

GUIDE TO THE HOSPITAL

The Patient's
Chart of the
Services



REGIONE DEL VENETO
Azienda
Ospedale
Università
Padova



Antarsi Ospedale Padova

Find your way in the Hospital of Padua



1 - Scan the QR code with your smartphone
2 - Select the area of the map and outside of the hospital
3 - Choose your destination
4 - Follow the navigable path

Consult the virtual map of the Padua Hospital and easily find the way to the area you need to reach!

1 - Scansiona il QR code con il tuo smartphone
2 - Seleziona l'area del piano e all'esterno dell'ospedale
3 - Indica la tua destinazione
4 - Segui il percorso navigabile

Consulta la mappa virtuale dell'Ospedale di Padova e trova facilmente la strada verso l'area che devi raggiungere!

	Pronto Soccorso Centrale Central Emergency Department
	Pronto Soccorso Pediatrico Pediatric Emergency Department
	Accettazione Ostetrica, Ginecologia e Sala Parto Obstetrics, Gynecology and Delivery Room Reception
	Ingresso principale Main Entrance
	Senso Unico One-way Street
	Parcheggio Parking Area
	Ingresso pedonale Pedestrian Entrance
	Doppio senso Two-way Street
	Ingresso merci Goods Entrance
	Fermata Autobus, Taxi and Bus Stop



AREA A	AREA B	AREA C	AREA D
<ul style="list-style-type: none"> A1 - Pronto Soccorso A2 - Pronto Soccorso Pediatrico A3 - Pronto Soccorso Emergenza A4 - Pronto Soccorso Emergenza A5 - Pronto Soccorso Emergenza A6 - Pronto Soccorso Emergenza A7 - Pronto Soccorso Emergenza A8 - Pronto Soccorso Emergenza A9 - Pronto Soccorso Emergenza A10 - Pronto Soccorso Emergenza 	<ul style="list-style-type: none"> B1 - Pronto Soccorso B2 - Pronto Soccorso Pediatrico B3 - Pronto Soccorso Emergenza B4 - Pronto Soccorso Emergenza B5 - Pronto Soccorso Emergenza B6 - Pronto Soccorso Emergenza B7 - Pronto Soccorso Emergenza B8 - Pronto Soccorso Emergenza B9 - Pronto Soccorso Emergenza B10 - Pronto Soccorso Emergenza 	<ul style="list-style-type: none"> C1 - Pronto Soccorso C2 - Pronto Soccorso Pediatrico C3 - Pronto Soccorso Emergenza C4 - Pronto Soccorso Emergenza C5 - Pronto Soccorso Emergenza C6 - Pronto Soccorso Emergenza C7 - Pronto Soccorso Emergenza C8 - Pronto Soccorso Emergenza C9 - Pronto Soccorso Emergenza C10 - Pronto Soccorso Emergenza 	<ul style="list-style-type: none"> D1 - Pronto Soccorso D2 - Pronto Soccorso Pediatrico D3 - Pronto Soccorso Emergenza D4 - Pronto Soccorso Emergenza D5 - Pronto Soccorso Emergenza D6 - Pronto Soccorso Emergenza D7 - Pronto Soccorso Emergenza D8 - Pronto Soccorso Emergenza D9 - Pronto Soccorso Emergenza D10 - Pronto Soccorso Emergenza

USEFUL NUMBERS



EMERGENCIES
118



CALL CENTER
840 000 664



SWITCHBOARD H24
049 821 1111



URP (PR OFFICE)
049 821 3200



PRESS AREA
049 821 3923

Official website of the Padua Hospital Company:



www.aopd.veneto.it

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CHARTER OF SERVICES: WHAT IS IT?

The **Charter of Services** is a document that Italian law has intended to be realized at Public Entities, and in particular in Healthcare, for the protection of the right to health.

The Charter of Services of the Padua Hospital Company is:
a tool for direct communication with users,
a commitment of the Administration to citizens,
an instrument of protection of the interests of users,
a starting point for the improvement of services provided.

The fundamental principles from which the Charter of Services originates:

EQUALITY

Every citizen has equal rights regarding access to Healthcare Services. In providing the service, no distinction can be made for reasons relating to gender, race, language, religion, political opinions and forms of physical and mental handicaps.

IMPARTIALITY

The company is inspired by criteria of impartiality, i.e. of justice and objectivity. All Citizens are entitled to conduct that respects their dignity.

CONTINUITY

The provision of public services as part of the procedures established by specific regulation, must be ongoing, regular and uninterrupted. Cases of irregular operation or interruption of service must be expressly regulated by sectoral legislation. In such cases, providers must adopt measures to cause minimum disruption to users.

RIGHT OF CHOICE

Citizens have the right to choose from among service providers.

PARTICIPATION

The participation of Citizens in the provision of Public Service must always be guaranteed, both to protect the right to proper service provision, and to promote collaboration with respect to operators.

