

VB VILLA BIANCA

Casa di Cura



HEALTHCARE GUIDE

Patient Summary

YOUR HEALTH, OUR PRIORITY.

Preface to the Healthcare Guide

Villa Bianca Hospital

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YOUR HEALTH,
OUR PRIORITY.

Villa Bianca Hospital Patient Healthcare Guide illustrates the services offered by the hospital, which since 1957 has provided healthcare services with the utmost care and the most careful attention to the needs of the patient.

Through the Healthcare Guide and the Questionnaire we want to provide the user with a tool for participation and contribution to the activities that our staff and our organization carry out daily.

We are attentive to the general improvement of the services we provide: by collecting suggestions and observations we continuously evaluate user satisfaction, to be more tomorrow than ever closer to the needs of our patients.

The Direction

THE CLINIC

Since 1957 in the heart of Trento



Villa Bianca Clinic is an hospital with a multi-specialty orientation accredited by the National Health Service. It was founded in 1957 by the idea of three doctors to offer a personalized service to the patient, which took into account its particular needs in a new and innovative medical-patient dialogue. They chose to build the structure in the heart of the city to reinforce the ideal that they had of proximity to the citizen and accessibility to the structure at every level.

Today the activity of the clinic is based on effective and concrete values and guidelines: to guarantee the patient a superior welcome and the care of the most qualified doctors. The geographical location, the high quality standards of diagnosis and treatment and the remarkable hotel comfort are the value of the organization, accessible to all citizens.

The focus on the patient

THE MISSION

Villa Bianca performs diagnosis and treatment activities both in ordinary admission and *Day Surgery* (post-surgical stay, characterized by being limited to the hours of the day and allowing the patient to return home by evening); performs outpatient surgery, multi-specialist diagnostic and outpatient services.

The purpose of the organization is to provide superior quality standards by placing the patient's psychological needs at the center, ensuring they are listened to and fully satisfied by type of treatment and personal attention. The qualified and personalized assistance is guaranteed in a continuous process: quality is constantly monitored through staff training and feedback obtained by listening to the patient.

FUNDAMENTAL PRINCIPLES

In relation to the company mission, the structure has adopted guidelines for day-to-day management, listed below.

- ♦ **Appropriateness of care:** provided according to the real needs of the patient's health.
- ♦ **Quality:** the diagnostic and therapeutic activity is carried out by qualified medical personnel with advanced technological equipment. Quality control continually verifies compliance with the quality standards required by law.
- ♦ **Effectiveness and Efficiency:** the achievement of diagnosis and treatment objectives is carried out through an optimal use of resources in order to achieve an increase in the quality level of the services rendered.
- ♦ **Right of Choice:** the citizen (patient / user) has the right to access the services provided by Villa Bianca on free choice, within the limits set by structural availability; any moral or material constraint is excluded.

- ◆ **Right to information:** the user can access health information through the website and information material. Health and administrative staff are always available to provide information.
- ◆ **Participation:** the clinic guarantees its patients the possibility of expressing their own quality assessment and making complaints, proposing suggestions and observations also through the Satisfaction Questionnaire. The form is delivered to the patients and is available in the waiting rooms; it is collected in the special box placed in the entrance of the structure. All the questionnaires are examined and each report is taken into consideration for the improvement of the service performed.
- ◆ **Informed Consent:** informed consent is given to the patient before accessing invasive health services; the patient is described the clinical situation found, the medical intervention deemed necessary, the techniques and materials eventually used, the expected benefits, the risks present and any complications. The patient signs this document if he wishes to accept the treatment.
- ◆ **Continuity:** the provision of services is guaranteed with a continuity and without interruptions by the provision of appropriate service shifts.
- ◆ **Privacy:** every operator of the structure is trained to guarantee the confidentiality of guests' data according to the regulations in force.
- ◆ **Equality and Impartiality:** the clinic provides uniform services, without any discrimination; the nursing staff takes into account only the different needs of the patients and the different pathological situations and medical conditions in order to guarantee the most effective clinical procedures.

THE STAFF

Villa Bianca organization chart foresees the presence of the necessary professional figures to guarantee the highest quality in the provision of health services and greater comfort in the patient's stay at the facility.

The organization chart, displayed in the structure, provides for the simultaneous presence of:

- ◆ **MEDICAL STAFF** composed of highly qualified figures both internal professionals and external consultants
- ◆ **NURSING AND TECHNICAL SANITARY STAFF** made up of the nursing team, social and health workers, technicians and auxiliaries
- ◆ **ADMINISTRATIVE STAFF**, who takes care of the acceptance and dismissal phases, is an informative support center for the patient and delivers the health documents

The clinic employs 125 people, including medical and service personnel, who work every day to offer the patient a family welcome and a multitude of treatments, both in the operative / surgical and diagnostic fields.

The clinic is structured by areas, for each of which a responsible person is identified. The entire activity of the clinic is directed and controlled by the Administrative Department and the Health Department, which actively cooperate.

CARDIOLOGY AND GENERAL MEDICINE UNIT



Cardiology and General Medicine Unit deals with pathologies of internal competence with particular attention to cardiovascular diseases and arrhythmias.

The service is divided into:

- ◆ **Sector of Cardio Respiratory and Vascular Physiopathology**
- ◆ **Center for Diagnosis and Therapy of Arrhythmias**

Both sections deal with cardiovascular diseases such as ischemic heart disease, myocardiopathies, heart failure, arterial hypertension, arteriopathy, peripheral vasculopathies and pneumological pathologies.

