

Patients not wanting to hold the line can leave a voice mail message stating their name and a telephone number. The Booking Service will contact them within 72 hours.

Reservations can also be made by sending an e-mail to [prenotazioni@mondino.it](mailto:prenotazioni@mondino.it), giving the patient's name and telephone number.

For national health service consultations and examinations, patients must have a doctor's referral.

#### COLLECTING RESULTS AND PAYMENT OF FEES

The results of tests carried out can be picked up at the «Accettazione ambulatoriale» (Outpatient Reception) desk on the ground floor at the following times:

MONDAYS-FRIDAYS: 10 a.m. - 5 p.m.  
SATURDAYS: 7 a.m. - 12 noon

Subsidised charges (tickets) must be paid before diagnostic procedures are performed. This can be done at the following times:

MONDAYS-FRIDAYS: 7.30 a.m. - 7.30 p.m.  
SATURDAYS: 8 a.m. - 12 noon

Each Centre or Service will give the patient a slip indicating the date on which the results can be collected. Patients are required to collect results within 30 days. This documentation may be collected by the patient in person or by someone he/she has delegated to do this. In the latter case, the person must bring a photocopy of his / her identity card and a photocopy of the patient's identity card. Alternatively the documentation may be posted to the patient's home address.

#### PUBLIC RELATIONS OFFICE - URP

The Public Relations Office (ground floor, tel. 0382.380.336) is open on the following days:

MONDAYS-FRIDAYS: 2 p.m. - 4 p.m.

#### MORTUARY

The mortuary is located in the basement (Floor -1) and is open:

DAILY FROM: 7 a.m. to 7 p.m.

The choice funeral director is the decision of the family alone.



Regione Lombardia  
Sanità



C. MONDINO NATIONAL NEUROLOGICAL  
INSTITUTE FOUNDATION, IRCCS

SCIENTIFIC INSTITUTE FOR RESEARCH,  
HOSPITALISATION AND HEALTHCARE

## WELCOME LEAFLET



C. Mondino National Neurological  
Institute Foundation, IRCCS

Scientific Institute for Research,  
Hospitalisation and Healthcare

Via Mondino, 2 · Pavia · Italy  
Tel. 0382.3801  
Fax 0382.380.286  
[www.mondino.it](http://www.mondino.it)

Please read this leaflet carefully as it contains useful information for using the services provided by this facility. For any further information, please contact the nursing coordinator or ward staff.

## PRESENTATION

The Casimiro Mondino National Neurological Institute Foundation is a Scientific Institute for Research, Hospitalisation and Healthcare (IRCCS), accredited by the National Health System and regional health authority.

The Mondino Foundation specialises in research, diagnosis and treatment of diseases of the nervous system (including neurorehabilitation). It is one of Italy's centres of excellence in clinical neuroscience and neurorehabilitation and attracts a significant number of patients from all over Italy.

It is also committed to providing ongoing training and education of its technical, medical and nursing staff: it organises seminars, courses and conferences, both internally and externally, and also at international level. Its researchers publish the results of their research in renowned scientific journals, both Italian and international.

The Foundation is formally linked to the University of Pavia and also collaborates with leading institutions, both Italian and foreign.

## ADMISSION INSTRUCTIONS

Requests for admission are made by general practitioners, specialists or any other healthcare facility.

On admission, patients must present:

- a referral from their GP;
- their health card and tax code;
- a list of their current medication;
- hospital discharge letters (from any previous hospital stays);
- any X-rays and other medical documentation.

Patients must also bring toiletries, underwear, towels, nightwear, dressing gown, etc.

Special accommodation and other additional comforts are available on payment of a supplement (a deposit for these must be paid), e.g.:

- single room (100 euros/day);
- double room with a bed for an accompanying person (170 euros/day).

## GENERAL INFORMATION

It is the responsibility of each individual patient behave in accordance with the advice and instructions given by doctors and nurses, in order to avoid errors and/or risks to themselves and others. Smoking is not allowed on the wards or in adjacent areas. In certain circumstances, patients may keep money at the cash office.

## VISITING HOURS

Visting hours are as follows:

WEEKDAYS 11.30 a.m. - 12.30 p.m.  
5.30 p.m. - 7.30 p.m.

