

Casa di Cura

VILLA BERICA

CARTA DEI SERVIZI
2021



VILLA BERICA
Casa di Cura



GHC
GAROFALO HEALTH CARE



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MISSION

Diagnosis, treatment, rehabilitation Highly personalized health services

The Villa Berica Nursing Home is based in Vicenza and is accredited with the National Health System. Villa Berica is an efficient specialist center where health services are provided for the diagnosis and treatment of numerous pathologies, both in ordinary hospitalization and on an outpatient basis. It is a modern structure, with a strong focus on hotel comfort and technological innovation, which aims to provide effective and personalized care, thus making the patient's hospital stay shorter and more comfortable.

The clinic offers health services in the medical-surgical and orthopedic areas, making use of a qualified analysis laboratory and a diagnostic center with state-of-the-art equipment. Villa Berica is a center of

reference for diabetology, with particular attention to the prevention and treatment of the complications of diabetes affecting the lower limbs (Diabetic Foot), for which excellent levels of quality of care have been achieved.

The Nursing Home is committed to responding to the ever-increasing demands of users, ensuring continuity of care after hospital discharge to patients with chronic diseases.

Villa Berica is an important point of reference for outpatient activities in the area.

You can book visits and consultations with specialist doctors operating in the field of cardiology, general surgery, dermatology, diabetology / endocrinology, physiatry, gastroenterology, gynecology, laboratory medicine, internal medicine, nephrology, neurology, ophthalmology, orthopedics, otolaryngology, pneumology, diagnostic radiology, pain therapy - anesthesia, allergology and urology.



HISTORY

The Villa Berica Nursing Home was born in Vicenza in the early 1930s with a surgical address.

In the early 1950s, the ophthalmologist Prof.

Alessandro Trettenero takes over the property together with his family. During its management, the clinic

undergoes a major transformation, integrating services agreed with the National Health Service into the private

relationship with users. Over the years the hospitalization activity has diversified and qualified, offering the patient

a wide range of inpatient and outpatient services. The

growth in the supply of health services has always been accompanied by continuous restructuring, expansion

and technological adaptation.

In 2000, the surgeon Prof. Raffaele Garofalo, president of one of the most important Italian private healthcare groups, decided to buy the Nursing Home directly from the Trettenero family, thus accelerating the transition from classical surgery to the most current and modern surgical techniques such as laparoscopy. and interventional endoscopy, thus favoring the patient's functional recovery in a very short time.

In 2003 the new operating group was inaugurated consisting of 4 surgical rooms equipped with the best equipment and technologies, to which a hemodynamics room and a surgical clinic have recently been added. Since 2016, the Nursing Home has been equipped with two Intensive Care beds. Villa Berica is UNI EN ISO 9001/2015 certified.





PRINCIPI FONDAMENTALI

Nell'erogazione dei servizi, la Casa di Cura e i suoi Collaboratori si uniformano ai seguenti principi etico-professionali:

Eguaglianza: tutti possono accedere ai servizi della Casa di Cura con pari diritti. Nessuna distinzione viene compiuta per motivi etnici, linguistici, religiosi e politici.

Imparzialità: il comportamento del personale nei confronti degli Utenti deve essere ispirato a criteri di obiettività, giustizia, imparzialità e cortesia.

Continuità: la continuità del servizio ai degenti è assicurata per l'intero arco delle ventiquattr'ore e per tutti i giorni dell'anno. I servizi ambulatoriali operano negli orari diurni previsti.

Diritto alla scelta: l'utente ha il diritto di accedere ai servizi offerti dalla Casa di Cura su propria libera scelta, nei soli limiti stabiliti dalle disponibilità strutturali, tecnologiche e di competenza tecnico-professionale. È esclusa ogni costrizione morale o materiale.

Partecipazione: l'utente ha il diritto di ottenere informazioni sui servizi offerti e sulle proprie condizioni di salute, ha il diritto di esprimere osservazioni e suggerimenti verbali o scritti. Tali indicazioni saranno attentamente valutate dalla Casa di Cura per il miglioramento della qualità dei servizi.

Efficienza ed efficacia: l'intera attività svolta all'interno della Casa di Cura è ispirata al principio di garanzia di efficienza dei servizi e di efficacia delle prestazioni rese.



