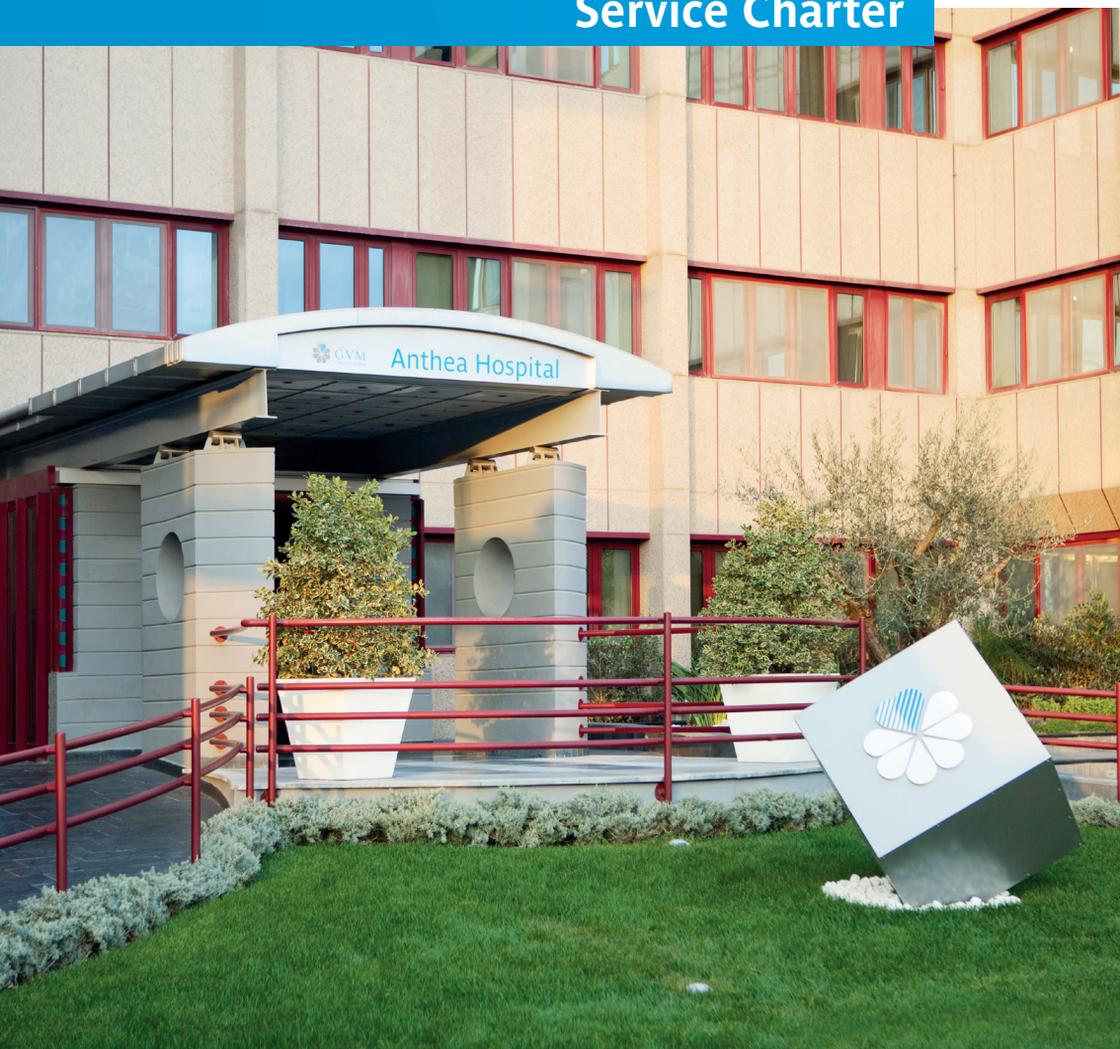


Anthea Hospital
Bari



GVM
CARE & RESEARCH

Service Charter



SERVICE CHARTER

Anthea Hospital
Bari



GVM
CARE & RESEARCH



Ettore Sansavini

President of GVM Care & Research

GENERAL MANAGEMENT



Ettore Sansavini *president*



Eleonora Sansavini *Managing
Director*

Dott. Alberto Angelini

Chief Medical Officer

The Anthea Hospital Service Charter
has been created in compliance with
the Italian Prime Ministerial Decree of 19 May 1995.

Revision no. 23 - August 2023

Anthea Hospital
Via C. Rosalba, 35/37 - 70124 - Bari, Italy
VAT Number 03811090723

Company managed and coordinated by Gruppo Villa Maria S.p.A.

Dear Patient,

We are pleased to introduce Anthea Hospital with this Service Charter. In the name of transparency, this document provides all the information required for detailed knowledge of the facility.

