



Dear patient, with this information leaflet we would like to give you the most useful information possible on how to face your stay in hospital with serenity and awareness. We invite you to read it carefully and keep it for the whole hospital stay.

DOCUMENTS REQUIRED FOR ADMISSION

For **Italian nationals** the following are required:

- *valid identity document;*
- *Regional Services Card (Carta Regionale dei Servizi) or health card and tax code.*

For **nationals of the European Union**, besides a valid identity document, the European Health Card (TEAM) or E112 form is required.

For **non-EU nationals** the following are required:

- *valid residence permit or application for renewal sheet;*
- *health card or insurance policy or S.T.P. (Straniero Temporaneamente Presente or Temporarily Present Foreigner) regional code;*
- *valid identity document.*

For all **minors**, health card and identity documents of the parents, or the legal guardian, are required, besides the minor's documents. The presence of **both parents**, or guardian, during all the services provided by the structure is required.

ADMISSION

At admission, you will be welcomed by the Nursing coordinator or nursing staff and all the actions for your care will be carried out as quickly as possible.

You will be assigned a bed and given a "Carta di Accoglienza" ("Reception Card"). You will also be given some information concerning your hospitalization in the unit.

It is always preferable to give the Nursing Coordinator one or more telephone contacts of one or persons to contact.

WHAT TO BRING

On the day of admission it is **essential** to bring and hand over to the Nursing Coordinator or nursing staff **all the examinations or previous medical reports** and indications concerning the **drugs usually taken**.

Clothing must be simple. Bring at least 2 nightwear and underwear changes suitable for the season and everything needed for personal care (any boxes for dentures, for contact lenses, for removable hearing aids, etc.).

Use of a **suitcase which is not rigid** is recommended, so it can be placed in the personal locker.

We recommend **not to bring valuable objects or large amounts of money**. The Foundation is not responsible for any thefts or losses of goods left unguarded.

Mobile phones and electronic devices have to be used with moderation.

Medicines

It is important to bring all the medicines taken regularly or occasionally, and inform the doctor of the current therapies (names and dosage). Medicines have to be handed over to the nursing staff and will be returned at discharge.

During the hospital stay all the therapies will be provided by the internal pharmacy service and administered by healthcare staff.

HOW IS PRIVACY GUARANTEED

You will be given a form “**permission to communicate information concerning the hospital stay**” to:

- authorize or not authorize the Foundation staff to communicate information concerning your presence in Hospital;
- authorize or not authorize communication of information concerning your health conditions.

If you authorize communication, you will be asked the names of the people to contact; the staff will then be authorized to inform only those people. At any time you can express the will not to make the data concerning your health performance visible and the Foundation staff will be responsible for activating the shutdown procedure.

(As provided for by the law 31/12/1996, n. 675 and subsequent amendments (l. 196/2003) “Tutela delle persone e di altri soggetti rispetto al trattamento dei dati personali” (“Protection of persons and parties in relation to the treatment of personal data”))

HOW TO PREPARE FOR THE SURGICAL PROCEDURE

- Pre-surgical **shower**, at least the evening before
- Possible **hair removal** (if required)
- Wear **cotton underwear**

During the surgical session you will have to remove earrings, bracelets, rings, glasses/contact lenses. We also inform you that **you cannot enter in the operating room with hand or foot nail varnish, with fake and/or artificial nails** (for ex. with gel) and therefore we recommend their removal before entry into hospital. If the nails are not “free”, the surgical procedure must be postponed to another date.

If the surgical procedure is scheduled the same morning of admission, we remind you to take any prescribed therapies anyway, with the smallest possible amount of water.

PRE-ANESTHESIA

The nurse which will perform pre-anesthesia has to check:

- the patient’s identity
- the site of the surgical procedure
- that fasting has been carried out as indicated
- absence of make-up or nail varnish
- that no jewels, watches, piercing, rings etc. are worn, as every removable prosthesis that has to be removed and placed in its container (dentures, contact lenses, glasses, hearing aids).

