



CASA DI CURA
ERETENIA

Service charter

2019

MEDICAL DIRECTOR
Dr. Pasquale Piccinni

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First Section



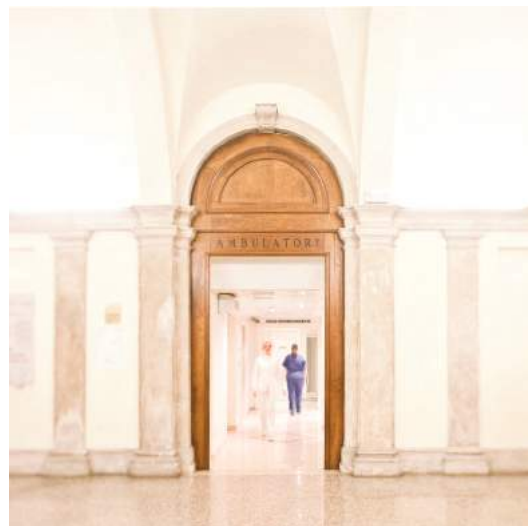
CASA DI CURA ERETEZIA

Casa di Cura Eretenzia is a private healthcare facility, accredited by the Regional Health Service, which provides the diagnosis and treatment of health conditions requiring admission to hospital, Day Surgery or outpatient diagnostic and therapeutic procedures.

The facility has a total of 105 beds, including 74 beds covered by the national health service (2 of which for postoperative intensive care) divided into **medical functional area, general and specialist surgery and rehabilitation area.**

Services

- General Medicine
- Cardiology
- General Surgery
- Urology
- Plastic Surgery
- Orthopaedics
- Gynaecology
- Otolaryngology
- Ophthalmology
- Rehabilitation



The Clinic has a **medical laboratory**, where all lab tests are performed, except those requiring a high level of specialisation.

The Clinic includes a **Diagnostic Imaging Department**, offering Traditional Radiology, Ultrasound, Senology, CT scans and MRIs.

Medical specialists, general surgeons and surgical specialists follow the clinical and therapeutic guidelines provided by the respective national and international organisations, and are kept up to date by participating in national and international medical conferences.

BASIC PRINCIPLES

EQUALITY

The services offered by the Casa di Cura Eretenia are inspired by the principle of equality and non-discrimination of patients. The facility's rules on patient relationships and access to healthcare services are the same for everyone. Patients will not be discriminated against because of their sex, race, language, religion and political opinions.

Medical care is provided equally to all patients.

Equality should be understood as a prohibition on unjustified discrimination; in particular, Casa di Cura Eretenia has adopted all measures to ensure that all people with disabilities can receive the same healthcare services as other individuals.

IMPARTIALITY

In applying the facility's operational rules, the operators' behaviour is inspired by the principles of objectivity, justice and impartiality.



RIGHT TO CHOOSE

The patient has the right to choose freely and without any moral and material constraints to make use of the services offered by the Clinic, within the limits of the structural, technological and professional requirements offered.

CONTINUITY

Service continuity is assured all days and nights of the year according to the rules governing the facility's activities.

PARTICIPATION

Patients can address any comments and complaints verbally or in writing to the responsible operators (head of department, charge nurse, head of the service or outpatient clinic, medical director, administrative director).

Our operators shall take into account the information reported by the patient and take any necessary measures.

To improve service quality, Casa di Cura Eretenia has established a Public Relations Office as a go-to place for patients who wanted to file claims and complaints, to whom our staff undertakes to reply in writing. In addition, a specific questionnaire is distributed within the facility to evaluate the quality of our service.

EFFICACY AND EFFICIENCY

In providing our healthcare services, we undertake to guarantee constant efficiency and effectiveness. This means that our organisation, in all medical units, aims to meet the needs of patients and to make sure to deliver effective services and procedures.



HEALTH SERVICE ACCESS

Casa di Cura Eretenia provides healthcare services according to the following categories:

- **ORDINARY HOSPITALISATION**

For acute diseases that cannot be treated in an outpatient setting and that require monitoring and assistance by medical and nursing staff;

- **SAME DAY SURGERY**

The procedure does not involve an overnight stay and is performed with local, locoregional or general anaesthesia for invasive and semi-invasive surgical or diagnostic and/or therapeutic procedures;

- **OUTPATIENT CLINICS**

Medical examinations, diagnostic and/or therapeutic procedures, minor day surgeries that do not require postoperative monitoring.



To save the patient's time, Casa di Cura Eretenia ensures faster procedures for outpatient and diagnostic tests that are required for the patient's admission.

ADMISSIONS

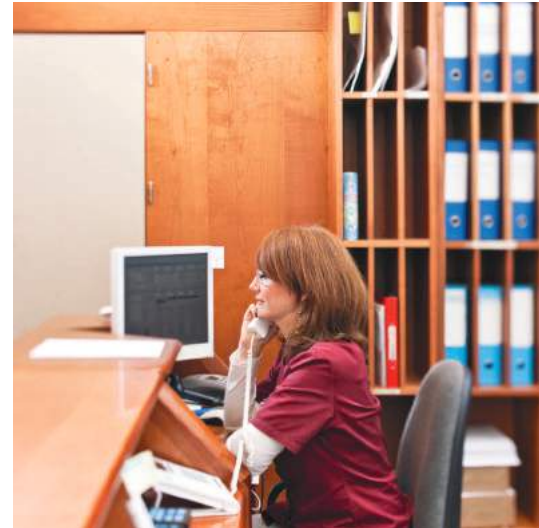
Inpatient services - payment methods:

- **COVERED BY THE NATIONAL HEALTH SERVICE (SPECIAL ARRANGEMENT WITH THE ITALIAN NHS)**

The patient does not have to pay any charges, except where he/she wanted to have a private room. Patients are admitted upon submission of a referral by a general practitioner or a licensed specialist and after being examined by our specialist;

- **PAID SERVICE**

The service is billed directly to the patient, who will not be entitled to ask for any total or partial refunds to their local health authority. Before booking the admission, we provide patients a quote for the examinations that will be performed. A GP referral is not required for admissions.



- **RATES PAID IN AGREEMENT WITH HEALTHCARE FUNDS, INSURANCE COMPANIES, ASSOCIATIONS AND MUTUAL ORGANISATIONS.**

Indirect reimbursement

The service is directly billed to and paid by the patient according to the rates agreed between our facility and the institution. The patient will then be able to ask for reimbursement from the pertinent institution.

Direct reimbursement

The service is billed directly to the institution operating in agreement with our facility, based on the agreed rate, except for any deductibles to be paid by the patient.

INFORMATION AND APPOINTMENTS

Tel. 0444 994514

OPENING HOURS

Monday to Friday
10:00am to 12:30am
2:30pm to 5:00pm

OUTPATIENT SERVICES

The methods of access and treatment described below relate to the health services provided on an outpatient basis:

- Specialist consultations, laboratory tests
- Diagnostic imaging services (X-rays, ultrasound scans, CT scans, MRI)
- Minor surgeries that do not require an overnight stay or postoperative monitoring.

REQUIRED DOCUMENTATION

Outpatient services can be accessed with a referral by a general practitioner, a medical specialist, on the patient's initiative or through healthcare assistance programmes.

INFORMATION AND APPOINTMENTS

Clinics: Tel. 0444 994501

Radiology: Tel. 0444 994562

OPENING HOURS

Monday to Friday
8:00am to 6:00pm

Outpatient services - payment methods:

- **COVERED BY THE NATIONAL HEALTH SERVICE (SPECIAL ARRANGEMENT WITH THE ITALIAN NHS)**

Fixed charge at the patient's expense to receive the medical service (unless exempted)

- **PAID SERVICE (PRIVATE PRACTITIONERS)**

The service is billed to and paid by the patient

- **RATES PAID IN AGREEMENT WITH HEALTHCARE FUNDS, INSURANCE COMPANIES, ASSOCIATIONS AND MUTUAL ORGANISATIONS.**

Indirect reimbursement

The service is directly billed to and paid by the patient according to the rates agreed between our facility and the institution. The patient will then be able to ask for reimbursement from the pertinent institution.

Direct reimbursement

The service is billed directly to the institution operating in agreement with our facility, based on the agreed rate, except for any deductibles to be paid by the patient.

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Second Section



GENERAL MEDICINE

The General Medicine Department offers treatment for common internal diseases and patients with acute and chronic diseases. Admitted patients can receive NHS or private treatment.

