



**THE FOLLOWING ED ADMISSIONS** classified as **WHITE CODES** at the time of **DISCHARGE** are **EXEMPT FROM THE PAYMENT OF THE FIXED € 25 FEE**

- 1] ED admissions for children **under 14 years** (any additional medical cost according to the medical treatment received will nonetheless be charged).
- 2] Patients admitted to the ED within the first **24 hours following a previous ED admission**, with admission specifically requested by the ED doctor (any additional medical cost according to the medical treatment received will nonetheless be charged).

**THE PAYMENT OF THE TICKET** (additional medical charge according to the medical treatment received) is **NOT ASSIGNED AT THE DISCRETION OF THE EMERGENCY PERSONNEL**.

The ticket **MUST** be charged in all cases foreseen by the law in force.

## USEFUL INFORMATION

### RECORDS

The ED record will be handled at the time of discharge. In case the medical treatment required specific diagnostic tests (x-ray scan, etc.) and the patient wishes to receive the visual plate in addition to the record, he/she may request the related CD at the Medical Record Counter (Sportello Cartelle Cliniche) at the Central Booking Center counter (Centro Unico di Prenotazione – **C.U.P.**) of "Mater Salutis" Hospital (Monday - Friday 8.00 a.m.- 4.15 p.m.; Saturday 8.00 - 11.00 a.m.) upon payment defined on the related price list.

### PAYMENT

The due payment can be made either automatically via cashier machine located in the Emergency Department waiting area or at the Cashier Counter of the Central Booking Center (Centro Unico di Prenotazione – **C.U.P.**) (Monday - Friday 8.00 a.m. - 5.15 p.m.; Saturday 8.00 - 11.00 a.m.) within 30 days from the date of issue.

### RETURN VISITS/MEDICATIONS/INAIL FILES

These operations should be booked in advance choosing one of the following days: **Mondays, Wednesdays and Fridays** at the Mater Salutis Hospital's Poliambulatori.

### GUARDIA MEDICA

**Non-stop medical assistance service** - tel.n. 0442- 622000 - this service works Monday to Saturday from 8.00 p.m. till 8.00 a.m.; and from 10.00 a.m. of the day before Sundays and Public Holidays till 8.00 a.m. of the following day.

*The content of this brochure has been cured by the medical and nursing staff of the Emergency Department's UOC Administration office of the "Mater Salutis"'s Hospital in Legnago*  
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# EMERGENCY DEPARTMENT

a comprehensive guide



"Mater Salutis" Hospital,  
Legnago

The Emergency Department is a medical treatment facility for **URGENT AND EMERGENCY CARE**, and not a primary care provider for treating non-urgent or chronic health issues. Patients can access the Emergency Department either by their own means, on request of a general practitioner (GP) or a non-stop assistance physician (formerly known as "Guardia Medica"), or by ambulance sent on request by the 118 Emergency Operative Centre.

**REMEMBER!**

In Italy the **PUBLIC EMERGENCY NUMBER** to call for **EMERGENCY MEDICAL ASSISTANCE WITH AMBULANCE** is **118**

It is not appropriate to refer to an Emergency Department either for non-urgent, general or specialized medical examinations, or for sudden illnesses which could be dealt with by a GP, a pediatrician or a non-stop assistance physician (Guardia Medica). Emergency Departments should, in fact, only provide assistance to serious urgent cases, events or trauma which may be life-threatening and/or require immediate medical intervention to prevent worsening of the clinical condition.

**➔ ADMISSION TO THE EMERGENCY DEPARTMENT (TRIAGE)**

Upon arrival to the Emergency Department, patients are triaged by a specially trained nurse who will determine the priority for admission to the ED according to the urgency of the emergency identified by a color code, regardless of the order of arrival to the hospital. This method is called "Triage" and is designed to avoid queues for urgent serious cases.

**Triage is not intended to speed queues up, but to guarantee timely intervention for extremely serious cases, and save time which may be crucial for the patients' lives.**

-  **Red Code** very critical, life-threatening conditions, maximum priority, requires immediate treatment;
-  **Yellow Code** fairly critical, risk may evolve, potentially life-threatening conditions, cannot wait for delayed treatment;
-  **Green Code** not very critical, risk should not evolve, can wait for delayed treatment;
-  **White Code** not critical, non-emergency patient.

**REMEMBER:** All patients admitted to the ED triaged:

  (since both color codes identify non-life-threatening clinical conditions) **will be further assessed at the end of the visit by the ED doctor according to the seriousness of the treatment; if discharged from the ED as a**

 **patients will be charged a fixed 25 Euro fee and an additional medical charge according to the medical treatment received.**

The color code at the time of discharge is assessed by the the ED doctor according to the seriousness of the treated health condition of the patient. (D.G.R. n. 1868 dated 15.11.2011).



**THE PAYMENT of a FIXED € 25 fee and an ADDITIONAL MEDICAL CHARGE according to the Medical Treatment received is requested to the following patients**

- Patients who have been assessed  **WHITE CODE** at the time of **DISCHARGE**
- Patients who, regardless of the assigned triage color code at ED admission, choose to **leave the Emergency Department before** the **ED report** has been filed;
- Patients who **leave the hospital without returning** to the ED soon after being supplied a specialized medical service in a different ward.

The co-payment for the medical service received is aimed at discouraging and preventing inappropriate Emergency Department use which causes inadequate care of those patients in **URGENT** and **CRITICAL CONDITION** who should be given priority for admission.



**The FOLLOWING CATEGORIES ARE ENTITLED TO RECEIVE FREE EMERGENCY MEDICAL TREATMENT (no fixed € 25 fee and no additional medical charge according to the medical treatment received)**

- 1] patients who have been assigned  **RED** or  **YELLOW COLOR CODE** at ED admission;
- 2] ED admissions concluded with a request of **admission** to hospital;
- 3] ED admissions which have remained in **Short Stay Observation (SSO)** Units for more than **4 hours**;
- 4] ED admissions following trauma conditions which led to **fractures, strains or wounds** requiring stitches or the use of skin glue or severe sprains requiring the application of a plaster cast boot;
- 5] ED admissions following widespread **burns**;
- 6] ED admissions after **ingestion or inhalation** of foreign bodies requiring surgical removal;
- 7] ED admissions following **severe intoxications** requiring admission to hospital or to the Short Stay Observation ward;
- 8] ED admissions after reporting **high-risk pregnancy conditions** (on request of a physician of Obstetrics & gynecology);
- 9] patients sent to the **ED** by a GP or a non-stop assistance doctor (Guardia Medica) with request of **hospital admission**;
- 10] ED admissions following **accidents/injuries** at the workplace (INAIL- Istituto Nazionale per l'assicurazione contro gli Infortuni sul lavoro - Italian government agency for the insurance against work-related injuries), regardless of the seriousness of the injury;
- 11] ED admission following the formal request of a **public security institution** or a **judicial authority**;
- 12] People entitled to **exempt from paying medical charges** (ticket) according to age, income, disability, etc. (Decree n.161 dated 28/06/2011 – enclosure A and possible related modifications) and those entitled to an exemption certificate for pathology if the access to ED is strictly related to the intensifying or worsening of the pathology.

Patients **LEAVING THE ED** during the waiting time **BEFORE BEING VISITED** will be classified at time of discharge as **NOT-ASSIGNED A COLOR CODE ("9-NON-ESEGUITO")**, with no payment required.