

Ospedale Santa Maria
Bari



GVM
CARE & RESEARCH

Service Charter



Ospedale Santa Maria
Bari



Ingresso →

Ambulatori →

Ambulanze ←

SERVICE CHARTER

Ospedale Santa Maria
Bari



Ettore Sansavini

President of GVM Care & Research

GENERAL MANAGEMENT



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The Ospedale Santa Maria Service Charter has been created in compliance with the Italian Prime Ministerial Decree of 19 May 1995.

Revision no. 5 - April 2021.

Santa Maria
Via De Ferrariis, 22 - 70124 Bari, Italy
VAT Number 00597760727

Company managed and coordinated by Gruppo Villa Maria S.p.A.

Dear Patient,

We are pleased to introduce Ospedale Santa Maria with this Service Charter. In the name of transparency, this document provides all the information required for detailed knowledge of the facility.

From the guiding principles to the services offered, from the technology to the access methods, this document explains the many facets of our commitment to merging high-level healthcare with a person-focused, human approach, sharing the mission of GVM Care & Research.

Another priority is to involve you directly in managing your own health by establishing open, ongoing dialogue to share views and achieve a constantly evolving service increasingly tailored to your needs.

We therefore invite you to provide us with suggestions and reports to help us improve.

We would like to thank you in advance for your cooperation and will be happy to answer any questions you may have.

Ettore Sansavini
PRESIDENT OF
GVM CARE & RESEARCH

Eleonora Sansavini
MANAGING DIRECTOR



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GVM Care & Research

The **Ospedale Santa Maria** is part of GVM Care & Research, an Italian Group specialising in healthcare, research, biomedical healthcare, spa treatments and business services, with the aim of promoting well-being and quality of life. The heart of the Group, founded in 1973 by President Ettore Sansavini, is the integrated network of Hospitals — High Speciality, Multi-speciality and Day Surgery facilities — and private Out-patient Clinics: a network of facilities and professional expertise involving many Italian regions and extending abroad to France, Poland, Albania and the Ukraine.

A long tradition has brought GVM Care & Research accreditation as a partner of the National Health System and as a centre of excellence — in particular for the treatment of cardiovascular diseases — increasingly turning its attention to the dignity of the patient, performing decreasingly invasive diagnostic and surgical techniques and using personalised treatment protocols.

The ability to create a network that acts as intermediary between different facilities, specialities and services enables the Group to always set its sights on the citizen-user. Here, confidence, quality of care, professionalism and appreciation for the person are brought together in welcoming, comfortable environments, always promoting health and well-being.



Mission and Principles

Mission

Ospedale Santa Maria is part of the network of healthcare facilities — located throughout Italy and abroad — owned by GVM Care & Research, a private Italian group headquartered in Lugo (Ravenna) and engaged in healthcare, research, biomedical healthcare, spa treatments and business services. Our hospital expresses the Group's philosophy of creating highly specialised, people-friendly healthcare facilities, the aim being to offer clinical results with a personal touch, pursuing quality in every detail.



Principles

Quality

CONTINUITY, EFFICIENCY AND EFFECTIVENESS

Ospedale Santa Maria is committed to ensuring the quality of its patient services by adopting measures to guarantee continuity, efficiency and effectiveness.

Focus on the person

INFORMATION AND INVOLVEMENT

We believe that clear, correct information about the state of a person's health and the treatments proposed enables the patient to make informed decisions about their own health and quality of life. We also ensure that each person takes an active part in their care by giving them with the opportunity to express their opinions and make suggestions and comments. To this end, we have prepared a satisfaction questionnaire which we give to the patient during their stay at the facility, inviting them to fill it out and place it in a special container upon discharge.

Patient protection and involvement are also guaranteed by enabling them to lodge complaints about possible inefficiencies through:

- a) a special form which may be obtained from the Urp [Public Relations Office];
- b) a letter, on plain paper, sent to the Medical Administration Office.

The Medical Administration Office immediately responds to reports that can be resolved quickly. In other cases, it initiates an investigation with the heads of the Units and/or Services and provides a response within 30 days.

FOCUS ON THE PERSON

Everyone receives equal services, regardless of age, sex, race, language, nationality, religion, political affiliation, customs, psychological, physical or economic condition, or personality. We also ensure the fair and objective behaviour of our staff. Respect for the individual is achieved by placing an emphasis on lifestyles and privacy, minimising waiting times and bureaucracy, recognising the value of interpersonal relations, especially between the doctor and patient, and through attention to comfort, to create a welcoming environment where patients feel at home. When handling vulnerable patients during normal activities, as far as possible and without compromising the rights of others, the staff seeks to facilitate their access to and use of the facility's services.

RELIABILITY AND TRANSPARENCY

The hospital adopts a system of constant monitoring of its own quality by controlling the main phases of its operations, from admissions to the provision of patient-requested services. It also guarantees that its administrative actions are transparent. This is done by making available to the public all information regarding the types of services provided, how they are performed, the time required and rates applied.

Service excellence

PROFESSIONALISM AND TECHNOLOGY

Highly professional

Our hospital stands out for its high degree of specialisation and professional excellence. We promote and support this through regular training and refresher courses.

Cutting-edge technologies

Thanks to constant investments, our facility ensures the most advanced diagnostic and therapeutic technologies.

THE FACILITY

Ospedale Santa Maria di Bari was founded in 1969 by Prof. Giovanni Traina Rao (1908-1992), one of Italy's leading experts in the treatment of infertility. From the initial gynaecology clinic approach, a multi-specialist orientation in various highly specialised areas quickly prevailed. Today, Ospedale Santa Maria, located in the heart of Bari, is a modern, multi-speciality facility accredited by the National Health System. It provides diagnostic and treatment services on an in-patient and day service basis. The facility employs around 400 people in total, including physicians, technicians, nurses, social and healthcare workers and administrative personnel.



