

Città di Lecce Hospital



GVM
CARE & RESEARCH

Service Charter



SERVICE CHARTER

Città di Lecce Hospital



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President of GVM Care & Research

GENERAL MANAGEMENT



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Managing Director



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Chief Medical Officer



The GVM Care & Research S.r.l. Città di Lecce Hospital Service Charter has been created in compliance with the Italian Prime Ministerial Decree of 19 May 1995.

Revision no. 15 - July 2021

Città di Lecce Hospital
Via Prov. per Arnesano km 4 - 73100 - Lecce
VAT Number 01367410394

Company managed and coordinated by
Gruppo Villa Maria S.p.A.

Healthcare Authorisation no. 6 of 01 February 1999

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Dear Patient,

I am pleased to introduce Città di Lecce 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 the 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



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GVM Care & Research

Città di Lecce 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

Città di Lecce 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), operating 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

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 the opportunity to express their opinions and make suggestions and comments. To this end, interactive display stands have been installed for measuring service quality and tablets have been provided so that we can give patients satisfaction questionnaires during their stay in the facility.

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 nursing coordinator or the General Management Office;
 - b) a letter, on plain paper, sent or delivered in person 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

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

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

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.

Quality

CONTINUITY, EFFICIENCY AND EFFECTIVENESS

Città di Lecce Hospital is committed to ensuring high quality services for its patients. It does this by adopting appropriate measures to guarantee their continuity, efficiency and effectiveness.

THE FACILITY

Città di Lecce Hospital was founded in the 1980s and has been part of GVM Care & Research since 1997. The hospital has been accredited with the National Health Service since November 2005 and is a highly specialised facility.



Healthcare services

The hospital has 135 beds available for hospitalisation, diagnosis and treatment, 101 of which accredited with the National Health Service, **and is divided into the following Units:**

Accredited inpatient departments with charges covered by the National Health Service:

- Breast Unit
- Cardiac Surgery
- Cardiology
- General Surgery
- Neurosurgery
- Ophthalmology
- Oncology
- Orthopaedics and Traumatology
- Recovery and functional rehabilitation
- Cardiac rehabilitation
- Post-Surgical Intensive Care
- Coronary Intensive Care Unit (CICU).

Inpatient departments on a private pay basis, with charges payable by the user:

The surgical sector consists of five operating theatres and one outpatient operating room. The Haemodynamics laboratory has three rooms dedicated to interventional and diagnostic Cardioangiography and Electrophysiology.

Diagnostic and treatment services on a private pay basis, with charges payable by the user:

- Multi-speciality outpatient clinic

Diagnostic Imaging (ultrasound, radiology, CT scans, MRI, etc.)

- Dialysis
- Chemical and microbiological analysis laboratory
- Dentistry and orthodontics
- Rehabilitation gym for functional neuromotor rehabilitation and physio-kinesiotherapy
- Radiotherapy.

The Dialysis and Radiotherapy services have special agreements with the local health authorities.

Collaboration with universities

Città di Lecce Hospital collaborates actively with the “G. D’Annunzio” University of Chieti and Salento University, providing access to students for clinical learning and research activities.

Support bodies

The Hospital-Acquired Infections Committee and the Good Use of Blood Committee have been set up with a view to optimising hospital care. The facility also benefits from the Drugs Commission, which promotes the adoption of guidelines for the proper use of drugs and optimisation of their use.

AIOP [Italian Association of Private Hospitals] membership

The facility is a member of the AIOP - Italian Association of Private Hospitals - which represents over 500 private hospitals throughout Italy.

Quality system

Città di Lecce Hospital places the individual at the heart of its work and views quality as a key factor in all its activities.

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**, handled in compliance with Italian Legislative Decree 196/03 governing privacy, as well as EU Regulation 2016/679:
 - 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, as amended, 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

Città di Lecce Hospital ensures the following specific quality standards.

CLEAR AND CORRECT INFORMATION	
Quality indicators	Quality standards
INFORMATION ON THE SERVICES OFFERED	The Service Charter is available at the Reception Desk, in the inpatient rooms and on request by the patient.
DOCUMENTATION FOR THE ATTENDING PHYSICIAN	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.
IDENTIFICATION OF HEALTHCARE PROFESSIONALS	Each healthcare professional can be recognised by a special identification tag.
RECEPTION	At all points of entry to the facility, trained staff are present to provide any information required. All patients are welcomed to the Units by the Nursing Coordinator and a nurse.