SATURDAYS, SUNDAYS AND PUBLIC HOLIDAYS  
10 a.m. - 12.30 p.m.  
3 p.m. - 7.30 p.m.

Visits out of visiting hours may, under special circumstances, be agreed with the nursing coordinator / physician.

It is not advisable to bring children under the age of 12 years to adult wards.

## BEHAVIOUR IN THE ROOMS

Patients needing to leave the ward temporarily should inform the staff on duty. Patients are also required to respect the silent time (from 10 p.m. to 6 p.m.)

Documents, valuables and money, for which the Institute accepts no responsibility, must not be left unattended. Visitors should not sit on the beds and are also requested to leave the room during medical examinations, administration of treatments, or other care procedures.

In addition, patients must not be brought drugs and / or alcohol.

## MOBILE PHONES

In some areas, which are duly identified, mobile phones must be kept turned off as they could interfere with electro-medical equipment. In all other areas they can be used as long as the ringtone and tone of voice do not disturb other patients.

However, mobile phones may not be used on the wards between 8.00 a.m. and 11.00 a.m. except when strictly necessary.

## AUDIO-TV / KIOSK

Each ward has a common room with a television. The volume of the TV must be set at an acceptable level, so that it is not a disturbance to others. Patients may use TVs in their own rooms, providing they are discreet and show respect for their fellow patients.

Newspapers, magazines, bus tickets and phone cards are on sale on the wards every weekday from 8.30 a.m. to 10 p.m.

## MEALS

Patients are offered a choice of menu providing they have not been prescribed a specific diet. Mealtimes are as follows:

BREAKFAST: 7 a.m. - 7.30 a.m.  
LUNCH: noon - 12.30 p.m.  
DINNER: 7 a.m. - 7.30 p.m.

Patients who are absent from their room (for tests, medical examinations, etc.) at lunch or dinner time will be offered a hot meal on their return.

## PAEDIATRIC PATIENTS

The rules and timetables of the Child Neuropsychiatry Unit are different from those of the rest of the Institute and designed meet the needs of young patients and their parents.

In order to ensure the psychological and emotional stability and wellbeing of children staying at the institute, paediatric patients may have a parent or other trusted individual with them 24 hours a day.

## CAFÉ, SNACK BAR

On the 1<sup>st</sup> floor there is a snack bar which has the following opening hours:

MONDAYS-SATURDAYS: 7.30 a.m. - 7.30 p.m.  
SUNDAYS AND HOLIDAYS: 10.30 a.m. - 6.30 p.m.

When the snack bar is closed, there are vending machines in the same area selling hot and cold drinks.

## RELIGIOUS SERVICES

Roman Catholic Mass is celebrated every Sunday at 8.30 a.m. in the Chapel located on floor 4 / A.

It is nevertheless possible for all patients, irrespective of creed or religion, to receive the spiritual assistance and care they require.

## DISCHARGE

On discharge, patients are given a letter for their doctor or healthcare professional containing details of their hospital stay, examinations, diagnosis and treatments received.

This letter will also provide information on treatments to be performed at home and about any additional examinations needed and / or check-ups that patients are required to attend.

Should any reports or results essential to the diagnosis not be available at the time of a patient's discharge, a further letter will subsequently be sent to the patient's home.

## MEDICAL RECORDS

Patients may obtain copies of their medical records, on payment of a fee, by contacting the records office (ground floor, tel. 0382.380.292) at the following times:

MONDAYS-FRIDAYS: 10 a.m. - 12 noon  
1.30 p.m. - 3.30 p.m.

These may be collected by the patient in person or by someone he / she has delegated to do this. In the latter case, the person must bring a photocopy of his/her identity card and a photocopy of the patient's identity card. Alternatively the copies of the medical documentation may be posted to the patient's home address. The procedure is the same for patients requiring hospital stay certification, who must instead contact the Admissions Office (ground floor tel. 0382.380.240).

## OUTPATIENT APPOINTMENTS

Specialist consultations (both national health service and private appointments) and examinations may be booked by phone (0382.380.232 or 0382.380.315) on the following days:

MONDAYS-FRIDAYS: 8.30 a.m. - 1.00 p.m.