STRUCTURE

The Villa Berica Nursing Home is made up of 2 Departments:

Surgical Department

Admissions Section	(2nd floor)
Day Surgery Section	(3rd floor)
Orthopedics and Rehabilitation Section	(2nd floor)
Anesthesia Service - Intensive Care and Operating Group	(3rd and 4th floor)

Medical Rehabilitation Department

Vascular Medicine and Diabetic Foot Section	(1st floor)
Physical and Rehabilitative Medicine Service	(2nd floor and Van Gogh House)
Diabetes Day Hospital Service	(1st floor)
Center for Hepatology and minimally invasive oncological therapies	(1st floor)
Cardiology Service	(basement)

Diagnostic Imaging Service (Radiology) (basement)

Clinical Analysis and Cytology Laboratory Service (4th floor)

Outpatient clinic

(basement and Van Gogh cottage)

- Allergology •
- Cardiology •
- General Surgery •
- Dermatology • Endocrinology
- Gastroenterology • Physical and Rehabilitative Medicine
- Internal Medicine •
- Nephrology
- Neurology •
- Ophthalmology •
- ENT • Orthopedics and Traumatology • Obstetrics and Gynecology
- Pulmonology
- Pain therapy-anesthesia • Urology

The facility has 108 authorized beds, divided into single, double and triple rooms, where it welcomes patients both in ordinary hospitalization and in Day Surgery. All rooms are equipped with independent toilets with shower, television and motorized bed and air conditioning and free wi-fi. In the case of private hospitalizations or those paying the hotel difference, the hospitalization room can be totally reserved for the patient with the possibility of using the free bed by a family member or acquaintance. The rooms are arranged on three floors connected to each other by lifts and litter lifts. The paths are free of architectural barriers. The main entrance is accessed by a large covered staircase served by a lift. The driveway entrance at number n. 8 is used by ambulances and service vehicles.

SERVICES



The nursing home provides the following services:

- **a gym for physiotherapy and rehabilitation activities;**
- **a chapel for Catholic rite religious services;**
- **food service:** distributors are located throughout the Nursing Home automatic hot and cold drinks and snacks.



Religious Assistance The

Catholic chapel, on the second floor of the Nursing Home, is always open; Holy Mass is celebrated on Sundays and public holidays at 9.15 am. Upon request, Holy Communion is taken to the ward. Spiritual assistance is guaranteed daily by a Religious who collects requests and distributes Holy Communion at the request of the patients. A Priest guarantees the celebration of Holy Mass and other religious rites and is available to patients and their families on the occasion of the liturgical celebration or on call (notify the Sister or the Coordinator Nurse or the Ward Nurse).



Villa Berica offers its services in compliance with the values and beliefs of the patients, therefore it is available to contact, if requested, a minister of worship to which the patient belongs.

Hairdresser and barber The patient

who wishes to use this service can contact his / her trusted hairdresser. The department staff will make available the appropriate room for the hairdresser to perform the service. If necessary, the patient can contact the Coordinating Nurse.



Transfusion service

If a transfusion of blood or blood products is necessary, the Nursing Home has an agreement with the Immunotransfusion Service of the Vicenza Hospital. For any request or information, contact the attending physician.



Health transport service In the event that an ambulance transport is necessary, to and from the Nursing Home, you can contact the medical aid and transport associations directly (Italian Red Cross - tel 0444 514222, Green Cross - tel. 0444 911900, other associations) or by requesting information from the Nurse Coordinator of the hospitalization ward.



RESERVATIONS

Admission

To find out about the different admission methods in the Surgical Department and the Department of Medicine and Surgery, visit the dedicated section on page 15.

Outpatient Services

The services are provided as a freelance professional or in agreement with the National Health System. Reservations must be made directly at the counter (from Monday to Friday from 7.30 to 20.00; on Saturday from 7.30 to 13.00) or by telephone at 0444 219200 (from Monday to Friday from 8.00 to 18.00, on Saturday from 8.00 to 12.00); it is necessary to have with you the referral from the attending physician, the magnetic health card and the tax code. For more specific information, refer to the pages of the individual Outpatient Services.

Analysis Laboratory

The sample collection and delivery service is active from Monday to Friday from 7.10 to 10.10, on Saturdays from 7.30 to 9.30 for examinations under the convention or private regime (they do not require a medical prescription). To take advantage of the services, it is sufficient to present yourself at the front-office with an identity document and tax code and, for examinations under the agreed regime, also the referral from the attending physician, health card and any exemption certificate.

There is also the possibility to fix the **withdrawal by appointment** (day and time) by calling 0444 219200/219122 (from 8.00 to 16.00)

Reservation is only required for the following exams:

- GLYCEMIC CURVES
- RENIN-ALDOSTERONE CURVE
- PAP TEST
- CERVICAL SWAB
- SPERMIOGRAM
- URETHRAL SWAB



COLLECTION OF REPORTS

Outpatient Services The

reports can be collected at the front office from Monday to Friday (from 7.30 to 20.00; on Saturdays from 7.30 to 13.00). For most of the services, the report is issued directly by the specialist doctor at the end of the visit, or sent by courier (see the pages of the individual Outpatient Services for more details).

