

CENTRODIAGNOSTICOITALIANO



LIFE FROM INSIDE

SERVICES

CDI VIALE MONZA

Health Director Mr Andrea Casasco
Laboratory Director Dr. Fulvio Ferrara
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20128 Milano (MI)

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02 48317555 Italian National Health Service (SSN)

www.cdi.it

ABOUT US

CDI Viale Monza is a health centre in the Centro Diagnostico Italiano Group (Italian Diagnostics Centre), a healthcare institution operating in the region of Milan since 1975 that is entirely dedicated to healthcare services: prevention, diagnosis and treatment, supported by a high standard of technology and always constantly up-to-date with international guidelines.

CDI Viale Monza provides private healthcare services and services for insurance funds.

OUR MISSION

Consolidate CDI's leadership by offering the community a wide range of services in prevention, diagnosis and treatment, which can be accessed through our outpatient clinic, constantly seeking continuous improvement in the quality of our service and technical excellence.

OUR VISION

CDI excels in technical performance through improvement and innovation, increasing our range of services, improving logistics and simplifying service provision processes. These objectives are achieved through the Strategic Plan defined by our Directors.

▪ Imaging

The Production Unit provides specialised services through the integration of advanced technologies, highly developed skills and through the availability and use of dedicated infrastructure and software in the general evolution towards modern imaging systems. Research and development for new morphological and functional diagnostic imaging techniques, and the integration of new nuclear medicine methods, make CDI a benchmark in this specific sector and for the market as a whole.

▪ Health centre

The Production Unit operates according to criteria of excellence in service provision. Their work is organised into highly qualified teams and units that use technologically advanced tools and clinical procedures in line with internationally recognised guidelines. This department is characterised by its constant commitment to clinical research.

OUR VALUES

▪ Passion for clients and service

The CLIENT is at the heart of everything CDI does: listening and understanding our clients' needs, constantly seeking to personalise our "service" and offering the best solution to satisfy expectations.

▪ Clinical excellence

CDI stands out for constantly striving for clinical excellence and technological development.

▪ Innovation

Being aware that improving our organisation and product and service INNOVATION are the answer to the ever-changing market in which CDI operates.

▪ Effective and transparent communication

Promoting a CULTURE of COMMUNICATION centred around systematic and widespread dissemination of our policies and strategies to ensure our colleagues and partners are aware of what we are trying to achieve, and seeking dialogue with clients to keep them informed at every step of the way of CDI's commitment to them.

▪ Recognition of professional merit

CDI is different. We value the role of PEOPLE by recognising and rewarding the quality, skills, contribution and talent of each and every one of them.

▪ Social solidarity

Actively contributing to the promotion of health in the region and to social SOLIDARITY initiatives, in collaboration with national and international Institutions and Organisations.

▪ Sticking to our values

CDI promotes these values and asks all people who work for the company and represent it to adhere to our principles, implementing consistent behaviour in line with company rules and state laws.

OUR LOCATION

HEALTH CENTRES

- **CDI Saint Bon**
Headquarters
Via Saint Bon 20,
Milano

By Metro: Line 1 – Inganni station
By bus: 49, 58, 67, 63
By car: Tangenziale Ovest (west orbital road), Corsico or Milano-Baggio exit
- **CDI Porta Nuova**
piazza Gae Aulenti 4
Milano

By Metro: Line 2/Line 5 – Garibaldi station
- **CDI Porta Nuova**
Piazza Gae Aulenti 4
Milano

By Metro: Line 2 /5, Garibaldi station
- **CDI Cairoli** (Bionics)
Largo Cairoli 2
Milano

By Metro: Line 1, Cairoli station
By tram: Line 1
By bus: 67-61
- **CDI Portello**
(Bionics Health Centre +
CDI Sampling Point)
Via Grosotto 7
Milano

By Metro: Line 1, Lotto station / By Metro: Line 5: Portello Station
By tram: Line 14
By bus: 90-91
- **CDI Citylife**(Bionics!)
Piazza Tre Torri- Milano

By Metro Line 5– Tre Torri station
- **CDI Pellegrino Rossi**
Via Pellegrino Rossi 24
Milano

By Metro: Line 3, Dergano station
By bus: 41-52-70
- **CDI Rho**
Via Magenta 41
Rho

Rail Link: Rho station
- **CDI Cernusco**
(Health Centre and Bionics
Sampling Point)
Via Torino 8
Cernusco sul Naviglio

By Metro: Line 2, Cernusco station
By bus: 41-52-70
- **CDI Lavater**
Via Omboni 4

