

ISMETT

Patient Handbook

Our Services





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Welcome to ISMETT

Welcome to ISMETT! This handbook will provide some useful information for your stay at ISMETT.

Our medical, surgical, and nursing staff will take care of you in the best possible way. For additional information please do not hesitate to contact your nurse or coordinator. We will do our best to answer all your questions!

Please report to us any complaints or concerns you may experience during your stay. This will help us improve our services.

OUR HOSPITAL

ISMETT (Istituto Mediterraneo per i Trapianti e Terapie ad Alta Specializzazione) is a medical center that is part of Sicily's regional health system, and is dedicated to organ transplants, treatment of end-stage organ failure, and highly specialized therapies. With a decree on 12 September, 2014 signed by the Minister of Health, ISMETT was acknowledged as an Institute for Scientific-based Care and Treatment (IRCCS) in the area of End-stage Organ Failure Treatment and Research. ISMETT is the result of a partnership between the Region of Sicily and UPMC (University of Pittsburgh Medical Center).

At ISMETT all solid organ transplants (liver, kidney, pancreas, heart, and lung) are performed.

The surgical programs complementing the transplant activity include abdominal surgery for high-risk patients, cardiac surgery (cardiac decompensation surgery and artificial heart program), thoracic surgery, and hepatobiliary surgery for adult and pediatric patients. The interventional radiology program is also particularly active and highly specialized in the liver, biliary ducts, heart, and great vessels. Also, at ISMETT we perform diagnostic and interventional endoscopy procedures on the gastrointestinal tract, biliary ducts, and pancreas. In particular, we perform endoscopic ultrasound-guided biopsies (EUS-FNA) and interventional procedures on pediatric patients.

ISMETT is the first hospital in southern Italy to receive accreditation from Joint Commission International (JCI), the oldest and largest standards-setting and accrediting body in health care, which for over 70 years has evaluated quality improvement and patient safety in clinical organizations across the United States.

Since December 2013, ISMETT is part of the network of hospitals that pay special attention to the specific needs of women, receiving the "Pink Award" in 2014-2015.



OUR STAFF

During your hospital stay you will meet several professionals (doctors, nurses, social workers, physical therapists, pharmacists) working in a multidisciplinary team to guarantee you receive the necessary care for a best recovery.

Every day our multidisciplinary team will review your health conditions and define your plan or care. Your nurse will always be at your side for all your clinical needs.

The unit clerks in the outpatient clinic and inpatient units will act as liaisons between you and the hospital. They will also help your family members by providing information on ISMETT's operations, working hours, transportation, etc.

PATIENT ROOMS

Our rooms host two patients of the same sex, have air conditioning (hot and cold), electric hospital beds, nurse call-button, private restroom, TV, night light, side table, and cabinet. The patients' privacy and dignity are guaranteed by a curtain separating the two beds. During your hospital stay it may be necessary to often move you from one room to another, also in other units, due to the different intensity of care and/or specific organizational needs.

CHILDREN AT THE HOSPITAL

The pediatric unit is located on the first floor, where a playroom is also available in front of the unit clerk workstation. A hospital school service and free Sky Kids TV channels in all inpatient rooms are also available.

NO SMOKING

Smoking is forbidden inside the hospital building and in all surrounding areas.





**Arriving at ISMETT:
admission and important info**

AT THE TIME OF ADMISSION

Upon arrival please refer to the ISMETT Reception Desk, located in the main lobby. You will then be escorted to the Admission Office to activate your medical record.

At this time you will receive information on an informed consent to processing your personal data and on a generic consent to hospital admission, which you will then be asked to sign.

On the day of your admission please remember to bring the following documents with you:

- ÿ Proposal of Admission on regional health system formulary and Hospital Access Form (Annex E) filled out by your family doctor
 - ID card
- ÿ Regional Health Card
- ÿ Fiscal code
- Any valid certification showing exemption from co-pay for disease and/or income and/or disability.

Also, please provide the Admission Office staff with the name of your general practitioner and his/her contacts (phone, fax, e-mail).

