



Centro Cardiologico  
Monzino

Service Charter MSBorg\_C - Edition 06.05.2025



# Service Charter

The Centro Cardiologico Monzino is a Scientific Institute for Research, Hospitalisation and Healthcare (IRCCS) dedicated to cardiovascular diseases, where full integration is achieved between basic research, clinical research, teaching, and medical and nursing care.

The Institute's excellence has a long-standing tradition, closely linked to the university schools of Milan. This tradition continues today thanks to the University of Milan and the ongoing development of new research projects for the prevention and treatment of cardiovascular diseases.

The use of increasingly advanced and, where possible, minimally invasive techniques makes it possible to achieve ever more satisfactory results that are better tolerated by patients. These advances are made possible by the immediate transfer of new research findings from the laboratory to clinical practice.

The commitment of Monzino's doctors and researchers to the prevention and treatment of cardiovascular diseases has made it possible to develop new therapeutic protocols, achieve excellent clinical outcomes, and improve patients' quality of life.

The Medical Directorate

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# Centro Cardiologico Monzino

## Centro Cardiologico Monzino

The Centro Cardiologico Monzino is the first hospital in Europe dedicated exclusively to cardiovascular diseases.

As an IRCCS (Scientific Institute for Research, Hospitalisation and Healthcare), Monzino is not only a centre for treatment, prevention and training, but also a hub of intensive scientific activity, where basic research is closely integrated with clinical research. All Monzino research programmes are designed to ensure that scientific discoveries can be transferred from the laboratory to the patient's bedside as quickly as possible.

“The Centro Cardiologico Monzino is internationally recognised as a model of integration between care and research. We like to say that *‘care is better where research is done’* because we deeply believe in the cultural, social and knowledge-sharing value of our scientific work.”



Prof. Giulio Pompilio  
Scientific Director

## Centro Cardiologico Monzino

### Who we are

Management

- **Chief Executive Officer** Ing. Mauro Melis  
T +39 02 58002222  
amministratore.delegato@cardiologicomonzino.it
- **Scientific Director** Prof. Giulio Pompilio  
T +39 02 58002456  
direzione.scientifica@cardiologicomonzino.it
- **Medical Director** Dott.ssa Chiara Oggioni  
T +39 02 58002221  
direzione.sanitaria@cardiologicomonzino.it
- **General Director** Dott. Luca Giuseppe Merlino  
T +39 02 58002222  
direzione.generale@cardiologicomonzino.it

### Mission, history and values

The Centro Cardiologico Monzino in Milan is a Scientific Institute for Research, Hospitalisation and Healthcare (IRCCS) dedicated to cardiovascular diseases. It hosts the Department of Cardiovascular Sciences (SCCO Section) of the University of Milan. The Centre pursues excellence in patient care by integrating scientific research with clinical practice. Monzino was founded in 1981 thanks to the donation of Cavaliere del Lavoro Dr Italo Monzino and the original idea of Professor Cesare Bartorelli of the University of Milan, who envisioned a centre of excellence dedicated exclusively to the treatment of cardiovascular diseases.

The Centro Cardiologico Monzino has been an IRCCS since 1992 and is currently owned by the European Institute of Oncology, also an IRCCS. The two Centres operate autonomously yet synergistically, sharing their resources to serve research, training and patient care in their respective fields.

The core values of the Centro Cardiologico Monzino are:

- respect and attention for each patient as a person
- appropriateness of care
- research and innovation in diagnostic and therapeutic practice
- high-level specialisation
- recognition of the value of colleagues and the organisation as a whole

At the Institute, all citizens have equal rights to healthcare, without distinction of race, gender, nationality, social status or religion.

At every level of the organisation, staff members take personal responsibility for outcomes, work collaboratively, show mutual respect, and share a strong sense of belonging to an institution committed to health and research. These principles underpin the results achieved and the ongoing pursuit of excellence

## Centro Cardiologico Monzino

### Patient-centred care

At the Institute, all doctors, nurses and healthcare technicians work full-time, dedicating their professional expertise entirely to the service of patients. Developing skills through hands-on clinical training at the patient's bedside is an essential goal, ensuring the delivery of the most appropriate and advanced care. A multidisciplinary approach and a constant drive for technological innovation go hand in hand with a strong focus on each patient and their individual needs.

### Research activities

The Centro Cardiologico Monzino conducts translational research — studies that link basic science with clinical research — to improve the treatment of patients with heart and vascular diseases. Translational research means ensuring that the scientific discoveries made in basic research laboratories are effectively transformed into practical applications in patient care and therapy.

**Clinical research** at the Institute is carried out by its Operational Units and aims to identify and assess the effectiveness of new procedures and/or therapies — both surgical and pharmacological — as well as new ways of using existing treatments. Clinical research involves patients who have given

their informed consent. Clinical studies make a major contribution to knowledge and progress in the fight against disease; today's most effective therapies are the result of many years of clinical trials. In addition, the Centro Cardiologico Monzino is engaged in a comprehensive Cardiovascular Risk Control Programme aimed at patients receiving treatment at the Institute for cardiovascular diseases and their families.

**Basic research** is inspired by clinical topics and is carried out in laboratories within the Centre itself, where around fifty researchers conduct innovative studies, often in collaboration with leading institutes in Italy and abroad.

The researchers focus on genetic and molecular studies in the cardiovascular field, on pharmacological control of atherosclerotic and thrombotic diseases, and on the development of strategies for heart and vascular regeneration.

