

D'Amore Hospital
Taranto



Service Charter



SERVICE CHARTER

D'Amore Hospital
Taranto



Ettore Sansavini

President of GVM Care & Research

GENERAL MANAGEMENT



Eleonora Sansavini

Managing Director



Stefania Donno

Chief Medical Officer

The D'Amore Hospital Service Charter has been created in compliance with the Italian Prime Ministerial Decree of 19 May 1995.

Revision no. 7 - June 2021

D'Amore Hospital

Viale Magna Grecia 62 - 74121 - Taranto (TA) - Italy

VAT Number 02417170731

Dear Patient,

We are pleased to introduce D'Amore Hospital 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



CONTENTS

GVM CARE & RESEARCH	5
MISSION AND PRINCIPLES	6
Mission	6
Principles	6
Focus on the person	6
Quality	7
Service excellence	7
THE FACILITY	8
Healthcare services	8
Quality system	9
Amenities	12
HOW TO ACCESS HEALTHCARE SERVICES	14
Admissions	14
Information and bookings	14
Documentation required	14
Useful information for your stay	15
Discharge	15
Treatments	16
Outpatient Services	16
Information and bookings	16
Documentation required	17
Treatments	17
HEALTHCARE ACTIVITIES	18
Clinical Care Units	19
Orthopaedics and Traumatology Unit	19
General Surgery Unit	20
Diagnostic and outpatient services	20
Medical Imaging Service	20
Analysis Laboratory	22
Nuclear Medicine Service	24
Outpatient services	25
TERME DI CASTROCARO	26
Spa treatments	26
Lucia Magnani Health Clinic	27
Grand Hotel Castrocaro	27

GVM Care & Research

D'Amore Hospital 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

D'Amore Hospital is part of the network of healthcare facilities located throughout Italy and abroad owned by GVM Care & Research, a private Italian group with headquarters 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 provide 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. We have, therefore, 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) the form provided, which can be requested from the head nurse or the Medical Administration Office;
 - b) a letter, on plain paper, sent or delivered in person to the Medical Administration Office;
 - c) signed fax, telephone call or email to the Medical Administration Office.
- The Medical Administration Office responds immediately to reports that can be resolved quickly. In other cases, it initiates an investigation with the heads of the Units and/or Services and, in all cases, provides a response within 30 days.

Quality

CONTINUITY, EFFICIENCY AND EFFECTIVENESS

D'Amore Hospital is committed to ensuring the quality of its patient services by adopting measures to guarantee continuity, efficiency and effectiveness.

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 staff specialisation and professional excellence. We promote and support this through regular training and refresher courses.

Cutting-edge technologies

Thanks to continuous investment and the support of GVM Care & Research's team of clinical engineers, our facility ensures the most advanced diagnostic and therapeutic technologies.

THE FACILITY

D'Amore Hospital has been part of GVM Care & Research since 2008. It is a multi-speciality hospital.



Healthcare services

The hospital, which has been completely renovated, has **50 beds** for diagnosis and treatment, **40** of which are institutionally accredited.

GENERAL SURGERY	23
ORTHOPAEDICS AND TRAUMATOLOGY	17

It also has the following services under **institutional accreditation**:

- **Diagnostic Imaging**
- **Laboratory Medicine**
- **Nuclear Medicine**

The surgery department has cutting-edge equipment.

In 2020, the hospital cared for a total of 1,435 ordinary inpatients, including 435 orthopaedic cases and 954 general surgical cases.

Quality system

Work at the D'Amore Hospital revolves around the individual, and quality is considered a determining factor in all activities performed. With this objective in mind, a process has been started to implement a Corporate Quality System in compliance with **UNI EN ISO 9001:2015**.

SAFETY AND SECURITY

The procedures developed to manage safety within the company are also integrated into this Quality System.

