

CENTRODIAGNOSTICOITALIANO



LIFE FROM INSIDE

PATIENT HANDBOOK

Medical Director Prof. Andrea Casasco

Via Saint Bon 20 – 20147 Milano

02.48317.555 (NHS)

02.48317.444 (Private pay and Funds)

www.cdi.it

Sistema Sanitario



Regione
Lombardia

ABOUT US

CDI Centro Diagnostico Italiano is a healthcare organization that's been active in the Milan area since 1975 to provide the whole spectrum of health-related services, i.e. prevention, diagnosis, and treatment, supported by high technology standards and by constantly updated international guidelines.

CDI delivers health care services both for National Health Service patients and for private-pay patients, including self-paying patients and patients covered by a private health insurance.

OUR MISSION

To consolidate CDI's leadership by providing the community with the widest range of prevention, diagnosis and treatment programs and services to be delivered on an outpatient and/or same-day care basis, while constantly striving for the continuous quality improvement of service and technical excellence.

OUR VISION

CDI excels in technical services through improvement and innovation, widens the range of services, improves the logistical flow, and simplifies the processes for service delivery. These goals are attained through the Strategic Plan defined by the Executive Team.

▪ Laboratory

The Laboratory Unit introduces and develops new diagnostic studies within the scope of strategic diagnostic-treatment pathways. The unit offers a complete and rapid service to its internal and external clients, for whom it optimizes and continually improves its organization in relation to large volume activities.

▪ Diagnostic Imaging

The Diagnostic Imaging Unit delivers highly specialized services by integrating advanced technologies with evolved competencies, and through the availability and use of dedicated infrastructures and software applications in the global evolution toward modern, film-free imaging systems. Research and development into new Diagnostic Imaging techniques of both a morphological and functional kind, and integration with new nuclear medicine methods, make CDI a reference center in this specific sector and on the market as a whole.

- **Outpatient Clinics and Day Surgery**

The Unit applies service excellence criteria to organize work into groups and teams characterized by a high professional profile. It uses technologically advanced equipment and clinical procedures in line with internationally recognized guidelines. Constant commitment to clinical research activities is a distinctive sign of this unit.

OUR VALUES

- **Passion for clients and for service**

The CLIENT is CDI's focus: listening to and understanding each client's individual needs, continually striving for "service" personalization, and offering the best solution to meet each client's expectations.

- **Clinical excellence**

Constantly striving for clinical excellence and technological development is the distinctive nature of CDI.

- **Innovation**

Being aware that organizational improvement and product and service INNOVATION are the answer to the ongoing evolution of the market in which CDI is active.

- **Effective and open communication**

Promoting a CULTURE of COMMUNICATION aimed at systematically and extensively disseminating CDI policies and strategies with a view to fostering staff awareness and communicating with clients to keep them abreast of the commitments that CDI makes with them.

- **Recognition of professional merit**

Enhancing the role of INDIVIDUALS by recognizing and rewarding individual qualities, skills, contributions, and talents, as a CDI distinctive competency.

- **Teamwork and staff development**

Acknowledging that TEAM work is an added value that facilitates everybody's involvement in pursuing and sharing organizational and social goals, through behavioral integrity and fairness, generosity in taking action and setting an example.

▪ **Social solidarity**

Being an active player in contributing to the promotion of health in the local community and to social SOLIDARITY initiatives, in collaboration with national and international Institutions and Organizations.

▪ **Pledge of
commitment to our
values**

CDI promotes these values and asks all individuals working for our organization and representing it, to comply with these principles by adopting behavior that is consistent and in line with both organizational rules and National law.

WHERE WE ARE

OUTPATIENT CLINICS

- **CDI Saint Bon**
*Main site
via Saint Bon 20,
Milano*
MM: Line 1 – Inganni station
Bus: 49, 58, 67, 63
Car: Tangenziale Ovest, Corsico or Milano-Baggio Exits
- **CDI Viale Monza**
*Viale Monza 270
Milano*
MM Line 1 – Villa San Giovanni station
Bus 44, 51, 162
- **CDI L.go Augusto**
*C.So Porta Vigentina 5
Milano*
MM: Line 1, San Babila station
Tramcar: Route 12
Bus: Routes 60, 94
- **CDI Cairoli** (Bionics¹)
*Largo Cairoli 2
Milano*
MM: Line 1, Cairoli station
Tramcar: Route 1
Bus: Routes 67-61
- **CDI Citylife** (Bionics¹)
*Piazza Tre Torri
Milano*
MM: Line 5, Tre Torri station
- **CDI Portello**
*Via Grosotto 7
Milano*
MM: Line 1, Lotto station
Tramcar: Route 14
Trolleybus: Routes 90-91
- **CDI Lavater**
*Via Omboni 8
Milano*
MM: Line 1, Porta Venezia station
Tramcar: Route 4
- **CDI Porta Nuova**
*Piazza Gae Aulenti 4
Milano*
MM: Line 2, Porta Garibaldi station
MM: Line 5, Porta Garibaldi station
- **CDI Pellegrino Rossi**
*Via P Rossi 24
Milano*
MM: Line 3, Dergano station
Bus: Routes 41-52-70
- **CDI Rho**
*Via Magenta 41
Rho*
Passante Railway: Rho station
- **CDI Cernusco**
*Via Torino 8
Cernusco sul Naviglio*
MM: Line 2, Cernusco station
Bus: Routes 41-52-70