The unit uses non-invasive methods and procedures, such as:

◆ Ecocardiogram color doppler	◆ Ecography of arterial and venous vessels
◆ Electrocardiogram (ECG)	◆ Cardiac and pressure Holter

♦ Cardiopulmonary test and functional valuation of respiratory system	♦ Ergometric test (stress electrocardiogram)
♦ Wave T alternation study (TWA)	♦ Tilt test for the study of vaso-vagal syndrome

The General Medicine section deals with planned hospitalizations and diagnosis and treatment of internal medical conditions in collaboration with medical area specialists, specifically Pneumology, Neurology and Cardiology. The department specializes in the treatment of rheumatological diseases, metabolic and endocrinological diseases, angiological diseases, and also integrates non-invasive cardiology and treats the after-effects of small cerebral strokes (TIA) and neurovascular diseases in general.

The services offered include the diagnosis and treatment of all the aforementioned specialist pathologies.

The department's specialist multi-sectoral competence allows for an optimal level of treatment of complex and non-complex pathologies, also considering the frequent onset of cardiac and pulmonary pathologies (such as heart failure and chronic obstructive bronchitis) or cardiac and vascular diseases with risk factors (as peripheral arterial disease, coronary heart disease, arterial hypertension, diabetes mellitus).

Finally, a high number of patients with general-internal pathologies are treated.

SURGERY UNIT



The Surgery Unit includes the following specialties:

ORTHOPEDIC SURGERY

VASCULAR SURGERY

PAIN THERAPY

DERMATOLOGIC SURGERY

OCULISTIC SURGERY

UROLOGIC SURGERY

GENERAL SURGERY

Hospitalized patients receive information on their state of health during the medical examination that is carried out at the entrance to the clinic and every day during the tour, a visit by the doctor in charge assigned to them.

Orthopedic Surgery Service

The following surgical procedures are performed:

Prothetic Surgery for hip, knee and shoulder

- ◆ Surgery with prothetic insertion for mobility recovery

Arthroscopic Surgery of the knee, shoulder, ankle with mini-invasive methods

◆ Meniscal pathology	◆ Articular debridement
◆ Articular mobile bodies	◆ Subacromial pain shoulder
◆ Shoulder instability	◆ Rotator cuff injury
◆ Joint replacement	

Hand Surgery

◆ Syndrome of the carpal tunnel	◆ Snap fingers
◆ Removal of Cysts	◆ De Quervain Tendonitis
◆ Rizoartosis	◆ Dupuytren Syndrome
◆ Removal of benign tumors e Neoplasms of the hand, wrist and elbow	◆ Reconstructive microsurgery
◆ Arthroscopy of the hand, wrist and elbow	

Foot Surgery

◆ Flat foot correction and hallux valgus	◆ Correction of metatarsal joint
◆ Calcaneus osteotomies	◆ Arthrodesis of the mediotarsic and subtalar joint

Cervical and Lumbar Spine Surgery

- ◆ Treatment of herniated discs
- ◆ Instability with traditional and mini-invasive methods.

Pain Therapy Center

Pain Therapy Center, recognized as a Spoke of reference at the provincial level in the network of diagnosis and treatment, deals with the treatment and prevention of all acute and chronic pain syndromes, in order to improve the functional status and quality of patient life, minimizing recourse to the health system and allowing a significant improvement in the patient's quality of life.

The proposed approach, centered on the patient in its entirety and not only on the symptom, develops into:

- ◆ Information on issues related to chronic pain
- ◆ Clinical assessment and management of the patient (diagnosis and preparation of a treatment plan, application and revision of the treatment with the patient)
- ◆ Support and psychological support of the patient and his family
- ◆ Evaluation of the results of the surgery

The Center performs high-tech micro-invasive procedures for the treatment of chronic pain caused by the following diseases:

◆ Neoplastic pain	◆ Lumbar and cervical hernias
◆ Painful neuropathies	◆ Regional complex syndromes of pain
◆ Lumbar pain in the hips and of lower limbs	◆ Neuropathic pain
◆ Neuralgia post herpetic	◆ Trigeminal neuralgia
◆ Fibromyalgia	◆ Arthritis and periarticular diseases
◆ Algodystrofia	◆ FBSS (Failed Back Surgery Syndrome)
◆ Vascular pain	◆ Skeletal muscle acute pain
◆ Herpes Zoster	◆ Pain in dermatological diseases

◆ Post-surgery pain	◆ Post-traumatic pain
◆ Cardiac pain disorders	◆ Neuralgia Throat pharyngeal, laryngeal, large occipital, sphenopalatine ganglion
◆ Talmic pain	◆ Myofascial pain syndromes
◆ Vertebral column disorders	◆ Pelvic floor algia
◆ Disorders and arthropathies of the temporomandibular joint	◆ Cranial neuralgia

The Center operates in synergic and integrated form with the HUB center of the **S. Chiara Hospital of Trento** and with the other specialist pain therapy clinics according to shared protocols.

Furthermore, the Center collaborates with the Lombardy Region's pain therapy and diagnosis network: with the HUB of the **Niguarda Hospital in Milan** it has activated the sharing of diagnostic and therapeutic pathways.

Eye Surgery Service

Surgical procedures are carried out concerning in particular the anterior segment of the eye:

- ◆ Cataract surgery
- ◆ Removal of the pterygium

As far as cataract surgery is concerned, on request, multifocal and toric intraocular lenses (IOLs) are implanted in order to allow the patient a vision both from near and far without the use of glasses.

Vascular Surgery Service

It is executed the Ligation and stripping of veins.

