

Villa Lucia Hospital  
Conversano



GVM  
CARE & RESEARCH

## Service Charter



# SERVICE CHARTER

Villa Lucia Hospital  
Conversano



**Ettore Sansavini**

*President of GVM Care & Research*

## GENERAL MANAGEMENT

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**Eleonora Sansavini**

*Managing Director*

**Dott. Alberto Angelini**

*Chief Medical Officer*

The Villa Lucia Hospital Service Charter has been created in compliance with the Italian Prime Ministerial Decree of 19 May 1995.

**Validity:** Revision no. 17 - August 2023

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### **Villa Lucia Hospital**

Via Lacalandra, 13 - 70014  
Conversano (BA), Italy

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Licence to operate and Institutional Accreditation D.D. no. 336 of 27/12/2019 - CIFRA Code: 183/DIR/2019/0336

VLH-19-08- 23-S-IT

*Dear Patient,*

*We are pleased to introduce Villa Lucia Hospital with this Service Charter. In the name of transparency, this document provides all the information required for detailed knowledge of the facility.*

*From the guiding principles to the services offered, from the technology to the access methods, this document explains the many facets of our commitment to merging high-level healthcare with a person-focused, human approach, sharing the mission of GVM Care & Research.*

*Another priority is to involve you directly in managing your own health by establishing open, ongoing dialogue to share views and achieve a constantly evolving service increasingly tailored to your needs. We therefore invite you to provide us with suggestions and reports to help us improve.*

*We would like to thank you in advance for your cooperation and will be happy to answer any questions you may have.*

**Ettore Sansavini**  
PRESIDENT OF GVM CARE & RESEARCH

**Eleonora Sansavini**  
MANAGING DIRECTOR



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# GVM Care & Research

**Villa Lucia Hospital** is part of GVM Care & Research, an Italian Group specialising in healthcare, research, biomedical healthcare, spa treatments and business services, with the aim of promoting well-being and quality of life. The heart of the Group, founded in 1973 by President Ettore Sansavini, is the integrated network of Hospitals — High Speciality, Multi-speciality and Day Surgery facilities — and private Out-patient Clinics: a network of facilities and professional expertise involving many Italian regions and extending abroad to France, Poland, Albania and the Ukraine.

A long tradition has brought GVM Care & Research accreditation as a partner of the National Health System and as a centre of excellence — in particular for the treatment of cardiovascular diseases — increasingly turning its attention to the dignity of the patient, performing decreasingly invasive diagnostic and surgical techniques and using personalised treatment protocols.

The ability to create a network that acts as intermediary between different facilities, specialities and services enables the Group to always set its sights on the citizen-user. Here, confidence, quality of care, professionalism and appreciation for the person are brought together in welcoming, comfortable environments, always promoting health and well-being.



# Mission and Principles

## Mission

Villa Lucia Hospital is part of the network of healthcare facilities — located throughout Italy and abroad — owned by GVM Care & Research, a private Italian group with headquarters in Lugo (Ravenna) and engaged in healthcare, research, biomedical healthcare, spa treatments and business services. Our hospital expresses the Group's philosophy of creating highly specialised, people-friendly healthcare facilities, the aim being to provide clinical results with a personal touch, pursuing quality in every detail.



## Principles

### Quality

#### **CONTINUITY, EFFICIENCY AND EFFECTIVENESS**

Villa Lucia Hospital is committed to ensuring the quality of its patient services by adopting measures to guarantee continuity, efficiency and effectiveness.

### Focus on the person

#### **INFORMATION AND INVOLVEMENT**

We believe that clear, correct information about the state of a person's health and the treatments proposed enables the patient to make informed decisions about their own health and quality of life. We also ensure that each person takes an active part

in their care by giving them with the opportunity to express their opinions and make suggestions and comments. We have, therefore, prepared a satisfaction questionnaire which we give to the patient during their stay at the facility, inviting them to fill it out and place it in a special container upon discharge.