PROFESSIONALISM AND TECHNOLOGY

Quality indicators	Quality standards
NUMBER AND QUALIFICATIONS OF MEDICAL STAFF FOR HIGH SPECIALITY ACTIVITIES	Compliance with national and regional regulatory requirements
NUMBER AND QUALIFICATIONS OF NURSING STAFF, TECHNICIANS AND AUXILIARY STAFF	Compliance with national and regional regulatory requirements
RECRUITMENT OF NURSING STAFF	Passing recruitment tests: CV evaluation, interview, assessment during the introductory period (3-6 months)
TRAINING OF HEALTHCARE PERSONNEL	Annual programme of refresher courses, facility recognised as a provider of Continuing Medical Education (C.M.E.) training events

RESPECT FOR A PERSON'S TIME

Quality indicators	Quality standards
AVERAGE TIME BETWEEN BOOKING AND ADMISSION	20 days
AVERAGE TIME BETWEEN ADMISSION AND SURGERY	3 days
AVERAGE WAIT TO RECEIVE A COPY OF THE MEDICAL RECORD	20 days (from the request)
MEAL TIMES (TWO PERSONALISED MENUS TO CHOOSE FROM)	Breakfast: 8:00 a.m. Lunch: 12:00 noon Dinner: 6:00 p.m.
VISITING HOURS	Weekdays and holidays: 1:00 p.m. - 2:00 p.m. / 6:00 p.m. - 8:00 p.m.
COFFEE SHOP AND KIOSK SERVICE OPENING TIMES (NEWSPAPERS AND MAGAZINES CAN BE RESERVED)	Monday - Friday 7:00 a.m. - 6:00 p.m. Saturday 7:00 a.m. - 12:00 noon

RESPECT FOR A PERSON'S DIGNITY

Quality indicators	Quality standards
IN-ROOM AMENITIES	Telephone, television, air conditioning, toilet, personal locker, nurse call device, individual light, adjustable bed backrest and footboard, intercom with the nurse.
FREQUENCY OF CLEANING OF PATIENT ROOMS AND TOILETS	Twice a day (1 pass through); staff can intervene in case of emergencies or when special cleaning is needed.
LAUNDRY SERVICE	Once a day
HAIRDRESSER, BARBERS AND PEDICURE FOR A FEE	Upon request
ARCHITECTURAL BARRIERS	Barrier-free routes are available for disabled people.

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.



RECEPTION (ground floor)

Tel. + 39 0832.229111

Hours: every day from 8:00 a.m. - 8:00 p.m.

centralino-cdl@gvmnet.it

SERVICES

The ground floor has a restaurant and coffee shop, while sitting rooms are available on the first floor. Food and drink vending machines can be found on the ground floor. Magazines and newspapers are also available in the coffee shop and can be reserved if necessary. Hairdresser, pedicure and barber services are available for a fee on request.

ACCOMMODATION SERVICE

The **inpatient rooms** have **one, two or three beds**, with a **toilet**, air conditioning, intercom, telephone and television.

Guests can receive phone calls from outside through the switchboard (+39 0832-229111) or directly to their room (on +39 0832-229 + their room number).

Catering service

Breakfast, lunch and dinner are served on personalised trays in the room. Patients can choose meals from daily menus created according to personalised diets defined in the medical protocols and tailored to each patient's clinical condition.

PERSONALISED ASSISTANCE

Upon the request of the patient and/or a family member, with the consent of the doctor of the Unit and the Medical Administration Office, the Nursing Coordinator may authorise dedicated persons (for example a caregiver) to provide continuous, personalised non-healthcare assistance.

RELIGIOUS SERVICES

The chapel is located on the second floor. In respect for all religious beliefs, the Management ensures freedom of worship within the facility and adequate spiritual support.

VISITS FROM RELATIVES AND ACQUAINTANCES

Visitors have controlled access to the Unit every day of the week, including on holidays, from 6:00 p.m. to 8:00 p.m.

The medical staff from **Intensive Care** are available for appointments (with one family member at a time per patient) every day from 12:30 p.m. to 1:30 p.m..

INVOLVEMENT OF PATIENTS AND VISITORS IN FACILITY AMENITIES

Patients and visitors are asked to:

- **behave responsibly at all times**, respecting and understanding the rights of other patients;
- promptly **provide** healthcare professionals with **all information regarding their health** (illnesses suffered, treatments followed, medications taken, previous hospitalisations) and regarding their wish to refuse the scheduled treatment and healthcare services;
- **cooperate with medical**, nursing and technical staff in a relationship of mutual trust and respect, a prerequisite for establishing the correct treatment and care programme;
- **respect the environment, equipment and furnishings** within the hospital so that they remain available for other patients;
- **always respect the organisation of ward hours**: everyone in the hospital has a duty to avoid any form of conduct that could disturb or inconvenience others;
- **comply with the visiting hours established** by the Medical Administration so as to enable normal care and treatment activities;
- **respect the ban on smoking**;
- use the television, radio, telephone and lights in such way as to not cause any disturbance, **avoid crowding the hospital room** and respect the other patients — day and night — and the privacy of those sharing the room;
- all patients who have booked examinations, tests and other medical services **must arrive on the appointed day**, or, if they are unable to do so, **they must provide prompt notification** so other patients can use these services;
- **it is strictly forbidden to take photographs of and/or film**: doctors, nurses, patients and common areas.

TRANSPORT LINKS TO THE CITY

You can book a taxi at the Reception Desk and receive information on the schedules for the various means of transport. Alternatively, please go to www.gvmnet.it.

