways. All check-ups are carried out by qualified specialists.

### **SAMPLE COLLECTION POINT**

There is one sample collection point.

### **RADIOLOGY**

A dedicated area has been created on the ground floor for the following examinations: Magnetic Resonance Imaging - 128-layer CT - Ultrasound - X-rays.

There is a digital mammography machine with tomosynthesis on the 1st Floor.

## 5. Admission to hospital

Admissions can be:

- **Ordinary**, suggested by the general practitioner in accordance with the appropriate Unit or by a hospital doctor following a specialist examination.  
For some specific conditions, **Day Hospital** or **Day Surgery** admissions or outpatient treatment for surgery or low complexity medical services (BIC and MAC) are possible. These admissions allow the patient to go home usually on the same day or after one night of observation at the most. In order to shorten the time required for both types of admission, pre-operative examinations are carried out on a pre-admission basis.
- **Urgent**, for patients assessed urgently by the Emergency Department doctor.

### SCHEDULING

Admissions are scheduled according to the clinical priority indicated when placing on the waiting list. Information on hospitalised patients may be requested by calling 0331476210.

### TYPES OF ADMISSION

#### NATIONAL HEALTH SERVICE

##### Reception and documentation required for admission

At the time of admission, patients are required to visit the Admissions Office where the admission process is carried out (Building 1 - Blue Area, Floor 0).

##### The following documentation must be presented at the desk:

- GP's referral on a regional prescription pad
- regional services card (regional health card)
- valid ID

##### For citizens not residing in Italy:

- **if they belong to the European Community**, the TEAM card is required to receive medical assistance during their temporary stay in Italy. For scheduled treatment and admission, fill in the appropriate form
- **if they do not belong to the European Community**, contact the appropriate LHA office
- **if destitute and not registered with the NHS**: an STP (temporarily present foreigner) code is assigned, after filling in the self-certification of destitution form and for urgent or essential care only
- **if Italians residing abroad**, it is necessary to contact the relevant Register of Italians living abroad (A.I.R.E.) office
- **if resident in countries with which Italy has bilateral agreements**, the required forms, duly completed, should be submitted

### Waiting lists

Waiting lists for ordinary admissions follow a priority criterion assigned by the clinician and chronological booking criteria, also taking into account the type of pathology.

### Fees

For NHS patients, admissions and any necessary diagnostic tests, even if carried out prior to admission (as pre-hospitalisation), are completely free of charge. Outpatient surgery may be subject to prescription fees, depending on regional rules, except for patients with an exemption.

## PRIVATE SERVICES

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Private hospitalisation provides the option of choosing the doctor who will follow the patient throughout their stay and, if necessary, perform the operation. It also allows for a single room and the overnight stay of an accompanying person.

### Reception and documentation required for admission

At the time of admission, patients are required to visit the Admissions Office where the admission process is carried out (Building 1 - Blue Area, Floor 4).

The following documentation must be presented at the desk:

- *valid ID*
- *regional services card (regional health card)*
- *any card proving membership of an insurance organisation*

### Agreements with entities

The Institute has direct and indirect agreements with the main funds, assistance funds, professional associations and insurance bodies, which manage policies or other forms of supplementary healthcare for reimbursements and benefits. For information: tel. 0331 476377 or e-mail address: [ricoveri.solventi@materdomini.it](mailto:ricoveri.solventi@materdomini.it).

### Fees

In the case of admissions under an agreement with insurance companies, these will be handled according to the agreements in place with the insurance company/agency and the type of insurance coverage of the patient.

### Payments

Payments can be made in cash (up to the maximum amount provided for by current regulations), by debit card, credit card or cheque.

## USEFUL INFORMATION DURING THE STAY IN HOSPITAL

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### Items to be taken to hospital

The patient must bring along and hand over all previous clinical documentation to the Nursing Coordinator, informing the medical staff about medicines usually taken. Clothing should be comfortable and essential: nightwear, towels, dressing gown or jacket, tracksuit, slippers, personal hygiene necessities.

It is advisable to use non-rigid suitcases and to avoid carrying valuables or excessive amounts of money. Although Humanitas Mater Domini has an anti-intrusion system, it accepts no responsibility for any theft or loss of personal belongings.

Each in-patient room is, however, equipped with a safe at the disposal of each guest.