Users have the right to access information concerning them and that are in the possession of the provider. This right of access is exercised in the manner governed by the law of 7 August 1990, no. 241.

Users can submit briefs, documents and remarks and make suggestions to improve the service. Providers shall provide prompt feedback to Users regarding the reports and proposals formulated, as indicated by the Public Protection Regulation.

Providers shall periodically acquire Users' evaluations on the Quality of the Service rendered.

EFFICIENCY AND EFFECTIVENESS

The Company shall adopt appropriate measures to ensure the efficiency and effectiveness of the provision of its services.



<https://www.aopd.veneto.it/Carta-dei-servizi>

HOW TO REACH US

- ◆ Line 6
- ◆ Line 14
- ◆ Line 15
- ◆ Line 24
- ◆ Line 41 (only holidays)
- ◆ Line 43 (only holidays)

AUTOBUS



TAXI



RADIOTAXI PADOVA

tel. [049 651333](tel:049651333) (h24)

Shuttle bus service "AirService"

to be booked by calling
[049 8704425](tel:0498704425)

SMS TAXI

It is a service available for all traditional mobile phones, without Internet connection. The service allows calling a taxi with a short text sms:

Write the pick-up address in the format: city street and number (ex: Padua Piazza Garibaldi 8);

Send to the number **33 88 44 2000**;

In just a few seconds, you will receive a reply SMS indicating the name of the taxi that is arriving and the expected time.

Further information is available on the website: www.smstaxi.it

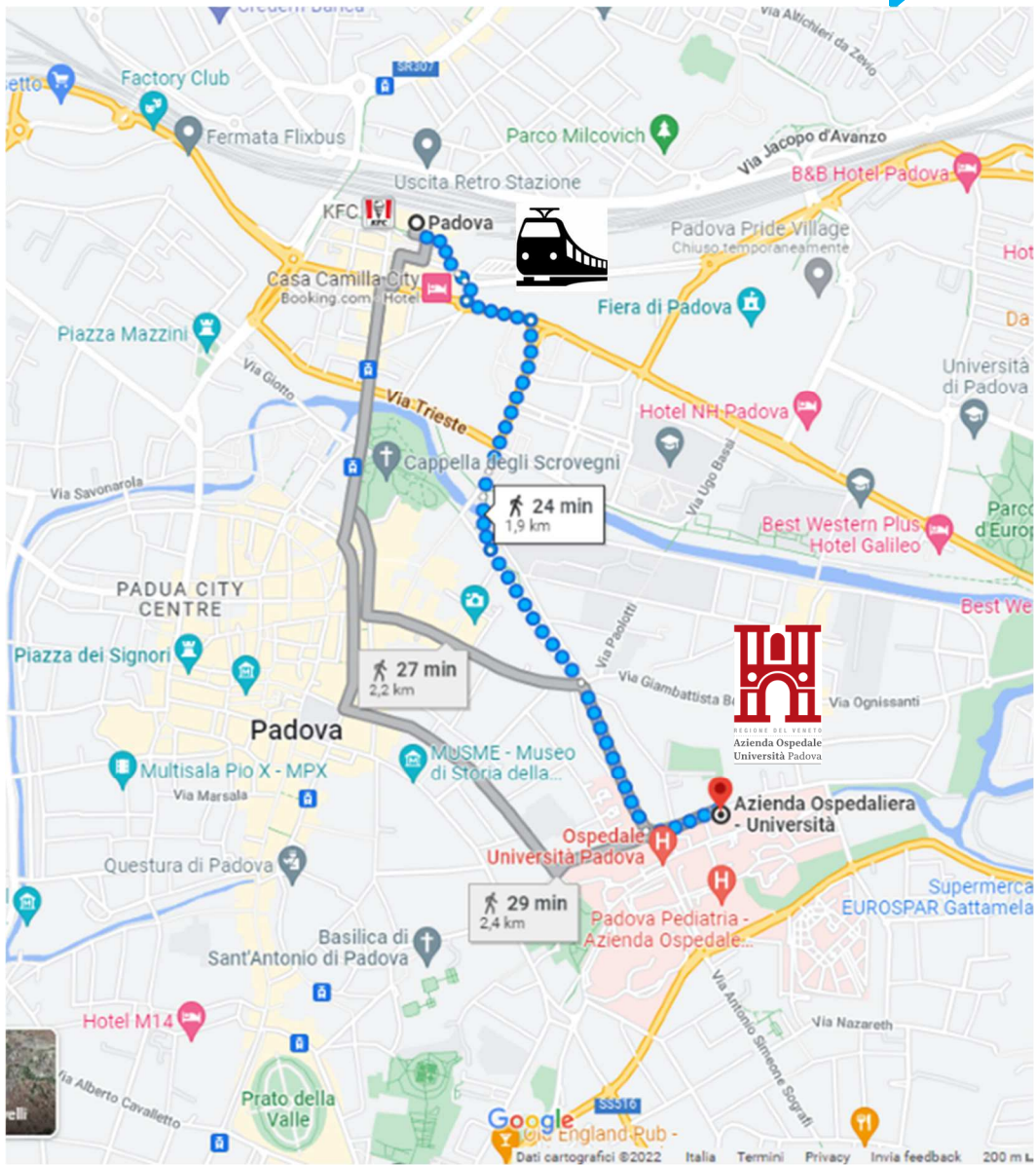
- ◆ Parking AutosilosBusonera, Via Gattamelata 60
- ◆ Via Sografi
- ◆ Prato della Valle
- ◆ Piovego, Via Trieste
- ◆ Via Orus (corner Via S. Massimo)

