

Service

Social Assistance

Upon admission, family members can avail themselves of appointments to speak with the Social Assistant, who provides assistance for social, family and behavioural problems. The Social Worker maintains contacts with voluntary organisations, provides information relating to administrative procedures with public authorities, requests for medical aids and prostheses.

The Social Worker is present on the Hospital grounds on the following days and times:

From Monday to Friday from _____ to _____

Saturday and Sunday from _____ to _____

Telephone number: _____

Voluntary associations

Voluntary associations work free of charge in the Salerno Local Health Authority, guaranteeing forms of social assistance, appropriately authorised by the Strategic Board of Directors at the Salerno Local Health Authority by means of a formal resolution

Tribunal of patients' rights

Religious assistance

On the _____ floor, there is the Chapel where the Holy Mass is celebrated at the following times:

Weekdays at _____

Weekends and public holidays at _____

Report the need to contact Ministers of religions other than the Catholic religion to the Head Nurse.

Meal times

Breakfast is served at _____

Lunch is served at _____

Dinner is served at _____

The hospital provides each patient with two bottles ½ litre bottles of mineral water per day.

A laundry service for patients' personal linen is not provided by the Salerno Local Health Authority

Visiting times

From Monday to Friday from _____ to _____
Saturday, Sunday and Public Holidays from _____ to _____

Exit permits

It is forbidden to leave the hospital ward without obtaining the prior authorisation of the healthcare personnel. Clinical conditions permitting, patients can avail themselves of a permit to leave the ward for a period no longer than 12 hours. The permit is to be agreed upon with the Operative Unit Manager and requested by filling in an appropriate application form.

Discharge from hospital

The discharging of patients from hospital, scheduled by the Director General and Ward Doctors, is granted from Monday to Friday no later than _____ and is established in good time so that the patient can prepare him/herself to return home. Upon being discharged, the patient is given the Discharge Letter, addressed to his/her General Practitioner, which specifies the diagnosis, the clinical tests and therapy carried out during hospitalisation as well as the therapy that is recommended to be continued at home. The Discharge Letter must be kept and shown upon subsequent clinical examinations and/or admissions to hospital.

Request for certificates or copies of medical records

La Any certificate or copy of medical records must be requested by filling in an appropriate application form. The time required for these to be issued is stated below:

- Copy of medical records: days _____ from the request. (The copy of medical records costs € ... Euros)

Patient satisfaction questionnaire

Upon being discharged, it is possible for the patient to give their opinion regarding the healthcare received, on the courtesy of the hospital personnel, waiting times, cleanliness and decorum of the hospital environment. On the same form, it is possible to give one's opinion regarding the improvement of quality and to put forward complaints relating to any disservices. The Management of the Salerno Local Health Authority commits itself to using such opinions in order to improve the quality of the healthcare service and treatments.



ASL Salerno
Azienda Sanitaria Locale Salerno



Patient admission



information pamphlet

The Salerno Local Health Authority welcomes you and would like to provide you with some useful information in order to make its guests' admission and stay in hospital more pleasant. The organisation of all the services offered by the Salerno Local Health Authority derives from the need to put the patient at the centre of every activity in order to guarantee the quality, humanisation and effectiveness of the healthcare interventions.

The Director General

OPERATIVE UNIT

The objective of our activities is to provide you with qualified assistance through the competence, professionalism and humanity of those who, in their various capacities, work in the Operative Unit.

The division consists of the following:



CONTACTS



Ward telephone number



Other useful number



www.aslsalerno.it



Address

Documents required for admission:

1. Hospital admission request issued by your General Practitioner (G.P.) (Family Doctor or Hospitalist)
2. ID Document
3. Health Insurance Card
4. Medical records possessed by the patient (photocopy)

Admissions

From Monday to Friday from to
Saturday and Sunday from to

For your stay in hospital, you will need the following items:

- Toothbrush, toothpaste and mouthwash
- Liquid soap, shampoo, a hairdryer and scissors
- Moisturising body creams
- An adequate amount of underwear
- Guest and hand towels
- A bath towel or a bathrobe
- Pyjamas

It is advisable to bring the medicine you take regularly with you.

The assigning of hospital beds and/or rooms is defined according to clinical and/or organisational needs. The Salerno Local Health Authority cannot be held liable in any way whatsoever for the safekeeping of money, jewellery and any other kind of valuable objects. It is therefore suggested to keep with you the amount of money that is strictly required to purchase anything you may need.

Appointments to speak with the medical team

The first appointment to speak with family members takes place upon admission to the hospital to speak about the patient's Clinical History. Subsequent appointments regarding information on the evolution of the clinical picture, must be booked at least one day in advance. The medical team is available to speak with Ward patients every day **from** **to** in the Doctors' Office.

Rules of Conduct

The sharing of areas with other patients entails the adoption of appropriate rules of conduct with the aim of respecting others. Keep the hospital room tidy and clean, speak in a low voice, avoid making noise and using mobile phones, especially in areas where these could cause interference with electromedical equipment.

Limit the presence of visitors, respect the privacy of patients with whom you share the hospital room.

It is strictly forbidden to smoke inside the hospital facilities, in order to comply with legal provisions as well as to take care of one's own health and that of the other patients.