The reports of visits and examinations must be delivered exclusively to the User to whom they refer. The latter can delegate a third person by filling in a form attached to a copy of the identity document of the delegating party and of the delegated person. In the case of minors or disabled persons, the report will be delivered exclusively to those exercising parental authority or guardians.

Analysis Laboratory The

report of the exams can be collected at the front office on the date indicated by the sampling staff (from Monday to Friday from 8.00 to 20.00 and on Saturday from 8.00 to 13.30).

The reports of visits and examinations must be delivered exclusively to the User to whom they refer. The latter can delegate a third person by filling in a form attached to a copy of the identity document of the delegating party and of the delegated person. In the case of minors or disabled persons, the report will be delivered exclusively to those exercising parental authority or guardians. Furthermore, it may be required to send the laboratory test report by courier or email.

The cytological or histological examination report can be collected personally by the patient (or by a delegated person) or sent by email.



SURGICAL DEPARTMENT

The Surgical Department groups the following surgical specialties:

1. General Surgery
2. Orthopedics
3. Gynecology
4. Obesity Surgery
5. Otolaryngology
6. Plastic Surgery
7. Urology

Based on the severity of the pathology, the complexity of the intervention and the regulations in force, surgical interventions can be performed in ordinary hospitalization, day surgery or outpatient. The hospitalization can be private or affiliated with the National Health Service (SSN).

To consult the names of the Doctors operating in the various Departments and Services, consult the company website www.villaberica.it

GENERAL SURGERY

Main pathologies treated:

- Abdominal surgery (gallbladder, colon and stomach diseases, hernias)
- Oncological surgery
- Proctological surgery (hemorrhoids, fissures, anal fistulas)
- Venous vascular surgery of the limbs
- Breast surgery
- Neck surgery (thyroid and parathyroid glands)

- Thermoablation and alcoholization (small tumors of the liver, kidney and thyroid)

DAY SURGERY

Surgical pathologies that can be cured with a stay limited to daytime hours are treated in Day Surgery or Outpatient Surgery.

If the Doctor deems it inadvisable to discharge on the day of the surgery, the patient will be kept in the Nursing Home for as long as necessary.

ORTHOPEDICS

Main pathologies treated:

Hip surgery

osteoarthritis and other hip deformities

Knee surgery meniscal and cartilage

lesions in the knee, isolated and multiple ligament injuries in the knee, patellofemoral syndrome, knee osteoarthritis, rheumatic synovitis, osteochondritis dissecans, recurrent / habitual luxation of the patella, stiffness of the patella, sports and road traumatology knee / shoulder, traumatic and degenerative joint injuries to the knee, endo-limb infiltrations with hyaluronic acid or with platelet concentrate.

Foot and ankle surgery, adult and juvenile hallux

valgus, hallux rigidus, hammer toes, gooseneck toes, clinodactylia, cross-fingers, symptomatic syndactylia, metatarsalgia, Morton's neuroma, tarsal tunnel syndrome, tarsal tunnel syndrome anterior, talipes equinovarus, flat foot (of the child, of the adult and post-traumatic), clubfoot and equinovarus-supinated (of the child and of the adult), cavus foot, primary and secondary arthritic pathologies of the forefoot, of the meso- foot and hindfoot, chondral ankle injuries, ligament injuries of the ankle and foot, ankle arthroscopy, ankle prosthesis, bursitis / cyst, sesamoid and accessory bone disorders, tendon disorders, ingrown toenail, partridge eyes, diseases rheumatic diseases of the foot and ankle, soft tissue and bone tumors, sports and dance injuries, after-effects of traumas, after-effects of previous foot and ankle operations.

Hand and Wrist Surgery Carpal Tunnel Syndrome,

Guyon's Canal Syndrome, Cubital Canal Syndrome, Epicondylitis and Epitrochlearitis, Snap Fingers, Dupuytren's Disease, Primary and Secondary Osteoarthritis of the Hand and Wrist, Bone and Partial Tumors soft of the hand and wrist

Shoulder Surgery Shoulder

Instability, Rotator Cuff Tears, Subacromial Impingement, Calcific Shoulder Tendinopathy, Frozen Shoulder, Painful Shoulder from Overload

Spine surgery

Disc hernias, Spinal canal stenosis, rigid pedicle stabilization with pedicle screws and interbody cages and dynamic stabilization with pedicle screws, Lumbago, cervical pain, sciatica and brachialgia, adult and adolescent scoliosis

GYNECOLOGY

Main pathologies treated: • benign gynecological pathologies (fibroids, polyps, endometriosis, ovarian cysts) • diagnosis and therapy of couple infertility • diagnosis and treatment of gynecological oncological pathologies (cervical cancer, endometrial and ovarian cancers)

OBESITY SURGERY

Main pathologies treated: severe obesity for patients who have had a failure of proper medical treatment in their medical history (lack of or insufficient weight loss; poor or lack of long-term maintenance of weight loss)

