



*Azienda Ospedaliera
Ordine Mauriziano
di Torino*

Our services

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1. Credentials Issuing Counter

i. Access Credentials Issuing Counter

Online regional health service

From April 1st, a Counter for issuing credentials which permit citizens to access the online services of the Regional Health Service has been activated in *Azienda Ospedaliera Ordine Mauriziano di Torino*. These online services are:

- *Citizen's personal journal*
- *Online withdrawing of medical reports*
- *Changing the family physician*
- *Booking examinations and exams*
- *Feminine Tumour Screening*
- *Other computer services*

The service is subject to authentication by “personal access credentials” issued on the basis of certified recognition by means of an ID card by one of the counter clerks.

The Credentials Issuing Counter of Azienda Ospedaliera Ordine Mauriziano di Torino is situated in Corridor Turati, ground floor, room 10, and it is open from Monday to Friday, from 8.30 to 15.30

2. Booking Medical Examinations and Exams

i. Where and How to Book Examinations and Exams:

- **at the Hospital's C.U.P. (Unified Booking Centre) Counter**, with the referral letter, from Monday to Friday, from 8.00 to 12.30 (*Rosselli* Corridor, ground floor);
- **at the Hospital's telephonic C.U.P. Counter, no. 011.508.2470**. Call from Monday to Friday, from 12.30 to 15.30 (call charge to the user). The telephone operator will ask: **the name and surname, date of birth** of the interested, **service to book, date and number of the referral letter** and eventual **priority code**.
- **by means of electronic mail**, by sending an email to the email address prenotazionicup@mauriziano.it **indicating the name and surname, date of birth and telephone number** of the interested, **service to book, date and number of the referral letter** (attach a front-back copy of the **referral letter and of the EHIC – European Health Insurance Card**). **At the confirmation of the email, a C.U.P. operator will contact the user from 8.00 to 15.30 to book the date and the hour of the appointment.**
- **at SOVRACUP: [booking at SOVRACUP](#).**

LABORATORY EXAMS (blood exams, urine exams, etc.) can be carried out both by directly accessing the service, and by booking it.

Direct Access, without booking

- *present oneself at the Secretary Office of Sample Collection Centre for the reception with the **referral letter**, from Monday to Friday, from 8.00 to 10.00.*

Booking of the day and hour of the service

- *present oneself at the Secretary Office of the Sample Collection Centre Monday to Friday, from 11.00 to 15.30 to book the day and hour of the taking, with the **referral letter**.*

Booking of the day and hour of the service by means of electronic mailing

- *send an email to the email address prenotazionicup@mauriziano.it indicating the name and surname, date of birth and telephone number of the interested, service to book, date and number of the referral letter (attach a front-back copy of the referral letter and of the EHIC – European Health Insurance Card). Please indicate whether the user intends to subscribe to the service “**Online withdrawing of medical reports**”. At the confirmation of the email, a C.U.P. operator will contact the user from 8.00 to 15.30 to book the date and the hour of the appointment.*

Exams performed only by booking:

- *Bacteriological examinations of the vagina;*
- *Mycological Examinations;*
- *Urea Breath Test (UBT).*

Exams for which containers and preservatives are needed, which must be withdrawn from the Secretary Office from 11.00 to 15.30:

- *Stool culture and Faecal occult blood test: **please withdraw container**;*
- *Urine collection: First morning specimen (if the dosage of oxalic acid, citric acid, sulphates, metanephrines, catecholamines is required): **please withdraw the preservative**;*
- *Urine and expectoration cytological tests: **please withdraw container**.*

Computer Virus Threat: *In order to avoid the data being captured or sent to other recipient, please check always the eventual presence of computer viruses on the device you are using (PC, Smartphone, Tablet, etc.). Azienda Ospedaliera Ordine Mauriziano di Torino will process the data collected according to the current legislation on privacy (Leg. Decree no. 196 of 06/30/2003).*

ii. How to cancel an appointment

The users who cannot honour the appointment booked are bound to cancel the appointment with at least **two working days in advance** so that the hospital could assign the place to another patient. Users who do not honour their appointment and do not cancel it are subject to a penalty equal to the complete cost of the service, even if they benefit of exemption from co-payment fee (Regional Council Resolution no. 14-10073 of 07/28/2003).

Ways to cancel an appointment:

- **by leaving a message on the answering machine of the no. 011.508.2161**, active 24/7;
- **by sending a fax at the no. 011.508.5202;**
- **by sending an email at disdettaprenotazioni@mauriziano.it** (automatic confirmation).

