

# THE PATIENT'S CHARTER



## SOMMARY

1. PRESENTATION OF THE HEALTH AUTHORITY.....	3
1.1 Strategic mission .....	3
1.2 Core values .....	3
2. ORGANIZATION.....	4
2.1 The District.....	4
2.2 Hospital Depts.....	5
2.2.1 Hospital and specialised care Dept. ....	5
2.2.3 Emergency Urgency Department.....	5
2.3 Territorial Depts. ....	6
2.3.1 Public Health Dept. ....	6
2.3.2 Mental Health dept.....	6
2.3.3 Addiction Dept.....	7
2.3.4 Mother and Child Dept. ....	7
2.3.5 Rehabilitation dept. ....	7
2.3.6 Laboratory and Medicine Dept. ....	7
2.3.7 Farmaceutical Area .....	7
2.4 Access to information.....	7
2.5 Public Relations Office– (PRO OR URP).....	8
2.6 Civil Society and Stakeholders’ Partecipation - Corporate Partecipation Conference (CAP).....	8
2.7 Booking examinations and tests.....	8
2.8 Cancelling booking .....	10
2.9 How to pay a visit or an examination.....	10
2.10 European Health card .....	11
2.11 Socio Health Services.....	11
3. PLEDGES ON THE QUALITY SERVICES, PATIENT’S RIGHTS AND RESPONSABILITIES .....	12
3.1 Pledges .....	12
3.2 Standard and methods of evaluating quality of services .....	13
3.3 Patients’ rights.....	14
3.4 Patients’ responsibilities.....	15
4. MEANS FOR SAFEGUARDING PATIENTS’ RIGHTS AND METHODS FOR EVALUATION OF HEALTH AUTHORITY PLEDGES .....	15
4.1 Access to administrative acts .....	15
4.2 Methods of avaluating quality of services .....	16

## 1. PRESENTATION OF THE HEALTH AUTHORITY



### ASL VC - Azienda Sanitaria Locale di Vercelli

Statutory seat: **C.so Mario Abbiate n. 21 - 13100 - Vercelli**

Switchboard: **0161-593111** – Switchboard in Borgosesia: **0163-426111**

Legal e-mail: [aslvercelli@pec.aslvc.piemonte.it](mailto:aslvercelli@pec.aslvc.piemonte.it)

FISCAL CODE AND VAT NUMBER 01811110020 -  
IPA code: **UF9H8T**

**The Local Health Authority of Vercelli** is divided into 87 municipal districts with a population of 169.370 abitanti (according to BDDE Regione Piemonte at 31/12/2017 – last available data).

### 1.1 STRATEGIC MISSION

The Local Health Authority is aimed to promote healthcare, prevention and treatment which is efficient, promptly accessible without cultural, language and socio-economic barriers, in respect of the person and in conditions of safety, using the resources available efficiently according to Law 833/78, and national and regional legislation.

### 1.2 CORE VALUES

The values which guide the L.H.A. are:

- Improvement of the quality of the services assuring innovation;
- management efficiency, as in social responsibility in the management of public financial resources;
- guarantee of continuity of care and management based on transparency, legality and protection;
- transition from a model based on treatment to a model based on care with particular attention to multi-pathological patients;
- appropriateness reflecting effectiveness and efficiency based on scientific evidences and clinical outcomes;
- equity, as in equal opportunities in terms of access and treatment according to principles of administrative simplification;
- protection and care of the “frail”: from disabled people to not self-sufficient elderly people, to psychiatric patients and to addicted patients enhancing social integration through relevant pathways;
- Access to services and facilities, with the aim of reassessing the facilities provided even through containment of waiting lists;

- supporting the development of policies for use and management of pharmaceutical resources and medical devices in particular regarding their correct use and clinical governance and appropriateness and responsibility of specialist and General Practitioners;
- citizens involvement to strategic choices through voluntary organizations members of “Conferenza Aziendale di Partecipazione” (CAP).

