



Charter of Services

Useful information to help you
make the most of your stay at the
hospital.

About Us

Humanitas Gradenigo Hospital is a multi-specialist hospital accredited by the National Health Service for both outpatient and inpatient care.

Located in Turin, at Corso Regina Margherita 8/10, it is a leading centre for oncology in Piedmont and for emergency and urgent care.

Gradenigo Hospital is part of the Humanitas Group, which operates across Italy (Milan, Bergamo, Turin, Castellanza, Catania and Messina) with a network of hospitals characterised by quality, safety, research, high specialisation, a strong medical culture and a patient-centred approach.

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Our history

In 1899, Professor Giuseppe Gradenigo founded, at his own expense, a healthcare facility for the treatment of ear, nose and throat patients, which also included a postgraduate training school.

The official opening took place on 29 January 1900. This is the date to which the history of the Gradenigo Healthcare Centre can be traced.

Following Professor Gradenigo's death, the hospital was entrusted to the Daughters of Charity of Saint Vincent de Paul, who 'had been running it with such kindness, love and intelligence since 1900'.

Over the years, the hospital expanded, with the addition of departments of General Medicine, Surgery and other surgical specialities, along with the A&E department, and in 1985 the hospital was recognised as a healthcare centre by the Piedmont Region.

From 2016, Gradenigo Hospital became an integral part of the Humanitas Group, joining other facilities already operating in the Piedmont region, such as Humanitas Cellini, and nationwide (such as the Humanitas Clinical Institute in Milan, a Scientific Hospitalisation and Care Institute, Research Centre and university teaching hospital).

In 2017, the A&E department was expanded and a dedicated area was set aside for Short-Term Intensive Observation and Intensive Care.

In 2023, Humanitas Gradenigo achieved its first **Joint Commission International** accreditation – the first hospital, alongside Humanitas Cellini, to do so in Piedmont.

In 2025, the new Appointments Centre (CUP) was inaugurated at Via Porro 3C, a completely refurbished space still within the hospital premises but more convenient for the public. In the same year, the hospital was awarded two 'pink seals' for women's health by the Onda Foundation for the two-year period 2026–2027. This prestigious recognition is awarded to hospitals that offer programmes for the prevention, diagnosis and treatment of specific women's

health issues , with a particular focus on conditions affecting both men and women, for which gender-sensitive hospital care pathways are provided.

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1

MISSION AND VALUES

Our Mission

To improve people's lives through increasingly effective care and services and an innovative and sustainable organisation. To invest in research that has a tangible impact on medical progress. To train a new generation of professionals through a model that brings together clinical practice, research and academia.

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Our Values

Excellence. To offer our patients the best possible care and support, whilst minimising our environmental impact. To measure the quality of our results transparently and innovatively. To combine development, environmental sustainability and social responsibility.

Innovation. Investing in clinical and scientific research and in cutting-edge technologies and facilities to discover new treatments. Developing organisational and management models based on the quality of care pathways and on risk assessment and management. Training a new generation of professionals within an international context.

Responsibility. To be a community of professionals who work as a team to achieve common goals shared with our stakeholders. To guarantee opportunities for professional growth to those who deserve them, within an ethical and inclusive environment. To set an example for one another.

Passion. Working with creativity and energy. Paying attention to every detail, because it is our passion for the work itself that takes us far. Making ourselves and our patients feel at home.

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PATIENTS' RIGHTS AND DUTIES

Patients' rights and responsibilities

Humanitas Gradenigo provides services to the community in compliance with the legal and ethical standards that protect patients' rights, drawing inspiration from the principles enshrined in the Directive of the President of the Council of Ministers of 27 January 1994 and the European Charter of Patients' Rights set out in 2002 by activecitizenship.net.