When an appointment is cancelled, one must always indicate his/her **name and surname, date of birth, the service booked and the date of the appointment.**

It is important to cancel an appointment because who does not report his/her impossibility to honour his/her appointment prevents another patient from benefiting from the respective service.

iii. Automated Recall System for cancelling or confirmation an appointment

Azienda Ospedaliera Ordine Mauriziano di Torino has an active automated recall system for the confirmation/cancelling of appointments.

Therefore, you might receive, even during evening, a phone-call or an SMS reminding you about the booked appointment and asking you to confirm or cancel it.

3. Cancelling an Appointment

The users who cannot honour the appointment booked are bound to cancel the appointment with at least **two working days in advance** so that the hospital could assign the place to another patient. Users who do not honour their appointment and do not cancel it are subject to a penalty equal to the complete cost of the service, even if they benefit of exemption from co-payment fee (Regional Council Resolution no. 14-10073 of 07/28/2003).

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- by leaving a message on the answering machine of the no. **011.508.2161**, active 24/7;
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- by sending an email at disdettaprenotazioni@mauriziano.it (automatic confirmation).

When an appointment is cancelled, one must always indicate his/her **name and surname, date of birth, the service booked and the date of the appointment.**

It is important to cancel an appointment because whom does not report his/her impossibility to honour his/her appointment prevents another patient from benefiting from the respective service.

4. Automated Recall System for cancelling and confirmation

Azienda Ospedaliera Ordine Mauriziano di Torino has an active automated recall system for the confirmation/cancelling of appointments.

Therefore, you might receive, even during evening, a phone-call or an SMS reminding you about the booked appointment and asking you to confirm or cancel it.

5. PATIENTS WAITING IN THE EMERGENCY DEPARTMENT

6. Sample Collection Centre

i. How to access diagnostic exams undergone in the Hospital

Direct Access, without booking:

- present oneself at the Secretary Office of Sample Collection Centre for the reception with the referral letter, from Monday to Friday, from 8.00 to 10.00.

Booking of the day and hour of the service:

- present oneself at the Secretary Office of the Sample Collection Centre Monday to Friday, from 11.00 to 15.30 to book the day and hour of the taking, with the referral letter. In alternative, send an email to the email address prenotazionicup@mauriziano.it indicating the name and surname, date of birth and telephone number and attach a front-back copy of the referral letter and of the EHIC – European Health Insurance Card. *Please indicate whether the user intends to subscribe to the service “Online withdrawing of medical reports”.* At the confirmation of the email, a C.U.P. operator will contact the user from 8.00 to 15.30 to book the date and the hour of the appointment.

Computer Virus Threat: in order to avoid the data being captured or sent to other recipient, please check always the eventual presence of computer viruses on the device you are using (PC, Smartphone, Tablet, etc.). *Azienda Ospedaliera Ordine Mauriziano di Torino will process the data collected according to the current legislation on privacy (Leg. Decree no. 196 of 06/30/2003).*

Exams performed only by booking:

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- *Urine and expectoration cytological tests: please withdraw container.*

[List of diagnostic exams undergone in the Azienda Ospedaliera Ordine Mauriziano di Torino's Laboratories.](#)

Cancelling an appointment: in case of impossibility of honouring an appointment, the user is **bound to cancel it with at least two working days in advance** so that the hospital could assign the place to another patient.

Ways to cancel an appointment:

- by leaving a message on the answering machine of the no. **011.508.2161**, active 24/7;
- by sending a fax at the no. **011.508.5202**;
- by sending an email at disdettaprenotazioni@mauriziano.it (automatic confirmation).

When an appointment is cancelled, one must always indicate his/her name and surname, date of birth, the service booked and the date of the appointment.

Users who do not honour their appointment and do not cancel it are subject to a penalty equal to the complete cost of the service, even if they benefit of exemption from co-payment fee (Regional Council Resolution no. 14-10073 of 07/28/2003).

ii. Online withdrawing of medical reports

The adhesion at this service must be explicitly communicated to the counter clerk of the Sample Collection Centre at the moment of the reception or when booking the appointment.

The service is subject to authentication by “personal access credentials” issued on the basis of certified recognition by means of an ID card by one of the counter clerks.

In order to obtain the personal access credentials, consisting of **user-name, password and pin code**, one must address the counters specially activated in all regional hospitals with an ID card and the health insurance card.