PARKING

(paid)



WE ARE HERE



Updated 08/02/2023

BOOKING OF VISITS AND EXAMS

<https://www.aopd.veneto.it/Modalit-di-prenotazione>

For visits and/or tests/exams, contact the booking points listed below (at the time of booking it is necessary to report any allergies:

- **CUP Unified Booking Center**
Only for **bookings at the counter**:
Raised floor of the Monoblock-Polyclinic
from Monday to Friday from 7:30 to 19:00
- **CUP S. Antonio Hospital**
Only for **bookings at the counter**:
Ground floor, from Monday to Friday from 7.40 to 16:50
- **Call Center**
Only for phone bookings
from **landline** : [840000664](tel:840000664) (one connection fee),
from **mobile network** : [0498239511](tel:0498239511) (costs applied according to your tariff plan).
- **Pediatric Clinic**
Reservations at the counter, Pediatrics 1st and 4th floor
from Monday to Friday from 07:15 to 18:45
Telephone reservations Toll free number 800316850
from Monday to Friday from 8:00 to 14:00
- **Rare diseases**
For information and reservations, a telephone line reserved for rare diseases is active from Monday to Friday from 9:00 to 12:00 -
Telephone: [0498212015](tel:0498212015)
- **Radiology**
1st floor Monoblock - from Monday to Friday
from 8:00 to 19:30 - Telephone: [0498212990](tel:0498212990)

- **Institute of Radiology**

Ground floor Polyclinic - from Monday to Friday

Reservations and collection of reports at the counter

from Monday to Friday from 7:30 to 18:30

Telephone reservation: [0498212360](tel:0498212360)

from Monday to Friday from 7:30 to 18:30

- **Neuroradiology**

Neurological Clinic on the mezzanine floor

Reservations (resonances and cerebral angiotaches and vascular necks) **and collection of reports at the counter:**

from Monday to Friday from 9:00 to 15:00

Telephone reservation: [0498213667](tel:0498213667)

from Monday to Friday from 8:00 to 18:00

- **Sampling Laboratory**

☞ <https://www.aopd.veneto.it/Esami-di-laboratorio>

COVID-19 EMERGENCY: INSTRUCTIONS FOR ACCESS TO THE SAMPLING LABORATORY In compliance with the interim Regional document "Regional guidelines for the reopening of health activities - Phase 2 Covid-19 -", issued on April 28, 2020 , **access to the San Massimo Blood Collection Center and that of the Sant'Antonio Hospital may take place only upon reservation . Without reservation, the services will be guaranteed only in cases of real need . The reservation can be made online with the " Lucky - Book your turn S. Massimo and S. Antonio " sampling laboratory**

☞ <https://www.aopd.veneto.it/Punto-Prelievi-S-Massimo-e-S-Antonio-Lucky-prenota-il-tuo-turno>

Direct access to the Via San Massimo 10 Sampling Point

Patient acceptance:

From Monday to Friday - 7:15 - 10.00; 10:45 - 13:45

Saturday - 7:15 - 09:00; Telephon: [049 8212784](tel:0498212784)

Direct access to the S. Antonio Sampling Point

Patient acceptance:

From Monday to Friday - 7:15 - 11.00

Saturday - 7:15 - 10:00; Telephon: [049 8216619](tel:0498216619)

- **Dentistry**
Telephone reservations: [0498212044](tel:0498212044)
 from Monday to Friday from 8:00 - 12:00
- **Nuclear Medicine**
 Giustiniano Ground Floor
**For information, reservations and delivery of Nuclear
 Medicine reports:** from Monday to Friday from 10:00 - 14:00
 Telephone: [0498213022](tel:0498213022)
- **Online Reservations**
[Online reservations of Specialist Services \(CUP\)](#) : specialized services with binding (priorities are guaranteed only for ULSS 6 Euganea users) <https://www.aopd.veneto.it/Prenotazioni-Disdette-e-Spostamenti-online>
[Online reservations Point of sampling Microbiology](#) https://webapp.prenotami.cloudesercente=ESERCENTE_000000118
[Point of sampling S. Massimo and S. Antonio - Lucky - book your turn](#) <https://www.aopd.veneto.it/index.cfm/mys/smista/Punto-Prelievi-S-Massimo-e-S-Antonio-Lucky-prenota-il-tuo-turno>
[Booking Access Drug Distribution Point](#) <https://www.aopd.veneto.it/index.cfm/mys/smista/Prenotazione-Accesso-Punto-Distribuzione-Farmaci>
- **Freelance outpatient activity**
 call n . [0498212583](tel:0498212583) from Monday to Friday 8:30 - 17:00
<https://www.aopd.veneto.it/attivita-libero-professionale-ambulatoriale>