## 2. ORGANIZATION

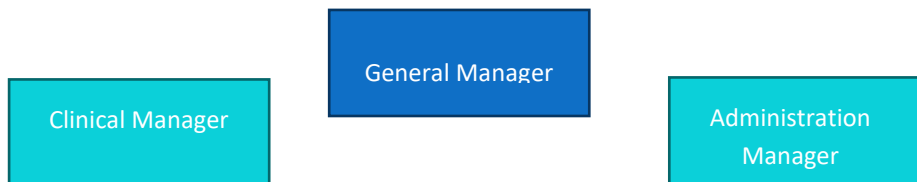
The H.A. is organized with two Hospitals (Vercelli and Borgosesia) and 5 “Health Houses” in Santhià, Gattinara, Varallo, Cigliano e Coggiola. There is one District.

The H.A. employed approx. 2000 people who work in the Hospitals, District and Administration Dept. throughout the territory.



(PH. ANDREA CHERCHI)

The H.A. management team is:



### 2.1 THE DISTRICT

This is the basic territorial Health Authority structure responsible for ensuring residents highly social integrated services, applying criteria of equity, accessibility and appropriateness.

District plays a crucial role in monitoring the health needs of the resident population, planning and evaluating services provided, organizing activities aimed at promoting health, preventing diseases and disability and integration between healthcare and social services.

The district organization provides that the following functions should be present:

- basic medical services,
- paediatric care,
- specialist treatment outside hospitals,
- care in the home,
- child care in the community,
- residential and semi-residential care for the elderly and disabled,
- cognitive disturbance centres,
- healthcare in prison,
- hospices.
- diabetology.

A decisive role in Primary Care is performed by GPs, ongoing care doctors (former out of hours doctors' service), paediatricians and home nursing staff, who operate in collaboration with professionals from other services to offer the most comprehensive healthcare to residents, also integrated with social security services. Many general practitioners and paediatricians are partners in medical groups or c/o the Health Houses.

## 2.2 HOSPITAL DEPTS.

### 2.2.1 HOSPITAL AND SPECIALISED CARE DEPT.

It is constituted by structures both of surgical and internal medicine which have homogeneous functions and goals. They are aimed at working closely even under management independence not only with all healthcare services and internal structures but even in the field in order to guarantee patients coordinated ongoing care.

#### **Sant'Andrea Hospital's Units - Vercelli**

ANATOMY AND PATHOLOGICAL HISTOLOGY  
 ANESTHESIA REANIMATION  
 CARDIOLOGY  
 GENERAL SURGERY  
 WEEK DAY SURGERY  
 DERMATOLOGY  
 ENDOCRINOLOGY AND DIABETOLOGY  
 GASTROENTEROLOGY AND DIGESTIVE  
 ENDOSCOPY  
 TRANSFUSION MEDICINE  
 LABORATORY ANALYSIS  
 EMERGENCY MEDICINE  
 INTERNAL MEDICINE  
 INFECTIOUS DISEASES  
 NEPHROLOGY E DIALYSIS  
 NEUROLOGY  
 CLINICAL NUTRITION  
 OCULISTICS  
 ODONTOSTOMATOLOGY  
 ONCOLOGY  
 ORTHOPEDICS  
 OBSTETRICS GYNECOLOGY  
 OTORHINOLARYNGOLOGY  
 PEDIATRICS  
 PULMONOLOGY  
 RADIOLOGY  
 REHABILITATION UNIT  
 RHEUMATOLOGY  
 PSYCHIATRIC  
 UROLOGY

#### **Santi Pietro e Paolo Hospital's Units - Borgosesia**

ANATOMY AND PATHOLOGICAL HISTOLOGY  
 ANESTHESIA  
 CARDIOLOGY  
 GENERAL SURGERY  
 WEEK DAY SURGERY  
 ENDOCRINOLOGY AND DIABETOLOGY  
 GASTROENTEROLOGY AND DIGESTIVE  
 ENDOSCOPY  
 LABORATORY ANALYSIS  
 EMERGENCY MEDICINE  
 INTERNAL MEDICINE  
 NEUROLOGY  
 OBSTETRICS GYNECOLOGY  
 OTORHINOLARYNGOLOGY  
 PEDIATRICS  
 RADIOLOGY  
 UROLOGY

### 2.2.3 Emergency Urgency Department

The Emergency and Urgency Dept. (Functional Department) guarantees emergency and urgency performances finalized to the stabilization and care of the critical patients.