Special attention is devoted to:

- **Gastroenterological diseases** supported by invasive and non-invasive diagnostic procedures (Endoscopy, Video Laparoscopy, Organ Fine-Needle Aspiration biopsies, Ultrasound, CT scans, MRI, etc.)**
- **Acute and chronic cardiovascular diseases**, supported by a complete colour Doppler ultrasound diagnostic system
- **Lung diseases supported by invasive diagnostic procedures** (Endoscopy, Ultrasound or CT-guided biopsy etc.) and non-invasive ones (respiratory tests, etc.)
- **Metabolic, endocrine, osteoarticular and neoplastic diseases**, for which a pain management consultation service is also provided
- **Blood diseases**

The Medical Unit also provides the following Services:

- **DIGESTIVE ENDOSCOPY ****
- **ARTERIAL AND VENOUS COLOUR DOPPLER ULTRASOUND EXAM **** of the upper extremities and lower extremities and supra-aortic vessels
- **REHABILITATION** in-patient treatment with intravenous vasoactive drug therapy with Alprostadil for peripheral artery disease of the lower limbs and chronic pulmonary diseases (including with Continuous Positive Airway Pressure = CPAP)
- **INTERNAL MEDICINE CLINIC** for metabolic, neoplastic and other diseases of the endocrine, digestive, musculoskeletal, respiratory, cardiovascular systems
- **HYPERTENSION CLINIC:** diagnosis, therapy, follow up and treatment of any related diseases (diabetes, dyslipidemias, etc.)
- **GERIATRICS CLINIC** diagnosis and treatment of the most common elderly diseases. Psychogeriatric assessment of dementia
- **PNEUMOLOGY CLINIC**
- **GASTROENTEROLOGY CLINIC**
- **HAEMATOLOGY CLINIC**

** = covered by the NHS

The **HAEMATOLOGY** service offers the following specialist services:

- Haematology consultation
- Morphological examination of red blood cells, white blood cells and platelets and diagnosis of blood cell disorders
- Fine needle aspiration sampling of bone marrow and bone marrow biopsy
- Diagnosis of coagulation disorders (haemorrhagic and thrombotic diseases) Iron supplement therapy (intravenous iron for anaemic patients) and anaemia treatment
- Oral and subcutaneous anticoagulant therapy for patients with coagulation disorders
- Service for patients on anticoagulant therapy, with therapeutic, dietary and organisational advice for patients taking drugs such as Coumadin (Warfarin) and Sintrom (Acenocoumarol) and NOACs.
- Blood groups (ABO - Rh)
- Specific blood tests including blood count, iron, ferritin, transferrin, transferrin saturation, reticulocytes, vitamin B12, folic acid, erythropoietin, prothrombin time (PT-INR), partial thromboplastin time (PTT), fibrinogen, antithrombin III, D-dimer, APC resistance, protein C, protein 5, specific lymphocyte subpopulations of lymph and monocyte disorders (CD)



PHYSICIANS

Dr. Alessandro Burul

Internist

(Head of department)

Dr. Nadir Zocca

*Clinical and Laboratory Haematology
Specialist*

CARDIOLOGY

At Casa di Cura Eretenia special attention is devoted to heart diseases and patients may request specialist visits and admissions, with either NHS or private treatment.

Admitted** patients are treated for the following disorders:

- Cardiocirculatory failure
- Rhythm and conduction disorders
- Dilated cardiomyopathy
- Hypertrophic cardiomyopathy



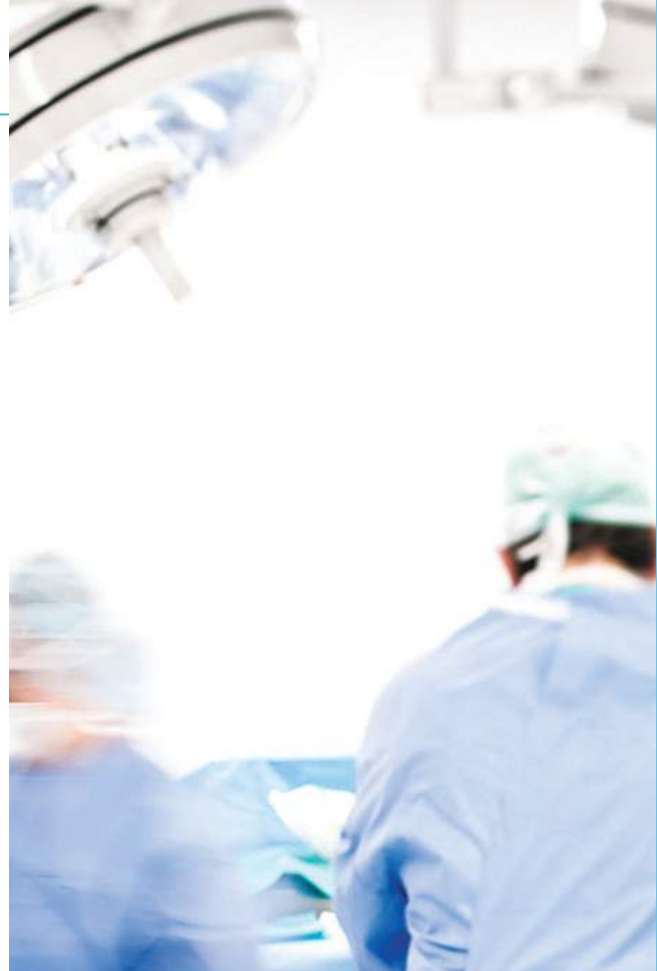
- Restrictive cardiomyopathy
- Arrhythmogenic Right Ventricular Cardiomyopathy
- Congenital heart disease
- Acquired valve diseases
- Pericarditis
- High blood pressure and hypertensive heart disease
- Acute and chronic heart failure
- Thyrotoxic cardiomyopathy

and the following procedures are also performed:

- Transthoracic Electrical Cardioversion

The following procedures are performed on an outpatient basis:

- Specialist cardiac examination **
- Resting ECG **
- Cycle ergometer stress test ECG **
- Holter monitoring **
- 24-hour blood pressure monitoring **
- 2-D, 3-D and Contrast Colour Flow Doppler Echocardiography for all age groups **
- Stress echocardiography **
- Sodium-channel blockers test **



PHYSICIANS

Dr. Roberto De Nardis

*Cardiology and Internal Medicine Specialist
(Head of the Cardiology Unit 1)*

Dr. Giuseppe Trevisan

Cardiology Specialist

Dr. Roberto Brancati

Cardiologist

Dr. Majid Valizadeh

Cardiology Specialist

Dr. Giuseppe Marino Benvenuto

*Cardiology Specialist
(Head of the Cardiology Unit 2)*

GENERAL SURGERY

Surgery has a key role at Casa di Cura Eretenia. Through this division, a highly qualified staff and state-of-the-art technology, surgical procedures are conducted effectively and efficiently.

Our facility has a functional unit dedicated to all General Surgery procedures, from major surgery to minor day-care surgery (hernias, varicose veins, etc...). Our surgical activity is characterised by extensive use of advanced laparoscopy to treat all the disorders that can benefit from it (oncological surgery, obesity surgery, antireflux surgery). **Major Surgery procedures** are made possible through the use of advanced diagnostic equipment, a post-operative intensive care unit and the work of high qualified professionals (anaesthesiologists and radiologists) who ensure compliance with the highest safety standards. **Minor surgeries and invasive diagnostic and therapeutic procedures with local and regional anaesthesia are performed on a same-day basis,** meaning that patients can undergo

minor surgery or diagnostic procedures and go home the same day. The above surgical procedures can be performed on the NHS or privately.

Outpatient treatment

- Surgical examinations**
- Removal of cutaneous and subcutaneous neoplasms (lipomas/ cysts)**
- Phlebectomy**
- Venous examination + venous Doppler sonography (private care only)
- Mesotherapy (private care only)
- Sclerotherapy (private care only)

Keyhole surgery (VALS) **

- **GALLBLADDER AND BILE DUCT SURGERY**
Gallstones, bile duct stones
- **COLORECTAL SURGERY**
Colorectal resection, for benign and malignant neoplasms; surgical treatment of acute and chronic diverticulitis
- **STOMACH AND ESOPHAGEAL SURGERY**
 - Benign and malignant stomach tumours
 - Hiatal hernia and gastro-oesophageal reflux disease
 - Esophageal achalasia
- **SPLEEN SURGERY**
Hypersplenism, thrombocytopenia, lymphoma

** = covered by the NHS

- **ADRENAL GLAND SURGERY**

Benign and malignant adrenal tumours

- **OBESITY SURGERY**

(private care only)

Gastric banding, gastric bypass, gastric sleeve resection, gastric electrical stimulation, revision surgery

Open surgery **

- **DIGESTIVE SURGERY**

- Inflammation and lesions of the oesophagus, stomach, jejunum/ ileum, colon and anus
- Benign and malignant bile duct lesions
- Benign and malignant lesions of the liver
- Benign and malignant lesions of the pancreas
- Benign and malignant lesions of the spleen

- **ABDOMINAL WALL SURGERY**

(hernias and laparoceles)

Tension-free technique using a polypropylene mesh, according to Trabucco, Lichtenstein and Rives.

- **LOWER LIMB VARICOSE VEINS**

Targeted procedures according to recent studies on venous hemodynamics by Doppler ultrasound. Endovascular laser therapy can also be performed if indicated (private care only.)



PHYSICIANS

Dr. Franco Favretti

General and Thoracic Surgery Specialist, Surgical Oncology Specialist (Head of department)

Dr. Vittorio Gallo

General Surgery Specialist

Dr. Domenico Zuccarotto

General Surgery Specialist

COLOPROCTOLOGY

The Coloproctology Division offers both outpatient and surgical services.