INFORMATION TO ACCESS THE SERVICES

For the first visits and instrumental diagnostic tests, the prescribing doctor, shall *indicate the suspected diagnostic or diagnosis* and *access priority class* on the request of the National Health Service.

Only ULSS 6 users may access the priority lists.

The **maximum time frame** established to **obtain the booking** and **provision of the service** are outlined in the table.

U = urgent	Direct access to the Emergency Room , according to the triage methods or booking in the urgent booking lists, to be scheduled within 24 h from access, at the CUP. BRIEF WAIT
B = brief 72 h	To be performed within 72 hours. BRIEF WAIT
B = brief	To be performed within 10 days
D = deferrable	To be performed within 30 days for visits and 60 days for instrumental services.
P = programmable	Service that can be scheduled over a longer period of time because it does not influence the prognosis, pain, dysfunction, disability. To be performed within 180 days.

If the user requesting the service with priority *rejects* the first available appointment on the agenda or if the service requested with priority is not provided for in the annex prepared by the Veneto Region, the booking automatically falls in *P class*.

TERMS OF PAYMENT



<https://www.aopd.veneto.it/Modalit-di-pagamento>

Payment is required before provision of the service in one of the following ways:

1. to **automatic collectors** using an ATM or Credit Card
2. at the **cash counters** located at:
 - ⇒ **S. Antonio Hospital**
from Monday to Friday from 7:40 to 13:00 and from 13:40 to 19:10
 - ⇒ **Monoblock Central Cash Register**
from Monday to Friday from 7:35 to 19:45
 - ⇒ **Gynecological Clinic Est Area**
(this cash desk is only authorized to pay electronically)
We inform the kind users that, in order to allow some work to be carried out on the ground floor of the Gynecological Clinic, from 22 August and until the end of the works, the service will be active only in the afternoon from 14:00 to 19:45
 - ⇒ **Dental Center** from Monday to Friday from 8:00 to 19:00
 - ⇒ **Clinic Outpatient Centre** (Via Modena) from Monday to Friday from 08:00 to 13:00 and from 14:00pm to 19:30
3. through **online services** with Credit Card

<https://www.aopd.veneto.it/Pagamenti-online>

4. **at the branches of the Antonveneta-Monte dei Paschi di Siena bank** by presenting the booking form.
5. For payments by bank transfer the following coordinates of the institution treasurer/cashier Banca Antonveneta - Monte dei Paschi di Siena must be used **IBAN: IT37J0103012150000061179532** Reason for payment: SURNAME and TAX CODE OF WHO PERFORMS THE BENEFIT (even if minor) and DATE OF BENEFIT.



Attention: Failure to collect the reports within 30 days of their availability will result in the client being charged the entire cost of the service used, even if exempt (Law no. 412/91, Finance Law 2007).

TICKET



The National Health Service (SSN) guarantees the protection of health and access to services for all citizens. In determining the Essential Levels of Healthcare (LEA) the services are established, the access to which is subject to payment by the citizen of a portion of participation in the total fee.

To benefit outpatient specialist healthcare, instrumental and laboratory diagnostics and physiotherapy services, citizens that are not exempt shall pay the "portion of participation in the total fee" referred to as ticket. The maximum ticket payable for each referral request is € 36.15.

Each referral request can contain up to 8 services of the same specialist area. Exceptions include physical medicine and rehabilitation services for which each referral can contain up to 3 types of therapeutic services, for a maximum of 36 sessions.



Please be informed that for every visit or diagnostic or instrumental test, it is necessary to pay the ticket or fee in advance.

CANCELLATION POLICY



👉 <https://www.aopd.veneto.it/Modalit-di-disdetta>

In case of impossibility to show up for the booked appointment, the cancellation must be made at least **three working days before the appointment and five working days for the instrumental examinations**. Failure to show up for a booked visit causes significant damage to the community and in particular to those citizens who are waiting for a medical service; for this reason, **failure to cancel involves the payment of the entire rate of the service** provided for by the **current Tariff Nomenclature, even if the patient is exempt from participating in health care expenses** (*Regional Law 30/2016 - art.38, paragraph 12*).