HOW TO ACCESS HEALTHCARE SERVICES

Città di Lecce Hospital provides health services in the following ways:

- **planned inpatient admissions:** for acute illnesses that cannot be resolved on an outpatient basis, requiring observation and medical and nursing care;
- **day hospital admission:** planned admission lasting less than one day, providing multi-professional and/or multi-specialist services.

Admissions

Information and bookings



ADMISSIONS BOOKING

Tel. +39 0832.229473 - Cardiac Surgery (lower ground floor)

Tel. +39 0832.229727 - Cardiology (lower ground floor)

Tel. +39 0832.229814 - All other Units (Ground floor)

Hours: Monday to Friday 9:00 a.m. - 12:00 noon; 1:00 p.m. - 4:00 p.m.



ADMISSIONS RECEPTION (ground floor)

Tel. + 39 0832.229814

Hours: Monday to Saturday 7:30 a.m. - 2:30 p.m.



Documentation required

For admission, the following are essential:

- National Health Service authorisation received from the General Practitioner (family doctor) required for National Health Service accredited hospitalisation;
- National Health System card;
- valid identity document.

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

A completed privacy form indicating the name and details of the person to be contacted to communicate information and sensitive data concerning the patient's stay must be given to the providers. The doctors must also be informed of any treatments being taken and any allergies or intolerances the patient may have.

Pre-admission service

Pre-admission is the phase prior to admission for scheduled surgery (in-patient, day surgery and out-patient). It serves to eliminate the pre-operative stay, as this is when the examinations, instrumental and laboratory tests required to evaluate risks of the operation and prepare for surgery are performed.

This makes it possible to:

- reduce the number of days spent in hospital, which means less discomfort and emotional stress for the patient and family;
- reduce the incidence of infectious complications due to an unnecessary stay in hospital.

Pre-hospitalisation activities are divided into 3 basic categories.

1. Patient reception and admission understood as:

- check-in at the hospital facility;
- patient interview;
- administrative admission (by the admissions office).

2. Technical performance of pre-operative examinations (blood tests, ECG, chest X-ray, anaesthesiological examinations and any additional examinations according to a pre-hospitalisation form filled out by the specialist) and supervision and control of the pre-operative process itself (i.e. ensuring that, when the pre-hospitalisation phase has been completed, the file is complete and there are no contraindications to surgery).

3. Patient communication/instruction covering practical preparation for surgery, method for admission to the relevant Unit and the overall pre-hospitalisation process.

Candidates for elective surgery, cardiac surgery and orthopaedic procedures are assessed by the transfusion doctor to assess suitability for the self-donation procedure.

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;
- hand towels;
- books or magazines.

We do not recommend bringing personal belongings. The management declines any responsibility in this respect.

Discharge

Discharge is ordered by the doctors of the Unit. At the end of hospitalisation, a discharge letter is provided, addressed to the patient and their attending physician. This letter includes:

- a sheet summarising the hospital stay;
- dietary guidelines to be followed and advice on convalescence;
- prescription for therapy to be followed at home;
- any plans for follow-up visits.

Requesting a copy of medical records

From Monday to Friday, 11:30 a.m. to 1:30 p.m., patients can request a copy of their medical records in the following ways:

- at the admissions reception - cashier's desk, by filling in the "Medical records copy request form" and specifying the collection method (if the patient indicates that another person will pick up the records, that person must be specified in the "Medical records copy request form");
- by fax, by filling in the request form on plain paper and faxing it to +39 0832.229819, attaching a photocopy of their identity document and a copy of the receipt for payment made by post office money order to "Città di Lecce Hospital - Via Provinciale per Arnesano, Km.4-73100 Lecce". The reason (copy of medical records), the patient's name and surname and the dates of admission and discharge should be indicated in the payment reference. If no money order receipt is present, the request will not be considered and will be automatically cancelled.

The Medical Records will be sent by registered post with return receipt to the address indicated by the user when making the request.

On average, it takes 20 days from the date of the request to receive a copy of the medical records.

You can pay at the Cashier's Desk on the ground floor, Monday to Saturday from 8:00 a.m. to 8:00 p.m., in cash or by bank cheque or draft, POS system, debit or credit card.

Treatments

NHS ACCREDITED

For hospitalization covered by the National Health Service, the user is not subject to any financial burden, however, additional amenities are available for a fee. Admission to Città di Lecce Hospital is possible with a simple request from the general practitioner or a qualified specialist, just like for public facilities.

PRIVATE PAY

The service is invoiced directly to the customer. Total or partial reimbursement from the local health authority is not envisaged. Before booking hospitalisation, a cost estimate will be given of the medical services to be provided.

A request for admission by the general practitioner is not necessary.

PAYMENT THROUGH AGREEMENT WITH INSURANCE COMPANIES, ASSOCIATIONS, ORGANISATIONS AND HEALTH INSURANCE FUNDS

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 with which the hospital has agreements and the related agreements are available from the Reception Desk.