- **Security and protection of personal data**, in compliance with Italian Legislative Decree 196/03, as well as EU Regulation 2016/679 governing privacy:
 - 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 only 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 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

D'Amore Hospital 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 TIME BETWEEN ADMISSION AND SURGERY	0 to 1 day						
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.						
MEAL TIMES	<table> <tr> <td>Breakfast</td><td>7:00 - 7:30 a.m.</td></tr> <tr> <td>Lunch</td><td>11:30 a.m. - 12:00 noon</td></tr> <tr> <td>Dinner</td><td>5:30 - 6:00 p.m.</td></tr> </table>	Breakfast	7:00 - 7:30 a.m.	Lunch	11:30 a.m. - 12:00 noon	Dinner	5:30 - 6:00 p.m.
Breakfast	7:00 - 7:30 a.m.						
Lunch	11:30 a.m. - 12:00 noon						
Dinner	5:30 - 6:00 p.m.						
VISITING HOURS	<p>Weekdays: 6:30 - 7:30 p.m.</p> <p>Public holidays: 11:00 a.m. - 12:00 noon / 6:30 - 7:30 p.m.</p>						

RESPECT FOR A PERSON'S DIGNITY

Quality indicators	Quality standards
IN-ROOM AMENITIES	LCD television, air conditioning, toilet, personal locker, nurse call device, individual light, adjustable backrest and footboard, shower, telephone
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
FREQUENCY OF TOILET CLEANING IN COMMON AREAS	Twice a day
ARCHITECTURAL BARRIERS	Barrier-free routes for people with disabilities are marked within the facility

PROFESSIONALISM AND TECHNOLOGY

Quality indicators	Quality standards
EQUIPMENT AND QUALIFICATION OF MEDICAL STAFF FOR HIGH SPECIALITY ACTIVITIES	Compliance with national and regional regulatory requirements
EQUIPMENT AND QUALIFICATIONS OF NURSING, TECHNICAL AND AUXILIARY STAFF	Compliance with national and regional regulatory requirements
RECRUITMENT OF NURSING STAFF	Passing recruitment tests: <ul style="list-style-type: none"> • interview • practical assessment during the introductory period
TRAINING OF NURSING STAFF	Annual programme of refresher courses, facility recognised as a provider of Continuing Medical Education (C.M.E.) training events
EQUIPMENT AND INSTRUMENTS FOR HIGH SPECIALITY ACTIVITIES	Compliance with national and regional regulatory requirements

Amenities

RECEPTION

At the entrance, the Reception staff provides the patient with the necessary indications, while, in the ward, the Nursing Coordinator and on duty nursing staff implement all procedures needed to make the stay at the D'Amore Hospital as comfortable and welcoming as possible.



RECEPTION

Tel. + 39 099.7704111

Hours: every day from 7:30 a.m. - 7:30 p.m.

info-dam@gvmnet.it

SERVICES

There are food and drink vending machines on the ground and first floors.

ACCOMMODATION SERVICE

Particularly well-furnished, nearly all in-patient rooms have **two beds**, air-conditioning and a centralised oxygen and vacuum system. Each room has an LCD television, telephone and private bathroom.



Alternative accommodation services

When booking, the patient can choose a single or double room, paying a difference that includes accommodation and meals for a guest.

Catering service

Breakfast, lunch and dinner are served on a tray in the room. Menus are available on the basis of personalised diets, differentiated according to the patient's clinical condition, and based on indications given by the doctor and dietician.

RELIGIOUS SERVICES

In respect for all religious denominations, the Management ensures freedom of worship and adequate spiritual assistance within the facility according to a person's denomination.

For patients of the Catholic faith, there is a chapel on the ground floor.

VISITS FROM RELATIVES AND ACQUAINTANCES

Access to the wards is permitted at the following times:

WEEKDAYS	6:00 - 7:30 p.m.
PUBLIC HOLIDAYS	11:00 a.m. - 12:00 noon / 6:30 - 7:30 p.m.

