



U.F. Cure Primarie Zona Pisana
Responsible Dr A. Rametta

ACCEPTANCE SHEET of the dispensary of Navacchio

Address: Via Tosco-Romagnola 1919 (in front of the elementary school)
Served by the local lines with stop near the building

This sheet is formulated in order to improve the information about the ambulatory services distributed by the Azienda USL 5 in the territorial headmasters.

To know all the services offered by the Azienda USL 5 consult the site: www.usl5.toscana.it

Every operator has got an acknowledgment tag.

Useful telephone numbers:

Doctor of dispensary (awaiting substitute)	050/954715
Head nurse Mr A. Menetti	050/954731
FAX	050/954 747-719-736
CUP	050/954737
CUP for telephone reservations	050/995995
Resp. social service	050/954074
Resp. administrative service	050/954126
Guard Medica	050/701723

Legislative decree 30 June 2003, n. 196

“Codice in materia di protezione dei dati personali”

During all the process of the distribution of the services (in the hospital or in dispensary) the corrected use of the information about you, transmitted or acquired, is guaranteed according what is previewed by the legislative decree 30 June 2003, n. 196 “Codice in materia di protezione dei dati personali”.

Informed consent

The patient has right to be informed by the sanitary operators with a comprehensible language about the risks connected to particular sanitary services and then to get the possibility to accept them or not in aware way (informed consent).

ADMINISTRATIVE ACTIVITY – CUP tel. 050 954 737 - 738

Modality of access: the reservations are distributed by the administrative staff, the CUP is situated on the ground floor, you are prayed to come on the days and timetables indicated in the table. In special situations and after authorization of the administrative director of zone, the timetable of closing of the distribution of the queue numbers could be anticipated of 20 minutes. The sanitary staff of other structures who, for reasons of the service, must approach the administrative performances takes precedence.

Reservations of specialized visits Reservations of medico-legal certifications Collection of Ticket Choice and variation of the family doctor	Mondays Tuesdays	7,30 – 12,00	
	Wednesdays	7,30 – 12,00	14.00 – 17.00
Information about sanitary assistance abroad Release and renewal of the attestation of ticket exemption for pathology Withdrawal of documentation prosthetics and aid and delivery files	Thursdays Fridays Saturdays	7,30 – 12,00	

The reservations for the specialized visits can also be carried out at the number 050 995.995 and in the following pharmacies and associations of voluntary service:

COMMUNAL	Cascina		Piccioli	Cascina
COMMUNAL	Latignano		Misericordia of Cascina	Mondays - Fridays 8.00 – 20.00 Saturdays 8.00 – 12.00
COMMUNAL	Titignano		Misericordia of Navacchio	8.00 – 12.00 e 15.00 –18.45
ADAMI	Visignano		Pubblica Assistenza Cascina	

AUTHORIZATION FOR DRUGS

Modality of access: the office is situated on the first floor, you are prayed to come on the days and timetables indicated.

Authorization for the delivery of <u>drugs</u>	Tuesdays	7.30 - 12.30	
	Fridays	7,30 - 12.30	

MEDICO-LEGAL CERTIFICATIONS

The medical services are subject to reservations through CUP, without a demand of the family doctor. At the moment of the reservation a list of the necessary documents will be delivered according to the certification required.

Authorization to the detainment of weapons Authorization to the purchase of weapons	€ 15,00	Tuesdays	from 9,00 till exhaustion of the reservations
License A-B Carrying of weapons Exemption safety belts Psycho-physical suitability to the employment Cession of fifth on the wage Scholastic suitability	€ 30,00		

NURSING ACTIVITY 050/954718 Head nurse: Mr Andrea Menetti

Modality of access: the medical services are distributed by the nursing staff. Waiting time does not exist, in order to approach the medical services it is sufficient to come on the days and timetables indicated in the table below.

ACTIVITY	DAYS AND TIMETABLES	Ticket if due	Necessary documents
blood samplings	every day 7.30 - 9.00	According to regional tariffing nomenclature	Demand of the family doctor
medications	every day 10,30 - 12,45	free	//
measurement arterial pressure	every day 10,30 - 12,45	free	//
delivery reports	every day 11,00 - 12,45	free	Eventual procuration
reservation domiciliary medical services 050/954709	every day 11.00 - 12.45	free	Demand of the family doctor

SPECIALIZED ACTIVITY

Modality of access: the medical services are subject to reservation through CUP with demand of the family doctor.

ACTIVITY	SPECIALIST dott.	DAYS	Morning	Afternoon	Ticket (if due)
Cardiology	Panesi	Tuesdays	8.00 - 13.00		€ 22.00 (with ECG)
		Wednesdays	13.00 - 18.00		
	Del Carratore	Tuesdays		14.30 - 18.30	€ 35.00
Surgery	Pasqualetti	Mondays (2° 4°)		14.30 - 17.30	€ 22.00
Dermatology	Sottomano	Mondays	9.00 - 13.00		
		Thursdays	9.00 - 13.00		
Ophtalmology	Poggi	Tuesdays		13.00 - 17.00	
	Maneschi	Mondays	8.00 - 15.00		
		Thursdays	8.00 - 15.00		
Urology	Del Re	Wednesdays	8.30 - 10.30		
Otorhinolaryngology	<u>temp.</u> <u>suspended</u>	Mondays	8.15 - 13.00		
		Wednesdays	8.15 - 13.00		
		Fridays	11.00 - 13.00		