PHLEBOTOMY CENTERS in Milan

- **CDI Abruzzi**
via A. d'Aosta 11
Milano
MM: Lines 1 and 2, Loreto station
Trolleybus: Route 92
- **CDI Giulio Romano**
Via Giulio Romano 17
Milano
MM: Line 3, Crocetta station
Tramcar: Route 24
Bus: Route 63
- **CDI Corso Italia**
C.So Italia 36
Milano
Tramcar: Route 15
Bus: Route 94
- **CDI Ripamonti**
Via Ripamonti 190/D
Milano
Tramcar: Route 24
Bus: Routes 34, 99
- **CDI Citylife** (Bionics')
Piazza Tre Torri
Milano
MM: Line 5, Tre Torri station

PHLEBOTOMY CENTERS outside Milan

- **CDI Corsico**
Via Vigevanese 4
Corsico (MI)
- **CDI Pavia**
Viale Cremona 326
Pavia
- **CDI Besozzo**
via XXV Aprile 6/F
Besozzo (VA)
- **CDI Legnano**
Corso Italia 32
Legnano (MI)
- **CDI Corteolona**
via dei Caduti 20/a
Corteolona (PV)
- **CDI Uboldo**
via R.Sanzio 4
Uboldo (VA)
- **CDI Varese**
via Sacco 8
Varese

OUR SERVICES

CLINICAL LABORATORY

director
dr. Fulvio Ferrara

**NHS and Private-Pay
Patients**

- allergology
 - pathology
 - autoimmunity
 - cytogenetics
 - cytology
 - trace metal testing
 - dosage and screening for specific proteins
 - medication dosage
 - blood chemistry
 - hematology
 - urothelial and cervical FISH test (ikoniscope)
 - immunometry
 - histology
 - microbiology and parasitology
 - serology
 - toxicology
- (To better ensure sample security, phlebotomy for abuse substance testing is performed only at the CDI Saint Bon main site).

DIAGNOSTIC IMAGING

director
dr. Sergio Papa

**NHS and Private-Pay
Patients**

•echotomography and Doppler ultrasound

- general and internal abdominal ultrasound, urologic and gynecologic ultrasound, ultrasound of the intestinal ansa, thyroid, breast, scrotum, musculoskeletal system (soft tissue, bones, joints, muscles, tendons), vascular ultrasound.
- Contrast-enhanced ultrasound.
- color Doppler ultrasound of the arms, legs, supra aortic trunks, and splanchnic vessels.
- core biopsy and ultrasound-guided needle aspiration assisted by the pathologist.

•radiology

- contrast examinations with digital techniques: study of the digestive system, pharynx and esophagus, double contrast barium enema of the colon, urography.
- CAD-assisted digital mammography.
- digital radiodiagnostics of the chest, skeletal and joint system, abdomen, and soft tissue.
- digital orthopantomography.
- arthrography, hysterosalpingography, galactography.
- Computerized Bone Mineral Density

NUCLEAR MEDICINE
director
dr. Sergio Papa
**NHS and Private-Pay
Patients**

▪ Dual Source 64-slice CT

- study of the abdomen, chest, spine, brain, arms, legs, and joints with and without contrast agents;
- coronary CT angiography and study of the heart, CT angiography of the large thoraco-abdominal vessels and peripheral vessels, total body CT panangiography
- dual energy CT scans
- CAD-assisted virtual colonoscopy
- perfusion CT scans
- dental scans

▪ 1.5 T high field MRI

- study of the abdomen, mediastinum, spine, brain, arms, legs, and joints, uro-resonance, and pielo-resonance;
- MR angiography of the large splanchnic, supra-aortic, cerebral blood vessels, and peripheral vessels.
- Functional MRI of the brain, diffusion MRI tractography study of the brain. Breast MRI.
- Functional MRI of the brain, diffusion MRI tractography study of the brain

▪ 1 T open MRI

- study of the brain, spine, arms, legs and joints, mediastinum, abdomen, heart, MR angiography

▪Scintigraphy

- all radionuclide scans (including SPECT scans for brain and heart conditions);
- rest-stress myocardial perfusion scintigraphy
- Datscan SPECT brain scan with semiquantitative rating;
- total body, brain PET (Positron Emission Tomography) scan.

▪PET

- total body, brain PET (Positron Emission Tomography) scan.