INVOLVEMENT OF PATIENTS AND VISITORS IN FACILITY AMENITIES

Patients and visitors are asked to:

- refrain from smoking on the premises;
- refrain from using mobile telephones in inpatient wards where the relevant prohibition sign is displayed. This is required to prevent interference with electromedical equipment;
- ensure safety by not placing objects, food or other items on window sills;
- comply with visiting hours and leave the ward area during medical examinations or when nursing care is being administered;
- always behave respectfully towards patients and staff;
- refrain from crowding rooms during mealtimes;
- keep off empty beds;
- keep the volume of voices, televisions and radios low;
- refrain from opening windows. This is required to prevent serious central air-conditioning system malfunctions and the entry of unwanted insects.

HOW TO ACCESS HEALTHCARE SERVICES

D'Amore Hospital provides **in-patient services** for non-urgent, acute illnesses that cannot be resolved on an out-patient basis and that require observation and nursing care.

Admissions

Information and bookings



BOOKING OFFICE FOR ADMISSIONS (ground floor with mezzanine)

Tel. + 39 099.7704111

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

Documentation required

For admission, the following are essential:

- request from the attending physician — or hospital specialist — on NHS prescription paper with indication of the diagnosis for which hospitalisation has been requested;
- National Health System card;
- identity document;
- tax ID.

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

Admission to Surgical Units

Two modes of access are provided:

- 1) patient request based on certification by the attending physician or a specialist not affiliated with the company. In this case, the facility's specialist contacts the patient for a preliminary examination. Then, if approved, the patient moves on to mode 2.
- 2) patient request based on certification by a specialist affiliated with the company. The patient is placed on the waiting list for admissions and, if necessary, undergoes preventive diagnostics as outlined in the operating procedures for the individual wards. The waiting list is managed according to current regulations.

Service cancellation or postponement

If it becomes necessary to postpone an admission that was previously booked and scheduled, proceed as follows:

- if the D'Amore Hospital cannot provide for scheduled admission on the specified date, the Admission Service staff shall promptly inform the Patient that the service needs to be rescheduled, and a new date will be agreed upon with as little inconvenience as possible;

-if it is the Patient who is unavailable, admission will be rescheduled by mutual agreement.

In both cases, the booking lists must indicate which party requested the change of admission date (Facility or Patient) and why.

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 (for cardiac surgery admissions, pyjamas that open at the front are recommended);
- dressing gown and slippers (a tracksuit may be worn if preferred);
- towels and personal toiletries;
- books or magazines.

We discourage bringing large sums of money or valuables.

Management is not liable for any losses or damages.

Discharge

The date of discharge is communicated by the doctor at least one day in advance so that the return home can be organised.

At the time of discharge, the ward doctor gives the patient a discharge letter addressed to the attending physician with indications and information on the hospital stay, post-discharge care and the date of the follow-up visit.

To request or pick up a copy of the medical records and to pay for supplementary accommodation services, contact the Medical Records Office and the Cashier's Desk.



MEDICAL RECORDS OFFICE (mezzanine floor)

Tel. + 39 099.7704111

Hours: 8:00 a.m. - 3:00 p.m.



CASHIER'S OFFICE (mezzanine floor)

Tel. + 39 099.7704111

Hours: 7:30 a.m. to 7:30 p.m.

Treatments

ACCREDITED

(IN AGREEMENT WITH THE NATIONAL HEALTH SERVICE)

No fees are charged, except when supplementary accommodation has been selected. Admission is possible with a simple request from the general practitioner or a qualified specialist, as is the case for public facilities.

PRIVATE PAY

The service is billed directly to the patient who is unable to request total or partial reimbursement from his/her local health service.

Before booking hospitalisation, a cost estimate will be given of all medical services to be provided.

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 patient according to a rate agreed upon by our 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.

The current list of insurance companies, organisations and associations with which the hospital has agreements and the related agreements are available from the Admissions Booking Office.