From the guiding principles to the services offered, from the technology to the access methods, this document explains the many facets of our commitment to merging high-level healthcare with a person-focused, human approach, sharing the mission of GVM Care & Research.

Another priority is to involve you directly in managing your own health by establishing open, ongoing dialogue to share views and achieve a constantly evolving service increasingly tailored to your needs.

We therefore invite you to provide us with suggestions and reports to help us improve.

We would like to thank you in advance for your cooperation and will be happy to answer any questions you may have.

Ettore Sansavini
PRESIDENT
GVM CARE & RESEARCH

Eleonora Sansavini
MANAGING DIRECTOR



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GVM Care & Research

Anthea Hospital is part of GVM Care & Research, an Italian Group specialising in healthcare, research, biomedical healthcare, spa treatments and business services, with the aim of promoting well-being and quality of life. The heart of the Group, founded in 1973 by President Ettore Sansavini, is the integrated network of Hospitals — High Speciality, Multi-speciality and Day Surgery facilities — and private Out-patient Clinics: a network of facilities and professional expertise involving many Italian regions and extending abroad to France, Poland, Albania and the Ukraine.

A long tradition has brought GVM Care & Research accreditation as a partner of the National Health System and as a centre of excellence — in particular for the treatment of cardiovascular diseases — increasingly turning its attention to the dignity of the patient, performing decreasingly invasive diagnostic and surgical techniques and using personalised treatment protocols.

The ability to create a network that acts as intermediary between different facilities, specialities and services enables the Group to always set its sights on the citizen-user. Here, confidence, quality of care, professionalism and appreciation for the person are brought together in welcoming, comfortable environments, always promoting health and well-being.



Mission and Principles

Mission

Anthea Hospital is part of the network of healthcare facilities — located throughout Italy and abroad — owned by GVM Care & Research, a private Italian group with headquarters in Lugo (Ravenna) and engaged in healthcare, research, biomedical healthcare, spa treatments and business services. Our hospital expresses the Group's philosophy of creating highly specialised, people-friendly healthcare facilities, the aim being to provide clinical results with a personal touch, pursuing quality in every detail.



Principles

Quality

CONTINUITY, EFFICIENCY AND EFFECTIVENESS

Anthea Hospital is committed to ensuring the quality of its patient services by adopting measures to guarantee continuity, efficiency and effectiveness.

Focus on the person

INFORMATION AND INVOLVEMENT

We believe that clear, correct information about the state of a person's health and the treatments proposed enables the patient to make informed decisions about their own health and quality of life. We also ensure that each person takes an active part in their care by giving them the opportunity to express their opinions and make suggestions

and comments. We have, therefore, prepared a satisfaction questionnaire which we give to the patient during their stay at the facility, inviting them to fill it out and place it in a special container upon discharge.

Patient protection and involvement are also guaranteed by enabling them to lodge complaints about possible inefficiencies through:

- a) the form provided, which can be requested from the head nurse or the Medical Administration Office;
- b) a letter, on plain paper, sent or delivered in person to the Medical Administration Office;
- c) signed fax, telephone call or email to the Medical Administration Office.

The Medical Administration Office responds immediately to reports that can be resolved quickly. In other cases, it initiates an investigation with the heads of the Units and/or Services and, in all cases, provides a response within 30 days.

FOCUS ON THE PERSON

Everyone receives equal services, regardless of age, sex, race, language, nationality, religion, political affiliation, customs, psychological, physical or economic condition, or personality. We also ensure the fair and objective behaviour of our staff. Respect for the individual is achieved by placing an emphasis on lifestyles and privacy, minimising waiting times and bureaucracy, recognising the value of interpersonal relations, especially between the doctor and patient, and through attention to comfort, to create a welcoming environment where patients feel at home. When handling vulnerable patients during normal activities, as far as possible and without compromising the rights of others, the staff seeks to facilitate their access to and use of the facility's services.

RELIABILITY AND TRANSPARENCY

The hospital adopts a system of constant monitoring of its own quality by controlling the main phases of its operations, from admissions to the provision of patient-requested services. It also guarantees that its administrative actions are transparent. This is done by making available to the public all information regarding the types of services provided, how they are performed, the time required and rates applied.

Service excellence

PROFESSIONALISM AND TECHNOLOGY

Highly professional

Our hospital stands out for its high degree of staff specialisation and professional excellence. We promote and support this through regular training and refresher courses.

Cutting-edge technologies

Thanks to continuous investment and the support of GVM Care & Research's team of clinical engineers, our facility ensures the most advanced diagnostic and therapeutic technologies.

THE FACILITY

Founded in Bari in 1993, Anthea Hospital has been part of GVM Care & Research since 2001. The hospital holds National Health Service accreditation and is a highly specialised facility.



