

appointment booking and indication of any exemptions

- Health insurance card
- ID document
- Taxpayer's ID number
- Documents related to previous exams

### Collection of records

The reports are given directly to the person concerned on completion of the specialist and/or diagnostic examination. If it is not possible to provide the report immediately, the user will be informed of the date of collection during their appointment.

### Types of treatments

#### Accreditation with the NHS

Under the Italian National Health Service, the user is subject only to co-pay if they are not entitled to exemption.

#### For payment

Services for which payment is required will be invoiced directly to the user.

**The payment is made on completion of the services** by POS, ATM card, Credit Card or bank transfer.

### Contacts

#### Trauma and Orthopedics Operating Unit with Operating Suite

Giovanni Paolo II Hospital - Via Cogonie, 30 Pieve di Cadore (BL) - Tel. + 39 0436 883701

**Nursing Care Coordinator** Tel. +39 0436 883715

The Trauma and Orthopedics Operating Unit belongs to

**Cortina Hospital** Subject to management and coordination by Gruppo Villa Maria S.p.A.

**Medical Director Dr Massimo Vota**

*Authorization as per Regional Council Decree no. 1438 of 1/10/2019*

Via Codivilla, 23 - 32043 Cortina d'Ampezzo (BL)

**Reception** Tel. +39 0436.883111

**For payment covered by insurance companies, associations, agencies or mutual insurance funds**

#### Indirect refund

The service is invoiced and paid directly by the user depending on the type of procedure, the amount of which has been previously agreed and authorized by the insurance company or by the patient.

#### Direct refund

The service is invoiced directly to the entity affiliated with the hospital **based on the agreed schedule of fees, with the exception of any deductibles to be paid by the user.**

The updated list of the Insurance Companies, Associations, Mutual Insurance Funds and Agencies with which the Hospital has an arrangement, and the relative agreements, are available from the **Hospital Administration Office, which, for information, sends them to the Front Office that will issue the invoice.**

Extract from the service charter

## Trauma and Orthopedics Operating Unit with Operating Suite

Giovanni Paolo II Hospital

Pieve di Cadore

**The Trauma and Orthopedics Operating Unit with Operating Suite** handles both degenerative and traumatic pathologies of the musculoskeletal system, providing outpatient and inpatient services. The Unit also treats minor, moderate and major trauma cases from the Emergency Unit (ER) at the **Cortina Hospital** in Cortina d'Ampezzo. Trauma patients are provided with innovative surgical treatments using automated equipment and minimally invasive and arthroscopic-assisted techniques. Special attention is paid to elderly patients with femur fractures offering short waiting times, modern anesthesiology techniques, latest-generation prostheses and materials that can minimize the main post-operative complications. Congenital and acquired pathologies of the locomotor system and limb injuries are treated. Our surgical services are addressed at the treatment of both joint pathologies and limb injuries:

- **Knee** (uni- and tricompartmental knee replacement, revision, tibial realignment osteotomy, patellofemoral instability, etc.);
- **Hip** (endo- and arthroplasty, revision, epiphysiolysis, aseptic necrosis, etc.). The technique mainly used is anterior minimally invasive surgery (AMIS) as it does not involve the resection of tendons or muscles and allows rapid recovery;
- **Hand and wrist** (polydactyly, snap finger, Dupuytren's contracture, carpal tunnel syndrome, Guyon's canal syndrome, radial styloiditis, etc.);
- **Elbow** (ulnar nerve entrapment, epicondylitis, etc.);
- **Shoulder** (arthroplasty, rotator cuff injuries, dislocations, instability, acromioplasty, etc.);
- **Ankle and foot** (clubfoot, bunion, claw-foot, Morton's neuroma, osteochondritis of the talus, ligament lesions, tarsal tunnel syndrome, sinus tarsi syndrome, Achilles tendon lengthening, tenodesis, correction with percutaneous technique, which consists in drilling minimal holes that allows early recovery and fewer complications, etc.).

Elective surgery (non-urgent procedures that can therefore be scheduled) is performed on an ordinary or same-day basis.

We also perform **arthroscopic surgery** for:

- **Knee** (cruciate ligament lesions, torn meniscus, synovial folds, etc.);
- **Shoulder** (acromioplasty, rotator cuff injury, etc.);
- **Limb injuries** (adoption of specific personalized protocols for the rapid recovery of function and load thanks to our experience, e.g., in the treatment of winter sports injuries);
- **Internal fixation**, arthrodesis, prosthetic replacements.