A proctologic examination is key to accurate diagnosis and effective management of patients suffering from anus and rectal symptoms such as pain, bleeding, itching, tumefaction, purulent discharge, changes in bowel habits, etc.

Surgeries

In-patient treatment **

Coloproctology Unit of Vicenza - S.I.U.C.P.



- Anal fissure (removal and left lateral internal sphincterotomy)
- Treatment of anal fistula and abscess (fistulectomy/fistulotomy, treatment of complex anal fistulas through sphincter saving techniques: fistula closure with "plugs" or by laser fibre or LIFT procedure)
- Treatment of constipation, anal pain and faecal incontinence with sacral nerve neurostimulators
- Removal of colon and rectal polyps with various methods
- Open and closed pilonidal sinus excision
- Haemorrhoid therapy:
Milligan-Morgan haemorrhoidectomy, mucous rectal prolapse using Longo muco-prolapsectomy with mechanical stapler, transanal haemorrhoidal dearterialisation with or without Doppler guidance and mucous pexis, Stapled Transanal Resection of the Rectum (STARR) with single or double stapling technique

- Surgeries for the treatment of Constipation due to Obstructed Defecation Syndrome (ODS) and rectal prolapse: Stapled Transanal Resection of the Rectum (STARR) with single or double stapling technique, Delorme's procedure for rectal prolapse

Outpatient treatment

- Proctologic examinations**
- Anoscopy/rigid rectoscopy **
- Outpatient clinic for proctological surgery: anal excision, removal of condylomas and diathermocoagulation, elastic band ligation **
- 3D transanal and transrectal ultrasound
- Anorectal manometry **
- Defecography, evacuation proctography
- Pelvic floor physical therapy
- Dedicated outpatient service for the diagnosis of constipation and faecal incontinence **



PHYSICIANS

Dr. Claudio Missaglia

*General Surgery Specialist
Head Physician*

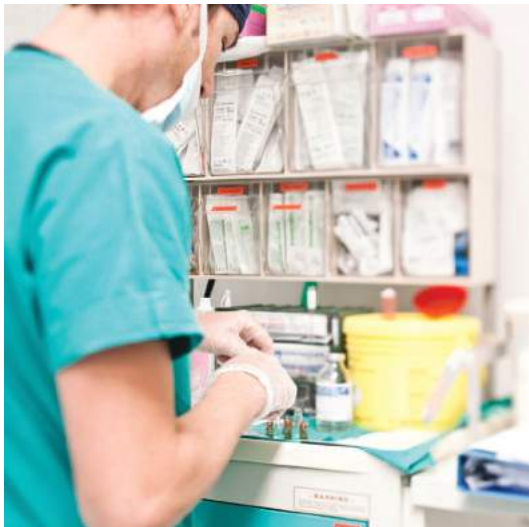
Dr. Silvia Savastano

General Surgery Specialist

UROLOGY AND ANDROLOGY

In-patient treatment **

- Traditional open surgery for urological conditions
- Endoscopic urological surgery of the lower and upper urinary tract (transurethral resection of the prostate, endourological management of urinary calculi)
- Extra-corporeal shock wave lithotripsy (Eswl)
- Laparoscopic urological surgery



- Minimally invasive procedure for surgical correction of urinary incontinence
- Penile implant repositioning in the treatment of impotence
- Surgical treatment of congenital penile curvature
- Surgical treatment of induratio penis plastica (Peyronie's disease)
- Microsurgical varicocelectomy performed under local anaesthesia

Outpatient treatment

- Urology consultations **
- Stamey Test
- Transrectal ultrasound scans and prostate biopsies
- Uroflowmetry** and Video Urodynamic Test
- Pelvic floor rehabilitation for urinary incontinence
- Cystoscopy
- Diagnosis and treatment of male infertility (Endocrinologic Evaluation, Spermogram, Colour Doppler Ultrasonography of the Spermatic Cord, Testicular Biopsy)
- Diagnosis and treatment of erectile dysfunction (hormone structure, PGEi test, Rigiscan, penile colour Doppler ultrasound in basal and dynamic conditions, rehabilitation of corpora cavernosa, Iontophoresis)

PHYSICIANS

Dr. Mojtaba Rahmati

Urology and Andrology Specialist

Head of department

Dr. Mariano Franceschini

Urology Specialist

Head of department

Dr. Andrea Cavazzana

Urologist

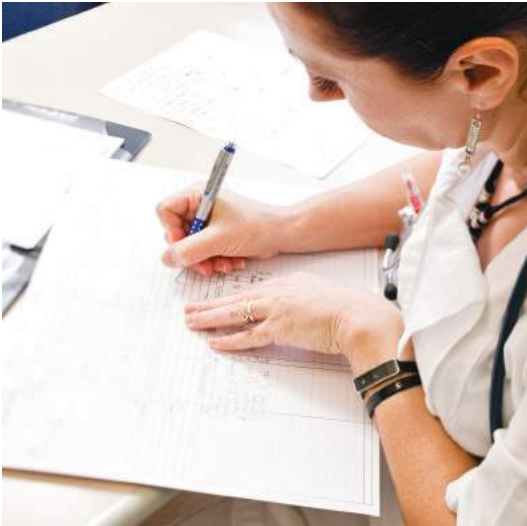
GYNAECOLOGY

Surgeries

Inpatient treatment **

Scheduled admissions for all types of gynaecological, laparotomic, vaginal, laparoscopic surgical procedures.

Surgeries are mainly performed with advanced laparoscopic techniques (oncological surgery, uterine and vaginal prolapse surgery, benign diseases).



Outpatient surgery **

Minor surgeries:

- Operative hysteroscopy for polyps, fibroids, septa, synechiae - conizations
- Dilation and curettage procedure
- Ectomy/Bartholin gland marsupialisation

Outpatient treatment

- Gynaecological examination **
- Gynaecological oncology screening **
- Diagnosis and management of infertile couples**
- Pregnancy consultations**
- Consultations for benign gynaecological surgery**
- Pelvic ultrasound **
- Pregnancy ultrasound and non-invasive prenatal testing (private care only)
- Urogynaecological consultation**
- Diagnostic hysteroscopies**
- Diathermy Coagulation of genital warts **



PHYSICIANS

Dr. Mario Thiella

*Obstetrics and Gynaecology Specialist
Head of department*

Dr. Cristina Meloncelli

Obstetrics and Gynaecology

Dr. Roberto Thiella

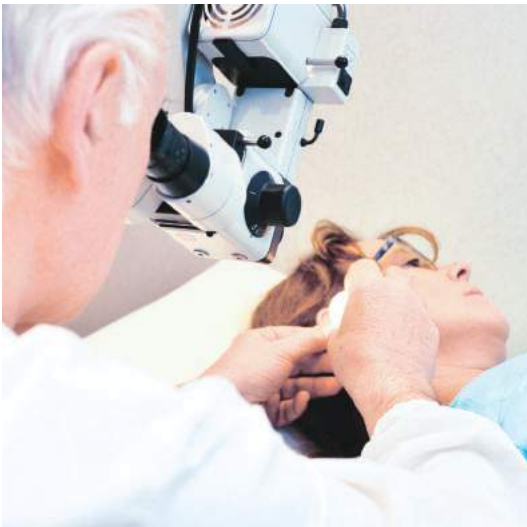
Obstetrics and Gynaecology

OTOLARYNGOLOGY

This medical speciality covers the diagnosis and treatment of diseases of the ear, nose and paranasal sinuses, throat and other related part of the head and neck.

Inpatient surgery **

- Adenoidectomy
- Tonsillectomy
- Tympanocentesis for catarrhal otitis
- Septoplasty, turbinoplasty and septoplasty with turbinoplasty



- Functional endoscopic sinus surgery (FESS) for nasal polyps and chronic sinusitis
- Diagnostic and surgical microlaryngoscopy for vocal cord disorders
- Uvulopalatoplasty for snoring
- Surgical removal of cysts, lymph nodes or other neoplasms in the neck
- Submandibular gland removal due to stones or neoplasms.
- Total or subtotal parotidectomy
- Partial or total thyroidectomy

Outpatient treatment

When indicated, the following diagnostic investigations can be performed during an ENT consultation:

- Hearing testing in sound proof booth
- Impedance test (tympanogram and acoustic reflex testing)
- Diagnostic and therapeutic otomicroscopy
- ENT Endoscopy (videorhinoscopy, fiberoptic laryngoscopy)
- Vestibular testing with positional manoeuvres for paroxysmal positional vertigo



PHYSICIANS

Dr. Mario Cenzi

ENT and Audiology Specialist

Head of ENT Department 1

Dr. Sandro Bordin

ENT Specialist and Audiologist

Head of ENT Department 2

OPHTHALMOLOGY

Surgery **

- Cataract surgery
- Vitreoretinal surgery: macular pucker, ILM retraction, macular holes, retinal detachments, vitreous haemorrhage, vitreous degeneration
- Glaucoma surgery
- Strabismus surgery
- DCR surgery (Dacryocystorhinostomy), recanalisation of nasolacrimal duct



Outpatient treatment

- General eye examination and tests for eye disorders
- Fluoroangiography and indocyanine green angiography
- Optical coherence tomography (OCT)
- Retinal Laser Treatments
- YAG Laser Treatments
- Cryotherapy
- Computerized Corneal Topography

- Visual Field Testing
- Ocular Ultrasonography
- Intravitreal injections for the treatment of maculopathy and retinal and vitreous diseases.
- External surgeries for chalazion, pterygium, eyelid neoplasm, entropion/ectropion
- Cyclophotocoagulation for glaucoma

Note: some outpatient services are performed in the operating room



PHYSICIANS

Dr. Paolo De Liberato

Ophthalmology Specialist

Head of Ophthalmology

Dr. Gino Dalla Chiara

Ophthalmology Specialist

Dr. Federica Pretto

Ophthalmology Specialist

Dr. Vittorio De Grande

Ophthalmology Specialist

ORTHOPAEDICS

The Department of Orthopaedics covers and treats all musculoskeletal conditions with a multidisciplinary approach involving consultants, anaesthesiologists, neurologists, infectious disease specialists, surgeons, physical therapists and innovative and sophisticated diagnostic techniques.