### Teaching activities

The Institute places strong emphasis on university teaching, which is closely integrated with clinical care and research. It hosts both the Degree Course in Medicine and Surgery and the Degree Course in Cardiovascular Pathophysiology of the University of Milan.

## Centro Cardiologico Monzino

### Training activities

The Centre offers an annual programme of educational events covering scientific, theoretical–practical and outreach topics. These are aimed at both internal and external professionals from Italy and abroad. The speakers are often members of the Institute's staff, who are regularly invited to present their experience at national and international scientific meetings.

The updated list of Monzino events is available on the website [www.cardiologicomonzino.it](http://www.cardiologicomonzino.it), where participants can register online for courses and subscribe to the Institute's newsletter to receive updates by email. The Centre has always attached great importance to training. Medical, nursing and technical staff at every level take part regularly in programmes of continuing professional development and interdisciplinary training.



## Centro Cardiologico Monzino

### Supporters of the Institute

A major project also requires a solid financial foundation in order to grow. The Centre relies on the support of a group of organisations.

#### Monzino's partners

- Allianz
- Banca Popolare di Milano
- Banca Popolare di Sondrio
- Banca Mediolanum
- Fondazione Leonardo Del Vecchio
- Fondazione Cabrino Carena
- Generali
- Intesa SanPaolo
- Istituti Clinici Scientifici Maugeri
- Mediobanca
- Pirelli
- Telecom Italia
- UniCredit Group
- Unipol Sai

### Ministry and associations

A major contribution to the development of research at the Centro Cardiologico Monzino has also come from funds provided by the Ministry of Labour, Health and Social Policies, as well as by various associations and foundations.

### Private supporters

Our heartfelt thanks also go to the people and companies who have made donations, as well as to those who have chosen to allocate 0.5% of their personal income tax to the Centro Cardiologico Monzino. Anyone submitting the Modello Unico, Modello 730 or, more simply, receiving the CUD form from their employer, can choose to allocate this 0.5% by signing and entering the Centro Cardiologico Monzino's tax code: 13055640158.

## Centro Cardiologico Monzino

### Environmental management ISO 14001

The Centro Cardiologico Monzino has established an Environmental Policy, signed by its Legal Representative.

In line with this policy, the Centro has obtained certification of its Environmental Management System in accordance with the ISO 14001:2015 standard. This certification validates the implementation of a system of operational and management procedures, resources, and tools designed to ensure ongoing compliance with all environmental laws applicable to the hospital's activities.

Specifically, the Centro Cardiologico, in the interests of the community and its patients, takes measures to prevent pollution in all environmental aspects, the most significant of which include solid and liquid waste, air and atmospheric emissions, water discharges, and noise.

The scope of the environmental management system is continuously extended to cover all hospital processes, including research activities, and applies to all suppliers — whether contractors, construction firms, maintenance providers, or suppliers of goods used in any clinical or administrative process.

Furthermore, all the requirements of the environmental management system are maintained across all the operational sites of the Centro Cardiologico and in all interactions with the community and patients. Compliance is periodically reported to the Supervisory Body and to the Board of Directors through the Auditors.

The objectives pursued by the Centro include not only maintaining ISO 14001 certification but also the continuous reduction of environmental impacts and the promotion of energy efficiency.

## Centro Cardiologico Monzino

### Quality certification ISO 9001:2015

The Centro Cardiologico Monzino has implemented a quality management system certified to the ISO 9001:2015 standard by the accredited body RINA. The scope of this certification extends to all clinical, managerial, and scientific research processes.

### Occupational health and safety management ISO 45001:2018

The Centro Cardiologico has established an Occupational Health and Safety Policy, signed by its Legal Representative.

In line with this policy, the Centro Cardiologico has obtained certification of its Occupational Health and Safety Management System in accordance with the ISO 45001:2018 standard. This certification validates the implementation of a system of operational and management procedures, resources, and tools designed to ensure ongoing compliance

with all safety regulations applicable to the hospital's activities

Specifically, the Centro Cardiologico, in the interests of its employees, patients, and the wider community, implements all possible measures to prevent accidents, occupational diseases, and incidents, and to ensure preparedness for any potential emergencies. The identification of all preventive and protective measures is carried out following an assessment of all hazards and their associated risks, with the aim of eliminating risks where possible or, where this is not feasible, keeping them under control through regular checks, monitoring, maintenance, and inspections.

The training, cooperation, and involvement of the Centro Cardiologico's staff — including all suppliers — are essential conditions for maintaining an effective health and safety management system.

# Clinical activities



## Clinical activities

The clinical activity of the Centro Cardiologico Monzino is organised into six Clinical Departments:

- Arrhythmology
- Critical and Rehabilitative Cardiology
- Interventional Cardiology
- Cardiovascular Surgery
- Emergency and Urgent Care
- Cardiovascular Imaging

All activities are characterised by a multi-disciplinary approach which, through joint discussions among the various specialists from the six Departments, offers each patient a “tailor-made” care pathway supported by the highest level of clinical expertise.

Coordination of the clinical and scientific aspects aimed at achieving these objectives is entrusted to Dr Mauro Pepi.