The fundamental assignment of the Department is to guarantee the organization and the quality of the services, integrating among them the operators, the technologies and the structures, favoring a specific and interdisciplinary formation of the employed operators, defining shared diagnostic-therapeutic courses and using common lines submitted to periodic check.

## 2.3 TERRITORIAL DEPTS.

These together represent healthcare services of equivalent type or operating methods, delivering uniform quality of assistance throughout the entire province even among other Health Authorities.

They are:

Public Health Department, Mental Health Department, Addiction Department, Mother-and-child Health Department, Rehabilitation Department and laboratory Medicine Department.

---

### 2.3.1 PUBLIC HEALTH DEPT.

This is the structure entrusted with healthcare at community level, dealing with promotion and improvement of health, welfare and quality of life, prevention of accidents and diseases linked with risks in the living and working environments, food safety and animal welfare.

It performs analysis, promotion, direction, assistance and supervision of health and safety problems for the entire resident population.

The Public Health Department offers the following services:

- public health and hygiene;
- hygiene of foodstuffs and nutrition;
- veterinary public health;
- prevention and safety in the workplace;
- epidemiology;
- forensic medicine.

---

### 2.3.2 MENTAL HEALTH DEPT.

Mental health services are designed to overcome a restrictive and traditional view of mental illness and the associated symptoms, dealing with the individual as a whole and evaluating their abilities and potential.

Mental health services include:

- Psychiatric Diagnosis and Treatment Service
- Mental Health Centres
- Day Centres and Day Hospitals
- Residential structures
- Psychiatric Diagnosis and Treatment Service

---

### 2.3.3 ADDICTION DEPT.

The Addiction services (Ser.D) provide prevention, treatment and rehabilitation services for drug addicts, for both legal and illegal drugs. The Ser.D are linked on line to health and social security institutions and perform the following activities: assistance in access, treatment, rehabilitation, protection of health, reduction of damage and prevention.

---

### 2.3.4 MOTHER AND CHILD DEPT.

This Dept. functionally acts closely both in the hospital and the field (counseling centre). Particular attention is paid on pregnancy and birth. Furthermore it works on infant and adolescent neuropsychiatry.

According with other Depts. it offers support to victims of abuse.

Obstetrics and Gynecology of Vercelli and Borgosesia Hospital, Pediatrics and Infant Neuropsychiatry belong to this Dept.

---

### 2.3.5 REHABILITATION DEPT.

Within Piemonte North-Est Area Health Authorities it is shared the development of a Dept. which might coordinate all the activities engaged in a rehabilitation path of patient with disabilities. In this way all the structures which take care of continuity and integration of rehabilitation care in order to improve connection between the hospital and the territory.

---

### 2.3.6 LABORATORY AND MEDICINE DEPT.

In order to reach the regional target of management efficiency the Laboratory Medicine Dept has been created, coordinated by University Health Authority of Novara.

---

### 2.3.7 FARMACEUTICAL AREA

Its function is planning, managing and coordinating all the pharmaceutical activities within and outside the hospital and in particular:

- territorial and hospital pharmaceutical assistance,
- monitoring pharmacies and healthcare services.

The Pharmaceutical Area guarantees direct supply of drugs on discharge from hospital, after hospital admittance and to people with illnesses requiring frequent hospital visits.