Main insurance companies and affiliated supplementary health insurance funds:

Allianz, Assidai, Assirete, Blue Assistance, Casagit, Campa - Cesare Pozzo, Caspie, Cadgi, Sanintesa, Fasdac, Fasi/Progesa - Faschim/Fasiopen, Filo Diretto, Fisde, Galeno, Generali GGL, Insieme Salute, Inter Partner Assistance–AXA, Mapfre Warrenty, Mondial Assistance, Newmed, Presidium Famiglie, Previmedical, Sanicard - Fondiaria Sai, Sara Assicurazioni, Unisalute, Vanbreda, Madic4all.

DIALYSIS SERVICE

These services are covered by the NHS.



DIALYSIS SERVICE (GROUND FLOOR)

Tel. + 39 0832.229744

Hours: Monday to Saturday from 8:00 a.m. to 7:00 p.m.

RADIOTHERAPY SERVICE

These services are covered by the NHS for patients resident in the Lecce local health authority area. Users can speak to the nursing coordinator on the lower ground floor for information about the Radiotherapy service.

RADIOTHERAPY SERVICE (LOWER GROUND FLOOR)

Offices Tel. + 39 0832.229622

Outpatient clinic. Tel. + 39 0832.229718

Hours: Monday to Friday 8:00 a.m. - 5:00 p.m.

Out-patient services

The healthcare services offered on an outpatient basis include specialist examinations and further services for the following specialities:

- Cardiac surgery
- Cardiology
- General Surgery
- Maxillofacial surgery - odontostomatology
- Breast surgery
- Dermatology
- Diagnostic imaging (conventional radiology, mammography, CT scans, MRI)
- Internal ultrasound
- Gastrointestinal endoscopy: specialist examinations and consultations, oesophagogastroduodenoscopy (OGD), colonoscopy
- Laboratory tests
- Physio-kinesiotherapy and functional rehabilitation
- Cardiovascular pathophysiology
- Nephrology
- Neurosurgery
- Neurology
- Ophthalmology
- Dentistry
- Oncology
- Orthopaedics and traumatology
- Otorhinolaryngology
- Radiotherapy
- Pain therapy

Information and bookings



SPECIALIST EXAMINATIONS

Reception (ground floor)

Tel. + 39 0832.229111

Hours: every day from 8:00 a.m. - 8:00 p.m.



DIAGNOSTIC IMAGING

Radiology (lower ground floor)

Tel. + 39 0832.229716

Hours: Monday to Friday 8:00 a.m. - 7:30 p.m.

Saturday from 9:00 a.m. to 12:00 noon.



LABORATORY TESTS

Laboratory (ground floor)

Tel. + 39 0832.229741

Hours: Monday to Friday 9:00 a.m. - 12:00 noon; 3:00 p.m. - 5:00 p.m.



DENTAL UNIT

Dentistry Offices (ground floor)

Tel. + 39 083.2229476

Hours: Monday to Friday 9:00 a.m. - 1:00 p.m.; 3:00 p.m. - 6:00 p.m.

Documentation required

- Request by the attending physician on official NHS prescription paper indicating the diagnosis for which the service is required, the date of the NHS prescription, which should be no more than 30 days before the booking date, and indication of any exemptions
- National Health System card
- Identity document
- Tax code
- Documents relating to previous tests and examinations.

Delivery of results

Results are given to the patient directly on completion of the specialist examination and/or diagnostic test. If results cannot be given immediately, the patient will be informed of the collection date at the time of the service.

Treatments

PRIVATE PAY

All outpatient services are on a private pay basis and are billed directly to the user. **Payment shall be made on completion of services at the Cashier's Desk** (ground floor), in cash, by bank cheque or draft or via the POS system, debit or credit card.

For outpatient visits, payment shall be made on submission of the Service completion form filled in by the member of medical staff who carried out the service.

PAYMENT THROUGH AGREEMENT WITH INSURANCE COMPANIES, ASSOCIATIONS, ORGANISATIONS AND HEALTH INSURANCE FUNDS

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, associations, health insurance funds and organisations with which the **hospital has agreements, and the related agreements, are available from the Cashier's Desk.**

HEALTHCARE ACTIVITIES

Organisation

Città di Lecce Hospital is divided into **synergistic medical or surgical functional units**. The facility's organisation is complemented by a **network of diagnostic and treatment services for inpatients and outpatients, and by multi-speciality outpatient clinics**.

Hospitalisation and healthcare activities

In-patient and nursing care features many highly complex specialities. The organisational structure is divided into Departments and Units. In 2020, Città di Lecce Hospital cared for a total of 4528 patients, 3865 of whom were admitted as inpatients and 663 as day service patients, confirming the hospital's recognised level of safety and reliability that sets it apart.

Cardiology Department

Today, the cardiology department is one of the most important centres in Italy for the medical and surgical treatment of all forms of heart disease. It is divided into the following units:

- Cardiac Surgery Unit
- Post-Surgical Intensive Care Unit
- Cardiology Unit
- Haemodynamics
- Electrophysiology and Cardiac Stimulation
- Electrophysiology and Cardiac Stimulation
- CICU
- Cardiac Rehabilitation.