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Patients' rights

1. **Right to care:** every person has the right to receive appropriate, evidence-based care, delivered with professionalism and attention, without discrimination on the grounds of age, gender, race, language, religion or political views.
2. **Right to respect for waiting times:** every person has the right to know the timeframe within which they can expect to receive care and assistance, and to be promptly notified in the event of any problems or delays.
3. **Right to participation and information:** every person has the right to participate in their care in an informed, active and safe manner. Every person has the right to be informed about their health condition, the benefits and risks of the proposed treatments, possible alternatives, and any subsequent rehabilitation programmes.
4. **Right to participation, freedom of choice and informed consent:** every person has the right to choose between different procedures and treatments on the basis of adequate information, communicated in a comprehensible and timely manner, enabling them to give informed consent. Every person has the right to be fully informed and to give their consent regarding participation in clinical trials. Patients also have the right to refuse the proposed treatment in whole or in part and to be informed of the consequences of such refusal and of any alternative treatments.
5. **Right to a second opinion:** every patient has the right to request a consultation with another healthcare professional in order to obtain a medical opinion on their clinical condition, including through the review of their medical records.
6. **Right to privacy and confidentiality:** every patient has the right to have their privacy respected during the provision of medical and care services and in the processing of personal data. Patients also

have the right to prohibit the disclosure of their hospitalisation and the dissemination of information relating to their state of health to persons other than those they have designated.

7. **Right to avoid unnecessary suffering and pain:** every person has the right to avoid as much suffering as possible, at every stage of their illness, through appropriate assessment and management of pain.
8. **Right to practise one's religion:** every person has the right to practise their religion and to request a visit from a minister of their choice.
9. **Right to patient-centred care:** every person has the right to diagnostic and therapeutic programmes tailored as closely as possible to their personal needs, and to dignified and humane care at all stages of their treatment and illness.
10. **Right to access clinical records:** every patient has the right, upon discharge, to receive a clinical report written in an understandable manner, containing information useful for the continuity of care. Furthermore, every patient has the right to request a copy of their clinical records.
11. **Right to express one's opinion:** every person has the right to express their opinion through the channels provided and to contact the Public Relations Office if they believe their rights have been infringed.

Patients' duties

All patients at Humanitas Gradenigo, in the spirit of a relationship of mutual trust, have a duty to:

- Maintain a responsible and respectful attitude towards other patients, staff, the premises and equipment, and to cooperate with ward staff.
- Follow the treatment and behavioural guidelines provided, with a view to facilitating a successful outcome of their treatment and a peaceful stay in hospital.
- Communicate openly and trustingly with healthcare staff, expressing any concerns about the proposed treatment, so as to actively foster the care relationship.

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OUR HOSPITAL

The facility

The Humanitas Gradenigo Hospital on Corso Regina Margherita is divided into: the old wing, at number 8, comprising two separate buildings; and the new wing, at number 10, comprising a single building conventionally divided into two sections known as Section A and Section B.

The two buildings are connected by a walkway accessible from the second floor of the hospital and house the various inpatient wards and outpatient clinics.

On the ground floor of number 8 are the A&E department – whose entrance and triage area face onto Via Ignazio Porro 2 – the Plaster Room, the Short-Stay Intensive Care Unit and the Intensive Care Unit. In the same building, on the basement level, are the diagnostic imaging facilities and the mortuary. On the first floor are the operating theatres, the Oncology Day Hospital and the Clinical Chemistry Laboratory; on the second floor, the General Surgery and Urology and Reconstructive Andrology wards, the multi-specialist outpatient clinics and the Pre-admission Unit; on the third floor, the Orthopaedics and Traumatology and Physical Medicine and Rehabilitation wards; and on the fourth floor, the Medical Oncology and Internal Medicine wards.

On the ground floor of the building at 10 Corso Regina Margherita are the Blood Test Centre and the private practice outpatient area. The Endoscopy Department is located in the basement. On the first floor there is a multi-specialist outpatient area and the operating theatre; on the second floor, a multi-specialist outpatient area; and on the fourth floor, the private practice Inpatient Ward 4B.

The CUP (Unified Booking Centre) is located at Via Porro 3/c, and the Booking and Results Collection Centre is at Corso Tortona 29.