The Credentials Issuing Counter of *Azienda Ospedaliera Ordine Mauriziano di Torino* is situated in *Turati* Corridor, ground floor, room 10, and it is open from Monday to Friday, from 8.30 to 15.30.

In order to download the medical file:

- access the website www.regione.piemonte.it, health area, access the section "citizens", online medical service, medical reports withdrawing;
- insert the credentials and the identification code of the medical report (ID REFERTO) received from the counter clerks of the Sample Collection Centre at the moment of reception or when booking the appointment.

Attention! The medical report is available for download only after the confirmation of the co-payment fee's remittance, if required, and it remains available for 30 days, after which the medical report will be available at the Medical Files Withdrawing Office.

7. Co-payment fees

PAYMENT POINTS:

To pay the co-payment fee in cash or by card, the Hospital has at its disposal the following payment points:

1. *Rosselli* Corridor, ground floor: no. 3 payment points;
2. main entrance from Largo *Turati* 62, 1st floor: no. 1 payment point;
3. main entrance from Largo *Turati* 62, 2nd floor: no. 1 payment point (payment by card only);
4. *Magellano* Corridor, ground floor: no. 1 payment point;
5. *Re Umberto* Corridor, ground floor: no. 1 payment point;
6. entrance from Corso *Re Umberto* no.109, 1st floor: no. 1 payment point.

8. Withdrawing medical reports and other medical documents

The results of the medical examinations and exams can be withdrawn in the Hospital from the Medical Files Withdrawing Office, opened from **Monday to Friday, from 8.30 to 15.30**. One must present an ID card, or a proxy form and a photocopy of the patient's ID card.

Medical Files Withdrawing Office is situated in *Turati* Corridor, room no. 10, telephone no. 011.508.2600.

i. Withdrawing Medical Reports from the Sample Collection Centre

The results of the medical exams undergone in the Sample Collection Centre's Laboratories can be withdrawn online, without returning in the hospital.

The service is subject to authentication by “personal access credentials” issued on the basis of certified recognition by means of an ID card **by one of the counter's clerks**.

In order to obtain the personal access credentials, consisting of **username, password and pin code**, one must **address the counters specially activated in all regional hospitals with an ID card and the health insurance card**.

The Credentials Issuing Counter of *Azienda Ospedaliera Ordine Mauriziano di Torino* is situated in *Turati* Corridor, ground floor, room 10, and it is open from Monday to Friday, from 8.30 to 15.30.

In order to download the medical file:

- access the website www.regione.piemonte.it, area health, access the section "citizens", online medical service, medical reports withdrawing;
- insert the credentials and the identification code of the medical report (ID REFERTO) received from the counter clerks of the Sample Collection Centre at the moment of reception or when booking the appointment.

Attention! The medical report is available for download only after the confirmation of the co-payment fee's remittance, if required, and it remains available for 30 days, after which the medical report will be available at the Medical Files Withdrawing Office.

[Download the report on online medical files \(105.28 KB\).](#)

ii. OTHER MEDICAL DOCUMENTS, where and how to ask for them

1. Hospitalisation Certificate and Discharge Summary
2. Medical Record
3. Copy of the Emergency Department Medical File and Report

Birth Registration in the Hospital:

1. Birth Registration in the Hospital

a) Hospitalisation Certificate and Discharge Summary

Who can withdraw the Hospitalisation Certificate and the Discharge Summary?

- The interested party, during his hospitalisation or during the discharge procedure, can withdraw the hospitalisation certificate and the discharge summary from the Ward he/she has been hospitalised.
- The interested party, after having been discharged, can withdraw the hospitalisation certificate from the Medical Report and Registration Office (room no.18), *Turati* Corridor, phone no. 011.508.2357, fax no. 011.508.2359, opened from Monday to Friday, from 8.30 to 15.30, and Saturday from 8.30 to 12.00, provided he/she presents:
 - an ID card;
 - the discharge letter.
- Other subjects can withdraw the hospitalisation certificate from the Medical Report and Registration Office, provided he/she presents:
 - an ID card;
 - a proxy form written and signed by the patient;
 - a photocopy of the patient's ID card;
 - the discharge letter.

How much does it cost?

The service is **free of charge**.

b) Medical Record

Who can request a copy of the medical record?

- the recipient of medical record, if of age;
- other subjects in possession of a proxy form written and signed by the patient and a photocopy of the patient's ID card;
- legal heirs;
- legal guardians appointed in the case of minors or incapacitated persons.