If you are due to undergo surgery or any diagnostic procedure, please make sure:

- ÿ Not to wear nail polish or artificial nails
- ÿ Not to wear make-up
 - To maintain appropriate personal hygiene of body and hair
- ÿ To wear preferably natural fiber underwear (cotton, linen, silk)

As you arrive in the unit you will receive some basic info on the unit's activities and on your room. Please remember to bring with you all the documentation you have concerning your health conditions (admission reports, test results, x-rays, list of medications you are currently taking, reports of previous medical consults and tests performed also in other hospitals) even if they apparently seem unrelated to the disease for which you are being admitted to ISMETT.

WHAT TO BRING WITH YOU

In your room you will find everything you need: sheets, towels, soap, toilet paper, hairdryer, mineral water, etc. Please bring with you only your personal belongings, such as underwear, slippers, and personal care items. We recommend you leave all valuables at home.

TELEPHONE

To reach you in your room, callers should dial 091 2192 followed by your room's extension. To make a call dial zero followed by the telephone number.

The phones inside patient rooms are not enabled for calls to mobile telephones and long distance calls.

DURING YOUR HOSPITAL STAY

Your medical history is the most important source of information for the doctors (more than laboratory tests, CT scans and other tests) in order to make a diagnosis of your disease (if still unknown) and prescribe a treatment. Please tell your doctor if you have chronic diseases, and if so, which, since when and how you are now; what medicines you are taking, including any homeopathic, over-the-counter (for example, laxatives, tranquilizers, sleeping pills), or herbal products. Please do not forget to report any allergies, harmful effects of medicines you have taken in the past, or reactions to contrast means, or medical devices you may have (pacemakers, vascular stents, etc.).

Bring with you to show to the doctors any medical report from previous medical consults, test results, discharge reports from hospitals or other medical centers, and anything else you consider of clinical interest.

Don't be surprised if your doctor asks questions that relate to your family, work, home, or your opinion on the causes of your illness, the reasons that brought you to the hospital. These questions indicate that the doctor who welcomed you to the hospital is a good doctor who cares for you as a person and not just as a patient. Don't be surprised if in the following days your doctor returns to some detail of your medical history: this means he/she has thought about what you told him/her and would like to ask you for some clarification and additional important information.

If you have found some information or indication on the Internet about your state of health, talk about this with your doctor and ask for comments or clarification. Remember that not everything you may find on the Internet is reliable, and that whatever information and guidance you may have found, even if correct, may not be appropriate for you.

PHYSICIANS

You will be followed in your unit by a team of doctors, and the decisions that concern you (diagnostic procedures, treatments, etc.) will be discussed and shared within the team. You can identify doctors by the photo on their ID badge. You have the right to know the name of your health care provider. One of the doctors in the team will be your attending physician, responsible for your care. This doctor may be replaced by a colleague due to work shifts, vacations or assignment to other duties. During holidays you will be taken care of by the on-call physician or by the physician on duty. In surgery departments your doctor may at times be busy in the operating room, and you may be taken care of by another doctor. The on-call physician in your unit (or in multiple units) will intervene to provide the necessary care during night hours or holidays, usually called by one of the nurses on shift.

NURSES

The nursing staff also wear an ID badge with a photo. The nurses have two tasks, both essential for your life in the hospital. They perform various technical procedures you may need during your hospital stay: taking a blood sample or administering an IV therapy, setting up and regulating an IV drip, inserting a Foley catheter, escorting you to the restroom, or taking care of your personal hygiene if, as may happen, the number of OSS (aides) in your unit is not enough. The second task is to monitor your conditions day and night, personally intervening or calling the closest doctor or the attending MD if you are sick and require assistance. To appropriately perform these tasks it is necessary that the nurses possess the necessary skills acquired through years of experience and after three-year university training. These tasks also require understanding, communication skills, and empathy with the patients. Our nurses at ISMETT generally possess these qualities, as evidenced by the fact that complaints for lack of respect or bad communication are extremely rare.

Blood samples are obtained by nurses in the morning before the doctors' rounds. If after the rounds the doctors order more tests, the samples will be taken later. If you are asked to undergo invasive tests or tests at risk, such as radiology examinations or biopsies, the doctor will actively involve you in the decision as whether to perform them, illustrating their usefulness for diagnostic and/or therapeutic purposes, and discussing this with you. Only after will the doctor ask you to sign an informed consent. If the information you received is still not fully clear, before you give your written consent don't be afraid to ask for further information and clarification. If you are prescribed a new therapy to be started in the hospital, the doctor will clearly explain to you the purposes, the benefits, and possible risks/drawbacks of the prescribed treatment. If the treatment is invasive or at risk, you will be asked to sign an informed consent, for which the above mentioned indications also apply. Please inform your doctor and/or unit coordinator of any issues (dirty restrooms, unnecessary noise during the night, bad quality of meals, lack of respect and courtesy, bad behavior, lack of information or communications with doctors or nurses). If the issue is a serious one or if it has not been dealt with in the unit, you can file a written complaint to the Public Relations Office (URP).