Our department has rooms for ordinary admissions and beds for Outpatient/Day Surgery patients.

All rooms are equipped with air conditioning, private bathroom, TV and adjustable bed.

Surgery **

PROSTHETIC SURGERY

- Hip replacement (standard, coated, neck sparing), including with minimally invasive AMIS techniques
- Knee replacement (unicompartmental, total)
- Shoulder replacement (resurfacing, partial and reverse replacement)
- Elbow replacement
- Ankle replacement

KNEE SURGERY

- Ligament reconstructions
- Arthroscopy procedures
- Osteotomy
- Cartilage surgery

SHOULDER SURGERY

Arthroscopic and mini-open repair surgical techniques for:

- Traumatic and chronic degenerative rotator cuff lesions
- Atraumatic and traumatic shoulder instability
- Stiff joints

Open surgery techniques for:

- Primary and secondary arthritis and massive rotator cuff tears

FOOT SURGERY

- Hallux valgus (with minimally invasive technique)
- Flat feet
- Finger deformity
- Subtalar arthrodesis

HAND SURGERY

- Carpal tunnel
- Trigger finger
- De Quervain syndrome
- Dupuytren contracture
- Fractures of the wrist, scaphoid and carpal bones, metacarpals and phalanges
- Traumatic and degenerative tendon disorders
- Rhizarthrosis

Outpatient treatment **

- Orthopaedic consultations
- Intra-articular infiltrations



PHYSICIANS

Dr. Walter Faggin

*Orthopaedics and Trauma Specialist
Head of department*

Dr. Francesco Bianchi

Orthopaedics and Trauma Specialist

Dr. Francesco Barcaro

Orthopaedics and Trauma Specialist

Dr. Carlo Castaman

Orthopaedics and Trauma Specialist

Dr. Vincenzo Fiocca

*Orthopaedics and Physical Rehabilitation
Specialist*

PHYSICAL MEDICINE AND REHABILITATION

The Physical Rehabilitation Medicine Service is oriented to the prevention, care and rehabilitation of patients' conditions, with the purpose to ensure full recovery and return to work, family life and social activities.

This Service has a ward with 10 beds covered by the NHS for orthopaedic trauma conditions and a rehabilitative physical medicine clinic (private treatment only).

Our Team provide outpatient customised rehabilitation programs, whose effectiveness is promoted by constant interaction between Physiatrist and Rehabilitation Therapists.

The services include:

- **Orthopaedic rehabilitation**

- pre and post surgery (hip**, shoulder, elbow, wrist, knee, ankle, etc.)
- post-traumatic (fractures, tendon ligament injuries, muscle damage, etc.)
- sub-acute and chronic degenerative conditions (polyarthritis, spondylo-discarthrosis, coxarthrosis, gonarthrosis, subacromial impingement syndrome, frozen shoulder, etc.)



- **Sport rehabilitation**

- after traumatic sports injuries (sprains, fractures, etc.)
- after overuse (tendinitis, bursitis, etc.)
- to enable the athlete to regain ability in competitive and non competitive sport activities.

- **Children's developmental rehabilitation** (flat foot, varus foot, varus metatarsus, scoliosis, kyphosis, kyphoscoliotic attitude).

- **Physical therapy** for seniors

- **Postural Restoration** exercises to improve postural symmetry, proprioception, self-correction and bodily self-awareness, and fix any postural imbalances and spinal misalignments.
- Physical rehabilitation **exercise class**
- Manual **lymphatic drainage**
- Therapeutic and sports **massages**
- Global postural **restoration**
- Active and passive **mobilisation**

Instrumental physiotherapy

- Ionophoresis
- Radar
- Ultrasound
- Electrotherapy (interferential, diadynamic, Kotz, rectangular, exponential, faradic currents)
- Tens
- Laser
- Magnet Therapy



PHYSICIANS

Dr. Vincenzo Fiocca

Orthopaedics and Physical Rehabilitation
Specialist
Head of department

PLASTIC SURGERY

Surgeries

AESTHETIC PLASTIC SURGERY OF HEAD AND FACE

- **FACIAL IMPLANTS**
They are used to augment and enhance specific areas of the face
- **DERMABRASION**
Skin-resurfacing procedure to improve uneven skin
- **LIPOMODELLING**
Fat grafting or fat transfer
- **REJUVENATION OF THE PERIORAL AREA**
Lip line resurfacing
- **OTOPLASTY**
Ear surgery to correct ear conditions such as protruding ears
- **RHINOPLASTY**
Nose surgery to change the shape of the nose and/or improve breathing
- **THREAD LIFT**
Non-surgical facelift
- **FACIAL LIPOSUCTION**
Removes excess fat and improves the appearance of the face

- **BLEPHAROPLASTY**
Removal of sagging eyelid skin
- **FACE AND NECK LIFT**
To smooth loose skin on the face and neck
- **FOREHEAD LIFT**
To reduce forehead wrinkles and creases
- **MID-FACE LIFT**
Lifts facial soft tissues in the the middle section of the face

PLASTIC SURGERY OF THE BODY

- **LABIA MINORA REDUCTION**
Labiaplasty or vulvar surgery to reshape the vaginal opening
- **THIGH LIFT**
Reshapes and improves the inner thighs by removing excess fat
- **LIPOSUCTION**
Removes excess fat from targeted areas of the body

- **GLUTEAL AUGMENTATION WITH IMPLANTS**

To improve the appearance of the buttocks

- **ARM LIFT**

Surgery to remove excess skin from the arms

- **MINI ABDOMINOPLASTY**

Helps tighten the skin in the abdominal area

- **ABDOMINOPLASTY (TUMMY TUCK)**

Removes excess skin and fat from the abdomen

BREAST COSMETIC SURGERY

- **GYNECOMASTIA**

Male breast reduction

- **BREAST REDUCTION AND BREAST LIFT**

A procedure used to reduce breast size

- **BREAST AUGMENTATION**

A procedure used to achieve an increase in breast size



PHYSICIANS

Dr. Salvatore Mirabile

Plastic Surgery Specialist

Dr. Ginetta Martini

Plastic Surgeon

ANAESTHESIOLOGY, RESUSCITATION AND ANALGESIC THERAPY

The Anaesthesiology Unit at Casa di Cura Eretenia meets multiple medical requests:

- Preoperative anaesthesia evaluation
- General anaesthesia with inhalational anesthetics, total intravenous anaesthesia and combined anaesthesia with continuous neurological, neuromuscular, heart and respiratory monitoring with technologically advanced devices



- Locoregional anaesthesia:
 - subarachnoid, single and continuous epidural injections
 - ultrasound-guided plexus blocks
 - ultrasound-guided truncal blocks
 - combined anaesthesia techniques
- Anaesthesia for diagnostic procedures (colonoscopies, gastroscopies, cystoscopies, CT scans, MRI, etc.)
- Postoperative services
 - post-operative assistance
 - post-operative pain management
 - post-operative intensive care
 - resuscitation

Comfort and safety in every step of the process

Our Anaesthesiology unit also provides:

- Pain Management (Pain Treatment)
- An outpatient service for patients with acute and chronic pain caused by different diseases of the nervous, vascular, musculoskeletal or visceral systems or by neoplastic lesions.

Services include:

- Specialist visits
- Epidural injections to provide pain relief
- Acupuncture and electroacupuncture
- Mesotherapy
- Oxygen/ozone therapy



PHYSICIANS

Dr. Pasquale Piccinni

*Anaesthesiology and Resuscitation Specialist
Head of department*

Dr. Giuseppe Andalaro

Anaesthesiology and Resuscitation Specialist

Dr. Marco Benetti

Anaesthesiology and Resuscitation Specialist

MEDICAL IMAGING **

Our Diagnostic Imaging Service performs traditional X-rays, Ultrasound, Senology, CT and MRI scan investigations.

These procedures can be provided either on the NHS or as a private service.