RADIATION THERAPY

director
dr. Sergio Papa

**NHS and Private-Pay
Patients**

•Cyberknife

- Body
- Skull
- Pancreas
- Lung
- Prostate

OUTPATIENT CLINICS & DAY SURGERY

director
dr. Bruno Restelli

•acupuncture

- acupuncture visits and treatments

•algology

- specialist medical examination

•allergology

- specialist medical examination
- allergy testing
- radioallergosorbent test (RAST)
- desensitizing treatment
- Isac test

•andrology

- specialist medical examination
- dynamic penile echo color Doppler,
- echo color Doppler of the scrotum
- intracavernous pharmacotherapy
- infertility examination by the specialist
- home rigiscan

•anesthesia

- specialist medical examination
- anesthesia care and use of anesthesia during same-day surgery procedures

OUTPATIENT CLINICS DAY SURGERY

•angiology

- specialist medical examination
- echo color Doppler of the arteries and veins
- sclerosing therapy
- YAG dye laser
- same-day surgery procedures

•cardiology

- specialist medical examination
- electrocardiogram
- dynamic electrocardiogram (holter monitoring)
- cycle ergometer stress test,
- bidimensional echocardiogram and color-Doppler,
- arterial pressure monitoring
- rest-stress myocardial perfusion scintigraphy
- Holter recording by episodes
- telemonitoring of arterial pressure
- tonometry
- echo stress test
- pacemaker check

•chiropractic

- chiropractic treatments

• general surgery

- specialist medical examination
- Same-Day Surgery procedures

•plastic and reconstructive surgery

- specialist medical examination
- Same-Day Surgery procedures

•thoracic surgery

- specialist medical examination

•vascular surgery

- specialist medical examination
- Same-Day Surgery procedures

**OUTPATIENT CLINICS
DAY SURGERY**

•dermatology

- specialist medical examination
- epicutaneous tests
- treatment of warts with liquid nitrogen
- videodermatoscopy
- mapping program
- same-day surgery procedures

•diabetology

- specialist medical examination

•dietetics and nutrition

- specialist medical examination
- body impedance assessment (BIA)
- development of personalized diets
- analysis of dietary habits

•ultrasound

- pediatric
- complete abdomen
- urinary system
- pelvic
- renal
- bladder
- spleen
- liver-pancreas
- pylorus
- hips
- spine (lumbosacral)
- popliteal fossa (knee pit)
- superficial soft-tissue masses
- lymph nodes
- salivary glands
- breast
- color Doppler of renal vessels

•hematology

- specialist medical examination and tests
- bone marrow biopsy

•endocrinology

- specialist medical examination
- hormone dosage
- stimulation and inhibition tests
- ultrasound-guided needle aspiration of the thyroid

OUTPATIENT CLINICS DAY SURGERY

•hepatology

- specialist medical examination

•physiatry

- specialist medical examination
- development of personalized plans for physical therapy and physical exercise

•physical therapy and rehabilitation

- individualized gym exercise teaching sessions
- individual rehab
- osteopathy
- massotherapy
- iontophoresis
- ultrasound
- electrotherapy
- electrical stimulation for pain treatment and muscle-strengthening
- manual lymphatic drainage treatment
- transcutaneous electrical nerve stimulation (TENS)
- tecar therapy™
- hydrokinesitherapy
- hydro massotherapy
- biofeedback
- pelvic floor, respiratory, vestibular rehabilitation
- bandage
- Crosystem
- magnet therapy
- co2 and ultrasound laser
- radar therapy
- functional reconditioning
- group training sessions

•gastroenterology and digestive endoscopy

- specialist medical examination
- esophagogastroduodenoscopy (EGD)
- proctosigmoidoscopy
- diagnostic, therapeutic colonoscopy
- polypectomy, with virtual ileoscopy
- breath test, ultrasound of the intestinal ansa
- FISH testing for Barrett's esophagus

OUTPATIENT CLINICS DAY SURGERY

•gynecology and obstetrics

- specialist medical examination
- infertility examination by the specialist
- intrauterine device (IUD) insertion
- exams: colposcopy, diagnostic hysteroscopy, therapeutic hysteroscopy, curettage, vulvoscopy, pap smear test
- obstetric-gynecological ultrasound, sonohysterography
- prenatal screening: amniocentesis, villocentesis
- screening: dual test, sequential multiple testing, nuchal translucency, HPV vaccination
- same-day surgery procedures

•aesthetic medicine

- specialist medical examination
- biorivitalization
- collagen filling
- mesotherapy
- glycolic or hyaluronic acid treatment
- laser therapy

•travel medicine

- health care information aimed at preventing travel-related risks
- prophylactic vaccination service

•occupational medicine

- specialist medical examinations and exams performed both at CDI and directly at client companies with the support of multispecialty and radiology mobile units:
- occupational medicine and complementary services to periodic examinations required by law, e.g. pre-employment medical examinations and examinations for videoterminal workers
- environmental and industrial hygiene;
- safety and accident prevention;
- integrated consultation programs for companies in line with the consolidated act on occupational health and safety
- education and information programs

**OUTPATIENT CLINICS
DAY SURGERY**

•internal medicine

- specialist medical examination

•neurosurgery

- specialist medical examination

•nephrology

- specialist medical examination

•neurology

- specialist medical examination
- electroencefalography (EEG)
- electromyography (EMG)
- evoked potential
- neurocognitive check-up
- headache clinic
- vertigo clinic

•ophthalmology

- specialist medical examination
- GDx optic nerve fiber analysis
- tonometric curve
- anterior segment photography
- fluorangiography, indocyanine green (ICG) angiography
- fundus map
- corneal pachimetry
- retinography
- corneal topography, corneal topography and pachimetry using a pentacam
- OCT (optical coherence tomography)
- biometry for cataract surgery
- laser treatments for: glaucoma, secondary cataract, and anterior segment
- excimer laser and retinal laser treatments
- same-day surgery procedures
-