Healthcare services

The hospital has a total of 127 beds, 100 of which are NHS accredited and 27 authorised. It is broken down into the following Units/Out-patient Clinics:

- Cardiac surgery
- Cardiology with Haemodynamics, Arrhythmology and Electrophysiology services
- Neurosurgery
- Orthopaedics
- Coronary Intensive Care Unit (CICU)
- Post-operative Intensive Care (POIT)

The surgery department has **4 operating theatres**, all with cutting-edge equipment. The **Haemodynamics and Electrophysiology Service** consists of two angiography rooms.

Quality system

Anthea Hospital considers quality a determining factor in all its activities. For this reason, a process has been started to implement a Corporate Quality System in compliance with UNI EN ISO 9001:2015.

Quality is conceived as business management planning, the aim being to improve the services provided, to fully meet user requirements and to make the most of the health facility's resources.

SAFETY AND SECURITY

The procedures developed to manage safety within the company are also integrated into this Quality System.

- **Security and protection of personal data**, in compliance with Italian Legislative Decree 196/03, as well as EU Regulation 2016/679 governing privacy:
 - the patient is provided with information and asked to consent to the processing of their personal data;
 - no clinical information about patients is provided over the telephone;
 - a copy of the health documentation is only issued personally to the patient or to a delegated contact person.
- **Safeguarding visitor security and safety** through systems and structures, regular fire drills and evacuation simulations.
- **Safeguarding workers** in accordance with Italian Legislative Decree 81/2008 and subsequent amendments by drawing up a risk assessment document and adopting the required prevention and protection measures.
- **Safeguarding public health and the environment**, in accordance with European standards on recycling and waste disposal.

QUALITY STANDARDS

Anthea Hospital ensures the following specific quality standards.

CLEAR AND CORRECT INFORMATION	
Quality indicators	Quality standards
RECEPTION	In the wards, all patients are welcomed by the Coordinating Nurse or a member of the nursing staff.
DOCUMENTATION ON THE SERVICES OFFERED	The Service Charter is available at the entrance
SAFETY INFORMATION	Specific floor plans and instructions on the conduct required in an emergency are posted on each floor.
IDENTIFICATION OF HEALTHCARE PROFESSIONALS	Each healthcare professional is identified by a name badge bearing his/her name, surname and function.
DOCUMENTATION FOR THE ATTENDING PHYSICIAN	At discharge, each patient is given a letter from the Ward Doctor addressed to the attending physician. This letter contains clarifications and information on the type of hospitalisation, the treatments performed and post-discharge treatment.

RESPECT FOR A PERSON'S TIME							
Quality indicators	Quality standards						
AVERAGE TIME BETWEEN ADMISSION AND SURGERY	One day						
AVERAGE WAIT TO RECEIVE A COPY OF THE MEDICAL RECORD	As required by Art. 4 section 2 of the Gelli Law, the Medical Administration Office provides available health documentation to interested parties entitled to receive it within seven days of the request. Any supplements are provided within a maximum of thirty days.						
MEAL TIMES	<table border="0"> <tr> <td>breakfast</td> <td>8:00 - 8:30 a.m.</td> </tr> <tr> <td>lunch</td> <td>12:30 - 1:00 p.m.</td> </tr> <tr> <td>dinner</td> <td>6:00 - 7:00 p.m.</td> </tr> </table>	breakfast	8:00 - 8:30 a.m.	lunch	12:30 - 1:00 p.m.	dinner	6:00 - 7:00 p.m.
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lunch	12:30 - 1:00 p.m.						
dinner	6:00 - 7:00 p.m.						

RESPECT FOR A PERSON'S DIGNITY

Quality indicators	Quality standards
IN-ROOM AMENITIES	Toilets, personal locker, nurse call device, individual light and bed with adjustable position, privacy dividers
FREQUENCY OF CLEANING - PATIENT ROOMS	Twice a day (1 pass through); staff can intervene in case of emergencies or when special cleaning is needed
FREQUENCY OF CLEANING - TOILETS	Twice a day (additional cleaning throughout the day)
ARCHITECTURAL BARRIERS	Barrier-free routes for people with disabilities are marked within the facility

PROFESSIONALISM AND TECHNOLOGY

Quality indicators	Quality standards
EQUIPMENT AND QUALIFICATIONS OF NURSING, TECHNICAL AND AUXILIARY STAFF	Compliance with national and regional regulatory requirements
RECRUITMENT OF NURSING AND TECHNICAL STAFF	Passing recruitment tests; <ul style="list-style-type: none"> • CV evaluation, interview • evaluation during introductory period (3-6 months)
TRAINING OF HEALTHCARE PERSONNEL	Annual programme of refresher courses with Continuing Medical Education (CME) events, internal on-the-job training

Amenities

RECEPTION

At the entrance, the reception staff — assisted by a facilitator — provides the User/Patient with the information required. On the ward, the Coordinating Nurse and nursing staff implement procedures to ensure that your stay at Anthea Hospital features a comfortable, welcoming atmosphere.