Dr Mauro Pepi  
Head of Interdepartmental  
Projects for Clinical and Scientific  
Integration

# Clinical services



## Clinical services

Services	Lead Consultant
<b>Diagnostic Area</b>	
Cardiovascular Outpatient Clinics	Paolo Ravagnani
Cardiovascular Imaging	Gianluca Pontone
Laboratory Medicine	Maria Luisa Biondi
Perioperative Cardiology	Nicola Cosentino
<b>Medical Area</b>	
Clinical Cardiology and Heart Failure	Piergiuseppe Agostoni
Cardiac Rehabilitation	Pietro Palermo
<b>Surgical Area</b>	
Cardiac Surgery	Gianluca Polvani
Minimally Invasive and Endoscopic Cardiac Surgery	Emad Al Jaber
Vascular and Endovascular Surgery	Piero Trabattoni
Anaesthesia and Intensive Care	Glauco Juliano, Sabrina Frisoli
<b>Interventional Area</b>	
Arrhythmology	Claudio Tondo
	Corrado Carbucicchio
Invasive Cardiology	Piero Montorsi
	Daniela Trabattoni
	Federico De Marco
<b>Emergency Area</b>	
Emergency Department	Marco Grazi
Emergency Cardiology	Emilio Assanelli
Coronary Care Unit (CCU)	Marco Grazi
Step-Down Cardiology Unit	Gianfranco Lauri
<b>Cardiovascular Telemedicine</b>	Alfreda Calligaris
<b>Italian Homograft Bank (BIO)</b>	Luca Dainese
<b>Sports Cardiology</b>	Claudio Tondo / Gianluca Pontone

# Levels of care

The Centro Cardiologico Monzino offers patients clinical services for the diagnosis and medical, interventional, or surgical treatment of cardiovascular diseases using the most advanced techniques available.

The Emergency Department and Emergency Cardiology Unit also provide 24-hour, year-round management of cardiac emergencies and advanced heart attack care.

Patients can access the Institute's services either through the National Health Service (Servizio Sanitario Nazionale) or on a private basis (self-paying or via private health insurance).

Private patients have the option to choose their specialist and, in the case of hospital admission, to stay in a single room.



## Levels of care

The Centro Cardiologico Monzino offers patients diagnostic and treatment services across six different levels of care.

### Outpatient consultations and diagnostic tests

Outpatient services are available from Monday to Friday, 8:30 a.m. to 8:00 p.m., and on Saturday from 8:00 a.m. to 12:00 noon.

The Cardiovascular Outpatient Department comprises a full range of highly specialised clinics capable of addressing all the various and complex conditions related to cardiovascular disease.

The following diagnostic services are also available:

- Instrumental and imaging diagnostics (multislice CT, MRI, echocardiography including 3D, vascular Doppler ultrasound, ultrasound imaging, traditional radiology, exercise testing, Holter monitoring, ambulatory blood pressure monitoring, and cardiopulmonary diagnostics including CPET).

Private outpatient consultations are provided both at the Centro Cardiologico Monzino (Via Carlo Parea 4, Milan) and at the **Milano Centro Clinic** (Via San Barnaba 30, Milan). The Milano Centro Clinic, opened in 2009, was established to meet the needs of those living or working in the city centre, or for anyone who finds this conveniently located site —

well served by public transport and taxis — easier to reach. The premises are dedicated exclusively to private outpatient services.

### Monzino 2

A new facility has been opened, dedicated to prevention and health services, offering:

- a secondary prevention programme for Monzino patients and a cardiovascular health programme for residents of Ponte Lambro
- prevention and awareness initiatives aimed at promoting and maintaining psychological wellbeing
- a prevention programme involving the development of new, complementary educational and support services for the community

For information and contacts:

- *Clinical Psychology*

Information: +39 02 58002311

Appointments: +39 02 58002999

- *Cardiovascular Prevention and Nutrition*

Information: +39 02 58002491 - 580022263  
58002617

## Levels of care

### Pre-operative clinical assessment day service

The Centro includes an integrated outpatient facility where, over the course of one or more days, interdisciplinary teams define the care pathways for patients who are expected to require surgical intervention.

### Inpatient medical and surgical treatment

The Institute has 219 inpatient beds. Each room is equipped with a private bathroom, television, and safe, and all rooms are air-conditioned. The Centro also allows patients to receive visits from family members and friends.

### Accident and Emergency

The Centro Cardiologico Monzino has a specialised Emergency Department for cardiovascular emergencies and, as part of the Lombardy Region's 118 emergency network, provides 24-hour services, including the treatment of acute myocardial infarction by means of primary angioplasty. In urgent cases, where necessary, patients may be admitted directly from the Emergency Department.

## Levels of care

### Telemedicine

The cardiovascular telemedicine service enables home-based diagnostic and therapeutic care pathways, allowing direct patient monitoring and providing specialist cardiology support via telephone connection and transmission of the electrocardiogram from a small portable device supplied to the patient. The service operates through a dedicated Operations Centre and is also available, upon request, to patients who wish to have continuous monitoring of their cardiac condition and prompt reporting of their electrocardiogram (Teleconsultation and Tele-ECG).

### Other services

- **Cardiac Rehabilitation Clinic** for assessment and enrolment in rehabilitation programmes. Gym for cardiac rehabilitation activities for both inpatients and outpatients.
- **Anticoagulant Therapy Clinic (T.A.O.)** for monitoring, dosage adjustment, and management of oral anticoagulant therapy.



# How to access services



## How to access services

### Access through the National Health Service (Servizio Sanitario Nazionale)

The Centro Cardiologico Monzino is accredited with the National Health Service (Servizio Sanitario Nazionale – SSN) for both outpatient and inpatient services.

To access Monzino’s services under the SSN, patients must present a valid referral (impegnativa) issued by their general practitioner or by a hospital specialist.

Through partnerships with affiliated outpatient and multispecialty centres, it is possible to book private consultations with Monzino doctors — particularly convenient for patients who find it difficult to travel to our main facility in Milan.