Online cancellation

To access the required functionality, it is necessary to authenticate via SPID or CIE 👉 <https://www.aopd.veneto.it/Prenotazioni-Disdette-e-Spostamenti-online>

Telephone cancellation

By calling the **Vocal Cancellation number: 840 140 301** (**only one connection fee**) a virtual operator will answer. Remember to keep the booking sheet handy and follow the directions provided by the voice. We remind you that the reservation number is at the top left of the reservation sheet; for example: Reservation No. 2008 12345 and that you must also dictate the complete number of the four digits of the year as written above, one digit at a time: two-zero-zero-eight-one-two-three-four-five. At the end you will be dictated the code of the cancellation operation: write it down directly on the booking sheet.

If you do not have the reservation number (for example because you have lost the reservation sheet) it is possible to cancel the reservation by communicating the date of the appointment and answering further questions from the virtual operator.

FIRST AID SERVICE

Useful notes for a correct use of the emergency room

The First Aid is a service aimed at the diagnosis and rapid treatment of medical and traumatological emergencies and emergencies. It is mainly aimed at patients acutely affected by diseases and injuries that constitute a danger to psycho-physical integrity or to life itself.

The order of access to the Emergency Department is established on the basis of the severity of the clinical condition and not by order of arrival.

The services performed by the Emergency Department, which are not of an urgent nature, are subject to the payment of the ticket. In order to keep at least short waiting times for urgent patients due to risk of life, disability or serious suffering, a TRIAGE (selection) function has been activated, entrusted to nurses specifically trained, according to international standards, in rapid recognition. of critically ill patients.

THE COLORS AND AREAS

Through this activity the patients upon their arrival are divided into 4 groups identified by a code / color:

Code RED : patients with an ongoing alteration of vital functions

Code YELLOW : patients with potential risk of life or disability

Cod. GREEN : Patients with a severe state of suffering

Code WHITE: patient not at risk and with a bearable state of suffering.

For patients with the Red Code and the Yellow Code there is a short and supervised wait and management, as a rule, takes place in the Red Area (patients with the Yellow code can be visited in the Green Area and, in case of overcrowding, in the Red). For patients with the Green Code there is a limited wait and management at the Green Area.

Patients with the White Code will be examined in the Green Area after the previous codes.





HOSPITALIZAZION

Hospitalization can be:

- Ordinary urgent
- Ordinary by choice
- Day Hospital

DISCHARGE

Upon discharge, you will be issued a *document* to be delivered as soon as possible to your family doctor with information on the diagnostic tests performed and the ongoing therapy to be continued at home, if necessary.

The return home is via own means. Only in special cases, on a reasoned request of the department Doctor, you can return home by ambulance.

SECC Ongoing healthcare service

It is a service that is activated by the department doctor to ensure discharge that protects the needs of patients and their family.

It is located in the lobby of the Monoblock.

VOLUNTEERING AND SOLIDARITY

The Padua Hospital Company guarantees and ensures the participation of Bodies for Volunteering and the Protection of Rights as provided by law.

At the Hospital Company, about ninety Volunteer Associations operate and participate and collaborate in the conduct of numerous activities.

<https://www.aopd.veneto.it/Elenco-Associazioni>

HOSPITALITY SERVICES

🔗 <https://www.aopd.veneto.it/Servizi-ospitalit>

Family members of patients hospitalized at this Company may resort to various types of accommodation managed by non-profit associations (Onlus) and other accommodation structures.

The paper guide at the Hospitality Facilities is available at the counter of the CILLA Association (Lobby of the Monoblock).

Regarding the exemption from the tourist tax, on the basis of the Regulation of the Municipality of Padua, it is specified as follows:

Persons exempt from the tourist tax - patients who need to undergo therapy at health structures that are located in the municipal area and an accompanying person; - those who care for patients admitted to health facilities that are located in the municipal area (one accompanying person for each patient); - the parents or delegated accompanying persons who provide assistance to children under the age of 18 admitted to health facilities that are located in the municipal area (maximum two people per patient) For these reasons, those interested can request the issue of the form certifying their presence at this health facility.



HOSPITALITY

URP - PUBLIC RELATIONS OFFICE

<https://www.aopd.veneto.it/Ufficio-Relazioni-con-il-Pubblico-URP>

The URP guarantees administrative transparency and the quality of services, and provides an organizational tool suited to the needs of implementing the functions of institutional communication and contact with citizens.

The processes managed by the URP are:

- Management of complaints and reports
- Management of information and guidance desk
- Service Charter Management
- Participation and empowerment
- Cultural Mediation (contract)



Informations

From Monday to Friday 9:00 - 13:00

☎ 049 8213200 - ☎ 8212090;

✉ urponline@aopd.veneto.it



Write to the URP

To submit a report (complaint, suggestion, praise or request for information), you can use the Reporting Form attached. Observations, oppositions, complaints or complaints must be submitted within 15 days from the moment in which the interested party has become aware of the act or behavior that damages their rights in harmony with the provisions of art. 14, paragraph 5, of Legislative Decree 502/92, as amended by Legislative Decree 517/93.