SOCIAL WORKERS

Available from Monday to Friday from 8.00 a.m. to 3.30 p.m.

Please ask the unit clerk in your unit to contact the social workers if you need information about:

Social secretariat: what to do to acknowledge a status of invalidity, escorting allowance, or benefits under Law 104/92 and Law 210/92; placement on the list of disabled persons seeking work; reimbursement of costs incurred for the transplant; appointing a trustee; orientation to access community services; economic contributions from regional or local authorities or voluntary organizations; reimbursements; activating transportation services.

Pediatric hospital school program: teachers of the Hospital School project; certifications for home education service.

Juvenile court and Office of the Tutelary Judge: protection of pediatric patients in situations of detriment or of adult patients in conditions of social difficulty.



Proxies for pensions and certified signatures: a public official from the Municipality of Palermo will be contacted and asked to come to ISMETT to perform these tasks.

Contacts with voluntary organizations: Food Bank; lodging in housing facilities managed by voluntary organizations.

HOSPITAL PSYCHOLOGY SERVICE

Collaborates with all units at ISMETT to support patients and families during the plan of care. In case of need, please ask your doctor to speak with one of our psychologists.

INTERNATIONAL PATIENT SERVICES

We offer a wide range of services to ensure international patients and their families receive coordinated care throughout their stay (language and cultural mediation, etc.). To contact our International Patient Services please ask doctors, nurses, or the unit staff.

RECOMMENDATIONS AND BEHAVIOR

Smoking is forbidden in all areas of ISMETT, including all open areas outside the inpatient units.

In order to avoid infections, please wash your hands thoroughly every time you use a restroom. Doctors and nurses will also wash their hands (and nurses will change their gloves) before performing any patient care activity on you.

If you are connected to a monitor, do not remove the electrodes and do not modify the sets even if the connection to the monitor or the sounds from the monitor may annoy you: the signals from the monitor could save your life. We kindly ask you to maintain a responsible and respectful behavior at all times with the other patients and the health care providers.

Please comply with the regulations in force at ISMETT (visiting hours, duration of visits, number of visitors, etc.). Please respect other patients when using your phone by keeping your ring tone on silent and being discreet when speaking. We kindly ask you to respect the hospital facilities, equipment, and furnishings, and to make sure visitors do the same. Please avoid disturbing other patients while they are resting.

MEALS

Meals are distributed as follows:

Breakfast: 7.30 a.m. - 8.00 a.m.

Lunch: 12.30 a.m. - 1.00 p.m.

Dinner: 6.30 p.m. - 7.00 p.m.

The menu is based on a four-week schedule: you may vary your meals with simple alternatives. Please let us know if you have any dietary requirements (diabetes, celiac disease, etc.) for a special menu. For special dietary or cultural needs please ask to speak with the dietician. A staff member will help you book your meal for the following day.

Meals are prepared with the cook-chill or cook-freeze method, packaged in porcelain plates, and delivered in dedicated refrigerated/heated carts. Each tray is identified by a label with the room and bed number, type of diet, and booked meal.

In order to ensure food safety it is important to eat your meal immediately after distribution. A staff member will collect trays at lunch and dinner at 2 p.m. and 8 p.m.

Please take a few minutes to fill out a satisfaction questionnaire on the quality of meals. For any additional need please ask to speak with the ISMETT dietician.



Visiting for family and friends

VISITING FOR FAMILY AND FRIENDS

Given our special patient population, access to ISMETT's premises is regulated by our Security staff in compliance with the policies established by the Office of the Director of Institute, to protect the health and safety of our patients.

Before entering the ICU you will be asked to place all your personal belongings inside the lockers located near the entrance to the unit.

Visiting hours:

Intensive Care Unit:

1.00-1.30 p.m. and 6.00-7.00 p.m., two visitors at a time (taking turns is not permitted).

