



Azienda Sanitaria Locale di Asti

Asl AT

SERVICE CHARTER

Expiration date: 19/12/2026.

This document is shared with the following Volunteer Associations:

- Cittadinanza Attiva
- VAO (Volontari Accoglienza Ospedaliera)
- AVO (Associazione Volontari Ospedalieri).

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1 INTRODUCTION

1.1 Headquarters of the Service

ROUTE BY CAR

Arriving from the A21 Turin-Piacenza motorway, and having to reach the Cardinal Massaia hospital in Corso Dante 202, we recommend the following way (in yellow):



- exit at the Asti Ovest motorway toll booth
- turn left onto Corso Torino, towards the city centre
- at the first roundabout take the second exit onto Corso XXV Aprile
- at the second roundabout take the third exit onto via Fregoli
- continue along via Pertini
- at the Red Cross roundabout take the first exit to reach the hospital car park (free - 956 spaces) or the second exit onto Corso Dante and reach, after 300 meters, the outdoor car park (free - 207 spaces).

For those arriving from the A21 motorway, heading to the headquarters of the General Management and administrative offices, located in via Conte Verde 125 (Don Bosco), two routes are recommended:

The route (in yellow)

- similar to the one described above to reach the Cardinal Massaia hospital. Then continue for another 150 meters until via Conte Verde 125.

The route (in light blue)



- exit at the Asti Ovest toll booth
- turn left onto Corso Torino, towards the city centre
- at the first roundabout take the second exit onto Corso XXV Aprile
- at the second roundabout continue along Corso XXV Aprile
- at the third roundabout take the second exit onto via Conte Verde
- continue along via Conte Verde for approximately another 700 meters until n.125 (outdoor paid parking).

ROUTE BY TRAIN

For those arriving at the Asti railway station by train, TAXI and buses are available in the external square; as regard to buses lines, you can get on: line 4 (heading N.S.Lourdes), 7 (heading Hospital), 1-1/ (heading Valbella), which all allow you to reach the hospital area and the ASL headquarters.

In order to get to know better the urban bus lines and their timetables, please, visit the ASP Company's website at the following address:

<https://www.asp.asti.it/trasporti-e-mobilita/>

1.2 Contacts

CONTACT CENTERS

ASTI – “CARDINAL MASSAIA” Hospital
Corso Dante 202
ph. 0141 481111

ASTI – Don Bosco Building
Via Conte Verde 125
ph. 0141 484000

NIZZA MONFERRATO – “SANTO SPIRITO”
Local Health Center
Piazza Garibaldi 14
ph. 0141 483111

Certified electronic mail (PEC): protocollo@pec.asl.at.it

PUBLIC RELATIONS OFFICE (U.R.P.)

Should you need to report urgent complaints and suggestions, or provide any requests, clarifications and/or indications, we invite you to contact the following telephone numbers or write us an email:

0141 484427

0141 486553

0141 486234

email: urp@asl.at.it

The above mentioned **U.R.P.** office, located at the Cardinal Massaia Hospital, Corso Dante 202 (right side of the hall), observes the following opening hours: Monday, Tuesday, Thursday, Friday from 08.30 a.m. to 3.30 p.m. Wednesday from 08:00 a.m. to 4.00 p.m.

The **U.R.P.** office carries out information, protection and promotion activities towards citizens and supports the General Management in identifying critical issues and disservices in the Company. It also activates, where possible, improvement actions.

The ASL AT includes the "Cardinal Massaia" hospital in Asti and the "Santo Spirito" Local Health Center in Nizza Monferrato.

IN CASE OF EMERGENCY

Please, contact the emergency services (118 or the European emergency phone number 112) only if really necessary. In any other cases you should better contact:

- your General Practitioner, on working days from 08.00 a.m. to 8.00 p.m. and on pre-holidays from 08.00 a.m. to 10.00 a.m.
- the Continuity Care doctor (ph. number 116117), from 8.00 p.m. to 08:00 a.m. every day and from 10.00 a.m. to 8.00 p.m. on pre-holidays.

1.3 Hospital, departments, wards

"CARDINAL MASSAIA" HOSPITAL - ASTI

Corso Dante, 202 – General contact center ph. 0141 481111

Launched on the 22nd of December 2003 in the so-called Fontanino area, the Asti hospital, within the national healthcare system, is an innovative structure from an architectural point of view and an highly advanced unit from a technological point of view. It hosts the major specialties, some of which boast national and international healthcare excellence.