ENT

Main pathologies treated: • Pediatric pathologies (adenoidectomies and tonsillectomies) • Pathologies affecting the nose and salivary glands • Neoplastic pathology • Microsurgery of the larynx • Diagnosis and treatment of vertiginous pathologies • Diagnostic bronchoscopy

PLASTIC SURGERY

Main pathologies treated: • Aesthetic and reconstructive surgery in general involving breasts, face, body contour, ble pharoplasty, liposuction, abdominoplasty
• Face-neck-arms-inner thigh lifting, rhinoplasty, otoplasty, skin tumor pathology, fillers, botox, burns or skin scars, breast reconstruction

UROLOGY

Main pathologies treated: pathologies affecting the kidneys, ureters, bladder, prostate and urethra, as well as the male genital organ.

ANALGESIC THERAPY

The Pain Therapy Center is part of the “Villa Berica Painless Nursing Home” project. It is aimed at patients suffering from acute and chronic pain caused by different pathologies of the nervous, vascular, musculoskeletal and visceral systems as well as neoplastic pathologies.

DEPARTMENT OF MEDICINE AND REHABILITATION

- Vascular Medicine and Diabetic Foot Section • Osteoarticular and Rehabilitation Medicine • Physical and Rehabilitation Medicine Section • DH Diabetology
- Center for minimally invasive hepatology and oncological therapies

Internal Medicine

The following pathologies are treated: • Internal pathology • Metabolic dysfunctions

- Peripheral vascular disease (venous, arterial, deep vein thrombosis, vascular diseases arteriosclerotic and diabetic) •

Diabetic and non-diabetic ulcers in the lower limbs • Cardiological diseases • Bone system disorders • Rheumatic diseases

- Pneumological diseases In

support of Vascular Medicine, a digitalized angiography service is active for the hemodynamic study and angioplasty involving the arteries of the lower limbs.

Physical and Rehabilitation Medicine

We mainly welcome patients suffering from: • Orthopedic pathology (hip and knee prostheses - polytrauma - other orthopedic pathologies complicated by poly-morbidity) • Neurological pathology (stroke - exacerbations or new accidents in the course of developmental pathologies) • Rheumatological pathology • Amputations • Hypokinetic syndromes resulting from acute events The patient is monitored daily in his clinical stabilization by an Internist.

The rehabilitation intervention is intended for at least 3 hours a day, from Monday to Friday. On Saturdays the treatment is carried out in reduced hours and concentrated in the morning hours. The rehabilitation program is carried out by the rehabilitation team made up of Psychiatrist, Physiotherapists, Nursing Staff, Assistance Operators. The patient himself and the caregivers (family members or reference persons, involved in the overall care of the patient) are fully part of the team for sharing the Individual Rehabilitation Project (PRI).

Long -term care

For patients who have passed the acute phase of the disease, but who need a further period of hospitalization for treatment and rehabilitation therapies, or who are waiting to organize a home assistance service or reception at other social and health facilities (RSA, Nursing Home, Hospice), the Nursing Home provides a long-term care ward.

Diabetes Day Hospital The Villa

Berica Nursing Home has a Diabetes Unit specializing in the prevention and treatment of diabetic disease and its acute and chronic complications in a day hospital setting.

In Italy there are over 4 million people with diabetes, 250,000 in the Veneto alone. The Vicenza facility has therefore decided to specialize in the treatment of what is now called the "complex meta-bolus syndrome", paying particular attention to the problem of the diabetic foot.

Day hospital - Center for minimally invasive hepatology and oncological therapies

Thermoablation treatment for the removal of selected liver, kidney and thyroid tumors.

Alcoholization for the treatment of solid nodules or liquid thyroid cysts.



ADMISSION METHOD

DEPARTMENT OF MEDICINE

General medicine: with a (binding) proposal from the General Practitioner, subject to evaluation of the case by the Ward Doctor; on the proposal of the Medical Specialists of the Nursing Home, after an outpatient visit, to the patient's GP who will be able to produce a hospitalization request with which to access the booking.

Rehabilitation: with a proposal to transfer from a hospital ward for the continuation of rehabilitation treatment in hospitalization. For transfer methods, refer to the Physical and Rehabilitation Medicine Service (tel. 0444 219119 from 8.30 to 17.00 from Monday to Friday and Saturday morning).

Long-term care: with a proposal to transfer from a hospital ward for continuation of treatment and / or planning of a protected discharge. For transfer procedures, refer to the Coordinating Nurse of the Department (tel. 0444 219160 from 8.00 to 16.30 from Monday to Friday).



