



Fondazione I.R.C.C.S.
Istituto Neurologico Carlo Besta

Sistema Socio Sanitario



Regione
Lombardia

SERVICE CHARTER

Adult Area

www.istituto-besta.it





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The Institute and Scientific Research

The Fondazione IRCCS Istituto Neurologico Carlo Besta is a health and research center of national and international importance in the field of neuroscience. Founded by Professor Carlo Besta in 1918 that treated soldiers wounded during the war who suffered brain injuries, over time it has become more specialized and in 1981 it was classified as an Institute of Research and Care of a Scientific Character - I.R.C.C.S. precisely because of its peculiarity of combining clinical activities with the most advanced scientific research. These two characteristics of Besta have become more integrated and this still represents its true strength.

Since July 15th 2006, the Institute has a new, more modern and dynamic legal form: the Foundation. Its statute, approved by decree of the Italian Ministry of Health on April 28th 2006, establishes its organizational, administrative, patrimonial, accounting and technical management autonomy, indicating its institutional mission. It is always the "Statute" that regulates the competences and attributions of the various bodies that make up the Institute.

The Besta Foundation counts among its founders the Lombardy Region, the Italian Ministry of Health and the Municipality of Milan, which have a specific representation on the Board of Directors. In June 2009, an agreement was signed allowing the Mariani Foundation to join as the first private participant alongside the public founders.

Strengthened by its history and thanks to the current institutional structure, Besta can now look towards the future with awareness of its potential and central role in the panorama of neuroscience.

Mission

The Carlo Besta Foundation has a dual purpose: on the one hand, healthcare activities; on the other hand, biomedical and socio-health research, of a clinical and translational nature, in compliance with the indications of a prestigious and independent Ethics Committee.

This is all inspired by the modern criteria of clinical governance: the patient, with his or her family members, is the center of every activity, attention and effort, of doctors, nurses and healthcare staff.

From diagnosis to the identification of therapeutic treatments, the precious synergy between clinical and scientific research operates, in collaboration with other national and international institutes. In this framework, Besta offers the added value of professional training and education in the health sector: communication, information and scientific dissemination, to promote the progress of knowledge in neuroscience.

The Foundation's bodies

The Presidency of the Foundation and the Board of Directors

The Board of Directors holds the most important role of the Foundation.

Appoints the President who represents the entity externally: under his/her guidance, the Board of Directors exercises the functions of guidance and control attributed to it by the Statute.

Presidential Secretariat

Tel. 02 2394 2010/2110 - presidenza@istituto-besta.it

General Management

The General Management is assigned by the Statute with wide-ranging management functions: from the financial aspects, to technical and administrative management, including the institutional organization. With these responsibilities, the Directorate-General is responsible for implementing the objectives set by the Board of Directors.

The General Management is a strategic management that collaborates with the Scientific Director, for the matters within its competence, and which includes the Administrative Management and the Health Directorate.

General Management Secretariat

Tel. 02 23942134 – direzione.generale@istituto-besta.it

The Scientific Directorate

The Scientific Directorate promotes and coordinates scientific research, one of the two souls of Besta, in translational biomedical and public health fields.

The Scientific Director identifies the strategic lines and research programs, organizing activities, with particular attention to translational aspects, innovation and technological development.

Scientific Direction Secretariat

Tel. 02 23942335 – direzione.scientifica@istituto-besta.it



The Quality Management System

The main purpose of adopting a Quality Management System (QMS) that places the patient at the center is the promotion of constant improvement not only in the quality of care for the patient, but also that of correct information.

The Fondazione IRCCS Istituto Neurologico Carlo Besta promotes the active participation of staff at all levels, involving professional figures, even apparently distant, in the development and implementation of interventions aimed at improving the organization and communication between patients and operators.

Since 2008, the Foundation has been fully certified according to ISO 9001 standards, recognized nationally and internationally as a guarantee of compliance and correspondence to the specific requirements of the patient. The standards provide, among other things, for the continuous control of business processes and the assessment of the related risks, through periodic internal audits conducted by specialized personnel and external visits by an internationally recognized certification body.