Cardiac Surgery Unit

The team deals with all **cardiovascular diseases requiring surgery in adults**:

- Coronary surgery (minimally-invasive total arterial revascularisation without extracorporeal circulation)
- Valve surgery (replacement with prosthesis and reconstructive and minimally invasive)
- Aortic surgery (ascending aorta, aortic arch, descending aorta)
- Heart failure surgery (left ventricular remodelling, left ventricular mechanical assistance including following cardiomyopathies)
- Transcatheter aortic valve implantation (TAVI)
- Surgery for congenital heart disease in adults
- Surgery of the abdominal aorta and iliac and femoral arteries
- Arrhythmia surgery
- Carotid artery surgery.

Città di Lecce Hospital is one of the few hospitals in Southern Italy performing minimally invasive valve surgery procedures by thoracoscopy (Port Access technique).

Post-Surgical Intensive Care Unit

The team of qualified, experienced anaesthetists provides **anaesthesiology care and intensive and recovery care during the perioperative period**. It also assists the functional units in emergencies. The unit has beds equipped with mechanical ventilators and advanced monitoring systems.

After undergoing cardiac surgery, for example, patients are transferred into Intensive Care, where they are cared for by expert medical and nursing staff able to control and treat any post-operative complications thanks to the comprehensive advanced monitoring equipment.

The anaesthetists also accompany the patient through all stages of the diagnostic and therapeutic pathway (preoperative anaesthesiological assessment, medical and intensive care in the operating theatre, post-operative intensive care, prompt identification and treatment of perioperative complications), collaborating with the other specialists to minimise the risk of any complications.

Cardiology Unit

This Unit is involved in the diagnosis and treatment of **cardiovascular diseases** such as:

- ischaemic heart disease
- unstable angina
- post-infarct angina
- heart failure
- cardiac arrhythmias.

The Unit also cares for patients with **highly complex conditions**, such as acute-phase strokes, for which thrombolytic therapy is impractical or ineffective.

Non-invasive procedures include:

- Echocardiogram - baseline and after pharmacological stress
- Ultrasound of arterial blood vessels (arteries, carotid arteries, renal arteries, lower limb arteries) and examination of peripheral veins in the limbs
- Holter blood pressure monitor (non-invasive continuous blood pressure monitoring during the patient's day-to-day activities)
- Continuous electrocardiographic monitoring at bedside or remote cardiac telemetry
- Dynamic Holter (ECG monitoring)*
- Ergometric test (exercise electrocardiogram).

Haemodynamics

“The Haemodynamics Laboratory treats **adults with heart disease** (e.g. ischaemic heart disease, valvular disorders, cardiomyopathies, congenital diseases) and people with **obstructive or dilated vascular system pathologies**, for which the invasive procedure is essential in diagnosis and treatment.

This procedure involves introducing small catheters into the vascular system, which are run through the blood vessels to reach the area affected by the disease: the heart, heart valves, coronary arteries, carotid arteries, aorta, peripheral arteries, etc.

This method can be used to study heart function and the state of the arterial system (coronary angiography, angiography, etc.) or to perform a procedure (angioplasty and the implantation of stents, endoprostheses, etc.), making it possible to avoid surgery in many cases.”

The following invasive diagnostic and instrumental procedures are performed:

- Left and right heart catheterisation
- Coronarography
- Angiography of all vascular regions
- Coronary angioplasty for acute myocardial infarction
- Aortic endoprosthesis implantation
- Closure of interatrial defects and/or patent foramen ovale
- Valvular endoprosthesis implantation
- Angioplasty with implantation of stents in the:
 - Coronary arteries
 - Carotid arteries
 - Renal arteries
 - Lower limb arteries (along the iliac, femoral and popliteal arteries and tibial and fibular arteries below the knee).

Electrophysiology and Cardiac Stimulation

This unit deals with the **invasive treatment of cardiac arrhythmias and chronic heart failure** when these conditions can no longer be managed with drug treatment alone.

The team, composed of specialist doctors, bioengineers and nurses who are expert users of sophisticated laboratory equipment, treats **all disorders affecting the heart’s electrical system**.

Atrial fibrillation, the most common arrhythmia there is, is also treated in the laboratory, and three-dimensional mapping of cardiac activity is performed, using the Carto system, a method developed at the San Raffaele Research and Treatment Hospital in Milan.

In the context of cardiac stimulation, in addition to routine implantation of pacemakers and automated defibrillators (required to prevent sudden death in patients at risk), multi-site pacing is also carried out for the non-pharmacological treatment of heart failure, through the implantation of biventricular pacemakers.

A request from the doctor, cardiologist or internal medicine specialist is required to access the laboratory. Alternatively, patients can visit the Arrhythmia outpatient clinic for a preliminary examination. There is a waiting list for scheduled activities, but emergency activities are always guaranteed.

The following procedures are performed:

- Endocavitary electrophysiology study for the diagnosis of electrical heart disorders
- RF transcatheter ablation of arrhythmias using both the standard technique and unconventional 3D mapping
- Implantation of pacemakers, automated defibrillators and biventricular pacemakers
- Electrical cardioversion of arrhythmias.



