

# PATIENTS HANDBOOK CDI CITYLIFE

Sample Point –National Health Service

Health Director: prof. A. Casasco

Laboratory Director: dr. F. Ferrara

PIAZZA TRE  
TORRI  
MILANO

[www.cdi.it](http://www.cdi.it)

# ABOUT US

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Centro Diagnostico Italiano Group (Italian Diagnostics Centre) is an 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.

## 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

### Laboratory

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 Diagnostics

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 Center

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 PATIENT 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.

### **Teamwork and people empowerment**

Recognising in the work of the GROUP an added value that favours the involvement of everyone in pursuing and sharing corporate and social objectives, through integrity and loyalty in behaviour, generosity in spending and setting an example.

### **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.

## Health Centers and Sample Points - authorised by the National Health Service

**CDI Saint Bon** / *Health Center and Day Surgery Privats and Funds*

Via Saint Bon 20 – Milano

**Bionics Cairoli** / *Health Center and Sample Point Privats and Funds*

Largo Cairoli 2 - Milano

**Bionics Citylife** / *Health Center and Sample Point Privats and Funds*

Piazza Tre Torri- Milano

**CDI Largo Augusto** / *Health Center Privats and Funds*

Corso di Porta Vittoria 5 – Milano

**Bionics Lavater – Porta Venezia** / *Health Center and Sample Point Privats and Funds*

Via Omboni 8 - Milano

**CDI Porta Nuova** / *Health Center Privats and Funds*

Piazza Gae Aulenti 4 (Sunken Gallery) - Milano

**Bionics Portello** / *Health Center Point Privats and Funds*

Via Grosotto 7 – Milano

**Bionics Viale Monza** / *Health Center and Sample Point Privats and Funds*

Viale Monza 270 - Milano

**CDI Centro di Fisioterapia e Riabilitazione** / *Physioterapy Privats and Funds*

Via Saint Bon 36 - Milano

**CDI Dental & Face** / *Dentistry and Aesthetic Medicine Privats and Funds*

Via Saint Bon 16 - Milano

**CDI Via Folli 43** / *Occupational Health Service*

Via Folli 43 - Milano

**CDI Corsico** / *Health Center Privats and Funds*

Via Vecchia Vigevanese 4 – Corsico (MI)

