



HEALTH ORIENTEERING

A.O. Ospedale Sant'Anna di Como

Hospitalization

Hospitalization is ordered by the doctor when it is strictly necessary.

The hospital staff manages to guarantee that every patient can spend his hospitalization days in the best conditions, close to his/her routine rhythms, in a clean and comfortable environment.

A daily diet compatible with the clinical condition of the patient and respecting his/her religious believing is also provided.

Which are the documents I need for hospitalization?

Identity document (national ID or passport).
European health insurance card or other insurance card.
Residence permit or STP card when available.
Treating doctor or specialist request.

What to bring at the moment of hospitalization?

Strictly necessary personal belongings (tooth brush, tooth paste, soap, personal linen, pyjama, dressing gown, slippers, and towel).
Any significant medical documents related to previous hospitalizations or tests.
Any usually taken medicines.

What not to bring at the moment of hospitalization?

Precious belongings, big amounts of money or food.

What do I do when I arrive in the ward?

At your arrival in the ward address yourself to the ward sister that will provide to your reception and to the delivery of all the information material. The ward sister will make the patient wear an identification bracelet reporting his/her name, surname and birth day. This bracelet will help the medical staff to better identify the patient.
A reference doctor and nurse will be assigned to each patient; they will take care of him/her



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Ospedale S. Anna

Sistema Sanitario



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during the hospitalization and they will provide information on the patient's health condition when asked. Every medical operator is identified by his/her identification card reporting name, surname and professional qualification.
Patients can get visits from relatives and friends during visiting hours.

What is the informed agreement?

It is the expression of the will of the patient authorizing health care providers to make the treatment (diagnostic and / or therapeutic) for which he was informed.

What documentation is delivered upon discharge?

At the moment of discharge each patient receives two reports:

- A clinical report that describes and summarizes what happened during the hospitalization, therapy and scheduled examinations
- A report on nursing care to individuals.

How do I get copies of medical records?

For every copy of the medical records it is foreseen a payment of 15 €.
With an additional payment it is possible to receive a copy of the medical records by mail.

Where to ask for the medical records:

Sant'Anna hospital

Front Office

From Monday to Friday from 9.30 to 11.30 am and from 14.00 to 15.00 pm

Cantù hospital

Presidium Medical Direction

From Monday to Friday from 8 to 12 am and from 2 to 4 pm



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Mariano Comense hospital

Health department

From Monday to Friday from 8.30 to 12 am and from 1 to 3 pm

Menaggio hospital

Presidium Medical direction

From Monday to Friday from 8.30 am to 4 pm

What do I do if I don't know Italian?

The hospital is able to provide, on request of the ward staff, a cultural mediation service through specially trained operators.



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