Information taken from the Service Charter available for download from the website

[www.ospedalecortina.it](http://www.ospedalecortina.it)



Ospedale Cortina

## How to gain access to the Hospital's services

### Inpatient

The Unit provides the following health-care services:

- **routine scheduled hospitalization** for acute pathologies that cannot be resolved in an outpatient setting and require observation and medical and nursing care;
- **same-day hospitalization** scheduled hospitalization of less than one day for multi-professional and/or multi-specialist services.

### Information and appointments

**Patients are admitted to the Trauma and Orthopedics Unit** from 8:00 a.m. to 4:00 p.m., Monday to Friday, at the Nurse station (1st Floor). Deferred urgent cases are admitted on Saturdays and Sundays.

### Documents needed

The following documents are required for admission:

- the General Practitioner's referral for hospitalization under the accreditation scheme charged to the Italian National Health System
- Health insurance card
- Valid ID document

When you are admitted to hospital, it is advisable to bring any health documentation relating to previous admissions or checks and a list of any home medications with you. It is essential to provide operators with the completed privacy form in which to indicate the person and their details to contact in order to communicate sensitive information and data concerning the patient's stay. It is also essential to inform doctors about

any current therapies followed and any allergies or intolerances.

Useful information for your hospital stay Patients are advised to bring necessary clothing and toiletries, in particular:

- pajamas or nightgown, possibly made of natural fibers (wool or cotton)
- with spare change
- dressing gown and slippers
- toiletries
- wipes
- books or magazines.

It is recommended that you do not bring personal belongings. The Hospital Management declines all responsibility in this regard.

### Discharges

Discharge is ordered by the Physicians working in the Operating Unit. At the end of the patient's hospital stay, the discharge letter, addressed to the patient and their attending physician, is given to the patient and includes:

- a summary sheet of the hospital stay
- dietary instructions to be observed and advice for convalescence
- therapeutic prescription to follow at home
- any plan for monitoring or follow-up visits

### Request for a copy of medical records

Your medical records can be requested:  
- from the Nursing Care Coordinator at the time of admission by e-mail to [cartellecliniche-cor@gvmnet.it](mailto:cartellecliniche-cor@gvmnet.it), attaching a photocopy of your ID document and copy of your payment by bank transfer to the account with IBAN number IT36Q0200802430000105636432 at Unicredit Corporate Banking in the name of GVM CORTINA srl. The reason (Copy of Medical Record), first and last

name of the patient, and dates of admission and discharge must be stated in the reason for the request. In the absence of a receipt for the bank transfer, the request will not be taken into account and is automatically canceled.

The Medical Record will be sent by registered mail with acknowledgment of receipt to the address specified by the user at the time of the request.

It takes an average of 30 days from the date of request to receive a copy of the Medical Record. Payment can be made by POS from 8:00 a.m. to 4:00 p.m. and/or by bank transfer or at the Front Office of the Cortina Hospital.

### Request for a copy of diagnostic radiology images

For services provided during your hospital stay, you may request a copy of the X-ray images from the Nursing Care Coordinator or from Cortina Hospital in the same way used for requesting copies of medical records.

### Types of treatments

Accreditation with the NHS Under the Italian National Health Service, the user is not subject to any charge. Hospitalization is possible:

- at the request of the General Practitioner or a licensed specialist;
- for transfer between two facilities, subject to agreement between medical personnel;
- urgent, from the Emergency Department (ER) of Cortina Hospital, Cortina d'Ampezzo.

For payment

The service is invoiced directly to the customer. There are no total or partial reimbursements from the local health authority to which you belong.

Before scheduling hospitalization, an estimate is provided which includes the medical services that will be performed. There is no need for a request for hospitalization to be made by a General Practitioner.

For payment covered by insurance companies, associations, agencies or mutual insurance funds

Indirect refund

The service is invoiced and paid directly by the user depending on the type of procedure, the amount of which has been previously agreed and authorized by the insurance company or by the patient.

Direct refund

The service is invoiced directly to the entity affiliated with the hospital based on the agreed schedule of fees, with the exception of any deductibles to be paid by the user.

### Outpatient treatments

On the ground floor of the Pieve di Cadore Facility there is an Outpatient Clinic for Trauma and Orthopedic specialist visits, from Monday to Friday, from 2:30 pm to 5:30 pm.

### Information and appointments

**Front Office, Cortina Hospital  
Cortina d'Ampezzo (ground floor)**

Tel. +39 0436.883222 / 0436.883266

Hours: every day from 7:00 a.m. to 6:00 p.m., Saturdays, from 8:00 a.m. to 2:00 p.m.

### Documents needed

- Request from the attending physician on Italian NHS prescription form indicating the diagnosis for which the service is required, date of the prescription not exceeding 30 days from the date of the