The Foundation recognizes the importance of the patient being aware of his or her rights in order to better evaluate the quality of care received and is inspired, in all its work, by internationally recognized and easy-to-measure quality standards.

In particular, the implementation of the QMS is based on the adoption of a process-based approach aimed at improving the effectiveness of its activities in order to provide a service that responds, increasingly better, to the requests and needs of the patient.

The Foundation, proposes itself as a level II and III structure closely related to the research of neurological and neurosurgical diseases, aiming to optimize the standardization of diagnosis and treatment processes according to shared technical-scientific criteria, both locally and nationally, through the definition of diagnostic-therapeutic care pathways (PDTA) by introducing innovative ways of taking care of the "fragile" neurological patients contributing to the continuous improvement of therapeutic efficacy.

To meet health needs, the Foundation is committed to developing strategies for patient safety with treatment pathways based on clinical risk management. The constant commitment is to promote the "culture of risk" in the belief that the knowledge and systematic analysis of error and the adoption of specific policies and procedures, leads to the complete realization of the best clinical pathway. To achieve all this, in recent years we have committed ourselves to promoting improvements in specific areas which, also by virtue of scientific evidence, error analysis and consensus of experts in international associations such as the WHO, have proven to be fundamental for the safety of care in particular:

- Correctly identify the patient
- Improve the effectiveness of communication
- Improving the safety of high-risk drugs
- Ensure surgery in the correct patient, with correct procedure, in the correct part of the body
- Reduce the risk of healthcare-associated infections
- Reduce the risk of accidental falling

Quality Standards

Right to Information

- ✓ The Foundation undertakes to ensure that each user is informed verbally and in writing about the methods, indications, contraindications and risks of the health act. The user is put in a position to exercise, with the help of the doctor, an informed choice: he/she will be given adequate time to decide and, if requested, he/she will be guaranteed the opportunity to discuss it with family members before providing the necessary written consent to the medical acts.
- ✓ The patient, at the time of admission, is provided with verbal and written information on medical and nursing assistance, ward hours, the presence of the caregiver and about the prevention of falls.
- ✓ At the time of discharge, the patient is given a letter containing information relating to hospitalization: the care received, the state of health at the time of discharge, post-hospitalization indications, the contact details of the staff to contact if needed. He/she also receive the necessary prescriptions and medications for the first days of treatment. The discharge letter is computerized and available in the patient's Electronic Health Record (EHR) in accordance with the provisions of the national regulatory framework.
- ✓ Each foreign user receives health information through, if necessary, from a cultural mediator.
- ✓ Users are informed about the possibility of being able to make reports, complaints, suggestions and praises.
The procedures are available in all the Foundation's structures, available on the Foundation's website and on the company Intranet as well as at the URP.
Complaints are responded to within 30 days of receipt. The Foundation undertakes to give exhaustive answers to the user.

Hospitality

- ✓ The Foundation guarantees the patient the possibility of customizing meals by choosing from different menus according to therapeutic needs and/or for those requiring dietary products.
- ✓ The food is controlled from a hygienic-sanitary and qualitative point of view, through self-control methods, in compliance with current legislation.
- ✓ A service is set up to detect, through the completion of an online questionnaire, the opinion of users relating to patient satisfaction, hygiene, temperature and distribution of meals.
- ✓ Linens are changed daily and whenever necessary.

Welcome, Personalization, Humanization

- ✓ All hospital staff, in contact with the user, wear a uniform with clear and legible identification tags.
- ✓ The patient and the family members indicated by him/her can have at least one meeting with the doctor at the beginning of treatment and one before discharge. Further meetings will ensure information on current treatments and clinical progress.
- ✓ Access to booking services, such as initial visits, tests, and outpatient services, is possible by telephone or direct access to the CUP counters with waiting list management through automatic, transparent, and computerized methods.
- ✓ Hospitalizations scheduled in compliance with hospital procedures that guarantees behavior transparency.