MEDICAL AREAS

Inpatient Specialities

- General Surgery
- Gastroenterology
- Emergency Medicine and Surgery
- Internal Medicine
- Ophthalmology
- Oncology
- Orthopaedics and Traumatology
- ENT*
- Rehabilitation and Functional Rehabilitation
- Urology and Reconstructive Andrology
- Intensive Care.

(*) Not accredited by the National Health Service

Outpatient Department

- Allergology
- Clinical Tests
- Andrology
- Anaesthesia and Intensive Care
- Cardiology
- Hand Surgery
- General Surgery
- Vascular Surgery
- Spinal Surgery
- Surgical Day Centre
- Dermatology
- Oncological Dermatological Surgery
- Diabetes
- Dietetics
- Endocrinology
- Gastrointestinal endoscopy
- Hepatology
- Physical Medicine and Rehabilitation
- Gastroenterology
- Speech and Language Therapy
- *Holistic medicine*
- *Occupational Medicine*
- *General Practice*
- *Physical and Rehabilitation Medicine*
- *Neurology*

- *Ophthalmology*
- *Medical Oncology*
- *Orthopaedics*
- *ENT*
- *Respiratory Medicine*
- *Proctology*
- *A&E*
- *Radiology*
- *Rheumatology*
- *Pain Management*
- *Urology and Andrology*
- *Reconstructive*

There are also Level II specialist outpatient clinics, which can be accessed following a specialist assessment by a Humanitas Gradenigo specialist.

Diagnostic Services

- Pathology
- Diagnostic Imaging
- Vascular Diagnostics
- Laboratory Tests

Outpatient services covered by the National Health Service are provided upon referral from a general practitioner or at the request of a specialist at Humanitas Gradenigo.

The report is issued at the end of the consultation or examination (or a few days later for tests requiring a subsequent report).

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OUR ORGANISATION

Organisational Units	Head
Anaesthesia and Resuscitation	Dr Fabio Gobbi
Cardiology	Dr Francesco Milone
Hand Surgery	Dr Giorgio Matteo Berto
General Surgery	Dr Francesco Moro
Spinal Surgery	Dr Marco Marcello Bozzaro
Oncological dermatological surgery	Dr Alessandra Farnetti
Diagnostic Imaging	Dr Andrea Ferraris
Vascular Diagnostics	Dr Claudio Rabbia
Endocrinology, Andrology and Metabolism	Prof. Fabio Lanfranco
Gastroenterology and Digestive Endoscopy	Dr Mohammad Ayoubi Khajekini
Histopathology	Dr Renato Parente
Clinical Laboratory	Dr Gabriella Galligani
Occupational Medicine	Dr Giovanni Donna D'Oldenico
Emergency Medicine and Surgery	Dr Gianfrancesco Alberto
Physical and Rehabilitation Medicine	Dr Carlo Mariconda
Internal Medicine	Dr Gianfrancesco Alberto
Neurology	Dr Pietro Pignatta
Ophthalmology	Dr Claudio Panico
Oncology	Dr Cristiano Oliva
Orthopaedics and Traumatology	Dr Luigi Sabatini
ENT	Dr Luca Raimondo
Prevention, Integrated Medicine and Integrated Oncology	Dr Viviana Contu
Urology and Reconstructive Andrology	Dr Omid Sedigh

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INPATIENT SERVICES

Standard Hospitalisation

This refers to a hospital stay lasting more than one day. During their stay, patients are required to follow the hospital's rules and instructions and are entrusted to the hospital staff for all matters relating to their care. In each ward, the care team is organised by a Nursing Coordinator, who is the person to contact for any specific requirements (e.g. permission to enter the ward outside of the permitted visiting hours).

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Day Hospital and Day Surgery

This is a form of planned admission lasting a single day or a series of non-consecutive days. In the case of admission for surgery, it may also include an overnight stay. The decision to admit a patient is always made by the doctor.

Documents required for admission

Upon admission, you must go to the ward where the admission procedures are carried out.

In the ward, you must present the following documents:

- regional health card
- valid identity document.