**OUTPATIENT CLINICS
DAY SURGERY**

•dentistry

- dental and stomatological examinations
- prevention and hygiene, conservative dentistry
- endodontics
- gnathology
- dental implantology
- orthodontics
- aesthetic dentistry
- pediatric dentistry
- same-day surgery procedures

•oncology

- specialist medical examination

•orthopedics

- specialist medical examination
- infiltration therapy
- minor traumatology: open and closed joint immobilization
- same-day surgery procedures
- sport traumatology

•ENT

- specialist medical examination
- audiometry
- body impedance assessment (BIA)
- otovestibular examination with ENG
- rhinomanometry
- rhinofibroscopy
- examinations for roncopathy and tinnitus
- same-day surgery procedures

•pediatrics

- specialist medical examination
- home pediatric examinations

OUTPATIENT CLINICS DAY SURGERY

•pulmonology

- specialist medical examination
- bronchoscopy
- polysomnography (PSG)
- respiratory function tests
- blood gas analysis

•nursing services

- intravenous medications (bolus administration)
- intramuscular medications
- complex wound dressing with bandage
- bladder catheter replacement

•proctology

- specialist medical examination
- rectoscopy
- constipation and anal continence clinic
- same-day surgery procedures

•psychiatry

- specialist medical examination

•psychology

- psychological counseling
- psychotherapy support
- neuropsychological testing
- psychointellectual skills assessment
- Minnesota Multiphasic Personality Inventory (MMPI), Rorschach Inkblot Test, Thematic Apperception Test (TAT)
- assessment of visual-spatial skills
- frontal brain injury assessment
- assessment of intellectual functioning
- mindfulness

•rheumatology

- specialist medical examination

**OUTPATIENT CLINICS
DAY SURGERY**

•senology

- specialist medical examination
- mammography
- breast ultrasound
- ultrasound-guided breast biopsy
- ultrasound-guided fine needle aspiration of the breast
- ultrasound-guided "core biopsy"
- mammo clip placement
- same-day surgery procedures

•sexology

- specialist counseling

•urology

- specialist medical examination
- transrectal ultrasound of the prostate (TRUS)
- cystoscopy
- urinary flow rate measurement
- urodynamic tests
- scrotal ultrasound
- ultrasound-guided prostate biopsy
- same-day surgery procedures

•prophylactic vaccination

- anti-hepatitis, anti-tetanus, anti-typhoid, anti-influenza, anti-yellow fever vaccinations with release of international certificate of vaccination

DAY SURGERY

▪ general surgery

- mono and bilateral inguinal hernia repair
- umbilical hernia repair, laparoscopic incisional hernia repair
- laparotomic cholecystectomy
- laparoscopic cholecystectomy
- appendectomy
- laparoscopic appendectomy
- gastric resection/total gastrectomy
- laparoscopic/laparotomic right and left hemicolectomy
- laparoscopic repair of large incisional hernia
- other abdominal surgery

▪ dermatologic surgery

- diagnosis and removal of skin neoformations (moles, cysts), skin tumors (basal-cell carcinoma, melanoma), infectious lesions (warts, Molluscum Contagiosum, papillary tumors), ageing lesions (hyperpigmentation, sun-induced freckles and age spots)
- skin biopsies
- tattoo removal using microsurgical techniques, traditional surgery or CO₂ laser treatment

▪ gynecological surgery

- operative hysteroscopy
 - cervical conization
 - treatment of genital warts (condyloma) with CO₂ laser therapy (males and females) for sexually transmitted diseases
 - Bartholin's gland excision
- Additional major gynecological surgery procedures can be performed in gynecology clinics having an agreement in place with CDI*

▪ eye surgery

- correction of strabismus, eye paralysis
- cataract removal with femtosecondlaser
- excimer laser refractive surgery, laser surgery for retinal vascular diseases or degenerative conditions
- intravitreal treatment with antiangiogenic drugs
- removal of: chalazion, pterygium, small neoformations of the rima palpebrarum
- correction of entropion and ectropion

▪ gum and oral surgery

- implantology
- dentistry under narcosis
- impacted or semi-impacted tooth extraction (e.g. third molars)
- apicoectomy
- cystectomy
- gingivectomy
- mucous membrane grafting
- guided tissue regeneration surgery
- intrabone implant placement and removal

▪ orthopedic surgery

- bunion correction
- knee arthroscopic surgery
- shoulder arthroscopy, with acromioplasty, with rotator cuff repair, for instability
- hip, knee replacement
- removal of bone tumors
- bursitis
- wrist cyst
- mallet fingers
- trigger fingers
- chronic epicondylitis
- lateral release
- extensor tendon, flexor tendon lesions
- meniscectomy
- Dupuytren's disease
- De Quervain's disease
- ulnar nerve neurolysis
- Morton's neuroma
- plastic surgery of anterior cruciate ligament (ACL)
- removal of osteosynthesis material
- subcutaneous rupture of major tendons
- carpal tunnel syndrome
- nucleus aspiration surgery (herniated discs)
- metacarpal osteotomy.