The unit provides the following services

- Digital X-ray imaging
- Ultrasound scans (non endocavitary)
- Senology diagnostics (clinical examination, mammography, galactography, ultrasound)
- Fine-needle aspiration cytology and needle biopsies under ultrasound/CT guidance
- MRI examinations (joint, total body)
- Orthopantomograms



Average results turnaround time:
4 working days.

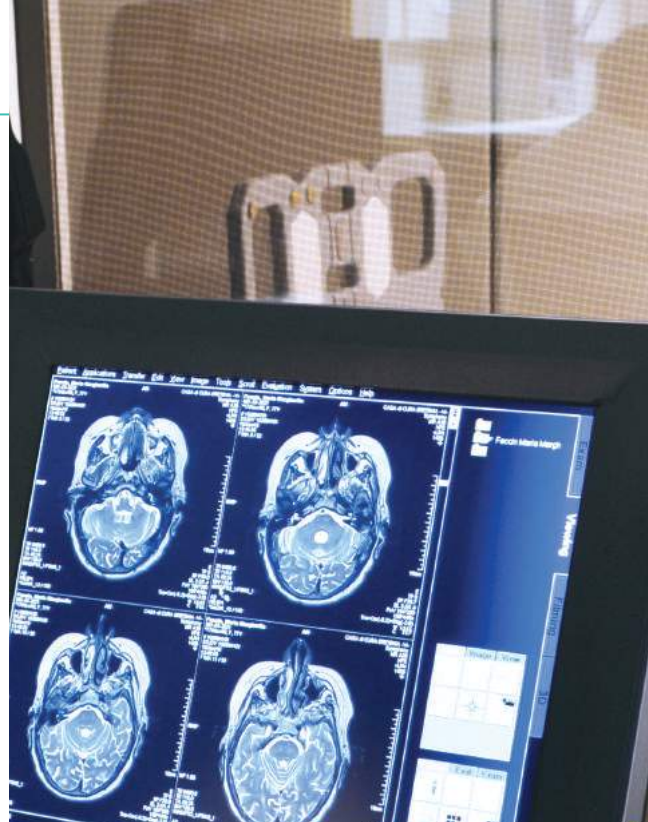
Please note: all radiological
examinations, even those performed
as a private service, require a medical
referral. Without your GP's referral, the
exam will not be performed.

INFORMATION AND APPOINTMENTS

Tel. 0444 994562

OPENING HOURS

Monday to Friday
7:30am to 6:00pm



PHYSICIANS

Dr. Marco Scabardi

*Diagnostic Radiology Specialist
Head Physician*

Dr. Carlo Angelo Guglielmini

*Diagnostic Radiology Specialist
Head Physician*

Dr. Fiorenzo Sandini

*Diagnostic Radiology Specialist
Head Physician*

Dr. Andrea Busolo

*Diagnostic Radiology Specialist
Head Physician*

Dr. Francesco Paolo Colosimo

Diagnostic Radiology Specialist

Dr. Zaven Tchaprassian

Diagnostic Radiology Specialist

CLINICAL LABORATORY**

Our Clinical Laboratory at Casa di Cura Eretenia performs clinical analyses for patients treated in both inpatient and outpatient settings, as the facility has special arrangements with the Italian National Health Service.

Biochemical and clinical testing is performed on samples of:

- Blood
- Stool
- Urine

Microbiological testing is performed on samples of:

- Urine
- Stool
- Nasal and throat swabs
- Vaginal swabs and pap smears
- Urethral swabs
- Semen

Other tests:

- Stamey Test
- Spermogram



For laboratory tests requiring a higher level of specialisation, the Laboratory uses outsourced services provided by certified facilities.

Booking

IS required; you can book your test by calling our Call Centre or our Laboratory **at 0444 994518** if you need any additional information.

For blood tests and specimen delivery

Please go to our Main Hall, Monday to Friday from 7:30am to 9:00am.

Lab Results

You can get your results on the date specified on your pick-up slip or download them from our website

www.eretenia.com

following the relevant instructions.

This option will reduce waiting times, provide easier access to test results from home, and improve the quality of your experience.

NEW Blood Donation + Free Breakfast

If you come for a blood donation, you will receive a coupon for a free breakfast (cappuccino + brioche), which you can use at the café near our facility.



CLINICAL LABORATORY DIRECTOR

Dr. Arturo Gheller

Biologist specialising in biochemistry and clinical chemistry

OTHER OUTPATIENT SERVICES

Dermatology

Outpatient treatment

Dermatology exams

- Clinical, paediatric, oncologic, aesthetic dermatology and phlebology
- Skin disorders (acne, eczema, psoriasis, rosacea, etc.)
- Venereology (sexually transmitted diseases)
- Skin surgery: removal of skin neoplasms, skin biopsies
- Mole mapping (even with digital epiluminescence microscopy)
- Cryotherapy for warts, condylomas, actinic keratosis, fibroids, keratosis, angiomas, molluscum contagiosum
- Curettage of viral and non-viral skin lesions
- Traditional and foam sclerotherapy
- Vulnology (treatment of skin ulcers) and compression bandages
- Cryotherapy treatment for age spots (solar lentigo) on the face and hands

Laser Therapy

- Removal of benign skin lesions
- Laser treatment of facial capillaries, rosacea, haemangiomas
- Skin spots
- Fraxel Laser Skin Resurfacing

PHYSICIANS

Dr. Maria Rosa Zamperetti

Dermatology and Venereology Specialist

Uro-Gynaecological Pelvic and Perineal Physiokinetic Therapy

Outpatient treatment

From a uro-gynaecological perspective, the treatment addresses various types of urinary incontinence (stress-urge-mixed) and consists of a combination of functional electrical stimulation and pelvic floor exercises to strengthen and tone all pelvic floor muscles.

Sessions of about 20 minutes (for 10-12 session treatments) are held two or three times a week with a qualified physical therapist under the supervision of the attending physician.

Patients are also offered the possibility of receiving an appropriate diagnostic procedure within a short time (uro-gynaecological examination, pad-test, video-urodynamics, cystoscopy, etc.) and any other more invasive treatment options where necessary.

Pelvic floor dysfunction may also involve faecal incontinence, constipation by functional outlet obstruction and anismus. After careful selection and assessment of patients, these conditions can be completely resolved using a pressure biofeedback unit or EMG with or without electrostimulation.

PHYSICIANS

Dr. Mario Thiella

Head of the Gynaecology Service

Dr. Claudio Missaglia

Head of the Proctology Service

Dr. Aldo Tamai

Head of the Urology Service



Outpatient Activities

Neurology and EMG Service

General Neurology Clinic

with a special focus on:

- Cerebral ageing disorders: memory loss, dementia, Parkinson's disease, movement disorders
- Cerebrovascular diseases: TIA, stroke, cerebral arteriopathies with sequelae
- Headaches, neurogenic pains, vertigo, long-term effects of cranial and spinal cord injury
- Peripheral nerve disorders: neuropathies, radiculopathies.

General electromyography

with detailed analysis of:

- Peripheral motor and sensory nerve conduction
- Painful compressional syndromes, carpal tunnel syndrome
- Truncal pain and pinched nerve syndromes
- Neurogenic and myogenic muscle pains, neuromuscular transmission disorders



PHYSICIANS

Dr. Federico Morello

Neurology and Clinical Neurophysiology Specialist

Psychiatry Service

Outpatient treatment

Psychiatry & Psychotherapy for Adults and Adolescents

PHYSICIANS

Dr. Ermanna Lazzarin

Psychiatry Specialist

Phlebology

Phlebology Clinic

A vein consultation makes it possible to detect, analyse and treat any venous disorders.

- Haemodynamic evaluation by colour Doppler ultrasonography of lower extremity venous diseases
- Sclerotherapy for varicose veins
- LASER treatment of spider veins (capillaries) in the lower limbs
- High Intensity Pulsed Light (IPL) treatment of pigmented skin lesions in the face, neck and hands such as rosacea, blotches, age spots and solar lentigo
- Needle-free hydroelectrophoretic intradermal injection for venous and lymphatic dysfunctions and cellulitis.

PHYSICIANS

Dr. Vittorio Gallo

General Surgery & Venous Disorders Specialist

Angiology Service

Outpatient treatment

- Colour Doppler ultrasound of the supra-aortic vessels
- Arterial and venous colour Doppler ultrasound of the lower limbs
- Arterial and venous colour Doppler ultrasound of the upper limbs

PHYSICIANS

Dr. Federica Pase

General Surgery Specialist

Food Science Nutritionist

A Nutritionist helps people who need to change their lifestyle to address their personal needs or specific health conditions, and therefore want to improve their relationship with themselves or their health and well-being, identifying the right nutrition and a healthy diet.

In particular:

- People suffering from malnutrition, overweight, obese and underweight people
- Patients suffering from diseases such as diabetes, hypercholesterolemia, hypertriglyceridemia, atherosclerosis, hypertension, cardio-circulatory disorders, intolerances or allergies
- Pre or post-surgical or oncological patients
- Pregnant or breastfeeding women
- Children in various development stages
- Athletes who want to improve their performance
- Healthy people who want to keep fit or get nutritional advice

The ideal diet is identified with a nutritional consultation

- **During the first consultation** (about one hour), the patients will be asked a few questions about current health, past medical history and eating habits. A thorough body composition analysis is then performed (using methods such as bioelectrical impedance analysis, anthropometry and plicometry) to define the patient's body composition, health status and energy needs.
- **There will be a second consultation** after a few days; the nutritionist will prepare a custom diet plan based on the data collected during the first meeting, which will be delivered to the patient together with a body composition analysis.