Healthcare services

The hospital has a total of 184 beds, 152 of which are NHS accredited and 31 authorised. It is broken down into the following Units/Out-patient Clinics:

- Anaesthesia and Resuscitation
- Cardiology with Haemodynamics, Arrhythmology and Electrophysiology services
- Cardiac Surgery
- General Surgery
- Plastic Surgery
- Bariatric surgery
- Ophthalmology
- Orthopaedics
- Gynecology,
- Medically Assisted Reproduction
- Breast Unit
- Coronary Intensive Care Unit (CICU)
- Urology
- Diagnostic Imaging Department

- Basic laboratory medicine and molecular biology (x-plus)
- Post-operative Intensive Care (POIT)

In addition, the hospital has an operating area consisting of a 4-room, multidisciplinary operating block, a 2-room day service surgery section, an additional section for cardiological procedures (the Haemodynamics and Electrophysiology Room).

An out-patient service is functionally linked to each Surgery Unit. In addition, the hospital has the following specialist out-patient clinics:

- Digestive endoscopy
- Neurology
- Otorhinolaryngology
- Nutrition
- Gastroenterology
- MAR IVF-ET

Health care: service aids

With the aim of optimising in-hospital care, Committees have been set up to handle **Healthcare-Related Infections** and **Good Use of Blood**.

Committee for a Pain-Free Hospital

In compliance with Italian Law no. 38 of 15 March 2010 concerning the citizen's right to palliative care and pain therapy and recognising the scientific reference to the bi-psycho-social model characterising modern medicine, Ospedale Santa Maria is organised as a pain-free hospital, applying specialised analgesic therapies and treating pain not as a symptom but as a disease.

Quality system

Since 19 March 2009, Ospedale Santa Maria quality management system has been ISO 9001:2015 certified with the following scope: provision of hospital services, clinical and instrumental diagnostics, treatment and care through out-patient services, ordinary in-patient and day hospital services and scheduled and emergency services.

SAFETY AND SECURITY

- **Security and protection of personal data**, handled in compliance with Italian Legislative Decree 196/03 governing privacy, as well as EU Regulation 2016/679:
 - the patient is provided with information and asked to consent to the processing of their personal data;
 - no clinical information about patients is provided over the telephone;
 - a copy of the health documentation is issued personally to the patient or to a delegated contact person.
- **Safeguarding visitor security and safety** through systems and structures, regular fire drills and evacuation simulations.
- **Safeguarding of workers**, in accordance with Italian Legislative Decree 81/2008 and subsequent amendments by drawing up a risk assessment document and adopting the required prevention and protection measures.
- **Safeguarding public health and the environment**, in accordance with European standards on recycling and waste disposal.

QUALITY STANDARDS

Ospedale Santa Maria ensures the following specific quality standards.

CLEAR AND CORRECT INFORMATION

Quality indicators	Quality standards
INFORMATION ON THE SERVICES OFFERED	The Service Charter is available to anyone who requests it, near the reception desk and in the rooms of the in-patient units.
DOCUMENTATION FOR THE ATTENDING PHYSICIAN	At discharge, each patient is given a letter, addressed to the patient and their attending physician. This letter contains clarifications and information on the type of hospitalisation, the treatments performed and post-discharge treatment.
IDENTIFICATION OF HEALTHCARE PROFESSIONALS	Each healthcare professional can be recognised by an identification tag.
RECEPTION	At all points of entry to the facility, trained staff are present to provide any information required. In the Units, all users are welcomed by the Coordinating Nurse and nursing staff.

RESPECT FOR A PERSON'S TIME

Quality indicators	Quality standards
AVERAGE WAIT TO RECEIVE A COPY OF THE MEDICAL RECORD	As required by Art. 4 section 2 of the Gelli Law, the Medical Administration Office provides available health documentation to interested parties entitled to receive it within seven days of the request. Any supplements are provided within a maximum of thirty days.

RESPECT FOR A PERSON'S DIGNITY

Quality indicators	Quality standards
AMENITIES IN PATIENT ROOMS	Toilets, personal locker, nurse call device, individual light and bed with adjustable position, privacy dividers
FREQUENCY OF CLEANING - PATIENT ROOMS	Twice a day (1 pass through); staff can intervene in case of emergencies or when special cleaning is needed
FREQUENCY OF CLEANING - TOILETS	Twice a day (additional cleaning throughout the day)
ARCHITECTURAL BARRIERS	Barrier-free routes for people with disabilities are marked within the facility

PROFESSIONALISM AND TECHNOLOGY

Quality indicators

Quality standards

EQUIPMENT AND QUALIFICATIONS OF NURSING, TECHNICAL AND AUXILIARY STAFF

Compliance with national and regional regulatory requirements

RECRUITMENT OF NURSING AND TECHNICAL STAFF

Passing recruitment tests;
• CV evaluation, interview
• evaluation during introductory period (3-6 months)

TRAINING OF HEALTHCARE PERSONNEL

Annual programme of refresher courses with Continuing Medical Education (CME) events, internal on-the-job training

Amenities

RECEPTION

At the entrance, the staff provides the patient with the necessary indications while, in the ward, the Coordinating Nurse and on duty nursing staff implement procedures to make the stay as comfortable as possible.



SWITCHBOARD

Tel. + 39 080.5040111



CENTRAL BOOKING

Tel. + 39 080.5042870

Hours: Monday through Friday 7:30 a.m. to 7:00 p.m.

Saturday: 8:00 a.m. to 1:00 p.m.

For in-person bookings

Hours: Monday through Friday 8:00 a.m. to 6:30 p.m.

Saturday: 8:00 a.m. to 1:30 p.m.