ADMISSION METHOD

SURGICAL DEPARTMENT

Access to surgical services takes place on the proposal of the Medical Specialists of the Nursing Home, after an outpatient visit. The patient who chooses to have an operation in the Nursing Home will ask his GP to produce a referral for hospitalization with which he can access the booking of the anesthetic visit and the subsequent intervention. The booking of the hospitalization must be made by telephone to the Intervention Planning Office (tel. 0444 219146) from 11.00 to 15.00 from Monday to Friday or by email at ricoveri@villaberica.com with the following documentation:

A. In agreement with the SSN:

1. [intervention planning sheet with the Preoperative File obtained at the time of the intervention proposal](#)); [identification document and tax code](#)

B. In insurance form (for members of one of the following Bodies with which Villa Berica has an agreement - Europe Assistance, Cliniservice, Assirete, Interpartner, Unisalute, Previmedical, Mon dial Assistance, Health Systems, Company Managers: FASI, FASDAC.): 1. [intervention planning sheet with the Preoperative File obtained at the time of the intervention proposal](#); 2. [document certifying the right to assistance by one of the aforementioned bodies](#); 3. [identification document](#); 4. [Tax Code](#).

C. In a private regime (with services paid for by the patient): 1. [intervention planning sheet \(issued by the Specialist Doctor with the Pre-operative File at the time of the intervention proposal\)](#); Subsequently, he must produce the following additional documentation to the Secretariat and Wards Office: [documents 3\) and 4\) referred to in point B.](#)

[The rates of the Nursing Home are available at the Secretariat and Hospitalization Office. The User has the right to choose the Doctor to rely on and to be hosted in an exclusive room with additional hotel comforts.](#)

Admission for hospitalization

Admission usually takes place in the morning from 6.30 to 9.00 or in the afternoon from 14.30 to 15.30.

Precise times and methods will in any case be communicated directly at the time of scheduling the admission. The hospitalization certificate and its communication to INPS must be requested by the patient upon entering the ward.

What to bring

It is advisable to bring reports of diagnostic tests in possession, discharge letters (or copies of medical records) of any previous hospitalizations, information on drugs used, allergies, treatments performed previously or in progress, linen, slippers and the necessary for personal care and hygiene. It is strongly advised not to bring valuables and large sums of money.

INFORMATION FOR THE DEGREE

PERSONNEL IDENTIFICATION

Staff uniforms are differentiated by color:

- Burgundy / lilac tunic and trousers: **DOCTOR**
- Blue tunic with white trousers: **NURSE COORDINATOR (HEAD NURSE)**
- White tunic and trousers with red piping: **NURSE** • Blue tunic and trousers: **NURSE OUTPATIENT SERVICES**
- White tunic and trousers with green piping: **PHYSIOTHERAPIST** • White tunic and trousers with yellow piping: **RADIOLOGY TECHNICIAN** • Blue tunic and trousers: • White coat: **OPERATOR SOCIAL HEALTH ADMINISTRATIVE STAFF E IN FRONT OFFICE**
- The surname and role of the Operator is printed on the breast pocket

THE DAY OF STAY

The organization of the day varies according to the ward and the hospitalization regime.

The main times are as follows: **7.00 /**

9.00 9.00 / 11.30 11.45 / 12.30 13.00 beds and breakfast

14.30 Rest 18.00 / 19.00 Medical visits and therapies

Rest

Lunch

In order to favor the afternoon and night rest, please observe silence, speak in a low voice, turn down the cell phone ringtone as much as possible and avoid any other noise, as much as possible. The use of the TV in the room is freely allowed as long as it does not cause disturbance or splendor to the patients in the same room. It is a good rule not to keep the TV on late in the evening,

at night or in any other situation in which it may disturb or disturb the peace and civil coexistence between the patients. When you leave your room it is good practice to inform the ward nurse. After 9.00 pm it is not allowed to leave your room.

VISITING HOURS

DEPARTMENT OF MEDICINE: from

Monday to Sunday: from 15.00 - 17.30 and from 19.00 - 20.30

on Sundays and holidays also from 11.00 - 11.30

SURGICAL DEPARTMENT ADMISSION SECTION: from Monday to

Sunday: from 17.00 - 21.00

on Sundays and holidays also from 10.00 - 11.00

VISITS OUTSIDE THE SCHEDULED HOURS:

In particular situations, subject to the indication / authorization of the Coordinating Nurse, one person is allowed to stay for the entire day / night.

RESTAURANT SERVICE

Differentiated and personalized menus based on preferences and dietary prescriptions are prepared every day by the qualified staff in charge of the kitchen inside the Nursing Home. It is not recommended to supplement the diet provided by the department with food and / or drinks from outside the hospital. Any special requests and / or information relating to dietary regimes can be made to the Coordinating Nurse and the Treating Doctors.

