



FIRST AID

First Aid is a health care facility accessible to all citizens every day 24 hours a day, dedicated to situations of urgency or emergency.

WHAT TO DO WHEN YOU ARRIVE IN FA

→ IF YOU ARE A PATIENT

When you arrive in **First Aid** (in case of self-presentation) you have to go to the Triage counter and report the health reason for presentation.

You have to present to the health workers:

- **an identification document:** Passport or Identity Card
- **if in your possession, the EHIC card** (European Health Insurance Card)

In the information provided to the health workers it is important to:

- indicate your temporary **residence** in Italy (Hotel, Guesthouse, BB, House) and a contact phone number in case of need
- provide **information or documentation on your health conditions**
- report the **name of drugs taken daily**
- report any **drugs taken in the last few hours**

→ IF YOU ARE AN ACCOMPANYING PERSON

In most cases, in accordance to the healthcare in progress, a person can accompany the sick person inside the examination rooms; in any case, before entering it is always best to ask the health workers present in the room.

HOW DOES FA WORK?

Access to examination rooms is regulated by **Triage**, an international system based on 4 color codes that determine, on the basis of urgency conditions, the priority with which the person will be examined.

RED: Emergency. Access to the examination room is immediate.

YELLOW: Urgency. Access to the examination room could follow a brief wait.

GREEN: Minor urgency. Access to the examination rooms occurs after the red and yellow codes.

WHITE: Not urgent. The examination will be carried out as soon as possible, according to other urgencies.

According to the priority code assigned or the health problem, the patient can:

- be taken in charge by a surgical or medical team within the examination room
- undergo some preliminary examinations (for ex., blood withdrawal, electrocardiogram, etc.) even before entry in the examination room
- wait in the waiting area to carry out a specialist examination (for ex., ophthalmology, otorhinolaryngology, etc.)

WAITING TIME

After the medical examination, the **time of stay** in FA can be affected by the need to:

- continue observation
- carry out diagnostic examinations or consultations by specialists
- wait for availability of a bed in case of hospital admission

It is therefore possible that waiting time will be rather long and can even consist in several hours.

It must be noted that, under certain conditions, specific clinical protocols that imply a prolonged observation time may be activated.

WHO CAN PROVIDE INFORMATION?

Information on the health conditions of the patient are supplied by the First Aid physician at the end of the first examination or when results of the diagnostic examinations are available. Information is given to a relative or accompanying person identified by the same patient.

At discharge a copy the First Aid report, containing the result of examinations and medical checks carried out and advice on how to continue treatment, that the physician will take care to explain before discharge, will be delivered.

First aid workers can be distinguished by the color of uniforms worn:

Light blue - Nurse

Green - Physician

Grey - Support worker

Burgundy red - Healthcare Technician

PAYMENT OF MEDICAL SERVICES

- **Italian citizens:** have free access to FA services apart from cases classified as WHITE CODE at discharge, for which a ticket of 25 euro (apart from exemptions) is expected.

The ticket can be paid for as follows:

- From Monday to Friday, from 9.00 a.m. to 06.00 p.m. at the FA administrative counter using cash, cash card or credit cards or, alternatively, at all the CUP ('Centro Unico Prenotazioni' or Single Reservation Centre) counters of the Foundation (from 8.00 a.m. to 03.00 p.m., only cash and cash card)
- Every day at any time at an automated kiosk ("yellow point") found within FA, only using cash card
- When the administrative counter is closed, if the citizen does not have cash card to access automatic kiosks, FA workers will release a postal bill and/or will give instructions for deposit.

- **Citizens from Europe or countries with EHIC (European Health Insurance Card) agreements or valid certificate establishing entitlement:** have free access to FA services apart from cases classified as WHITE CODE at discharge, for which a ticket of 25 euro is expected. They are not entitled to exemptions.

The ticket for "white codes" can be paid for as follows:

- From Monday to Friday, from 9.00 a.m. to 06.00 p.m. at the FA administrative counter using cash, cash card or credit cards or, alternatively, at all the CUP ('Centro Unico Prenotazioni' or Single Reservation Centre) counters of the Foundation (from 8.00 a.m. to 03.00 p.m., only cash and cash card)
- Every day at any time at an automated kiosk ("yellow point") found within FA, only using cash card
- When the administrative counter is closed, if the citizen does not have cash card to access automatic kiosks, FA workers will release a postal bill and/or will give instructions for deposit.

NB: if EHIC or Certificate establishing entitlement are not valid (or are expired) the citizen has to pay all the FA services received with a 25% surcharge on the regional health charge (independently from the FA code assigned). In these cases the invoice will be sent at home.

- **Non-EU citizens with tourist visas:** have to pay all the FA services received with a surcharge of 25% on the regional health charge (independently from the FA code assigned).

If the citizen has insurance a document that certifies this must be supplied (even by having it sent by his insurance via e-mail or to the FA fax), and the FA workers will keep a copy. In this case services will be paid by deferred billing to the insurance.

If the citizen has no insurance, a copy of the passport will be kept and a possible difference in residence recorded. Even in this case the Hospital will send the invoice directly to the person concerned.

Usually immediate payment is not possible.

Only in those cases classified as WHITE CODE at discharge, immediate payment of the ticket paid by Italian and European citizens (25 euro) will be required anyway. If, in these cases, further instrumental performances or hematochemical examinations have been carried out, the citizen will in addition, receive a specific invoice for these services, with a 25% surcharge on the regional health charge, at home or directly via the insurance, as described above.

Payment can be carried out, only for “white code” tickets, as follows:

- From Monday to Friday, from 9.00 a.m. to 06.00 p.m. at the FA administrative counter using cash, cash card or credit cards or, alternatively, at all the CUP (‘Centro Unico Prenotazioni’ or Single Reservation Centre) counters of the Foundation (from 8.00 a.m. to 03.00 p.m., only cash and cash card)
- Every day at any time at an automated kiosk (“yellow point”) found within FA, only using cash card
- When the administrative counter is closed, if the citizen does not have cash card to access automatic kiosks, FA workers will release a postal bill and/or will give instructions for deposit.

- **Non-EU citizens without residence permit:** can have free access to urgent and essential services after filling in the form that certifies lack of means, resulting in assignment of an STP (‘Straniero Temporaneamente Presente’ or Temporarily Present Foreigner) code.

EXPO OUT-PATIENT - WALK-IN CENTER

For Italian and Foreign citizens visiting EXPO an out-patient /*walk-in center* in the center of Milan has been set up for the period May-October 2015. It is located in via Rugabella n.4.

- **EXPO Medical Guard:** out-patient center with direct access without appointment

Activity: General medical examination, with possible investigations or specialist services (cardiology, dermatology, ophthalmology, dentistry, otorhinolaryngology, radiology examinations/internal ultrasound).

Opening hours: every day, including holidays, from 8.00 a.m. to 12.00 a.m.

- **Specialist out-patient service center:** specialist examinations in cardiology, dermatology, ophthalmology, dentistry, otorhinolaryngology; radiology examinations/internal ultrasound.

Opening hours: from Monday to Friday, from 8.00 a.m. to 9.30 p.m.; Saturday/Sunday: from 8.00 a.m. to 01.00 p.m.

Nursing out-patient center: injections, medications.

Opening hours: every day, including holidays, from 8.00 a.m. to 12.00 a.m.

Blood test center

Opening hours: from Monday to Saturday, from 7.30 a.m. to 9.30 a.m.