Ospedale San Carlo di Nancy
Roma

GVM
CARE & RESEARCH

Service Charter



SERVICE CHARTER

Ospedale San Carlo di Nancy
Roma

GVM
CARE & RESEARCH



Ettore Sansavini
President of GVM Care & Research

MEDICAL ADMINISTRATION OFFICE



Dott. Giuseppe Clemente
Chief Operating Officer



Giuseppe Massaria
Chief Medical Officer

The Service Charter of the Ospedale San Carlo di Nancy has been prepared in accordance with current legislation

Revision no.9 - July 2026

Ospedale San Carlo di Nancy
Via Aurelia, 275 - 00165 Rome, Italy
VAT Number 13324151003

Chief Medical Officer Giuseppe Massaria Healthcare Authorisation no. 194/2016 of 31/05/2016

Dear Patient,

We are pleased to introduce Ospedale San Carlo di Nancy 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



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GVM Care & Research

Ospedale San Carlo di Nancy is part of GVM Care & Research, an Italian Hospital 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, Ukraine and Kosovo.

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.

GVM Care & Research
Where we are



MISSION AND PRINCIPLES

Mission

Ospedale San Carlo di Nancy 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

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 the opportunity to express their opinions and make suggestions and comments. To this end, we have prepared a satisfaction questionnaire which is given to the patient during their stay at the facility. We invite 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

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.

Service excellence

PROFESSIONALISM AND TECHNOLOGY

Highly professional

Our hospital stands out for its highly specialised treatments and services, which we guarantee thanks to a high degree of healthcare professionalism, developed and supported by GVM Care & Research through participation in continuous refresher and training courses.

Cutting-edge technologies

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

THE FACILITY

Ospedale San Carlo di Nancy, established in 1937 as an Ecclesiastical Organisation operating as a hospital, has been classified as a local general hospital since 1976. Situated on Via Aurelia, near the Vatican City, the hospital has 234 beds, divided into 11 Units, which welcome around 14,000 patients each year as in-patients. It also has an Emergency Department, 2 Operating Units for a total of 9 theatres and areas for out-patient services. In recent years, the hospital complex has undergone a thorough restructuring and reorganisation, gradually moving towards a multi-specialist approach that is prevalently surgical. In the medical environment, particular upgrades were made to the emergency-urgent care area.

Healthcare services

Ospedale San Carlo di Nancy offers in-patient, urgent and planned healthcare, and/or day admissions (day hospital and day surgery), in the following specialist areas:

- General Surgery
- Urology
- Gynaecology
- Orthopaedics and Traumatology
- Endocrine Surgery
- Cardiac Surgery
- Neurosurgery
- Ophthalmology
- Otorhinolaryngology
- Cardiology
- General Medicine

The facility also has cross-disciplinary services that provide services for in-patients as well as external patients, such as:

- Radiology and Diagnostic Imaging
- Gastroenterology and Digestive Endoscopy
- Laboratory Diagnostics

It also offers multi-specialist services on an out-patient basis (visits and examinations). Admissions and out-patient services, based on the specialist area, are covered by the National Health Service (SSN) and/or provided on a private pay basis (private patients and policyholders).

The Ospedale San Carlo has also been identified as a second-level regional centre for the diagnosis, prevention and treatment of urinary and faecal incontinence as well as a clinical diagnostics facility, ensuring Radiology services with the possibility to carry out imaging, fine needle aspiration and ultrasound-guided micro-biopsies.

The highly specialised diagnostic facility ensures the services already mentioned, as well as MRI examinations.

Quality of patient care

SAFETY AND SECURITY

Attention is paid to the safety and security of patients and staff at the Ospedale San Carlo di Nancy through:

- **Committee for the prevention and control of hospital infections (CIO)**. A hospital infection is an infection not present, nor developing, at the time of admission and which develops as a result of the treatments. 70-80% of these infections are due to conditions that cannot be changed, such as the health of the patient and/or the invasiveness of the procedures and devices used for therapeutic purposes. The objective of the CIO, formed of multi-professional figures, is to drastically reduce the eradicable portion (20-30%) of these infections, through the application of health and hygiene standards which healthcare staff, visitors and patients are informed about.
- **Good Blood Use Committee**. The Committee is tasked with promoting correct indications for blood use among surgeons and doctors, as well as verifying the quality, safety and efficacy of transfusion therapy.
- **Personal data processing in accordance with current legislation**. The hospital guarantees the application of Italian Legislative Decree 196/03 and EU Regulation 2016/679 on privacy with the following methods:
  - Delivery to the patient of the policy and related consent for personal data processing
  - Ban for all staff on providing clinical information about patients over the telephone
  - Issue of health documentation directly the patient or to a delegated contact person on behalf of the data subject
- **Safe working conditions**. The Risk Assessment Document, submitted for periodic review, contains the prevention and protection measures adopted by staff to reduce exposure risks based on the task performed, in accordance with Italian Legislative Decree 81/2008.
- **Proper waste delivery and disposal**. The hospital respects the regulations on proper waste delivery and disposal, for waste similar to urban waste (paper, plastic, etc.) and waste at risk of infection produced by healthcare.

QUALITY STANDARDS

Ospedale San Carlo di Nancy ensures the following specific quality standards.

CLEAR AND CORRECT INFORMATION

Quality indicators	Quality standards
INFORMATION ON THE SERVICES OFFERED	The Service Charter is distributed at the entrance, near the reception desk
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	Users are greeted by the nursing coordinator or by a member of the nursing staff

RESPECT FOR A PERSON'S TIME

Quality indicators	Quality standards
AVERAGE WAIT TO RECEIVE A COPY OF THE MEDICAL RECORD	7 days from the request, even if not complete, as per current regulations. The complete medical records will be sent within a maximum of 30 days from the request
MEAL TIMES	Breakfast 7:30 a.m. Lunch 12:00 p.m. Dinner 6:00 p.m.

RESPECT FOR A PERSON'S DIGNITY

Quality indicators	Quality standards
IN-ROOM AMENITIES	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	Staff are recruited through an assessment that takes account of: • qualifications (curriculum vitae) • individual interview • achievement of training objectives during the introductory period
TRAINING OF NURSING STAFF	• Annual training programme available to healthcare staff containing accredited refresher courses as part of C.M.E. (Continuing Medical Education) • On-the-job training with senior staff (tutoring) • Multidisciplinary events with peer education

Amenities

RECEPTION

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

RECEPTION
Tel. +39 06.39976111



CENTRAL BOOKING

Tel. +39 06.39976496
Hours: Monday through Friday 8:00 a.m. to 7:00 p.m.
Saturday: 8:00 a.m. to 1:00 p.m.
For in-person bookings
Out-patient Clinic floor -3 (Building B)
Hours: Monday through Friday 11:00 a.m. to 6:00 p.m.
Saturday: 9:00 a.m. to 1:00 p.m.
Radiology floor -1 (Building A)
Hours: Monday through Friday 7.00 to 08.00 a.m. and from form 1.30 to 6.30 p.m.
Saturday: 9:00 a.m. to 12:00
E-mail: cup-scn@gvmnet.it

FOR POLICYHOLDERS AND SUPPLEMENTARY HEALTHCARE FUNDS

the following dedicated contact details are available:
Tel. +39 06.39976267 for private admissions
Tel. +39 06.39976323 for solvent - policyholder out-patients
E-mail: assicurati-scn@gvmnet.it

PUBLIC RELATIONS OFFICE (Out-patient Clinics, floor -3)

Tel. + 39 06.39976600
Fax +39 06.39976212
E-mail: urp-scn@gvmnet.it



POLICE STATION
Tel. + 39 06.39976266

SERVICES

There are drink and snack vending machines. There is an unattended pay and display car park outside the facility, with automatic fee collection (hours: 5:30 a.m. to 10:30 p.m. every day, including public holidays).