	Palma	Thursdays	9.30 - 12.30		
Rheumatology	Barbieri	Tuesdays	8.00 - 13.00		
Orthopaedics	Rossi	Tuesdays	7.30 - 13-30		
		Fridays	7.30 - 13-30		
Neurology	Masi	Saturdays	8.00 - 11.00		
Elderly care	Rossetti	Mondays		15.00 – 19.00	
Odontology (without demand family doctor)	Sanzo	Tuesdays	8.00 - 12.00		According to deliberation R.T. n°163 of 8/10/2003
	Panattoni	Fridays	7.30 - 12.30		
	Sanzo (odontoprotesi)	Wednesdays	8.00 - 12.00		
Child neuro- psychiatric					Reservation directly with U.F. Salute mentale infanzia e adolescenza Via Garibaldi
		Wednesdays Thursdays	8.30 -13.30		

OTHER SANITARY ACTIVITIES

Modality of access: The obstetrician services are distributed by the obstetrical staff, the vaccinations by the paediatrician. It is necessary to telephone to number 050/959805

ACTIVITY	DAYS	TIMETABLES	Ticket, if due	Documents
Pediatric vaccinations (on appointment tel. 050/959805)	Wednesdays	13.00 - 16.30	free where previewedor	Pediatric booklet Folder vaccinations
	Thursdays	8.00 - 12.45		
	Saturdays	8.00 - 12.45		
Information point about lice (tel. 050 954718-729-748)	Fridays	10.00 - 11.00	free	

Regarding the timetables of the obstetrician-gynecological activities you are prayed to consult the specific acceptance sheet

PUNTO INSIEME

050 7518230 ADA 050 7518226

The Punto Insieme is finalized to give answers and to manage persons who ask residential, semiresidential, domiciliary participations, home supports and indirect assistance exclusively for not self-sufficient over65years

The Punti Insieme in directory are exclusively “desks” where the prepared and characterized staff begins the procedure of the management (simple or complex) and the insertion in the regional data-base and the shipment or to the multidiscipline commission (for insertion RSA, CD, ADI, etc) or to the nursing department or social department of zone.

For any criticality, you are prayed to contact the coordinator Dott.ssa Lucia Salutini (050-954067-66).

Tuesdays from 9,00 to 13,00 without necessity of reservation (direct access)

TERRITORIAL SOCIAL WELFARE

Social workers	Sector of intervention	Telephone
Bertoni Mirella	Elderly – Mental health	050/954701
Calabrò Angela	Disability	050/ 954706
Caricato Elisabetta	Minors	050/ 954705
Freschi Alessandra	Minors	050/954742
Medda Maria	Disability	050/954710
Scuffiotti Antonella	Elderly – Mental health	050/954733

SOCIAL SECRETARIAT for all the sectors (elderly, minors, mental health, disability)

Modality of access for the new patients: **Tuesdays from 9,00 to 13,00** without necessity of reservation (direct access)

The social workers received the already managed patients on appointment managing independently their own agendas of job.

In order to know the waiting time for ambulatory specialist services it is possible to go to the points of reservation of the Azienda USL5 of Pisa.

A compensation of 25 euros is envisaged for the patient in case the Azienda USL 5 of Pisa is not able to offer **within 15 days** the first visit in the branches of **cardiology, gynecology, ophthalmology, neurology, dermatology, orthopaedics and otorhinolaryngology** in one of its structures (hospital or territorial) or in the Azienda Ospedaliero - Universitaria Pisana, or in a credited private structure.

The patient has right moreover to the payment of a "bonum" of 25 euros in case of:

- a service (specialized or diagnostic), regularly reserved, is not carried out, without telling to the patient (except in case of strike of the staff). In this case, the patient has right also to the reimbursement of the ticket if he decides to carry out the service in other sanitary structures.
- the service is carried out with delay of more than half hour regarding the previewed timetable without explanation of the reason of the delay by the sanitary staff.

ATTENTION

If the patient cannot come to any specialized visit or diagnostic-therapeutic service, independently of the previewed waiting time, he must communicate this to the CUP at least 48 hours before the reserved date. Should this not be the case, the patient, if not exempt, is held to pay the ticket previewed for the demanded service.

The reservations of specialized and diagnostic services are carried out in the reservation points, marked by an appropriate logo. These points are situated in the socio-sanitary districts, in the hospitals of Santa Chiara, Cisanello, some public or private pharmacies and in some centers of the Misericordia and the Pubblica Assistenza.

It is also possible to reserve by telephone calling the number 050 995 995.

The medical services which cannot be reserved by telephone are the following:

- Endocrinology Azienda Ospedaliero - Universitaria Pisana.
- Psychiatry and Psychology adults and minors Azienda Ospedaliero - Universitaria Pisana and ASL5 (they are in direct access).
- Radiodiagnostics with contrast medium of Azienda Ospedaliero - Universitaria Pisana.
- All the checks-up.
- Rehabilitation.
- Dental visit Azienda Ospedaliero - Universitaria Pisana.

The AZIENDA USL 5 guarantees the protection of the rights of the citizen.

Who likes introducing SUGGESTIONS, CLAIMS, NOTIFICATIONS or PRAISES can contact::

- The Responsible Assicurazione Qualità, who is present in every structure.
- The Ufficio Relazioni con il Pubblico U.R.P. 050 954296 Via Zamenhof, 1
- The Ufficio Accoglienza n°free 800 221290