The name "Cardinal Guglielmo Massaia", in honor of the missionary from Asti, who was active in Ethiopia during the second half of the nineteenth century, was chosen by citizens through the survey "Name your hospital".

Designed following similar projects located in Northern European countries, the unit has a plan composed of two symmetrically opposed E-shaped bodies. The covered central space constitutes the internal "square", a connection point between the six lateral "sleeves" which host wards, clinics and services, spread over three floors above ground and two underground.

The healthcare activities are arranged with a scheme that allows users to be filtered according to the degree of intensity of the services requested: the clinics are located along the external corridor of each sleeve while the medical offices are facing the central one. Finally, on the internal side are hosted the wards with the nursing staff's stations, the living areas for Patients and visitors and the one- or two-person hospital rooms. Each room is equipped with a bathroom, air conditioning, TV connection availability, nurse call with handset from the bedside.

The "Cardinal Massaia" Hospital wards:

- **Pathological anatomy**
- **Anesthesia and Intensive Care Unit**
- **Cardiology**
- **General surgery**
- **Maxillofacial Surgery**

- **Vascular surgery**
- **Health consultant's unit**
- **Dietetics and Clinical Nutrition**
- **Health Physics**
- **Gastroenterology and Digestive Endoscopy**
- **Geriatrics**
- **Laboratory of Analysis**
- **Endocrine and Metabolic Diseases**
- **Infectious diseases**
- **Admission and emergency medicine and surgery**
- **Physical Medicine and Rehabilitation**
- **Internal Medicine**
- **Nephrology and Dialysis**
- **Neurology**
- **Child Neuropsychiatry**
- **Ophthalmology**
- **Oncology**
- **Orthopedics and Traumatology**
- **Obstetrics and Gynecology**
- **Otolaryngology**
- **Pediatrics**
- **Psychiatry**
- **Clinical Psychology**
- **Radiodiagnostics**
- **Radiotherapy**
- **SIMT Immunohematology and Transfusion Medicine Service**
- **Urology.**

Here is the link to the Company's website, showing more detail pages about the above mentioned "Cardinal Massaia" Hospital's wards:

<https://asl.at.it/azienda/ospedali-e-dipartimenti/i-reparti-di-asti/>

NIZZA MONFERRATO LOCAL HEALTH CENTER "SANTO SPIRITO"

Piazza Garibaldi, 14 – contact center ph. 0141 483111

The town of Nizza Monferrato, which is 30 kilometers far from Asti, is home to the “S. Spirito of Nizza Monferrato” serving the population of the Belbo Valley. The building is a former monastery of very ancient origins with internal cloister courtyards. The “Santo Spirito” hosts the following activities:

First aid point

- 30 Continuity Care beds for healthcare purposes (C.A.V.S.)
- 7 hospice beds (of which, 1 dedicated to the day care)
- Radiodiagnostic and specialist outpatient surgery, including complex outpatient surgery.

DEPARTMENTAL ORGANIZATION

The hospital healthcare activity of the ASL AT is furtherly organized into departments, in order to better coordinate the services offered by each ward to users, also through greater coordination and empowerment of the staff.

1.4 Access mode

MEDICAL EXAMINATIONS AND OTHER OUTPATIENT SERVICES

Below is the link to Company's website with detailed information:

<https://asl.at.it/cosa-fare-per/le-visite-e-le-prestazioni-ambulatoriali/>

DIRECT ACCESS MEDICAL EXAMINATIONS AND OTHER SERVICES

Below is the link to Company's website with detailed information:

<https://asl.at.it/cosa-fare-per/le-visite-e-le-prestazioni-ambulatoriali/le-prestazioni-ad-accesso-diretto/>

2 MISSION, REFERENCE VALUES

2.1 Mission

The ASL AT Company regulates its organization by taking the centrality of the citizens and the satisfaction of their health needs as a priority reference. The purpose of the Company is to ensure the protection of the population's psychophysical health by providing health services, in compliance with the essential levels of assistance defined by the National Health Plan and according to the general and health targets established by the Piedmont Region Health Plan. The mission of the ASL AT Company is "to improve the quality of life, improving the quality of healthcare", inspired by the concept of respect for the person. The Company works to guarantee the legitimacy, impartiality and transparency of administrative action, the protection and participation of citizens, their organizations, social forces and voluntary associations. The Company is committed to the timeliness and sharing of information, as well as to the development of a progressive quality system aimed at achieving an increasingly higher level of citizen satisfaction. By organizational and procedural flexibility, the ASL AT aims to ensure: the achievement of adequate levels of qualification and cost-effectiveness of the activity, the appropriate use of available resources, the promotion and support of services and performances, the protection of users, the humanization and personalization of assistance, as well as adequate responses to deal with emergency/urgent situations.