The form must be completed and returned, attaching a copy of the identity document, in one of the following ways:

- ✉ by e-mail, to the address: urponline@aopd.veneto.it ;
- ✉ by post, to the address: URP Hospital - University of Padua - Via Giustiniani, 2 - 35128 Padua;

It should be noted that in the event that the facts described concern another person, in addition to the proxy and the report, a copy of the identity document of the delegating party and the delegate must be attached, pursuant to Presidential Decree 445/200

MEDICAL RECORD

<https://www.aopd.veneto.it/Cartelle-Cliniche>



Timetables

**MEDICAL RECORDS OFFICE - Atrium of the Monobloc/
Policlinico Branches 8 and 9**

Telephone information [049 8213055](tel:0498213055)

**OSA MEDICAL RECORDS OFFICE - S. Antonio Hospital
Atrium Desk 9**

Telephone information [049 8216547](tel:0498216547)

We kindly ask users to request the documentation by e-mail or fax and also request any shipment of the material in order to avoid gatherings.

HOW TO REQUEST

It should be noted that the request for a copy received by email without signature at the bottom, copy of the identity document and copy of the down payment, cannot be processed by the medical records office.

The request for a copy of the health documentation **(available only in paper format) for the Hospital of the University of Padua and for the IOV (Istituto Oncologico Veneto)** can be made:

1. Directly at the **counter** of the Medical Records Office from Monday to Friday 9.00 - 13.00 (with numbers available up to 12.50).
By sending a request **via e-mail** to richiesta.cartelle@aopd.veneto.it
2. By sending a request by **post** to the address: AOP Hospital Medical Direction Clinical Records Office, Via Giustiniani n. 2- 35128 Padua.
(In all these cases it is always essential to show or attach the personal and/or delegating identity document).

Please note that the medical record includes the radiological reports but not the CDs which must be requested and paid for separately.

THE PROTECTION OF THE PATIENTS

Health is a right enshrined in the Italian Constitution in the 32th article:

“La Repubblica Italiana tutela la salute come fondamentale diritto dell'individuo ed interesse della collettività, nel rispetto della dignità e della libertà della persona umana”

“The Italian Republic protects health as a fundamental right of the individual and the interest of the collectivity, respecting the dignity and the freedom of the human person”

You can reach the **Public Protection Regulation** to the web address:

[👉 https://www.aopd.veneto.it/Regolamento-di-Pubblica-Tutela](https://www.aopd.veneto.it/Regolamento-di-Pubblica-Tutela)

Here you can find the modalities how to lodge complaints, observations, oppositions, for the mutual protections of rights and duties and to contribute to improvement of the services.



SUPPORT TO THE FOREIGN CITIZEN

<https://www.aopd.veneto.it/Supporto-al-cittadino-straniero>

ACCEPTANCE AND FOREIGN OFFICE

Foreign Office offers indications for the correct application of the legislation that concerne health assistance for the stranger persons to to make adequate and uniform the access to health care and hospitalization of the immigrant populations

Opening hours

From Monday to Friday 7:00 - 14:15

☎ 049 821 3907 – 1338

✉ ufficiostranieri.aopd@aopd.veneto.it

The office is situated on the mezzanine floor
of the Monoblock/Polyclinic



CLINICAL RISK AND PATIENT SAFETY

CLINICAL RISK refers to the possibility for a patient to suffer damage as a result of an error.


Our objective is to obtain safer healthcare by reducing the risk of incurring serious damage resulting from the treatment.

It is very important for everyone to be involved: healthcare workers, managers and citizens.

Your cooperation and that of your loved ones is fundamental to achieve the objective of "**SAFEHOSPITAL**".

- It is important that you always introduce yourself to every new doctor.
- Among the international objectives for patient safety, appropriate measures shall be adopted for your identification. For this reason, you may need to wear a bracelet indicating your personal details.
- You are entitled to have information on your state of health; the doctor is required to explain everything that concerns you in a clear and understandable manner.
- Always wash your hands.
- Always bring with you a list of the medicines you take, including homoeopathic products, supplements, herbal teas and give them to the doctor.
- Always indicate your allergies or intolerances.
- Wear closed slippers, tie the belt of your pyjama and robe: It will prevent you from tripping and falling.
- Notify the nurse if you have already fallen in the past.
- Before leaving the hospital, have the staff explain what to do and how; also ask who to contact in case of need and when and where (date, time and place) to have the check-ups.

E-mail: rischioclinico.aopd@aopd.veneto.it

 049 821 7818

 <https://www.aopd.veneto.it/Rischio-Clinico>

BIRTH DECLARATION

Birth Report Service University of Padua Hospital

Opening hours : Monday, Wednesday and Friday 08:00 - 10:00

The birth assistance certificate, drawn up by the midwife who followed the birth, is the necessary document for issuing the declaration of birth.