RECEPTION

Tel. + 39 080 5644111

Hours: every day from 8:00 a.m. - 8:00 p.m.

info-ah@gvmnet.it

REFRESHMENT SERVICE

For a more comfortable stay, a refreshment area with food and drink vending machines is located on the ground floor. A bar is located on basement level -1.

ACCOMMODATION SERVICE

Particularly well-furnished, all in-patient rooms have two beds, air-conditioning and an oxygen and vacuum system. Each room has a colour television, telephone and private bathroom. When booking, the patient can choose a single or double room. If a single room is requested, the difference for guest accommodation and meals must be paid.

Catering service

Breakfast, lunch and dinner are served on a tray in the room. We recommend following the hospital diet and not supplementing it with food or drink from the outside.

This diet is an integral part of the care provided, and failure to follow it could jeopardise its success. The set menu takes into account the therapeutic needs of all diseases. Doctors are always available for clarification. For special needs, as in the case of food intolerances and allergies or religious preferences, a request may be made to the Ward Coordinating Nurse for a customised menu.

RELIGIOUS SERVICES

As well as being a place for the treatment of physical illnesses, the hospital is also a place where the sick find themselves in a weaker position, having to deal with precarious health and thus requiring support, often of a religious nature. It is with this in mind that Anthea Hospital welcomes the freedom of worship and enables patients to receive the support of a religious figure if they so desire.



VISITS FROM RELATIVES AND ACQUAINTANCES

Visitors are allowed access to the wards in accordance with the national and regional regulations regarding COVID-19.

TRANSPORTATION TO THE CITY

You can book a taxi directly at the Reception Desk and receive information on the schedules for the train, buses and other various means of transport.

HOW TO ACCESS HEALTHCARE SERVICES

Anthea Hospital provides in-patient services for non-urgent, acute illnesses that cannot be resolved on an out-patient basis and that require observation and nursing care.

Admissions

Information and bookings



ADMISSIONS BOOKING - CARDIAC SURGERY, CARDIOLOGY, HAEMODYNAMICS AND ELECTROPHYSIOLOGY

Offices

Tel. +39 080 5644619 - 620



ADMISSIONS BOOKING - NEUROSURGERY AND ORTHOPAEDICS

Reception, Admissions and Cashier's Desk (basement floor -1)

Tel. + 39 080 5644580



Documentation required

For admission, the following are essential:

- **National Health Service authorisation received from the General Practitioner** (family doctor) required for National Health Service accredited hospitalisation;
- **national health system card;**
- **valid identity document.**

Upon admission to hospital, always bring any medical documentation relating to previous admissions or tests performed and a list of your regular medications. A completed **privacy form** indicating the name and details of the person to be contacted to communicate information and sensitive data concerning the patient's stay must be given to the providers. The doctors must also be informed of any treatments being taken and any allergies or intolerances the patient may have.

Useful information for hospitalisation

The patient must bring all necessary clothing and items of personal care and hygiene, in particular:

- pyjamas or nightdress, preferably made of natural fibres (wool or cotton), with a change of clothes if necessary (for cardiac surgery admissions, pyjamas that open at the front are recommended);
- dressing gown and slippers;
- personal toiletries;
- towels.

We discourage bringing large sums of money or valuables. Management is not liable for any losses or damages.

Treatments

NHS ACCREDITED

No fees are charged for hospital stays accredited with the National Health Service except when a single room is chosen. Admission to Anthea Hospital is possible with a simple request from the general practitioner or a qualified specialist, as is the case for public facilities.

PRIVATE PAY

The service is billed directly to the patient who is unable to request total or partial reimbursement from his/her local health service.

Before hospitalisation, a cost estimate will be given of all medical services to be provided. A request for admission by the general practitioner is not necessary.

PAY THROUGH AGREEMENT WITH INSURANCE COMPANIES, ASSOCIATIONS AND MUTUAL SOCIETIES

Indirect reimbursement

The service is invoiced and paid directly by the patient according to a rate agreed upon by our facility and the organisation, which then provides reimbursement.

Direct reimbursement

The service is invoiced directly to the organisation having an agreement with the facility, based on the agreed fee schedule and subject to any deductibles payable by the patient.

The up-to-date list of insurance companies, organisations and associations the hospital has agreements with and the related agreements are available from the Booking Office - Reception - Cashier's Desk.