2.2 Reference values

The reference values are:

- improving the quality of services, ensuring innovation in the pursuit of health
- ensuring the compatibility of the system with financial resources
- providing welfare services and administrative management according to the principles of transparency and compliance with the law
- following the transformation of the system from a model of care to another model of care, in the health and social-health fields, with reference to the fragile multi-pathological Patients
- promoting healthcare and administrative managements, both oriented towards principles of appropriateness and correct use of resources, based on the evaluation of scientific evidence and clinical outcomes
- promoting fairness of treatment and access to services, through maximum bureaucratic-administrative simplification and favoring unified access methods
- ensuring the protection and care of "fragile" people: from disabled people to non-self-sufficient elderly people, to those suffering from psychiatric pathologies, to people with addictions, also promoting their integration into daily life, through the provision of "facilitated paths" for chronic conditions
- providing more effective and efficient accessibility to services also by reducing waiting lists
- promoting the development of drug and medical device policies aimed at guaranteeing the good use of the same ones, especially in terms of clinical governance of prescription, strengthening of the responsibility borders of doctors with regard to targets of appropriateness and therapeutic adherence, of collaboration and sharing between professionals in identifying the most appropriate therapeutic strategies and choices, and the distribution methods of drugs

- allowing citizens to take part to corporate strategic choices through the Volunteer and Patient Associations belonging to the Corporate Participation Conference.

3 PROTECTION OF CITIZENS RIGHTS AND METHODS OF CORPORATE COMMITMENTS' EVALUATION

3.1 Citizens rights

It's your right to:

- receive healthcare provided by the National Health Service
- be assisted and cared for, in safe conditions, respecting the dignity of the person and your cultural, philosophical and religious beliefs
- receive all the information relating to services, access methods, waiting times and the different welfare regimes
- promptly obtain clear, correct and exhaustive information about your health status, diagnosis, care and available health treatments, as required by Law 219 / 2017
- have your privacy and confidentiality respected during medical, nursing, diagnostic and therapeutic practices.
- receive therapies for pain control
- benefit from the presence of a loved one during hospitalization, and, during childhood, have a parent nearby 24 hours a day
- lodge a complaint.

3.2 Citizens duties

Please, be so kind to:

- Provide maximum collaboration and fairness towards healthcare workers in order to make their activity as effective as possible.
- Adapt your behavior to the indications provided by healthcare professionals
- follow the rules in force, as well as the environments, equipment and furnishings found inside the structures.
- Respect the established times of healthcare and hotel activities, as well as the current hygiene and health regulations
- Respect the rules of good manners in relationships with staff
- Avoid behaviors that can create disturbing and uncomfortable situations for other citizens staying in the facilities and in particular avoid gatherings in hospital rooms
- Respect the smoking ban, to maintain a healthier environment for everyone
- Avoid bringing children under the age of 12 to visit hospitalized relatives, and to protect everyone's health
- Use your cell phone carefully and politely in healthcare facilities in order not to disturb other people.

3.3 Access to administrative documents

	Documentary access		SIMPLE CIVIC ACCESS	GENERALIZED CIVIC ACCESS
	Informal	Formal		
Forwarding	<p>Informal request to the Procedure Manager.</p> <p>Attention:</p> <ol style="list-style-type: none"> whether are other interested parties If immediate acceptance is not possible A formal application must be submitted. 	<p>Formal request to the Procedure Manager.</p> <p>Form number 1 <i>Request for access to administrative documents *</i></p>	<p>The request is submitted to the Corruption, Prevention and Transparency manager.</p> <p>Form number 2 <i>Request for civic access *</i></p>	<p>The offices responsible for receiving the request for generalized civic access are:</p> <ol style="list-style-type: none"> the Office that holds the data, information or documents; the Public Relations Office – U.R.P. <p>Form number 3 <i>Generalized civic access request *</i></p>
Who?	<p>Types of proceedings and related managers of the Administrative Structures https://trasparenza.asl.at.it/DL33/procedimento.xml</p> <p>For forwarding via email, specify in the SUBJECT: APPLICATION FOR DOCUMENT ACCESS</p>		<p>Administrative manager - Corruption Prevention and Transparency manager (R.P.C.T.) ph. 0141/484442</p> <p>Holder of substitute power: Administrative Director of ASL AT Company. For forwarding via email, specify in the SUBJECT: SIMPLE CIVIC ACCESS APPLICATION</p>	<p>Types of proceedings and related managers of the Administrative Structures https://trasparenza.asl.at.it/DL33/procedimento.xml</p> <p>For forwarding via email, specify in the SUBJECT: APPLICATION FOR GENERALIZED CIVIC ACCESS</p>
Answer	Immediate	The access process must be completed within 30 days.	The procedure starts with the submission of the application and must be concluded within 30 days since its submission with the publication of the requested data and communication to the applicant of the publication, indicating the relevant hyperlink	The procedure must be concluded with an express and motivated provision within the mandatory deadline of 30 days from the submission of the request with communication to the applicant and any interested parties. If accepted, the administration promptly transmits the requested data or documents to the applicant.
Appeal	In the event of denial of access, express or tacit, or deferral of access, the applicant may appeal within 30 days of communication of the administrative determination concerning access, or within 30 days of the establishment of silence, to the T.A.R. (regional administrative court)		In case of total or partial denial or failure to respond within 30 days, the applicant can appeal to the TAR (regional administrative court), also notifying the Administration of the appeal.	In the event of total or partial denial of access or failure to respond within the established deadline, the applicant may submit a request for review * to the Corruption Prevention and Transparency manager (R.P.C.T.), who decides with a reasoned provision within 20 days. The deadline is suspended if the R.P.C.T. consults the Guarantor for the protection of personal data. The Guarantor will issue a ruling within 10 days since the request.