How much does it cost?

- The copy of the medical record is **subject to the payment of the printing costs**.

Who can withdraw the copy of the medical record?

The copy of the medical record can be withdrawn by the same person who requested it or by another person in possession of a proxy.

It is possible to request the documents to be sent at the petitioner's domicile on the recipient's expenses.

Where and how?

- The service is entrusted to the company **NORMADEC**;
- the medical record can be requested and withdrawn directly from the Office in **Via Genova 18/C**;
 - **phone no. 011/37.16.536, fax no. 011/37.16.536**;
 - **from Monday to Friday, from 8.00 to 19.00**;
 - **holidays eve, from 8.00 to 12.30**.

The request can also be forwarded in a letter sent via mail, even electronic mail, or via fax to the aforesaid company, indicating the patient's personal data, the ward he/she has been hospitalised in, and the period of hospitalisation. One must attach to the request a photocopy of the petitioner's ID card.

The copy of the medical record can also be requested directly in the ward the patient has been hospitalised in during the discharge procedure.

The delivery of the medical record's copy is also entrusted to the company NORMADEC.

c) Copy of the Emergency Department Medical File and Report

Who can request a copy of the Emergency Department medical file and report?

- the recipient of medical record, if of age;
- other subjects in possession of a proxy form written and signed by the patient and a photocopy of the patient's ID card;
- legal heirs;
- **legal guardians appointed in the case of minors or incapacitated persons.**

Where?

The interested party can withdraw the Emergency Department Medical file and reports from the **Medical Files Withdrawing Office (room no. 10)**, Turati Corridor, **phone no. 011/508.2285, fax no. 011/508.2359** opened from **Monday to Friday, from 8.30 to 15.30**, provided he/she presents an ID card.

d) Radiographic Images Copy (on CD) Request Form

[CD Copy Request Form](#) (77.65 KB)

e) Birth Registration in the Hospital

Where?

A birth can be registered in the Hospital in the **Medical Report and Registration Office, Turati Corridor, no. 18**, phone no. **011.508.2357**, fax no. **011.508.2359**, opened from **Monday to Friday, from 8.30 to 15.30**, and **Saturday from 8.30 to 12.00**.

When?

A birth can be registered in **3 days after the birth at the Hospital's Medical Report and Registration Office.**

Otherwise, in **10 days after the birth at the Municipal Registry of Births, Marriages and Deaths** of the parents' or mother's Municipality of residence with the modalities previewed by the law.

Documents Requested:

- declaration of birth compiled from the obstetrician;
- a valid ID card of a parent if the parents are married, else the presence of both parents is required with their respective identity documents;
- the service is also available for parents not domiciled in Turin.

9. European Charter of Patients' Rights

- 1. Right to Preventive Measures:** Every individual has the right to a proper service in order to prevent illness.
- 2. Right of Access:** Every individual has the right of access to the health services that his or her health needs require. The health services must guarantee equal access to everyone, without discriminating on the basis of financial resources, place of residence, kind of illness or time of access to services.
- 3. Right to Information:** Every individual has the right to access to all kind of information regarding their state of health, the health services and how to use them, and all that scientific research and technological innovation makes available.
- 4. Right to Consent:** Every individual has the right of access to all information that might enable him or her to actively participate in the decisions regarding his or her health; this information is a prerequisite for any procedure and treatment, including the participation in scientific research.
- 5. Right to Free Choice:** Each individual has the right to freely choose from among different treatment procedures and providers on the basis of adequate information.
- 6. Right to Privacy and Confidentiality:** Every individual has the right to the confidentiality of personal information, including information regarding his or her state of health and potential diagnostic or therapeutic procedures, as well as the protection of his or her privacy during the performance of diagnostic exams, specialist visits, and medical/surgical treatments in general.
- 7. Right to Respect of Patients' Time:** Each individual has the right to receive necessary treatment within a swift and predetermined period of time. This right applies at each phase of the treatment.
- 8. Right to the Observance of Quality Standards:** Each individual has the right of access to high quality health services on the basis of the specification and observance of precise standards.
- 9. Right to Safety:** Each individual has the right to be free from harm caused by the poor functioning of health services, medical malpractice and errors, and the right of access to health services and treatments that meet high safety standards.
- 10. Right to Innovation:** Each individual has the right of access to innovative procedures, including diagnostic procedures, according to international standards and independently of economic or financial considerations.
- 11. Right to Avoid Unnecessary Suffering and Pain:** Each individual has the right to avoid as much suffering and pain as possible, in each phase of his or her illness.