Patient protection and involvement are also guaranteed by enabling them to lodge complaints about possible inefficiencies through:

- a) the form provided, which can be requested from the head nurse or the Medical Administration Office;
- b) a letter, on plain paper, sent or delivered in person to the Medical Administration Office;
- c) signed fax, telephone call or email to the Medical Administration Office.

The Medical Administration Office responds immediately to reports that can be resolved quickly. In other cases, it initiates an investigation with the heads of the Units and/or Services and, in all cases, provides a response within 30 days.

## **FOCUS ON THE PERSON**

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Everyone receives equal services, regardless of age, sex, race, language, nationality, religion, political affiliation, customs, psychological, physical or economic condition, or personality. We also ensure the fair and objective behaviour of our staff. Respect for the individual is achieved by placing an emphasis on lifestyles and privacy, minimising waiting times and bureaucracy, recognising the value of interpersonal relations, especially between the doctor and patient, and through attention to comfort, to create a welcoming environment where patients feel at home. When handling vulnerable patients during normal activities, as far as possible and without compromising the rights of others, the staff seeks to facilitate their access to and use of the facility's services.

## **RELIABILITY AND TRANSPARENCY**

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The hospital adopts a system of constant monitoring of its own quality by controlling the main phases of its operations, from admissions to the provision of patient-requested services. It also guarantees that its administrative actions are transparent. This is done by making available to the public all information regarding the types of services provided, how they are performed, the time required and rates applied.

# **Service excellence**

## **PROFESSIONALISM AND TECHNOLOGY**

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### ***Highly professional***

Our hospital stands out for its high degree of staff specialisation and professional excellence. We promote and support this through regular training and refresher courses.

### ***Cutting-edge technologies***

Thanks to continuous investment and the support of GVM Care & Research's team of clinical engineers, our facility ensures the most advanced diagnostic and therapeutic technologies.

## THE FACILITY

Villa Lucia Hospital has been **part of GVM Care & Research since 2007**. Considered one of the foremost **eco-hospitals in Apulia**, not only is it built according to the most innovative **energy and environmental** standards, it also has a **solar panel system** that covers nearly 50% of the facility's energy requirements for the production of produce hot water.





# Healthcare services

The hospital has a total of **81 beds**, 80 of which are NHS accredited and 1 authorised. It is broken down into the following Units/Out-patient Clinics:

- General Surgery
- Orthopaedics and Traumatology
- Maxillofacial surgery
- Functional Rehabilitation

## **Outpatient activities**

- Angiology;
- Cardiology;
- General Surgery;
- Dermatology;
- Endocrinology;
- Physiatrics and Physiokinesiotherapy;
- Gastroenterology;
- Sports medicine;
- Internal Medicine;
- Nephrology;
- Ophthalmology;
- Dentistry;
- Orthopaedics and Traumatology;
- Obstetrics and Gynaecology;
- Functional Rehabilitation;
- Urology.

The surgery department has **5 operating theatres, one dedicated to Day Service, all with cutting-edge equipment.**

**Villa Lucia Hospital also performs the following diagnostic activities:**

- **Diagnostic imaging** (conventional radiology, ultrasound, CT scan, joint MRI)
- **Medical Laboratory**
- **Rehabilitation gym**

## Quality system

Work at the Villa Lucia Hospital revolves around the individual, and quality is considered a determining factor in all activities performed. With this objective in mind, a process has been started to implement a **Corporate Quality System** in compliance with **UNI EN ISO 9001:2015**.

### SAFETY AND SECURITY

The procedures developed to manage safety within the company are also integrated into this Quality System.

- **Security and protection of personal data**, in compliance with Italian Legislative Decree 196/03, as well as EU Regulation 2016/679 governing privacy:
  - the patient is provided with information and asked to consent to the processing of their personal data;
  - no clinical information about patients is provided over the telephone;
  - a copy of the health documentation is only issued personally to the patient or to a delegated contact person.
- **Safeguarding visitor security and safety** through systems and structures, regular fire drills and evacuation simulations.
- **Safeguarding workers** in accordance with Italian Legislative Decree 81/2008 and subsequent amendments by drawing up a risk assessment document and adopting the required prevention and protection measures.
- **Safeguarding public health and the environment** in accordance with European standards on recycling and waste disposal.