Quality of care

- ✓ The Foundation carries out, at least once a month, a survey of waiting times on outpatient services and on the waiting times of hospitalizations.
- ✓ The Foundation ensures:
 - appropriate medical and nursing care practices, based on criteria guidelines of effectiveness, appropriateness, demonstrated scientific evidence and ethically correct conduct of professionals;
 - explicit criteria of clinical and managerial appropriateness;
 - the quality of clinical practices, through quality verification activities, in a systematic and documented manner;
 - nursing care centered on the patient's needs according to the personalized care model.
- ✓ The Foundation ensures the assessment of the nursing care needs of the assisted person at the time of entry into the ward and guarantees the following assessments:
 - risk of pressure ulcers;
 - fall risk prevention;
 - pain prevention.
- ✓ For each assisted person, care planning is carried out within 12 hours of admission
- ✓ A treatment plan is shared for each patient.
- ✓ The Foundation ensures a protected discharge service for all patients who need it.
- ✓ The computerized Single Sheet of Therapy (FUT) is a useful tool for preventing drug transcription errors.
- ✓ Safety protocols are applied to ensure safe surgery.
- ✓ The control of the spread of legionella is implemented by continuous disinfecting the water system.
- ✓ There are surveillance and prevention of risks procedures related to the main hospital infections.

Privacy

- ✓ The Foundation is committed to guaranteeing the patient's rights to confidentiality and data protection and information in all areas of treatment.
- ✓ Data is processed with the patient's consent, except in special cases of health emergency, public hygiene or impediment for health reasons.
- ✓ The patient may, at his/her discretion, indicate other people with whom to share data relating to his or her state of health.

Scientific Research

The Fondazione IRCCS Istituto Neurologico Carlo Besta is recognized as a national and international center of excellence, for preclinical and clinical research in the field of neuroscience, neurological pathologies and neurosurgery in adults and children.

The integration of care and research offers people with neurological diseases the best treatment and cure options and has been a defining feature of the Institute since its foundation in 1918.

Today Besta is one of the main reference centers for numerous pathologies and offers cutting-edge diagnosis and therapy pathways, guaranteeing care for each patient, especially for those suffering from rare and particularly complex diseases, thanks to the highly qualified staff that participate in continuous specialist training processes.

Research areas

The research activity is focused on the most significant neurological diseases and is developed along different lines of operation. These include:

- preclinical research (molecular bases, biomarkers, animal, cellular, cell-free and in silico experimental models);
- the study of the pathogenetic mechanisms and the clinical, instrumental, phenotypic and genetic characterization of patients, in order to promote timely diagnosis and more effective therapies;
- the design and implementation of clinical trials;
- the development of innovative techniques in the field of bioimaging, advanced neurophysiology, neurosurgery, cell therapies and gene therapies;
- experimental verification and transfer of research results to clinical practice, in order to guide diagnostic-therapeutic interventions and operating procedures of proven efficacy and safety

Pathologies of reference for experimental and clinical research

- Parkinson's disease, dystonias and other movement disorders
- Tumors of the central and peripheral nervous system of adults and children
- Headaches and craniofacial pain
- Neuropathic pain
- ALS and motor neuron diseases
- Genetic and acquired peripheral neuropathies
- Multiple sclerosis
- Inflammatory encephalopathies of adults and children
- Genetic and acquired muscle diseases
- Myasthenia gravis and other neuromuscular junction disorders
- Spinal muscular atrophy
- Alzheimer's and other dementias
- Epilepsies of adults and children
- Cerebrovascular diseases
- Metabolic diseases of adults and children
- Autism and other developmental disorders
- Child language disorders
- Cerebral palsy in childhood
- Mitochondrial diseases
- Rare diseases of adults and children

National and international networks

Fondazione IRCCS Istituto Neurologico Carlo Besta is a regional and national point of reference for numerous pathologies of neurological interest.