Dermatological Surgery Service

The following procedures are performed:

- ◆ Removal of skin neoformations
- ◆ Cryotherapy
- ◆ Diathermocoagulation (warts, seborrheic keratoses...)
- ◆ Biopsy

Urological Surgery Service

The following surgical procedures are performed in Day Surgery:

- ◆ Phimosis
- ◆ Therapeutic circumcisions

General Surgery Service

The following surgical procedures are performed in Day Surgery:

- ◆ Hernia surgery
- ◆ Minor Abdominal surgery
- ◆ Skin and subcutaneous surgery

Anesthesia and Reanimation Service

The service carries out the anesthesiological activity in the following areas:

- ◆ **Surgery Operative Unit**

The Anesthesia and Reanimation service deals with the anesthetic management of all patients undergoing surgery.

The type of anesthesia (general, locoregional or plexus) is decided by the doctor together with the patient during the preoperative anesthesiological examination, based on his state of health and in relation to the extent of surgery.

The anesthesiologist follows the patient's entire surgical course until waking up and gives indications to the ward physicians regarding the management of post-operative pain.

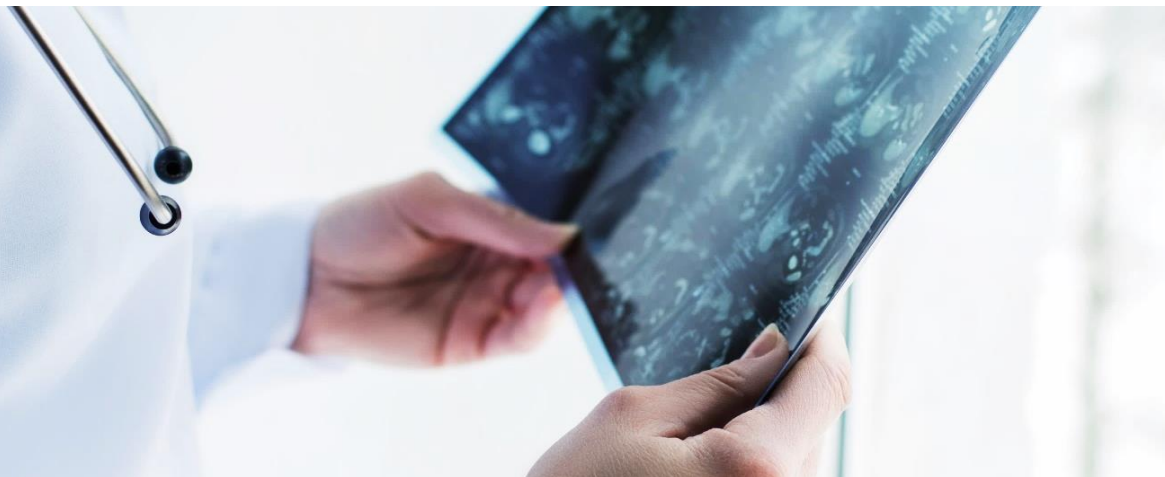
Various medications are also used to control pain, depending on the type of surgery and the severity of the intervention.

♦ **Pain Therapy Center**

The Anesthesia and Reanimation service supports and assists the Analgesic Therapy clinic of the Pain Therapy Center.

Different analgesic techniques are used to treat patients suffering from acute and chronic pain syndromes.

RADIOLOGY AND DIAGNOSTIC IMAGING SERVICE



Diagnostic imaging allows diagnosing traumas and pathologies through the formation of images of the whole body or its specific parts. Through this tool, doctors can both diagnose and monitor the patient after surgery or during a treatment.

The Diagnostic Imaging Service is divided into four sections.

RADIOLOGY

ECHOGRAPHY

MAGNETIC RESONANCE

COMPUTED TOMOGRAPHY (TAC)

The diagnostic service is accredited with the Provincial Health Services and applies the same tariff conditions, the same tickets and the same exemptions as the public body. It is possible for the citizen to access even in private: the rates are available at the counters.

Radiology

The Radiology Section, active from Monday to Friday, performs all traditional radiology exams.

◆ Skeleton radiology	◆ Chest radiology
◆ Abdomen radiology	◆ Vertebral column radiology
◆ Skull radiology	◆ Joints radiology

On average, examination reports are performed within a maximum of 72 hours.

Echography

The Echography Section performs examinations in convention with the National Health Service and also in private regime.

The service is active from Monday to Friday.

They are carried out:

◆ Complete abdomen echography	◆ Pulmonary echography
◆ Upper abdomen echography	◆ Lower abdomen echography
◆ Hip bone echography	◆ Articular echography
◆ Neck echography	◆ Cardiac echography
◆ Skin and underskin echography	◆ Upper and lower limbs echography
◆ Testicles echography	◆ Penis echography
◆ Breast echography	◆ Abdominal vessels echography
◆ Osteoarticular echography	◆ Tendon muscles echography
◆ Soft parts echography	◆ Kidneys echography
◆ Prostate echography	◆ Transvaginal echography
◆ Transrectal echography	

On average, examination reports are performed within a maximum of 24 hours.

Magnetic Resonance

Magnetic resonance is a diagnostic technique based on the application of a high intensity magnetic field and is the most modern technology available for diagnostic examinations of the brain, spine, abdominal and thoracic organs and joints.

Compared to other visualization methods for the patient it is not at all invasive and does not involve ionizing radiation.

The service is active from Monday to Friday.

They are carried out:

◆ Heart Magnetic Resonance	◆ Neck Magnetic Resonance (with and without contrast)
◆ Brain Magnetic Resonance	◆ Facial Mass Magnetic Resonance
◆ Chest Magnetic Resonance (with and without contrast)	◆ Vertebral column Magnetic Resonance (with and without contrast)
◆ Breast Magnetic Resonance	◆ Lower abdomen Magnetic Resonance (with and without contrast)
◆ Upper abdomen Magnetic Resonance (with and without contrast)	◆ Skeletal muscles Magnetic Resonance (with and without contrast)

On average, examination reports are performed within a maximum of 72 hours.