## 2.4 ACCESS TO INFORMATION

Website: [www.aslvc.piemonte.it](http://www.aslvc.piemonte.it)

Switchboard: phone number 0161/593111

Legal e-mail: [aslvercelli@pec.aslvc.piemonte.it](mailto:aslvercelli@pec.aslvc.piemonte.it)

## 2.5 PUBLIC RELATIONS OFFICE– (PRO OR URP)

The Public Relations Office (PRO), present in each Health Authority Hospital, provides information on the activities of the hospital and territorial health services, procedures (what to do for ...), methods of access to and supply of services (costs, hours, offices, necessary documentation, telephone numbers). The PRO offices can provide information on waiting times for specialist examinations and tests.

The PRO also receives complaints, praise and notifications of problems from consumers. It is possible to submit a notification to the PRO personally or by sending an e-mail to the addresses indicated below or by compiling the form directly on the website.

### SEDE DI VERCELLI

SANT'ANDREA HOSPITAL

CORSO MARIO ABBIATE N. 21 – GROUND 0 – GREEN PATH

PH 0161/593282 - FAX 0161/593088 - E-MAIL: [urp@aslvc.piemonte.it](mailto:urp@aslvc.piemonte.it)

OFFICE HOURS

FROM MONDAY TO FRIDAY - 8.30 A.M. / 12.30 P.M. AND TUESDAY AND THURSDAY ALSO FROM 1.30 P.M. TO 3.00 P.M.

### SEDE DI BORGOSIESA

SS PIETRO E PAOLO HOSPITAL

VIA A.F. ILORINI MO 20 - GROUND 0

PH. 0163/426410 – 426393 - E-MAIL: [urp@aslvc.piemonte.it](mailto:urp@aslvc.piemonte.it)

OFFICE HOURS

FROM MONDAY TO FRIDAY - 8.30 A.M. / 12.30 P.M. AND TUESDAY AND THURSDAY ALSO FROM 1.30 P.M. TO 3.00 P.M.

## 2.6 CIVIL SOCIETY AND STAKEHOLDERS' PARTECIPATION - CORPORATE PARTECIPATION CONFERENCE (CAP)

It is an instrument through which voluntary associations can discuss together with the Local Health Authority according to Directive 502/92 and following. The topics it deals with are planning and evaluating services provided to citizens-users in promotion, prevention and treatment of healthcare.

## 2.7 BOOKING EXAMINATIONS AND TESTS

Examinations and tests may be booked through the following ways:

**Booking Offices Vercelli Area:**

- Vercelli  
Vercelli – Corso Mario Abbiate n 21 – Booking Building  
email: [distretto.vercelli@aslvc.piemonte.it](mailto:distretto.vercelli@aslvc.piemonte.it)



**From Monday to Friday – 8.00 A.M./ 3.00 PM**

(tickets distributor from 7.45 a.m. to 3 p.m.)

- Santhià

Santhià – Corso Giacomo Matteotti n. 26 – Presidio Sanitario Polifunzionale

email: [distretto.vercelli@aslvc.piemonte.it](mailto:distretto.vercelli@aslvc.piemonte.it)

**from Monday to Friday – 8.00 a.m. up to 3.00 p.m..**

(tickets distributor entering botton #1 from 7.30 a.m. to 12.00 p.m.)

On Tuesday and Thursday it is open from 1.30 p.m. to 3.00 p.m., too. (tickets from 1.30 p.m. to 2.30 pm.).

- Cigliano

Cigliano – Vicolo Garavoglia – Presidio Sanitario Polifunzionale

email: [distretto.vercelli@aslvc.piemonte.it](mailto:distretto.vercelli@aslvc.piemonte.it)

**From Monday to Friday 9.00 a.m. – 12.30 p.m.**

**Booking Offices in Valsesia Area**

- Borgosesia

Borgosesia – Via A.F. Ilorini Mo nr. 20

email: [distretto.borgosesia@aslvc.piemonte.it](mailto:distretto.borgosesia@aslvc.piemonte.it)

**from Monday to Friday – 8.00 a.m. up to 3.00 p.m..**

(tickets from 7.45 a.m. up to 3.00 p.m.)