BOOKING OFFICE

Tel. + 39 080 5644111



HEALTHCARE ACTIVITIES

Departments

Anthea Hospital is organised into **Departments**, each grouping together various **Units** (formerly known as "wards") that are interrelated and/or complementary in terms of discipline and forms of care provided. This organisation ensures quali-quantitative optimisation of the healthcare provided by coordinating the various specialists and best managing the spaces and equipment available. The key is to ensure that the patient receives **effective, appropriate diagnosis and treatment**.

Departmental organisation is complemented by **diagnostic and treatment support services**, available to both inpatients and outpatients.

For in-patients, all sorts of specialist consultations are available where necessary. In 2020, Anthea Hospital cared for a total of 3680 patients, 3500 of whom were admitted as in-patients, 180 as Day Service patients, confirming the hospital's recognised level of safety and reliability.

■ CARDIOLOGY DEPARTMENT

Cardiac Surgery Unit

Cardiology Unit

Haemodynamics Service and Cardiological Surgery

Electrophysiology and Cardiostimulation Service

Coronary unit

Anaesthesia and Intensive Care Unit

■ SURGERY DEPARTMENT

Orthopaedics and Traumatology Unit

Neurosurgery Unit



Cardiology Department

CARDIAC SURGERY UNIT

This unit treats all the heart and vascular system diseases that require surgery:

- Minimally invasive cardiac surgery (both on valves and coronary arteries)
- Myocardial revascularisation with arterial conduits (left internal mammary artery, right internal mammary artery, radial artery) and venous conduits (great saphenous vein)
- Extracorporeal Circulation Revascularisation (ECR) and beating heart procedures
- Mitral, aortic, tricuspid valve replacement and/or plastic surgery
- Aortic root replacement (with Bentall procedure or Trione David or Yacoub technique)
- Aortic arch replacement
- Surgery of cardiac arrhythmias (atrial fibrillation)
- Cardiac decompensation surgery
- Implantation of left and right ventricular assistance devices (short and long term, as bridge to cardiac transplantation)
- Vascular surgery, including:

Carotid ATE

Thoracic and abdominal aortic aneurysmectomy

Lower limb revascularisation (various bypasses: aorto-bifemoral, femoropopliteal, great saphenous vein and femoral-femoral, extraperitoneal iliac-femoral, aphylo-bifemoral)

CARDIOLOGY UNIT

This unit handles the diagnosis and treatment of cardiovascular diseases and treats patients suffering from ischaemic heart disease, unstable angina, post-infarct angina, heart failure and cardiac arrhythmias. Cases presenting situations of high complexity — such as acute phase infarctions for which thrombolytic therapy is impractical or ineffective — are also treated. The Unit uses invasive and non-invasive methods and procedures.

Non-invasive procedures include:

- Echocardiogram - baseline and after pharmacological stress
- Ultrasound of arterial blood vessels (arteries, carotid arteries, renal arteries, lower limb arteries) and examination of peripheral veins in the limbs
- Holter electrocardiogram and Holter pressure monitor (continuous monitoring of cardiac activity and blood pressure during the user's routine activities)
- Continuous electrocardiographic monitoring at bedside or remote cardiac telemetry
- Ergometric test (electrocardiogram under stress)
- CT of the heart

Invasive procedures are performed through the haemodynamics and electrophysiology services.

HAEMODYNAMICS SERVICE AND CARDIOLOGICAL SURGERY

This unit treats adults with heart disease (e.g. ischaemic heart disease, valvular disorders, cardiomyopathies, congenital diseases) and obstructive or dilated vascular system pathologies, for which the invasive procedure is essential in diagnosis and treatment.

The procedure involves introducing small catheters into the vascular system, which are run through the blood vessels to reach the area affected by the disease: the heart, heart valves, coronary arteries, carotid arteries, aorta, peripheral arteries, etc.



This makes it possible to study heart function and arterial system condition (coronarography, angiography, etc.) or to intervene for treatment purposes (angioplasty and stent implantation, valvuloplasty, etc.), in many cases making surgery unnecessary.

Diagnostics

- Heart catheterisation - left and right
- Selective coronarography - left and right
- Ventriculography - left and right
- Assessment of cardiac output, mitral valve area, transvalvular gradients, intracardiac shunts
- Thoracoabdominal abdominal aortic angiography
- Angiography of pulmonary circulation
- Angiography of supra-aortic trunk
- Selective angiography of renal arteries and celiac tripod
- Angiography of lower limb arteries (iliac-femoropopliteal and tibioperoneal district)
- TAVI (Transcatheter Aortic Valve Implantation). TAVI are cardiac surgical procedures by which cardiac prostheses can be implanted to replace aortic valves compromised by stenotic disease (narrowing) without having to stop the heart; it is particularly suited in situations where cardiovascular health is precarious and when additional pathologies are present or the patient is of advanced age, all factors that preclude the conventional approach.