Regional Pathology Centers and Co-ordinations:

- Regional Reference Centre for the treatment and prevention of Epilepsy
- Regional Reference Centre for Cerebral Palsy and Speech-Language Disorders
- Regional Reference Center for the diagnosis and treatment of headaches and craniofacial pain
- Regional Reference Centre for the Surveillance of Creutzfeldt-Jakob Disease
- Regional Coordination for Rare Diseases – Spinocerebellar Diseases
- Regional Coordination for Rare Diseases – Huntington's disease

Regional networks

- Regional Network of Rare Diseases
- Regional Network of Neurosciences

National networks

- IRCCS Network Association of Neuroscience and Neurorehabilitation (RIN), with registered office at the Besta Foundation
- Alliance Against Cancer Association (ACC)
- Italian Network of Developmental Health (IDEA) Association

European Networks and European Reference Network (ERN)

- Rete H.P.H. (Health Promoting Hospital)
- WHO Italian Collaborating Center
- Rare craniofacial anomalies (ERN CRANIUM)
- Epilepsies (ERN EpiCARE)
- Neurological Disorders (ERN-RND)
- Neuromuscular Pathologies (ERN EURO-NMD)
- Adult tumors (solid tumors) (ERN EURACAN)
- Vascular Disorders (VascERN)
- Pediatric Oncology (ERN PaedCan)

Research funding

The Foundation receives specific funding for the development of research projects from various Italian public and private entities (FRRB, AriSLA, Telethon, AIRC, Cariplo, etc.), European or non-European (European Commission, M.J. Fox Foundation, etc.).

It is also included among the beneficiaries of the 5x1000 contribution both for health research (Ministry of Health) and for scientific research (MIUR).

Each citizen can therefore actively contribute to the projects carried out in the Institute.

Training of excellence

Fondazione IRCCS Istituto Neurologico Carlo Besta carries out an intense training activity in the field of neuroscience, promoting the cultural, professional and human growth of the researcher at various levels. There are agreements with numerous national and international Specialization Schools, Research Doctorates and University Masters of I and II level.

It is home to the first Italian neurosurgery simulation center - Besta NeuroSim Center - which offers training courses where neurosurgeons can train and implement their skills in a 3D virtual reality.

It is the hub of the University of Milan for training activities in neurology, neurosurgery and neuroradiology and since 2022 it is the Management headquarters of the Neurosurgery Specialization School.



Doctor's appointments, lab analysis and examinations

Booking Doctor's Appointments and examinations

First NHS visits Neurology and Neurosurgery – NHS examinations:

Regional Contact Center – CCR: 800.638.638 from a landline or 02/999599 from a mobile phone
(Monday to Saturday: 8.00 a.m.-8.00 p.m.)

Child Neuropsychiatry Private Appointments - Neurology, Neurosurgery check-ups – Private Doctor's appointments and examinations:

Single Booking Centre – CUP: 02/266021 (Monday to Friday: 8.30/14.30)

In person for all reservations - CUP Desk: Via Celoria, 11 - Milan
(Monday to Friday: 7.45 /14.45)

Cancelling doctor's appointments and examinations:

Single Booking Centre – CUP: 02/266021 (answering machine for cancellation of visits 24 hours a day)

Regional Contact Center – CCR: 800.638.638 from a landline or 02/999599 from a mobile phone
(Monday to Saturday: 8.00/20.00)

NB: in the event of a doctor's appointment /examination with the SSN at the time of booking, even by telephone, you must already have the **referral from the general practitioner or specialist** (some data contained in it will be requested by the operator)

Special clinics for pathology

Special clinics dedicated to specific neurological diseases are available.

- **Arnold Chiari syndrome**
First doctor's appointment and check-ups: Tel. 02/266021 - Monday to Friday: 8.30/14.30
- **Skin Biopsy**
Tel. 02/23942366 (orario 9.30-11.30)
- **Headache during pregnancy**
Tel. 02/23942366 (orario 9.30-11.30)
- **Epilepsy surgery**
Multidisciplinary doctor's appointment - first doctor's appointment and check-ups:
Tel. 02/23942242 - Monday to Friday: 9.30-12.30 / 14.30-16.30
- **Coma, Disorders of Consciousness, Head Trauma Outcomes**
First doctor's appointment: Lombardy Region toll-free number 800.638.638 by phone/mobile phone or 02/999599 from Monday to Saturday from 8.00 to 20.00
Check-ups: Tel. 02.266021 - Monday to Friday: 8.30/14.30
- **Sleep disorders**
First doctor's appointment and check-ups: Tel. 02/23942242 - Monday to Friday: 9.30-12.30 / 14.30-16.30