Further information and an up-to-date list of all affiliated centres are available on the Monzino website.

### Private (self-funded) access

In addition to NHS-accredited care, the Institute offers private (self-pay) access, which allows patients to choose the specialist who will oversee their treatment (Private Practice). In the case of hospital admission, private patients may stay in a single room within a dedicated ward offering enhanced comfort and amenities.

### Agreements with health funds and insurance companies

The Institute has agreements with most insurance providers offering health policies, as well as with various occupational mutual aid funds. Discounted rates are available either directly or indirectly:

**For direct agreements**, the affiliated organisation covers all or part of the cost of the services provided by the Centre on behalf of the patient. In the case of partial coverage, the Institute will request payment of the remaining balance directly from the patient.

**For indirect agreements**, the patient pays the full cost of the services and subsequently requests full or partial reimbursement from their insurance company or mutual aid fund.

### Consultant private practice

All Monzino physicians are employed exclusively by the Centre, meaning that any private practice they conduct takes place solely within the institution.

### Monzino doctors in your city

“*Monzino Doctors in your city*” is an initiative that brings the expertise and quality of the Centro Cardiologico Monzino to other locations across Italy.

# Hospital stay

To help organize your hospital stay in the best possible way, we provide a short checklist to remind you of the necessary documentation, a list of personal items to bring and a series of useful information.



## Hospital stay

### What to bring with you

Administrative Documents:

- A valid identity document
- Health Insurance Card – Regional Services Card
- Referral form with the wording “Hospital Admission”
- Any health insurance policy documents (for private admissions only)

### For international patients

Administrative Documents:

- A valid identity document
- Reimbursement through the Italian National Health Service (SSN), either directly or indirectly, is available in the following cases:
  - Foreign residents in Italy who are registered with the SSN and hold a Health Insurance Card / Regional Services Card (CRS)
  - Foreign residents in an EU member state, in cases of non-deferrable emergencies and

if they hold a European Health Insurance Card (EHIC)

- Authorisation from the patient’s national health authority for admission to an Italian SSN facility (validated on form E112, endorsed by the local health authority – ASL)
- In all other cases, hospitalisation costs will be billed directly to the foreign patient.

### Medical documentation

- Previous discharge letters
- Previous medical records
- Radiology reports and images
- Any other prior test results

### Personal belongings

- Pyjamas and slippers
- Dressing gown or robe
- Underwear and personal toiletries
- Items for the care and maintenance of any prostheses

## Hospital stay

### On Arrival At Admissions

On the day of admission, the admissions staff will carry out all administrative procedures required for entry. At the time of admission, the patient will be given an identification bracelet with a barcode, and the relevant documentation will be prepared for the patient to hand to the Ward Nurse Coordinator (Head Nurse) of the unit where they will be admitted.

Admission procedures vary according to the type of hospital stay and the day of the week:

#### Monday to Friday

- Admissions under the National Health Service take place at the Admissions Check-in Desk on floor -1 from 7:30 a.m. onwards.
- Private (self-pay) admissions are handled by the Private Admissions Office on the 1st floor from 8:00 a.m. to 1:00 p.m. and from 2:00 p.m. to 3:30 p.m.

#### Saturdays, Sundays, and public holidays

- For both National Health Service and private (self-pay) admissions, patients should

report to the Main Reception Desk. Administrative procedures will then be completed on the next working day.

### On the ward

A designated nurse will accompany the patient to their hospital room and collect all the information needed to assess their nursing care requirements.

### Rooms

All rooms are air-conditioned, equipped with a private bathroom, and include either a safe or a lockable drawer.

National Health Service admissions involve accommodation in shared (double or triple) rooms. Private (self-pay) admissions provide single rooms equipped with a telephone, television with SKY channels, and a sofa bed for an accompanying person. For hygiene reasons, it is recommended that patients do not keep vases of flowers or plants in their rooms. The entire hospital is equipped with a Wi-Fi internet service; to access it, simply connect to the WIFI-Guest network.

## Hospital stay

### Meals and catering For Patients

Meal times are as follows:

- Breakfast: 7:30 a.m. – 8:15 a.m.
- Lunch: 12:15 p.m. – 1:00 p.m.
- Dinner: 6:15 p.m. – 7:00 p.m.

Tea is served in the afternoon. Meals are served on special heated trays and are prepared specifically for each patient according to the diet prescribed by their doctor and the Clinical Nutrition Service.

Each day, a member of the catering staff will visit the patient's room to take meal orders from the daily menu options.

Bringing food or drinks to hospitalised patients is not permitted without the authorisation of the Ward Nurse Coordinator (Head Nurse).

### For visitors

The self-service restaurant is located on floor -1 and is open every day, including public holidays, at the following times:

Dal lunedì a domenica e giorni festivi

- Lunch: 12:15 p.m. – 2:30 p.m.
- Dinner: 6:30 p.m. – 7:30 p.m.

Meal vouchers can be purchased at the bar adjacent to the restaurant.

Each voucher entitles the holder to one first course, one main course with a hot side dish, one cold side dish, fruit or dessert, and water. For hygiene reasons, accompanying persons and visitors are kindly requested not to eat lunch or dinner in the patient's room.

## Hospital stay

### Telephone

A telephone is available in the private rooms. To make an external call, simply dial zero before entering the desired number.

### Safe

Where available, the safe is located inside the wardrobe, and instructions for its use can be found on the inside of the wardrobe door. You are strongly advised to place any money and important documents in the safe whenever you leave the room.

It is also recommended not to bring large amounts of cash or valuable items to the hospital.