PUBLIC RELATIONS OFFICE (Out-patient Clinics, ground floor)

Tel. + 39 080.504.03.71

Fax + 39 080.504.08.16

SERVICES

There is a refreshment area as well as drink and snack vending machines.

ACCOMMODATIONS

When booking admission, it is possible to opt for a private room, with a second bed available for a caregiver.

MEAL TIMES: Breakfast: 7:30 a.m. - Lunch: 12:00 - Dinner: 6:00 p.m.



Private in-patient ward

Patients who so request it may enter the Private In-patient Ward on the fifth floor of the hospital on a fee basis. This ward has 11 suites with an armchair and a bed for a guest, mini-bar, safe, smart TV, free Wi-Fi and courtesy kit, as well as bar and in-room restaurant service with a personalised menu.

Continuous personalised assistance

Upon the request of the patient and/or a family member, with the consent of the ward doctor and Medical Administration Office, the Coordinating Nurse may authorise dedicated persons to provide continuous, personalised non-healthcare assistance.

Catering service

Breakfast, lunch and dinner are served on a tray in the room. We recommend following the hospital diet and not supplementing it with food or drink from the outside. This diet is an integral part of the care provided, and failure to follow it could jeopardise its success. The set menu takes into account the therapeutic needs of all diseases. Doctors are always available for clarification. For special needs, as in the case of food intolerances and allergies or religious preferences, a request may be made to the Ward Coordinating Nurse for a customised menu.

Religious services

As well as being a place for the treatment of physical illnesses, the hospital is also a place where the sick find themselves in a weaker position, having to deal with precarious health and thus requiring support, often of a religious nature. It is with this in mind that Ospedale Santa Maria welcomes the freedom of worship and enables patients to receive the support of a religious figure if they so desire.

HEALTHCARE FOR FOREIGNERS

For all the necessary information, we recommend the page of the Italian Ministry of Health website where the brochure “Informa Salute” is published, a guide to healthcare services for foreign citizens.

VISITS FROM RELATIVES AND ACQUAINTANCES

Visiting is only permitted from 5:00 p.m. to 7:00 p.m., weekdays and holidays. However, Ospedale Santa Maria seeks to be an open structure where care is also humanised by increasingly involving caregivers. Therefore, in all particular situations where the presence of the caregiver may be beneficial to therapy, upon agreement between the unit staff and the relatives, the above indications may be waived.

INVOLVEMENT OF PATIENTS AND VISITORS IN FACILITY AMENITIES

Patients and visitors are asked to:

- behave responsibly at all times, respecting and understanding the rights of other patients;
- promptly provide healthcare professionals with all information regarding their health (illnesses suffered, treatments followed, medications taken, previous hospitalisations) and regarding their wish to refuse the scheduled treatment and healthcare services;
- cooperate with medical, nursing and technical staff in a relationship of mutual trust and respect, a prerequisite for establishing the correct treatment and care programme;
- respect the environment, equipment and furnishings within the hospital so that they remain available for other patients;
- always respect the organisation of ward hours: everyone in the hospital has a duty to avoid any form of conduct that could disturb or inconvenience others;
- comply with the visiting hours established by the Medical Administration so as to enable normal care and treatment activities;
- respect the ban on smoking;
- use the television, radio, telephone and lights in such way as to not cause any disturbance, avoid crowding the hospital room and respect the other patients — day and night — and the privacy of those sharing the room;
- all patients who have booked examinations, tests and other medical services must arrive on the appointed day, or, if they are unable to do so, they must provide prompt notification so other patients can use these services;
- photographing and/or videotaping doctors, nurses, patients and common areas is strictly forbidden.

HOW TO ACCESS HEALTHCARE SERVICES

Ospedale Santa Maria provides health services in the following ways:

- **ordinary scheduled admissions**, for non-urgent conditions that cannot be resolved on an out-patient basis;
- **day service**, multi-speciality day care consisting of scheduled out-patient services lasting less than a day and which may include minor surgery;
- **out-patient treatment**, which may include diagnostic and/or therapeutic procedures that do not require hospitalisation or post-operative observation (APA);
- **emergency hospitalisation** reserved for the IMA-SCA ASL Health Service Network of Bari, with ambulance service available 24/7 by dialling 118.

Admissions

Information and bookings



ADMISSIONS OFFICE

Tel. + 39 080.50.40.377 / 376

Hours: Monday through Friday 8:00 a.m. to 5:00 p.m.

Saturday: 8:00 a.m. to 2:00 p.m.

Types of treatment

NHS ACCREDITED

For services accredited by the National Health Service, users in the 'non-exempt' category are responsible for covering the co-pay, which must be paid at the Reception - Cashier's Desk before the examinations are performed.

PRIVATE PAY

The service is invoiced directly to the user by the Reception - Cashier's Desk before the out-patient service is provided.

Documentation required

For admission, the following are essential:

- **National Health Service authorisation received from the General Practitioner** (family doctor) required for National Health Service accredited hospitalisation;
- **national health system card**;
- **valid identity document**.

Upon admission to hospital, always bring any medical documentation relating to previous admissions or tests performed and a list of your regular medications.

A **completed privacy form** indicating the name and details of the person to be contacted to communicate information and sensitive data concerning the patient's stay must be given to the providers. The doctors must also be informed of any treatments being taken and any allergies or intolerances the patient may have.

Useful information for hospitalisation

The patient must bring all necessary clothing and items of personal care and hygiene, in particular:

- pyjamas or nightdress, preferably made of natural fibres (wool or cotton), with a change of clothes if necessary;
- dressing gown and slippers;
- personal toiletries;
- towels.

We do not recommend bringing personal belongings. The management declines any responsibility in this respect.

Pre-admission service

Pre-admission is the phase prior to admission for scheduled surgery (in-patient, day surgery and out-patient).