ACCOMMODATIONS

Patients with solvent admission (private patients and policyholders) enjoy supplementary accommodation services which can also be requested by in-patients covered by the National Health Service, subject to payment of a fee. Additional amenities available include:

- a private room which can accommodate an accompanying person with accommodation and meals (breakfast, lunch and dinner)
- Wi-Fi
- choice of menu

Catering service

Breakfast, lunch and dinner are served on a tray in the room. The hospital diet is an integral part of treatment and contributes to its success. The menu defined by the doctor takes account of the specific nutrition needs of the pathology. For these reasons, it is recommended to follow the dietary indications given, not supplementing it with food or drink from the outside unless agreed by medical staff. In case of particular dietary requirements due to allergies and intolerances or for religious reasons, a different menu is prepared at the patient's request.

Religious services

In respect for religious denominations, Ospedale San Carlo di Nancy ensures freedom of worship.
The hospital chaplain, who belongs to the Congregation of the Sons of the Immaculate Conception, can provide spiritual and religious assistance in all in-patient areas with a daily courtesy visit. The chaplain is also always available to administer sacraments at the request of the patient or family members.
Catholic mass is celebrated in the chapel situated at the main entrance to the Building floor 0 with the following hours:
- Sundays and public holidays 11:00 a.m.
- Weekdays 4:30 p.m.

Eucharistic adoration is available on Thursdays at 3:30 p.m.

CHAPLAIN
Tel. + 39 06.39976223

VISITING IN-PATIENTS

Visitors may access the wards at the following times:

- For the Internal Medicine and Cardiology wards: from 12:00 to 13:00 and from 17:30 to 18:30
- For the Cardiac Surgery ward: from 15:30 to 16:30
- For all other wards: every day from 18:30 to 19:30Considering the importance of emotional support and the closeness of loved ones during recovery and healing, at Ospedale San Carlo di Nancy we promote the involvement of caregivers, authorising access to wards even during hours differing to those shown above, for clinical reasons identified by medical staff. We strongly advise against access to the in-patient areas by children under 12 years of age, in order to protect their health. Exceptions are made in particularly severe clinical conditions of the patient.

EXPERIENCING A BETTER TREATMENT PATH

The free choice of doctor and treatment location, guaranteed in Italy, ensures that the relationship between the healthcare operator and the patient is based on trust. In respect of this relationship, the patient undertakes to provide all the information about their health and the doctor to give full information about alternative treatments and their outcomes, respecting the patient's wishes. Should the patient who must undergo a planned procedure or who has booked a visit or examination no longer be able or want to undergo the service, the patient must promptly inform the attending physician to allow other patients to make use of it.

Patients and visitors can actively collaborate with Ospedale San Carlo di Nancy staff to achieve the common goal of greater comfort during their stay at our facility, by following the rules of conduct listed below.

- In the in-patient areas:
  - Do not visit a hospitalised patient if they have shown symptoms of illness in the last three days, including nausea, diarrhoea, fever, uncontrollable coughing or a rash, in order to limit the potential risk of transmitting infections
  - Respect the visiting hours, so as not to interfere with the activities of the staff
  - Cover your mouth and nose when you cough or sneeze, and sanitise your hands immediately afterwards
  - Always clean your hands with the hand sanitiser gel available outside the patient rooms and after touching the patient and their surrounding environment
  - Do not sit on the patient's bed and do not use the bathroom in the patient's room
  - Do not handle the patient's devices but do call assistance staff for support
  - Read any instructions affixed to the door of the room and wear the required protection devices, when instructed by nursing staff in case of "precautionary isolation" of the patient*
  - Limit items brought from home in order to limit clutter and to facilitate cleaning
  - Avoid crowding the patient room to respect the privacy of patients

- Use the television, radio, telephone and lights in a manner that does not disturb other patients and respects the right to peace and recovery of patients
- Do not damage rooms, equipment or furnishing, so that they can be used by other patients
- Respect the ban on smoking applicable within the hospital walls, including the external areas

*: At the hospital, precautionary isolation is adopted to prevent the spread of germs from one person to another. The aim is to protect patients, their families, other visitors and healthcare operators and to stop the spread of microorganisms within a healthcare setting.



HEALTHCARE SERVICES

Ospedale San Carlo di Nancy provides health services in the following ways:

- **Planned in-patient admission**, for illnesses that do not require urgent treatment and involve a number of days of treatment that can only be managed in a hospital context
- **Urgent in-patient admission**, with access from the Emergency Department for clinical conditions that require urgent attention in hospital
- **Day hospital admission**, lasting less than one day and formed of one or several planned visits, during which multi-professional and multi-specialist services are provided
- **Day surgery admissions** limited to daytime hours used for surgery or diagnostic procedures and/or planned invasive or semi-invasive treatments
- **Out-patient service**, consists of small surgeries or diagnostic and/or therapeutic procedures that require brief post-operation observation.

Reception and information



The Admissions Office oversees the administrative admission of patients who need to be admitted as in-patients or for the day.
Info: Admissions Office (Out-patient Clinic, floor -3 - Building B)
Hours: Monday through Friday 7:30 a.m. to 1:30 p.m.
Saturday: 7:30 a.m. to 12:30 p.m.
Tel. +39 06.39976424 Monday through Friday 11:00 a.m. to 2:00 p.m.
E-mail: ricoveri-scn@gvmnet.it

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. It is also essential to inform doctors about any allergies or intolerances to drugs and/or foods.

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 correct size footwear that is closed at the back to prevent the risk of falling during hospitalisation.
- personal toiletries
- towels

It is recommended to limit the number of personal belongings brought to the hospital, especially valuables, for which Management is not liable.

