

# International Patient Services

**Specialty Health Care  
in the Mediterranean Basin**

**ISMETT** *Istituto di Ricovero  
e Cura a Carattere  
Scientifico*



## ISMETT

The Istituto Mediterraneo per i Trapianti e Terapie ad Alta Specializzazione (ISMETT) is a hospital completely dedicated to organ transplantation and highly specialized therapies for end-stage organ failure. ISMETT is the result of an international partnership between the Region of Sicily and the University of Pittsburgh Medical Center (UPMC), an example of innovative and efficient health care management. The clinical and administrative activities of ISMETT are managed by the American partner, a leader in the field of transplantation and research worldwide. Physicians are an integral part of the UPMC staff and work at ISMETT to provide the most appropriate therapies with the support of advanced diagnostic services. ISMETT is a center of excellence in the field of transplantation, and the site of important research projects on the most advanced therapies and appropriate responses to end-stage vital organ failure. ISMETT was the first hospital in southern Italy to have received the accreditation by the Joint Commission International (JCI), one of the most advanced quality accreditation systems for health care facilities. This accreditation confirms the excellence of ISMETT in the care and safety of patients, and its dedication to improving clinical performance, management, and training programs, which involve hundreds of nurses, physicians, technicians, and administrative staff every year. In September 2014, acknowledging the high quality in the treatment of end-stage organ failure, Italy's Ministry of Health awarded ISMETT with the title of IRCCS (an Italian acronym that stands for Scientific Institute for Medical Treatment, Hospitalization, and Research).



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ISMETT

## CLINICAL ACTIVITY

ISMETT's activity focuses on the treatment of patients with complex diseases, which have damaged their vital organs. The treatment of end-stage organ failure has undergone radical changes with the new transplant programs, which are often the most appropriate therapeutic option for irreversible cases. Currently, ISMETT offers all solid organ transplant programs: liver, kidney, heart, lung, and pancreas for both adult and pediatric patients.

Transplantation is not the only answer to end-stage organ failure. A certain number of these cases can be successfully treated with medical therapies, surgeries, and radiology or endoscopy procedures. ISMETT's competences are available also for patients who do not need transplantation, but suffer from complex diseases.

Whenever possible, minimally invasive approaches are chosen, to the benefit of the patients. Surgeries that once involved large incisions are now very often converted to less invasive procedures, in which the procedure is performed through small holes, dramatically reducing the traumatic impact of the operation. As a result, patients recover more quickly, experience less pain, and suffer fewer complications. ISMETT surgeons have achieved an unmatched, research-based level of experience and skill in minimally invasive surgery, and will tailor the surgery based on the unique needs and condition of the patient.

## INTERNATIONAL PATIENTS

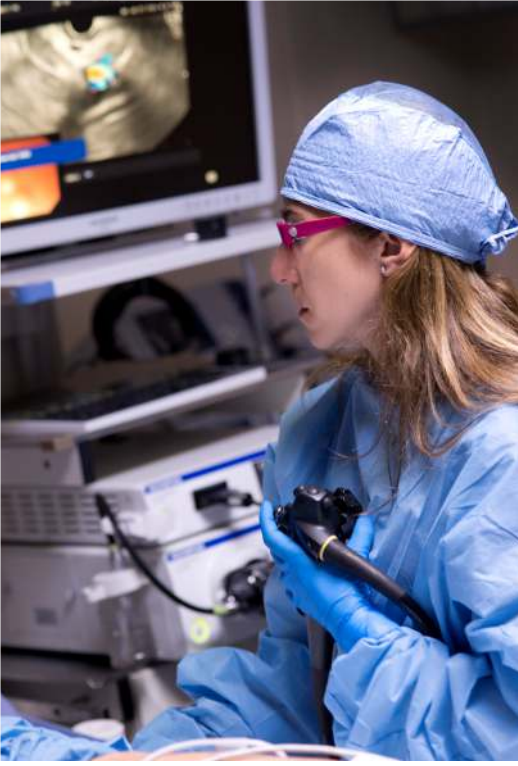
The international Patient Services Department at ISMETT provides the highest level of personalized and culturally sensitive services to patients seeking outstanding medical care and warm hospitality. Whether seeking an initial diagnosis, a treatment for a diagnosed disease, or a periodic check-up, our patients benefit of a comprehensive approach from a professional team, and each patient receives the highest level of care and comfort.