INTERVIEWS WITH DOCTORS

The Treating Doctors are available to family members who wish to have information on the clinical status of their relative (only if authorized by the same). Just make arrangements with the Coordinating Nurse or Ward Nurses to make an appointment.

CONSULT WITH EXTERNAL DOCTORS

The Patient has the right to request consultations and surgical acts from trusted Doctors, external to the Nursing Home, supporting the related charges in private. It is advisable to discuss this in advance with the ward doctor.

RESIGNATION

The date of discharge is communicated to the patient, or to a family member, a few days in advance. For organizational reasons, please vacate the room by 10.00 am.

Upon discharge, the patient will be given a clinical report showing the results of the diagnostic tests and / or of the medical-surgical intervention, the therapies and behaviors to be followed at home, the dates for subsequent checks and telephone numbers for further information or problems. .

In the case of long-term hospitalizations in which a discharge to the home or a transfer to a social-health setting (RSA, Nursing Home, etc.) is envisaged, a "protected mission" plan will be activated aimed at planning and guaranteeing appropriate health or social services that can be provided at home or in a protected facility. The "protected discharge" must be planned from the beginning of the long-term hospitalization. To this end, family members will be supported and involved in a guided way by the Doctor and the Nurse Coordinator of the ward.

POST ADMISSION CHECK VISITS

They are carried out at the doctor's office on the basis of the appointment set on the letter of discharge.

MEDICAL RECORDS

It is a confidential personal document, kept by the Nursing Home. To have a copy, the person in charge of the medical record can contact the front office directly from Monday to Friday from 7.30 to 20.00 and on Saturday from 8.00 to 12.00 or send via email (frontoffice @ villaberica.com) or fax (0444 219291) the form M_PR01.04_ REQUEST COPY OF MEDICAL RECORD with attached copy of identity document and copy of bank transfer as per M-PR04_04C EXTREMI BANK TRANSFER COPY OF MEDICAL RECORD ". Both modules can be downloaded from the Website (www.villaberica.it or www.centromedico.it) under "Forms".

The holder can delegate a third person, in this case a copy of the identity document of the delegate must be attached to the application.

In the case of a deceased patient, proxies are required for all members of the family unit.

In other cases (minors, disabled persons) the copy may be issued to those exercising parental authority or to guardians.

The photocopy is issued within forty days of the request. In urgent cases (cancer patients) delivery is expected as soon as possible.

OUTPATIENT SERVICES

Villa Berica offers a wide range of outpatient services, diagnostic tests and physical treatments accessible both in agreement with the NHS and in a self-employed regime. All outpatient services are also available to Inpatients at the request of the ward doctors.

Visits and diagnostic-therapeutic services must be booked by going personally to the concierge desk (front-office) or by calling the switchboard on 0444 219200.

ALLERGOLOGY

Prick test
Vaccinotherapy
Allergy tests

ANESTHESIOLOGY

Preoperative visits
Anesthetic assistance for diagnostic investigations and surgical interventions
Pain medicine

CARDIOLOGY

Cardiology visit - ECG
Stress test on the cycle ergometer
Color Doppler Echocardiography
Dynamic electrocardiography (Holter)
Blood pressure monitoring (MAP)

SURGERY

Outpatient surgery
Senology

PLASTIC AND AESTHETIC SURGERY

Specialist visits for plastic and aesthetic surgery

DERMATOLOGY

Diathermocoagulation cryotherapy

DIABETOLOGY

Diabetic foot care
Dietary assessment
Educational therapy
Issue and renewal of the driving license for people with diabetes
Instrumental screening of peripheral neuro-vascular complications
Diabetes in pregnancy

VASCULAR DIAGNOSIS

Arterial and venous Eco-Color Doppler of the upper and lower limbs, of the Supra Aortic Trunks (TSA) and of the large abdominal vessels

ENDOCRINOLOGY

Cure for obesity
Dyslipidemias
Dysfunctions of the thyroid gland, pituitary gland, adrenal glands and gonads

DIGESTIVE ENDOSCOPY

Esophagus Gastro Duodenoscopy (EGDS)
Colonoscopy rectus sigmoidoscopy

RESPIRATORY ENDOSCOPY

Fibro-laryngoscopy
Bronchoscopy

PHYSIATRY

Proprioceptive gymnastics
Postural re-education
Kinesiotherapy
Vertebral / joint manipulations, decontracting massage therapy
Tear therapy
Iontophoresis
Tens / laser / magneto
Ultrasound electrostimulations

MEDICAL PHLEBOLOGY

Evaluation of the venous circulatory system by
Eco-color Doppler on the lower limbs
Treatment of chronic venous insufficiency, lymphedema and ulcerative pathologies of the lower limbs

Sclerosing therapies with "foam", including eco-guided
Diagnosis and therapy of deep vein thrombosis and superficial
thrombophlebitis
Elastocompressive bandages