The Cardiological Centre cannot be held responsible for any theft or loss of money or personal belongings left unattended.

### Medicines and food

When being admitted to hospital, patients are advised to bring with them any medicines they take at home, together with their prescription from their GP or another specialist. These medicines, once checked by the doctor at the Centro Cardiologico Monzino, must be handed over to the nursing staff.

Please do not take any medication on your own initiative, as all prescribed medication will be provided exclusively by the ward nurses. Taking other medicines may interfere with your prescribed treatment.

For the same reason, please always ask the nurse before consuming any food from home, or meals purchased at the hospital self-service or café.

## Hospital stay

### Visiting patients

Hospitals are environments that require particular attention to hygiene and safety; therefore, it is essential to behave politely and respectfully towards both the environment and the needs of patients and staff. Animals are not permitted inside the Monzino Centre.

The following rules must be observed:

- keep your voice down
- limit the use of mobile phones
- do not use patients' bathrooms
- sanitise your hands using the gel provided at the entrance to each patient room
- do not sit on patients' beds

In patient rooms, no more than two visitors per patient are allowed at any one time. Healthcare staff are authorised to ask additional visitors to leave.

In intensive care units, only one visitor per patient may be admitted, and entry is subject to authorisation from the nursing staff.

It is not permitted to remain in the corridors or outside the patients' rooms in the ward area. The Hospital Management does not allow access to inpatient areas for children under 12

years of age, except in special cases agreed with the ward manager. Within the hospital, minors must always be closely supervised by their accompanying adult.

### Visiting hours

Visits to patients are permitted every day:

#### • Wards

Monday to Saturday: 4 p.m. – 8 p.m.  
Sundays and public holidays: 10 a.m. – 8 p.m.

#### • Cardiac Intensive Care Unit (UTIC)

Visiting hours: 12 p.m. – 1 p.m. and 5.30 p.m. – 7 p.m.

#### • Post-Operative Intensive Care Unit (TIPO)

Monday to Friday: 12.30 p.m. – 1 p.m. (briefing meeting only)

4.15 p.m. – 5.45 p.m. (visit following a briefing)

Saturdays, Sundays and public holidays: 2 p.m. – 7 p.m. (visit following a briefing)

#### • Private rooms

Visits to patients in private rooms are not subject to time restrictions.

Any restrictions related to isolation for clinical reasons must always be strictly observed.

## Hospital stay

### Getting around

#### Ground floor

- Accident and Emergency
- Telemedicine
- Emergency Cardiology Unit (CUR)

#### First floor

- Heart Failure, Clinical and Rehabilitative Cardiology
- Private Patients' Ward

#### Second floor

- Cardiac Intensive Care Unit (UTIC)
- Post-Operative Intensive Care Unit (TIPO)
- Arrhythmology

#### Third floor

- Cardiac Surgery
- Vascular Surgery
- Interventional and Haemodynamic Cardiology

### Hospital staff

#### Medical Staff

The entire ward medical team is available to provide information on diagnosis, treatment (medical and/or surgical) and clinical progress. With the patient's authorisation, they may also provide the patient's relatives with any information they request.

#### Nursing staff

Each ward has a nurses' station that is always staffed. The nursing team is available to provide any information that may be needed during the hospital stay. The team is made up of a Nursing Coordinator (Head Nurse) and staff nurses.

- The Nursing Coordinator (Head Nurse) is mainly responsible for the management and organisation of nursing activities and is present on the ward at varying times, depend-

## Hospital stay

ding on the unit, generally from 7.30 a.m. to 3.30 p.m. or from 8.30 a.m. to 4.30 p.m.

- The nursing staff ensure a high standard of care throughout your hospital stay, covering both the technical and clinical aspects as well as health education, pain management and psychosocial support.

The ward nurses will inform you about any tests or examinations you may need during your stay. A staff member will accompany you to the relevant department when these are carried out.

#### Other staff

In addition to the medical and nursing staff, the hospital also employs auxiliary staff who provide hotel-style, environmental hygiene and patient transport services, as well as administrative staff.

Please note: for any clinical information, you should refer exclusively to the medical or nursing staff.

### On discharge

When you are discharged, you will be given a letter addressed to your GP. For private patients (paying patients), administrative discharge procedures are carried out at the Private Patients' Office on the first floor, Monday to Friday.

At the time of discharge, you can settle any outstanding payments and, if required, request a copy of your medical record.

# How to...



## How to...

### Book appointments and tests

You can book specialist consultations and diagnostic tests in the following ways:

- by phone: call +39 02 58002391 (for appointments under the National Health Service) or +39 02 58002999 (for private appointments) from Monday to Friday, 8:30 a.m. to 4 p.m.; on Saturdays from 8:30 a.m. to 12 noon.
- in person: at the CUP (Booking Office) of the Centro Cardiologico Monzino, Monday to Friday from 9 a.m. to 4:30 p.m.; Saturday mornings until 12 noon.
- online:  
at [www.cardiologicomonzino.it/prenotazioni](http://www.cardiologicomonzino.it/prenotazioni)
- by fax: to +39 02 58002266

### Book treatment and surgical procedures

To start the admission booking process at the Centre, you must first undergo a specialist cardiovascular consultation and obtain the approval of one of the Institute's doctors.

Admissions may take place:

- under the National Health Service (NHS) agreement (SSN area)
- as a private (self-funded) patient

### NHS admissions office (SSN)

Monday to Friday from 10 a.m. to 11 a.m.

For information:

T +39 02 58002377-2249 F +39 02 58002259  
(available from 11 a.m. to 1 p.m.)