### Reception and Hospitality

At the time of admission, the patient must visit the NHS or Paying Patients Admissions Office where all the necessary administrative operations will be carried out, and the "Admission Request" form will be handed over with the name of the referring doctor (tutor). On arrival at the ward, the patient will be welcomed by dedicated staff and will receive the following:

- identification bracelet with barcode; it will be placed on the wrist to enhance reliable identification;
- Customer Service Charter (on request);
- Information brochure with all useful information for the stay in hospital.

### **Interviews with ward doctors**

During hospitalisation, the referring doctor (tutor) will inform the patient, his or her family member or general practitioner about the evolution of the disease and the diagnostic and therapeutic process. All doctors are, however, available for interviews with relatives at the times displayed in the ward. The Nursing Coordinator on each floor is available to patients and their families to arrange meetings at different times.

### **Transfusion Unit**

Humanitas Mater Domini is part of the Varese Transfusion Department, and through collaboration with the Valle Olona LHA, it ensures the availability and administration of blood and blood derivatives for transfusions to patients when needed.

### **Meals and menus**

Patients are served meals in their rooms at the following times:

- Breakfast: from 7.30 am to 8.30 am (for all in-patients)
- Lunch for NHS in-patients: from 12.00 pm to 1.00 pm
- Lunch for paying patients: from 12.30 pm to 1.30 pm
- Dinner for NHS in-patients: from 6.00 pm to 7.00 pm
- Dinner for paying patients: from 7.00 pm to 8.00 pm

Patients may choose from a variety of menus, unless specifically prescribed by a doctor, and those who request it may follow a specific diet in accordance with their religion and consistent with the diet established by the attending doctor. For reasons of hygiene control and in order not to alter the prescribed diet, visitors are advised not to bring food or drink to the patients.

### **Canteen for accompanying persons**

Accompanying persons of in-patients can use the hospital canteen (see section "Services").

### **Medicines and therapy**

All medicines the patient will need will be provided and prescribed by the doctors at Humanitas Mater Domini. It is forbidden to take medicines without the authorisation of the ward's medical staff, as these could interfere with the established therapy.

### **Smoking**

Humanitas Mater Domini is a smoke-free hospital. Smoking is absolutely forbidden in all rooms and facilities of the Clinic for patients and staff. For smokers, dedicated areas have been set aside and identified by appropriate signs.

### **Discharge**

At the end of the stay in hospital, the patient will be issued a discharge letter to be given to the general practitioner, which contains all the information about the hospitalisation, the therapy to be followed at home and an indication of any follow-up visits to be carried out.

### **Copy of the medical record**

A copy of medical record may be requested by the patient (or by another person with a written authorisation from the patient), subject to payment of possible administration fees. A copy of the medical record can be requested via email to [accettazione@materdomini.it](mailto:accettazione@materdomini.it), attaching copy of the patient's ID and of their representative, if any. In the event of a paid Admission, copy may be requested from the Paid Admissions Office (Blue Area - floor 4).

Humanitas Mater Domini provides both services accredited with the National Health Service and private services.

## 6. Outpatient services

### BOOKING PRIVATE AND NHS VISITS AND EXAMINATIONS

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Patients may book visits and examinations:

- **on line, by visiting the website [www.materdomini.it](http://www.materdomini.it) via the Humanitas con Te App**, which can be downloaded free of charge for Android and IOS devices
- **by calling the CUP on 0331 476210**
  - *NHS visits and examinations*  
Monday to Friday from 9.30 am to 4.30 pm.
  - *private visits and examinations*  
Monday to Friday from 8.00 am to 7.00 pm, and Saturday from 8.00 am to 3.00 pm.
- **at the Admissions Office Building 1**  
Services with the National Health Service cannot be booked at Admission, but only through the Lombardy Region Contact Center, available Monday to Saturday from 8.00 am to 8.00 pm (excluding holidays), on the numbers:
  - Landline: 800 638638
  - Mobile: 02999599
- **at the Admissions Office Building 3**  
Private and insurance services may be booked Monday to Friday from 10.00 am to 6.00 pm.

### ADMISSIONS OFFICE

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#### NHS and private visits and examinations

##### Building 1

##### Admissions Office Floor 0 - Yellow Area

Monday to Friday from 7.00 am to 8.00 pm, and Saturday from 7.00 am to 12.00 pm **via the Humanitas con Te App**, once you arrive at the hospital, by framing the QR Code found on the dedicated sign (Building 1)

##### Reception for NHS Collection Floor 0 - Yellow Area

Monday to Friday from 7.00 am to 10.30 am, and Saturday from 7.00 am to 10.00 am

##### Building 3

##### Admissions Office Ground Floor

Monday to Friday from 7.00 am to 8.00 pm, and Saturday from 7.00 am to 4.00 pm

##### Reception for Check-ups Floor 1

Monday to Friday from 7.30 am to 3.30 pm.