- Gattinara

Gattinara – C.so Vercelli nr. 159 – Presidio Sanitario Polifunzionale

email: [distretto.borgosesia@aslvc.piemonte.it](mailto:distretto.borgosesia@aslvc.piemonte.it)

**from Monday to Friday – 8.00 a.m. up to 3.00 p.m..**

(tickets from 7.45 a.m. up to 3.00 p.m.)

**You can also book through:**

- FREE CALL CENTER

 **800 396 300 from Monday to Friday – 8.00 a.m. up to 5.00 p.m..**

- PHARMACY

Some pharmacies give the possibility to book examinations c/o ASL VC territory. On website [www.aslvc.piemonte.it](http://www.aslvc.piemonte.it) you can find references.

## 2.8 CANCELLING BOOKING

If you are unable to attend your appointment, it is extremely important to notify this in plenty of time, so that the appointment may be given to another patient, which helps reducing waiting times. You can call free number 800 396 300 and cancel your booking date.

ASL VC has got a “recall service”. Some days before your appointment you are called in order to confirm or cancel.

## 2.9 HOW TO PAY A VISIT OR AN EXAMINATION

Payment of the charge for the examinations and tests may be made:

- **On line:**

Using free Pagonline service with payments by credit card possible through the website [www.aslvc.piemotne.it](http://www.aslvc.piemotne.it) for those appointments booked by ASL VC.

You need:

- ✓ **Web Payment code** (a 12-digit number printed on the right side of your booking confirmation or given by call center). For blood-exams payment the operator needs to be notified beforehand in order to give your identifying special code.
- ✓ **Tax/fiscal Code** of the person who must do the exam
- ✓ **Credit card** VISA, MASTERCARD, MAESTRO (enabled for on line payments)

**No extra charge is due to citizen.**

After the payment it is possible to print the “proof of payment for fiscal purposes” that must be shown to the personnel of the ambulatory where you effect the visit. You can receive it also by indicating your e-mail address at the moment of payment. In any moment you can access to the system in order to print a further copy.

- **At the counters:**

You can pay **only cash** the ticket at any of the following branches

<b>S. Andrea Hospital</b> Corso Mario Abbiate 21 - Vercelli	Payment Point – at the entrance of the Hospital
	Payment Point – at the Booking Office
	Payment Point – at the Health Centre (Piastra Ambulatoriale)
	Bank - at the entrance of the Hospital
	Bank branch – at Booking Office
<b>Health House</b> Via Matteotti 24/A - Santhià	Payment Point – at the entrance
	Bank

<b>Health House</b> Vicolo Garavoglia, 1 - Cigliano	Bank
<b>SS. Pietro e Paolo Hospital</b> Loc. Cascine Agnona - Borgosesia	Payment Point – at the entrance
	Bank
	Payment Point – at the entrance
<b>Health House</b> Corso Vercelli, 159 - Gattinara	Payment Point – at the entrance
	Bank
<b>Health House</b> Via Garibaldi, 97 - Coggiola	Bank
<b>Health House</b> Via Prof. Calderini, 2 - Varallo	Payment Point – at the entrance
	Bank
<b>Health Centre</b> Via Mera, 3 c/o Municipio - Scopello	Bank
<b>Health Centre</b> Via Roma, 17 - Serravalle Sesia	Bank
<b>Health Centre</b> Via Marconi, 29 - Grignasco	Bank

## 2.10 EUROPEAN HEALTH CARD

The new European Health Card allows to obtain health services in EU countries as well as in Norway, Liechtestein, Island and Switzerland. It cannot be used in case of programmed transfers to the foreign countries to receive cares in centers of high specialization.

It represents a personal enrollment to the Health Service and contains, besides the registry data, also the fiscal code of the citizen/user, that must be included on every recipe of prescription of medicines, visits and specialistic examinations, hospital admission and thermal care as well as to the pharmacist for medicine prescriptions.