Reservations are made, subject to medical prescription, for those assisted by the Health Service by calling the CUP green number or by booking directly at our counters even in private regime.

TAC (Computed Tomography)

The TAC Section is active Monday and Wednesday.

The following diagnostic tests are performed:

◆ TAC skull	◆ TAC facial and sinuses
◆ TAC ear	◆ TAC articular shoulder, elbow, foot, ankle, wrist, hand and knee
◆ TAC cervical spine	◆ TAC dorsal spine
◆ TAC lombosacral spine	◆ TAC hip bone
◆ TAC coxofemoral joints	◆ TAC chest
◆ TAC chest with high resolution for the lung	◆ TAC abdomen and pelvis
◆ TAC shoulder	

On average, examination reports are performed within a maximum of 72 hours.

OUTPATIENT SERVICES



The multi-specialized outpatient service of Villa Bianca is divided into the following specialties:

ALLERGOLOGY *	GYNECOLOGY	OTORINOLARINGOIATRY *
ANGIOLOGY *	NEFROLOGY	ORTHOPEDICS *
CARDIOLOGY	NEUROLOGY	PNEUMOLOGY
GENERAL SURGERY	NEUROSURGERY *	PSICOLOGY
DERMATOLOGY	OCULISTIC	PAIN THERAPY *
ENDOCRINOLOGY	ONCOLOGY	UROLOGY

* The marked outpatient services are accredited with the Provincial Health Services: the same tariff conditions apply, the same tickets and the same exemptions as the Public Body. It is possible for the citizen to access these services even in private: the rates are available at the counters. Unmarked clinics can only be accessed in private mode.

The clinic performs its services from 08:00 to 19:00 from Monday to Friday and Saturday from 08:00 to 13:00.

DAYS DEDICATED TO SPECIALISTIC EXAMINATIONS

◆ Orthopedic examination	every day from Monday to Friday
◆ Cardiological examination	every day from Monday to Friday The Holters are also applied on Saturday and Sunday
◆ Pain Therapy Examination	Tuesday and Thursday
◆ Dermatological Examination	from Tuesday to Thursday
◆ Neurological Examination	martedì, mercoledì e venerdì
◆ Angiological Examination	every day from Monday to Friday
◆ Gynecological Examination	Friday
◆ Eye Examination	Tuesday, Thursday and Friday
◆ Allergological Examination	Monday and Wednesday
◆ Pneumological Examination	Monday, Wednesday and Friday
◆ Otorinolaringoiatric Examination	Tuesday and Friday
◆ Urological Examination	Wednesday and Thursday
◆ Nefrological Examination	Wednesday
◆ Oncological Examination	Thursday
◆ Endocrinological Examination	Thursday
◆ Neurosurgical Examination	Tuesday and Friday
◆ General Surgery Examination	Tuesday

DAYS DEDICATED TO INSTRUMENTAL EXAMS

◆ ECHOGRAPHY and RADIOLOGY	every day from Monday to Friday
◆ MAGNETIC RESONANCE	every day from Monday to Friday
◆ TAC	Monday and Wednesday
◆ CARDIAC MAGNETIC RESONANCE	Saturday morning

EXAMINATIONS AND SURGICAL PROCEDURES ON OUTPATIENT BASIS (without hospitalization and without the need for post-operative observation)

Cardiology

- ◆ Electrocardiogram
- ◆ Ecocardiogram color Doppler
- ◆ Cardiac holter (24 hours)
- ◆ Pressure holter (24 hours MAP)
- ◆ Ecostress
- ◆ Vascular doppler (venous and arterial)

Angiology

- ◆ EcocolorDoppler of lower, upper and abdominal limbs
- ◆ EcocolorDoppler vascular transcranial
- ◆ Sclerotherapy
- ◆ EcocolorDoppler of epiaortic vessels (TSA)

Dermatology

They are performed in ambulatory surgery:

- ◆ Removal of skin neoformations
- ◆ Cryotherapy
- ◆ Diathermocoagulation (warts, seborrheic keratoses...)
- ◆ Biopsy

Allergology

- ◆ Prick Test for allergies

Otorinolaringoiatry

- ◆ Ear washes
- ◆ Audiometric and impedenziometric exams

Neurology

- ◆ Electromiography

ACCESS TO THE OUTPATIENT PERFORMANCES

The multi-specialist outpatient services can be accessed with the request of the general practitioner, a specialist doctor or on the client's initiative (only for private services).

The reservation, in accreditation or on payment, it is carried out either by telephone appointment or directly at the Outpatient Booking Office (tel. 0461 916000).

For the accredited services is also available the Single Booking Center (C.U.P. tel. 848 816 816) managed by the Provincial Health Services, which is also connected with the Hospital.

Upon access, the following documents must be provided:

- ◆ **Identification document (valid)**
- ◆ **Health insurance card**
- ◆ **Treating physician prescription**
- ◆ **Any previous clinical documentation**

Before entering the clinic, it is mandatory to obtain a progressive call number to be withdrawn from the digital column at the entrance to the facility, and then to present yourself to the secretarial staff at the administrative desk.

In the event that patients cannot comply with the scheduled appointment, they must communicate it at least 48 hours before the appointment date.

WITHDRAWAL OF THE CLINICAL REPORT

The health documentation can be collected by the patient at the Contact Center (raised floor) from 07:15 to 20:00. It is possible to delegate another

subject to collect the report, on condition that it presents the following documentation:

- ◆ **Valid identity document**
- ◆ **Appropriate delegation model**
- ◆ **Photocopy of the delegator's identity document**

TICKET, FEES AND EXEMPTIONS

For the services contracted with the Provincial Health Services there are applied the same tariff conditions, the same ticket and the same exemptions as the public hospital.

