



# ULSS 6 VICENZA

VIALE RODOLFI, 37 - 36100 VICENZA - CENTRALINO 0444 753111

## General information

### Presentation

The NHS Health Authority 6 Vicenza, as part of the Veneto Region, has as its mission the pursuit of physical, mental and social development of people in their working and living environments. In order to accomplish this objective, it uses assigned resources effectively and efficiently. It also provides support to families and individuals who suffer from problems of a social nature.

viale Rodolfi, 37 - 36100 Vicenza

Telephone: 0444 753111 Centralino

Email: [protocollo.centrale.ulssvicenza@pecveneto.it](mailto:protocollo.centrale.ulssvicenza@pecveneto.it)

### Public Relations office (URP)

The Public Relations Office was created to communicate with the public and provide information on all the services offered within the NHS Health Authority 6 Vicenza. It is also the place to report any complaints or dissatisfaction with health care issues and offer suggestions on how to improve the services offered.

**URP – Vicenza branch** - viale Rodolfi, 37 - 36100 Vicenza

Monday to Friday 9.30 to 12.30 and Monday to Thursday 14.30 to 16.00

Telephone: 0444 753535 - 752566 - Fax: 0444 753618

Email: [urp@ulssvicenza.it](mailto:urp@ulssvicenza.it)

**URP - Noventa Vicentina branch** - via Capo di Sopra 1 - 36025 Noventa Vicentina

Monday to Friday 9.30 to 12.30 and Monday to Thursday 14.30 to 16.00

Telephone: 0444 755677 - Fax: 0444 755601

### How to access the National Health Service

How to choose a General Practitioner

Every citizen enrolled in the National Health Service has the right to choose a General Practitioner (GP) or family doctor. The GP has the responsibility to care for the health of his patients for whom he ultimately will provide a diagnosis, offer therapeutic advice, rehabilitation, prevention and health education.

To choose a GP you need to present to your local NHS office. You must go to the one that issued your national health card.

### Medical services offered to EU citizens in Italy

By exhibiting the TEAM card, the citizens of the European Community, Switzerland and the European Economic Area (Norway, Iceland, Liechtenstein) for stays not exceeding three months in the Italian territory, have the right to emergency care without having to enroll in the National Health Service.

In order to access to health services such citizens, after presenting the TEAM card or replacement model, may receive assistance through the General Practitioners or Pediatricians affiliated with the National Health Service clinics, at the emergency room of the hospital (only for urgent care).

The access to the offices of General Practitioners or Emergency Medical Service is free of charge. In the case of care requiring a specialty examination or imaging studies, a fee (ticket) will have to be paid (the same fee is applied to Italian citizens).

## Temporarily Present Foreigner

Illegally present foreign citizens (non-EU without resident permit), who lack the sufficient resources, are entitled to emergency and essential life saving care, to the protection of expectant mothers, vaccinations and care for drug addiction. To access these benefits, you must be in possession of the STP card, which can be requested by contacting the administrative districts. Those in possession of the card and in need of health care can go to dedicated outpatient clinics (for more information, please contact the District). The person with a STP card does not need to pay the doctor but will have to pay the tickets for the specialty services required. This fee (ticket) must be paid and cannot be waived for socio-economic conditions related to income. Only in special cases confirmed by a National Health Care specialist, may this fee be waived.

## Registration of newborn in the National Health Service, Health Card release and assignment of Pediatrician

When a child is born, the parents (or their delegate) must go to the administrative office of the local health district (area of residence) for enrollment into the National Health Service, choose the pediatrician and obtain the Health Card.

## How to access facilities and services within the ULSS 6 area

### Booking medical examinations – CUP

To book medical examinations through the CUP (Central Booking) office, you will need a medical prescription (regional red one) given by a GP, by a Pediatrician or by a Specialist. Then you must call the toll-free number **800 403 960** (Monday to Friday 8.00- 16.00). You can also go to the CUP (Central Booking) offices (Monday to Friday 8.00- 16.00):