##### Admissions Office Ground Floor

Monday to Friday from 7.00 am to 12.00 pm, and Saturday from 7.00 am to 11.00 am.

### DOCUMENTS REQUIRED FOR ADMISSION

- **Appointment memo**
- **Valid ID**
- **Regional services card** (regional health card)
- For visits through the National Health Service: **medical prescription**
- For private diagnostic examinations: **medical prescription**

The following, if present:

- **exemption card**
- **insurance card** (in the case of private health insurance, corporate recreation centres (CRALs), etc.)

Services can be:

## **ACCREDITED TO THE NATIONAL HEALTH SERVICE (NHS)**

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### **Documents required**

The patient must bring along:

- *the general practitioner's referral (prescription)*
- *valid ID*
- *regional services card (regional health card)*
- *documentation proving any right to exemption from payment of prescription fees*

## **PRIVATE**

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The patient may choose the doctor who will carry out the specialised visit, examination, etc.

A referral from a general practitioner (prescription) is not necessary, except for radiology services, for which a request from a specialist doctor is required.

### **Waiting times**

#### *NHS visits and examinations*

Humanitas Mater Domini undertakes to respect the limits established by the Lombardy Region Health Department, responding to the level of urgency specified by the general practitioner on the prescription.

#### *Private visits and examinations*

Waiting times follow the availability of specialists, agreed through internal agendas.

### **Fees**

#### *NHS visits and examinations*

The patient will pay the prescription fee required by the relevant regional and national regulations, if relevant.

#### *Private visits and examinations*

Fees established by Humanitas Mater Domini shall apply for private services.

### **Payments**

Payments can be made in cash as provided for by law, by debit card, credit card or cheque.

## **CHECK UP**

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The service for private patients makes it possible to book and perform not only specialist examinations and diagnostic investigations but also, within a few hours, an entire pathway of examinations and tests. The service offers both previously established and individually adaptable pathways for prevention and early diagnosis in specialist medical fields.

### **Contact information and appointments**

- Call the Check-up Secretariat from Monday to Friday, from 9.00 am to 3.00 pm, on 0331 476392 and 0331 1525764.
- Send an e-mail to: [segreteria.checkup@mc.humanitas.it](mailto:segreteria.checkup@mc.humanitas.it)

## COLLECTING REPORTS

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Patients may collect their reports:

- **on line**, by visiting the **Humanitas con Te [Humanitas with you]** page ([www.humanitasconte.it](http://www.humanitasconte.it))
- **via the Humanitas con Te App**, which can be downloaded free of charge for Android and IOS devices
- **at the Admissions Office**

(Building 1 - Yellow Area, Floor 0) Monday to Friday from 11.00 am to 5.00 pm, and Saturday from 10.00 am to 12.00 pm. The form given to the patient at the time of the examination is essential to collect the report, which can only be handed in to the person concerned or to a delegated person with document of identification (in the case of a delegation, the patient's ID is also required).

For Radiology, CT, MRI and Mammography reports, the patient may book the day and time of collection by visiting the website: **humanitas.zerocoda.it**.

## SAMPLE COLLECTIONS \*

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### SAMPLE COLLECTION POINTS – HUMANITAS MATER DOMINI

The Analysis Laboratory at Humanitas Mater Domini covers an area of approximately 200 square metres, and is equipped with modern, state-of-the-art instruments. It has a specialised section for clinical biochemistry and toxicology. The laboratory makes use of external services for second level examinations.

### NHS SAMPLE COLLECTIONS

**Building 1** (Yellow Area, Floor 0)

Monday to Friday from 7.00 am to 10.30 am, and Saturday from 7.00 am to 10.00 am. The **service** that allows you to **book your turn online for taking blood samples and laboratory tests** with the National Health Service (**NHS**) and for frail persons (**pregnant women, elderly and disabled persons**) is active on the [humanitas.zerocoda.it](http://humanitas.zerocoda.it) website.

The service reduces waiting times at hospital desks.

### PRIVATE SAMPLE COLLECTIONS AND WITH AN NHS AGREEMENT

Paying patients and those with an insurance or NHS agreement may book the sample collection by calling the central booking service (CUP) on 0331 476210.