Follow-up visits will then be conducted to monitor the patient's progress and plan how to maintain the results achieved.

NUTRITION SPECIALISTS

Dr. Orazio Ragusa

Biology and Nutrition Specialist

Dr. Paola Salgarelli

Food Science, Biology and Nutrition Specialist

Aesthetic Medicine

Aesthetic medicine comprises all medical procedures that are aimed at improving the quality of life of people who experience discomfort due to a physical imperfection.

Our service includes also a general and skin ageing prevention and treatment program and treatment options to improve a variety of physical imperfections.

Casa di Cura Eretenia offers non-invasive, customised and safe treatments to enhance your natural beauty.

Outpatient treatment

NON-surgical procedures

- **PHLEBOLOGY**
aesthetic treatment of lower limbs veins
- **FILLER TREATMENT**
corrects wrinkles and improves facial contours
- **CHEMICAL PEEL**
improves skin texture skin by eliminating small wrinkles
- **BOTULINUM TOXIN**
corrects facial expression wrinkles



- **NON-SURGICAL BODY SCULPTING**
to improve different areas of the body
- **HYPERHIDROSIS TREATMENT**
treatment with botulinum toxin to stop excessive sweating
- **LASER**
for skin rejuvenation
- **LASER AND IPL HAIR REMOVAL**
Laser and IPL treatments for permanent hair removal

PHYSICIANS

Dr. Salvatore Mirabile
Plastic Surgery Specialist

3 Third Section



QUALITY STANDARDS, COMMITMENT AND PROGRAMME

As private facilities are created with the purpose to provide an alternative based on the principle of free choice, it is essential to offer the best possible care in a serene atmosphere with a strong focus on patient satisfaction.

Constant improvement of the efficiency, effectiveness and quality of our services is our firm commitment and our duty towards those who choose us.

In holding to this key principle, we worked to achieve certification to ISO 9002:1994 in March 2001, a quality standard that is constantly maintained and reviewed to the current ISO 9001:2015.

This road to improvement will be maintained in the coming years, with the purpose to offer our patients the ultimate in safety, comfort, availability and care.

Our Physicians are also ethically and contractually bound to provide Quality, Efficiency and Effectiveness.

With this in mind, we launched a major renovation programme, refurbished all our wards with new, modern equipment and opened a new post-operative intensive care unit.

These achievements are the milestones of a bigger project, the implementation of which began some time ago, with the aim to create a hospital facility that provides efficient and effective health services using modern systems and technologies.

Additional details on inpatient admissions

Information on therapeutic treatments are provided during consultations. An attending physician will be available at a scheduled time for more information and to talk to the family, especially in cases of severe medical conditions.

Before performing any procedures involving anaesthesia- and surgery-related risks, the patient is adequately informed of the possible risks and is requested to sign a form, the so-called "informed consent".

Consent is required in all cases of invasive surgery and procedures as well as before any blood or blood derivative transfusions when; except in cases of emergency, pre-transfusion compatibility testing is performed at the local blood transfusion centre.

At discharge, the patients will receive a discharge report for their family physician.



Commitment and Programme

We undertake to:

- Renovate and relocate the units that, following the continuous growth of our activities, require more space to operate;
- Improve comfort in our rooms and waiting areas;

- Provide patients with complete and accurate information on our inpatient ward and admission conditions;
- Provide accurate information on how specialist and outpatient diagnostic procedures are booked and performed, including through the provision of leaflets;
- Organise outpatient activities in a way that allows patients to receive the required medical services in the shortest possible time;
- Ensure constant engagement and interaction with our guests and their families in the evaluation of care processes and relational aspects, with great attention to religious, cultural and social needs;
- Value and empower our staff through internal training and refresher courses to ensure their continuing professional development.

Patient satisfaction and service quality perception

The services offered at Casa di Cura Eretenia are regularly monitored to ensure compliance with quality standards. Part of our mission is to aim to provide the best possible care to achieve patient satisfaction and enrich our range of ancillary services.

Because our goal is to constantly improve the quality of our services, any suggestions will help us ensure consistency between expectations and actual service quality.

Every patient will be handed a questionnaire at the main entrance and requested to fill it in; this will enable us to measure satisfaction levels and to identify any problems and their priorities.

This questionnaire is anonymous; if signed, it will be kept confidential in accordance with the applicable Privacy Law, UE regulation 679/2016.

4

Fourth Section



PROTECTION AND MONITORING SYSTEMS

Casa di Cura Eretenia offers you the opportunity to express any comments or file complaints as a result of inefficiency, behaviours or actions that, from your perspective, prevented or limited your use of the requested services.

Public Relations Office

In this regard, a Public Relations Office (URP) was established in accordance with the provisions of Italian Leg. Decree no. 502, art.14, 30/12/1992 and subsequent amendments and additions.

This office will listen to your needs and act as a mediator, to help improve communication and the provision of information concerning our organisation and our services.

To ensure that our staff will work and behave in a way that meets the requirements of health service standards, as well as your right to receive those services, our Public Relations Office collects claims and complaints, as well as approvals.

In particular, Public Relations Office responsibilities include:

- Providing all information related to the facility's services and how to receive them, ensuring respect for the rights recognised by the applicable legislation;
- Receiving any comments, objections, claims or complaints, to protect the patient from any actions or behaviours that may prevent or limit the use of health and social care services;
- Analysing patient satisfaction surveys;
- Preparing a complaint and classification report.

Complaints, whether verbal, written on plain paper or in the relevant complaint form (available in each ward) may be filed by the patient, the patient's family or relatives in law by contacting our Public Relations Office by phone or email or by leaving the complaint form in the appropriate box in the main hall.

The Public Relations Office will ensure that a preliminary investigation will be carried out to verify the reason for the complaint and adopt any preventive and corrective actions; the patient will be informed of the progress of the investigation within 10 working days after the start.

INFORMATION

urp@eretenia.com
Tel. 0444 994515

Monday to Friday
9:30am to 12:00am

Information and Contact Details



GENERAL INFORMATION FOR PATIENTS AND VISITORS



Inpatient Admission

For admissions, please head to the Admissions Office on the ground floor.

Admission hours: from 7:45am to 9:30am (in exceptional cases, in the afternoon before 4:00pm).

Required documents: GP referral, health insurance cards (paper + magnetic card), tax identification number and identity card.

What you need to bring: all test results and/or copies of medical records from previous admissions to other hospitals, to be handed to the Head nurse on the day of admission;
your medication history with details of the medications you are taking and any special diet needs.

You may also want to bring your personal hygiene items, toothbrush, toothpaste, a comb, a razor and shaving cream, underwear, slippers, a dressing gown or robe.

Please do not bring valuables or large amounts of money, as we will not accept responsibility for any loss or theft.

ADMISSIONS OFFICE

Tel.: 0444 994514

E-mail: ricoveri@eretenia.com

Smoking

Smoking is not allowed in:

- Patient rooms
- Inpatient ward hallways
- Meeting and waiting rooms
- Diagnosis rooms and outpatient clinics
- The entrance hall
- Staircases
- Lifts
- Hallways

Smoking is banned by law and, most importantly, this will protect the health and safety of other patients and yourself.



Meals

Nutrition is an integral part of the care process and meals are an opportunity to create a moment of social interaction and food education.

We are committed to respecting our guests' dietary habits and their religious, philosophical or ethnic beliefs, offering variable menus selected by each patient and customised diets where necessary and/or required.

If you are vegetarian or have any particular religious or ethnic beliefs, please tell about your needs to the Head Nurse.

If you have any specific diseases (celiac disease, renal diseases, or difficulty swallowing) please report this to the Head Nurse.

Meal times:

BREAKFAST in the morning	7:30am - 8:00am
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LUNCH at noon	11:30am - 12:00am
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DINNER in the evening	5:45pm - 6:15pm
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The above time table is indicative and subject to minor changes due to the healthcare and/or organisational needs of each ward.



- On the first day of admission, you will receive a standard menu.
- Please follow the hospital's nutritional advice, without adding any other foods and drinks.
- The nursing staff will inform you if fasting is required.
- Meals are distributed on customised trays to ensure food safety hygiene; the appropriate meal temperature is maintained and controlled by using thermally insulated trolleys.

Nursing

Our nursing staff provides personal care and assistance, as well as hospitality, room tidying and all the related services.

Please keep your bed and cabinet tidy, and leave only the essentials on your bedside table.

For any problems concerning nursing care, please contact the Head nurse or the nurse on duty.



In any case, attending physicians are always available to provide more information to patients' families as well.

Patient Information

YOU have the right to obtain information regarding your diagnosis, any treatments and operations that are considered appropriate to your condition.