### QUALITY STANDARDS

Villa Lucia Hospital ensures the following specific quality standards.

CLEAR AND CORRECT INFORMATION	
Quality indicators	Quality standards
<b>INFORMATION ON THE SERVICES OFFERED</b>	The Service Charter is available at the entrance to the facility
<b>DOCUMENTATION FOR THE ATTENDING PHYSICIAN</b>	At discharge, each patient is given a letter from the Ward Doctor addressed to the attending physician. This letter contains clarifications and information on the type of hospitalisation, the treatments performed and post-discharge treatment.
<b>IDENTIFICATION OF HEALTHCARE PROFESSIONALS</b>	Each healthcare professional is identified with a name badge showing name, surname and function.
<b>RECEPTION</b>	All patients are accompanied to the ward, where they are greeted by the Head Nurse or a nurse.

## RESPECT FOR A PERSON'S TIME

Quality indicators	Quality standards	
AVERAGE WAIT TO RECEIVE A COPY OF THE MEDICAL RECORD	30 days from the date of request	
MEAL TIMES	breakfast: lunch dinner	7:30 to 8:30 a.m. 12:00 - 1:00 p.m. 6:00 - 7:00 p.m.

## RESPECT FOR A PERSON'S DIGNITY

Quality indicators	Quality standards	
IN-ROOM AMENITIES	Colour television, air conditioning, toilet, personal locker, nurse call device, individual light, adjustable backrest and footboard, shower, telephone	
FREQUENCY OF CLEANING - PATIENT ROOMS	Twice a day	
FREQUENCY OF CLEANING - TOILETS	Twice a day	
FREQUENCY OF TOILET CLEANING IN COMMON AREAS	Four times a day	
ARCHITECTURAL BARRIERS	Facilitated access routes are provided for the disabled.	

## PROFESSIONALISM AND TECHNOLOGY

Quality indicators	Quality standards	
EQUIPMENT AND QUALIFICATIONS OF MEDICAL STAFF	Compliance with national and regional regulatory requirements	
EQUIPMENT AND QUALIFICATIONS OF NURSING, TECHNICAL AND AUXILIARY STAFF	Compliance with national and regional regulatory requirements	
RECRUITMENT OF NURSING STAFF	Passing recruitment tests: <ul style="list-style-type: none"> <li>• interview,</li> <li>• practical assessment during the introductory period</li> </ul>	
TRAINING OF HEALTHCARE PERSONNEL	Annual programme of refresher courses, facility recognised as a provider of Continuing Medical Education (C.M.E.) training events	
EQUIPMENT AND INSTRUMENTS	Compliance with national and regional regulatory requirements	

## Amenities

### RECEPTION

At the entrance, the staff provides the patient with the necessary indications while, in the ward, the Nursing Coordinator and on duty nursing staff implement procedures to make the stay as comfortable as possible.



### OFFICES (GROUND FLOOR)

Phone: +39 080.4080111

Weekday and public holiday hours: 8:00 a.m. to 8:00 p.m.

### SERVICES

Refreshment area on the ground floor - Food and drink vending machines on the other floors.

### ACCOMMODATION SERVICE

Particularly well-furnished, all in-patient rooms have two beds, air-conditioning and a centralised oxygen and vacuum system. Each room has a colour television, telephone and private bathroom. When booking, the patient can choose a single or double room. If a single room is requested, the difference for guest accommodation and meals must be paid.



### ***Catering service***

Breakfast, lunch and dinner are served on a tray in the room. Menus are available on the basis of personalised diets which are differentiated according to the patient's clinical condition and based on indications given by the doctor and dietician.

## **CONTINUOUS PERSONALISED ASSISTANCE**

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Upon the request of the patient and/or a family member, with the consent of the ward doctor and Medical Administration Office, the Nursing Coordinator may authorise designated people to provide continuous, personalised non-healthcare assistance.