It serves to eliminate the pre-operative stay, as this is when the examinations, instrumental and laboratory tests required to evaluate risks of the operation and prepare for surgery are performed.

This makes it possible to:

- reduce the number of days spent in hospital, which means less discomfort and emotional stress for the patient and family;
- reduce the incidence of infectious complications due to an unnecessary stay in hospital.

Pre-hospitalisation activities are divided into 3 basic categories.

1. Patient reception and admission understood as:

- check-in at the hospital facility;
- patient interview;
- administrative admission (by the admissions office).

2. Technical performance of pre-operative examinations (blood tests, ECG, chest X-ray, anaesthesiological examinations and any additional examinations according to a pre-hospitalisation form filled out by the specialist) and supervision and control of the pre-operative process itself (i.e. ensuring that, when the pre-hospitalisation phase has been completed, the file is complete and there are no contraindications to surgery).

3. Patient communication/instruction covering practical preparation for surgery, method for admission to the relevant Unit and the overall pre-hospitalisation process.

Discharge

Discharge is ordered by the doctors of the Surgery Unit. At the end of hospitalisation, a discharge letter is provided, addressed to the patient and their attending physician. This letter includes:

- a sheet summarising the hospital stay;
- dietary guidelines to be followed and advice on convalescence;
- prescription for therapy to be followed at home;
- any plans for follow-up visits.

Requesting medical records

At the time of discharge, if requested, the coordinating nurse will give the patient the forms needed to request their medical records and hospitalisation certificate. Since this is a confidential document containing sensitive data, medical records can only be requested (for a fee) from the Admissions Office by the person concerned or their representative and requires signing a special form.



MEDICAL RECORDS OFFICE

Tel. + 39 080.5040362

Hours: Monday through Friday 8:00 a.m. to 3:30 p.m.

Saturday: 8:00 a.m. to 2:00 p.m.

PRIVATE PAY, AGREEMENTS WITH SUPPLEMENTARY HEALTHCARE FUNDS, HEALTH INSURANCE, INSTITUTIONS AND HEALTH INSURANCE FUNDS

Indirect reimbursement

The service is invoiced and paid directly by the user according to a rate agreed upon by the facility and the organisation, which then provides reimbursement.

Direct reimbursement

The service is invoiced directly to the organisation having an agreement with the facility, based on the agreed fee schedule and subject to any deductibles payable by the patient. Up-to-date lists of insurance companies, organisations and associations the hospital has agreements with, and the related agreements, are available from the Reception - Cashier's Desk.

Out-patient services

The out-patient healthcare services provided by Ospedale Santa Maria include specialist examinations, laboratory tests, diagnostic imaging (Radiology, MRI, Ultrasound, CT) and instrumental services.

Information and bookings



DIAGNOSTIC IMAGING SERVICE - RADIOLOGY

Tel. + 39 080 5040290

To access National Health Service out-patient services:

- from the waiting room ticket system, take a number regulating the flow of patients to the out-patient clinic windows to complete administrative procedures;
- then wait in the internal waiting room. When the assigned number appears on the display boards on both sides of the waiting room, the patient can go to the window to complete the procedure. At this time they must:
 - a) have a fully completed medical prescription (any exemptions due to income, pathology, disability, legible prescriber code);
 - b) have a regional health system card (plastic card with magnetic strip and barcode);
- pay the co-pay fee or full fee for the service. The person at the window will issue an original invoice, valid for income tax deductions, plus a copy of the receipt with any National Health Service authorisation, to be presented to the specialist performing the service, together with a sheet indicating the room and receiving order number;
- sit in the waiting room until the number is called via the display.

HEALTHCARE ACTIVITIES

Organisation

Ospedale Santa Maria is divided into Units and diagnostic, instrumental, out-patient and specialist services.

Hospitalisation and healthcare activities

In-patient and nursing care features many highly complex specialities. The organisational structure is divided into Departments and Surgery Units. "In 2020, Ospedale Santa Maria cared for a total of 9,370 patients, 8,110 of whom were admitted as in-patients, 1,260 as Day Service patients", confirming the hospital's recognised level of safety and reliability.

Gynaecology Unit

The Ospedale Santa Maria Gynaecology Unit provides prevention, diagnosis, treatment and care throughout all phases of a woman's life, from adolescence to old age. The department's activities cover different areas and meet the needs of women of childbearing age and post-menopausal women.

All diseases requiring surgical treatment are treated in the department:

- Laparotomic surgery;
- Laparoscopic surgery;
- Hysteroscopic surgery;
- Vaginal surgery.

GYNAECOLOGICAL SURGICAL ENDOSCOPY

Surgical and gynaecological endoscopy are performed in the unit using conventional techniques (vaginal laparotomy) and endoscopy (laparoscopy, hysteroscopy) and applying the latest methods performed with the most sophisticated equipment. In addition to the various surgical procedures on adnexa (ovarian cysts, adhesion lysis, salpingectomy with fimbrioplasty), surgical procedures for intramural and subserosal myomas, endometriosis eradication, hysterectomy and specific operations for certain neoplastic diseases are also performed.

Minimally invasive urogynecological procedures and surgery for static pelvic pathologies are also performed.

MAR (Medically Assisted Reproduction)

The Ospedale Santa Maria MAR Centre has accrued over a decade of experience in the treatment of male and female infertility.

The Centre provides the following services:

- Intrauterine insemination
- In vitro fertilisation (IVF)
- Intracytoplasmic sperm injection (ICSI)
- Preservation of male and female fertility

The offer is completed with:

- Embryo culture through to the blastocyst stage
- Oocyte vitrification
- Embryo vitrification
- Oocyte thawing cycles
- Embryo thawing cycles
- Cryopreservation of sperm from both ejaculate and testicular biopsy.

In addition, at the MAR Laboratory, spermograms can be performed on ejaculate or on urine in the case of retrograde ejaculation.