Inpatient attending physicians are required to provide all information on diagnostic and therapeutic treatments when talking with patients as part of diagnostic and therapeutic activities.

Family and Friends

Family members and friends can visit every day, on weekdays and holidays.

Visiting hours:

Medicine	10:30am - 11:45am
1st floor	12:35am - 5:30pm
	6:35pm - 7:30pm

Surgery	4:30pm - 5:30pm
2nd floor	7:00pm - 8:00pm

Orthopaedics	MON - FRI	7:00pm - 8:00pm
2nd floor	SAT - SUN - HOLIDAYS	3:30pm - 8:00pm

Physical Rehabilitation	EVERY DAY	4:30pm - 5:30pm
3rd floor		6:30pm - 7:30pm
SAT - SUN HOLIDAYS	Additional opening hour	10:30am-11:30am

Visitors must not interfere with the normal hospital operations or make sure they do not disturb other patients who may be resting.

For this reason, family and visitors must wait outside the room during patient rounds, medicine administration rounds or while the cleaning staff is inside. Please keep a quiet conversational volume in all inpatient wards.

Please note: children under 12 years of age are not permitted in patient care areas unless explicitly authorised, and only in selected cases, by the chief physician in charge of that area (Prime Ministerial Decree 19/05/1995).



† Religious and Spiritual Care

Religious and spiritual care are provided by a Catholic priest and a nun.

We place great importance on respecting the religious beliefs of all patients; a list of the places of worship of the major religions in the area is available at the nurses station of each ward, including addresses and phone numbers to contact the relevant ministers.



Discharge

A discharge letter will provide details of the diagnosis and of the treatments performed, any medicines to be taken at home and any follow-up checks and examinations.

This letter should be handed over to your GP as soon as possible.

Follow-up appointments after the discharge process can be arranged at our Outpatient Clinic.

If you wanted to be discharged against medical advice, you will need to sign a specific written statement relieving the medical staff of any responsibility related to this decision or its consequences.

Morgue Service

Our facility includes a mortuary, which can be accessed through the inner courtyard.

Bodies are transferred to the morgue by our staff about two hours after death.

Please note that our staff is not authorised to provide any contact details and addresses of funeral homes.



The choice of the funeral service provider must be made exclusively by family members, as they deem appropriate.

**THE MORGUE IS OPEN
from 7:30am to 7:00pm**

Health documents **Medical Record**

You may request a copy of your medical record by filling in the relevant form at the Admitting Office and by paying your fees in advance.

A copy will be made available within 7 days after your request, except in emergencies, and may be picked by you or by a person authorised in writing to collect your result on your behalf.

In case of incomplete medical records, any additions to your documentation will be issued within 30 days after your request.

The authorised persons must bring the following documents:

- A copy of the request form
- A letter of authorisation (on plain paper)
- A photocopy of the patient's identity document
- Their own ID



In the event of death, legitimate heirs may request to obtain the deceased person's medical records.

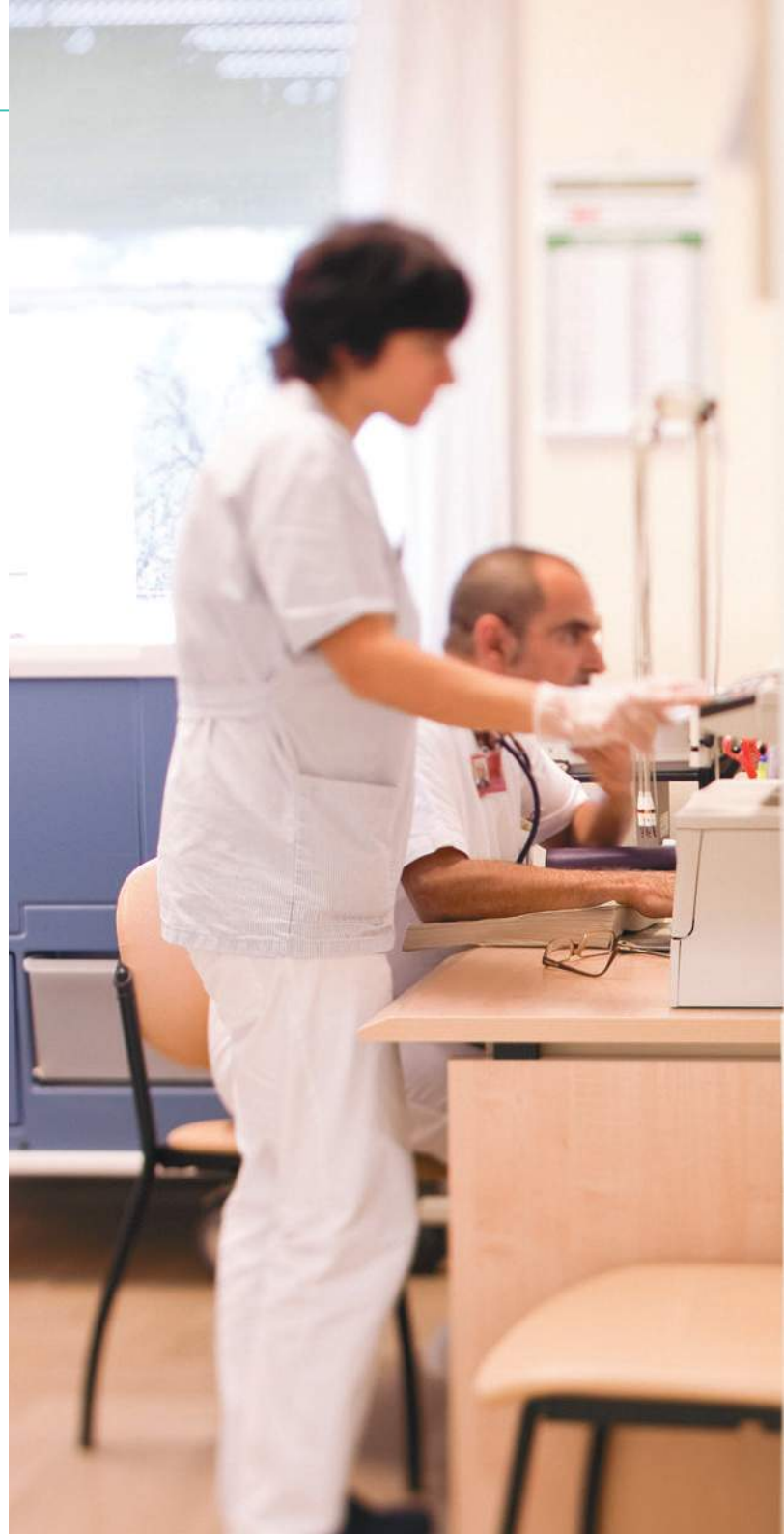
ADMISSIONS OFFICE

Tel.: 0444 994514

E-mail: ricoveri@eretenia.com

Information

- We provide information brochures describing our services and how to access them;
- In each Operating Unit, there is a services brochure describing the specific standards applicable to the activities carried out in the unit;
- Patients are provided with clear and understandable information about their state of health, diagnostic and therapeutic procedures and any alternatives, and the risks connected to the procedures performed; patients must answer any questions truthfully, should not be afraid to disturb and feel free to ask any questions to physicians and nurses if anything was unclear;
- Exit route maps are posted in each ward to help patients and visitors.



Privacy

The information containing personal data (personal details, address, etc.) and sensitive data (health status, race, religion, etc.) are processed in compliance with the current laws (General Data Protection Regulation UE 679/2016), with the prior consent of the data subject.

For this reason, before using any of the services provided at our facility, you will be requested to agree to the processing of your personal data.



PATIENT RIGHTS

You have the right:

- To be looked after and supported in an appropriate, continuous way, using state-of-the-art scientific knowledge and the best available technology;
- To be treated with respect for individual dignity and beliefs without discrimination on the grounds of age, sex, race, language, social status, religion and political views;
- To be properly informed about the use of the services offered and encouraged to participate actively and safely in the care process, with understandable methods and language;
- To confidentiality during the provision of health care services, from the processing of personal data according to data protection laws to the management of information relating to your state of health;
- To adequate pain assessment and management;
- To express your opinion using the methods available (e.g. service satisfaction questionnaire) and to contact our Public Relations Office (U.R.P.) if you believe your rights have been violated;

- To request that your name is not published in the patient list;
- To request no visitors during your stay;

PATIENT RESPONSIBILITIES

To get the best possible care and assistance, you will be requested to comply with the following internal rules:

- Have a responsible behaviour, respecting and understanding the rights of other patients;
- Collaborate with our medical, nursing and technical staff and with the medical director to help determine the most effective diagnostic and therapeutic pathway;
- Make sure your use of your mobile phone does not interfere with medical electrical equipment; when these are used, please set your device on Silent/Vibrate mode;
- Inform us promptly of your decision to stop getting treatment and to not attend your appointments, so that we can avoid wasting time and resources for the benefit of other patients;



- Do not damage the hospital rooms, equipment and furnishings;
- Avoid any behaviours that could be disturbing or uncomfortable for other patients (noise, lights on, loud radio or television, phone conversations, etc.);
- Smoking in the hospital is banned by law and, most importantly, this will protect the health and safety of our patients, staff and yourself.