Surgical procedures

- Percutaneous transluminal coronary angioplasty (Directional Atherectomy / Cutting, implantation of medicated and non-medicated stents)
- Peripheral angioplasty (carotid and subclavian-vertebral district, renal and mesenteric arteries, iliac-femoropopliteal and tibioperoneal axes, diabetic foot)
- Percutaneous thoracoabdominal aortic endoprosthesis implantation

ELECTROPHYSIOLOGY AND CARDIOSTIMULATION SERVICE

This service treats cardiac pathologies involving disturbances of the normal heart rhythm. Most arrhythmias — whether hypokinetic (heart beating too slowly) or hyperkinetic (heart beating too fast) — can be cured, even permanently, either by implanting a prosthesis (pacemaker, defibrillator) to eliminate the abnormality and ensure good quality of life, or by transcatheter ablation, a technique that involves interrupting the heart's abnormal electrical conduction pathways.

The centre is also at the forefront in percutaneous transcatheter ablation of atrial fibrillation — thanks to its three-dimensional, polygraphic mapping of arrhythmias (Carto System) — and in the implantation of biventricular pacemakers to treat heart failure.

The diagnostic and therapeutic process involves a brief hospitalisation of 2-to-3 days, needed to assess the person's clinical condition and, if necessary, perform the therapeutic procedure deemed most appropriate, safest and most effective.

The services provided are:

- Endocavitary electrophysiological study
- Transcatheter ablation with RF
- Three-dimensional arrhythmia mapping

- Endocavitary electrical cardioversion
- External electrical cardioversion
- Automatic defibrillator implantation
- Biventricular pacemaker implantation
- Permanent single- and dual-chamber pacemaker implantation

Surgery Department

ORTHOPAEDICS AND TRAUMATOLOGY UNIT

This unit treats degenerative and traumatic diseases requiring prosthetic implants and those most typically related to sports, possibly with arthroscopic surgery and even cartilage transplants.

Pathologies treated

Knee

- Gonarthrosis
- Axial deviations
(varus or valgus knee)
- Patella pathologies (pain-instability)
- Meniscal disorders
- Cartilage pathologies
- Ligament pathologies

Rachis

- Lower back pain
- Degenerative and compressive diseases
(stenosis)
- Instability

Hip

- Hip dysplasia
- Coxarthrosis
- Hip (femur)

Hand

- Carpal tunnel
- Trigger finger
- Tenosynovitis

Foot

- Hallux valgus
- Metatarsalgia
- Hammer toes
- Flat feet

Shoulder

- Instability
- Tendon pain and injuries (periarthritis)
- Glenohumeral arthroses

Traumatic pathologies

- Hip (femur)
- Knee
- Foot
- Shoulder



NEUROSURGERY UNIT

This unit treats numerous head, spine and nervous system pathologies resulting from trauma (fractures, lesions) and degenerative disorders or malformations. It applies a wide range of surgical techniques and therapies aimed at eliminating the problem and restoring maximum functionality. In the operating theatre, whenever possible the doctors use endoscopically-assisted surgery which is less traumatic and achieves the desired results. On a technological level, in particular, Anthea Hospital has an advanced brain navigator.

Pathologies treated

Neurosurgery and Traumatology

- Primary and secondary endocranial tumours
- Skull base surgery
- CSF circulation disorders (hydrocephalus; intracranial hypertension; cerebral pseudotumors)
- Vascular pathologies (aneurysms; AVMs; A-V fistulas, dural fistulas)
- Dysraphic disorders (encephalocele; meningocele; Chiari syndrome)
- Traumatic diseases (skull fractures; CSF fistulas)

Spinal neurosurgery

- Spinal cord and vertebral tumours
- Spinal Trauma
- Degenerative spinal diseases (spondyloarthritis ; spondylolisthesis)
- Herniated disc microsurgery
- Disc prostheses
- Vertebroplasty and kyphoplasty

Functional neurosurgery

- Trigeminal neuralgia
- Pain
- Spasticity
- Movement disorders
- Parkinson's disease

Peripheral nervous system neurosurgery

- Peripheral nerve entrapment (carpal tunnel; Guyon's canal syndrome; ulnar nerve entrapment at elbow; tarsal tunnel; Morton's neuroma)

GAMMA KNIFE Service

Gamma knife radiotherapy is a minimally invasive technique that uses high doses of gamma rays in a stereotactic helmet to treat brain tumours, vascular malformations, eye tumours, trigeminal neuralgia and cluster headaches with extreme precision and without affecting other brain structures.