For **non-residents of Italy**:

- if you are an EU citizen legally present in Italy on a temporary basis, you must hold a valid TEAM card (European Health Insurance Card).
- If they are EU citizens without a TEAM card, do not meet the requirements for registration with the Regional Health Service (SSR), are indigent and are present illegally, they must hold a valid ENI (European Non-Registered) code issued by the Local Health Authority (ASL).
- If they are non-EU nationals, legally present and resident in a country with which Italy has international agreements in force, they must hold the specific forms issued by their country of origin.
- Non-EU nationals who are present illegally must hold a valid STP (Temporarily Present Foreigner) code issued by the ASL.

What to bring with you for your stay in hospital

It is essential to bring with you (to be handed to the Nursing Coordinator on the day of admission) all previous test results or medical records, as well as details and information regarding any medication you take regularly.

Clothing should be kept to a minimum, specifically: a nightdress or pyjamas, white socks, slippers, a dressing gown or tracksuit; a full set of personal toiletries (at least two changes of clothes), a towel, a napkin and tissues (preferably paper ones). Where possible, we recommend bringing soft-sided suitcases.

We advise against bringing valuables or large sums of money. The hospital accepts no responsibility whatsoever for any theft or loss of items left unattended.

Meals

Breakfast is served from 7.30 am to 8.00 am, lunch from 12.00 pm to 1.00 pm and dinner from 6.30 pm to 7.30 pm.

Visiting hospitalised patients

- Wards at Corso Regina Margherita 10: Visits to inpatients are permitted every day between 10.00 and 20.00. Only one visitor per patient is permitted at any one time.
- Wards at Corso Regina Margherita 8: Visits to inpatients are permitted every day from 12.00 to 14.00 and from 18.00 to 20.00. Only one visitor per patient is permitted at a time.
- Short-Term Intensive Observation Unit (O.B.I): Visits are permitted from 6 pm to 8 pm (except in cases of clinical emergency).

The following are always permitted to enter:

- carers of patients in any of the following circumstances: end-of-life care, language barriers, or severe disabilities, provided prior notification has been given to the nursing coordinator of the ward.
- companions of under-18 patients

Continuity of Care Service

The Continuity of Care Service is operational at Humanitas Gradenigo, aimed at supporting family members and assisting inpatients who require transfer to another facility for continued care or a safe discharge home. The service works in collaboration with medical and nursing staff, facilitating contact with the relevant local services in planning the patient's discharge home, with a view to integrating care and ensuring continuity of treatment.

The office is located at Corso Regina Margherita 8, on the second floor. It is available to users, by appointment, from Monday to Friday, from 8.00 am to 4.00 pm.

The Service can be contacted via email at continuita.assistenziale@gradenigo.it.

Religious services

A church dedicated to the Catholic faith is available, situated on the ground floor of the premises at 8 Corso Regina Margherita. It is open in the morning from 6.00 am to 12.30 pm and in the afternoon from 2.30 pm to 7.00 pm.

Mass is held at 8.30 am on Sundays and public holidays.

For religious assistance and Catholic confession, inpatients may contact the ward staff.

Patients of other faiths may request religious assistance by contacting the nursing coordinator of their ward.

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Volunteer organisations

Volunteers from 'Insieme con Humanitas', the hospital volunteers' association, are present in the hospital.

Requesting a copy of medical records

Copies of medical records, clinical reports and other healthcare documentation (provided in a sealed envelope and in accordance with confidentiality regulations) may be issued:

- to the person named in the documentation, subject to verification of their identity;
- to a third party, subject to verification of their identity, with a power of attorney signed by the person to whom the documentation belongs;
- to the heirs, subject to verification of their identity and presentation of a notarised document.

You can request a copy of your medical records by completing the relevant form (available from the hospital's two switchboards) and submitting it to the CUP at the ' ' from Monday to Friday, 10.00–16.00. The documents can be collected from Corso Tortona 29, also from Monday to Friday, 08.00–17.00.

The request will be processed within 7 working days of the date the medical record is finalised.