The newborn can be registered at the municipality of birth or residence within 10 days of birth, or at the branch office of the Health Department located on **the ground floor of the Obstetrics and Gynecology Unit, within 3 days of birth** .

For married couples, it is sufficient for only one person to show up, as long as they have a valid identity document from both of them. For cohabiting couples the presence of both parents is required, with valid identity documents.

[👉 https://www.aopd.veneto.it/Dichiarazione-di-nascita](https://www.aopd.veneto.it/Dichiarazione-di-nascita)

RELIGIOUS ASSISTANCE

The Camillan Fathers can be met in the hospitalization plans, during the day or in their accommodation located on the ground floor of the Monoblock.

Holy Masses are celebrated in the church adjacent to the Monoblock atrium at the following times:

weekdays: 007:00 and 19:15 - holydays: 10:30 and 19:15

Informations: ☎ 049 8212691 09:00 - 12:00

It is possible to contact the Nursing Coordinator of the ward both to request the anointing of the sick and to ask for the presence of a minister of worship or a representative of other religious professions other than the Catholic one.

[👉 https://www.aopd.veneto.it/Assistenza-Religiosa](https://www.aopd.veneto.it/Assistenza-Religiosa)

ORGANS AND TISSUE DONATION

<https://www.aopd.veneto.it/Donazione-di-organi-e-tessuti>

Organs and tissue donation

Hospital Transplant Coordination (COT) The Hospital Transplant Coordination (COT) is active at the

University Hospital of Padua, for the donation of organs and tissues for transplantation purposes, which coordinates at the local level the activities assigned to the donation process.

The main tasks of the COT are :

- ⇒ Identify potential donors of organs, tissues and cells, manage and organize, in collaboration with company and non-institutional structures, the activities necessary to verify their suitability and the collection process.
- ⇒ Propose the donation of organs and tissues and support families who find themselves in the need to decide, if their loved one has not expressed a will during their life.
- ⇒ To take care of relations with the donors' families not only at the moment of choice, but also in the moments immediately following, providing them with psychological support from qualified personnel.
- ⇒ Promote information, education and cultural growth of the population in the field of donation and transplantation, in collaboration with Local Authorities, Schools and Voluntary Associations, in order to increase the expressions of will.
- ⇒ Organize donation training activities for healthcare personnel.

Coordinamento Ospedaliero Trapianti (COT):

Neuroscience building, 2nd floor

☎049 8217648 - for emergencies h24: 335 5704890

Blood donation

The **Blood Collection Center** , the organizational structure of the Immunotransfusion Complex Operating Unit of the Hospital, is located within the “ **Casa ai Colli** ” complex. It carries out activities of **promotion, collection and assessment of suitability for donating blood, blood components and bone marrow, aimed at transfusion therapy, marrow and organ transplantation** .

Blood **donations and bone marrow typing activities** take place from Monday to Saturday from 7.30 to 11.00 . number 0498216051;

mail address: ✉ reservations.crs@aopd.veneto.it

PANCREATIC ISLETS TRANSPLANT

Pancreatic islet transplantation is a multidisciplinary technique which consists in taking from a deceased donor the only cells capable of producing insulin rather than the entire pancreas. These cells are processed and made suitable for infusion into the recipient's liver.

Thanks to this transplant, selected Type 1 Diabetes sufferers will be able to get rid of insulin injections, reducing health risks and radically improving the quality of life.

Advantages of pancreatic islet transplantation

The advantages of this type of method are of three types:

1. avoid a very complex general surgery such as a pancreas transplant;
2. reduce the patient's hospital stay;
3. guarantee a superior quality of life within a short time after the intervention.

Stages of the intervention

Pancreatic islet transplant surgery is divided into three phases:

donor pancreas sampling from cadaveric donor

processing of the pancreas to separate and extract the insulin-producing cells and prepare them for infusion into the recipient

infusion of the purified cells into the recipient patient

Multidisciplinary technique

Pancreatic islet transplantation involves the involvement of a multidisciplinary team composed of:

- diabetology and transplant specialists for patient management;
- transplant surgeons;
- staff dedicated to preparing the cells to be transplanted;
- interventional radiologists for the infusion of cells into the recipient's liver;
- psychologists to assess the patient's compliance with this type of treatment.

The Regional Center for Diabetes Cell Therapy

The focus of pancreatic islet transplantation is the Regional Center for Diabetes Cell Therapy, a top-level laboratory with innovative and cutting-edge technologies. The only one present in the north-east and one of the few in Italy.

Contact references

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Dott.ssa Lucia Rizzato ✉ lucia.rizzato@aopd.veneto.it

Updated 08/02/2023



HOSPITAL FUNERAL SERVICE

[🔗 https://www.aopd.veneto.it/Servizio-Funebre](https://www.aopd.veneto.it/Servizio-Funebre)

Via Cornaro, 2 - Padova - ☎ 049 8213960

At the Funeral Service there are a total of 13 rooms for the display of the dead. In order to organize the attendance and regulate the departures of the coffins, in agreement with the Municipal Office that deals with reservations, the display of the bodies is carried out on the same day.