Pre-anesthesia entails administration of drugs that induce a state of relaxation; therefore it is important not to leave your bed to avoid the risk of accidental falls.

We remind you that the nursing staff is always available to solve any problems and/or needs.

AFTER THE SURGICAL PROCEDURE

At the end of the surgical procedure, you will be monitored in the **recovery room** (located in the operating room) and controlled until your vital parameters are stabilized and the pain threshold is evaluated and possibly treated.

After, you will be transferred in your room or in the Intensive Care Unit (in case it is considered necessary to prolong monitoring). The anesthetist will prescribe the pain relief therapy, maintenance infusion and post-surgical controls.

PAIN TREATMENT - ADULTS

In order to deal effectively with pain, a simple **scale** is used. It is best if you understand its meaning so you can give the right information to the staff, which can then intervene in a better way. The scale used is the **NRS (Numeric Rating Scale)** and the evaluation is essentially subjective, therefore you will be asked to indicate the degree of pain, choosing the number that better corresponds to the following question:

“Can you indicate, please, with a number from 0 to 10, how much pain you feel now, knowing that 0 is equivalent to no pain and 10 is equivalent to the worst pain possible:

0 1 2 3 4 5 6 7 8 9 10.

PEDIATRIC PAIN

Even for children, evaluation of pain is necessary to act adequately. The scale used is the **WONG BAKER SCALE** made up of five faces with different expressions, from the smiling face that represents “no pain” to the one that cries due to “extreme pain”. The child must choose the face that best represents his pain.



AMOUNT OF PAIN: NONE, MILD, MODERATE, STRONG, UNBEARABLE from left to right.

VISITING FAMILY AND FRIENDS

Visiting times are fixed to respect the patients' quiet and rest and to favor the normal performance of clinical assistance activities. In the Reception Card that will be delivered to you by the healthcare staff the visiting times of your unit will be indicated.

WHAT SERVICES CAN YOU BENEFIT FROM?

• **Spiritual assistance**

Chaplains and Nuns, spiritual assistants, visit the patients every day in the units and are available to administer Sacraments (reconciliation, Eucharist, anointing of the sick) and to meet relatives. If the patient belongs to a religion other than Catholic, if requested the Chaplains are committed to tell the respective religious minister.

• **Apartments for relatives and parents**

The Foundation has joined the project "[A casa lontani da casa](#)" (At home away from home), managed by 4 no profit associations active in patient support, that allows finding an adequate apartment at limited costs for relatives or escorts of patients staying in hospitals in the city of Milan. With the toll free number 800.161.952 or the web site www.acasalontanidacasa.it it is possible to obtain indications on the various types of accommodation, the characteristics of the apartment and the cost.

• **Official web site**

The Foundations web site, www.policlinico.mi.it, is a continuously evolving and constantly updated communication tool that provides information on the Foundations activities. On the site, apart from the downloadable version of this document, the full version of the Carta dei Servizi (Service Charter) that also includes the detailed information sheets on the hospitalization and outpatient activities offered by the hospital is available on-line.

We take this opportunity to thank you for your trust in choosing our structure while remaining always available for every clarification.

Publication curated by:

Direzione Sanitaria
Direzione Sanitaria di Presidio
UOS Ufficio Relazioni con il Pubblico
Ufficio Comunicazione
SITRA

Si ringrazia per la collaborazione:

Giovanna Bianco, Francesca Bordoli, Paola Corinaldesi, Antonella Demarchi, Giovanna Falciani, Franca Insinga, Elisabetta Livio, Giuseppina Luisi, Franco Marchesi, Rosanna Marinangeli, Marinella Miletta, Myriam Neglia, Donatella Pelusi, Beatrice Pistolesi, Gianfranco Rizzo, Barbara Sappa Antonio Scigliano, Salvatore Vallefuooco.

Updated in September 2015