Pre-admission

Pre-admission is the phase preceding admission for planned surgery during which the patient undergoes:

- laboratory tests
- electrocardiogram
- anaesthesiological examination

Possibly integrated with other instrumental or specialist examinations, at the request of the doctor, to define the operating risk. During the examination the doctor provides information about how the procedure is prepared for and the type of anaesthesia the patient will receive, explaining its benefits and risks then collecting consent for the procedure. The aim of this is to eliminate, or at least reduce, the time spent in hospital before the operation with a consequent decrease of the hospital stay, which involves:

- less discomfort and emotional stress for the patient and family
- a lower risk of contracting hospital infections

PRE-ADMISSION: Staircase B, floor -1
Hours: Monday through Friday 7:00 a.m. to 2:00 p.m.
Tel. +39 06.39976228 Monday through Friday 12:00 p.m. to 2:00 p.m.
Fax +39 06.39976400

Discharge

At the end of the hospital stay, the doctor from the Unit looking after the patient discharges the patient or sends them to another healthcare facility, completing at the same time the discharge letter which is delivered alongside the remaining medical records.

The discharge letter, addressed to the patient and their attending physician, contains:

- a summary of the clinical activities performed during hospitalisation
- the medical prescription to be continued at home
- any schedule of post-hospitalisation check-ups

- advice and dietary guidelines to be followed during convalescence to speed up the recovery process

The patient may also decide to refuse continuation of the treatment recommended by the doctors, and opt for a voluntary discharge against medical advice. At the time of discharge, the nursing staff give the patient the forms needed to request their medical records and hospitalisation certificate.

Requesting medical records

Since this is a confidential document containing sensitive data, a copy of the medical records can only be requested from the Medical Records Office by the person concerned or their representative, after signing the special form and having paid the fee. A true copy of the medical records can be obtained in paper or digital format by accessing the dedicated portal.

MEDICAL RECORDS OFFICE: Out-patient Clinic floor -3 (Building B)
Hours: Monday through Friday 7:00 a.m. to 1:00 p.m.
Saturday: 7:00 a.m. to 12:30 p.m.
Tel. +39 06.39976424 Monday through Friday 11:00 a.m. to 1:00 p.m.
E-mail: ricoveri-scn@gvmnet.it

MEDICAL RECORDS ARCHIVE
Hours and information
Tel. +39 06.39976248 Monday through Friday 10:00 a.m. to 1:00 p.m.
E-mail: ricoveri-scn@gvmnet.it

Delivery methods

NATIONAL HEALTH SERVICE

For services accredited by the National Health Service, patients without exemption 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 can be performed for the following patient types:

- **PRIVATE**: with direct payment of the fee and invoice issued directly to the patient by the Admissions Office–Cashier's Desk, before the service is performed.
- **MEMBER OF SUPPLEMENTARY HEALTHCARE FUNDS, HEALTH INSURANCE, INSTITUTIONS AND HEALTH INSURANCE FUNDS**: with direct or indirect reimbursement of the relevant fee. Up-to-date lists of healthcare funds, insurance companies and organisations 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 San Carlo di Nancy include specialist examinations, laboratory tests, diagnostic imaging (Radiology, Ultrasound, CT) and instrumental services.

Reception and information

Most out-patient services are performed in the "Out-patient Clinic" areas on floor -3. The radiology and diagnostic imaging examinations are carried out in the Central Building on floor -1 but access is also possible from the Out-patient Clinics.

To access out-patient services:

- from the waiting room ticket distributors, take a number regulating the flow of patients to complete administrative procedures and wait your turn in the waiting room
- go to the window to complete the procedure when your number appears on the display boards in the waiting room. At this time you must:
  - have a fully completed medical prescription (type of examination, clinical indication, identifiable name of the prescribing doctor, any exemptions due to income, pathology, disability)
  - 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 time
- go to the out-patient clinic identified and wait to be called by the specialist doctor



ORGANISATION OF HEALTHCARE ACTIVITIES

Emergency department

Every year around 24,000 patients access the Ospedale San Carlo di Nancy emergency department, presenting of their own accord or transported by regional health emergency (ARES 118) ambulances, in conditions of emergency or urgency that can or cannot be deferred. Upon entry, after registering personal details, the emergency department nursing staff, who are appropriately trained, carry out an initial clinical assessment of the patient using the "triage" method, based on valid scientific protocols. The triage defines, via the assignment of a colour code and a sequential number, the priority of access to medical examination after which the patient will be directed to the most appropriate treatments. The codes assigned by the triage nurse are:

1. Red - Emergency. Highly critical patient, with interruption or compromise of one or more vital functions (blood circulation, breathing, state of consciousness).

2. Amber - Urgent. Condition of severe pain or with potential to evolve into more serious morbid states with compromise of vital functions and danger to life. High priority of access to treatment (access within 15 minutes).

3. Blue - Urgent but can be deferred. Stable clinical condition with no risk of evolution with patient suffering and usually requires complex services. Intermediate priority of access to treatment (access within 60 minutes).

4. Green - Minor urgency. Stable clinical condition with no risk of evolution that usually requires simple services of one specialist. Low priority of access to treatment (access within 120 minutes).

5. White - Not urgent. Non-urgent problem or problem of low clinical relevance for which non-hospital routes are envisaged (General Practitioner, out-patient specialist). If at the end of the visit the white code is confirmed by the doctor, the patient must pay the co-pay fee, unless exempt, as per current regional legislation. Minimum priority of access to treatment (access within 240 minutes).

Specialist consultancy services are guaranteed within 24 hours through the presence of specialist doctors at the hospital. The assessment in the Emergency Department concludes with discharge or admission to a Unit.

The patient may, at any time, refuse hospitalisation by signing the voluntary discharge form against medical advice. If admission is not possible due to the unavailability of beds or because the clinical case require highly complex or specialist diagnostic and/or therapeutic treatments not present in the hospital, following clinical stabilisation, the patient will be transferred to the regional healthcare facilities of reference. Patients who are discharged can use the out-patient specialist examinations at San Carlo di Nancy with reserved appointments.



TRIAGE
Tel. + 39 06.39976349
Hours: active 24/7

Plaster Room
Hours: Monday through Saturday 8:00 a.m. to 2:00 p.m.

Hospitalisation

Hospitalisation and healthcare activities are carried out in the **central unit A** and take place with in-patient admission and day care.

General Surgery Unit

Second-level regional centre for the diagnosis, prevention and treatment of faecal incontinence. The Unit treats all pathologies that require a surgical approach using traditional operating techniques (open), laparoscopy and robotics. Access to the Unit can be covered by the NHS or on a private pay basis according to the in-patient, planned or emergency admission method, and day admission (day surgery). Specifically, it deals with:

- Digestive system surgery
- Oncological digestive surgery
- Hepatobiliary and pancreative surgery
- Breast surgery
- Surgery on abdominal wall defects (hernia, laparocele)

CENTRE FOR PROCTOLOGICAL SURGERY

The Centre treats pathologies affecting the rectum and anus, specifically those requiring surgery. The main activities performed at the centre are the diagnosis and treatment of:

- Rectal prolapse
- Faecal incontinence
- Anal haemorrhoids, fistulas and fissures
- Stypsis
- Anal infections caused by HPV

Bariatric Surgery Unit

The unit deals with the surgical treatment of patients with obesity, aimed at constant and definitive weight loss via two kinds of procedures:

- Malabsorptive procedures: an approach that makes it possible to reduce the absorption of nutrients in the intestine. The gastric bypass procedure, for example, allows for the creation of a small gastric pouch, attached to the intestine, that promotes both the sensation of satiety, thus reducing the food ingested, and the absorption of calories ingested.
- Restrictive procedures: these involve the reduction of gastric capacity, for example using sleeve gastrectomy which consists in the vertical resectioning of the stomach. The procedures may be performed using the following techniques:
- Laparoscopy: with the use of probes involving mini incisions on the skin of 5 mm.
- Endoscopy: with the insertion of surgical micro-probes that takes place through the mouth and oesophagus.