**Bionics Porta Vittoria** / *Sample Point Privats and Funds*

Corso di Porta Vittoria 5 – Milano

**Bionics Cernusco** / *Sample Point Privats and Funds*

Via Torino 8 – Cernusco sul Naviglio

## Health Centers - authorised and accredited by the National Health Service



**CDI Saint Bon** / *Imaging, Radiotherapy, Laboratory*

Via Saint Bon 20 – Milano

**CDI Pellegrino Rossi** / *Health Center, Sample Point*

Via P. Rossi 24 – Milano

**CDI Viale Monza** / *Health Center, Imaging and Sample Point*

Viale Monza 270 (enter in via Pindaro) - Milano

**CDI Cernusco** / *Health Center, Imaging and Sample Point*

Via Torino 8 – Cernusco Sul Naviglio

**CDI Rho** / *Health Center, Imaging and Sample Point*

Via Magenta 41 – Rho

## Sample Points - authorised and accredited by the National Health Service

**CDI Abruzzi** / Via A. d'Aosta 11 – Milano

**CDI Citylife** / Piazza Tre Torri – Milano

**CDI Corso Italia** / Corso Italia 46 – Milano

**CDI Giulio Romano** / Via Giulio Romano 17– Milano

**CDI Porta Nuova** / Piazza Gae Aulenti 4 (Sunken Gallery) – Milano

**CDI Portello** / Via Grosotto 7 - Milano

**CDI Ripamonti** / Via Ripamonti 190/D – Milano

**CDI Corsico** / Via Vecchia Vigevanese 4 – Corsico (MI)

**CDI Legnano** / Corso Italia 32 – Legnano (MI)

**CDI Besozzo** / Via XXV Aprile 6/F - Besozzo (VA)

**CDI Varese** / Via Sacco 8 – Varese

**CDI Uboldo** / Via R. Sanzio 4 - Uboldo (VA)

**CDI Pavia** / Viale Cremona 326 – Pavia

**CDI Corteolona** / Via dei Caduti 20/a – Corteolona (PV)

## Laboratory Samples

- pathological anatomy
- autoimmunity
- cytogenetics
- cytology
- determination of trace metals
- protein research and specific doses
- medication dosage
- blood chemistry
- haematology
- genetics (visits and tests)
- urothelial and cervical fish
- immunometrics
- histology
- microbiology and parasitology
- serology
- toxicology (in order to ensure compliance with the chain of custody, the sampling for drugs of abuse with a medical-legal value on urinary matrix is performed exclusively at CDI Saint Bon, CDI Viale Monza and CDI Cernusco)

## Times

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### Opening times

Monday – Friday: 7.30 – 14.30

### Sample times

#### Time booking required

Monday – Friday: 7.30 – 11.00

To perform laboratory tests (including delivery of biological material) it is necessary to book time and location online [www.prenota.cdi.it](http://www.prenota.cdi.it)

To perform Pap tests, swabs and post-prandial blood sugar levels, check the times reserved for these tests on the card dedicated to CDI Citylife on the website [www.cdi.it](http://www.cdi.it)

## Booking

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

+39 02 48317 055- Mon - Fri: 8.00 -18.30; Saturday: 8.00 -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.

**For laboratory tests, except in specific cases, it is only necessary to book the time and place of execution.** The information and booking service is also available in person for the containers necessary for the collection of biological material (urine, faeces, etc.).

## Urgency in 72 hours

If the patient's application is marked with U 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 the GDPR of 4 May 2016.

In the case of minors, the report can be withdrawn following presentation of the withdrawal coupon and a copy of the "Informed consent for health services to minors" form, labeled by CDI staff during the admission phase.



## Online results

By registering, free of charge, on the website [www.cdi.it](http://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](http://www.sanita.regione.lombardia.it)



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. The certification to ISO 9001 has been periodically renewed by the prestigious Lloyd's Register Quality Assurance until it was updated to UNI EN ISO 9001:2015 in 2018.

In 2006, CDI headquarters obtained certification from **Joint Commission International**, the international body that certifies the excellence of healthcare facilities worldwide. In 2018 the JCI certifications were extended to all CDI health center in Milan, Cernusco, Rho, and Physiotherapy Center located in Milan, via Saint Bon 36

## Patient's rights

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

### 1. 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.*

### 2. 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.*

### 3. 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.*

### 4. Right to choose

**Diagnostic and therapeutic services:** *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.*

### 5. Privacy

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

*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

## 6. Continuity

**Continuity and regularity in providing care:** *In the event of any interruption or malfunction in the service, all necessary measures will be taken to avoid or reduce any disruption..*

## 7. Time

**Maximum waiting time for telephone bookings:** *CDI guarantees a response rate of more than 75% with an average talk time of less than 4 minutes*

**Standard for the acceptance of Users with Italian National Health Service (SSN):** *CDI recognises that it is strategic to ensure short waiting times for service acceptance. As a result, average waits in the high-access bands are 15 minutes shorter in 70% of diagnostic imaging cases.*

**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. If the commitment, presented by the patient, is marked with a "U" indicating its urgency, the service will be fixed within 72 hours.*

**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](http://www.cdi.it) / CDI Care App*

**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.*

## 8. Transparency

**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.*

## 9. Safeguarding

**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](mailto:reclami@cdi.it), online at <https://www.cdi.it/suggestion-box/> 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.*

## 10. Safety

**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.*

## 11. Recognising physical/architectural barriers and protection

**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*

*ticket dispensers designed for wheelchair users*

*signage: graphic signs are also used for directions*

# Patient's duties

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**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.