All units accept “Private pay” and “Payment through agreement with Supplementary Healthcare Funds, Health Insurance, Institutions and Health Insurance Funds”, and this provides access to dedicated waiting lists.

Out-patient services

Information and bookings

The access and treatment methods described concern all healthcare services provided on an outpatient basis: **laboratory tests, diagnostic imaging tests** (Radiology, Ultrasound, CT, MRI, Mammography with Tomosynthesis, Bone Densitometry, Opt, Colour Doppler, Endoscopy), **nuclear medicine** and **specialist examinations**.

Documentation required

A general practitioner, a specialist or the patient themselves may request access to outpatient services.

Reservations can be made at the Outpatient Booking Office - Reception - Cashier's Desk or, for services to be performed under accreditation, at any C.U.P. Unified Booking desk of the NHS network of Taranto. Exceptions are:

- **Medical Laboratory:** samples are drawn from Monday to Saturday, **7:30 to 9:00 a.m.** Results are provided to the patient or another formally delegated person at the reception desk, starting from the afternoon of the day the sample was taken, except when the pick-up date is specifically indicated by the Laboratory staff. Pick-up times are Monday to Friday, **3:00 to 6:00 p.m.**
- **Outpatient services for specialist examinations and digestive endoscopy services:** these services are provided solely on a private pay basis and can only be booked at the Outpatient Booking Office - Reception - Cashier's Desk.



OUTPATIENT BOOKING OFFICE - RECEPTION - CASHIER'S DESK

Tel. + 39 099.7704111

Hours: 7:30 a.m. to 7:30 p.m.

Treatments

ACCREDITED

(IN AGREEMENT WITH THE NATIONAL HEALTH SERVICE)

The patient is only responsible for covering the co-pay portion (unless exempted). Accredited outpatient services can be booked with a simple request from the general practitioner or a qualified specialist, as is the case for public facilities.

PRIVATE PAY

The service is billed directly to the patient, who is unable to request total or partial reimbursement from their local health service.

The fee for the service is communicated prior to booking. A request by the general practitioner is not necessary.

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 patient according to a rate agreed upon by our 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.

HEALTHCARE ACTIVITIES

The hospital is divided into inpatient **Units** which are mutually integrated to render the service offered more functional and effective. The organisation includes diagnostic and treatment services, with **Diagnostics Units** to support inpatient medicine and surgery and provide outpatient services.

CLINICAL CARE UNITS

Orthopaedics and Traumatology Unit

General Surgery Unit

DIAGNOSTIC AND OUTPATIENT SERVICES

Diagnostic Imaging

Medical Laboratory

Nuclear Medicine

Outpatient Clinics





Clinical Care Units

ORTHOPAEDICS AND TRAUMATOLOGY UNIT

This Unit **treats congenital and acquired diseases of the musculoskeletal system and limb trauma**. Most of the operations performed in the facility are hip, knee and shoulder replacement procedures:

In fact, D'Amore Hospital is one of the first hospitals in Italy to handle these issues.

The surgical activity treats both joint diseases and limb trauma:

- **Arthritis of the knee** (unicompartmental and tricompartmental prostheses, revision surgery, tibial osteotomies, patellofemoral malalignment, etc.)
- **Hip** (stent and arthroplasty, revision surgery, slipped epiphysis, aseptic necrosis, etc.)
- **Shoulder** (arthroplasty, rotator cuff injuries, regular dislocations, instability, acromioplasty, etc.)
- **Hand and wrist** (polydactyly, trigger finger, Dupuytren's contracture, carpal tunnel syndrome, Guyon's canal syndrome, radial styloiditis, etc.)
- **Elbow** (cubital tunnel syndrome, epicondylitis)
- **Ankle and foot** (club foot, hallux valgus, hammer toe, Morton's neuroma, osteochondritis of the talus, ligament injury, tarsal tunnel syndrome, sinus tarsi syndrome, Achilles tendon lengthening, tenodesis, etc.)
- **Arthroscopic surgery**
- **Knee:** cruciate ligament injuries, meniscal injuries, synovial plicae, etc.
- **Shoulder:** acromioplasty, rotator cuff injury, etc.