By Metro: Line 1 – Porta Venezia and Lima Stops
Rail Link: S5, S6, S1, S2, S13: Porta Venezia Stop
By tram: 5, 33

SAMPLING POINTS in Milan

- | | | | |
|---|---|---|--|
| <p>▪ CDI Abruzzi
Via A. d'Aosta 11
Milano</p> | <p>By Metro: Line 1 and 2, Loreto station
By bus: 92</p> | <p>▪ CDI Corsico
Via Vigevanese 4
Corsico (MI)</p> | <p>▪ CDI Legnano
Corso Italia 32
Legnano (MI)</p> |
| <p>▪ CDI Giulio Romano
Via Giulio Romano 17
Milano</p> | <p>By Metro: Line 3, Crocetta station
By tram: Line 24
By bus: 63</p> | <p>▪ CDI Pavia
Viale Cremona 326
Pavia</p> | <p>▪ CDI Corteolona
Via dei Caduti 20/a
Corteolona (PV)</p> |
| <p>▪ CDI Corso Italia
C.So Italia 36
Milano</p> | <p>By tram: Line 15
By bus: 94</p> | <p>▪ CDI Varese
Via Sacco 8
Varese</p> | <p>▪ CDI Besozzo
Via XXV Aprile 6/F
Besozzo (VA)</p> |
| <p>▪ CDI Ripamonti
Via Ripamonti 190/D
Milano</p> | <p>By tram: Line 24
By bus: 34, 99</p> | <p>▪ CDI Uboldo
Via R. Sanzio 4
Uboldo (VA)</p> | |
| <p>▪ CDI Citylife
Piazza Tre Torri
Milano</p> | <p>By Metro Line 5– Tre Torri station</p> | | |

OUR SERVICES

ANALYSIS LABORATORY

director
Dr Fulvio Ferrara

- allergology
- pathological anatomy
- autoimmunity
- cytogenetics
- cytology
- determination of trace metals
- protein research and specific doses
- medication dosage
- blood chemistry
- haematology
- urothelial and cervical fish (ikoniscope)
- immunometrics
- histology
- microbiology and parasitology
- serology
- toxicology (To ensure compliance with the chain of custody, urine samples for drugs of abuse with legal medical value are only taken at the head office of CDI Saint Bon and CDI Viale Monza)

DIAGNOSTIC IMAGING

director
Dr. Sergio Papa

- Electrocardiogram, Holter, continuous blood pressure, peripheral and supra-aortic trunk colour Doppler ultrasound
- Ultrasound: during pregnancy, transvaginal, gynaecological; renal, prostate, scrotal, transrectal; complete abdomen, upper and lower, skin tissue, head and neck, breast, tendon muscle.

HEALTH CENTRE

director
Dr. Bruno Restelli

- Allergology: appointments and tests
- Cardiology: appointments, echocardiogram, ECG
- Dermatology: appointments, verruca removal with nitrogen, removal of small neoformations with curettes
- Genetic: appointments
- Gynaecology: appointments, ultrasounds during pregnancy, transvaginal and gynaecological ultrasounds
- Ophthalmology: appointments, Fundus Oculi test, Shrimmer Test
- Orthopaedics: appointments, infiltrations
- Urology: appointments, renal, prostate, scrotal, transrectal ultrasound
- Occupational medicine: specialist appointments (**Private**)
- Pneumology (private)
- Ear, Nose and Throat (ENT)

OPENING TIMES

OPEN

Mon-Fri: 7.30 am - 7 pm Saturday: 7.30 am – 12.30 noon

www.cdi.it

CENTRAL BOOKING AND INFORMATION OFFICE

+39 02 48317444 Private and Funds
Mon-Fri: 8 am - 6.30 pm Saturday: 8 am - 12 noon

SAMPLES SSN

No booking required

Only some specific exams may require booking and may not be performed at all CDI locations. Please check our website:

http://www.cdi.it/it/educational/esami_laboratorio_it.html

SAMPLING POINT SSN

Mon-Fri 7.30 am – 10.30 am
Saturday: 7.30-10.00 am

HEALTH CENTRES SSN

Mon-Fri 7.30 am – 19.00 pm
Saturday 7.30 am – 12.30 noon

ACCESSIBILITY

BOOKING

To make a booking, clients can contact us, between the above times, using the following methods: **telephone**, in **person**, **online (private and insurance patients)**. The telephone service for information and booking is available to patients:

+39 02 48317 444 - Mon - Fri: 8 am-6.30 pm; Saturday: 8 am-12 noon

At the time of booking the client is provided with all the instructions, both verbal and written, in order to provide services. Users are invited to inform us of any cancellations at least 24 hours in advance of the appointment date. Staff can help users solve any problems they may have with the services provided within the structure, listening and understanding expectations and needs on an individual basis or with the support of the medical and paramedic staff present.