- **Epilepsy**
First visit: Regional Epilepsy Center (CRE) - tel. 02/23942239 - from Monday to Friday 9.00-11.30 / 14.00-15.00
Check-ups: Tel. 02/266021 - Monday to Friday: 8.30/14.30
- **Medical Genetics (for presymptomatic tests)**
Information tel. 02/23942766 - Tuesday and Thursday: 9.30-12.30
- **Motor Neuron Diseases**
Tel. 02/23942366 (orario 9.30-11.30)
- **Adult mitochondrial diseases**
First doctor's appointment and check-ups: Tel. 02/23942650 - Monday to Friday: 11.00 – 12.30
- **Neuro-Oncology**
First doctor's appointment: Lombardy Region toll-free number 800.638.638 by phone/mobile phone or 02/999599 from Monday to Saturday from 8.00 to 20.00
Check-ups: Tel. 02/266021 - Monday to Friday: 8.30/14.30
- **Neurofibromatosis and hereditary tumors**
First doctor's appointment: Lombardy Region toll-free number 800.638.638 by phone/mobile phone or 02/999599 - from Monday to Saturday from 8.00 to 20.00
Check-ups: Tel. 02/266021 - Monday to Friday: 8.30/14.30
- **Normal pressure hydrocephalus in adults**
First doctor's appointment: Lombardy Region toll-free number 800.638.638 by phone/mobile phone or 02/999599 - from Monday to Saturday from 8.00 to 20.00
Check-ups: Tel. 02/266021 - Monday to Friday: 8.30/14.30

Laboratory analysis

The Besta Institute boasts analysis laboratories dedicated to the central and peripheral nervous system that carry out genetic, immunological, metabolic, biochemical and histological investigations: blood, CSF and other biological materials.

Unless otherwise specified, samples for basic and specialist investigations are carried out at the Sampling Centre: Via Ponzio, 32 from Monday to Friday 8.00 -10.00

Since there are various laboratories that perform Laboratory Medicine investigations, to find out which tests are carried out at the Fondazione Besta and which laboratory to contact, consult the following list:

[Complete list of laboratory analyses](#)

(In the list you can search for an exam by typing the "Control" and "F" keys at the same time)

Laboratory tests can be carried out with the National Health Service, bringing the referral of the attending physician, or under the solvency regime/private doctor, in this case it is useful to have a prescription from the doctor requesting the tests

ATTENTION: genetic tests must be prescribed by a doctor specialized in Medical Genetics or other specialization inherent to the pathology for which the genetic test is requested (e.g.: neurologist). The informed consent for the performance of genetic tests, signed by the patient and the prescribing doctor, must be attached to the request.

For some specialist investigations, it is necessary to make an appointment through the secretariat of the laboratory that carries out the examination

- **Laboratory Medicine with Sampling Point**

Blood collection: Via Ponzio 32 - Monday to Friday* 8.00 - 10.00 without appointment

* samples for karyotype analysis are carried out only on Mondays and Tuesdays

For information: Tel. 02/23942246 - from 13.30 to 15.30

- **Laboratory Medicine Service - Medical Genetics and Neurogenetics**

Blood samples: Via Ponzio 32 - Tuesday 9.00 - 11.00 by appointment (tel. 02/23944575, Monday to Friday, 8.30 - 12.30)

For information: Tel. 02/23944577 (secretary) – Tel. 02/23944575 (laboratory) from Monday to Friday (9.30 - 12.30; 14.00 - 15.30)

- **Molecular Neurogenetics Laboratory**

Pre- and postnatal biochemical and molecular diagnostics of mitochondrial diseases and movement disorders.

Blood samples: Via Ponzio 32 - Tuesday 9.00 - 11.00 by appointment (tel. 02/23942604, Monday to Friday, 9.00 - 12.30) - For information: 02/23942604 (secretary) Monday to Friday (9.00 - 12.30)

- **Molecular Neuro-Oncology Laboratory**

Molecular genetic analysis and molecular and pathogenetic studies of tumors of the central and peripheral nervous system – tel. 02/23942155

- **Laboratory of Neuroimmunology and Neuromuscular Diseases**

Histocytopathological diagnostics of muscle with muscle needle biopsy. Serological diagnostics autoimmune diseases of the muscle and the central and peripheral nervous system

- **Neuropathology (Dementias)**

Genetic and biochemical diagnostics of degenerative dementias and prion encephalopathies. Neuropathological diagnostics of tumors of the central and peripheral nervous system, degenerative diseases, metabolic diseases and peripheral neuropathies – Tel. 02/23942260

- **Cerebrovascular Diseases**

Diagnosis and treatment of cerebrovascular and degenerative diseases.