- CUP Ospedale di Vicenza: Contrà S. Bortolo 14 - 36100 Vicenza
- CUP Ospedale di Noventa Vicentina: via Capo di Sopra 1 - 36025 Noventa Vicentina
- CUP Sandrigo: piazza Zanella 9 - 36066 Sandrigo
- CUP S. Lucia: Contrà Mure Porta S. Lucia 34 - 36100 Vicenza
- CUP - Distretto Ovest – Creazzo branch: viale Italia 14 - 36051 Creazzo
- CUP - Distretto Est- Camisano Vicentino branch: via E. Negrin 90 - 36043 Santa Maria di Camisano
- CUP - Distretto Sud-Est – Longare branch: via Marconi 24 - 36023 Longare
- CUP - Distretto Sud-Est - Torri di Arcugnano branch: piazza Rumor 9 - 36057 Arcugnano
- CUP - Distretto Sud-Est – Montegalda branch: piazza Marconi 35 - 36047 Montegalda

## Emergency Medical Service

You should contact the after-hours medical service (Servizio di Continuità Assistenziale) only for situations that cannot wait until the next day and be dealt by your General Practitioner. To contact a doctor during afterhours call 848800557. The service is available from 8:00 to 20:00; on Sundays and on public holidays from 10:00 to 20:00; on Saturdays and days before holidays, from 20:00 to 8:00 every night.

There are also free clinics. Doctors provide to all residents in the Veneto Region free health services that cannot be postponed. Non-residents of the Veneto Region are required the payment of services: medical certificates cost Euro 5.00 and Euro 21.00, home visits Euro 31.00.

## ER (Emergency Room)

The hospital emergency department has the task of providing immediate care to patients affected by acute diseases and injuries that constitute or may constitute a danger to their physical and psychological integrity or even their lives. The decision to utilize the emergency room services, should be undertaken only in cases of real emergencies. In most cases the decision to go to the emergency room should be left to the judgment of a physician, the GP or the General Emergency Doctor during festivity or at night.

Upon arrival at the Triage: access to outpatient visits in the emergency room is not in order of arrival, but it depends on the urgency of the case. Each patient is assigned a "color code": **red** for patients in life-threatening and in need of immediate care, **yellow** for urgent, **green** and **white** for patients with minor problems that can wait. After the visit, for all services considered non-urgent (code green and white) the patient will pay the ticket (fee) in accordance with national and regional policies.

## Family Care Centers

Family Care Centers are the places of reference for all services of the ULSS. They are the unifying centers of health and social activities at a local level. Here are located all the services. Each one has jurisdiction over the territory of several municipalities and has a headquarters, branch offices and municipal clinics.

Following the addresses:

Distretto Socio-Sanitario Vicenza: contrà Santi Apostoli 21 - 36100 Vicenza. Telephone 0444 752017

Distretto Socio-Sanitario Est: piazza Zanella 9 - 36066 Sandrigo. Telephone 0444 756500 - 756528

Distretto Socio-Sanitario Ovest: viale Italia 14 - 36051 Creazzo. Telephone 0444 344553 - 344530

Distretto Socio-Sanitario Sud-Est: via Capo di Sopra 3 - 36025 Noventa Vicentina. Telephone 0444 755651

## Laboratorio Analisi

To take blood samples you must be in possession of the prescription of the doctor (referrals).

- Blood drawing center - Head of Vicenza - Hospital S. Bortolo: Contra S. Bortolo 16-36100 Vicenza. Hours: open access (without reservation), from Monday to Saturday from 7.00 to 9.00;
- Blood drawing center- Head of Vicenza - S. Lucia: Contra Mure Porta S. Lucia 34-36100 Vicenza time: free access (without reservation), Monday to Friday from 7.00 to 9.00;
- Laboratory Analysis - Blood drawing center -Noventa Vicentina: Via Capo di Sopra 1 to 36025 Noventa Vicentina. Hours: open access (without reservation), Monday to Friday from 7.00 to 9.00 - Saturday 7:00 to 8:30;
- Blood drawing center- Head of Sandrigo: Piazza Marconi 7-36066 Sandrigo. Hours: open access (without reservation), Monday to Friday 7.30 to 9.00 - Saturday 7.30 - 8.30;
- For the access procedure to the district headquarters, contact the District of belonging.

Some tests (lymphocyte typing, HLA, Protein C and Protein S anticoagulant, ACP-resistance, HCV-RNA, Quantiferon), cannot be run on Saturday.