GASTROENTEROLOGY

Analysis and treatment of all pathologies concerning the digestive system

GYNECOLOGY

Transvaginal and transabdominal ultrasounds
Diagnosis and treatment of female genital diseases
Tests for cancer prevention (pap smears, biopsies, colposcopies)
Bacteriological samples

INTERNAL MEDICINE

Metabolic diseases
Diseases of the musculoskeletal system
Lung diseases
Gastroenterological pathologies
Cardiovascular diseases

NEPHROLOGY

Kidney disease
Hypertension

NEURORADIOLOGY

MRI of the brain and brainstem with or without contrast medium

CT scan of the brain and brainstem

NEUROLOGY

Electroencephalogram electromyography
Treatment of: multiple sclerosis - Parkinson's disease and dementia
epilepsy - cerebro-vascular diseases, headaches -
dizziness - neuropathies

Ophthalmology

Complete eye examination
Ocular tonometry
Fundus examination
Ocular surface analysis (Schirmer test, But)
Pachymetry (Central corneal thickness)

ORTHOPEDICS

Orthopedic disorders of the large joints (hip, knee, shoulder, elbow and ankle), of the spine, bones, ligaments and tendons of the upper limbs (wrist-hand) and lower limbs (ankle and foot)

OSTEOPOROSIS AND COMPUTERIZED BONE MINERALOMETRY (MOC)

Individual estimate of fracture risk over the next 10 years.
Identification of personalized pharmacological treatment.
Prescription drugs with Therapeutic Plan (Teriparatide and Denosumab) where the conditions exist
Study of the geometric parameters of the femur and vertebral architecture

ENT (ENT)

Complete audiometric examination
Vestibular examination
Fibro-laryngoscopy

PODOLOGY

Diabetic foot screening
Hyperkeratosis excision
Onychocryptosis - Simple and / or bilateral onychopathy - Onychophosis
Realization of silicone orthoses

PNEUMOLOGY

Diagnosis and treatment of acute and chronic diseases of the upper and lower respiratory tract:
Allergic and non-allergic rhinitis - Nasal polyposis
Gastro-oesophageal reflux - Allergic and non-allergic asthma
Chronic Obstructive Pulmonary Disease (COPD)
Sleep Apnea Syndrome (associated or not with obesity, bronchostruction, alteration of the upper respiratory tract)
Night-time oximetry (in overnight hospitalization or outpatient clinic)
Nocturnal polysomnography (in overnight hospitalization or outpatient clinic)

RADIOLOGY

Conventional radiology without contrast medium
Ultrasound
Breast and digital mammography
with tomosynthesis
Breast ultrasound
Computed Axial Tomography (CT) with three-dimensional image reconstruction
Magnetic Resonance (MRI)

Orthopantomography
Telerradiography and conebeam
Neuroradiology.

UROLOGY

Urological visits, Uroflowmetry and Urodynamics

ANALYSIS LABORATORY

The analysis laboratory of the Villa Berica Nursing Home has an agreement with the Health System

National for blood sampling and tests of a different nature:

- clinical chemistry analysis •
- immunometry • hematology and
- coagulation • immunology and allergology
- microbiology • cytopathology • fine needle aspiration cytology

It is possible to carry out privately check-ups for the prevention / research of various pathologies. The check-up list is available on the Villa Berica website (www.villaberica.it)

USEFUL NEWS

The Villa Berica Nursing Home has an agreement with the following bodies: Fasi, Fasdac, Unisalute, Generali, Sistemi sanitari, Assirete, Previmedical, Bluassistance, Caspie, Fisce, Mapfre Warranty, Filo direct.

INFORMATION FOR PERFORMANCE OUTPATIENTS

When booking at the Nursing Home, a reminder is given with the day, time, place and expected service.

For exams that require special instructions and / or preparations, verbal information will be provided and an illustrated form will be given.

strative. The methods of preparation for the services that require them are available on the Villa Berica website www.villaberica.it

Collection of reports

The reports of visits and exams must be sent exclusively to the User to whom they refer. The latter can delegate a third person by filling in a form prepared by attaching a copy of the identity document of the delegator and the person delegated. In the case of minors or disabled persons, the report will be delivered exclusively to those exercising parental authority or guardians. For Holter and MAP reports, follow the instructions on the return sheet.

Cancellation of the appointment The User who foresees not being able to respect the fixed appointment is requested to notify the structure as soon as possible, directly or by telephone (0444 219200).



OFFICE "PRIVATE BODIES AND INSURANCE "

Villa Berica has an agreement with numerous insurance and mutual societies as well as offering outpatient services and private hospitalization.