In fact, the hospital was one of the first centres in Italy to apply the ICSI technique and, since 1991, around 3,300 babies have been born.



Cardiology Department

Today, the cardiology department is one of the most important national benchmarks for the medical and surgical treatment of all forms of heart disease, from paediatric to geriatric. It is divided into the following Units:

- Cardiac Surgery
- Cardiology with CICU
- Haemodynamics
- Arrhythmology and Electrophysiology
- Vascular Surgery

CARDIAC SURGERY UNIT

The Cardiac Surgery Unit provides the following surgical services using the latest and most innovative techniques:

- Coronary surgery
- Arterial myocardial revascularisation
- Minimally invasive beating heart coronary artery bypass grafting
- Valve Surgery
- Minimally invasive mitral valve procedures
- Aortic surgery
- Transcatheter aortic valve implantation (TAVI)
- Aortic root replacement
- Treatment of aortic arch pathologies
- Cardiac decompensation surgery



CARDIOLOGY UNIT

The Cardiology Unit performs diagnostic tests to study the cardiovascular system, using cutting-edge equipment and an experienced team of operators. Below is a list of the tests that can be performed:

- Colour doppler echocardiography
- Stress echocardiography
- Transoesophageal echocardiography
- Transcranial Doppler
- 24-H ECG monitoring (Holter)
- Ambulatory Blood Pressure Monitoring (Abpm)
- Coronary CT
- Cardiac magnetic resonance imaging

It is worth noting that the facility has a Cardiology training network with the University of Foggia.

CICU

The Coronary Intensive Care Unit is part of the 118 emergency call system and is therefore available 24/7 to receive emergency patients presenting acute coronary syndrome.

The CICU intervenes on the following cardiovascular diseases:

- Myocardial infarction
- Arrhythmias
- Pulmonary oedema
- Unstable angina
- Heart attack

The CICU is located in an area adjacent to the intensive care unit and has 4 dedicated beds.

HAEMODYNAMICS

The Centre has two operating theatres, both equipped with modern angiographs and major ancillary instruments (polygraphs, intra-aortic balloon counterpulsation pump for emergencies, instruments for invasive coronary assessment such as FFR and IVUS, Rotablator for treatment of calcified, undilatable obstructive coronary lesions).

The haemodynamics service provides the following:

- coronarographic, angiographic and district testing;
- coronary, peripheral and district angioplasty;
- vascular endoprosthesis and inferior vena caval filter implantation;
- closure of PFO and inter-atrial defects;
- percutaneous transcatheter aortic valve implantation (TAVI)

ARRHYTHMOLOGY AND ELECTROPHYSIOLOGY

The Arrhythmology and Electrophysiology service treats the following pathologies:

- heart rhythm disorders responsive to drug therapy;
- bradycardia, tachycardia, atrial fibrillation and other conditions requiring electrophysiological tests;
- atrial and ventricular arrhythmias with contact transcatheter ablation procedures, sensor-enabled with magnetic-guided navigation system;
- syncope with indication for implantable loop recorder compatible with cardiac magnetic resonance imaging (MRI);

The therapeutic treatments available are indicated below

- MRI-compatible anti-bradycardia device (pacemaker) implantation
- MRI-compatible anti-bradycardial device (leadless pacemaker - mini pacemaker) implantation
- MRI-compatible anti-tachycardia device (defibrillator) implantation
- MRI-compatible, biventricular pacing to treat heart failure
- External electric cardioversion
- Pharmacological treatments
- Transcatheter ablation with fluoroscopic technique
- Transcatheter ablation of complex atrial and ventricular arrhythmias, with nonfluoroscopic technique (Carto system), high-density mapping and use of contact-sensor leads that make the method safe and effective
- Extraction of infected, malfunctioning leads
- Cryoablation

Surgery Department

The Surgery Department is divided into the following units:

- General Surgery
- Bariatric surgery
- Breast Unit
- Urology
- Orthopaedics
- Ophthalmology

GENERAL SURGERY UNIT

The Ospedale Santa Maria General Surgery Unit performs highly specialised operations with a particular focus on the treatment of diseases involving the:

- Abdominal wall
- Gastrointestinal system
- Breasts
- Skin
- Endocrine organs

Within these areas, General Surgery is further specialised in oncology (with the treatment and cure of neoplastic pathologies, both benign and malignant) and in functional disorders (related to pathologies involving organ dysfunctions that can be corrected by surgery, such as gastroesophageal reflux, inguinal hernia, splanchnocele, endocrine disorders, etc.). The surgical team uses Laparoscopy, a minimally invasive surgical technique. This method offers significant advantages as it reduces postoperative pain and the patient's physical recovery time, shortening the hospital stay and improving the overall aesthetic result.

BARIATRIC SURGERY

Bariatric surgery is a branch of surgery that deals with patients who suffer from obesity and need to lose weight. It is used when previous dietary approaches have failed. This is a multidisciplinary pathway for the treatment of obesity. It begins with the patient's first visit, during which the dietician takes an accurate clinical history and anthropometric evaluation of the person's weight and height, body circumference and composition. The patient then undergoes clinical, radiological and endoscopic examinations, thus enabling an overall assessment of their current health and the possible presence of any further related diseases. A visit to a cardiologist to evaluate any cardiovascular risk is important. The process also includes visits with a psychologist who can help the patient develop a more balanced approach to food. Only when all specialists have given a positive opinion can the operation — as minimally invasive as possible — proceed. Possible procedures are:

- Sleeve Gastrectomy;
- Gastric bypass;
- Gastric banding



BREAST UNIT

Breast surgery is an effective indication for the treatment of breast cancer. The type of operation is evaluated on a case-by-case basis and differs according to the size of the neoplastic lesion and the tumour-to-breast volume ratio. If total breast removal is required, reconstruction — reconstructive plastic surgery — enables the woman to regain her feminine identity.