Before the procedure, the patient is monitored by a multi-disciplinary team which makes it possible to apply a highly personalised therapeutic plan, thanks to an in-depth diagnosis via analyses such as: blood chemistry analyses, cardiac ultrasound and electrocardiogram. The multi-disciplinary specialist team is formed of:

- bariatric surgeon
- psychiatrist, for psychodiagnostic assessment
- obesiologist, expert nutritionist in obesity treatment
- endocrinologist
- internal medicine specialist Where needed and based on the patient's condition, other specialists may be included.

Post-procedure checks are essential and must be carried out regularly in order to:

- monitor weight loss
- avoid malabsorption and vitamin deficiencies, through a proper nutrition plan
- monitor the evolution of metabolic diseases

Urology Unit

Second-level regional centre for the diagnosis, prevention and treatment of urinary incontinence. The Unit carries out medical and surgical treatments of pathologies related to the genitourinary system with particular reference to minimally invasive, robotic, laparoscopic and endoscopic surgery. The high specialisation and advanced technologies available make it possible to achieve the best therapeutic standards in the various sectors of urological surgery, specifically:



- Oncological surgery (prostatectomy, partial nephrectomy and robotic cystectomy– focal therapies)
- Laser treatments for enlarged prostates (ThuLEP, HoLEP, diode lasers for out-patient treatments)
- Endoscopic and percutaneous surgery for urinary stones (RIRS, Perc and Mini-Perc)
- Surgery on urogenital malformations
- Andrological surgery for alterations in sexual function (penile prostheses)
- Treatment of incontinence in men and women (artificial slings and sphincters) and of prolapse in the pelvic organs (cystocele, rectocele)

Access to the Unit can be covered by the NHS or on a private pay basis (private patients and policyholders), according to the in-patient, planned or emergency admission method, and day admission (day surgery).

Gynaecology Unit

Second-level regional centre for the diagnosis, prevention and treatment of urinary incontinence

The Unit offers advanced therapeutic methods for the treatment of the main gynaecological pathologies with a surgical approach that uses traditional (open), minimally invasive laparoscopic and robotic operating techniques.

Access to the Unit can be covered by the NHS or on a private pay basis (private patients and policyholders), according to the in-patient, planned or emergency admission

method, and day admission (day surgery). Specifically, it deals with:

- Oncological gynaecological surgery
- Diagnostic and operative hysteroscopy
- Treatment of benign pathologies of the uterus, ovaries and appendages
- Treatment of pathologies of the lower genital tract
- Treatment of chronic pelvic pain and endometriosis

UROGYNAECOLOGY ACTIVITY

- Treatment of urinary incontinence in women and organic and functional urinary retention
- Reconstructive surgery of the pelvic floor (genital prolapse)
- Treatment of faecal incontinence, obstructed defecation, chronic cystitides and neurogenic bladder

Endocrine Surgery Unit

Access to the Unit, affiliated with the Università Cattolica del Sacro Cuore, mainly takes place as planned in-patient admission or covered by the NHS or on a private pay basis (private patients and policyholders). Treatment is offered for pathologies requiring surgery in the thyroid, parathyroid and adrenal glands with ample space reserved for a video-assisted minimally invasive surgical approach which is applied in all cases indicated. Specifically, it deals with:

- Benign thyroid diseases (e.g. focal or diffuse dysplasia/hyperplasia, toxic goitre, Basedow's disease)
- Oncological surgery of the thyroid gland
- Hyperparathyroidism
- Adrenal gland tumours

Ophthalmology Unit

The Unit is equipped with state-of-the-art technology for the medical and surgical therapy of eye disease, which is available on the NHS or on a private pay basis (private patients and policyholders).

Eye micro-surgeries are performed as part of in-patient admission, day surgery hospitalisation or as out-patient services based on the patient's pathology and clinical condition. The adequate context of management is decided following an eye assessment, blood chemistry, cardiology and anaesthesiology examination. The pathologies that undergo eye surgery include:

- Retina surgery: episcleral surgery for retinal detachment, minimally invasive intravitreal surgery for retinal detachment, macular surgery (macular pucker and macular hole), surgery for retinal vascular pathologies (diabetic retinopathy, vein thrombosis)
- Treatment of occlusive vascular diseases of the retina through intravitreal administration of anti-VEGF drugs and slow-release steroids

- Treatment of senile exudative macular degeneration through intravitreal administration of anti-VEGF drugs
- Glaucoma surgery: trabeculectomy, iridectomy, drainage devices
- Strabismus surgery: correction of esotropia/exotropia and vertical deviations in children and adults
- Tear duct surgery (infections and stenosis)
- Cornea surgery for ectatic diseases (keratoconus), for post-infection corneal diseases (leucomas), for diseases from post-surgery decompensation (bullous keratopathy) through lamellar corneal transplantation (DALK and DSAEK) and penetrating corneal transplantation (PK)
- Senile cataract surgery: minimally invasive ultrasound technology with next-generation intraocular lenses, surgery on dislocated capsular bag complex/IOL, secondary devices for aphakia and high myopia
- Congenital and infantile cataract surgery

Orthopaedics and Traumatology Unit

The Unit deals with the treatment of degenerative and traumatic pathologies of the locomotor system. Admission can be covered by the NHS or on a private pay basis (private patients and policyholders), according to the in-patient, planned or emergency admission method, and day admission (day surgery). Specifically, the activities focus on:

- Prosthetic hip surgery
- Prosthetic knee surgery
- Prosthetic shoulder surgery
- Traumatology of the locomotor system
- Traumatology of sport
- Arthroscopic shoulder and knee surgery and ligament reconstruction
- Osteochondral transplants and applications of new biotechnologies
- Foot surgery
- Hand surgery
- Spine disorders

General Medicine Unit

The pathologies treated by the Unit cover all organs and systems. Admission to the Unit takes place as in-patient, planned and emergency admission, covered by the NHS or on a private pay basis (private patients and policyholders). The main activity mainly concerns the following pathologies:

- Internal medicine diseases
- Diabetes
- Hypertension and vascular diseases

- Osteoporosis
- Disorders of acid-base balance
- Cerebrovascular disease
- Cardiovascular disease
- Hepatobiliary disease
- Chronic obstructive pulmonary disease (COPD)
- Bronchial asthma
- Acute or obstructive respiratory disorder
- Infectious respiratory diseases
- Preliminary diagnosis of interstitial lung disease
- Diagnosis of lung neoplasms

Otorhinolaryngology Unit

The Unit looks after patients with anatomo-morphological issues affecting the nose, ears, neck and throat. It offers the best solutions with a traditional, endoscopic, laser and radiofrequency approach in line with the most advanced therapeutic protocols and with the aim of treating patients effectively. Access can be on an in-patient or day (day surgery) admission basis covered by the NHS or on a private pay basis (private patients and policyholders). The main activities include:

- Cervicofacial oncological surgery
- Neck surgery (salivary glands, lymph nodes, cysts, etc.)
- Phonosurgery
- Otologic surgery
- Nose and paranasal sinus surgery
- Morpho-functional nose surgery
- Surgery for sleep disorders

Cardiac Surgery Unit

The Cardiac Surgery Unit operates according to the latest and most innovative surgical techniques. It is accessed as an in-patient on a private pay basis only (private patients and policyholders). The surgical services performed at the Ospedale San Carlo di Nancy include:

- Coronary surgery
- Arterial myocardial revascularisation
- Minimally invasive beating heart coronary artery bypass
- 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
- Closure of patent foramen ovale, interatrial defects and interventricular defects

Cardiology Unit

The Unit oversees the diagnosis and medical treatment of cardiovascular disease, such as heart failure and heart rhythm disorders, through the use of next-generation equipment and the professionalism of a team of expert 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)
- 24-H blood pressure monitoring (Holter)
- Coronary computerised tomography (CT)
- Cardiac magnetic resonance imaging (MRI)

HAEMODYNAMICS SERVICE

The hospital has two angiography rooms to perform the following services:

- Coronarographic, angiographic and district testing
- Coronary, peripheral and district angioplasty
- Vascular endoprosthesis and inferior vena caval filter implantation

Neurosurgery Unit

The Unit's main activity is the diagnosis and treatment of spine disorders. Particular attention is dedicated to resolving traumatic, degenerative or malformative conditions affecting the entire spine, from the craniocervical junction to the sacrum, through the use of surgical techniques including minimally invasive ones and treatments aimed at recovering as much functionality as possible. It is accessed as an in-patient or via day surgery on a private pay basis only (private patients and policyholders). Specifically, the following services are carried out.

Spinal neurosurgery:

- Spinal cord and vertebral tumours
- Spinal trauma
- Degenerative spinal diseases (spondyloarthritis, spondylolisthesis, cervical diseases, degenerative scoliosis in adults)
- Herniated disc microsurgery
- Disc prostheses

- Vertebroplasty and kyphoplasty

Peripheral nervous system neurosurgery:

- Peripheral nerve entrapment (carpal tunnel, ulnar nerve entrapment at elbow)

CROSS-DISCIPLINARY SERVICES

Cross-disciplinary Services provide healthcare for all Units at the hospital and for external patients as out-patient services.

Laboratory Diagnostics Services

CHEMICAL, CLINICAL AND MICROBIOLOGICAL ANALYSIS LABORATORY

The Chemical, Clinical and Microbiological Analysis Laboratory performs chemical, biochemical, microbiological (bacteriology, mycology, parasitology) and molecular biological examinations on blood, urine and faeces samples and other biological fluids (e.g. cerebrospinal fluid) for the study of different analytes as part of both routine activities and in urgent conditions. The above examinations are performed for patients admitted to the Ospedale San Carlo di Nancy and in other affiliated healthcare facilities, for patients who access the Emergency Department and for out-patients. Blood samples and examinations on biological samples from out-patients are performed at the Testing Centre, located on floor -1 of the central unit of the hospital. The samples of patients admitted to affiliated healthcare facilities are accepted by Reception situated at the entrance to the Laboratory. The examinations can be covered by the NHS or be performed on a private pay basis (private patients and policyholders). A summary of the chemical, biochemical, microbiological and molecular biological examinations that could be performed is given below:

- Glycaemic curves, insulin curves, glycosylated haemoglobin
- Electrophoresis of serum and urinary proteins
- Study of blood diseases, pathological haemoglobins and coagulation disorders
- Immunochemistry (hormones, tumour markers, cardiac markers, markers of inflammation and sepsis)
- Diagnostics of immunological and autoimmune disorders
- Microbiological diagnostics of infectious diseases (circulatory system infections, urinary tract infections, respiratory infections, sexually transmitted infections)
- Diagnostics of male infertility (study of seminal fluid) and female sterility (e.g. anti-Müllerian hormone)

The Chemical, Clinical and Microbiological Analysis Laboratory guarantees the quality and the precision of results for the analyses performed on patients via the Internal and Inter-laboratory Quality Control (IQC) procedure and participation in External Quality Control (EQV) programmes.

CYTOHISTOLOGY LABORATORY

The Cytohistology Laboratory is located on floor -1 of the hospital's central building.

The Pathological Anatomy Laboratory performs histopathological diagnostic examinations on tissues and cytological diagnostic examinations on cells, using specimens

collected from patients for diagnostic and therapeutic purposes. These examinations are of fundamental importance both in oncology—for the diagnosis of neoplasms, including the assessment of their degree of malignancy, prognosis and predictive response to therapy—and in other fields, such as the diagnosis of non-neoplastic, inflammatory, infectious and degenerative diseases.

Histological examination: microscopic examination of a tissue sample from an organ (biopsy) or of an organ surgically removed. Biopsies are small tissue samples collected using various techniques, such as gastric or intestinal biopsies obtained during an endoscopic procedure.

Cytological examinations: microscopic examination of individual cells. Cells are collected using various techniques, such as Pap tests and fine-needle aspiration cytology. Diagnostic activities are organised into several integrated sections, including:

Histopathology Section:
- Histological examinations of biopsies and surgical specimens
- Histochemical examinations
- Immunophenotyping of neoplasms
- Frozen-section/intraoperative histological examinations
- Assessment of hormone receptor status in breast carcinomas
- Assessment of c-erbB-2 expression in carcinomas
- Microsatellite Instability testing (MSI) by immunohistochemistry

Cytology Section — conventional smears and/or liquid-based cytology:

- Fine-needle aspiration cytology examinations Cervico-vaginal cytology examinations (Pap tests)

- Exfoliative cytology examinations, including urine and effusion samples

The Laboratory is open every day except public holidays, according to the following schedule:

Monday to Friday:	7:00 a.m. to 4:00 p.m.
Saturday:	7:00 a.m. to 12:00 p.m.

SPECIMEN RECEPTION HOURS

Specimens are accepted every day except public holidays:

Monday to Friday:	7:30 a.m. to 2:00 p.m.
Saturday:	7:30 a.m. to 12:00 p.m.