▪ ENT surgery

- *nose surgery*: septoplasty, functional rhinoseptoplasty, turbinate surgery, nasal bone fracture reduction, epistaxis treatment, etc.
- *functional endoscopic sinus surgery (FESS)*: bacterial, fungal or polypoid inflammation of the nasal sinuses
- *laryngeal surgery*: e.g. microlaryngoscopy, phonosurgery
- *ear surgery*: e.g. otomicroscopy, canaloplasty, miringoplasty, tympanoplasty, ossiculoplasty, stapedioplasty, tympanotomy
- *procedures for obstructive sleep apnea-hypopnea*
- *pharyngeal surgery*: e.g. tonsillectomy, uvulopalatoplasty
- *thyroid – neck surgery*: e.g. laterocervical neoformation removal, parotid and submandibular gland surgery, hemithyroidectomy, total thyroidectomy, laterocervical emptying

▪ plastic and reconstructive surgery

- *anti ageing surgery*: blepharoplasty, mini lift, ptosis, rhytidectomy or mini facelift
- *profile cosmetic surgery*: rhinoplasty, rhinoseptoplasty, nose tip refinement, mentoplasty, otoplasty
- *breast surgery*: breast augmentation surgery, mastopexy, breast reconstruction, gynecomastia surgery
- *skin lesion and volume surgery*: abdominoplasty, liposuction, radiofrequency assisted liposuction (RFAL), acne scars, scar repair surgery
- *thermage*

▪ proctological surgery

- removal of anal warts
- hemorrhoidectomy (also with laser)
- fistula flattening
- lateral sphincterotomy
- pilonidal sinus
- proctological treatments

▪ **breast surgery**

- breast lump removal
- axillary and supraclavicular lymph node biopsy
- breast biopsy
- axillary dissection
- subcutaneous mastectomy
- Patey mastectomy
- simple mastectomy
- quadrantectomy
- quadrantectomy and axillary dissection
- duct resection
- breast resection

▪ **urologic surgery**

- orchiopexy
- orchiectomy
- orchifuniclectomy
- testicular prosthesis placement
- radical cure of hydrocele
- epididymal cyst removal
- wart treatment
- distal urethroplasty
- endoscopic urethrotomy
- Frea urethroplasty
- inguinal varicocelectomy

▪ **vascular surgery**

- crosssection of the small and large saphenous veins
- stripping
- varicectomy
- crosssection revisions
- YAG Dye Laser

**COORDINATED AND
MULTISPECIALTY
SERVICES**

- CDI Check
- CDI Cardiovascular Check
- Women Check
- Brest Implant Clinic
- Dermatological Parasitology and Mycology Clinic
- Roncopathy Clinic
- Constipation Clinic
- Breast Unit
- Skin Center
- Spine Center

OPENING HOURS

CDI Saint Bon
(for other CDI sites:
www.cdi.it)

PHLEBOTOMY AND SPECIMEN COLLECTION

▪ **Opening hours**

Booking and information center

Tel. 02.48317555 (NHS patients) / 02.48317444 (Private-pay patients)

Monday-Friday: 8.00 - 18.30 Saturday: 8.00 - 12.00
Fax 02.48317465 - www.cdi.it

Without booking, Except for:

Chromosome map, Chromosome Y Microdeletion, Aldosterone and Renin in Clinostatism, seriated Prolactin, male Urethral Swab, Stamey's Test, prostate Massage, superficial Mycoses, Dual Test, Breath Test, Chlamidia Trichomonas and Mycoplasma on male Urethral Swab, HPV, Spermogram, Amniocentesis, Villocentesis

▪ **Where**

NHS patients

Mon-Fri 7.00 - 12.30

Saturday 7.00 - 10.30

Pap Smear Test

Mon-Fri 7.30 - 12.30

Saturday 7.30 - 10.30

Basement

Private-pay patients

Mon-Fri 7.30 - 12.30

Saturday 7.30 - 10.00

Pap Smear Test

Mon-Fri 7.30 - 12.30

Saturday 7.30 - 10.00

Mezzanine

DIAGNOSTIC IMAGING

▪ **Opening hours**

▪ **Where**

NHS patients

Mon-Fri 7.00 - 22.00

Saturday 7.00 - 18.00

Basement

Private-pay patients

Mon-Fri 7.30 - 22.00

Saturday 7.30 - 18.00

Mezzanine

CYBERKNIFE

▪ **Opening hours**

▪ **Where**

Tel. 02.48317.625

Mon-Fri: 8.00 - 18.30

Saturday: 8.00 - 12.00

informazionicyberknife@cdi.it

Basement

OUTPATIENT CLINICS & DAY SURGERY

▪ **Opening hours**

▪ **Where**

Outpatient Clinics

Mon-Fri: 8.00 - 18.30

Saturday: 8.00 - 12.00

Mezzanine

Day Surgery

Mon-Fri: 8.00 - 18.30

Saturday: 8.00 - 12.00

Underground Floor

ACCESS

MAKING AN APPOINTMENT

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.

TS Service

This service gives the right to service priority for registration purposes. The Service may be requested at the time of booking, and entails advanced payment for the services requested. Upon booking, all relevant instructions are provided with regard to both the documents to bring on the day of the scheduled appointment and to payment that can be made either immediately (if booking is being done in person) or later by going online.

Any discounts and/or agreements in place must be notified upon booking before payment is made. Users who fail to do so, are kindly invited to re-contact the call center before paying for their services.