The ticket is a form of participation in health spending, due by the citizen for outpatient specialist assistance and instrumental diagnostic services. The participation criteria are established by national and provincial legislation: the current provincial directives require that all citizens are required to pay the participation fee for health expenditure, except for certain cases of exemption: status (pathology or physical state) or income. Ticket payment exemptions are applied only if indicated on the request by the General Practitioner.

The payment of the services can be made with cash, debit cards, credit cards.

For clinical services in private mode (not charged to the National or Provincial Health Service) the rates are regulated by the structure and available at the counters.

The Booking Office is open from Monday to Friday from 09:00 to 12:00 and from 15:00 to 18:00. Reservations for the examinations can be made by phone, by going to the Office or through the website on the page “Online Reservation”.

ADMISSION TO THE CLINIC



Villa Bianca Hospital provides health services and services in the following ways:

- ❖ **Ordinary hospitalization:** for acute pathologies and surgical interventions that require observation and medical nursing assistance for several days.
- ❖ **Day Surgery:** hospitalization limited to only hours of the day, following surgery or diagnostic and / or therapeutic procedures.
- ❖ **Hospitalization for outpatient surgery:** for small surgical procedures performed in outpatient form.

ACCESS TO ADMISSIONS

Admissions are possible with the request of the general practitioner, a specialist doctor or on the client's initiative (only for admissions under private arrangements).

The reservation, in accreditation or payment, is made either by telephone appointment or directly at the Admissions Booking Office (**tel. 0461 916000**).

At the time of admission for the hospitalization must be provided the following documents:

- ◆ Identification Document (valid)
- ◆ Health insurance card
- ◆ Treating physician prescription (in case of admissions prescribed by the general practitioner and / or specialist physician)
- ◆ Any health documentation related to admissions or previous checks (prior of about 2 years)
- ◆ List of drugs and medicines usually taken

THE STAY AT THE HOSPITAL

The staff has the task of providing all the information useful to the guest, such as:

- ◆ Which are the different professional figures
- ◆ Which reference figures to contact in case of need
- ◆ What are the useful spaces for patients
- ◆ What are the daily schedules such as meals, examinations, visits of relatives

COMFORT OF THE FACILITY AND SERVICES OFFERED

Patients are provided with the following services, with particular attention to comfort to ensure a pleasant stay in the clinic.

- ◆ Administrative services
- ◆ Room and board
- ◆ Cleaning service
- ◆ Medical assistance
- ◆ Nursing

- ◆ Social-assistance service
- ◆ Religious service

ACCEPTANCE OF THE PATIENT

The staff in charge of the reception and information service provides the necessary information in order to correctly address the guest.

ADMINISTRATIVE SERVICES

The Administrative Offices take care of managing the technical and organizational aspects of the clinic; they keep the personal, administrative and medical documentation of the patients.

PRIVACY PROTECTION

All the clinic's staff work daily in compliance with the current regulations regarding the confidentiality of the personal data of the persons accepted and family members.

COMFORT SERVICES

The interior architecture is designed to provide the patient with a familiar environment and the operator with the space needed to carry out his activities; each space has been built in compliance with current legislation.

The hospital rooms are single or double equipped with a table with chairs, telephone, internet connection, LCD television, air conditioning, hands-free calling system (intercom) and emergency call system.

Each room has a private bathroom, of a size and equipment that guarantees safe use even for patients with reduced mobility.

RESTAURANT SERVICE

Meals are distributed in the room using thermal trolleys, which ensure food protection and temperature maintenance. The menu can be customized, depending on the clinical requirements, based on one's ethical and religious beliefs. Every day a different menu is offered with 3 different choices for first and second courses, side dishes and fruit, to offer a culinary variety to the tastes of patients. If the catering service is not appreciated, the kitchen is always available to suggestions and observations aimed at improving the service, which is an integral part of the Quality System of the structure and is monitored also through the Questionnaire. Meals are served at the following times:

- ◆ Breakfast: **8:00**
- ◆ Lunch: **12:00**
- ◆ Dinner: **18:00**

On request, visiting family members can have lunch or dinner with the patient, upon request to the department coordinator.

HYGIENIC SERVICE

The cleaning of all the rooms of Villa Bianca is guaranteed daily by suitable personnel, twice a day.

NURSING SERVICE

In order to offer an adequate nursing service, the nursing coordinator is in charge of continuously evaluating the health needs of the guests.

The professional nurses are present in the facility 24/24h and are a reference point for patients in case of any need, they proceed to the detection of needs and collaborate with the doctors on duty.

Every day the nurses proceed to prepare and administer the prescribed therapies, they collaborate with the medical staff and the social-assistance staff on the treatment plan for the activities of their competence.

SOCIAL-ASSISTANCE SERVICE

The social-assistance service, structured by a special coordinator, supports the guest in carrying out daily activities in all cases of discomfort and motor or cognitive difficulty. This service guarantees the cleanliness and order of the person, with the utmost respect for the patient, who is also stimulated and encouraged to favor residual autonomy and interpersonal relationships.

VISITS OF RELATIVES AND FRIENDS

Access to the wards is permitted to visitors during daylight hours in two time slots (**11:00 – 13:00 / 16:00 – 20:00**).

In certain clinical cases, the Health Department can authorize the stay in the structure even during night time for the relatives of the patients. The interview with the treating physician for the cardiology ward takes place every day after 11 am at the end of the visits; for the surgery department every day from 17 to 18.

