

GENERAL INFORMATION:

Company presentation

Villa Salus Hospital, located in Mestre Via Terraglio 114, belongs to the Religious Congregation "Suore Mantellate Serve di Maria", that works in different fields as dictated by its Carisma. Villa Salus is dedicated to the care of the sick person.

Like in the other organizations of the Congregation, all the services provided by the Hospital are carried out following the rules of human respect and dignity. Our employees are required to operate in accordance with deontology and Christian values.

The Mission is taking care of the wellness of the human being, respecting its dignity in accordance with the main basic values:

- protection of life at any stage, from conception to natural end;
- health promotion;
- recovery of physical abilities,
- the best care and comfort available for patients.

Villa Salus Hospital is accredited by the National Health Service, working in particular with ULSS 12 Veneziana (Local Healthcare Authority). ULSS 12 headquarter is located in Via Don Federico Tosatto, 147 - Mestre.

Wards, outpatient activity and services

Wards

General Medicine
General Surgery
Vascular Surgery
One Day Surgery
Obstetrician and Gynecology
Neonatology
Rehabilitation (orthopaedic and neurological)

Services

Laboratory
x-Ray and CT Scan
Anaesthesia and Resuscitation

Outpatient activity

Surgery
Endoscopy
Vascular Surgery
Obstetrician and Gynecology
Dermatology
ENT
Neurology
Orthopaedics
Cardiology
Paediatrics
Rehabilitation treatments

Public Relations Office (URP)

URP (Ufficio Relazioni con il Pubblico, i.e. Public Relation Office) gathers and takes into consideration information concerning complaints, misbehaviours, critical situations and/or thanks

and praises. The citizen can inform the URP in writing by using URP's forms (available in the "Ufficio Relazioni con il Pubblico" page).

The filled-in form can be sent in the following ways:

- by delivering it personally at the counters authorized to collect them;
- by mailing it to URP c/o Ospedale Villa Salus – Via Terraglio 114; 31174 Mestre (VE) - Italy
- by fax ++39 041 2906599;
- by e-mail urp@ospedalevillsalus.it , provided that the document is signed.

In order to open an inquiry the document must contain the following elements:

- 1- citizen's identification (name, surname and residence address);
- 2- signature of the person who writes.

THE NATIONAL HEALTH SERVICE AND PATIENT STATUS

The National Health Service

The National Health Service ensures equal treatment in health protection and health assistance to all Italian and foreigner citizens. To avail oneself of this right, it is necessary first to be registered with the National Health Service, and request a Health Service Card through the Local Health Authority (ULSS).

Registration ensure the right to health assistance for family members in charge of the registered citizen that reside regularly in Italy.

- **IF YOU COME FROM A EUROPEAN UNION MEMBER STATE OR ONE OF THE OTHER STATES LISTED IN THE PHARENTESIS** (Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Iceland, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom) you must get a **TEAM CARD**
- **IF YOU COME FROM A NON-EUROPEAN UNION MEMBER STATE**
 - **If you have a permit** of stay you must get **THE HEALTH SERVICE CARD**
 - **If you do not have a permit** of stay you must get an **STP CARD**

TEAM Card

Is a document issued to all European Union citizens and ensures health assistance in Italy. This document is free of charge. Team card is issued by the Health Service of your country of origin.

The Health Service Card

This document proves registration with National Health Services (SSN) and allows access to all available health services.

Citizens who have a permit of stay must be registered with the National Health Service, even when the renewal request of the permit is pending.

The Health Card is issued by the Local Health Authority (ULSS).

To be registered, the following must be presented:

- Document of identity
- Permit of stay
- Tax code
- Certificate of residency (or self-certification), or a certificate that attests a habitual domicile.

Registration with National Health Services ensures equal treatment and full equality of rights and obligations for both Italian and foreigner citizens, with regards to payment and the health assistance.

All those registered with National Health Services have the right to a **PRIMARY DOCTOR**.

STP CARD (Card for a foreigner who is temporarily present in Italy)

Foreigners without a permit of stay, and whose papers are not in compliance with the regulations pertaining to entry and residency in the country, are granted health assistance through the issuing of an STP Card.