Private and insured patients

Humanitas Gradenigo Hospital has wards dedicated to private and insured patients for admissions paid for privately and/or covered by insurance policies and/or health funds, which entitle patients to:

- the option to choose their own attending doctor;
- a single room;
- special hotel-style amenities.

Patients wishing to be admitted as private patients may book a specialist consultation at the outpatient clinics or authorised private practices, where the hospital's doctors practise in private. The date of admission is agreed jointly between the specialist doctor and the patient.

The Private Practice Office will contact the patient directly to arrange the handover of the medical records and invoices relating to the private admission. Payment is due at the time of collecting the documentation, unless otherwise agreed between the patient and the Private Practice Office.

The Private Practice Office is available to provide cost estimates and answer any queries on 011 1910 1010 or by emailing libera.professione@gradenigo.it.

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OUTPATIENT SERVICES

Bookings

You can book appointments and tests:

- **By telephone**, by contacting the **CUP** (Central Booking Office) on 011 1910 1010, Monday to Friday, 9.00 am–5.00 pm.
- **Online** at prenota.humanitas.it
- **In person** at the Humanitas Gradenigo reception desks at **Corso Tortona 29**, Monday to Friday, **8.00 am to 5.00 pm**.

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Blood tests

No booking is required for laboratory tests. To register, please go to the CUP (Unified Booking Centre) counters at Via Porro 3/C, **Monday to Saturday, 7.00 am to 10.00 am**.

Blood tests for private patients are carried out from Monday to Friday, **from 7.30 am to 10 am, and on Saturdays from 7 am to 10 am**. Appointments can **only** be booked **by emailing libera.professione@gradenigo.it**. To register, please go to the private patient reception desks on the ground floor at Corso Regina Margherita 10.

The Blood Collection Centre, located on the ground floor at 10 Corso Regina Margherita, is open from Monday to Saturday from 7.00 am to 10.30 am and has a dedicated waiting room and toilets.

Humanitas Medical Care Principe Oddone

Blood samples and laboratory tests – which are analysed by the Humanitas Gradenigo Analysis Laboratory – can also be carried out at Humanitas Medical Care Principe Oddone, at 30 Corso Principe Oddone, from Monday to Friday from 7.30 am to 10.30 am and on Saturdays from 8 am to 1 pm.

Booking is compulsory and can be made by calling 011 041 6060 or in person at the reception desks at 30 Corso Principe Oddone, Monday to Friday from 1.00 pm to 5.00 pm.

To register, you must arrive 10 minutes before your appointment time, bringing your GP's prescription and your health card.

Collecting test results

You can collect your test results **in person** at the Humanitas Gradenigo reception desks at **Corso Tortona 29, Monday to Friday, from 8.00 am to 5.00 pm**.

Humanitas Gradenigo offers an **Online Results** Service, which allows you to download the results of blood and laboratory tests from the internet via the portal prenota.humanitas.it

NB: It is not possible to download cytology test results.

Results can be collected from:

- **The person concerned**, upon presentation of the collection reminder slip issued at the time of admission and a valid form of identification
- **A parent with parental responsibility**, upon presentation of the collection reminder slip issued at the time of acceptance and a copy of the parent's identity document; a copy of the child's identity document; a self-certification or affidavit attesting to parental authority (downloadable from the website www.gradenigo.it)
- **A person authorised by the child's parent**, upon presentation of the collection reminder slip issued at the time of admission and signed by the parent; a power of attorney for the collection of a child's medical reports by a third party (downloadable from www.gradenigo.it); a copy of the identification document of the person granting the authorisation and of the authorised representative; a copy of the child's identification document
- **Guardian, Support Administrator or Curator**, subject to the provision of a copy of the court order certifying the status of legal incapacity or disability and a copy of the appointment; a copy of the identification document of the patient who is legally incapacitated, disabled or subject to support administration; a copy of the identification document of the guardian, curator or support administrator)
- **Authorised representative**, subject to the provision of a power of attorney signed by the person concerned on the collection reminder form, and copies of the identification documents of both the person granting the power of attorney and the authorised representative.