▪ **Urgency**

If the patient's application is marked with a green sticker to indicate the urgency of the situation, the service will be provided within 72 hours of the booking.

▪ **Pregnancy and disability**

Pregnant women and people with severe disabilities are prioritised when accepting bookings.

▪ **Paying for services**

The citizen's share of the expenditure, according to the laws in force, must be paid at the time the service is provided. For some services requiring additional appointments or tests, the latter will be paid upon delivery of the report. Payment can be made in cash, by credit card, debit card or cheque

▪ **Waiting room**

Once the payment procedure has been completed, the patient can go to the relevant waiting room for the service to be provided.

▪ **Delivering the results**

On acceptance of the booking, the Patient is given a coupon containing all the information required to collect their reports: the collection point, date and time. On coming to collect reports, in accordance with Italian Legislative Decree 196 of 30/06/2003, the patient must present a valid identification document (identity card, passport, driving licence or other equivalent document under Article 35, paragraph 2 of Italian Presidential Decree 445/2000).

▪ **Proxy**

If the patient is not able to collect results personally, they must fill in the proxy form attached to the results collection form and hand it to the person who will be collecting their results, in order to guarantee personal data protection as required by Italian Legislative Decree 196/03(EU).

▪ **Consulting results online**

By registering, free of charge, on the website www.cdi.it, in the MY CDI (IL MIO CDI) area, patients can consult test results (laboratory, outpatient clinic and diagnostic imaging), which have been digitally signed and conducted within 45 days. To obtain access credentials, the patient must go to a CDI office counter where they will receive a temporary user ID and password. The service allows access to the patient's reports with the exception of some particularly sensitive ones (e.g. HIV) or those that require an interview with the doctor, which can only be given to the patient in person by CDI.

▪ **Exemptions**

For services accredited with the Italian National Health Service (SSN), exemptions are applied in compliance with the current regulations on the subject, as indicated by the attending physician. For exemptions from the ticket, see the Lombardy Region website www.sanita.regione.lombardia.it

QUALITY

CERTIFICATIONS

In September 1997, CDI's multi-specialist laboratory was the first in Italy to obtain Quality Management System Certification according to the **UNI EN ISO 9002:1994** standard.

Subsequently, in 2003 CDI extended the Certification to the entire CDI network. The Certificate of Approval of the Company's Management System in compliance with the Quality Assurance standard: **UNI EN ISO 9001:2008** was granted by the prestigious Lloyd's Register Quality Assurance Ltd.

In 2006, CDI headquarters obtained certification from **Joint Commission International**, the international body that certifies the excellence of healthcare facilities worldwide.

PATIENT RIGHTS

CDI can only work within its stated values if it respects the fundamental rights of patients.

-Quality of care, reliability and personalisation of services

Quality of medical care

All clinical activity is monitored through regular clinical audits among medical specialists.

Quality of diagnostic investigations

Every year, CDI invests a large part of its resources in the development of technological potential, the modernisation of equipment and the purchase of the most advanced technologies, in order to offer physicians new, increasingly precise and detailed diagnostic solutions.

Service quality

*-The level of client satisfaction is monitored through the use of satisfaction questionnaires and IT tools including a service verification system for "telephone traffic".
- Telephone exchange that allows real-time detection of the number of incoming calls and response times.*

Personalising services

Every patient has the right to enjoy personalised treatment or diagnostic programmes adapted to their personal needs as closely as possible. Personalisation is ensured by CDI's MSP (Memoria Sanitaria Personale - Personal Health Memory), which guarantees unambiguous recognition of personal and clinical data. It also allows the Patient's Medical History to be updated on each subsequent contact.

•Equality, impartiality and respect

Breaking down linguistic barriers

To meet the needs of foreign patients, CDI has a dedicated telephone number: +39 02 48317677.

We have administrative and medical staff who can communicate in English.

Informed consent forms are also available in English.

•Information

Informed consent: the patient has the right to not be subjected to any treatment or therapy without having expressed their consent

CDI gives the patient an Informed Consent form, which is different for every service that requires one, which includes the procedure or method, the risks and any possible side effects, to be filled in before undergoing the procedure.