STP card ensures the following:

- urgent or essential hospital and clinical care for illness and injury,
- preventive medicine programs,
- pregnancy and maternity protection programs,
- health protection programs for minors,
- mandatory immunizations,
- international disease prevention measures,
- disease prevention, diagnosis, and cure of contagious diseases,
- cure and rehabilitation for drug abusers.

The STP Card is valid for 6 months throughout the entire Italian territory and is issued by the Local Health Authority (ULSS).

Foreigners without a permit of stay, and who are not registered with National Health Services, must pay for services rendered in relation to the fees established by each single Region.

IT IS FORBIDDEN FOR HEALTH SERVICES STAFF TO REPORT ILLEGAL AND/OR CLANDESTINE FOREIGNERS TO THE AUTHORITIES.

Foreigners with a permit of stay for tourism and an insurance policy

Citizens with a permit of stay for tourism must stipulate an insurance policy, which also covers expenses for any possible health service or hospitalization.

Insured patients have to make their Insurance Company send (by fax) an obligation form in order to specify services and total amount covered by insurance. Patients are required to pay the difference.

If an insurance policy has not been stipulated, all payments for hospitalization or visits will be charged.

HOW TO ACCESS THE SERVICES OF THE HOSPITAL

When you arrive at Villa Salus Hospital for hospitalization, treatment or outpatient service, you're required to present the following documents:

- Tax Code
- General Practitioner's (GP) prescription
- One of the required above documents allowing cares on national territory .

Inpatient Admission

Urgent Inpatient admission:

Since Villa Salus Hospital has no Emergency Room, an urgent admission can be accepted only if the patient cannot be sent to the nearest Emergency Room run by ULSS 12 (which is located in the Umberto I Hospital tel. 041 2607111 or 041 260888.5-6-7).

Everybody may be hospitalized for urgent inpatient treatment no matter his/her status (EU citizen, temporarily present foreigner, insurance customer or none of these).

For urgent inpatient admissions, an on-duty doctor is in charge to verify the urgency.

Elective inpatient admission:

In any case, in order to be admitted, patients must be visited by a doctor from the ward, who verifies urgency and appropriateness of treatment.

Inpatient admission may be proposed by:

- A General Practitioner
- A specialized doctor working for National Health Service
- A specialized doctor working for Villa Salus Hospital following a visit

A head-nurse will communicate the day of hospitalization in accordance with waiting list.

(Booking Center) (CUP)

CUP (Centro Unico Prenotazioni, i.e. Booking Center): for outpatients services only

Tel. 800599399 Phone bookings are accepted

Hours of availability: from Monday to Friday: 7.00 a.m. – 4.00 p.m.

To book, please make sure you have the General Practitioner's (GP) prescription.

Outpatient Services

Before the treatment, patients are required to go to the Cash Desk in order to carry out administrative duties

Visiting hours

For all the Wards (except Rehabilitation Unit)

Weekdays from 2.00 p.m. to 3 p.m.
from 7.00 p.m. to 8 p.m.

Sundays and festivities from 10.00 a.m. to 11.00 a.m.

For Rehabilitation Ward only

Weekdays (except Saturdays) from 7.00 p.m. to 8 p.m.
Saturdays, Sundays and festivities from 10.00 a.m. to 11.00 a.m.
from 2.00 p.m. to 3 p.m.

In particular cases, with the authorization of the head-nurse, relatives may be allowed to stay non-stop with the patient.

Facilities

Villa Salus Hospital provides also:

- Catholic Religious Ceremony (only Italian)
- Bar and newspaper stand (only Italian)
- Telephone and television in the room. These services are with fee.
- Wide green park

How to get the hospital

By Bus:

- From Mestre train station: ACTV Bus "Mestre FS/Marcon Valecenter" line
- From Venice: ACTV Bus Venice/Treviso line

Tickets for ACTV lines are available at the authorized counter of the hospital

By Car:

- Freeway A4 – Ring of Mestre – Terraglio Junction
- Freeway A27 – Mogliano Veneto Junction – Ring of Mestre - Terraglio Junction

Seet the map:

Ospedale Villa Salus
Mestre (Ve), via Terraglio,114.