It is sent to all the citizens enrolled in National Health Service at their last fiscal address. In case of it has not been received or it has been lost, the user can ask a duplicate to Internal Revenue Service Office or to Local Health Authority Offices.

## 2.11 SOCIO HEALTH SERVICES

The Local Health Authority of Vercelli undertakes to attend to the complex needs of its vulnerable citizens through correct information and guidance, by simplifying services access and by detecting the most suitable measures.

### The Socio-Health Offices:

<p><b>Social Service</b> Vercelli Sant'Andrea Hospital C.so M. Abbiate 21 PH: 0161/593503 On <b>Wednesday</b> from 11 am to 1 pm.</p>	<p><b>District - Vercelli</b> Largo Giusti 13 (c/o Health Centre 5th floor) Ph: 0161/593321 From <b>Monday to Friday</b> from 8.30 am to 12pm</p>
<p><b>Vercelli Town Hall</b> Piazza del Municipio 5 – Vercelli Ph 0161/596514 <b>Monday, Tuesday, Thursday and Friday</b> from 9 a.m. to 12 pm <b>Wednesday</b> from 2 pm to 4 pm</p>	<p><b>Cisas Santhià</b> Via D. Alighieri, 10 – Santhià Ph: 0161/936923-22 From <b>Monday to Friday</b> from 8,30 am to 3.30 pm</p>
<p><b>House of Health Santhià</b> via Matteotti n. 24 – Santhià Ph: 0161-929215 <b>Monday, Tuesday and Friday</b> from 9 am to 11 am</p>	<p><b>Presidio Ospedaliero S.S. Pietro e Paolo</b> via A.F. Ilorini Mo n. 20 IV piano – Borgosesia Ph: 0163/426719-20 From <b>Monday to Friday</b> from 8.30 am to 12.30 pm <b>Tuesday and Thursday</b> from 1.30 pm to 3 pm</p>
<p><b>District Borgosesia</b> Via A.F. Ilorini Mo n. 20 piano terra Ph: 0163/426701-02 <b>Tuesday and Wednesday</b> from 9 am to 12 pm</p>	<p><b>House of Health Gattinara</b> C.so Vercelli 159 – Gattinara Ph: 0163/822355 On <b>Monday and Wednesday</b> from 8.30 am to 12.30 pm and from 1.30 pm to 3.30 pm <b>Tuesday, Thursday and Friday</b> from 8.30 am to 12.30 pm</p>
<p><b>House of Health di Coggiola</b> Via G.Garibaldi n. 97 – Coggiola Ph: 015/78354 On <b>Monday and Wednesday</b> from 8.30 am to 12.30 pm and from 1.30 pm to 3.30 pm <b>Tuesday, Thursday and Friday</b> from 8.30 am to 12.30 pm</p>	<p><b>House of Health Varallo</b> Via Prof. Calderini n. 2 – Varallo Ph: 0163/568013-14 From <b>Monday to Thursday</b> from 8.30 am to 12.30 pm and from 1.30 pm to 3.30 pm On <b>Friday</b> from 8.30am to 12.30pm</p>
	<p><b>Scopello</b> C/o Municipio Via Mera – Scopello Ph: 0163/71170 From <b>Monday to Friday</b> from 8.30 to 12.30 and from 1.30 to 3.30 pm</p>

## 3. PLEDGES ON THE QUALITY SERVICES, PATIENT'S RIGHTS AND RESPONSABILITIES

### 3.1 PLEDGES

ASL VC believes that the definition of shared pledges with the citizens, to guardianship of their needs is an essential condition to provide quality services.

In the following table **H** stands for Hospital and **D** stands for District.