All other units:

1.00-8.00 p.m., one visitor at a time (taking turns is not permitted). From 6.00 to 8.00 p.m. a second visitor is allowed in the room (taking turns is not permitted).

These visiting hours were established to protect your loved ones from risks of infection and to ensure clinical operations.

Please use your mobile phones with extreme discretion, respect visiting hours, and do not bring flowers or food to patients in order to avoid the spreading of infections.

Please note that visitors are not allowed to stay overnight. Our nursing staff will provide 24H care to your loved ones.

PEDIATRIC PATIENTS

The access modalities vary according to the child's unit; normally in accordance with the following rules:

- **Inpatient Unit:** One parent must always remain with the child, also during the night. Other family members must follow regular visiting hours.
- **Intensive Care Unit:** Access is allowed only to the parents or designated persons. If the child is conscious, one parent must always remain with him/her, also during the night. If the child is sedated, the parents must follow the regular visiting hours, but may access the room together.

MEETINGS WITH PHYSICIANS

Our clinical staff is always available to answer questions from relatives authorized to receive information on your health conditions.

Intensive Care Unit: Every day from 2.00 to 3.00 p.m. (in the Quiet Room in the waiting area on the second floor).

For all other units, doctors are available: From Monday to Friday from 1.00 to 3.00 p.m.; Saturdays and Sundays the on-call or the attending physician, consistent with the unit's requirements, will provide all the information.

Please always contact the unit clerks to establish where to meet.

Pediatric patients: Our team is in constant contact with the parents of our pediatric patients.





**Returning home:
discharge and follow-up**

DISCHARGE

At the time of your discharge you will be informed of the date and time of your first visit after your hospital stay. Subsequent follow-up consults will be planned by the doctor during each visit.

At the time of your discharge you will receive:

Discharge letter

This contains recommendations and information for you, such as the report for your family doctor, the drug therapy you will follow at home, and other useful indications (dressings after your hospital stay, removal of stitches, OPC follow-up after your hospital stay, etc.). This information is also useful for your family members, your family doctor, and, if necessary, also for other non-hospital facilities caring for you (for example, home care). Please take your time to read the discharge letter before you leave the unit, and to ask doctors any questions you may have on possible unclear issues.

The recommendations will concern your lifestyle, dietary advice, and your prescribed medicines.

Please make sure the discharge letter specifies when and how to take your medicines (hour of the day, ratio with your meals, and, if necessary, for how long, etc.). If you were prescribed a medicine for the first time while in the hospital, ask the doctor who followed you during your hospital stay what this drug is used for and its potential undesirable effects.

The new medicines you were prescribed in the hospital will be provided to you in the appropriate quantity to complete the prescribed therapy. If these medicines are to be taken for an indefinite period of time, you will receive the amount required to complete one month of therapy (first cycle). Share the discharge letter with your family doctor and ask him/her for further information and explanations. Keep in mind that for chronic diseases your treatment will essentially be outside the hospital and will be entrusted to your family doctor and, if necessary, to outpatient specialty consults, periodic or as needed. If for some reason, we are unable to provide you with the definitive letter at the time of your discharge, you will receive a temporary letter that contains your therapy and the date on which you will receive the final report by fax, e-mail or, if possible, by returning to ISMETT to obtain all the appropriate information from your doctor.

Satisfaction questionnaire

A patient satisfaction questionnaire is available in all units: please fill out the questionnaire to help us improve our care standards for our patients.

Hospital stay certificate

This is the certificate you may need to give to your employer. If you do need this certificate, ask our unit clerks before your discharge.



Medical record

You may request a copy of your medical record by filing a written request to our Medical Records Office. The copy will be issued approximately two weeks after your request (filling out the appropriate forms and payment of the co-pay).

Considering that ISMETT is the result of an Italian and North American partnership, medical records are written in both Italian and in English. ISMETT will provide a translation of your medical record within 45 days from your request, except in the presence of different organizational requirements.

Public Relations Office

Thanks to its URP (Public Relations Office), ISMETT receives feedback and communicates with its users.