Coronary Intensive Care Unit (CICU)

This unit offers support in the management of more complex cardiology patients with **acute coronary syndrome** requiring continual monitoring of vital signs. The unit is included in the 118 emergency call system with availability as a cardiology emergency department for admission of emergency patients.

Cardiology Rehabilitation Unit

The team monitors inpatients closely in the **delicate post-operative period**, giving them medical care and psychological and educational support. Special emphasis is placed on **raising patients' awareness**, to encourage them to change any behaviours that are risk factors for the disease.

Multi-speciality Department

The Multi-speciality Department is divided into the following units:

- General Surgery Unit

- Neurosurgery Unit
- Ophthalmology Unit
- Oncology Unit
- Breast Unit
- Orthopaedics and Traumatology Unit
- Recovery and Functional Rehabilitation Unit.

General Surgery Unit

This unit treats all pathologies requiring a surgical approach. Specifically, Città di Lecce Hospital has a team that is highly specialised in Breast Surgery, with considerable expertise in surgery of the abdominal cavity organs.

- **Breast Surgery:** sentinel lymph node biopsies, mastectomies for breast neoplasms, quadrantectomy procedures, reconstructive plastic surgery. Surgical treatment of breast cancer is performed using less and less invasive techniques that are steadily more conservative, so as to increasingly preserve the harmony of the female figure, but above all because the breast is an important organ for motherhood and a woman's aesthetic beauty. As well as removing the breast lesion, breast surgery aims to assess axillary lymph node status with a view to preserving the organ and the axillary lymph node system, focusing in particular on treatment outcomes, including those of an aesthetic nature.
- **Oesophageal surgery:** oesophageal achalasia, hiatal hernia
- **Surgery of the stomach:** benign stomach neoplasm, malignant stomach neoplasm, peptic ulcer
- **Bile duct surgery:** cholelithiasis, gallstones in the bile ducts
- **Liver surgery:** hepatic cysts, primary and secondary tumours
- **Colon surgery:** colonic diverticular disease, neoplastic colon disease



- **Abdominal wall surgery:** abdominal wall hernia, incisional hernias-flank hernias
- **Endocrine surgery:** primary hyperparathyroidism, secondary hyperparathyroidism, thyroid disease, adrenal gland disease.

Neurosurgery Unit

Specialised in the diagnosis and treatment of all **spinal diseases and peripheral nerve disorders**. Microsurgical techniques are used to perform procedures for spinal diseases such as herniated discs and spinal canal stenosis in the cervical, dorsal and lumbar segments, as well as spinal cord stabilisation procedures with a multidisciplinary neurosurgical and orthopaedic approach (spinal unit).

Ophthalmology Unit

The team **diagnoses and treats numerous eye diseases**. In terms of diagnosis, tests are carried out for early and advanced diagnosis of glaucoma (computerised visual field test, matrix frequency-doubling technology perimetry, optic disc tomography, computerised nerve fibre analysis), corneal diseases (corneal topography, pachymetry) and retinal diseases (fluorescein angiography of the retina, indocyanine green angiography, OCT). With regard to alternative surgery, the unit performs laser treatment for the cornea (PRK for the correction of refractive errors, keratoconus stabilisation with CrossLinking), iris (iridotomy), lens (capsulotomy) and retina (photocoagulation).

Intravitreal injections with cortisone or antiproliferative substances are also given for specific retinal diseases.

In terms of surgery, the unit performs surgery for cataracts (including with the use of toric multifocal lenses), glaucoma (trabeculectomy, Ex-PRESS, **trabecular stent bypass**) and the eye adnexa (chalazion, pterygium, tear ducts).

Oncology Unit

The activity of the unit is focused on cancers treated with **adjuvant and neoadjuvant therapies**, with particular attention to **pain therapy** in the advanced stages of disease. The functional unit also provides support to the radiotherapy service to enable the treatment of patients requiring inpatient care.

Breast Unit

The hospital's Breast Unit is one of the leading centres for breast cancer diagnosis and treatment.

THIS multi-speciality unit aims to provide breast cancer patients with rapid and coordinated diagnostic and care pathways, from diagnosis and surgery to reconstructive surgery, chemotherapy, radiotherapy, follow up visits and psychological support.

A team of dedicated professionals supports the women throughout the course of their disease, ensuring the highest European standards of care. Each individual BREAST case is discussed collectively in weekly meetings, during which the diagnostic, treatment and rehabilitation phases are planned. Each woman is given a personalised diagnosis and treatment pathway providing her with all-around care as well as psychological support for her family.

Orthopaedics and Traumatology Unit

This Unit **treats congenital and acquired diseases of the musculoskeletal system and limb trauma**. Most of the operations performed in the facility are hip, knee and shoulder replacement procedures: **Città di Lecce Hospital is in fact one of the first hospitals in Italy to deal with these issues.**

The surgical activity treats both joint diseases and limb trauma:

- **Arthrosis of the knee** (unicompartmental and tricompartmental prostheses, revision surgery, tibial osteotomies, patellofemoral malalignment, etc.)
- **Hip** (stent and arthroplasty, revision surgery, slipped epiphysis, aseptic necrosis, etc.)
- **Shoulder** (arthroplasty, rotator cuff injuries, regular dislocations, instability, acromioplasty, etc.)
- **Hand and wrist** (polydactyly, trigger finger, Dupuytren's contracture, carpal tunnel syndrome, Guyon's canal syndrome, radial styloiditis, etc.)
- **Elbow** (cubital tunnel syndrome, epicondylitis)
- **Ankle and foot** (club foot, hallux valgus, hammer toe, Morton's neuroma, osteochondritis of the talus, ligament injury, tarsal tunnel syndrome, sinus tarsi syndrome, Achilles tendon lengthening, tenodesis, etc.)