The following are performed:

**Building 3**, Monday to Friday from 7.00 am to 12.00 pm, and Saturday from 7.00 am to 11.00 am. Remember to have with you the prescription for the tests to be performed.

### EXTERNAL SAMPLE COLLECTION - ARESE

There is a collection point at the shopping arcade il CENTRO (Via Giuseppe Eugenio Luraghi - Arese). Sample collection and laboratory tests can be performed Monday to Friday from 7.00 am to 12.00 pm, and Saturday from 7.00 am to 9.00 am, and Sunday from 8.00 am to 9.30 am.

### EXTERNAL SAMPLE COLLECTION POINT - BUSTO ARSIZIO

In Busto Arsizio, there is a collection point in Via Alberto da Giussano 9.

Samples are collected and laboratory tests are performed Monday to Saturday from 6.30 am to 10.30 am.



**EXTERNAL SAMPLE COLLECTION POINT - LAINATE**

In Lainate, there is a collection point at 5 Via Lamarmora.

Samples are taken and laboratory tests are performed Monday to Saturday from 7.00 am to 10.30 am.

**EXTERNAL SAMPLE COLLECTION POINTS - VARESE**

In Varese, there is a collection point at 6 Via Michele Arcangelo. Samples are collected and laboratory tests are performed Monday to Saturday from 7.00 am to 10.00 am.

\*N.B.: If the sample collected is not compliant, the office of Analysis Laboratory will contact the patient for a new sample collection.

## 7. Dental Care Centre

The Service is provided both privately and in agreement with the National Health Service. The Centre features a reception area and 6 dental surgeries, and is equipped with state-of-the-art equipment and technology, thus guaranteeing the high quality standards of the service provided.

### Services

- Specialised visit
- Oral surgery
- Conservative surgery
- Endodontics
- Oral hygiene
- Implantology
- Orthodontics
- Paradontology
- Pedodontics (paediatric dentistry)
- Prosthetics (fixed, mobile)
- Implants

### Opening days and hours

Monday to Saturday from 8.00 am to 8.00 pm.

### Appointments and information

For information or to book an appointment:

- **By calling 0331 476336**
- **send an e-mail to: [odontoiatria@materdomini.it](mailto:odontoiatria@materdomini.it)**

*Medical Director: Dr Matteo Doto. Registered with the Provincial Dental Association of Varese no. 1357*

## 8. Services

### Central booking office (CUP)

Humanitas Mater Domini has a central booking office (CUP) for outpatient services. It is staffed by professionally trained personnel to assist patients in the process of selecting a doctor and booking a visit.  
Contact information: tel. 0331 476210.

### Public Relations Office (PRO)

The Public Relations Office (PRO) is located in Building 2 of the hospital (Purple Area, Floor 1).

Patients may contact the PRO:

- personally, Monday to Friday from 9.30 am to 12.30 pm
- by calling 0331 476384 (same days and times)
- by sending an e-mail to: [urp@materdomini.it](mailto:urp@materdomini.it).

The purpose of the Service is to guarantee users respect for the actions and conduct associated with the medical services provided in accordance with current legislation, to protect patients' rights, and to contribute to the ongoing improvement of the services provided.

In particular, its role consists of the following activities:

- listening and relational function
- contributes to the communication and transmission of information concerning hospital organisation and how services are provided
- collects observations, reports, complaints or suggestions concerning any inefficiencies that have occurred, but also consensus (praise and thanks) on the care received
- conducts investigations and surveys of the quality perceived by patients and the degree of satisfaction with the services offered, including through the collection and analysis of customer satisfaction questionnaires.

Communications may be made to the PRO either directly or by telephone, or sent by ordinary mail or e-mail, by the person concerned or a person delegated by him/her. The PRO will take charge of the problem, and share and manage it together with the corporate functions concerned in order to define possible corrective, improvement and preventive actions to be implemented. The final formal response will normally be provided within 30 days (ref. Law 150/2000).

### Hospital Volunteerism

Humanitas Mater Domini has the initiative *Insieme con Humanitas* (Together with Humanitas) in place, in partnership with the Humanitas Foundation, aimed at supporting the patient and his/her family in such a delicate and difficult time as illness. The volunteers are present on the wards, alongside the doctors and nurses, to offer welcome and special support, such as practical advice, a word of comfort, useful support for the sick person and his or her family in solving both small and big problems associated with being in hospital. Participants in the initiative attend specific training courses, during which attitudes and interpersonal skills are studied in depth, providing different levels of knowledge depending on the areas in which they will serve.