E [ricoveri@cardiologicomonzino.it](mailto:ricoveri@cardiologicomonzino.it)

The Admissions Office will inform you of and confirm the planned admission date.

### Private admissions office

Monday to Friday from 8 a.m. to 1 p.m. and from 2 p.m. to 3:30 p.m.

T +39 02 58002460 F +39 02 58002459

E [attivita.private@cardiologicomonzino.it](mailto:attivita.private@cardiologicomonzino.it)

If the patient chooses private (self-funded) admission, the Private Admissions Office will prepare and provide a cost estimate. Patients with private health insurance and/or agreements with the Centro Cardiologico Monzino will receive the necessary administrative assistance from the Private Admissions Office.

### Get emergency assistance

I pazienti con urgenze cardiovascolari vengono accolti al Pronto Soccorso - EAS (Emergenza Alta Specialità) da infermieri che hanno svolto specifici corsi di formazione sul triage e sulla rianimazione cardiopolmonare. A ciascun paziente, a seguito di una prima valutazione (triage) per stabilire il livello di gravità, viene attribuito un codice colore (rosso, giallo, verde o bianco) che determina la priorità

## How to...

Except in cases of complications that may alter the level of urgency, patients are treated as promptly as possible according to their triage code, receiving the most appropriate care and, if necessary, hospital admission.

If the doctor later determines that the case is not an emergency, the patient will be required to pay the relevant charge ("ticket"), in accordance with current regulations.

### Request a copy of your medical record

To obtain a copy of your medical record or an Emergency Department report, the patient (or an authorised representative) must complete the relevant form and pay the applicable fee.

The form, with full instructions, is available on the website [www.cardiologicomonzino.it](http://www.cardiologicomonzino.it) or can be collected in person from the Admissions Office (ground floor), open Monday to Friday from 10 a.m. to 11 a.m., or by arrangement with the office staff.

Requests may be made:

- in person at the office;
- by phone on +39 02 5800 2830 / 2273;
- by email to [ricoveri@cardiologicomonzino.it](mailto:ricoveri@cardiologicomonzino.it).

The completed form may be delivered in person by the patient or their representative, or sent by post, fax (+39 02 58002461),

or email ([cartellecliniche@ccfm.it](mailto:cartellecliniche@ccfm.it)) together with a copy of a valid identity document.

Payment can be made in person or by bank transfer.

The clinical documentation can then be:

- collected directly from the Admissions Office;
- sent by courier to the address provided on the request form; or
- downloaded electronically via the internet.

If collecting the documents in person from the SSN Admissions Office, it is advisable to confirm in advance that they are ready by phoning +39 02 58002392 (Monday to Friday, 1 p.m. to 3 p.m.).

### Collect outpatient test results

Outpatient test reports may be collected from the CUP (bookings centre) by the patient or by someone else with a signed authorisation form and both identity documents (of the patient and the authorised person), Monday to Friday from 11 a.m. to 3 p.m., and on Saturday from 9 a.m. to 12 noon.

### Identify staff members

All staff working at the Centro Cardiologico Monzino wear uniforms whose colours indicate their professional role:

## How to...

Role	Uniform	
Head Nurse / Senior Technician	Cobalt blue	●
Nurse	Light blue	●
Laboratory Technician	White V-neck tunic with red trim and white trousers	○
Radiology Technician / Perfusion Technician	Lilac	●
Physiotherapist	Turquoise	●
Healthcare Assistant (OSS)	White V-neck tunic with blue piping and white trousers	○
Care Assistant	Grey	●
Doctor	Air-force blue tunic and/or white coat	● ○
Operating Theatre Staff	Green	●
Specialist Trainee Doctor	Electric blue or white coat	● ○
Student	Ecrú	●
Visitor / Trainee Observer	Orange	●
Cleaning Staff	Aqua green with blue trim	●
Psychologist / Social Worker	White coat	○

# Accessibility and facilities

To make the stay of patients and their families more comfortable, the following services are available.



## Accessibility and facilities

### Cashpoint (ATM)

A cash machine is available on the ground floor near the CUP (Booking Office).

### Bar

The bar is located on level -1 and is open:

- Monday to Friday from 6:45 a.m. to 7 p.m.
- Saturday from 6:45 a.m. to 2 p.m. and from 4:30 p.m. to 6:30 p.m.
- Sunday from 8:30 a.m. to 1:30 p.m.
- In summer, from 8:30 a.m. to 12:30 p.m.

Outside these hours, vending machines offering hot and cold drinks, snacks and sandwiches are available.

### Newspapers and magazines

Available at the bar.

### Taxi service

A taxi can be booked at the Main Reception located at the entrance in Via Carlo Parea 4.

### Telephones

A public telephone is available on the ground floor.

### Security

A concierge and security service operates 24 hours a day, monitoring the entrance and the interior of the Institute.

### Partner hotels

For information, please visit our website at [www.cardiologicomonzino.it](http://www.cardiologicomonzino.it) under the section "Monzino viaggiare facile" ("Traveling easily with Monzino").

### Support for patients and families

#### Religious assistance

Any hospitalised patient may request religious assistance.

In the Chapel, located on the ground floor, Catholic religious services are held at the times and on the days indicated at the entrance.

Patients of other faiths may inform the Nurse Coordinator (Ward Sister) of their request for religious assistance, which will be arranged whenever possible.

#### Cultural mediation

Patients who wish may request the presence of a cultural mediator directly from the Ward Sister of the department in which they are admitted.