If a scheduled appointment is cancelled, but payment has already been made, it is possible to ask for the bill to be written off within 30 days of cancelling the appointment, and to obtain a refund only by reporting in person.

Therefore, users are advised to pay for their services close to the date of their appointment.

REGISTRATION

• Opening hours and documents

Patients are required to report ahead of time for scheduled procedures and examinations in order to be able to complete administrative paperwork.

In order to be registered, patients must go to the relevant registration area as indicated by the signs posted at the main entrance, collect a number from the ticket dispenser machine, and have the following documents available (NHS patients only):

- medical order (only Region-approved order forms)
- regional health ID card, with tax ID number
- identity document for individuals who are exempt from payment due to income or unemployment status
- any previous exam reports

- Urgent cases**

When medical orders presented by patients are marked by the green dot signaling they are urgent, services are scheduled within 72 hours of booking.
- Pregnancy and disability**

Pregnant women and individuals with severe disability have the right to service priority during the registration phase.
- TS Service**

When the TS Service has been requested, Users shall pick up their TS Service ticket from the ticket dispenser machine on the day of their appointment, and show the registration staff the document proving their right to use the discount stated in the booking phase (organizational badge, family card, company letter, etc.).
- Paying for services**

In keeping with current law, the fees due by patients under the co-payment system should be paid at the time of service delivery. For certain services requiring further studies, these studies are paid for at the time of report delivery.

Payment can be made in cash, by credit card, debit card or cheque
- Waiting rooms**

After paying for their services, Patients go to the designated Waiting Room or, in case of laboratory testing, wait for their turn before entering the phlebotomy cubicles.
- Delivery of exam reports**

At the time of registration, Patients are given a slip containing all the necessary information for collecting exam reports, including collection desk, date, and time.

Upon collection, in keeping with Legislative Decree no. 196 of 30/06/2003, it is necessary to show a valid identity document (identity card, passport, driving license or other equally valid documents according to art. 35, paragraph 2, dpr 445/2000)

▪ **Proxy**

If a patient cannot personally collect his or her exam reports, he or she is required to complete the proxy form enclosed with the exam collection slip, and to give it to the person who will collect the reports, in order to ensure better protection of personal data confidentiality in keeping with Legislative Decree 196/03.

▪ **Online access to exam reports**

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.

▪ **Exemption from payment**

For all services provided under agreement with the NHS, exemption from payment is ensured in compliance with current regulations, as indicated in writing by the ordering GP.

To know more about exemption from payment, please visit the website of the Region of Lombardy at www.sanita.regione.lombardia.it

QUALITY

CERTIFICATIONS

In September 1997 the CDI multispecialty Laboratory was the very first clinical laboratory in Italy to attain the Quality Management System Certification according to **UNI EN ISO 9002:1994** standards.

Then, in 2003, CDI extended the certification to the entire CDI network. The Management System Approval Certificate in compliance with the Quality Assurance standard: **UNI EN ISO 9001:2008** was awarded by the prestigious Lloyd's Register Quality Assurance

In 2006 CDI was awarded the accreditation status by **Joint Commission International**, the international accreditation body that certifies excellence in healthcare organizations throughout the world.

PATIENT RIGHTS

CDI can operate in keeping with its stated values only by respecting the fundamental rights of patients.

-Quality of care, reliability and service personalization

All clinical activities are monitored through periodic peer-review clinical Audits.

Every year CDI sets aside most of its investments for the development of technological potential, for the modernization of equipment, and for the purchase of cutting-edge technologies, in order to provide physicians with new, increasingly accurate and targeted diagnostic solutions.

- Client satisfaction is monitored by means of satisfaction surveys and IT supports, such as a system for verifying the pattern of "telephone traffic".
- Telephone central allowing the number of incoming calls and answering times to be tracked in real time.

Quality of Medical care

Quality of diagnostic studies

Quality of service

Service personalization

Every patient has the right to receive personalized diagnostic and/or treatment programs, that best suit personal needs.

Service personalization is assured by the CDI's PHM (Personal Health Memory), that ensures unique recognition of personal and clinical data. The PHM also allows the Patient's Track Record to be updated at each follow-up visit.

Abatement of language barriers

-Equality, impartiality and respect

In order to meet the needs of foreign patients, CDI has set up a dedicated telephone number: 02.48317677.

Clerical and medical staff are available to communicate in English.

Informed consent forms are also written in English.

Informed Consent: patients have the right not to receive any treatment unless they have given their consent

-Information

CDI gives patients an Informed Consent form, which is specific to each individual treatment requiring informed consent, and which includes how treatment will be provided, its risks and possible side effects. The form must be completed before receiving treatment or undergoing a procedure.

The patient's Informed Consent must be obtained also when the patient's clinical case will be used for research and/or teaching activities.

Preparation for the exam and post-exam instructions

When a diagnostic exam requires preparation or a therapy to be maintained over time after its execution, a note is given to patients at the time of booking/execution that explains how to prepare and/or what to do after the exam.

Patient records

CDI undertakes to release a clear patient record, written in understandable language, and complete with all information concerning diagnosis and treatments provided. The reports of specialist medical examinations are filed on both paper and electronic formats.

