



HEALTH ORIENTEERING

A.O. Ospedale Sant'Anna di Como

RIGHTS and RESPONSIBILITIES

Life in hospital is characterised by daily rhythms that reflect precise organizational requirements specific to each unit. The healthcare personnel are available for information and clarifications. During the hours indicated by each facility, family and visitors may access the inpatient rooms, taking care to avoid overcrowding. Admitted patients and visitors are asked to follow the current regulations of the facility in which they are located. Generally, social welfare, religious assistance, and other services are provided in the hospital, in part by volunteer associations, and patients can get information about these services from the personnel in the unit or from the Public Relations Office of the facility.

Rights and Responsibilities of People in Hospital

People in hospital have the right ...

- to be assisted and cared for professionally and carefully, without gender discrimination, and with respect for human dignity, for the culture to which they belong, and for their own political and religious ideas
- to be identified by their own name and surname, respecting the law on privacy
- to identify hospital personnel and to recognise their qualifications
- to obtain information from the healthcare facility regarding the services it provides and procedures for accessing said services
- to obtain complete, clear, and comprehensible health information regarding the diagnosis of the disease, its prognosis, and the therapy proposed
- at the time of discharge, to receive a clearly written clinical report containing the information required for continuity of treatment
- to receive all information needed in order to express informed consent before undergoing surgery or particular diagnostic or therapeutic procedures. Only in urgent cases and when the individual is incapable of understanding, do all decisions rest with the medical staff, who will proceed professionally based on the elements of clinical assessment and judgement
- to refuse, in written form and under their own responsibility, the proposed treatments, operations, or therapies
- to obtain, if requested, a certificate of hospitalisation, and upon discharge a copy of



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the medical records

- to be accurately informed in the event of trials of medicines, therapies, etc.
- that information about their illness or any other information regarding them be kept confidential
- to the exercise of their religion and to request a visit from the minister of the religion of their choice
- if over the age of 65, to have a person present continuously during their hospitalisation
- to die with dignity in peaceful and confidential conditions in the presence of a family member or other beloved person. He/she may be transferred to his/her home if he/she or the family members express this desire
- to express their own observations and complaints if applicable to the Public Relations Office (URP) of the hospital facility.

People in hospital have the responsibility ...

- to behave responsibly, with respect for and understanding of the rights of the people present
- to respect hospital staff, facilitating a relationship of mutual trust
- to respect all environments, equipment, and furnishings in the facility, considering them to be the property of everyone, and therefore also their own
- to avoid any behaviours that may create disturbing or discomforting situations for other patients (noise, lights on, loud cellular phone ring tones, indecent clothing, etc.)
- to observe the ban on smoking, based on Article 7 of Law 11 Nov 1975 #584, amended by Article 52 section 20 of Law 28 Dec 2001 #448. Offenders are subject to administrative sanctions
- to respect the organization, regulations, and time schedules provided in the healthcare facility
- to not leave the unit or the facility without authorization during their stay in hospital.



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Maternity Protection

Pregnant WOMEN have the right ...

- to confidentiality and recognition of their own dignity
- if an immigrant without a residence permit, to not be expelled from the country until six months after delivery; a residence permit may be requested from the competent police headquarters by submitting a certificate attesting to the pregnancy and the anticipated due date
- to experience the delivery as a physiological event and not as a pathology, with respect for her own culture
- to take advantage of up-to-date delivery techniques, and, compatibly with the clinical indications and the availability of the hospital facility, to choose the particular delivery technique that she will undergo
- to conduct the tests required by current law free of charge
- to have present at least one person she trusts during the delivery and in the moments following the birth
- to receive visits from her children even if younger than twelve
- to keep the newborn with her in order to facilitate breast-feeding and the continuity of the mother-child relationship.

... and based on Italian Law

- to be informed of her rights and the option to make use of territorial services and the assistance of family support associations
- to recognise the infant at the hospital in which it was born within three days of birth, or within ten days in the city of birth or in the mother's city of residence (law 127/97); in particular, if the mother is younger than 16, recognition is deferred until she turns 16, and in the meantime the judge supervising the guardianship will nominate a temporary guardian for the child (in the absence of a father older than 16)
- to not recognise the newborn, declaring that she does not want to be named in the birth certificate, and to be informed of all the consequent procedures



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- to voluntarily interrupt the pregnancy within the limits provided by the Law (law 194/78); in the case of a minor, approval is required from the person exercising parental authority or guardianship. In special cases authorisation is provided by the judge supervising the guardianship
- to be protected by professional secrecy for all choices made (law 184/83).

Admitted CHILDREN have the right ...

- to the constant presence of at least one parent, respecting the organizational needs of the unit
- to have indoor space for study, socialising, and play
- to have connections with school in the case of prolonged hospitalisation
- to be protected, with the intervention of the Juvenile Court judge, should the person exercising tutelary authority deny consent for diagnostic, therapeutic, or welfare activities deemed necessary for the life of the minor
- if not recognised at birth, to all procedures for immediate initiation of processes for the possibility of adoption
- if an illegal immigrant in serious health conditions, to have an authorisation from the Juvenile Court to remain in the presence of a family member in Italian territory for a determined period of time
- to be assisted, if in difficulty, through a support programme.



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Como - chancecomo@libero.it