Supportive, post-surgical medical treatment is agreed upon and defined after careful evaluation of the histological findings.

UROLOGY UNIT

The Urology Unit diagnoses and treats all diseases involving the male urogenital system and the female urinary system. Care is accredited by the NHS.

Treatment services — which rely on a highly qualified team of doctors and nurses equipped with the latest medical and surgical equipment — are broken down into the following areas:

- In-patient assistance
- Specialist out-patient activities (general urology, uro-oncological follow-up, andrology, cystoscopy, urological ultrasound and andrological echocolordoppler, prostate biopsies, functional urology with urodynamics and uroflowmetry)
- Ordinary, day surgery and emergency surgery.

Below is the list of procedures:

- Lower urinary tract endourology
- Upper urinary tract endourology
- Flexible and rigid ureteroscopy
- Laparoscopy

Surgery includes the following procedures:

- radical prostatectomy
- radical cystectomy
- radical orchidectomy
- retroperitoneal lymph node dissection
- penectomy
- inguinal lymph node dissection
- radical nephrectomy, nephroureterectomy, adrenalectomy
- bladder neoplasms
- endoscopic resection
- cystectomy and follow-up

ORTHOPAEDICS UNIT

The Orthopaedics Unit diagnoses and treats traumatic and degenerative diseases of the musculoskeletal system using various surgical techniques: conventional, minimally invasive and arthroscopic. Surgery is performed six days a week on patients undergoing ordinary in-patient treatment.

The main conditions treated include:

Hip disorders

- Hip dysplasia
- Coxarthrosis

Knee disorders

- Patella disorders
- Meniscal disorders
- Cartilage disorders
- Ligament disorders
- Gonarthrosis
- Axial deviations

Shoulder disorders

- Instability
- Rotator cuff injuries
- Glenohumeral arthroses

Foot disorders

- Metatarsalgia
- Flat feet
- Hallux valgus
- Mallet fingers
- Morton's Neuroma

Hand disorders

- Tendinitis
- Trigger finger
- Carpal Tunnel Syndrome
- Dupuytren's contracture
- Secondary canalicular stenoses

The length of the stay for arthroscopy procedures ranges from one to two days. Patients undergoing arthroplasty procedures receive rehabilitation treatment as early as the second day and are discharged on the fifth to seventh day and transferred to rehabilitation centres for further treatment.

Highly specialised procedures are performed at the hospital using tissue-sparing techniques. Through prosthetic implants and special surgical approaches, we can respect the noble, undamaged arthritic joint tissues without undermining the biomechanics and anatomy of the joint itself, thus enabling rapid patient recovery.

The minimally invasive approach has changed the scenario of orthopaedic surgery. Less damage and better pain management make patient discharge faster, enabling them to get back on their feet in just 2 days and thus eliminating all complications related to bed confinement.

OPHTHALMOLOGY UNIT

The Ophthalmology Unit treats vision defects (myopia, hyperopia and astigmatism), diabetic retinopathy, glaucoma, corneal diseases, age-related macular degeneration and peripheral retinal degeneration.

The facility offers high-quality diagnostics and surgery using modern technology.

Analysis laboratory

ACTIVITIES

Laboratory diagnostics:

- General and special clinical biochemistry, glycosylated haemoglobin, blood glucose curves, insulin curves, protein testing;
- Haematology, testing for Hb pathologies, coagulation;
- Immunometry (hormones, tumour markers, cardiac markers, markers of inflammation and sepsis, etc.);
- Immunology and autoimmune disorders;
- Microbiology (clinical bacteriology, bacterial and viral immunodiagnostics, molecular diagnostics, microbiological diagnostics of STDs);
- Parasitology;
- Diagnosis of male infertility and female sterility;
- Centre for the study of seminal fluids (spermiograms).
- Clinical chemistry
- Genetics
- Coagulation
- Urine
- Allergology
- Pharmacology

The laboratory guarantees the quality and accuracy of the results of clinical pathology analyses through the use of QC and EQA quality control procedures. For microbiological analyses, it applies EQA (a UK NEQAS external quality assessment for Microbiology, an International Quality Assessment Service for Microbiology).

The basic X/PLUS laboratory covers the molecular biology section with analysis procedures, equipment and methods performed in dedicated rooms. Molecular tests performed by Real Time PCR are highly sensitive and specific. Analyses are verified by appropriate internal and external quality programmes and are always performed by staff holding the qualifications required by current legislation and adequate experience.

Cytohistology laboratory:

- Cytological examinations
- Cervical Vaginal cytology (pap test)
- Histological examinations
- Histopathology with immunohistochemistry
- Immunophenotyping of neoplasms

- Assessment of hormone receptors in breast carcinomas
- Evaluation of c-erb-B2 expression in breast carcinomas
- Intraoperative examinations

SERVICES ARE PROVIDED

- Under agreement with the National Health System.
- On a private pay basis.



ANALYSIS LABORATORY (FLOOR 0)

Reception Tel. +39 080 504 0111

Monday through Friday: 7:00 a.m. to 7:00 p.m. Saturday: 7:00 a.m. to 1:30 p.m.

For laboratory services, the testing site is open Monday through Friday:
8:00 a.m. to 11:00 a.m.

Testing Centre

Access to the Testing Centre is direct, and booking is not required. Just go to the windows in the ground floor out-patient clinic on the days and at the times indicated, presenting the National Health Service authorisation provided by the General Practitioner and the national health system card.



BOOKING AND ACCEPTANCE PROCEDURES

Services can be booked: by telephone through the CUP [Single Booking Centre] switchboard or directly in the facility at the dedicated window.

PATIENTS WITH NHS CO-PAY OR PAYMENT EXEMPTION:

Booking an examination requires National Health Service authorisation.