### Cultural mediation

Humanitas Mater Domini has an in-house cultural mediation service to facilitate care for people from cultural and linguistic backgrounds that differ from the local one.

### Protected categories

Humanitas Mater Domini pays special attention to the disabled person, pregnant women and children. Particularly:

Admissions: a dedicated button allows these categories preferential and faster access to the Institute's various services.

Parking: some parking spaces are reserved for the disabled.

Special attention is also paid to visually disabled person.

To further facilitate autonomy of movement, a **dedicated tactile pathway** has been set up in Building 3 to guide the person **from the car park to the Admissions Office**, to the stairs and lifts to access the upper floors. The internal signage has also been enriched with tactile maps.

### Café

Humanitas Mater Domini has two cafés:

1. Building 1 (Yellow Area, Floor -1) below the Admissions Office.

Monday to Friday from 7.00 am to 3.30 pm, and Saturday from 7.00 am to 12.00 pm.

2. Building 3 (Ground Floor) Monday to Friday from 7.00 am to 4.00 pm, and Saturday from 8.00 am to 11.00 am.

### Canteen for accompanying persons

Authorised accompanying persons of in-patients may use the hospital canteen (Green Area, Floor -1), which is open on the following days and times:

*Lunch:* Monday to Sunday from 12.00 pm to 3.00 pm

*Dinner:* Monday to Sunday from 7.00 pm to 8.00 pm

Meals are directly paid in the canteen.

### Hot and cold beverage vending machines

Beverage and snack vending machines can be found in the following areas of the Institute.

Building 1

- In-patient floors (Blue Area and Green Area).
- Admissions Office (Yellow Area, Floor 0).
- EPO (pre-operative examinations) Area (Yellow Area, Floor 1).
- A&E (External area, patients and ambulance entry).

Building 3

- Ophthalmology area (Floor 2).

### Hotels

Humanitas Mater Domini has agreements with hotels for patients' family members and accompanying persons. For the complete list, visit the website [www.materdomini.it](http://www.materdomini.it). - Useful Information section.

### Wheelchairs

At the Institute's porter's lodge, a number of wheelchairs are available to patients and their accompanying persons on presentation of their identity cards.

### Ambulances

Upon discharge, ambulance transport can be requested by contacting the Nursing Coordinator. A fee is charged for the service.

### Building 3

Accessibility is a byword for the new space. To further facilitate the free movement of visually impaired patients, a **dedicated tactile pathway** was set up during building construction works to guide the person **from the car park to the Admissions Office**, to the stairs and lifts to access the upper floors. The internal signage has also been enriched with tactile maps.

### Religious Service

Humanitas Mater Domini has a Chapel (Building 1 - Green Area, Floor -1). A list of places of worship of the main religions in the area, with addresses and telephone numbers to contact the ministers can be requested from the nursing coordinator of each ward.

## **Mortuary**

Humanitas Mater Domini has a mortuary (Building 1 - Green Area, Floor -1) to receive and prepare the body, and a funeral chamber that can be accessed by undertakers. The mortuary is open daily from 4.30 am to 6.00 pm.

## **Wi-Fi**

Humanitas Mater Domini offers all patients and their accompanying persons free Internet access via Wi-Fi. To be able to use it on mobile devices (smartphones, tablets and PCs), you need to activate Wi-Fi, select the HMD-Guest network and register.

## **Newspapers and magazines**

Newspapers and magazines are available to the patients free of charge via our Wi-Fi service.

## **Pay TV**

A free Pay TV service (Sky Cinema and Sport) is available in the paying patient ward.

## **ATM service**

An ATM service can be found at the Admissions Office of Building 1 (Yellow Area, Floor 1).

## **Car Park**

Two large car parks are available in the vicinity of the Institute:

- paid parking at an hourly rate in Via dei Mulini;
- car park inside Building 3, with hourly fee.

## **Anti-intrusion system**

At Humanitas Mater Domini surveillance is carried out through video surveillance systems.

## **ONLINE SERVICES**

### **[www.materdomini.it](http://www.materdomini.it)**

The materdomini.it website features paths and detailed information about specific activities (oncology, cardiology, orthopaedics, urology, etc.). Each area shows the reference doctors, the diseases treated and treatments. Patients may book visits and examinations online. Patients who live far from the hospital and who use its services can find information on agreements with hotels, B&Bs and residences, and on how to get to Humanitas Mater Domini.