12. Right to Personalized Treatment: Each individual has the right to diagnostic or therapeutic programmes tailored as much as possible to his or her personal needs.

13. Right to Complain: Each individual has the right to complain whenever he or she has suffered a harm and the right to receive a response or other feedback.

14. Right to Compensation: Each individual has the right to receive sufficient compensation within a reasonably short time whenever he or she has suffered physical or moral and psychological harm caused by a health service treatment.

10. Private medical examinations and exams

Based on the sanitary reform, public hospitals must supply spaces for its doctors (who have an exclusive relations with the hospital) to carry on intra-moenia private practice activities.

Let us remember that intra-moenia private practice activities are the medical services which a citizen can explicitly request in advance from a trusted doctor, for which he must pay a fee.

In full respect of the legislation and with particular interest on the implementation of new solutions, without removing any right to public healthcare, *Azienda Ospedaliera Ordine Mauriziano di Torino* answers to citizens' request of intra-moenia private practice activities, and therefore, acted towards:

1. organizing intra-moenia private practice activities inside the Hospital Unit for some particular specialities relative to diagnosis and laboratory service;
2. organizing a “polyclinic” in Corso *Re Umberto* 109, Turin, for the doctors operating in the Hospital *Azienda Ospedaliera Ordine Mauriziano di Torino*. One can book an appointment via:
 - [filling in an online questionnaire](#);
 - a telephone call at the number 011.508.5200 – 011.508.5201 (from 12.00 to 16.00);
 - directly addressing to the seat in Corso *Re Umberto* 109 (from 12.00 to 19.00).
3. authorising some doctors operating in the Hospital *Azienda Ospedaliera Ordine Mauriziano di Torino* to perform intra-moenia private practice activities inside their consulting rooms or in other structures with which the Hospital collaborates.

11. The Hospital Stay

Azienda Ospedaliera Ordine Mauriziano di Torino guarantees:

1. the hospitalisation for diagnosis and treatment of diseases which require emergency operations and acute diseases which cannot be faced in an outpatient clinic or at home;
2. medical examinations, nursing services and diagnosis, treatment and rehabilitation procedures needed by the patient, in accordance with the technological equipment of each ward;
3. first aid operations for diseased or injured citizens in emergency situations.

TYPES OF HOSPITALISATION:

1. **emergency admission**
2. **programmed admission**
 - a) **ordinary hospitalisation**
 - b) **week surgery**
 - c) **day surgery e one surgery**
 - d) **day hospital**

i. EMERGENCY HOSPITALISATION

Definition

The emergency hospitalisation is a type of hospitalisation usually following an access to the Emergency Department and at the appearance of an acute health problem which requires medical and diagnostic-therapeutic cares which cannot be delayed.

The Emergency Department guarantees emergency medical cares.

Apart from emergency diagnostic-therapeutic cares, the E.D. also guarantees the first clinical diagnostic, instrumental and laboratory tests, as well as medico-surgical procedures. Once the results are received, the doctor will decide whether or not the hospitalisation is necessary.

If the hospitalisation is not necessary or the needed cares cannot be offered in the Unit, the Hospital will provide a medical transport.

Ways of access

The emergency hospitalisation is activated by a call to the no. **118**, or by direct access, or at the request of the doctor in charge.

ii. PROGRAMMED ADMISSION

Definition

The **programmed admission** is a type of hospitalisation for pathologies which do not require emergency procedures and therefore can be scheduled. Usually, they follow an examination which

recommends that the patient should be included in the hospitalisation waiting list, or they follow a previous hospitalisation as a continuation of the medical cares.

Inclusion in the waiting list and the calling procedure

Each pathology treated in the Hospital has its own waiting list. The inclusion of the patient is chronological and it takes into consideration the pathology's priority. The patient can request information about the appointment and waiting time directly in the ward he/she will be hospitalised in.

THE PROGRAMMED ADMISSION CAN BE:

- a) **ORDINARY:** a type of medical or surgical hospitalisation whose **length in time cannot be specified.**

Ways of access

The hospitalisation can be recommended by:

1. the family physician;
2. the doctor on duty;
3. a specialist doctor of the National Healthcare System.

The hospitalisation is subject to an examination by the Ward Doctor who will assess its necessity.