Gamma knife radiotherapy has made 'stereotactic radiosurgery' possible, i.e. precise, 3-dimensional location of the lesion. This is a very precise form of therapy aimed at intracranial targets. It seeks to prevent the risk of the undesirable effects that are possible in any medical-surgical treatment of the brain. Gamma Knife procedures shorten the time for the patient and, for the operators, it automates the numerous quality controls that, from the very outset, brought physical-healthcare precision to new highs. It is the "gold standard" of neuroradiosurgery.

The main diseases that can be treated with Gamma Knife radiosurgery are:

- Acoustic neurinoma
- Meningiomas
- Pituitary adenomas
- Brain metastases
- Vascular malformations
- Trigeminal neuralgia
- Astrocytomas, chordomas, and hemangioblastomas, and other rare brain tumours

ANAESTHESIA AND INTENSIVE CARE SERVICE

The service provides anaesthesiology and intensive care for all surgical specialities available within the facility, following the patient every step of the way, before and during surgery and upon reawakening. The service also provides anaesthesiological assistance to other departments and services (cardiology, Haemodynamics, Radiology, etc.) for any problems within its area of expertise and with the possibility of transfer to intensive care. Particular attention is paid to the patient's rapid recovery of consciousness and well-being, with continuous research into the latest drugs.

There is also an analgesic therapy service for the treatment of non-oncological pain. Upon completion of the most complex procedures (cardiac surgery and neurosurgery), the user is transferred to Intensive Care where they are cared for by experienced medical and nursing staff able to control and treat any post-operative complications thanks to the full outfitting with advanced monitoring equipment.



PAIN-FREE HOSPITAL

In compliance with Italian Law no. 38 of 15 March 2010 concerning the citizen's right to palliative care and pain therapy and recognising the scientific reference to the bio-psycho-social model characterising modern medicine, Anthea Hospital is organised as a pain-free hospital, applying specialised analgesic therapies and treating pain not as a symptom but as a disease.

Outpatient activities

The diagnostic and treatment services listed work in synergy with, and in support of, the medical and surgical departments and are available to in-patients and out-patients.

Chemical, Clinical and Microbiological Analysis Laboratory

This Unit performs various tests: clinical chemistry, haematology, coagulation, endocrinology, oncology, microbiology (bacteriology, mycology and virology) and serum immunology. To take samples and provide medical services, the laboratory collaborates with the structure's staff, carrying out quality controls — internal, daily and periodic — to ensure analytical data reliability. It also participates in the External Quality Assessment (EQA) programme. The information system enables both computerised and paper-based data management. Moreover, every day the laboratory staff is in contact with the other departments to ensure interdisciplinary data integration for optimal patient health management.

Diagnostic imaging

The Unit, which is fully equipped with all technical instruments, offers the following services:

- Conventional radiology (skeletal survey and chest examination)
- MRI - Magnetic resonance imaging
- CT - Computed Axial Tomography
- HEART CT for cardiac pathologies
- Colour Doppler echocardiography and Transoesophageal echocardiography
- Pharmacological- and exercise-induced coronary stress tests (dipyridamole, dobutamine, stress echo)
- Vascular Colour Doppler echocardiography