#### ACCESSIBILITY AND RECEPTION

Description	Area
-------------	------

<b>Access</b> - accessibility to the citizens / patient to the different centers and structures is guaranteed through the presence of a suitable system of signs and informative points where it is paid particular attention to listening and relationship with people.	H-D
<b>Architectural barriers</b> - removing the existing architectural barriers in the different points destined to citizens / patient's access.	H-D
<b>Comfort</b> - the AUSL pledges to keep all places where healthcare treatments and procedures are carried out in a respectable, hygienic and safe state.	H-D
<b>Recognisability</b> – Healthcare Personnel must make his/her own ID card visible.	H-D
On <b>website</b> are available information pages regarding organization and healthcare services and the Patient's Charter.	H-D

#### TREATMENT AND HOSPITALIZATION

Description	Area
<b>Informed consent</b> – The healthcare personnel is requested to have specific communicative way to approach patients during treatment in order to obtain an informed consent regarding all the procedures proposed during hospitalization and all possible alternatives. In the case of treatment involving risks, the patients are asked to sign a written form, which has been explained to them in detail by the healthcare professional.	H-D
<b>Compassionate approach to pain</b> - All healthcare operators are asked to guarantee a relief to the avoidable sufferings even with the support of the following structures:  <a href="#">Ospedale Senza dolore</a> <a href="#">Terapia Antalgica</a> <a href="#">Cure Palliative /Hospice</a>	H-D
<b>Attention to food quality during hospitalization</b> - during hospital stay patients are guaranteed a varied, quality diet that is appropriate for their condition.	H
<b>Respect for cultural diversities</b> - in respect of the person, patients are guaranteed cultural mediation and possibility to contact Minister for religious assistance.	H-D
<b>Prevention of healthcare-associated infections</b> – ASL VC continuously puts a series of measures turned to the prevention and the control of the healthcare correlated infections. The Region Piedmont develops a role of control to guarantee the effectiveness of the effected interventions expressing a judgment.	H-D

#### RELEASE

Description	Area
<b>Follow-up care</b> - Patients released from hospital departments are guaranteed follow-up care thanks to the application of protected release protocols in agreement with the entire hospital and territorial network.	H-D
<b>Protected release</b> – Hospital releases are guaranteed in application of special agreements with services on the territory in order to ensure the continuity of care.	H-D
<b>Compassionate approach to death:</b> on hospital wards, whenever possible and depending on conditions at that time, patients in a preagonal state of coma or recently deceased are moved to a separate room, in order to guarantee their dignity and the privacy of their family and other patients.	H

#### PATIENTS/USERS AUDIENCE METHODS

Description	Area
<b>Active involvement</b> – Voluntary Associations are invited to have an active role inside Health Organization.	H-D
<b>Quality evaluation</b> – Systematic analysis on customer satisfaction are scheduled.	H-D
<b>Analysis of complaints and suggestions</b> – Complaints/suggestions modalities are made available and recognized as essential to improve our services and care.	H-D

## 3.2 STANDARD AND METHODS OF EVALUATING QUALITY OF SERVICES

ASL VC promotes the improvement of quality of services and undertakes to make information on services provided widely available and offers a range of measures for listening to healthcare consumers, for continual improvement of organisation.

The corporate targets are measurable through specific items systematically monitored and made available.

Quality Area	ID	Kind of service	item	Standard
Transparency	TR1	Healthcare professionals clearly identifiable	All the operators must have ID cards	100% of front office personnels with ID
	TR2	Available information on activities and services	Website sccessible even to disabled	Website responsive to Law. 4 dated January 9th 2004 (legge Stanca)
Compassioante approach	UM1	Parents present during child hopitalization, with bed available	Avaliability of furniture fit to parents' rest	Each child bad must have a proper furniture to parents' rest
	UM2	Cultural and linguistic mediation for foreign people	Cultural Mediators available	Presence of cutural/linguistic mediators in case of need
Accessibility , timeliness and effectiveness	AC1	Waiting time available	Waiting time available on website	Waiting time availability for treatments and procedures (instrumental and specialist examinations) established under Regional Council's check
	AC2	Release of conforming copy of medical chart	Medical chart released according to law	Within 7 days from release
	AC3	Orienting signage	Suitable and easily understandable signage	Presence at the entrance of suitable general signage provided to orient visitors inside the building
	AC4	Free entrance	Possibility to enter or to call the services needed during such time as the offices are open to public (available on website and affixed to public information)	Always accessible
	AC5	Easier access to diagnostic examinations for suspicious neoplastic disease	Patients with suspicious neoplastic disease have the right to 048 exemption from payment. It grants free diagnostic and specialistic examinations	The 048 temporary exemption is released by CAS to all those patients with suspicious neoplastic disease in order to do all need examination to confirm or exclusion
	AC6	Pain treatment and suffering relief	Prompt intervention for pain treatment	Within 3 hours from pain notification doctors must take action
Tutela, ascolto e verifica	TAV1	Written response to claims	Time of response	Response guaranteed within 30 days except for those cases needed of further insights
	TAV2	Customer satisfaction surveys	Customer satisfaction evaluation	Annual analyses of customer satisfaction survey