RELIGIOUS SERVICE

In respect of all religious denominations, the freedom of worship is assured in the structure. For patients of Catholic faith, the Chapel is located in the basement. Patients of other religions can contact the Nursing Coordinator for information.

HOSPITALIZATION DIFFERENCE SERVICE

Ordinary hospitalization takes place in two-bed rooms with bathroom (*Standard Room*).

Villa Bianca offers, as an alternative to ordinary hospitalization, the possibility for the patient to opt for a hospitality difference that adds further services to his stay at the facility:

- ❖ **Comfort Room:** the guest occupies a twin-bedded room with bathroom which he shares with another patient.
- ❖ **Superior Room:** more comfortable room with two beds with bathroom, with the possibility of having it for single use or in the company of one's own relative or trusted person.

The *Comfort* and *Superior Rooms* are equipped with: HD TV in the room; Wifi connection; local daily newspaper delivered to the room; telephone in the room; provision of a beauty case for the living room; personalized meals consumable by carers.

The admission to the *Comfort* and *Superior Rooms* involves a share of participation in the expense paid by the patient: the rates are available at the Cashier Admissions Acceptance.

BEHAVIOUR TO BE RESPECTED

Guests are requested to contribute to the hospitality of Villa Bianca by maintaining a respectful behavior of the spaces and other people; inside the structure smoking is forbidden and it is forbidden to let animals enter without authorization from the Management.

PERSONAL EFFECTS

The clinic disclaims any responsibility in case of loss or theft of personal items; Patients are advised not to keep valuables or money in the room or leave them unattended.

Each room is equipped with lockers equipped with a key to protect its effects.

DISCHARGE

On the morning of discharge, the discharge doctoral letter is delivered by the ward doctor to the treating physician, containing indications and information on admission and post-discharge therapy, except in the case of any instrumental examinations in progress.

COPY OF THE CLINICAL FOLDER

The patient can request a copy of the Clinical Folder from the Counter Admissions Office, upon payment of a fee.

Depending on the preferences, it can be sent or delivered in person within 30 days from the date of request.

FEES AND EXEMPTIONS

In the booking phase, the patient can choose whether to opt for hospitalization under the convention with the National Health Service, in private, and for any hospitalization difference service.

All possible payments can be made with cash, debit cards, credit cards.

❖ **HOSPITALIZATION IN ACCREDITATION (IN CONVENTION WITH THE NATIONAL HEALTH SERVICE)**

The patient benefits from all the diagnostic and therapeutic services offered by the facility free of charge. Hospitalization in convention takes place in two-bed rooms with bathroom (*Standard Room*). The patient can opt for admission to a *Comfort* or *Superior Room* by paying only the additional cost of the hotel difference.

❖ **HOSPITALIZATION IN PRIVATE REGIME**

The service is invoiced directly to the customer or to institutions, insurance companies or mutual societies where the patient is insured or contracted. Even in this regime the patient can opt for treatment in a *Comfort* or *Superior Room*.

CONVENTIONS

Villa Bianca has entered into various agreements with institutions that manage health policies, for private access to health services. All information is available at the Outpatient Office and Admissions Office.

The Booking Office is open Monday to Friday from 09:00 to 12:00 and from 15:00 to 18:00.

Reservations can be made for visits or admissions by telephone or at the Office. In respect of the time of the user, Villa Bianca guarantees easy routes for the execution of outpatient services and diagnostic services closely related to hospitalization.

QUALITY SYSTEM OF THE HOSPITAL

In Villa Bianca the quality control of the service rendered is one of the activities carried out daily and continuously, in order to guarantee the patient the best treatment both for specialized care and for reception in the structure.

The Quality System is aimed at the continuous improvement of services and makes use of different tools for monitoring the level of the service rendered:

- ◆ Analysis of the results of the Satisfaction Questionnaire
- ◆ Complaint analysis (U.R.P.)
- ◆ Regular meetings with staff
- ◆ Staff training
- ◆ Use of written Guidelines and information systems
- ◆ Safety in the structure
- ◆ Effective care monitoring
- ◆ Ministerial Guides
- ◆ Clinical Risk Management Committee

SATISFACTION QUESTIONNAIRE

Compliance with quality standards is guaranteed by the continuous verification of the structural, welfare and service factors and by the monthly analysis of the evaluations provided by the users of the structure. The participation of users in the evolution of quality is facilitated by a Satisfaction Questionnaire, which allows to express the level of satisfaction of the service received also proposing suggestions. The form is delivered to the patients and is available in the waiting rooms; it is collected in the special box placed in the entrance of the structure. All the questionnaires

are examined and each report is taken into consideration for the improvement of the service performed.

COMPLAINT

The patient has the right to report complaints about possible failures to the Public Relations Office (U.R.P.) located at the Cashier Acceptance Office.

The U.R.P. deals with the management of complaints and provides information regarding the behavior of staff and the services and procedures present in the clinic.

If requested, the U.R.P. will provide an immediate response to reports of rapid resolution, in other cases will initiate an investigation with the heads of the Operating Units and / or Services concerned and will provide a response within 10 days of reporting.

The goal of Villa Bianca is to develop a process of continuous improvement in the provision of services: for this purpose, patient reports are a useful tool for defining improvement interventions and implementing procedures aimed at ever higher quality.

STAFF TRAINING

Staff training is at the center of quality control of the entire structure: the professional figures operating in the hospital are encouraged to participate in conferences and refresher courses held internally in order to improve the quality of the service rendered.

GUIDELINES AND INFORMATION SYSTEMS

To support the staff, written information tools are prepared and kept updated: protocols, procedures and guidelines, work plans. The purpose of these documents is to create a standard of reception and care, which can be controlled and evaluated over time.