### **News on the website**

Spreading the culture of prevention is in the DNA of Humanitas Mater Domini, which regularly publishes news and insights on its website [www.materdomini.it](http://www.materdomini.it).

### **Newsletter**

The newsletter promotes the culture of prevention with detailed articles, current news and information to keep you up-to-date on health issues.

### **Social Network**

Humanitas Mater Domini is present on the main social networks (Facebook, LinkedIn, Youtube), to be closer to patients and offer useful information for a healthy lifestyle.

### Online bookings

With the "On-line Bookings" service on the website [www.materdomini.it](http://www.materdomini.it), examinations and tests may be booked and paid for, choosing the day, the practitioner, the time and the location where you want to have your check-up.

### Online reports

You can register on [www.humanitasconte.it](http://www.humanitasconte.it) to access your electronic clinical documents and related images online. You can register online by logging onto the portal and filling in the dedicated form with the required data.

#### **APP: HUMANITAS CON TE (HUMANITAS WITH YOU)**

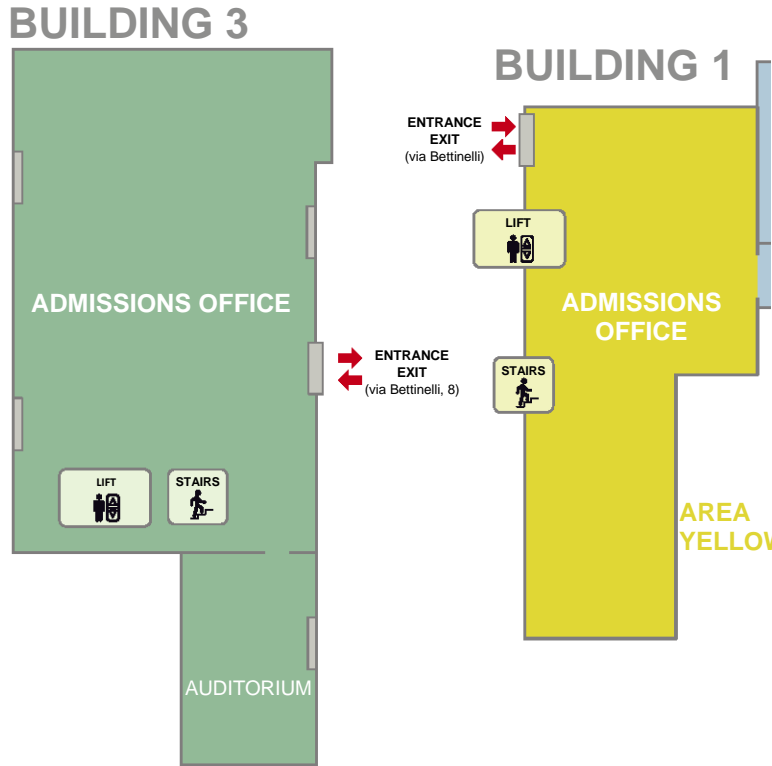
The "Humanitas con te" App, which can be downloaded free of charge for Android and IOS devices, allows you to check your appointments, reports and fiscal documents (such as invoices), book visits and examinations, pay for services, and check-in once at the facility. Info: **[www.humanitas.it/app/](http://www.humanitas.it/app/)**

## 9. Scientific and operational partnerships

### HUMANITAS UNIVERSITY

Humanitas University is a University dedicated to Life Sciences. Closely integrated with the scientific institute for hospitalisation and care (IRCCS) Istituto Clinico Humanitas in Rozzano (MI), it stands apart for an international outlook. The faculty consists of world-renowned doctors and researchers, and visiting faculty include Nobel Prize winners in medicine. The University wants to prepare its students for any career path, whether in a clinical setting or in research, in Italy or abroad. Humanitas University at the Pieve Emanuele (Mi) Campus offers 3 degree programmes (single-cycle international degree programme in medicine and surgery, in English; three-year bachelor's degree programme in nursing, in Italian; three-year bachelor's degree programme in physiotherapy, in Italian) and 13 schools of specialisation. A three-year bachelor's degree programme in Nursing, in Italian, has been held in Castellanza since 2021, at the Carlo Cattaneo - LIUC University in Castellanza (entrance from Piazza Soldini, 5 - Castellanza).