## PERSONALIZING CARE FOR INTERNATIONAL PATIENTS

To provide the highest level of attention, each patient is assigned a personal coordinator who offers assistance 24 hours a day, 7 days a week, from the time when the initial contact is established. The Patient Services Coordinator will address patient and family's requests and needs.

The coordinator's support continues also during the follow-up after the treatment is complete and the patient has returned home.

By performing a variety of services, our team strives to handle all logistics, so patients are free to focus on their treatment and healing.



## HOSPITAL SERVICES

- Arrangements for air ambulance.
- Presence of an IPS coordinator or a translator during visits, doctor consultations, clinical examinations, and medical procedures
- Arrangements for special foods and individual nutritional needs
- Arrangements for follow-up care, including rehabilitation, pharmaceuticals, medical devices, and special therapy
- Assistance with scheduling doctor appointments, collecting medical reports and arranging follow-up appointments
- Coordination between doctors in home country and ISMETT staff
- Translation into English of medical documents for use upon return home

## LOGISTICAL SERVICES

- Arrangements for air and ground travel
- Arrangements for accommodations, depending on each patient's needs
- Airport pick-up service upon arrival and departure from Palermo
- Arrangements for an interpreter to greet patients at the airport and accompany them to their pre-arranged housing location
- Transportation to and from ISMETT, and throughout the city
- Assistance in planning tours, day trips, and shopping excursions as requested
- Mobile phone with pre-paid credit, for patient or family member to be used while in Palermo

## CULTURAL SERVICES

- Arrangements for cultural and religious dietary needs
- Assistance with religious needs
- Liaison with ethnic communities in the Palermo area

## ADMINISTRATIVE AND FINANCIAL SERVICES

- Assistance with hospital admission procedures
- Cost estimates and billing inquiries
- IT support and assistance with international communication
- Periodical medical updates to international institutions
- Assistance with visa requests and extensions, and permits of stay



## FEELING AT HOME IN OUR DEDICATED ROOMS

Designed for patients who seek hospital care in a hotel-like environment, our dedicated suites offer attentive, quality care in a private and comfortable atmosphere. Each one of our dedicated rooms boasts a foyer equipped with a microwave, a refrigerator and other kitchen supplies, and a main area with a fold-out couch for one guest, a bathroom, a strong-box and complete in-room entertainment including satellite TV (allowing for a wide range of foreign channels), computer, Internet access, telephone, fax, printer, play station, DVD player.

One family member is always permanently allowed inside our International Patient Suites, with meals included also for the accompanying person.

## GETTING STARTED

In order to be evaluated and treated at ISMETT, the first step is to send us a short medical summary of your health condition and your medical need, by email or fax, specifying your contact information.

Our International Patient Services Coordinator will get in touch with you and your doctors to offer help in addressing a number of pre-treatment concerns and inquiries.



## COST ESTIMATE

Whether seeking an initial diagnosis, a specific treatment or a periodic check-up, we will be able to give each patient a cost estimate of the clinical program that better fits his/her needs. Since the cost depend on many variables and may differ from a patient to another, a precise estimate can only be made after receiving recent clinical information on the patient's current health condition.



**For more information, please contact:**

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Regione Siciliana

**ISMETT** *Istituto di Ricovero  
e Cura a Carattere  
Scientifico*

**UPMC** **LIFE  
CHANGING  
MEDICINE**



Struttura accreditata  
Joint Commission International