## **RELIGIOUS SERVICES**

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In respect for all religious denominations, the Management ensures freedom of worship and adequate spiritual assistance within the facility according to a person's denomination.

## **VISITS FROM RELATIVES AND ACQUAINTANCES**

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Visitors are allowed access to the wards in accordance with the national and regional regulations regarding COVID-19.

## **INVOLVEMENT OF PATIENTS AND VISITORS IN FACILITY AMENITIES**

Patients and visitors are asked to:

- ensure safety, do not place objects, food or other items on window sills;
- comply with visiting hours and leave the ward area during medical examinations and when nursing care is being administered;
- always behave respectfully towards other patients and staff;
- do not crowd the rooms;
- do not occupy empty beds;
- keep the volume of voices, televisions and radios low

# HOW TO ACCESS HEALTHCARE SERVICES

Villa Lucia Hospital provides **in-patient services for non-urgent, acute illnesses** that cannot be resolved on an out-patient basis and that require observation and nursing care.

## Admissions

### Information and bookings



#### **CENTRAL BOOKING**

Phone: +39 080.4080111  
Monday to Friday: 8:00 a.m. to 8:00 p.m.  
Saturday: 8:00 a.m. to 1:00 p.m.  
email: [callcenter-puglia@gvmnet.it](mailto:callcenter-puglia@gvmnet.it)



#### **OFFICES (ground floor)**

Phone: +39 080.4080111  
Weekday and public holiday hours: 8:00 a.m. to 8:00 p.m.  
email: [info-vlh@gvmnet.it](mailto:info-vlh@gvmnet.it)

### Documentation required

For admission, the following are essential:

- request by the attending physician on official NHS prescription paper;
- identity document;
- National Health System card;

Upon admission to hospital, always bring any medical documentation relating to previous admissions or tests performed and a list of your regular medications.



## Admissions

Two modes of access are provided:

- 1) request made by the user and based on certification by the attending physician or a specialist not affiliated with the company. In this case, the patient is contacted by the facility's specialist for a preliminary examination. Then, if approved, the patient enters mode 2.
- 2) request made by the patient and based on certification by a specialist affiliated with the company. The patient is placed on the waiting list for admissions and, if necessary, undergoes preventive diagnostics as outlined in the operating procedures for the individual sectors.

The waiting list is managed according to current regulations.

## Service cancellation or postponement

If it proves necessary to postpone an admission that was previously booked and scheduled, proceed as follows:

- if the facility cannot provide for scheduled admission on the specified date, the Admission Service staff shall promptly inform the Patient that the service needs to be rescheduled so that a new date can be agreed upon with as little inconvenience as possible;
- if it is the Patient who is unavailable, admission will be rescheduled by mutual agreement.

## Useful information for hospitalisation

The patient must bring all necessary clothing and items of personal care and hygiene, in particular:

- pyjamas or nightdress, preferably made of natural fibres (wool or cotton), with a change of clothes if necessary;
- dressing gown and slippers;
- personal toiletries;
- towels;
- books or magazines.

We discourage bringing large sums of money or valuables.

Management is not liable for any losses or damages.

## Discharge

The date of discharge is communicated by the doctor one day in advance so that the return home can be organised. On the morning of discharge, the ward doctor gives the patient:

- a discharge letter, addressed to the attending physician, containing information on the patient's hospital stay, post-discharge treatment and the date of the follow-up visit;





## Treatments

### **NHS ACCREDITED**

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No fees are charged for hospital stays accredited with the National Health Service except when a single room is chosen. Admission to Villa Lucia Hospital is possible with a simple request from the general practitioner or a qualified specialist, as is the case for public facilities.

### **PRIVATE PAY**

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The service is billed directly to the patient who is unable to request total or partial reimbursement from his/her local health service.

Before booking hospitalisation, a cost estimate will be given of all medical services to be provided. A request for admission by the general practitioner is not necessary.