# 10. Finding your way around

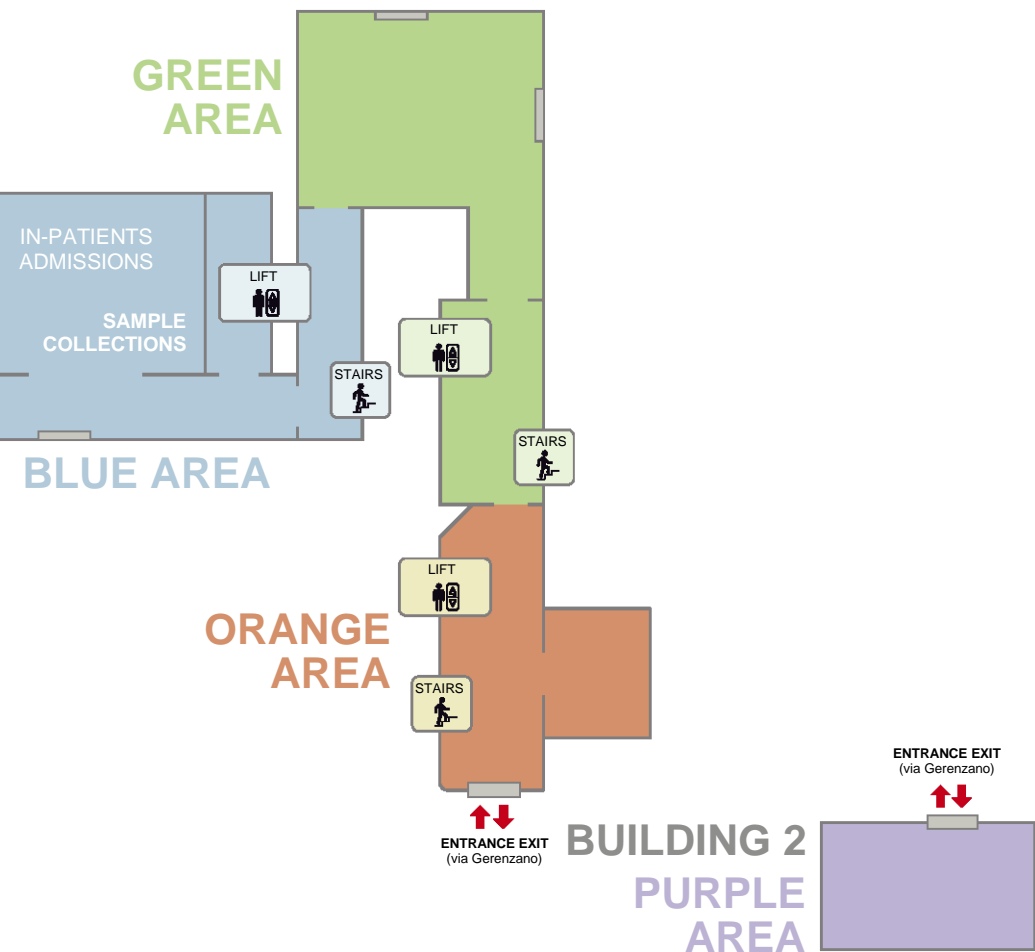


## DETAILED LIST OF SERVICES AND IN-PATIENT WARDS

### BUILDING 1

- **ADMISSIONS OFFICE** - Floor 0 Yellow Area
- **IN-PATIENTS ADMISSIONS OFFICE** - Floor 0 Blue Area
- **EXAMINATION ROOMS C** - Floor 0 Orange Area
- **EXAMINATION ROOMS D** - Floor 1 Orange Area
- **EXAMINATION ROOMS D** - Floor 1 Green Area
- **CAFÉ** - Floor -1 Yellow Area
- **OPERATING BLOCK B** - Floor 0 Green Area
- **CHAPEL AND MORTUARY** - Floor -1 Green Area
- **ONCOLOGY DAY HOSPITAL** - Floor 5 Blue Area
- **IN-PATIENTS A1** - Floor 1 Blue Area
- **IN-PATIENTS A2 and B2** - Floor 2 Blue Area
- **IN-PATIENTS A3 and B3** - Floor 3 Blue Area
- **IN-PATIENTS A4 and B4** - Floor 4 Blue Area
- **ADMINISTRATION** - Floor 1 Green Area
- **ULTRASOUND AND BREAST WITH MAMMOGRAPHY** - Floor 0 Orange Area
- **ENDOSCOPY** - Floor 0 Green Area
- **PRE-OPERATIVE EXAMINATIONS** - Floor 1 Orange Area
- **CANTEEN** - Floor -1 Green Area
- **DENTISTRY** - Floor 6 Green Area
- **SAMPLE COLLECTIONS** - Floor 0 Blue Area
- **EMERGENCY DEPARTMENT** - Floor -2 Yellow Area
- **RADIOLOGY A (MRI, CT, X-RAY)** - Floor -1 Orange Area
- **INTENSIVE CARE** - Floor -2 Blue Area
- **ENTRANCE/EXIT (via Gerenzano)** - Floor 0 Orange Area
- **ENTRANCE/EXIT (via Bettinelli)** - Floor -2 Yellow Area