Arthroscopic surgery

- **Knee:** cruciate ligament injuries, meniscal injuries, synovial plicae, etc.
- **Shoulder:** acromioplasty, rotator cuff injury, etc.
- **Limb trauma**
- Osteosynthesis, arthrodesis, prostheses replacements.

Recovery and Functional Rehabilitation Unit

The team treats individuals with **musculoskeletal pathologies** (mainly orthopaedic and neurological). It is also involved in treating inpatients who have undergone surgery, in particular neurosurgery and orthopaedic surgery, for **post-surgical recovery and functional rehabilitation**. The patient is taken under the care of this unit in the preoperative and post-operative phase up until discharge, with specific rehabilitation techniques (respiratory exercises, mobilisation exercises, postural exercises, etc.) performed in the gym, or in bed, for individuals with special requirements. The team of therapists works in close contact with the medical, surgical and nursing staff to optimise intervention times and treatment quality.

Clinical chemistry, microbiological and anatomical pathology analysis laboratory

The Medical Laboratory team performs its services in close and active collaboration with the hospital's nursing and medical staff.

To ensure the quality of the services it provides, the Laboratory participates in External Quality Assessment (EQA) Programmes and performs daily internal quality controls. All stages of its work, both outside and inside the laboratory, are computerised and automated, from acceptance of requests to digitally signed reports, using state-of-the-

art technology and instrumentation to allow traceability of samples, safe and controlled operation and rapid reporting and delivery of results. The Laboratory meets all the needs of the various Functional Units and Units of Città di Lecce Hospital, playing an active, integrated and collaborative role in the various diagnostic and treatment pathways. The Laboratory provides services for external users on a private pay basis every day of the week, including Saturdays and Sundays, subject to booking. There are numerous agreements in place with Organisations, Firms and Insurance Companies for fast and dedicated access.

Dialysis service

The dialysis service has 17 beds for kidney patients, covered by the NHS. It offers **renal and dialysis care** with the support of a **team of nephrologists**, a nursing coordinator and 20 nurses specialised in dialysis techniques. An isolation room is used for HbSAg-positive patients and an exclusive room for HCV-positive patients to prevent the risk of contamination. In addition to the **traditional dialysis method** (Bicarbonate dialysis), **alternative techniques** are used (HDF, PHF, HFR. ON-LINE, MID-DILUTION etc...) for patients with specific clinical problems and those with congestive heart failure refractory to diuretic therapy.

All patients meeting kidney transplantation requirements **are entered on the transplant list at the start of their treatment and are monitored throughout the entire process.** In addition to regular haemodialysis treatment, the Functional Unit is highly specialised in the treatment of acute kidney failure, both for patients in intensive care with post-operative complications and patients on other wards.



Radiology and Diagnostic Imaging Service

The following services are performed:

- Conventional radiology (skeletal survey and chest examination)
- OPT (Orthopantomography)
- MRI - Magnetic Resonance Imaging
- CT - Multi-slice computed tomography
- Internal and musculoskeletal ultrasound
- Mammography
- Ultrasound of the joints and soft tissues (examination of the main traumatic injuries of the muscles, tendons and ligaments, examination of the main soft tissue neoplasms).

Radiotherapy Service

The Radiotherapy services are provided agreement with the Lecce local health authority. The instruments enable performance of the following:

- **Conformal radiotherapy and Image-guided Radiation Therapy (IGRT):** dose distribution in accordance with the volume of radiation, identified three-dimensionally on Computed Tomography images. The use of motorised shielding blades makes it possible to change the profile of the radiation beam, while protecting surrounding healthy tissue and reducing side effects.
- **Intensity-modulated radiation therapy (IMRT):** an evolution of conformal therapy that allows different distribution of the dose during radiation. This therapy offers advantages in clinical situations that require exposure of irregular and complex volumes in close proximity to critical organs.
- **Extracranial stereotactic therapy:** allows administration of a high dose of radiation to a small target volume, sparing the surrounding tissue. This technique uses an additional immobilisation system with stereotactic coordinates, enabling more accurate and reproducible positioning of the patient.

Treatments are performed for neoplastic diseases of the following areas:

- Head-Neck
- Chest
- Abdomen
- Limbs.

Dentistry Service

GVM Dental Unit

The Dentistry service — which is part of the GVM 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
- Scaling
- Veneers
- Perioral fillers
- Polishing
- Whitening
- Periodontal testing for bacterial and genetic prevention of periodontal disease (Pyorrhoea).