### **PAY THROUGH AGREEMENT WITH INSURANCE COMPANIES, ASSOCIATIONS AND MUTUAL SOCIETIES**

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#### ***Indirect reimbursement***

The service is invoiced and paid directly by the patient according to a rate agreed upon by our facility and the organisation, which then provides reimbursement.

#### ***Direct reimbursement***

The service is invoiced directly to the organisation having an agreement with the facility, based on the agreed fee schedule and subject to any deductibles payable by the patient.

The up-to-date list of insurance companies, organisations and associations the hospital has agreements with and the related agreements are available from the Cashier's Desk.

# HEALTHCARE ACTIVITIES

## Clinical Care Units

In 2020, Villa Lucia Hospital cared for a total of 3,664 patients, 2,604 of whom were admitted as in-patients, 1,060 as Day Service patients, confirming the hospital's recognised level of safety and reliability. The hospital's activities are organised in **in-patient units which are mutually integrated** to render the service offered more functional and effective. This organisation is supplemented with **diagnostic and treatment services**.

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■ ORTHOPAEDICS AND TRAUMATOLOGY

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■ GENERAL SURGERY

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■ MAXILLOFACIAL SURGERY

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■ FUNCTIONAL REHABILITATION

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## Orthopaedics and Traumatology

The Orthopaedics Unit **diagnoses and treats traumatic and degenerative diseases of the musculoskeletal system** using various surgical techniques: conventional, minimally invasive and arthroscopic.

### HIP DISORDERS

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- Hip dysplasia
- Coxarthrosis

### KNEE DISORDERS

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- Patella disorders
- Meniscal disorders
- Cartilage disorders
- Ligament disorders
- Gonarthrosis
- Axial deviations

### SHOULDER DISORDERS

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- Instability
- Rotator cuff injuries
- Glenohumeral arthroses

### FOOT DISORDERS

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- Metatarsalgia
- Flat feet
- Hallux valgus
- Mallet fingers
- Morton's Neuroma

## SPINAL PATHOLOGY

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- Lower back pain
- Instability
- Degenerative and compressive diseases

## HAND DISORDERS

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- Tendinitis
- Trigger finger
- Carpal Tunnel Syndrome
- Dupuytren's contracture
- Secondary canalicular stenoses

The length of the stay for arthroscopy procedures ranges from **one to two days**.

Patients undergoing arthroplasty procedures receive rehabilitation treatment as early as the second day and, on the fifth to seventh day, transferred to the **Rehabilitation unit** for further treatment.

## General Surgery

This department intervenes in **all pathologies requiring a surgical approach**, from abdominal surgery to plastic and proctological surgery. In particular:

- Outpatient surgery for skin, subcutaneous and adnexa pathologies
- Bariatric surgery
- Inflammatory bowel disease surgery
- Surgery involving the male genital apparatus
- Abdominal wall surgery (hernias and laparoceles)
- Varicose vein and lower limb surgery
- Laparoscopic gallbladder surgery
- Endocrine surgery
- Proctological surgery
- Treatment of vascular ulcers and chronic skin lesions

## Maxillofacial surgery

Maxillofacial surgery is a medical-surgical speciality that deals with all procedures that treat various pathologies (trauma, malformations, neoplasms, infections and degenerative diseases) as well as aesthetic and functional problems involving the face and facial skeleton.

It encompasses all clinical, diagnostic and imaging phases, choice of the indicated surgical treatment and subsequent follow-up.

In addition to general medical training, the specialist's expertise includes knowledge of dentistry, plastic surgery, otorhinolaryngology and neurosurgery.

Some maxillofacial surgeries are performed as in-patient (Day service or Ordinary), while major procedures are performed under general anaesthesia and, given their

complexity, possibly with nasal intubation or tracheostomy. Other simpler procedures can be performed on an outpatient basis.

## Functional Rehabilitation

The mandate of Physical and Rehabilitation Medicine (PHRM) is to take charge of the person

as a whole and, by developing suitable operational methods and tools, work up the right process to achieve the goal: the person's reintegration, as far as possible, and maximum participation in society.