## BUILDING 2

■ ADMINISTRATIVE OFFICES

## BUILDING 3

- ADMISSIONS OFFICE - Ground Floor
- RECEPTION FOR CHECK-UPS AND OUTPATIENT CLINICS - Floor 1
- EXAMINATION ROOMS - Floor 1 - Floor 2
- AUDITORIUM - Ground Floor
- CAFÉ - Ground Floor
- OPHTHALMOLOGY - Floor 2
- SAMPLE COLLECTIONS - Ground Floor
- RADIOLOGY (X-RAY, CT, MRI, DEXA, OPT) - Ground Floor
- SENOLOGY (Mammography, Ultrasound) - Floor 1

# 11. How to get here

Patients from anywhere in Italy and abroad can easily reach the Institute by car, plane and train: Indeed, Humanitas Mater Domini is located in the immediate vicinity of Malpensa International Airport, Milan, and the Swiss border, on the main European traffic routes.



## BY CAR

### Coming from Milan, A8 Milano- Laghi motorway:

Castellanza exit: turn left at the roundabout and continue along Via Saronnese towards Castellanza.

Straight ahead, pass the roundabout, then two traffic

lights. At the first roundabout turn right into Via Bettinelli.

The entrance to Humanitas Mater Domini is located after about 200 metres on the right.

### Coming from Varese, A8 Milano-Laghi motorway:

Castellanza exit: turn right and continue along Via Saronnese towards Castellanza.

Pass two traffic lights. At the first roundabout turn right into Via Bettinelli.

The entrance to Humanitas Mater Domini is located after about 200 metres on the right.

## BY PUBLIC TRANSPORT

### Ferrovie dello Stato - Trenitalia

- Legnano station stop - Busto Arsizio station stop.

From the station it is possible to reach the Institute via the Urban Transport Service - Green Line bus, Via dei Mulini stop.

Go down the steps on the right, cross the market square (a large car park), walk along Via Mulini, at the stop sign turn right.

### Ferrovie Nord - Trenord

- Castellanza station.

From the station take the STIE bus in the direction of Castellanza and step off in C.so Matteotti.

Go down the steps on the right, cross the market square (a large car park), walk along Via Mulini, at the stop sign turn right.

## BY AIR

Humanitas Mater Domini is located near Milan's two leading airports: Malpensa and Linate.

### Milano Malpensa Airport (21 km)

- The MALPENSA EXPRESS service can be used from the airport - operated by Trenord, Castellanza stop.

### Milano Linate Airport (40 km)

- Milan Linate Airport is connected to Milan Central Station by the ATM Servizi Diversificati Air Bus service.

From the Central Station you can use the MALPENSA EXPRESS service - managed by Trenord, Castellanza station.

# 12. Addresses and contact information

## Humanitas Mater Domini

### Building 1

Via Gerenzano, 2  
21053 Castellanza (VA)

### Building 2

Via Gerenzano, 6  
21053 Castellanza (VA)

### Building 3

Via Bettinelli, 8  
21053 Castellanza (VA)

Switchboard: 0331 476111

Central booking service (CUP): 0331 476210

Public relations office (PRO): 0331 476384

Check-up visits: 0331 1525764 or 0331 476392

This Customer Service Charter is available at [www.materdomini.it](http://www.materdomini.it) and, upon request, at:

- Medical Administration
- Public Relations Office
- Wards
- Admissions Areas

## **Humanitas Mater Domini**

Via Gerenzano, 2 - 21053 Castellanza

Tel. 0331 476111 - Fax 0331 476204

[www.materdomini.it](http://www.materdomini.it)

This document, drafted with reference to Decree Law 12 May 1995  
and Prime Ministerial Decree of 19 May 1995 - Ministry of Health - "Guidelines No. 2/95",  
aimed at providing information on the services offered  
and to guarantee the rights of the people who use them.  
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