Exhibition hours

07:30 – 09:00 for funeral departur before 09:00

09:00 – 11:30 for funeral departur from 09:00 to 11:30

11:31 – 16:00 for funeral departur after 11:31

Delivery of the clothes and other personal items

Clothes and other personal items can be deliver to the Funeral Compa-
ny or to the Hospital Funeral Service:

weekdays - from 07:30 to 16:30

holidays - from 10:00 to 16:30



Veneto Regional Contact Point for cross-border healthcare

The Veneto Regional Contact Point (PCR) for cross-border healthcare, offers **information assistance** to:

- Italian patients who are abroad or who wish to go abroad to take advantage of health services;
- foreign patients from one of the EU Member States who are in Italy or who wish to come to Italy and take advantage of health services provided by the Italian public and private NHS.

It also provides **information to citizens** on:

- possibility of receiving cross-border healthcare;
- terms and conditions of reimbursement and related costs;
- procedures for accessing and defining rights to cross-border healthcare;
- health services subject to prior authorization;
- means of redress and protection in the event that patients believe their rights recognized by the Decree have been violated, including legal and administrative procedures for resolving disputes, even in the event of damage deriving from cross-border healthcare;
- distinction between the rights recognized to patients by the Legislative Decree 38/2014 and those deriving from regulation (EC) no. 883/2004 of 04/29/2004.

The competent structures of the Health and Social Area, in coordination with the Social and Health Relations Sector, are responsible for the transmission, through the PCR to the NCP, of the technical information related to the performance of the institutional tasks envisaged by *Legislative Decree no. 38/2014*.

CONTACT

Call the **TOLL FREE NUMBER : 800310640**

active **from Monday to Friday** from **09.00 to 12.00**

or **send an email to:** puntocontattoregionale@aopd.veneto.it

indicating: personal data, Ulss of belonging, summary of the request, support health forms, phone number to be contacted.



HOSPITAL SOCIAL SERVICE

Giustiniano Hospital - Mezzanine floor, access from the internal cloister.

☎ 049 8218805 — ✉ servizio_sociale.ospedaliero@aopd.veneto.it

From Monday to Friday 09:00 - 14:00

Hospital Social Service deals with social issues and offers advice to hospitalized people, at the request of the ward.

BIOETHICS SERVICES

🔗 <https://www.aopd.veneto.it/Bioetica-in-Azienda>

The Head of the Bioethics Service is Dr. Camillo Barbisan

2nd floor Building Management

Tel. 049 8217830

E-mail: camillo.barbisan@aopd.veneto.it

The Bioethics Service has been established in the Padua University Hospital since 1996. Its functions have been recognized as important for the hospital's own activities. With Resolution no. 690 of 14/05/2015 (attached) which summarizes its role in these articulations:

- Support for the activities of the Ethics Committees present in the Company
- Support of the activities of the Clinical Research Unit
- Coordination of advice to health professionals
- Coordination and participation in other corporate initiatives in which elements of an ethical nature emerge
- Coordination of the activities entrusted in agreement with the Lanza Foundation.

Service Secretariat:

Dr. Francesca Favero

2nd floor Building Direction

Via Giustiniani, 1 - 35128 Padova

Tel. 049 8213902

E-mail: serviziobioetica.aopd@aopd.veneto.it

Hours: Monday, Tuesday, Wednesday and Friday 09:00 - 13:00

COFFEE BAR

There are two coffee bars:

- On the mezzanine floor of the Monoblock building
- On the ground floor of the Polyclinic building, near the University classroom



VENDING MACHINES

at various points within the hospital area

- On the raised floor of the Monoblock-Polyclinic
- At the entrance of the Centro Gallucci
- On the ground floor of the Giustiniano Hospital, east side
- In the Ortopedia Building, in front of the Acceptance
- On the ground floor of the of the Pediatric Clinic
- On the ground floor of the Malattie Infettive building
- On the ground floor Neuroscienze Building



ATMs

Intesa S. Paolo

On the raised floor of the Monoblock-Polyclinic

Banca Monte dei Paschi di Siena

On the raised floor of the Monoblock-Polyclinic



NEWS KIOSK

On the mezzanine floor of the Monoblock building, in front of the coffee bar.





REGIONE DEL VENETO
Azienda Ospedale
Università Padova

Guide to the Hospital The Patient's Charter of the Services



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Offre **informazioni, indicazioni** sull'organizzazione dell'Azienda Ospedale-Università Padova, riceve **richieste** o **segnalazioni**, fornisce indicazioni sull'**accoglienza dei parenti dei malati** dal lunedì al venerdì dalle 9:00 alle 13:00;

☎ 049 821 3200 - ☎ 049 821 2090

✉ urponline@aopd.veneto.it

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