PRM is therefore the medical speciality which, through assessment of the functional condition, diagnosis and treatment of pathologies, performs and coordinates medical and technical procedures. The aim is always to optimise a disabled person's functional condition.

## Supportive Health Services

The diagnostic and treatment services listed work in synergy with, and in support of, the medical and surgical departments and are available to in-patients and out-patients.

## Anaesthesia and Intensive Care Service

The service provides anaesthesiology and intensive care for all surgical specialities available within the facility, following the user every step of the way, before and during surgery and upon reawakening. It also provides anaesthesiology assistance to the various departments and services (cardiology, haemodynamics, radiology, etc.), for all issues within its area of expertise.

Particular attention is paid to the patient's rapid recovery of consciousness and well-being, with continuous research into the latest drugs. There is also an analgesic therapy service for the treatment of non-oncological pain.

## Diagnostic imaging

The Unit, which is fully equipped with all technical instruments, offers conventional radiology, ultrasound, CT scans and joint MRI services.

The services provided also include high-resolution, open joint MRI, which, unlike conventional MRI, offers greater comfort for patients, particularly claustrophobic or obese patients, and provides high-quality images.

Thanks to its multi-parameter design, the equipment can study different pathologies in depth and provide a detailed 3D reconstruction and very precise report.

## Medical Laboratory Unit

This Unit performs clinical biochemistry, haematology and haemocoagulation tests. To ensure reliability of the analytical data, internal quality controls are performed daily and regularly. The computer system allows for computerised and paper-based data

management, such as patient registration, sample acceptance, medical reporting and storing results.

## Out-patient services

The facility is authorised to provide out-patient services in the following specialist areas:

- Angiology;
- Cardiology;
- General Surgery;
- Dermatology;
- Endocrinology;
- Physiatrics and Physiokinesiotherapy;
- Gastroenterology;
- Sports medicine;
- Internal Medicine;
- Nephrology;
- Ophthalmology;
- Dentistry;
- Orthopaedics and Traumatology;
- Obstetrics and Gynaecology;
- Functional Rehabilitation;
- Urology.



## Dental Unit

The Dentistry service — which is part of the Dental Unit — offers various services for all age groups, including preventive check-ups, dental care and aesthetics, through to innovative implantology.



## Diagnostics

Diagnostic tests are required to determine health of the oral cavity, to identify possible problems and define the most suitable treatments. For these studies, the Villa Lucia team uses the diagnostic imaging service and its dedicated technologies with the lowest possible radiation doses, such as Dental Scan, to achieve an optimal end result.

## Hygiene and prevention

Below is a list of the treatments performed:

- Ozone and laser for the treatment of cavities
- Detartrasis
- Braces
- Perioral fillers
- Polishing
- Whitening
- Periodontal testing for bacterial and genetic prevention of periodontal disease (Pyorrhoea)

## Paediatric dentistry

Villa Lucia Hospital also treats young patients accompanied by their parents, thus imparting some useful information and providing them with indications, for example, on the correct diet for their child, oral hygiene, the use of dummies and bottles, the administration of fluoride, etc. Treatments are preventive in nature and include:

- Fluoroprophyllaxis
- Groove sealing
- Vector

## Conservative dentistry and endodontics

Among the most frequently performed treatments are:

- Capping
- Filling
- Devitalization





## Orthodontics and Prosthetics

Some oral pathologies require a prosthesis, a medical device to replace damaged or missing teeth. It can be either fixed or removable.

Fixed dentures do not, under any circumstances, require removal by the patient.

Removable dentures, on the other hand, replace the missing teeth with items that must be removed by the patient during daily hygiene.

## Oral surgery

Oral surgery encompasses a range of surgical procedures that address various oral problems, including implantology and periodontology.

