



Istituti Scientifici

Istituto Scientifico di Pavia

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*Laboratori di
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Extract from the current, approved version of the Charter of Services

Scientific Institute of Pavia

Via S. Maugeri 10

27100 Pavia

Legal and administrative headquarters

Via S. Maugeri 4, 27100 Pavia

Tel. 0382 592 504

Fax 0382 592 576

www.fsm.it

Origin and mission

The Foundation was established in 1965 through the initiative of Prof. Salvatore Maugeri to support the activities of the Institute of Occupational Medicine of the University of Pavia in the field of preventing environmental and occupational risks.

The Foundation subsequently broadened its mission to include the fields of rehabilitation and prevention of disabilities, also encompassing certain chronic diseases at high risk of causing invalidity.

The Foundation currently comprises numerous clinical sites and prevention centres, distributed throughout Italy.

Fundamental principles

The Foundation's cares for its patients in compliance with the following fundamental principles:

Impartiality

In delivering the health care services within its sphere of competence, the *Salvatore Maugeri* Foundation strives to comply with the principles of impartiality and equality towards citizens entitled to receive the services.

Equality

All citizens who need health care services have the same right to receive the required services.

Continuity

The fact that the Foundation is part of a network of national health care structures guarantees patients continuity of the care they need, with no spatial or temporal interruptions.

Right of choice

Citizens have the right to make their own choices, from among those allowed by existing legislation, concerning their health.

Participation

An integral principle in the work of the Foundation is the direct involvement and participation of the recipient of the diagnostic, therapeutic and prognostic services.

Efficacy and efficiency



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The functional-hierarchical type organization, similar to that of large private companies, guarantees flexible management and swift responses. In supplying its services, the Foundation takes the diagnostic and therapeutic guidelines accepted by national and international Scientific Societies as its reference.

Respect of privacy

The legislation protecting patients' privacy is fully enacted for the most significant aspects of treatment and information concerning patients (Legislative Decree 196/2003).

Right to physical safety

Laws concerning safety are rigorously applied in all the sites of the Foundation. These are a priority and essential for good delivery of care.

Respect for the patient

The Foundation recognizes the indivisible unity of the person in all his or her physical, psychological, social and spiritual aspects, which are all give equal consideration and dignity.

Orientation and guide for the patient

The Foundation encourages the patient's in the health care context with initiatives aimed not only at protecting the patient's rights but also at fostering the patient's awareness of his or her duties, since respecting these will facilitate the use of the services.

Information

There are various informational instruments in each Institute of the Foundation:

- placards indicating the staff of the Divisions and Services
- boards concerning the waiting times for health care services
- separate guides to the services of each Division or Service and specific leaflets for patients admitted to wards
- detailed lists of the specialist outpatient services.

Presentation of the Scientific Institute

The Scientific Institute of Pavia supplies, during ordinary hospital admissions, day hospital admissions and in its outpatients department, services related to acute medicine and rehabilitation medicine. These services are diagnosis, functional evaluation, treatment and rehabilitation of patients with post-acute or chronic medical or surgical disabling conditions of cardiovascular, respiratory or neuromotor nature. The abovementioned activities are guided by diagnostic and therapeutic protocols that are applied in pluri-specialist, multidisciplinary and multiprofessional diagnostic, therapeutic and rehabilitative pathways which include:

- specialist medical consultations
- every diagnostic and functional act or procedure concerning rehabilitation, health care education, secondary prevention, and re-insertion in employment, aimed at recovering the best possible psychophysical, social, occupational and financial state of the patient and maintaining his or her self-sufficiency.



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- nursing care
- psychological care.

The care of patients is integrated by instrumental diagnostic activities and biomedical research.

The Scientific Institute of Pavia participates in national and regional programmes in the fields of rehabilitation, management of disabling disorders in patients with chronic diseases and in the elderly, organ transplant programmes and secondary prevention. Furthermore, the Institute is part of the Lombardy Regional Network of Hospitals for the Promotion of Health promoted by the World Health Organization (WHO), the Humanisation of Health care Project (HPH) of the Region of Lombardy and the League against Cancer promoted by the Ministry of Health.

Information

There is a clients' Information Point in the entrance hall. This Information Point is manned by qualified, identifiable staff from Monday to Saturday from 7:30 to 17:00 and on Sunday from 10:00 to 12:00 and from 13:30 to 18:30. During holidays the service is ensured from 10:30 to 12:00 and from 15:00 to 18:00.

The staff provide patients all the information necessary to reach the health care Units, Services, and Administrative Offices and supply specific information on the structure, booking, ways of obtaining care and on how to request and collect a copy of the clinical records. There are Patients' Information Guides for the various Units and Services. These guides, available to the patients, contain useful information on the services delivered, the people responsible for delivering them, and the organization of the hospital. This Charter of Services and the Information Guides are also available in the various Units and Services.

How to reach the Institute

By car

From the A7 Milano-Genova motorway, exit at Pavia Nord, Bereguardo toll-point; from the A21 Piacenza-Torino motorway, exit at Casteggio. Take the exit signposted "Istituti Universitari" and, subsequently follow the signs for the "Fondazione Salvatore Maugeri".

By train

The nearest train station is Pavia. The Institute can be reached from the station by taxi or by bus on Line n. 3

By bus

Take Line n. 3 from the centre and from the railway station and Line n. 8 from the centre.

Signs