SAFETY IN THE HOSPITAL

Particular attention is paid to the safety of the people that stay in the structure: the staff is specifically trained with respect to this topic in order to ensure maximum peace; the clinic is structurally compliant with every aspect of safety prescribed by law.

INDICATORS

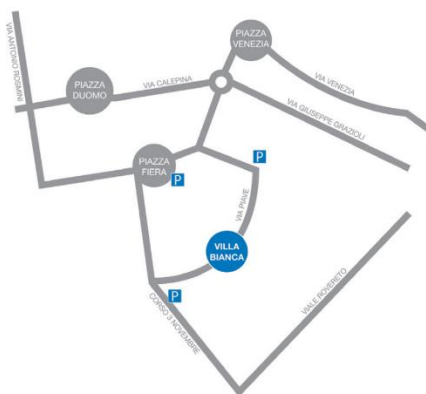
Villa Bianca guarantees the following specific quality standards:

Documentation on the services	The Patient health guide is currently being distributed		
Safety information	In each room there are specific floor plans and behavioral instructions to be followed in case of emergency		
Identification of operators	Each health worker is identified by name and task		
Document for the treating physician	Upon discharge, each customer is given a letter signed by the ward doctor, addressed to the treating physician, containing clarifications and information on the type of hospitalization, on the therapies performed and on post-discharge treatment		
Quality standards	A questionnaire is available in waiting rooms and hospital rooms to assess user satisfaction. The Public Relations Office (U.R.P.) analyzes all complaints and proceeds with internal investigations.		
Meal distribution times	8:00	12:00	18:00
Visiting hours	11:00 - 13:00		16:00 - 20:00
Cleaning of hospital rooms	2 times a day and whenever it is necessary		
Cleaning of toilets	2 times a day and whenever it is necessary		

GEOGRAPHIC LOCATION

Villa Bianca is located in Trento on Via Piave 78, easily accessible from all parts of the city. Nearby there are paid parking spaces and parking spaces; Piazza Fiera paid underground car park is a 5-minute walk away.

Via Piave is served by bus lines 7 and A. Lines 3, 8 and 13 stop in the adjacent Corso Tre November.



INFORMATION POINTS AND USEFUL NUMBERS

Contact Center

tel. 0461 916000

Raised floor from Monday to Friday 7:15-20:00; Saturday 8:00-20:00 and Sunday 11:00-17:00

Informazioni on:

- telephone numbers
- room number of the hospitalized patient
- location of internal services
- withdrawal of clinical report
- hotel, restaurants, taxi, buses

Counter Outpatient Office

tel. 0461 916000

*Raised floor and fourth floor from Monday to Friday 07:30-13:00
14:00-18:00*

Counter Admissions Office

tel. 0461 916000

Raised floor from Monday to Friday 07:30-12:00 15:00-18:00

Outpatient Booking Office

tel. 0461 916000

Raised floor and fourth floor from Monday to Friday 09:00-12:00 15:00-18:00

It is possible to make a reservation by telephone (time slot 09:00 - 12:00 / 15:00 - 18:00) or directly at the counter (time slot 07:30 - 18:00) open from Monday to Friday. It is also possible to send an email to prenotazioni@villabiancatrento.it or book through the website with the online booking form on the page:

<http://www.villabiancatrento.it/it/73/prenotazione-online>.

The following are also provided:

Informazioni on:

- booking examinations
- outpatient specialty
- availability of internal doctors and external consultants
- issuing invoices and payments



For health information it is necessary to contact the doctors, whose reception hours are provided by the ward and reception staff. Health information is not provided by telephone in compliance with the privacy law.

Admissions Booking Office

tel. 0461 916000

Raised floor from Monday to Friday 09:00-12:00 15:00-18:00

Informazioni on:

- modality of admission
- hospitalization estimate
- repayment and payment methods
- availability of internal doctors and external consultants
- issuing invoices and payments
- withdrawal clinical folder

Similar to outpatient booking, it is possible to book via email at prenotazioni@villabiancatrento.it or book through the website with the booking form on the page

<http://www.villabiancatrento.it/it/73/prenotazione-online>.



Public Relations Office (U.R.P.)

tel. 0461 916000

Raised floor from Monday to Friday 09:00-12:00 15:00-18:00

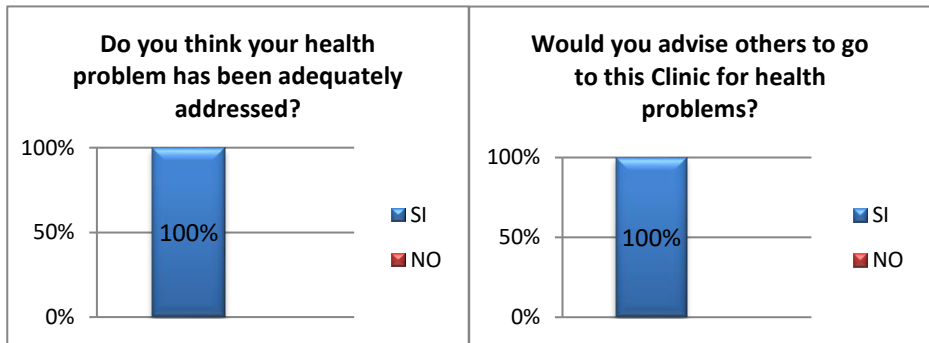
The Office is located at the Cash Admission Acceptance.

It can be contacted through the number 0461 916000, at the email urp@villabiancatrento.it and by fax at 0461 916874.