### 3.3 PATIENTS' RIGHTS

- The right to receive healthcare as provided by the National Healthcare Service.
- The right to be treated and assisted, in conditions of safety, in a way which shows respect for human dignity and individual cultural, philosophical and religious convictions.
- The right to receive information regarding medical procedures and treatments, means of access, waiting times and different treatment regimes.
- The right to receive clear, precise and exhaustive information regarding their state of health and any diagnosis, treatment and care promptly.
- The right to privacy and confidentiality during the performance of all medical, nursing, diagnostic and therapeutic procedures.
- The right to receive pain relief.
- The right to have someone stay with them during hospital stays.
- The right for children in hospital to have a parent with them 24 hours a day.
- The right to complain.

### 3.4 PATIENTS' RESPONSABILITIES

- Patients must collaborate fully and behave respectfully with regard to healthcare operators in order to render their efforts as effective as possible.
- Patients must adapt their behaviour in accordance with information given to them by healthcare operators.
- Patients must abide by rules and show respect for the healthcare structures and the equipment and furnishings therein.
- Patients must abide by established timetables of healthcare centres and hospital wards and must observe all health and hygiene regulations.
- Patients must be courteous in their dealings with staff.
- Patients must avoid any behaviour that might disturb or distress other patients and avoid congregating in large numbers in the rooms.
- Patients must observe the no-smoking policy out of respect for others and in order to preserve a healthy environment for all.
- Avoid bringing children under 12 to visit hospital patients, to protect everyone's health.
- Only use mobile telephones in healthcare structures if strictly necessary, in order to avoid disturbing other people.

## 4. MEANS FOR SAFEGUARDING PATIENTS' RIGHTS AND METHODS FOR EVALUATION OF HEALTH AUTHORITY PLEDGES

### 4.1 ACCESS TO ADMINISTRATIVE ACTS

The civic access is everybody's right to ask for documents, information or data Public Administration has omitted to publish according to Directive 33/2013 on page "Amministrazione Trasparente" of the website. Civic Access is a right that can be practiced by anyone. It is free and it does not need an explanatory statement.

#### Responsible

Dott.ssa Liliana MELE

The request can be submitted on specific form as follows:

- By legal e-mail [aslvercelli@pec.aslvc.piemonte.it](mailto:aslvercelli@pec.aslvc.piemonte.it)

- By ordinary mail to Responsible Dott. MS Liliana Mele, Corso Mario Abbiate 21 – 13100 Vercelli
- By fax 0161 210284
- At Protocollo Office – 2 floor of Administration Building – Corso Mario Abbiate 21 – 13100 Vercelli

#### 4.2 METHODS OF AVALUATING QUALITY OF SERVICES

The Local Health Authority undertakes to make information on services provided widely available and provides a range of measures for listening to healthcare consumers, for continual improvement of organisation.

With this purpose in mind, it systematically adopts the following means:

- pooling of evaluations and suggestions through appraisal questionnaires on the service offered to all patients released from hospitals and offered to territorial healthcare service consumers at an established time of the year;
- the pooling and systematic review of notifications, complaints, praise and suggestions. The PRO analyses notifications received from users in order to introduce concrete proposals for improvement of the services;