Therefore, the patients for whom a programmed admission has been recommended are directly linked to the ward where they will be hospitalised. The Doctor in charge will fill in the forms with the patient's personal data and the ones relative to his/her pathology.

- b) **WEEK SURGERY:** is a surgical programmed hospitalisation whose length in time is not superior to **5 days** and it **subordinated to the Surgery Department.**

Ways of access

Are the same as for the ordinary admission.

- c) **DAY SURGERY AND ONE DAY SURGERY:** the patient is admitted in the morning and discharged in **12 hours**, for **day surgery**, and in **24 hours**, for **one day surgery**. The hospitalisation can be extended if the doctor considers necessary for the patient to remain under medical observation.

The surgical activity in Day Surgery is undergone in a protected environment, in conformity with the relative regional and national legislation. Day Surgery a poly-specialised structure (consisting of General Surgery, Plastic Surgery, Gynaecology, Ophthalmology, Otorhinolaryngology and Urology) which covers in a single day:

1. **the patient's admission** in hospital;
2. **the surgical operation;**
3. **the patient's discharge.**

Ways of access

The family physician recommends to the patient a General Surgery examination or a specialised one in the *Azienda Ospedaliera Ordine Mauriziano di Torino's Outpatient Clinics* which must be booked at CUP (Unified Booking Centre), by addressing to the Counter from 8.00 to 12.30 or by calling at the no. 011.508.2490, from 12.30 to 15.30. During the examination the doctor will assess whether or not the medical complexity of the surgery is compatible with the Day Surgery type of hospitalisation.

- d) **DAY HOSPITAL (one day medical hospitalisation):** the patient is admitted in the morning and discharged in 12 hours. According to the complexity of the care and the patient's needs, more successive days of hospitalisation, organized in time, can be recommended. The hospitalisation can be extended if the doctor considers necessary for the patient to remain under medical observation.

Ways of access

The Specialist treating the patient as well as the family physician are the ones who can recommend this type of hospitalisation. The patient must present this request to the ward's doctor in charge of reception and admissions who will insert the patient in the ward's waiting list.

Programmed admissions can follow a **PRE-ADMISSION**

PRE-ADMISSION: the service is exclusively addressed to the patients from the programmed surgery waiting list and it offers the possibility to concentrate in the minimum time possible and before the hospitalisation all medical and diagnostic examinations and exams required by the surgery.

- The user is contacted by the Pre-admission Service to organize both the hospitalisation and to carry out all the exams prescribed by the ward's surgeon during the preceding examination.
- The services offered during the pre-admission will be attached to the Medical Record: the medical documents are collected and sent to the hospitalisation ward the day the patient is admitted. The users must fill in and sign a payment obligation form relative to the services requested in case they are cancelled. The hospitalisation must take place in 30 days time from the date of the pre-admission.

12. The Silence Room of *Azienda Ospedaliera Ordine Mauriziano di Torino*: one year's history

The Silence Room of *Azienda Ospedaliera Ordine Mauriziano di Torino*, *Rosselli Corridor*, no. 12

Friday, September 12 at 15.30

One year's history for the Silence Room of *Azienda Ospedaliera Ordine Mauriziano di Torino*, a calm place available for **whoever comes in this hospital: employees, users looking for examinations and treatment, inpatients, their relatives and friends. Whoever enters this Room finds Silence. On their behalf “talks” the notebook available for whoever wants to share his/her passing: thoughts, reflections, prayers expressing suffering, hope, gratefulness for this space.**

*Friday, September 12, a year after the opening of the Silence Room, will take place a meeting open to everybody, entitled **The Silence Room September 12, 2013 – September 12, 2014. One year's history of words, music and silence.***

Friday, September 12 at 15.30,

Rosselli Corridor – Silence Room (no. 12)

[Scarica la locandina:12 settembre 2014_ Stanza del Silenzio \(180.59 KB\)](#)

13. Privacy

[Report pursuant to leg. decree 196/2003, art. 13 \(154.01 KB\)](#)

14. Legal Notes

[Documents on Legal Notes \(129.86 KB\)](#)

15. List of Thematic Websites

National Institutions:

- [Ministry of Health](#)
- [Health Care Institute](#)

Regional and Legal Institutions

- [Piemonte Regional Administration](#)
- [Piemonte Regional Council](#)
- [Unitary Network of Piemonte Public Administration](#)
- [Turin Provincial Administration](#)
- [Turin Local Administration](#)