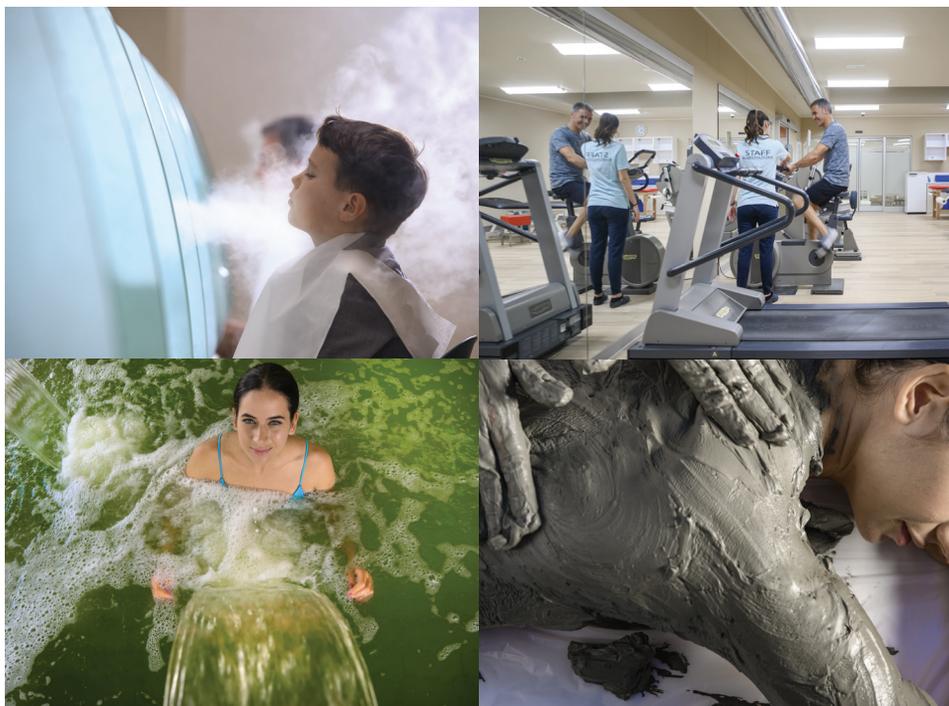


CASTROCARO

1938 LE TERME D'ITALIA

Terme di Castrocaro is a benchmark for Italian spa treatments. Classified as “First-rate Super” by the Ministry of Health, the spa is famous for the therapeutic properties of its waters rich in sodium chloride, bromide and iodide and its natural muds. In addition to **traditional spa treatments** such as mud baths, balneotherapy, hydromassage, inhalation therapy, gynaecological and mineral water treatments, the centre offers the **Magiche Acque thermal spa** and an **National Health Service accredited Consultancy** which includes various specialist out-patient clinics such as Orthopaedics, Physiatrics, Pneumology, Dermatology, Gynaecology, Cardiology, Ophthalmology, Endocrinology, Neurology, Otorhinolaryngology and Diagnostic Imaging. It is also home to the advanced **Rehabilitation and Hydrokinetic Therapy Centre** with a thermal pool, physiotherapy, a gym equipped for kinesiotherapy, proprioception, postural rehabilitation and muscle strengthening.

Access to treatment. All citizens are entitled to one specific course of treatment each year paid for by the National Health Service. You pay only the co-pay and show the request written by your family doctor or paediatrician on official NHS prescription paper stating the disease and course of treatment.



termecastrocaro.it

LUCIA MAGNANI
HEALTH CLINIC

LONG LIFE
— FORMULA —

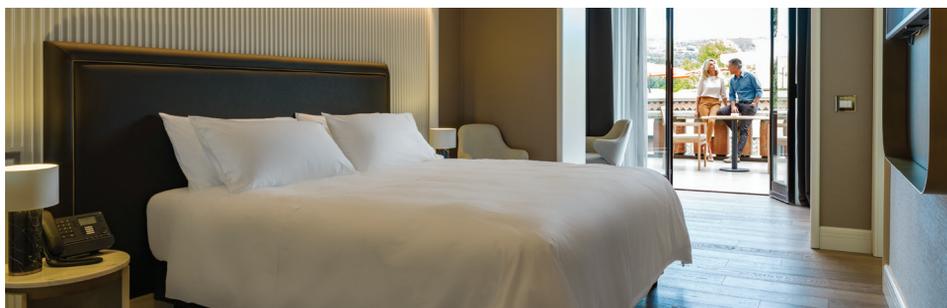
Prevention and innovative medicine applied to the experience of a healthier, more balanced lifestyle and the beneficial properties of thermal springs: these are the cornerstones of the Lucia Magnani Health Clinic. The **Long Life Formula®** programme – developed with medical and scientific support from GVM Care & Research – is an innovative approach formulated to combat oxidative stress and its repercussions on cellular ageing and health, performed by applying a method that helps identify personalised solutions to reverse the impaired condition and restore an ideal balance.



luciamagnanihealthclinic.it

GRAND HOTEL
CASTROCARO
LONG LIFE
— FORMULA —

The building, designed by Tito Chini, is one of the most significant examples of Italian Art Deco. The **Grand Hotel Castrocaro** is nestled in an eight-hectare park in the hills marking the border between Tuscany and Romagna. With 1930s architecture, mosaics, ceramics, art deco furnishings and modern building technology and design choices, the hotel provides its guests a stay that offers wellness, sports, culture, gourmet food and fine wine. And the relaxing experience waiting for you in the modern **Health Spa** is the icing on the cake.



grandhotelcastrocaro.it

Contacts

Anthea Hospital

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Reception

open from 8:00 a.m. to 8:00 p.m.

☎Tel. + **39 080 5644111**

E-mail: info-ah@gvmnet.it

CUP (Booking Centre)

Out-patient Booking Office

☎Tel. + **39 080 5644613**

Admissions Offices

Cardiology, Cardiac Surgery,
Electrophysiology, Haemodynamics,
Cardiological Rehabilitation

☎Tel. + **39 080 5644619**

Neurosurgery, Orthopaedics and Traumatology,
Functional Rehabilitation Offices

☎Tel. + **39 080 5644580**

Dedicated number for Policyholders and Supplementary Funds

+39080 5644115

E-mail: assicurati-ah@gvmnet.it

Distance from

MOTORWAY EXIT

12 minutes / 13 km

AIRPORT

21 minutes / 18 km

RAILWAY STATION

11 minutes / 5 km



See our website for updates and further information

www.antheahospital.it