Notify the CUP [Single Booking Centre] staff of the number of the prescription without specifying the type of examination to be performed. These will be entered manually during acceptance.

PRIVATE PAY PATIENTS:

Patients without National Health Service authorization can go directly to the cashier, pay for the service and have the sample taken.

For analytical information, the CUP [Single Booking Centre] will pass the call on to the analysis laboratory staff.

For some types of examinations, however, a medical referral is required (e.g. glucose load curve). For all relevant information, it is possible to contact the CUP [Single Booking Centre] which will then contact the laboratory staff.

INSTRUCTIONS FOR FILLING OUT THE REQUEST CORRECTLY

The application is filled out at the office.

The National Health Service authorization can contain indications for up to a maximum of 8 examinations and must contain the doctor's signature and code. Examinations can be indicated by code or by description

INSTRUCTIONS FOR CORRECT TRANSPORT OF SAMPLES

Occult Blood: sterile stool jar (purchased at the pharmacy) must be brought in by 10:00 a.m. Faeces or urine: sterile jar for faeces and urine must be brought in by 10:00 a.m.

For further information on collection, please contact the analysis laboratory staff via the CUP [Single Booking Centre].

ACCEPTANCE OF EMERGENCY EXAMINATIONS

There is no specific emergency procedure for private pay patients. Everything is handled in a routine manner.

PAYMENT METHOD

Credit Card,

Cash.

LOCATION AND METHOD FOR PICKING UP RESULTS

Results can be picked up at the reception desk from 12:00 noon to 7:00 p.m.

Pick-up times are indicated on the pick-up slip provided by the reception staff at the time of registration.

The list of examinations with indication of the reference intervals adopted, the type of sample and the specific reporting times can be obtained from the CUP [Single Booking Centre] staff or requested directly from the facility.

AVERAGE RESPONSE TIME

ROUTINE TESTS - about 10 days (max. 20 for genetic tests)

EMERGENCY - only on an in-patient basis (1 hour)

Speciality out-patient clinics

The clinical care process available to patients is integrated by different out-patient specialities offering high efficiency diagnostics and treatment. Health services are provided on a daily basis so as to best meet user needs.

An out-patient service is functionally linked to each Unit.

In addition, the hospital has the following speciality out-patient clinics:

These are complemented by other out-patient services:

- Digestive endoscopy
- Neurology
- Ophthalmology
- Otorhinolaryngology
- Nutrition

Ophthalmology

The ophthalmology out-patient clinic is dedicated to the diagnosis and treatment of numerous eye diseases, in particular:

- vision defects (myopia, hypermetropia and astigmatism)
- pathologies affecting the cornea and ocular adnexa
- glaucoma
- age-related macular degeneration
- peripheral retinal degeneration
- diabetic retinopathy

A Paediatric Ophthalmology Service is available for the diagnosis and treatment of eye disorders in children; this services provides screening for strabismus and treatment of amblyopia (impaired spatial vision in the early years of life)

Otorhinolaryngology

The Ospedale Santa Maria Otorhinolaryngology out-patient clinic treats diseases affecting:

- the head and neck (acquired and congenital malformations, tumours, inflammatory and traumatic disorders)
- the oral cavity (nose, pharynx, larynx, ear, salivary glands, thyroid and neck).

Examinations performed:

- ENT examination
- Hearing test
- Impedancemetry to measure stapedial reflexes to determine middle ear function
- Fibrolaryngoscopy: to explore the pharyngeal and laryngeal nasopharynx nasal cavities for any new tumours and non-cancerous formations, as well as to assess chordal motility and dysfunctions. The examination enables early diagnosis of all inflammatory and non-inflammatory diseases of the upper airways.
- Vestibular evaluation, a test to evaluate function of the vestibular system (better known as the inner ear balance mechanism) and any peripheral and/or central damage.

Neurology

The Ospedale Santa Maria Neurology Service handles prevention, diagnosis and treatment of the most important neurological diseases:

- Cerebrovascular disorders
- Central peripheral nervous system disorders
- Headaches
- Sleep disorders
- Anxiety-depressive syndromes
- Spasmophilia

INSTRUMENTAL NEUROPHYSIOPATHOLOGY DIAGNOSTICS

The Neurology and Neurophysiopathology Service has the following sections:

- Electroencephalography (for electrical brain testing in epilepsy, cerebrovascular and neoplastic brain diseases)
- Electromyography (to test for neuromuscular diseases, such as carpal tunnel syndrome, lumbosciatica, cervicobrachialgia, inflammatory and dysmetabolic neuropathies, etc.)

The activity is performed to integrate and support the Surgery Units at the facility (with particular reference to Intensive Care, Cardiac Surgery and Vascular Surgery) and on an out-patient basis.

Digestive endoscopy

The out-patient service involves the diagnosis and prevention of digestive system diseases.

Specialists take charge of the patient, accompanying them through the medical process, from prevention to the possible identification of the most suitable therapy.

The Ospedale Santa Maria Gastroenterology out-patient clinic offers:

- Specialist gastroenterological examinations
- Diagnostic digestive tract endoscopy
- Out-patient endoscopic procedures
- Programmes for the prevention of gastroenterological diseases

Endoscopic examinations explore the digestive tract by inserting flexible, small-calibre probes equipped with cameras through the natural passage ways. These cameras then transmit images to the monitors. Where necessary, tissue samples can also be taken for histological testing.

To keep the invasiveness of diagnostic endoscopy to a minimum, the service uses modern pharmacological devices and environmental comforts; moreover, anaesthetists are also available.

NUTRITION

The Nutrition service specialises in the prevention of eating disorders and nutritional therapies for diseases.

Patients are offered the opportunity to follow intelligent, customised diets, combined with courses in nutritional psychology.