The average turnaround times (T.A.T.) are as follows:

Average turnaround times (T.A.T.)	
Type of examination	**Turnaround time (days)**
Cytological examination	15
Histological examination of a biopsy specimen	10
Histological examination of a surgical specimen	15

Turnaround times may exceed those indicated above due to the particular complexity of the case, the need for additional investigations, or the need for the diagnosis to be reviewed and discussed by a multidisciplinary team.

Radiology and Diagnostic Imaging Service

The service offers diagnostic tests, performed using digital instruments, to detect pathologies affecting individual skeletal segments, the chest and abdomen. The activity is aimed at in-patients, patients sent from the Emergency Department and external patients who access it for out-patient services. The examinations can be covered by the National Health Service or be performed on a private pay basis (private patients and policyholders). Services performed:

- Traditional radiography and contrastography
- Urography, double-contrast enema, hysterosalpingography, defecography
- Abdominal ultrasound
- Joint ultrasound
- Transrectal prostate ultrasound
- Breast ultrasound
- Transvaginal ultrasound
- Soft tissue ultrasound
- Echocolordoppler: abdominal aorta, liver, kidney
- Multilayer computed tomography (CT) with volumetric reconstruction
- CT arteriography
- Low-dose cardiac CT with CT REVOLUTION
- CT virtual colonoscopy
- URO-CT
- ENTERO-CT
- Dental Scan
- Orthopantomography
- 3D mammography with tomosynthesis
- Mammography with contrast medium (CESM)

- Magnetic resonance imaging (MRI) with and without contrast medium
- Cardiac MRI
- Breast MRI
- MR Cholangiography
- Multiparametric prostate MRI
- MR Defecography
- MR Enterography
- MR Urography
- Neuroradiology
- Computerised bone mineralogy (MOC-DEXA)
- Ultrasound-guided and CT-guided needle biopsy (following radiology examination)
- MRI examinations under sedation following Radiologist - Anaesthetist contact)

Gastroenterology and Digestive Endoscopy Service

The Service performs endoscopic examinations for in-patients, from different Units of the hospital, and patients sent from the Emergency Department, as well as external users who access it as part of an out-patient visit. The services can be covered by the National Health Service or be performed on a private pay basis (private patients and policyholders). Specifically, the following examinations are performed:

- Oesophagogastroduodenoscopy (OGD)
- Duodenoscopy for the diagnosis of celiac disease
- Rectosigmoid colonoscopy with possible polypectomy
- Endoscopic retrograde cholangiopancreatography (ERCP)

Endoscopic examinations are performed under conscious sedation, with the possibility, at the patient's request, for profound sedation by anaesthetists who are constantly present in the Service.

OUT-PATIENT ACTIVITIES

The clinical care process at Ospedale San Carlo di Nancy is completed by the various specialist examinations available as out-patient services, which are performed daily to best respond to patients' needs. A number of out-patient examinations are covered by the National Health Service, with access via prescription from a General Practitioner or freely chosen paediatrician and payment of the co-pay fee, as well as on a private pay basis (private patients and policyholders).

Others are available on a private pay basis only. During booking, indications will be provided by the Central Booking staff about the out-patient services that are covered and those on a private pay basis.

Testing Centre

It is possible to give samples for laboratory tests at the Centre. Booking is not necessary, simply go to the windows of the Out-patient Clinic with your National Health Service authorisation and health card.

Office: Out-patient Clinic floor -3 (Building B)
Testing Hours: Monday through Saturday 7:00 a.m. to 1:00 p.m.
Results Collection: Monday through Saturday 10:00 a.m. to 12:30 p.m.

General Surgery Out-patient Clinic

The out-patient clinic oversees the diagnosis of pathologies requiring surgery, such as:

- Tumours of the oesophagus, stomach and colon
- Cholecystitis and bile duct stones
- Tumours of the liver, pancreas and bile duct
- Pathologies of the haemorrhoidal plexus and the lower intestinal tract
- Benign and malignant tumours of the breast
- Alterations of the abdominal wall

Gastroenterology and Digestive Endoscopy Out-patient Clinic

The out-patient clinic deals with the diagnosis and treatment of pathologies of the digestive tract and related organs, organised into specific pathways for the treatment of inflammatory disorders, such as Crohn's disease and ulcerative colitis, as well as food intolerances and allergies. Examinations are also aimed at gastroenterological diseases and disorders such as:

- Recurring diarrhoea and stypsis
- Malabsorption syndromes
- Inflammatory intestinal diseases (Crohn's disease and ulcerative colitis)
- Celiac disease
- Food intolerances and allergies
- Digestive system tumours

The following services can be performed as out-patient services:

- Oesophagogastroduodenoscopy (OGD)
- Duodenoscopy for the diagnosis of celiac disease
- Rectosigmoid colonoscopy with possible polypectomy
- Endoscopic retrograde cholangiopancreatography (ERCP)

Endoscopic examinations are performed under conscious sedation, with the possibility, at the patient's request, for profound sedation by anaesthetists who are constantly present in the Service.

Urology Out-patient Clinic

The activity of this out-patient clinic is aimed at the prevention, diagnosis and, where indicated, medical treatment of:

- Urological oncology (tumour of the prostate, kidney and bladder)
- Benign prostatic hypertrophy
- Testicular pathologies
- Andrological pathologies andrological rehabilitation
- Urinary incontinence in men and women
- Rehabilitation of the pelvic floor

The following diagnostic urology examinations can be performed at the out-patient clinic:

- Prostate biopsy
- Cystoscopy
- Urodynamic test
- Uroflowmetry
- Kidney and bladder urological ultrasound
- TR prostate
- Scrotal colour doppler ultrasound
- Dynamic penile ultrasound

Gynaecology Out-patient Clinic

The out-patient clinic is organised into specialist examinations and consultations for the prevention, diagnosis and treatment of pathologies of the female genitourinary system. In detail, the examinations concern:

- Gynaecology during adolescence and menopause
- Endometriosis and chronic pelvic pain
- Uterine prolapse
- Recurring cystitis
- Interstitial cystitis
- Urinary incontinence
- Pathologies of the lower genital tract

The following diagnostic examinations can be carried out as an out-patient:

- Vaginal swab
- Colposcopy
- Vulvoscopy
- Hysteroscopy
- Endocervicoscopy
- Endometrial culture and plasma cell CD 138+ research

- Urethrocystoscopy
- PAP test
- HPV test
- Urodynamics
- Flowmetry

Integrated Endocrine Pathology Out-patient Clinic

Examinations take place at the out-patient clinic that involve the collaboration of doctors with medical and surgical specialisation, the endocrinologist and the endocrine surgeon, respectively, to allow for a multi-disciplinary evaluation for the diagnosis of endocrine pathologies. The following services are also performed at the out-patient clinic:

- Thyroid, parathyroid and locoregional lymph node ultrasound
- Ultrasound-guided fine needle aspiration with cytological examination

Ophthalmology Out-patient Clinic

The following services can be carried out at the Ospedale San Carlo di Nancy outpatient clinic:

- Complete ophthalmological consultation
- Study of the binocular vision in adult and child patients
- Fluorescein angiography
- Laser therapy:
  - of rhegmatogenous retinal pathologies
  - of diabetic retinopathy
  - of occlusive vascular diseases and vasculitis
  - of closed-angle glaucoma (iridotomy)
  - on secondary cataract (YAG laser capsulotomy)
- Computerised campimetry
- Eye ultrasound for the assessment of the posterior and anterior segment
- Corneal pachymetry and topography
- Fundus oculi photograph
- Optical Coherence Tomography (OCT) and its latest evolution, namely angiography
- OCT (Angio-OCT)

Orthopaedics and Traumatology Out-patient Clinic

The out-patient clinic is dedicated to the diagnosis and treatment of pathologies of the locomotor system. Specialist examinations and checks are carried out, even after admission or an emergency department visit, as well as the following services:

- Articular infiltration therapy

- Orthopaedic surgery treatments
- Application/removal of plaster casts

General Medicine Out-patient Clinic

The pathologies treated at the out-patient clinic cover all organs and systems, specifically:

- Internal medicine diseases
- Metabolic function diseases
- Diseases of the digestive system
- Hepatology
- Headaches

General Medicine Out-patient Clinic - Respiratory Diseases

The examinations performed as an out-patient are intended to define a diagnosis and treatment, as well as monitor the evolution over time of respiratory system diseases such as:

- Chronic obstructive pulmonary disease (COPD)
- Bronchial asthma
- Lung neoplasms
- Sleep apnoea
- Chronic respiratory failure
- Infectious lung diseases (e.g. pneumonia, tuberculosis)

Otorhinolaryngology Out-patient Clinic

Specialist examinations are performed at the out-patient clinic in order to diagnose pathologies of the nose, ears, throat and neck, including those oncological in nature. The following services can be provided as out-patient services:

- Hearing test
- Impedancemetric test
- Rhino-pharyngo-laryngeal endoscopy
- Laser therapy of the oral cavity
- Vestibular examination
- Fine needle aspiration and biopsy of the oral cavity and the cervicofacial region

The Otorhinolaryngology Out-patient Clinic also oversees the diagnosis and rehabilitation for:

- Deglutition, phonation and speech disorders
- Disorders of and therapy for tinnitus and vertigo

Cardiac Surgery Out-patient Clinic

The Cardiac Surgery Out-patient Clinic deals with the diagnosis and management of pathologies of the heart and the large blood vessels, requiring a mainly surgical therapeutic approach. In detail, the pathologies treated are:

- Valvulopathies
- Congenital heart disease
- Aortic root aneurysms
- Ascending aortic aneurysms
- Aortic arch aneurysms
- Coronaropathies
- Cardiomyopathies
- Acute aortic dissections

Cardiology Out-patient Clinic

Cardiology examinations are performed at the out-patient clinic for the diagnosis and treatment of heart failure, rhythm disorders with pharmacological therapy (bradycardia, tachycardia, atrial fibrillation), arterial hypertension, cardiopulmonary circulation pathologies. The following services can be performed:

- Electrocardiogram (ECG)
- Colour doppler echocardiography
- Colour doppler of the supra-aortic trunk
- Arterial/venous echocolourdoppler of lower and upper limbs
- Stress test with cycle ergometer
- 24 hour Holter ECG
- 24 hour Holter BP
- Pacemaker check

Neurosurgery Out-patient Clinic

The out-patient clinic oversees all pathologies of the spine and the peripheral nervous system requiring neurosurgery with diagnostic and therapeutic purposes. Main conditions treated:

- Spondylolisthesis and spinal instability
- Degenerative diseases of the spine (spondyloarthritis, herniated discs, lumbar spinal stenosis and synovial cysts, degenerative scoliosis in adults, cervical herniated discs)
- Spinal neoplastic disease
- Spinal trauma
- Post-traumatic and compartment syndromes of the peripheral nerves (carpal tunnel syndrome)
- Malformations of the spine

Neurology Out-patient Clinic

Examinations are carried out at the out-patient clinic for the diagnosis and therapy of neurological conditions with a particular focus on headaches and cranio-facial and cervical pain and for the assessment of cerebrovascular risk.

Pain Therapy Out-patient Clinic

Managed by anaesthetists, the out-patient clinic is dedicated to the diagnosis and treatment of pain resulting from:

- Arthritis
- Lower back pain
- Lumbar/cervical protruded and herniated disc
- Lumbar laminectomy
- Collapsed vertebrae
- Stenosis of the vertebral canal
- Neoplastic pain
- Peripheral vasculopathy
- Peripheral neuropathy
- Reflex sympathetic dystrophy
- Causalgia, trigeminal and post-herpetic neuralgia

Radiology and Diagnostic Imaging Out-patient Clinic

The clinical diagnostic facility ensures radiology services with the possibility to perform imaging, fine needle aspiration, micro-biopsies, plus MRI examinations, also ensuring the services already mentioned

Accessible to external patients with services covered by the NHS or on a private pay basis (private patients and policyholders), the out-patient clinic performs many diagnostic pathways and protocols:

- Screening of breast tumours with 3D equipment with tomosynthesis and next-generation mammography with contrast medium
- Study of cardiovascular disease with low-dose cardiac CT with next-generation technology (CT REVOLUTION)
- Multiparametric study of the prostate with MRI
- Screening of lung tumours with low-dose CT
- Total body CT protocols in cancer patients
- Pre- and post-operative assessment with CT and MRI of the thoracic and abdominal aorta
- Assessment of atherosclerosis of the lower limb arteries with CT and MRI
- MR angiography without contrast medium of the cerebral arteries
- Study of endometriosis with MRI
- Study of inflammatory conditions of the intestine with CT and MRI (ENTERO-MRI and ENTERO-CT)
- Study of kidney conditions with CT (URO-CT) and with MRI (URO-MRI)

- Assessment of the pelvic floor with traditional defecography and DEFECO-MRI
- Study of the colon with low-dose virtual colonoscopy protocols
- Assessment of the joints with CT-3D and MRI protocols
- Assessment of joint prostheses with next-generation protocols (MAR) for the reduction of metal prostheses

Food Science and Dietetics Out-patient Clinic

The out-patient clinic provides the best dietary and diet therapy indications in physiological conditions (pregnancy, childhood, adolescence, old age, competitive sports) and pathological conditions (obesity, diabetes, dyslipidemia, hypertension, lactose intolerance, celiac disease) as well as the clinical management of metabolic syndrome. The services that can be performed at the out-patient clinic are:

- Assessment of nutritional requirements
- Assessment of the oncological risk of patients with obesity and metabolic syndrome
- Dietary prevention with application of the ORAC test (oxygen radical absorbance capacity)
- Nutrition education