To find out about the convention opportunities or the services offered in a private regime, you can contact the Private Bodies and Insurance Office located at the reception of the Nursing Home at the following times: from Monday to Friday from 8.00 to 12.00 and from 13.30 to 17.30. This office has the task of managing hospitalizations and outpatient services for patients, both solvent on their own and through insurance.

List of affiliated institutions and insurance companies with Villa Berica:

- Health Cooperation • Mapfre
Warranty
- GBS Welion
- Caspie (see Monte dei paschi di Siena) • Fasi- Assidai

- Fasiopen
- Assirete
- Fasdac
- Myrete
- Axa Caring
- Three Hearts (Welfare platform)
- Acli
- Allianz • Awp

- Aon
- Blue Assistance
- Campa Mutual Aid Society
- MBA Mutual Aid Society
- Cesare Pozzo Mutual Aid Society
- Confindustria - Welfaremeet
- Easy Welfare

- Edenred
- MyAssistance
- Previmedical - RBM - Metasalute • Progesa 4ALL

- UnipolSai
- Unisalute

- Internation Tricare (American Barracks)

RELATIONS OFFICE WITH THE PUBLIC AND PROTECTION MECHANISMS To

improve its services, Villa Berica is interested in knowing the opinion of the Users and promotes the reporting of disservices or behaviors that have denied or limited the health services offered. The Public Relations Office (URP), located at the entrance to the Nursing Home and open from Monday to Friday from 8.00 to 12.00 and 13.30 to 17.30, is in charge of collecting the reports. It is also possible to send an email to info@villaberica.com

It is the task of the URP to provide evasion to observations or complaints that lend themselves to a quick solution and to address the most complex problems to whoever is responsible for, for a careful analysis of the causes and subsequent identification and application of any corrective actions.

A clinical risk management system is in place at the Nursing Home (in line with national and regional regulations and recommendations) dedicated primarily to the management of situations that do not comply with the established quality level.

Reports and complaints can be submitted verbally and in writing: special forms and a box are available in the atrium of the Nursing Home to deposit them.

The Administration undertakes to respond to the reports received within 60 working days from the date of submission.

CONTACTS

Nursing home Villa Berica Srl

Via G. Capparozzo, 10 36100
Vicenza tel +39 0444
219200 info@villaberica.com

fax +39 0444 506301

SWITCHBOARD

tel +39 0444 219200

INTERVENTION PLANNING OFFICE

tel +39 0444 219146

(from 11.00 to 15.00 from Monday to Friday)

e-mail: ricoveri@villaberica.com

RESERVATIONS

tel +39 0444 219200

(Monday to Friday from 8.00 to 18.00

for affiliated and private services)

(Saturdays from 8.00 to 12.00

only for private services)

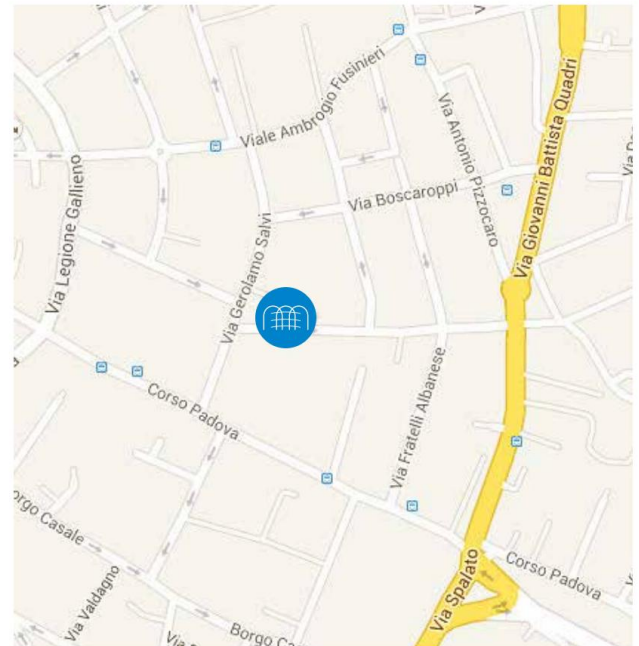


HOW TO REACH US

The Villa Berica Nursing Home is located in the city center of Vicenza, in via G. Capparozzo 10 and can be reached: **by city bus, line 1:** stop along corso Padova near Via G. Salvi; line 7: stop in via Maffei or at the terminus in via Piz

zocaro.

by FTV bus: Vicenza-Padova line in the direction of Padua with a stop in Corso Padova near Unicredit Banca, in the direction of Vicenza with a stop in front of the Stazione Menti. **by taxi:** tel. 0444 920600 **with private vehicles:** from Via G. Salvi (Via G. Capparozzo is partly one-way)









CMSR VENETO MEDICA

Switchboard: 0444 225 111
Reservations: 0444 341 213

SANIMEDICA

Secretariat: 0444 341 385

www.centromedico.it

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