Phone: + 39 091 2192 675, fax + 39 091 2192 342, email: urp@ismett.edu

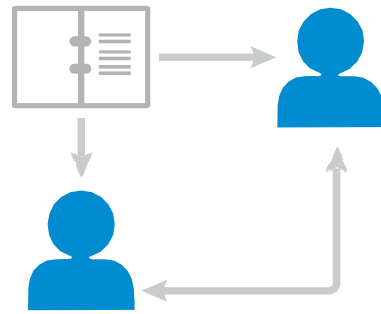
To contact our Public Relations Office please dial 675 from your room or from the phone in the main lobby.

The Public Relations Office is available Monday to Friday from 10:00 a.m. to 3:00 p.m.

To report an event, please fill out the dedicated form you will find in this handbook or available at www.ismett.edu and in all ISMETT public areas.

Please send the form and the attached documents to the Public Relations Office as follows:

- ÿ to the Public Relations Office during working hours
- ÿ in one of the dedicated boxes located in the hospital
- ÿ by fax



ÿ by e-mail

- or mail: ISMETT Via E. Tricomi 5 - 90127 Palermo, Italy. The deadline for submitting a complaint or reporting an event is 30 days. Once we receive a complaint we will start an internal investigation. A final formal response is usually issued within 30-60 days.

Reports submitted beyond the deadline will be reviewed only if the delay is justified by environmental conditions or the user's personal reasons.



Useful Tips

HOUSING IN PALERMO

Various types of accommodation are available in the vicinity of ISMETT. An official list of hotels and B&B in Palermo is available on the Region of Sicily website (www.regione.sicilia.it/turismo/web_turismo/). For more information please ask our staff at the Reception or the social workers.

BANK AND ATM

Located inside the administrative office building inside the Civico Hospital, only a few hundred meters from ISMETT.

BOOKS, NEWSPAPERS, MAGAZINES

There are several newsstands in Via Tricomi and also inside the Civico Hospital.

CAFETERIA AND VENDING MACHINES

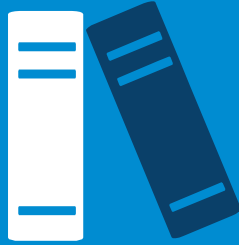
Vending machines with snacks and beverages (water, soft drinks, fruit juices, tea, coffee, cappuccino, etc.) are available inside the ISMETT building. Bars and cafeterias are available in Via Tricomi (in front of ISMETT's main entrance) and inside the hospital premises.

LOST AND FOUND

If you find any lost property please bring it to the Security Desk in the main lobby, indicating where and when you found it. In order to regain possession of lost property you will need to provide a detailed description of the item. Our staff will keep the lost objects for 15 days. After this period, all lost items will be delivered to the local police station.

PARKING

The parking area is located inside the premises of ISMETT. Parking is free and dedicated to patients admitted in Day Hospital, OPC patients, family members of discharged patients, and vehicles with disabled parking permits. Use the intercom to speak with a security staff member. The intercom is at the entrance gate.



Charter of Patients' Rights and Responsibilities

CHARTER OF PATIENTS' RIGHTS AND RESPONSIBILITIES

In acknowledgment of the European Charter of Patients' Rights, ISMETT guarantees the following rights:

Preventive measures

Every individual has the right to proper services in order to prevent illness.

Access to care

Every individual has the right of access to the health services that his or her health needs require. The health services must guarantee equal access to everyone, without discriminating on the basis of financial resources, place of residence, kind of illness or time of access to services.

Information

Every individual has the right to access to all information regarding their state of health, the health services and how to use them, and all that scientific research and technological innovation makes available.

Consent

Every individual has the right of access to all information that might enable him or her to actively participate in the decisions regarding his or her health. This information is a prerequisite for any procedure and treatment, including participation in scientific research.

Free choice

Each individual has the right to freely choose from among different treatment procedures and providers on the basis of adequate information.

Privacy and confidentiality

Every individual has the right to the confidentiality of personal information, including information regarding his or her state of health and potential diagnostic or therapeutic procedures, as well as the protection of his or her privacy during the performance of diagnostic exams, specialist visits, and medical/surgical treatments in general.

Respect of patients' time

Each individual has the right to receive necessary treatment within a swift and predetermined period of time. This right applies at each phase of the treatment.

Observance of quality standards

Each individual has the right of access to high quality health services on the basis of the specification and observance of precise standards.

Safety

Each individual has the right to be free from harm caused by the poor functioning of health services, medical malpractice and errors, and the right of access to health services and treatments that meet high safety standards.