Critical results

When diagnostic test results are critical, patients are contacted directly by the laboratory in order to make an appointment with a physician.

Health care staff identity

In the CDI sites, all members of health care staff and all employees are identified by an ID badge, to be worn over white coats. In addition, the various areas of the facility where different services are provided, are identified by clear and visible signage at the main entrance, in the hallways and in waiting rooms.

When a service cannot be delivered

When receiving a request for services, CDI informs patients about a specific service that cannot be delivered, and advises them to contact the Regional Health Authority of Lombardy.

When a service cannot be delivered on a temporary basis, patients are contacted by telephone/wire/text message by the Activity Planning Department, that will also recontact them as soon as their appointment can be rescheduled.

Right to obtain explanations

Patients have the right to obtain explanations at any time from a physician and/or a technician about an exam ordered by their GPs, about exam instructions, about the preparation for the exam, and about the results.

Diagnostic and treatment services

•Right of choice

CDI honors patients' rights to be informed about, and involved in, making decisions about their health and about the diagnostic and treatment services they wish to receive. Patients are free to give or refuse consent for the use of their clinical case for study or teaching purposes.

Confidentiality of personal data and clinical records

•Privacy

A centralized information system supports patient confidentiality throughout the phases of booking and registration, execution and delivery of requested exams and procedures, administrative management and filing of reports.

In order to ensure that every activity and access to IT archives are authorized, CDI staff are assigned a personal ID code with a password that provides access to the various user profiles. Patient records can be released only to:

- the person concerned
- the guardian or legal representative for children and incapacitated individuals
- a proxy (including the family physician)
- Law Enforcement Authorities
- social security institutions (INAIL, INPS, etc.)
- the NHS
- heirs-at-law with reservation concerning certain information
- physicians for scientific-statistical purposes provided anonymity is maintained

Continuity and consistency in care and service delivery

•Continuity

In the event of service disruption and/or failure, all necessary measures are adopted to avoid or reduce discomfort and inconvenience.

Comfortable, hospitable and cosy environment

Maximum waiting time for telephone booking

Standard times for registering NHS patients

Waiting times for service delivery

Technical turnaround timeframes

•Environment

To make the facility more hospitable, CDI has opened its doors to arts, hosting photographic, painting and design exhibitions.

•Time

CDI guarantees an answering rate greater than 80% with an average conversation time of 4.00 minutes.

CDI recognizes how strategic it is to ensure limited waiting times when patients are being registered for services. Therefore, average waiting times at peak hours are less than 15 minutes in 98% of cases and less than 5 minutes in 70% of diagnostic imaging cases.

Waiting times are kept below the limits established by current legislation, and are stated at the time of booking. When medical orders presented by patients are marked with the green dot signaling urgency, an appointment is made within 72 hours.

Turnaround times for service provision, service execution, and report delivery, are related to the type of exam/procedure.

Laboratory: over 80% of exams processed at the CDI Laboratory are reported within 6 p.m. of the day after sample collection, while the remaining specialized exams (histological or cultural exams) require more working days. Laboratory exam reports can be viewed online (www.cdi.it), following registration.

Diagnostic imaging: diagnostic imaging exams are reported within 4 working days of execution. Planned turnaround timeframes are used by the IT system upon registering to define the due date for report delivery. These timeframes are notified to patients by means of designated personal slips.

Specialist medical examinations

In order to ensure effective booking for specialist medical examinations, block times are scheduled for visiting rooms, including the average visiting timeframes by medical specialty and by type of services usually provided during examinations. All this ensures that delays in specialist medical examinations do not exceed 15 minutes.

Opening hours

CDI gives 100% assurance that its sites are open and services are delivered according to posted opening hours and scheduled times for appointments made.

During holidays, reduced opening hours and closing days are posted by signs and on the **www.cdi.it** web site on a timely basis.

When a service cannot be delivered

When a service cannot be delivered for any reason, patients are contacted by telephone or wire by the Activity Planning Department, that will also recontact them as soon as their appointment can be rescheduled.

Review of turnaround timeframes

The CDI information system is able to define the date for report delivery on the basis of required turnaround timeframes, desk opening hours, and holidays. The date for report delivery is notified to patients by means of personalized collection slips.

Review of desk opening hours

CDI does not establish minimum opening hours as it always provides for adequate staffing in order to be able to guarantee service coverage.

•Transparency

Review of waiting times for telephone booking

Telephone Booking service activities are constantly monitored by an IT system. The system makes it possible to establish standards and levels of service quality, and to inform the Service Manager in real time about activities being carried out and about goals being met. The Service Manager is responsible for ensuring adequate service levels.

Review of Standards for Patient registration

The IT system eliminates queues, and allows waiting times and patient flows to be assessed over time. The Unit Manager analyzes registration activity reports on a monthly basis in order to evaluate staffing and hourly coverage.

Recording of unmet appointments

The CDI's IT system and staff from the Activity Planning Department keep records of all appointments, including appointments that needed rescheduling and notices to patients about a new appointment. The evaluation of these data allows service supply to be differentiated.

Relations with the Public

Customer Service Managers are in charge of collecting all kinds of information, complaints and feedback from Users.