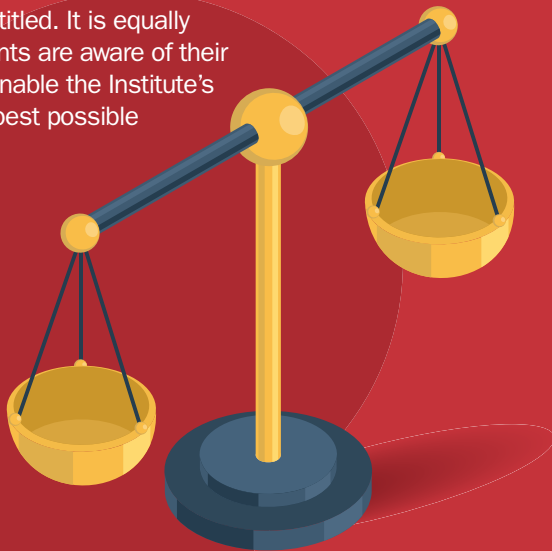
#### Health education

Publications prepared by the Centro Cardiologico Monzino are available on various aspects of health education and cardiovascular health. The "Monzino Guides" can be downloaded from the Institute's website at [www.cardiologicomonzino.it](http://www.cardiologicomonzino.it).

# Patient rights and responsibilities

At the Centro Cardiologico Monzino, placing the patient at the heart of our work is a top priority, expressed not only through the highest standards of care but also through clear and accurate information.

It is therefore important that patients are aware of their rights, so they can properly assess the quality of the care they receive and know how to obtain the information to which they are entitled. It is equally important that patients are aware of their responsibilities, to enable the Institute's staff to provide the best possible assistance.



## Patient rights and responsibilities

### Protection of personal data and privacy

The Centro Cardiologico Monzino has implemented all necessary measures to safeguard the confidentiality of personal data and to inform patients about how their sensitive information is stored. Consent is obtained during the admission or registration process, both for inpatient stays and outpatient services. For hospitalised patients, the names of individuals authorised to receive information about their health condition are recorded.

### Patients have the right to:

#### Quality of Care

- Receive the best possible treatment, safely, using the most advanced technologies and scientific knowledge.
- Receive professional and personalised care.

### Information

- To receive full information about their state of health, the diagnostic tests carried out and the therapeutic treatments proposed.
- To be informed about possible alternative treatments, even if they can only be performed in other facilities.
- Not to undergo any treatment or procedure without having given their consent.
- To withhold consent if the Institute wishes to use their clinical case for teaching or research purposes.
- To know the name of the doctor responsible for their care and to be able to identify all healthcare staff by their qualification, role and name.
- To have a clear, legible and complete medical record containing all information on diagnoses, treatments and procedures performed.

## Patient rights and responsibilities

### Human dignity

To receive care that respects human dignity and takes full account of the patient's personal sphere.

### General practitioner

To benefit from collaboration between the Institute's doctors and the patient's own GP, who will be informed about the course of the illness and the outcome of treatments.

### A safe and comfortable environment

To be cared for in a comfortable and welcoming setting that takes everyday habits into consideration.

### Provide feedback and make complaints

To express opinions about the quality of the Centre's services and to receive a prompt, clear and comprehensive response to any complaints.

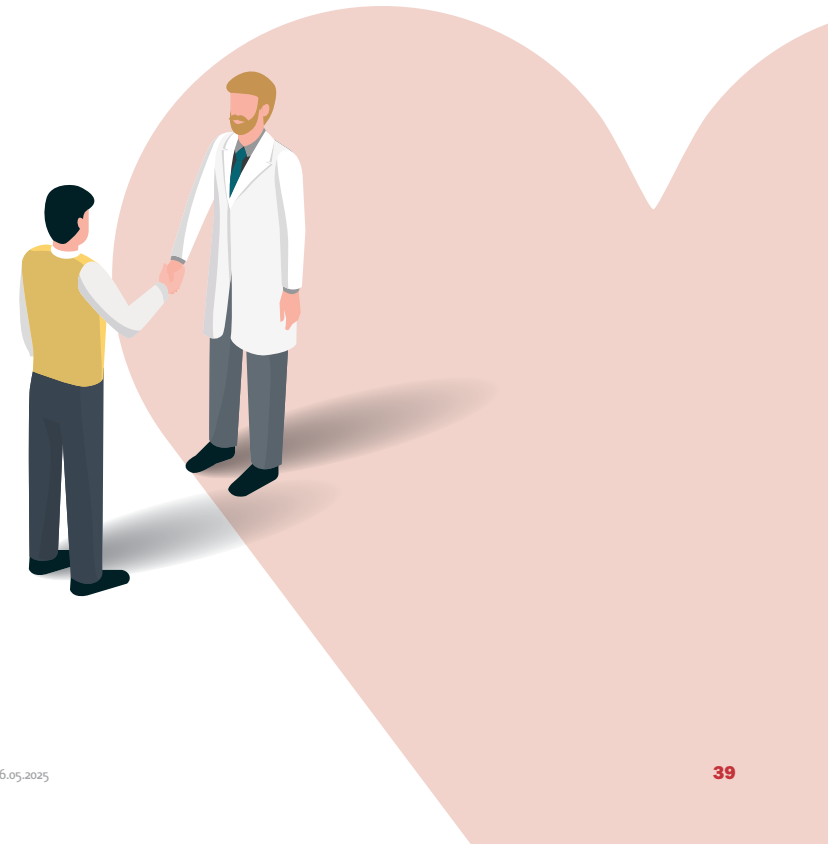
### We expect patients to:

- Collaborate with doctors and nursing staff, providing clear and accurate information about their health, previous hospital admissions and any treatments followed.
- Inform the nursing staff of any medicines, homeopathic or herbal products taken at home.
- Promptly notify the doctor or nurse of any change in their state of health.
- Report any kind of pain to the doctor or nursing staff.
- Follow any dietary instructions given by the ward doctor.
- Inform the nursing staff if they wish to leave their ward temporarily.
- Show respect and consideration for the work of all staff, maintaining politeness in interactions and reasonableness in requests.
- Follow all instructions displayed on signs and notices.