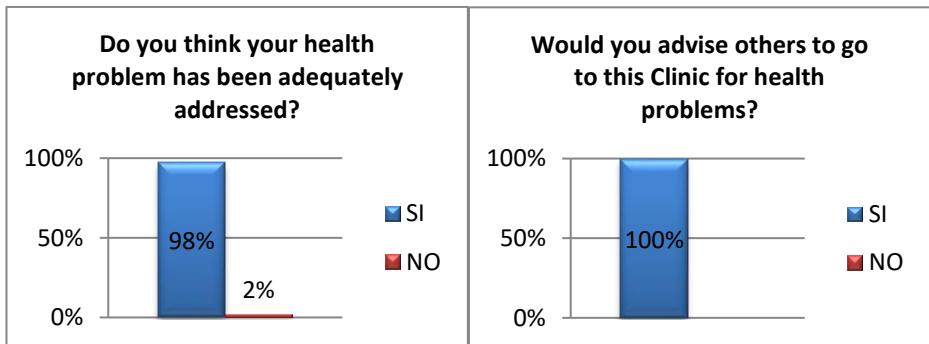
It is always possible to send a simple letter to the Health Department.

QUESTIONNAIRE RESULTS – YEAR 2018

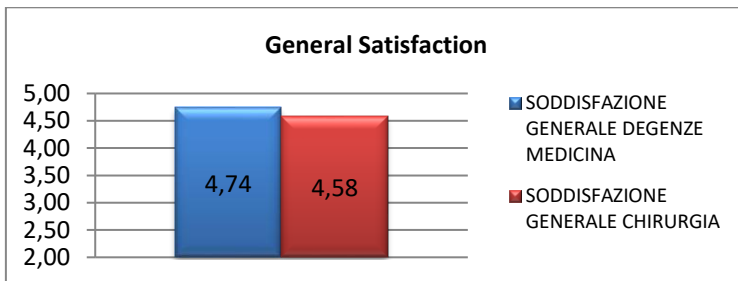
HOSPITAL STAYS



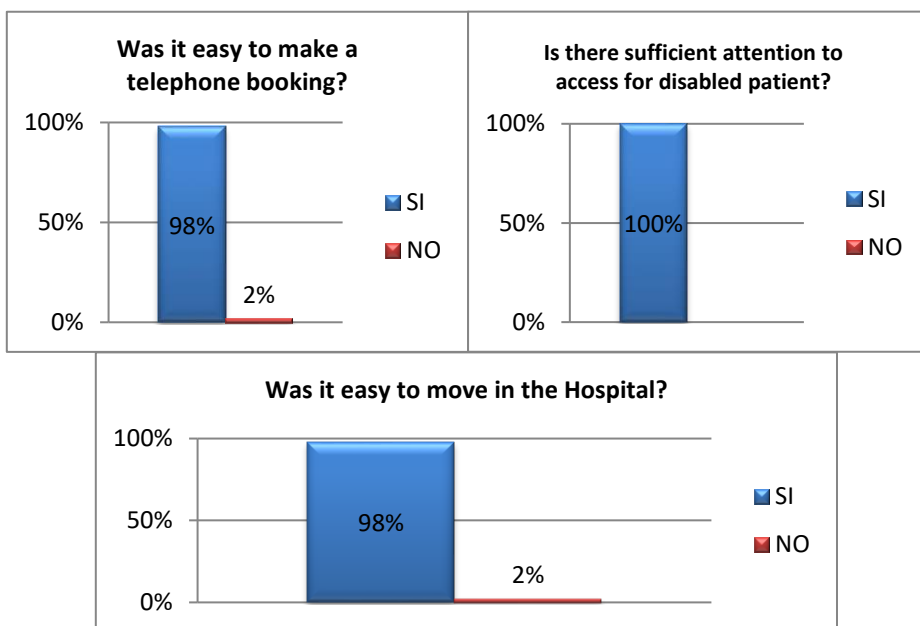
SURGERY UNIT



GENERAL SATISFACTION ANALYSIS



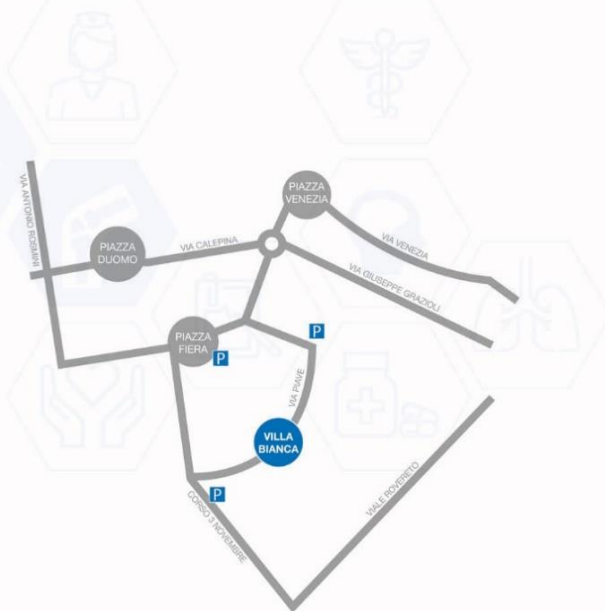
ACCESSIBILITY ANALYSIS



The Patient Healthcare Guide is periodically updated.

Casa di Cura Villa Bianca S.p.A.

Last review: December 2019



Via Piave, 78 - 38122 Trento
info@villabiancatrento.it

How to reach us

Bus: 3, 7, 8, 13, A
Auto: Highway A22,
exit Trento Sud

Infos and reservations
0461 916000

AUTORIZZATI
E ACCREDITATI DALLA



PROVINCIA AUTONOMA
DI TRENTO