Below are the techniques and treatments performed:

- Computer-guided implantology
- All-on-4
- All-on-6
- Toronto prostheses

Oral surgery interventions vary depending on the problem to be treated and are as follows:

- Autologous and heterologous bone grafts
- Fibroid surgery and treatment
- Frenulectomy
- Apicectomy
- Heterologous gingival grafting
- Cyst extractions
- Tooth and root extractions
- Abscess incisions
- Maxillary sinus lift



CASTROCARO

1938 LE TERME D'ITALIA

**Terme di Castrocaro** is a benchmark for Italian spa treatments. Classified as “First-rate Super” by the Ministry of Health, the spa is famous for the therapeutic properties of its waters rich in sodium chloride, bromide and iodide and its natural muds. In addition to **traditional spa treatments** such as mud baths, balneotherapy, hydromassage, inhalation therapy, gynaecological and mineral water treatments, the centre offers the **Magiche Acque thermal spa** and an **National Health Service accredited Consultancy** which includes various specialist out-patient clinics such as Orthopaedics, Physiatrics, Pneumology, Dermatology, Gynaecology, Cardiology, Ophthalmology, Endocrinology, Neurology, Otorhinolaryngology and Diagnostic Imaging. It is also home to the advanced **Rehabilitation and Hydrokinetic Therapy Centre** with a thermal pool, physiotherapy, a gym equipped for kinesiotherapy, proprioception, postural rehabilitation and muscle strengthening.

**Access to treatment.** All citizens are entitled to one specific course of treatment each year paid for by the National Health Service. You pay only the co-pay and show the request written by your family doctor or paediatrician on official NHS prescription paper stating the disease and course of treatment.



[termedicastrocaro.it](http://termedicastrocaro.it)

LUCIA MAGNANI  
HEALTH CLINIC

LONG LIFE  
— FORMULA —

**Prevention and innovative medicine** applied to the experience of a healthier, more balanced lifestyle and the beneficial properties of thermal springs: these are the cornerstones of the Lucia Magnani Health Clinic. The **Long Life Formula®** programme — developed with medical and scientific support from GVM Care & Research — is an innovative approach formulated to combat oxidative stress and its repercussions on cellular ageing and health, achieved by applying a method that helps identify personalised solutions to reverse the impaired condition and restore an ideal balance.



[luciamagnanihealthclinic.it](http://luciamagnanihealthclinic.it)

GRAND HOTEL  
CASTROCARO  
LONG LIFE  
— FORMULA —

The building, designed by Tito Chini, is one of the most significant examples of Italian Art Deco. The **Grand Hotel Castrocaro** is nestled in an eight-hectare park in the hills marking the border between Tuscany and Romagna. With 1930s architecture, mosaics, ceramics, art deco furnishings and modern building technology and design choices, the hotel provides its guests a stay that offers wellness, sports, culture, gourmet food and fine wine. And the relaxing experience waiting for you in the modern **Health Spa** is the icing on the cake.



[grandhotelcastrocaro.it](http://grandhotelcastrocaro.it)

## Contacts

**Villa Lucia Hospital**  
Via Lacalandra, 13, 70014  
Conversano (BA), Italy

### OFFICES

#### *ground floor*

Hours: weekdays and public holidays  
8:00 a.m. to 8:00 p.m.

Phone: **+39 080.4080111**

E-mail: [info-vlh@gvmnet.it](mailto:info-vlh@gvmnet.it)

### CENTRAL BOOKING

Hours: Monday through Friday  
8:00 a.m. to 8:00 p.m.  
Saturday 8:00 a.m. to 1:00 p.m.

Phone: **+39 080.4080110**

E-mail: [callcenter-puglia@gvmnet.it](mailto:callcenter-puglia@gvmnet.it)

**Dedicated number for Policyholders  
and Supplementary Funds**



**+ 39 080.4080106**

## Distance from

**STATALE 16 BIS**  
**"COZZE-CONVERSANO" EXIT**

**BARI-PALESE AIRPORT**  
48 minutes / 42 km

**TRAIN**  
South East Railways, Conversano Station



See our website for updates and further information

**[www.gvmnet.it](http://www.gvmnet.it)**