Informed Consent is also requested if we would like to use a patient's clinical case for research and training purposes.

Exam preparation and post-examination warnings

If the diagnostic examination requires preparation or, once carried out, follow-up treatment, a sheet will be issued at the time of booking/execution of the examination explaining the methods.

Clinical record

CDI undertakes to issue a clinical record that is clear, written in language that can be easily understood and complete with all the information about the diagnosis and treatment performed. The report is archived electronically.

Positive results

In the event of positive results of diagnostic tests, the patient is contacted directly by the laboratory to arrange an explanatory interview with the doctor.

Identity of healthcare professionals

At CDI premises, each member of healthcare staff and the entire facility is identified by an identification card, which is affixed to their lab coat. In addition, the various sections of the facility in which the different services are performed are highlighted by clear and obvious signs at the entrance, in the corridors and waiting rooms.

Service cannot be provided

CDI shall inform the patient at the time of request if the service cannot be provided, advising them, if necessary, to contact the Lombardy Region.

If it is temporarily impossible to perform the service, the patient will be contacted by telephone, telegram or SMS by the Activities Planning Office. The same office will contact the patient again as soon as they are able to schedule a new appointment.

Right to receive an explanation

The patient has the right at any time to seek the intervention of a doctor or technician in order to receive an explanation of the examination requested by the general practitioner, instructions, preparation for the examination and the results.

Diagnostic and therapeutic services

▪ Right to choose

CDI respects the patient's right to freely decide, based on the information in their possession, on any diagnostic and therapeutic services with regard to their own health, giving or refusing consent to their clinical cases being used in research or training.

Confidentiality of personal data and those relating to a patient's clinical record

▪ Privacy

Central information system that supports patient bookings and acceptance, production and delivery of the required examinations, administrative management and historical archiving of reports.

To ensure that all activities and access to computer files are authorised, CDI personnel are assigned a personal identification code and password to access the various operating profiles. The medical record can only be issued to:

- the person concerned
- the guardian or person exercising parental authority in the case of a minor or incapacitated person
- the person provided with a proxy (including the attending physician)
- the judicial authority
- the insurance body (INAIL - Insurance for Workplace Accidents, INPS - Italian National Social Security Institute, etc.)
- the Italian National Health Service (SSN)
- legitimate heirs, only for certain information
- doctors for scientific/statistical purposes, provided that the anonymity of the subject is maintained

Continuity and regularity in providing care

▪ Continuity

In the event of any interruption or malfunction in the service, all necessary measures will be taken to avoid or reduce any disruption.

Maximum waiting time for telephone bookings

▪ Time

CDI guarantees a response rate of more than 90% with an average talk time of less than three minutes

Waiting time for services to be provided

Waiting times are contained within the terms dictated by current regulations and declared at the time of booking.

Technical execution times

The time required to provide the service, perform the service and deliver the report depends on the type of examination/service.

Opening hours

CDI guarantees 100% opening of its offices and availability of the services provided in accordance with the timetables displayed and communicated and the bookings made.
On public holidays, the Centre's reduced hours and closing days will be notified in good time by means of notices on the following website: www.cdi.it.

Inability to execute the service

If it is temporarily impossible to perform the service, the patient will be contacted by telephone or telegram by the Activities Planning Office. The same office will contact the patient again as soon as they are able to schedule a new appointment.

Checking technical execution times

CDI's IT system can define the date of delivery of the report, according to the necessary technical time, opening hours of counters and holidays. The date of delivery of the report is communicated to the patient through the delivery of a personalised collection slip.

Checking the opening hours of counters

CDI does not provide minimum opening hours but ensures prior coverage of staff attendance in order to ensure service.

Checking waiting times for booking services over the phone

The activity of the telephone booking service is constantly monitored by an IT system. This system allows standards and qualitative levels of service to be set and informs the Service Manager in real time about the performance of the activity and maintaining targets. The Service Manager is responsible for guaranteeing an adequate level of service.

Checking patient acceptance standards

The IT system eliminates queues and allows waiting times and patient flows to be evaluated over time. The Department Manager analyses the reports on acceptance activity on a monthly basis in order to assess the size of the workforce and the hourly coverage.

Recording bookings not processed

CDI's computer system and staff in the Activities Planning Office keep records of all appointments, bookings that had to be moved and notifications to the patient of the new appointment. Evaluating this data allows the range of services on offer to be differentiated.

• Transparency

Public relations

The Customer Service Managers are tasked with collecting any type of information, complaint or comment on our service.