## Patient rights and responsibilities

### A smoke-free Monzino

Smoking is not permitted anywhere inside the Centro Cardiologico Monzino.



# Improving our services

The continuous improvement of the quality of care provided is a cornerstone of the mission of the Centro Cardiologico Monzino. To achieve and maintain standards of excellence, Monzino has embarked on a process of enhancement by developing a rigorous quality plan inspired by the most advanced reference standards.

In the pursuit of transparency in clinical data and an objective evaluation system, the Institute produces annual reports on the activities of its Clinical Units to carry out a critical analysis of the quality of care provided.

Thanks to the level of excellence achieved, the Centre has received both national and international recognition; in particular, the cardiovascular surgery unit has been awarded the Certificate of Quality Accreditation issued by ECTSIA (European Cardiovascular and Thoracic Surgery Institute of Accreditation).

## Improving our services

Patients can also play an active role in the improvement process by submitting suggestions or reporting any issues to the Patient Relations Office, or by taking part in patient satisfaction surveys.

### Public Relations Office (URP)

Located on the ground floor and open from 8:30 a.m. to 12:30 p.m., Monday to Friday, the Patient Relations Office (URP) is available to receive reports and feedback from patients.

The URP can also be contacted:

- by telephone on +39 02 58002240
- by fax on +39 02 58002259
- by email at [urp@cardiologicomonzino.it](mailto:urp@cardiologicomonzino.it)

### Feedback questionnaires

At regular intervals, patients are given specific questionnaires relating to outpatient and inpatient services, inviting them to share their opinions of our Institute freely and honestly, on an anonymous basis.

### General information

Access to the facility

For hygiene reasons, animals are not permitted inside the Monzino.





## How to reach us

### Getting to Centro Cardiologico Monzino By public transport (ATM)

#### From the city centre:

- take underground line 3 (yellow line) towards San Donato to the terminus, then bus no. 45, getting off at the Via Vittorini stop, located 50 metres from the Institute.
- take tram no. 27 to “Viale Ungheria”, then bus no. 66 or no. 45 towards Linate, and get off at the Via Vittorini stop.

#### From Centrale and Rogoredo stations:

take underground line 3 (yellow line) and follow the directions given above (point 1).

#### By car

The Centro Cardiologico Monzino is located 100 metres from the Via Mecenate exit of the Tangenziale Est (Eastern Ring Road).

#### From Milan:

take Via Mecenate; at the traffic lights before the Tangenziale Est turn left and follow the signs for the Centro Cardiologico Monzino.

#### From the A1 motorway (Bologna):

take the Tangenziale Est towards Venice (Venezia) and exit at Via Mecenate, then follow the signs for the Centro Cardiologico Monzino.

#### From the A4 motorway (Venice):

take the Tangenziale Est towards Bologna and exit at Via Mecenate, then follow the signs for the Centro Cardiologico Monzino.

#### From the A4 (Turin), A8 (Varese), A7 (Genoa) and A9 (Como) motorways:

take the Tangenziale Ovest towards Bologna, then join the Tangenziale Est towards Venice (Venezia) and exit at Via Mecenate, following the signs for the Centro Cardiologico Monzino.

### Getting to Monzino 2 Outpatient Clinic

The Monzino 2 Outpatient Clinic is located at Via Giacinto Menotti Serrati 12.

From the main Monzino entrance in Via Carlo Parea 4, continue for about 50 metres beyond the Institute until you reach Via Serrati Menotti.

### Getting to Milano Centro Outpatient Clinic

The Milano Centro Outpatient Clinic is located at Via San Barnaba 30, at the corner with Via della Commenda, behind the Palace of Justice.

#### By public transport (ATM)

##### Underground:

Line 3 (yellow) – Crocetta stop.

Line 1 (red) – San Babila or Duomo stops.

## How to reach us

#### Buses:

Routes 94 and 77 – Policlinico stop;

Route 84 – Vittoria–Augusto stop.

#### Tram:

Route 16 – Lamarmora–Commenda stop.

Route 24 – Vicentina–Crocetta stop.

Routes 27 and 12 – Vittoria–Augusto stop.

#### From Linate Airport:

Bus no. 73 – Vittoria–Augusto stop.

#### From Milano Centrale railway station:

Bus no. 60 – Vittoria–Augusto stop; or underground line 3 (yellow) – Crocetta stop.

#### By car

The area is subject to traffic restrictions.

For information about the EcoPass, visit: [www.comune.milano.it](http://www.comune.milano.it)

Surface parking is available, as well as parking in the San Barnaba multi-storey car park (entrance from Via San Barnaba and Via della Commenda).





## Centro Cardiologico Monzino

Via Carlo Parea 4 - 20138 Milano

T +39 02 580021

F +39 02 58002632

W [www.cardiologicomonzino.it](http://www.cardiologicomonzino.it)

Scientific Institute for Research,  
Hospitalisation and Healthcare  
(IRCCS)