

Dear Madam, Dear Sir,

In wishing you a speedy recovery and a peaceful stay in the hospital, we deliver this CHARTER OF THE SICK, that has the purpose of remind you your rights and your duties.

In order to achieve the correct and functional execution of health activities is in fact necessary your collaboration, for which we thank you in advance.

The nursing staff of the department is available for any information connected to Your hospitalization.

the Management

POINT INFORMATION AND LISTENING PUBLIC RELATIONS OFFICE

HOSPITAL "VILLA SOFIA"

It is located next to the Emergency Department.
Tel. 091-7808139; 091-7803216.

PLEXUS DETACHED VIALE DEL FANTE

It is located at the Presidio
In the waiting room
Tel.091-7804072

HOSPITAL "VINCENZO CERVELLO"

It is located at the entrance of Building A.
Tel 091-6802750; 091-6802471.

HOURS

The Points Information of the Presidio Cervello
and the Presidio Villa Sofia perform the
following hours

From Monday to Friday: 8:00-14:00
Tuesday and Thursday 14:30-17:30.

The Point Information of the Plexus detached
of Viale del Fante instead performs the
following hours:

From Monday to Friday : 8:00-14:00

**AT THE OFFICE CAN BE PRESENTED
CLAIMS, SIGNALS AND
COMMENDATIONS**

CURATED BY

Quality-Communication-Public
Relations Office
Tel 091-6802750
urp@ospedaliriunitipalermo.it



Card of the Sick

**HOSPITALS RIUNITI
"VILLA SOFIA-CERVELLO"**

RIGHTS

The patient has the right to be assisted and treated with care and attention, in respect of human dignity and of their philosophical and religious beliefs.

During the hospital stay, has the right to be always identified with your name and last name rather than by number or the name of their disease.

It has also the right to be consulted with the particle pronoun "you".

The patient has the right to obtain from the health structure information relating to the services it provides, and how to access and the relevant skills. The same has the right to immediately identify the people who are treating.

The patient has the right to obtain from medical the full and comprehensible information on the diagnosis of the disease, the treatments proposed and their prognosis.

In particular, except in cases of urgency when the delay is likely to cause danger to health, the patient is entitled to receive the news that will enable them to express an informed consent before actually being subjected to treatments or interventions, that information must concern also the possible risks or discomforts resulting from the treatment.

If the medical believe untimely a direct information, the same shall be provided without the express refusal of the patient, to the family or those who exercise the custody.

The patient has also the right to be informed about the possibility of investigations and alternative treatments, even though executables in other structures.

If the patient is not able to determine independently the same information must be provided to the family or those who exercise the custody.

The patient has the right to have the data related to their illness and other circumstances affecting him, remain secret.

The patient has the right to propose complaints, which must be promptly investigated, and be promptly informed of the outcome of the same.

DUTIES

The citizen sick when accessing a health structure is encouraged to behave responsibly at all times, respect and understanding of the rights of other patients, with a willingness to cooperate with the medical staff, nurses, technicians, and with the direction of the registered health in which it is located.

Access to a hospital or other health care facility expressed by the citizen-patient relationships of trust and respect for the medical staff, a prerequisite for setting up a proper treatment plan and care.

It is a duty to each patient to inform the doctors on his intention to surrender, according to his own will, at cares and health services programmed so that they can be avoided waste of time and resources

The citizen is required to respect the environment, equipment and furniture that are located within the hospital, considering them to everyone's heritage and, therefore, also own.

In the consideration of being part of a community should avoid any behaviour that could create situations of disturbance or inconvenience to other patients (noise, lights, radios with high volume, etc..).

It is duty to respect the rest, both daily and night, of the other patients. For those who wish to do any recreational activities are available the lounges located within each department.

In the hospital, smoking is prohibited. Compliance with this provision is an act of acceptance of the presence of the other staff and a healthy style of living in the hospital.

The organization and schedules in the healthcare facility in which you enter must be respected in all circumstances. Health services required in the time and manner incorrect causes a considerable disservice to all users.

It is advisable that patients and visitors move within the hospital using the paths reserved to them, directly reaching the seats of their narrow self-interest. The medical personnel to the extent applicable, is invited to enforce the rules set out for the smooth running of the department and the welfare of the citizen sick.

The citizen has the right to accurate information on the organization of the hospital, but it is also his duty to inquire within the time and in the appropriate forums.