NB: Collection of the HIV test result cannot be delegated under any circumstances.

Private and NHS-registered patients

Patients wishing to undergo specialist consultations or diagnostic tests on a private-pay basis may book an appointment by contacting the Private Practice Office in person or by telephone at the ' ' on 011 1910 1010, and must attend at the agreed date and time with the relevant documentation (reports, previous consultations, medical records relating to past hospitalisations, etc.).

The consultation does not require a referral from a GP. Radiological and invasive examinations, however, do require a referral from a specialist.

Payment for the service, for which an invoice is issued by the Private Practice Office, can be made using one of the following methods: cash, debit card, credit card, cheque or bank transfer.

Humanitas Gradenigo Hospital has agreements for outpatient services with most insurance companies and funds that manage policies or other supplementary schemes for the reimbursement of these services.

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Accessibility

The hospital is designed to be accessible to people with disabilities. To access the building at Corso Regina Margherita 8, please contact the switchboard to have the gate at Corso Regina Margherita 6 opened. For the building at Corso Regina Margherita 10, the entrance is located at Via Fontanesi 2F.

Smoking

Smoking is strictly prohibited within the hospital premises and on the grounds, in accordance with the law and, above all, to protect the health of patients and hospital staff. Two designated smoking areas are available, identifiable by two shelters marked with the slogan 'Smoke here, if you really must', and are located:

- in the courtyard opposite the Chapel
- in the courtyard on Via Fontanesi, opposite the Blood Test Centre.

Quiet and Tranquillity

To avoid disturbing other patients, please keep noise to a minimum, speak in a low voice during visits and keep the volume of radios and televisions to a minimum.

Cafés and refreshment areas

There is a café at the entrance on Corso Regina Margherita 10.

There are also coin-operated vending machines for drinks, coffee and snacks.

Car parks

Next to the Humanitas Gradenigo Hospital is the GTT Fontanesi multi-storey car park. Parking within the hospital grounds is subject to a charge.

Telephones

Mobile phones must not be used in the designated areas as they may cause interference with medical equipment.

If a patient does not have their own mobile phone, cordless phones are available in every ward.



USEFUL INFORMATION

Contact

Switchboard	011 1910 1001
CUP (Central Booking Service)	011 1910 1010
Regional Sovracup	840 705 007 (from a landline) 011 516 0666 (from a mobile)
Admissions Office	011 1910 1010
Public Relations Office (URP)	011 1910 1693
Private Practice Office	011 1910 1010
Data Protection Officer (DPO)	dataprotectionofficer@humanitas.it

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HOW TO FIND US

How to get to Humanitas Gradenigo

Humanitas Gradenigo Hospital is situated at numbers 8 and 10, Corso Regina Margherita. It is easily accessible by car and on public transport, and the GTT Fontanesi multi-storey car park is located right next to it.

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By tram and bus:

- 3, 15, 30, 55, Star 1.

By car:

- from the A4 (Turin- Milan) and A5 (Turin-Aosta) motorways: take the ring road, exit at Corso Giulio Cesare; follow Corso Giulio Cesare, turn onto Corso Palermo and join Corso Regio Parco; at the Rivella roundabout, turn left onto the side road of Corso Regina Margherita; turn left onto Via Fontanesi (at the junction with Corso Regina Margherita).
- From the A6 (Turin- Savona) and A21 (Turin- Piacenza) motorways: take the ring road, exit at Corso Unità d'Italia; from Corso Trieste, continue along Corso Unità d'Italia and take the Michele Lanza underpass; continue along Corso Massimo d'Azeglio and turn right onto the opposite carriageway of Corso Vittorio Emanuele II; then turn left onto Corso Cairoli and continue along Via Giovanni Francesco Napione until you reach the junction of Via Fontanesi and Corso Regina Margherita.

This Service Charter is available on the website www.gradenigo.it and copies can be requested at reception, on the wards or at the outpatient clinic administration office.

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Medical Director: Dr Morena Martinese

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