Service complaints

Complaints can be sent via fax, phone, in writing, via e-mail at reclami@cdi.it, online at http://www.cdi.it/it/customer_service_it/reclami.html or in person. Complaints are periodically analysed and evaluated in order to implement the appropriate improvement actions.

Patient belongings

We recommend patients to mind their personal belongings: Centro Diagnostico Italiano is not responsible for any damage or theft suffered by patients during their stay in the facility.

• Safeguarding

Medical assistance

Each area of the CDI has a first and second level of care that can be implemented in the event of a patient's illness. Intervention tools and procedures are also in place to minimise risks to patients.

In case of emergency

CDI staff are trained to intervene in emergencies and to protect patient safety.

Signposting and overcoming architectural barriers for elderly patients, non-self-sufficient minors, disabled people and people with walking difficulties.

entrances: there are easy routes for disabled patients
doors: only present when they are required to ensure privacy or regulate access to protected areas
toilets: they have been designed for disabled people
telephone: independent use by disabled people in wheelchairs is guaranteed
ticket dispensers designed for wheelchair users
signage: graphic signs are also used for directions

▪ Safety

▪ Recognising physical/architectural barriers and protection

SAFETY

▪ Responsible behaviour

The patient must behave responsibly, respecting and understanding the rights of other patients and respecting medical and healthcare staff at CDI.

▪ Respecting the environment

Patients should also respect CDI's equipment and their environment.

▪ Cooperating with medical staff

The patient must cooperate with medical, nursing and technical staff, showing that they trust healthcare staff, in order for a correct treatment approach to be taken.

We therefore expect the patient to provide clear and precise information on their health, hospital visits and treatments performed.

▪ Information

The patient must inform healthcare staff in a timely manner of their intention to withdraw from treatment and scheduled healthcare services in order to avoid wasting time and resources.

The patient must also inform their doctor or the person in charge of the onset of any symptoms.

▪ Sticking to times

The patient must stick to appointment times agreed with CDI in order to allow activity to be carried out as normal.

▪ Smoking ban

The patient must respect the smoking ban within the perimeter of the healthcare facility.

There are ashtrays located at the entrance to CDI where cigarettes must be extinguished.

▪ Photo ban

It is forbidden to record using a camera, video camera or mobile phone people, environments and equipment located inside the Centre, unless on specific request to the Directors.

▪ Safety posters

The patient must comply with all safety signs.

▪ Observe safety instructions

The patient must comply with the safety regulations by:

- not leaving the place of destination without authorisation;
- not approaching or touching electrical equipment;
- not accessing areas in which access is expressly forbidden.

Centro Diagnostico Italiano has an emergency plan, coordinated by various people. An emergency may arise as a result of fire, disease or injury, flooding, malfunction, chemical or biological pollution, presence of explosive devices, criminal or terrorist acts, etc.

Anyone who detects an emergency situation should immediately report it to CDI staff who will then, using a special hotline, alert those responsible who will, in turn, assess the emergency and give appropriate instructions.

On the evacuation signal, security officers ensure that staff and visitors are evacuated as quickly as possible.

They will verify the evacuation by inspecting medical offices, toilets, changing rooms and facilities, and will direct customers to the emergency exits (external ladders, DO NOT USE LIFTS).

SAFETY RULES TO BE OBSERVED

In order to limit the risks to personal and collective safety, visitors must respect the following rules.

▪ Prohibitions

- Smoking within the perimeter of the facility.
- Leaving the place of destination without authorisation.
- Approaching or touching electrical equipment.
- Getting too close to medical instruments.

▪ Emergency / evacuation

- In the event of an alarm, follow the instructions given by staff.
- We advise patients to identify the location of emergency exits in advance in case of evacuation.
- CDI is equipped with first aid staff, fire-fighting teams and emergency management; visitors are not required to provide help or carry out emergency operations.
- In an emergency, do not use lifts.

▪ Miscellaneous

- The patient must comply with all safety signs.
- In rooms where entry is forbidden, access may only take place with prior authorisation and in the presence of the personnel in charge.

COURTESY SERVICES

- **Bars and cafés**

The nearest bar, is found in the immediate vicinity of the health centre.

- **Services to your home**

Patients can take advantage of specialist examinations and visits and have reports sent to their homes.
Pricing on request.

- **Bilingual doctors (Italian and English)**

For foreign patients, Customer Service has a list of doctors who speak English.

- **Pharmacy**

The nearest pharmacy is located at viale Monza 226

- **Taxis**

The receptionist can call a taxi for you.