SPECIAL AGREEMENTS

Casa di Cura Eretenia provides not only services covered by the National Health Service through special arrangements, but also direct assistance to self-pay patients.

Below is a list of healthcare funds, private insurance companies and organisations with which we have special arrangements.

Affiliated Companies and Associations

- GOLF CLUB BERICI
- GRUPPO CRAIM
- GRUPPO EDITORIALE ATHESIS
- GRUPPO MASTROTTO
- POLIAMBULATORIO HUB
- SOCIETÀ GENERALE MUTUO SOCCORSO - CINEMA ODEON
- SORELLE RAMONDA SPA



Insurance Companies

- AMICA CARD
- AON
- BLUE ASSISTANCE
- CASAGIT
- CONFCOMMERCIO
- COOPSALUTE
- F.A.S.I.
- F.A.S.I. OPEN
- FASCHIM
- FASDAC
- FONDO SALUTE

- GENERALI ITALIA
- HELP CARD
- INNOVA POSTEVITA
- MEDIC4ALL
- MIGLIOR SALUTE
- MY ASSISTANCE
- ORDINE DEI GIORNALISTI DI VICENZA
- PREVIMEDICAL
- PROGESA FOR ALL
- TRICARE INTERNATIONAL (U.S.A)
- UNISALUTE

*If your Insurance Company is not in this list,
please call our offices to ask for information;
the above list may not be updated.*

INFORMATION AND APPOINTMENTS

Tel. 0444 994511

OPENING HOURS

Monday to Friday
7:30am to 8:00pm

Saturday
7:30 to 12:30am



LIST OF PHYSICIANS

Medical Director

Dr. Pasquale Piccinni
Anaesthesiology and
Resuscitation Specialist

Surgery

Dr. Franco Favretti
General and Thoracic Surgery
Specialist, Head of Surgery

Dr. Domenico Zuccarotto
General Surgery Specialist,
Assistant Surgeon

Dr. Vittorio Gallo
General Surgery Specialist,
Assistant Surgeon

Dr. Federica Pase
General Surgery Specialist

Dr. Claudio Missaglia
General Surgery Specialist,
Head of Coloproctology Surgery,
Assistant Surgeon

Dr. Silvia Savastano
General Surgery Specialist,
Coloproctology Assistant

Dr. Salvatore Francesco Mirabile
Plastic Surgery Specialist

Dr. Mojtaba Rahmati
Urology Specialist, Head of
Urology

Dr. Mariano Franceschini
Urology Specialist, Head of
Urology

Dr. Andrea Cavazzana
Urology Specialist

Dr. Paolo De Liberato
Ophthalmology Specialist, Head
of Ophthalmology

Dr. Federica Pretto
Ophthalmology Specialist

Dr. Gino Dalla Chiara
Ophthalmology Specialist

Dr. Vittorio De Grande
Ophthalmology Specialist

Dr. Mario Thiella
Obstetrics and Gynaecology
Specialist, Head of Gynaecology

Dr. Cristina Meloncelli
Obstetrics and Gynaecology
Specialist, Assistant
Gynaecologist

Dr. Roberto Thiella
Obstetrics and Gynaecology
Specialist, Assistant
Gynaecologist

Dr. Mario Cenzi
ENT specialist, Head of ENT 1

Dr. Sandro Bordin
ENT specialist, Head of ENT 2

Prof. Attilio Vianello Dri
Endocrinology Specialist

Dr. Federico Morello
Neurology and Psychiatry
Specialist

Dr. Ermanna Lazzarin
Psychiatry Specialist

Dr. Maria Rosa Zamperetti
Dermatology and Venereology
Specialist

Dr. Orazio Ragusa
Dietetics Specialist

Dr. Paola Salgarelli
Food Science Specialist

Dr. Patrizio Cervellini
Vertebral Surgery Specialist

Medical Area

Dr. Alessandro Burul

Internal Medicine Specialist,
Head of General Medicine

Dr. Nadir Zocca

Haematology Specialist
General Medicine Assistant

Dr. Roberto De Nardis

Cardiology and Internal
Medicine Specialist, Head of
Cardiology 1

Dr. Giuseppe Trevisan

Cardiology and Internal
Medicine Specialist, Assistant
Cardiologist

Dr. Rosario Giuseppe Brancati

Cardiology Specialist

Dr. Majid Valizadeh

Cardiology Specialist

Dr. Giuseppe Marino

Benvenuto

Cardiology Specialist, Head of
Cardiology 2

Orthopaedics

Dr. Walter Faggin

Orthopaedics and Trauma
Specialist, Head of Orthopaedics

Dr. Francesco Bianchi

Orthopaedics and Trauma
Specialist, Orthopaedic Assistant

Dr. Francesco Barcaro

Orthopaedics and Trauma
Specialist, Orthopaedic Assistant

Dr. Carlo Castaman

Orthopaedics and Trauma
Specialist, Orthopaedic Assistant

Dr. Vincenzo Fiocca

Physical therapy and
Rehabilitation Specialist,
Head of Physical Medicine &
Rehabilitation Division

Radiology

Dr. Marco Scabardi

Diagnostic Radiology Specialist,
Head of Diagnostic Radiology

Dr. Carlo Angelo Guglielmini

Diagnostic Radiology Specialist,
Head of Diagnostic Radiology

Dr. Fiorenzo Sandini

Diagnostic Radiology Specialist,
Head of Diagnostic Radiology

Dr. Andrea Busolo

Diagnostic Radiology Specialist,
Head of Diagnostic Radiology

Dr. Francesco Paolo Colosimo

Diagnostic Radiology Specialist

Dr. Zaven Tchaprassian

Diagnostic Radiology Specialist

Prof. Fabio Pomerri

Diagnostic Radiology Specialist

Surgical Team

Dr. Pasquale Piccinni

Anaesthesiology & Resuscitation
Specialist, Head of Anaesthesiology

Dr. Giuseppe Andaloro

Anaesthesiology & Resuscitation
Specialist, Anaesthesiologist
Assistant

Dr. Marco Benetti

Anaesthesiology & Resuscitation
Specialist, Anaesthesiologist
Assistant

Clinical Laboratory

Dr. Arturo Gheller

Biologist specialising in
biochemistry and clinical chemistry

Contact details of voluntary associations operating in the area

ADDIMA (Association for the defence of patients' rights)

Tel.: 0444 75-3727

Website: www.addimavicenza.it

AITSAM (Italian Association for Mental Health Protection)

Tel.: 0444 75-2537

Website: www.aitsam.it

ALICe Veneto ONLUS (Stroke Patients Association)

Tel.: 0444 75-2535

Website: www.aliceveneto.com

ALIR (Respiratory Failure Patients Association)

Tel.: 0444 75-2535

Website: www.alir.it

ALPA (Anxiety and Depression Association)

Phone: 0444 75-2534

Website: www.infoalpa.it

AMICI (Inflammatory Bowel Disease Association)

Phone: 0444 75-2535

ANDOS (National Association of Women Affected by Breast Cancer) - Montecchio Maggiore

Tel.: 0444 70-8119

Website: www.andosonlusnazionale.it

ASSOCIAZIONE AMICI DEL CUORE (Association to support advances in Cardiology)

Tel.: 0444 75-7034

Website: www.amicidelcuorevicenza.it

ASSOCIAZIONE DIABETICI (Diabetes Association)

Tel.: 0444 75-7035

Website: www.advicenza.org

ASSOCIAZIONE MIDORI (Eating Disorders Association)

Tel.: 0444 75-2536

Website: www.associazione-midori.it

ASVI - Autisti Soccorritori della Provincia di Vicenza (Emergency Medical Drivers of the Province of Vicenza)

Website: www.aulss8.veneto.it/sede.php/1007

AVILL - AIL (Vicenza Leukemia and Lymphoma Association)

Tel.: 0444 928853

Website: www.avill-ail.it

AVIST (Vicenza association for incontinent and ostomy patients)

Tel.: 0444 75-2534

AVO (Hospital Volunteers Association)

Tel.: 0444 75-2535

CITTADINANZA E SALUTE (Association for people with mental disorders)

Tel.: 0444 75-2536

Website: www.cittadinanzaesalute.org

LILT - Italian League Against Cancer

Tel.: 0444 513333

Email: liltvicenza@associazionisanbortolo.it

OZANAM (Hospital Volunteers Association)

Tel.: 0444 75-3937

Email: ozanam@associazionisanbortolo.it

MOVIMENTO PER I DIRITTI DEL MALATO (Patients' Rights Movement) - Montecchio Maggiore

Telefono: 0444 70-8224

NOTES

Casa di Cura Eretenia Spa

Viale Eretenio, 12 - 36100 VICENZA

Call Centre and Appointments: 0444.994511 / 0444.994501

Admitting Office: 0444.994514

X-ray, MRI, CT and ultrasound scan bookings: 0444.994562

Online booking: www.eretenia.com

E-mail: eretenia@eretenia.com

Web: www.eretenia.com