- **Limb trauma**

- Osteosynthesis, arthrodesis, prostheses replacements.

Specialised in the diagnosis and treatment of all **spinal diseases and peripheral nerve disorders**.

Microsurgical techniques are used to perform procedures for spinal diseases such as herniated discs and spinal canal stenosis in the cervical, dorsal and lumbar segments, as well as spinal cord stabilisation procedures with a multidisciplinary neurosurgical and orthopaedic approach (spinal unit).

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.

GENERAL SURGERY UNIT

The main conditions treated include:

- Abdominal and digestive oncological surgery
- Thyroid surgery (oncological and for functional disorders)
- Surgery involving the male genital apparatus
- Gallbladder surgery
- Abdominal wall surgery (hernias and laparoceles)
- Surgery for skin, subcutaneous and adnexa pathologies
- Ulcers and vascular trophic lesions

Some general surgeries are performed using **minimally invasive techniques** and some abdominal procedures with a **laparoscopic approach**. Using sophisticated technology, with laparoscopic surgery, surgical procedures can be performed directly inside the abdomen with only very small incisions. The added advantage of this technique is a shorter recovery.

Diagnostic and outpatient services

MEDICAL IMAGING SERVICE

This uses the following services:

- Radiology Service
- Colour Doppler service
- Internal organ ultrasound service

RADIOLOGY SERVICE

Thanks to a complete range of state-of-the-art technical equipment, the following services are performed:

- Digital radiography - conventional and contrastography

- Magnetic resonance imaging (MRI) 1.5 Tesla, which makes a major diagnostic contribution, particularly in neurological pathologies (spine, nervous system, skull) and in musculoskeletal, vascular (angio MRI) and abdominal diseases.
- CT - 128-slice spiral Computed Tomography (abdomen, head, neck, spine, Coronary CT, Dental Scan, osteomuscular and chest investigations)
- OPT digital orthopantomography with telephalometer
- Digital mammography with Tomosynthesis
- Computerized bone densitometry with the DEXA system

The diagnostic imaging unit performed approximately 21,000 tests in 2020.

COLOUR DOPPLER SERVICE

THIS IS a technique that takes the typical Doppler effect of moving fluids and, by applying ultrasound, makes it possible to graphically see blood as it moves through vessels or the movement and direction of blood flow.

Using the ultrasound principle, Doppler ultrasound examines the shape and components of veins and any alterations thereof. The "colour" method is the most technically advanced expression of ultrasound diagnostics which, by also adding colour to the flow signal, enables real-time detection of vessels and vessel-related pathologies.

INTERNAL ORGAN ULTRASOUND SERVICE

Ultrasound is an instrumental examination that uses sound waves (ultrasound) to provide images of the organs in various areas of the human body. Since it is completely



harmless to the patient, ultrasound examinations are often a decisive diagnostic approach that make it possible to thoroughly investigate nearly the entire human body.

MEDICAL LABORATORY

This Unit performs clinical biochemistry, haematology and haemocoagulation tests. At the D'Amore Hospital Medical Laboratory, a National Health Service-affiliated hospital, all the major laboratory tests are performed for the following branches:

- **CLINICAL BIOCHEMISTRY**
- **HAEMATOLOGY AND COAGULATION**
- **MICROBIOLOGY**
- **ENDOCRINOLOGY**
- **INFECTIOUS SEROLOGY**
- **IMMUNOLOGY**
- **TUMOUR MARKERS**
- **HORMONAL AND BIOCHEMICAL MONITORING OF FERTILITY AND PREGNANCY**
- **FOOD INTOLERANCE TESTING**

Each area is subject to internal and external quality controls. The modern, state-of-the-art laboratory equipment features strong integration between the analytical and IT systems.