The diagnostic activity consists of a full range evaluation of the patient who is followed at every stage: first and foremost by listening and then by taking a careful case history, all the way to mapping out a dietary plan.

The nutrition pathway seeks to make the diet sustainable, seen by the patient as an opportunity to feel good and feel better — not as a punishment — an opportunity to boost ongoing therapies but, above all, to reduce clinically detected risk factors.

Services performed:

- Basal Metabolism Evaluation
- Daily Energy Expenditure Evaluation
- Bio-impedancemetry (BIA)
- Anthro-plicometry
- Development of customised dietary plans
- Somatotyping (for athletes)
- Growth curve development (for boys)
- Treatment of Eating Disorders

Diagnostic Imaging Department

The service offers diagnostic tests, performed using digital instruments, to detect pathologies affecting individual skeletal segments, the chest and abdomen.

Technological equipment:

- 1 Computed Axial Tomography Machine (CAT scan)
- 2 Conventional radiology units (X-ray)
- 1 Orthopantomograph (OPT)
- 1 Mammography Machine (MX)
- 1 Magnetic Resonance Imaging Machine (MRI)
- Ultrasonographs

Services performed:

- Traditional radiography and contrastography
- Urography, Hysterosalpingography of the oesophagus, stomach, duodenum with contrast
- General ultrasound, Total body ultrasound, Transrectal prostate ultrasound
- Breast ultrasound, Trans-vaginal ultrasound, Soft tissue ultrasound
- Echocolor Doppler: abdominal aorta (performed on a private pay basis), liver, kidney
- Multilayer computed tomography with volumetric reconstruction
- CT arteriography
- Dental Scan
- Orthopantomography
- Mammography
- High-field magnetic resonance imaging 1.5 T
- Bone densitometry CT
- Ultrasound-guided and CT-guided needle biopsy



BREAST DIAGNOSTICS

Breast lesion diagnosis involves a clinical and instrumental diagnostic process. The specialist collects all patient-related information required to clarify the onset of suspicious changes and arranges for instrumental tests to support the medical consultation (Mammography, Ultrasound, Ductography, Magnetic Resonance Imaging, needle biopsy). The clinical examination improves interpretation of irregularities found during instrumental examinations.

The services also include **minimally invasive biopsy (Tru-Cut)**

The method makes it possible to take more breast tissue samples for histological analysis, provides greater diagnostic accuracy than cytology and, for diagnostic purposes, is equivalent to surgical biopsy without having to resort to conventional surgery. It is painless and is conducted under local anaesthesia.

Breast Magnetic Resonance Imaging (MRI) is a non-invasive diagnostic test to study the breast and related lymph nodes.

It is mainly used as a supplementary investigative tool after Mammography, Tomosynthesis or Breast Ultrasound.





Breast MRI does not use ionising radiation or radioactive substances and is also the best method with which to check for ruptured silicone breast implants. Breast MRI is indicated for women at high risk of breast cancer (usually due to a family history) for post-diagnosis determination of the extent of any cancer or to further investigate abnormalities found in previous investigations. Depending on the indication, breast MRI can be performed with or without a contrast medium.

Terme di Castrocaro is a benchmark for Italian spa treatments. Classified as “First-rate Super” by the Ministry of Health, the spa is famous for the therapeutic properties of its waters rich in sodium chloride, bromide and iodide and its natural muds. In addition to **traditional spa treatments** such as mud baths, balneotherapy, hydromassage, inhalation therapy, gynaecological and mineral water treatments, the centre offers the **Magiche Acque thermal spa** and an **National Health Service accredited Consultancy** which includes various specialist out-patient clinics such as Orthopaedics, Physiatrics, Pneumology, Dermatology, Gynaecology, Cardiology, Ophthalmology, Endocrinology, Neurology, Otorhinolaryngology and Diagnostic Imaging. It is also home to the advanced **Rehabilitation and Hydrokinetic Therapy Centre** with a thermal pool, physiotherapy, a gym equipped for kinesiotherapy, proprioception, postural rehabilitation and muscle strengthening.

Access to treatment. All citizens are entitled to one specific course of treatment each year paid for by the National Health Service. You pay only the co-pay and show the request written by your family doctor or paediatrician on official NHS prescription paper stating the disease and course of treatment.



LUCIA MAGNANI
HEALTH CLINIC

LONG LIFE
— FORMULA —

Prevention and innovative medicine applied to the experience of a healthier, more balanced lifestyle and the beneficial properties of thermal springs: these are the cornerstones of the Lucia Magnani Health Clinic. The **Long Life Formula®** programme — developed with medical and scientific support from GVM Care & Research — is an innovative approach formulated to combat oxidative stress and its repercussions on cellular ageing and health, achieved by applying a method that helps identify personalised solutions to reverse the impaired condition and restore an ideal balance.



luciamagnanihealthclinic.it

GRAND HOTEL
CASTROCARO
LONG LIFE
— FORMULA —

The building, designed by Tito Chini, is one of the most significant examples of Italian Art Deco. The **Grand Hotel Castrocaro** is nestled in an eight-hectare park in the hills marking the border between Tuscany and Romagna. With 1930s architecture, mosaics, ceramics, art deco furnishings and modern building technology and design choices, the hotel provides its guests a stay that offers wellness, sports, culture, gourmet food and fine wine. And the relaxing experience waiting for you in the modern **Health Spa** is the icing on the cake.



grandhotelcastrocaro.it



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**Dedicated number for Policyholders
and Supplementary Funds**



+ 39 080.5040955

Distance from

AUTOSTRADA A14
Bari north
24 minutes / 33 km

BARI KAROL WOJTYLA AIRPORT
17 minutes / 14 km

CENTRAL RAILROAD STATION
7 minutes / 3 km



See our website for updates and further information

www.gvmnet.it