Paediatric dentistry

Città di Lecce Hospital also treats young patients, who attend their appointment with their parents so that we can give them some useful pointers and guidance, for example on the correct diet for their child, oral hygiene, the use of dummies and bottles, fluoride administration, etc. Treatments are preventive in nature and include:

- Fluoride treatment
- 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 replaces 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 and 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
- Fibroma surgery and treatment
- Frenulectomy
- Apicectomy
- Heterologous gingival grafting
- Cyst extractions
- Tooth and root extractions
- Abscess incisions
- Maxillary sinus lift.

Out-patient services

A multi-speciality outpatient service is available for both inpatients and external users. The healthcare services include specialist examinations and further services for the following specialities:

- **Cardiology**

- Cardiac examinations and consultations
- Electrocardiogram (ECG) and exercise test (exercise ECG)
- Holter ECG (continuous monitoring of cardiac activity during the patient's day-to-day activities)
- Colour Doppler echocardiography and Transoesophageal echocardiography
- Pharmacological- and exercise-induced coronary stress tests (dipyridamole, dobutamine, stress echo)
- Vascular Colour Doppler echocardiography
- Electrophysiology

- **Cardiac Surgery**

- **General Surgery**

- **Breast surgery**

- **Maxillofacial surgery - odontostomatology**

- Dentistry

- **Dermatology**

- **Diagnostic Imaging (conventional radiology, CT scans, MRI)**

- **Internal ultrasound**

- **Digestive endoscopy**

- Specialist examinations and consultations
- Oesophagogastroduodenoscopy (OGD)
- Colonoscopy

- **Laboratory tests**

- **Physio-kinesiotherapy and neuromotor functional rehabilitation with gym-based exercises**

- **Nephrology**

- **Neurosurgery**

- **Neurology**

- **Ophthalmology**

- Comprehensive specialist examinations and tests
- Corneal topography
- Pachymetry
- Endothelial microscopy
- Ultrasound biometry
- Bulbar ultrasound
- Computerised campimetry
- Optic nerve tomography.

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.



LUCIA MAGNANI
HEALTH CLINIC

LONG LIFE
— FORMULA —

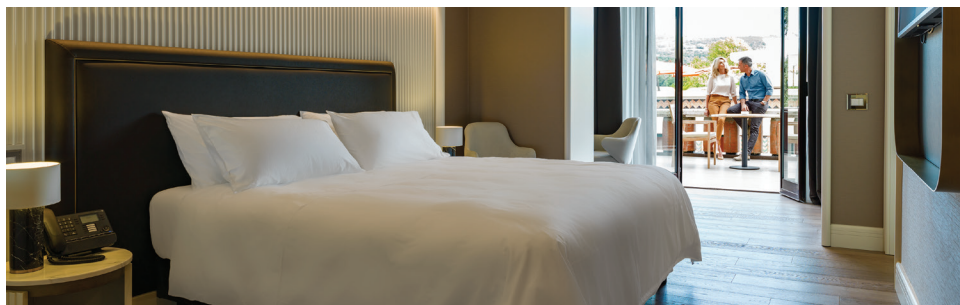
Prevention and innovative medicine applied to the experience of a healthier, more balanced lifestyle and the beneficial properties of thermal springs: these are the cornerstones of the Lucia Magnani Health Clinic. The **Long Life Formula**® programme – developed with medical and scientific support from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



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

Contacts

Città di Lecce Hospital

Via Prov. per Arnesano km 4
73100 - Lecce (LE)

Reception (ground floor)

Tel. **+ 39 0832.229111**

Every day from 8:00 a.m. to 8:00 p.m.

Admissions booking

Tel. **+ 39 0832.229473 - 727**

Cardiology, Cardiac Surgery (lower ground floor)

Tel. **+ 39 0832.229814**

All other units (ground floor)

Monday to Friday 9:00 a.m. - 12:00 noon;
1:00 p.m. - 4:00 p.m.

Admissions reception (ground floor)

Tel. **+ 39 0832.229814**

Monday to Friday 7:30 a.m. - 2:30 p.m.

DIAGNOSTIC IMAGING

Radiology (lower ground floor)

Tel. **+ 39 0832.229716**

Monday to Friday 8:00 a.m. - 7:30 p.m.;
Saturday 9:00 a.m. - 12:00 noon

LABORATORY

Laboratory (ground floor)

Tel. **+ 39 0832.229741**

Monday to Friday 9:00 a.m. - 12:00 noon;
3:00 p.m. - 5:00 p.m.

Dentistry Offices (ground floor)

Tel. **+ 39 080/4080462**

Monday to Friday 9:00 a.m. - 1:00 p.m.;
3:00 p.m. - 6:00 p.m.

Distance from

EXIT SS 613 (Lecce-Brindisi)

7 km

EXIT SS 101 (Lecce-Gallipoli)

3 km

EXIT SS 16 (Lecce- Maglie)

6 km

Dedicated number for Policyholders
and Supplementary Funds



E-mail: assicurati-cdl@gvmnet.it



See our website for updates and further information

www.gvmnet.it