The laboratory guarantees the quality and accuracy of the results of clinical 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 D'Amore Hospital Medical Laboratory offers a wide range of blood screening packages suited to different patient needs. Check-ups designed for individual diseases or targeting individual organs introduce a preventive process that makes it possible to conduct a preliminary check of the key health indicators. Approximately 132,000 laboratory tests were performed in 2020.

The laboratory also uses an external service for examinations concerning:

- **GENETICS**
- **IMMUNOCHEMISTRY**
- **AUTOIMMUNE SYSTEM**
- **PHARMACOLOGY**

D'AMORE HOSPITAL LABORATORY CONTACTS AND LOCATION

Viale Magna Grecia 62–74121 Taranto - Italy

D'Amore Hospital Offices

Tel. + 39 099.7704111

Medical Laboratory

Tel. + 39 099.7704533-543



HOURS

Hours

Mon. - Fri. 7:00 a.m. - 7:00 p.m.

Sat. 7:00 a.m. - 1:00 p.m.



Times for drawing samples

Mon. - Fri. 07:30–11:30 a.m.

Results pick-up

Mon. - Fri. 3:30 - 6:30 p.m.

Sat. 10:00 a.m. - 12.00 noon

For information, the service is available Monday to Friday, 10.00 a.m. to 7.00 p.m.

BOOKING AND ACCEPTANCE PROCEDURES

For all accredited services, booking may be made by telephone, by directly calling the facility's Booking desk at +39 099.7704111

Patients with NHS co-pay or payment exemption:

Booking an examination requires National Health Service authorisation. Notify the staff of the prescription number 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 call will be passed on to the medical laboratory staff.

NUCLEAR MEDICINE SERVICE

This service offers myocardial scintigraphy services, a non-invasive diagnostic test used to assess heart function. The examination involves administering a radiopharmaceutical which fixes to the heart muscle. The images acquired are processed by the nuclear medicine specialist and the cardiologist and provide useful information concerning heart condition and function. The facility has the latest generation Dual Energy equipment: Siemens Symbia Evo.

For this examination, one must go to the administration and present their tax ID, Local Health Service certificate of exemption (if any), and a doctor's referral on a signal diagnostic services request form. The patient must be fasting, provide any previous clinical documentation and the suspension of any treatment must be agreed upon with the attending cardiologist (possible suspension of beta blockers 72 hours prior to examination). The nuclear medicine department performed 1,364 diagnostic examinations in 2020.

OUT-PATIENT SERVICES

The facility is authorised to provide out-patient services in the following specialist areas:

- Angiology
- Cardiology
- General Surgery
- Gastroenterology
- Gynaecology
- Orthopaedics and Traumatology
- Urology



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.



termedicastrrocaro.it

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, 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
LONG LIFE
— FORMULA —

The building, designed by Tito Chini, is one of the most significant examples of Italian Art Deco. The **Grand Hotel Castrocara** 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.



grandhotelcastrocara.it

Contacts

D'AMORE HOSPITAL

Viale Magna Grecia 62
74121 - Taranto - Italy

Tel. **+ 39 099.7704111**

Email: info-dam@gvmnet.it

Distance from

MOTORWAY EXIT

22 min / 27.3 km

GROTTAGLIE AIRPORT

24 min / 18.7 km

RAILWAY STATION

13 min / Taranto 5.8 km

Hours

Every day

7:30 a.m. to 7:30 p.m.

Visiting hours

Visitors may access to the wards at the following times:

weekdays: from 6:30 to 7:30 p.m.;

**public holidays: from 11:00 a.m. to 12:00 noon
and from 6:30 to 7:30 p.m.**

Dedicated number for Policyholders and Supplementary Funds



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Email: assicurati-dam@gvmnet.it



See our website for updates and further information

www.gvmnet.it