* All documents are available at the link below:
<https://trasparenza.asl.at.it/DL33/altrivicivo.xml>

3.4 Method of verifying the services quality

The ASL AT makes widely available information regarding its services and provides tools for listening to the user aiming at continuously improving its organization.

In order to reach the target, it adopts satisfaction questionnaires on the service received and then collects and analyzes the reports following them, as verification tools.

Commitments and indicators

<https://trasparenza.asl.at.it/DL33/Allegati/20772.pdf>

4 OFFERED SERVICES

Below is the list of links provided on the ASL AT website:

4.1 Pharmacies on duty

<https://asl.at.it/cosa-fare-per/farmacie-di-turno/>

4.2 Registration with the National Health Service

<https://asl.at.it/cosa-fare-per/liscrizione-al-servizio-sanitario-nazionale/>

4.3 Outpatient medical exams and services

<https://asl.at.it/cosa-fare-per/le-visite-e-le-prestazioni-ambulatoriali/>

4.4 Payment of tickets and exemptions

<https://asl.at.it/cosa-fare-per/pagamento-ticket-ed-esenzioni/>

4.5 Freelance intramural activity A.L.P.I.

<https://asl.at.it/cosa-fare-per/attivita-libero-professionale-intramuraria-a-l-p-i/>

4.6 In case of emergency and urgency

<https://asl.at.it/cosa-fare-per/in-caso-di-emergenza-ed-urgenza/>

4.7 Hospitalization

<https://asl.at.it/cosa-fare-per/il-ricovero-in-ospedale/>

4.8 Hospital discharges

<https://asl.at.it/cosa-fare-per/le-dimissioni/>

4.9 The medical record

<https://asl.at.it/cosa-fare-per/la-cartella-clinica/>

4.10 Home care

<https://asl.at.it/cosa-fare-per/cure-domiciliari/>

4.11 Pharmaceutical assistance

<https://asl.at.it/cosa-fare-per/assistenza-farmaceutica/>

4.12 Prosthetics and aids

<https://asl.at.it/cosa-fare-per/protesi-e-ausili/>

4.13 Medical exams for suitability, disability, driving licenses and weapons licences

<https://asl.at.it/cosa-fare-per/visite-per-idoneita-invalidita-patenti-e-porto-darmi/>

4.14 Health assistance in foreign countries

<https://asl.at.it/cosa-fare-per/assistenza-sanitaria-alleestero/>

4.15 Death in hospital

<https://asl.at.it/cosa-fare-per/decesso-in-ospedale/>

5 WAITING TIMES AND WAITING LISTS

The waiting time for outpatient services is considered to be the time between the date of the request for the outpatient service (i.e. the referral drawn up by the family doctor regarding specialist medical exams, diagnostic tests, targeted tests, etc.) and the date of performance of the same. The waiting times for services are recorded by the Company and monitored as required by the Piedmont Region. Waiting times for access to outpatient services in the Alessandria – Asti Superzone (South-East Piedmont) have been available since May 2018.

Service delivery times and waiting lists

<https://trasparenza.asl.at.it/DL33/tempi.xml>

<https://trasparenza.asl.at.it/DL33/liste.xml>