Complaints about Service

Complaints can be filed by fax, telephone, letter, email, via the Internet site or in person. Complaints are periodically analyzed and assessed in order to devise appropriate improvement actions.

•Safeguarding Patients

Personal belongings

Patients are strongly advised to safeguard their personal belongings. Centro Diagnostico Italiano is not responsible for damaged or stolen items while on the premises.

Medical care

Every CDI area has planned for first and second level of care to be provided to patients who require immediate attention due to a sudden change in their condition. Emergency equipment and procedures are available to minimize risks to patient safety.

In emergency situations

CDI staff are trained to take action in emergency situations and to protect patient safety.

Security Service

The premises are monitored by a videosurveillance system and by security guards who patrol the Center 24/7.

Signage and abatement of physical barriers for elderly patients, functionally dependent children, the disabled, handicapped and individuals with difficulty walking.

•Recognition of physical barriers and protection

- **entrances:** there are barrier-free slopes and a reserved entrance for stretchers
- **doors:** doors are only used to ensure privacy or to regulate access to restricted areas
- **elevators:** can be used independently by disabled persons on wheelchairs
- **restrooms:** are designed for the disabled
- **telephone:** can be used independently by disabled persons on wheelchairs
- **no-queue dispenser machines:** designed for mobility impaired individuals
- **signage:** includes the use of graphic signs for giving directions

PATIENT RESPONSIBILITIES

- Responsible behavior**

Patients are expected to behave responsibly, respecting and understanding the rights of other patients and respecting medical staff and other health professionals inside CDI.

- Respect for the environment**

Respect obviously includes respect for CDI facilities and equipment.

Patients have the responsibility to collaborate with medical, nursing and technical staff, showing they trust health care providers, in order to aim for the appropriate therapeutic approach. Patients are therefore expected to provide clear and accurate information about their health, prior hospitalizations and treatments received, as well as current medications.

- Collaboration with medical staff**

- Information**

Patients have the responsibility to inform health care providers on a timely basis about their desire to forgo planned treatments and services in order to avoid wasting time and resources.

Patients should also inform their attending physician about the onset of any undesired symptoms.

- Being on time**

Patients have the responsibility to report on time for scheduled appointments in order to allow CDI to regularly carry out activities.

- No smoking**

Patients are expected to adhere to the no-smoking policy inside facility walls. Ashtrays are available at the entrance to CDI where cigarettes can be put out.

- No filming**

It is forbidden to take photographs or videos (including using mobile phones) of persons, environments and equipment inside the Center unless special permission has been obtained from the CEO's Office.

- Safety signage**

Patients are expected to abide by all signs giving safety instructions.

SAFETY

CDI has an emergency plan in place, coordinated by several safety officers. Emergency can be the result of a fire, sudden illness or injury, flooding, breakdown or failure, chemical or biological contamination, presence of explosive devices, criminal or terrorist acts, etc. Anybody who identifies an emergency situation should report it promptly to the CDI staff that will immediately notify safety officers using a dedicated telephone line. Safety officers will then evaluate the level of emergency and give all relevant instructions. When the evacuation warning is given, the safety officers will make sure that staff and visitors are evacuated as promptly and immediately as possible. They will verify that all the premises have been evacuated by inspecting visiting rooms, service areas, changing rooms, and utility rooms, and will direct clients towards emergency exits (outside stairs, DO NOT USE ELEVATORS).

SAFETY RULES TO COMPLY WITH

- **Prohibitions**
 - Do not smoke inside facility walls.
 - Do not leave without authorization.
 - Do not get near or touch electrical equipment.
 - Do not get too close to medical equipment.
- **Emergency / evacuation**
 - If the alarm goes off, please follow the instructions given by staff.
 - If the facility must be evacuated, it is advisable to first identify emergency exits.
 - CDI is staffed with first-aid trained staff, a fire and emergency management squad. Visitors are not expected to provide first aid or to take action to address an emergency.
 - In emergency situations, do not use elevators.
- **Miscellaneous**
 - Visitors are expected to abide by all signs giving safety instructions.
 - In the rooms where entry is forbidden, access can be made only after being authorized by staff and in the presence of staff.

COURTESY SERVICES

- **Parking**

An unattended client parking garage (pay on exit) is available on site.

- **ATM**

On the mezzanine of the facility located at Via Saint Bon, there is an ATM of Banca Popolare di Milano.

- **Café**

Inside CDI at via Saint Bon, there is a café for clients and visitors.

- **Agreements with hotels**

CDI has an agreement in place with Antares Hotel Rubens at via Rubens, 21 20148 Milano

- **Home services**

Patients can have their tests and medical examinations at home and can have their reports sent home. Fees are available upon request.

- **Wheelchairs**

Mobility impaired patients who need a wheelchair can obtain it from the guardroom, located in the parking area.

- **Elevator**

An elevator is available at the main entrance to provide access to the basement lobby, thus avoiding the use of stairs for mobility impaired patients.

- **Bilingual (English-speaking) physicians**

The Customer Service has a file with the names of physicians who speak English for foreign patients.

- **Pharmacy**

The closest pharmacy is located at via Saint Bon 2.

- **Taxi**

The closest taxi parking is located at via Berna, tel. 02 47994812, and a taxi is called by hostesses upon request.