Innovation

Each individual has the right of access to innovative procedures, including diagnostic procedures, according to international standards and independent of economic or financial considerations.

Avoidance of unnecessary suffering and pain

Each individual has the right to avoid as much suffering and pain as possible, in each phase of his or her illness.

Personalized treatment

Each individual has the right to diagnostic or therapeutic programs tailored as much as possible to his or her personal needs.

Complaints

Each individual has the right to complain whenever he or she has suffered harm, and the right to receive a response or other feedback.

Compensation

Each individual has the right to receive sufficient compensation within a reasonably short time whenever he or she has suffered physical or moral and psychological harm caused by a health service treatment.

Without the consent signed by the patient, the medical staff can enforce no measure of diagnosis or treatment, except in cases provided for by law: need and urgency; or when the patient is unable to express his/her will and is in a life-threatening situation.

Patient Responsibilities

Direct participation in the fulfillment of a series of duties is the necessary basis to fully benefit from one's own rights. Being committed to complying with one's own duties means respecting the community and the clinical services available to all citizens.

The patient must:

- Adopt a responsible behavior at all times, cooperate with hospital staff, and respect other patients.
- Timely inform the health care providers in the event of a change of address and, if on the waiting list for a transplant, provide new reference contacts.
- Share with the doctors and clinical staff any information that may allow them to improve prevention, diagnosis, therapy, and care.

- At the time of admission, express his/her consent (filling out and signing the appropriate forms) to have authorized persons be informed of his/her health conditions.
- ÿ Timely communicate the intention to renounce his/her planned plan of care in order to avoid wasting time and resources.
- Respect the hospital premises, equipment, and fittings, as these are there to serve all, including him/her.
- Comply with the rules that ensure the appropriate provision of patient care and therapies.
- Comply with the visiting hours established by the office of the Director of Health Care Activities to allow regular patient care activities.
- ÿ Avoid behaviors that can could disturb, or create discomfort for the other patients.
- Comply with smoking prohibition and limitations to the use of cell phones inside the units, and take care of personal belongings by not leaving them unattended.

Protection of the rights of hospitalized children

ISMETT commits to guaranteeing the rights of vulnerable subjects and minors by adopting international protection protocols. The minor patient has the right to:

- Receive appropriate care.
- Be treated by specifically-trained clinical staff.
- Not be subject to discrimination.
- Have a parent and/or family member constantly with him/her in compliance with the unit's organizational requirements.
- Be admitted in a dedicated area, maintain a life of relations, and have a space inside the hospital to study, socialize, and play.
- Have a connection with his/her school in case of an extended hospitalization.
- Be treated with discretion and understanding, respecting his/her privacy.
- Be informed about his/her health conditions and procedures he/she will undergo using a language that is comprehensible and appropriate for his/her age and development.
- Be protected by a juvenile judge should the guardian deny consent to diagnostic and therapeutic activities or treatment deemed necessary for the life of the minor.
- In the case of an illegal immigrant in serious health conditions, an authorization by the juvenile court is required to remain on Italian soil, with the presence of a family member, for a limited period of time. If in difficulty, the minor must be helped through a support program.



Support ISMETT



ISMETT is fully dedicated to the care of patients with serious diseases that have damaged their vital organs. Researchers at ISMETT strive to discover new alternative treatments to transplantation. Today, regenerative medicine is the new frontier, as it allows repair instead of replacing damaged organs.



To support ISMETT's research please make a donation to the ISMETT Solidarity Fund:

- **ISMETT bank account n. 66898289**

- **Bank transfer**
 - **Beneficiary: ISMETT**
 - **Bank: Intesa Sanpaolo spa**
ABI 03069 - CAB 04600 CIN "C"
IBAN: IT52C0306904600100000003760

For further information:

ISMETT
Via E. Tricomi,
5 - 90127
Palermo, Italy

Tel: + 39 091 2192 111
Fax + 39 091 2192 400
mail@ismett.edu
www.ismett.edu



Regione Siciliana

ISMETT *Istituto di Ricovero
e Cura a Carattere
Scientifico*

UPMC **LIFE
CHANGING
MEDICINE**



Struttura accreditata
Joint Commission International

Communication, Marketing, and Media Relations - 09/15 RIS
Translation: ISMETT Language Services