Dermatology Out-patient Clinic

The out-patient clinic diagnoses and treats dermatological conditions, including those transmitted sexually and infectious in nature. In detail, the services that can be performed at the out-patient clinic are:

- Dermatological examination
- Examination for sexually transmissible diseases ()
- Trichological and mycological examination
- Mole checks using epiluminescence (manual dermatoscopy and videodermatoscopy)
- Removal of verrucas, genital warts and molluscum contagiosum (cryotherapy, diathermocoagulation)

Recovery and functional rehabilitation unit

The Unit serves the entire territory for rehabilitation healthcare: “assessments, diagnoses, therapies and other procedures intended to limit or minimise the disability of a patient affected by a debilitating injury, in order to be able to interact as effectively as possible in their personal, working, education and social environments. The rehabilitative therapies are prescribed by the specialist (physiatrist), following a physiatric examination, who prepares an Individual Rehabilitation Project, which the patient will follow under the constant guidance of the physiotherapist.

Thanks to the synergy between medical and physiotherapy staff, it is possible to fully monitor the patient. This practice makes it possible to obtain optimal functional recovery, the maximum level of autonomy and return to everyday life activities.

Pathologies treated:

- Orthopaedic conditions: fractures, prosthetic fittings, sprains, contusions, tendinopathies, degenerative disc disease, lower back pain acquired as a result of trauma or accidents or following improper posture.

- Rheumatic conditions: such as arthritis, rheumatoid arthritis, connective tissue disease, fibromyalgia, polymyalgia.

- Neurological conditions: carpal tunnel syndrome, Parkinson's disease and Alzheimer's disease, multiple sclerosis, cerebral or spinal trauma, hemiparesis, i.e. partial loss of the motor activity of a limb following a neurological injury such as a stroke or cerebral haemorrhage or a violent cranial trauma or, results of surgical intervention.

The following procedures are performed at this Facility:

- hydrokinetic therapy

- passive, assisted active, active kinesiotherapy (with exercises that help recover normal limb function, for example coordination and recovery of walking, stride training, proprioceptive exercises and muscle strengthening exercises with high-technology equipment;

- Tecar therapy: induces within the injured tissues an alternating movement of attraction and repulsion of the electrical charges of the ions present in the bodily tissues. This stimulation at cellular level produces an increase in the internal temperature and the reactivation of circulation, accelerating the repair process.

- High intensity laser (HILT): The high-intensity laser has various effects: biostimulating action (photochemical effect): photomechanical effect: elastic waves of pressure that, by spreading within the tissue, have a stimulating effect. A photothermal effect which generates a controlled increase in the temperature of the tissues, with an analgesic and anti-inflammatory effect

- Magnetotherapy: the instrument generates magnetic fields which help the damaged tissue to regenerate;

- Electrotherapy: involves the application of electrodes to return tone to a damaged muscle;
- Ultrasounds: with thermal and dynamic action they are effective in painful conditions;
- Iontophoresis
- Cervical and lumbar traction
- Overall postural rehabilitation

- Shockwaves: non-invasive procedure used for the treatment of acute and chronic pain of the musculoskeletal system. These are short-duration and high-pressure acoustic waves capable of producing a direct mechanical action on the tissues where they are propagated.

- Massage therapy: This is carried out with therapeutic, circulatory and lymph draining techniques, which, through manual bodily contact and with precise and sequential manoeuvres, relieves pain and tension from the muscles.

- Overall postural rehabilitation: Specific exercises that have the task of highlighting the musculoskeletal adjustments causing pain and issues.

- Pharmacological therapy (intra-articular infiltrations with hyaluronic acid, analgesic mesotherapy).

Psychology Out-patient Clinic

The out-patient clinic activity is exclusively aimed at adult patients and consists of sessions of around one hour with a Transactional Analysis and Brief Psychotherapy approach focused on the problem (duration of treatment: 4-10 sessions). The pathologies dealt with include mood disorders, anxiety disorders, personality disorders and support for cancer patients. The services provided are:

- Initial diagnostic interviews
- Psychological/clinical interviews
- Patient referral for a brief psychotherapy course

Oncology Out-patient Clinic

The out-patient clinic activity focuses on medical examinations intended to provide:

- Staging of neoplastic disease
- Oncological consultation for patients already undergone surgery or waiting for surgery
- Oncological follow-up (post-treatment periodic check-ups)
- Assessment of individual oncological risk

Dentistry Out-patient Clinic

The out-patient clinic diagnoses and treats inflammatory, traumatic and oncological conditions of the oral cavity, teeth and gums (parodontopathies). The main services that can be performed at the Ospedale San Carlo di Nancy are:

- Dental check-up
- Extraction, filling and reconstruction of teeth
- Interventions for the removal of maxillary cysts, epulides and osseo-gingival neoformations
- Dental hygiene and manual and ultrasound tartar removal
- Root planing
- Root canal treatment
- Gingivectomy
- Teeth whitening
- Osseous resective and regenerative surgery
- Bone grafts
- Endodontic treatment
- Dental prostheses
- Invisalign orthodontics
- Osseointegrated implants
- Prosthesis fixed on immediate load implants (teeth fixed on implants in 4 hours)

NOTES

CASTROCARO
1938 LE TERME D'ITALIA

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.



termedicastrocaro.it

LUCIA MAGNANI
HEALTH CLINIC

LONGLIFE
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, performed by applying a method that helps identify personalised solutions to reverse the impaired condition and restore an ideal balance.



luciamagnanihealthclinic.it

GRAND HOTEL
CASTROCARO
LONGLIFE
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

Contacts

Ospedale San Carlo di Nancy
Via Aurelia, 275
00165 Rome, Italy

FOR INFORMATION AND RESERVATIONS:

Central Booking
Hours: Monday through Friday
8:00 a.m. to 7:00 p.m.
Saturday: 8:00 a.m. to 1:00 p.m.
Tel. **+ 39 06.39976496**

Dedicated numbers for Private Pay Patients and Supplementary Healthcare

+39 06.39976496 Out-patient clinic

+39 06.39976267
+39 06.39976323 Admissions

E-mail: assicurati-scn@gvmnet.it

Distance from

A1 MOTORWAY
Roma Nord
26 minutes / 27 km

A1 MOTORWAY
Milano-Napoli
35 minutes / 48 km

A24 MOTORWAY
Roma-L'Aquila-Teramo
30 minutes / 39 km

ROME-CIAMPINO AIRPORT
28 minutes / 14 km

ROME LEONARDO DA VINCI-FIUMICINO AIRPORT
22 minutes / 25 km

TERMINI RAILWAY STATION
16 minutes / 6 km

OSTIENSE RAILWAY STATION
14 minutes / 7 km

TIBURTINA RAILWAY STATION
22 minutes / 10 km

See our website for updates and further information

www.gvmnet.it