- **Genetics of neurodegenerative and metabolic diseases**

- biochemical diagnosis and metabolic screening of lysosomal and peroxisomal diseases, fatty acid metabolism defects and organic acidosis. For these investigations, the samples are taken at the clinics in via Ponzio, 32 by appointment (tel. 02/23944575);
- molecular diagnosis of hereditary neurodegenerative diseases (heredopathias, peripheral neuropathies, spastic paraplegia, Huntington's disease, motor neuron diseases, leukodystrophies, CADASIL). For these investigations, the samples are taken at the clinics in via Ponzio, 32 on Tuesday mornings from 9.00 by appointment (tel. 02/23944575);
- molecular diagnosis of mental retardation (x-fragile and array-CGH);
- cytogenetics.

Instrumental diagnostics

The equipment used is of the latest generation and of the highest quality level to guarantee the highest precision in diagnosis.

- **Neuroradiology:** Nuclear Magnetic Resonance (MRI): brain, medulla, inner ear, Peripheral Nervous System, Functional Magnetic Resonance Imaging, 3D MR Angiography of Intracranial and Supra-Aortic

Vessels, MR Spectroscopy of Brain Pathologies, Tomography Computerized (CT): Brain, ear, orbit, spine, muscle.

Three-dimensional reconstructions, CT angiography.

Interventional Neuroradiology and Angiographic Diagnostics.

- **Neurofisiopathology:** Electroencephalography - standard EEG, polysomnogram, short and prolonged EEG video monitoring, Electromyography - EMG and peripheral nerve conduction velocity, reflexological study in diseases of the Central Nervous System, Evoked Potentials.
- **Transcranial and supra-aortic trunk echo-Doppler.**
- **Radiotherapy**
 - Elective radiotherapy of primary and secondary tumors of the central and peripheral nervous system
 - Thymoma Radiotherapy
 - Radiosurgery of trigeminal neuralgias
 - Radiosurgery of tumors
 - Radiosurgery of arteriovenous malformations
 - Radiosurgery of rare tumors of the Central Nervous System
 - Radiosurgery of primary and secondary tumors of the spine

Techniques in use: conformational, stereotactic, intensity modulation (VUMAT, IMRT), image-integrated (IGRT). Radiosurgery in a single session and multiple sessions with Cyberknife.

What documentation to bring to the doctor's appointment/examination

- Prescription from the family doctor or specialist, to be presented at the time of booking (for doctor's appointment with the SSN)
- Personal card of the National Health Service-SSN, Italian Tax Code, Italian Identity Card or other valid identification document
- Possible exemption from the ticket based on income or pathology, with a card certifying the pathology for which you are entitled to exemption (for visits with the NHS)
- Health documentation, medical records of previous hospitalizations, tests, reports and diagnostic images (X-ray films or CDs), ongoing therapies...

How to pay

Payments can be made at the Central Cash Office - or at the Reception desks of the clinics - in cash, by check, debit card or credit card.

It is also possible to use the PagoPA service

Collection of radiological, diagnostic and laboratory test reports

(performed on an outpatient basis)

The date of collection of the exams is indicated on the collection form given at the time of acceptance.

To collect the reports, the patient – or his/her delegate (with a proxy accompanied by a copy of the identity document of the delegating party and delegate) – must contact the Report Collection Desk located at the Concierge in Via Celoria 11, from Monday to Thursday, from 9.00 to 13.00 and from 13.30 to 19.00, on Friday from 9.00 to 13.00 and from 13.30 to 17.00

Please note: for Neurophysiopathology examinations (Electroencephalogram-EEG, Polysomnogram, Evoked Potentials and Electromyography) not present at the Report Collection Desk, the patient can go to the Neurophysiopathology Secretariat from Monday to Friday from 9.00 to 15.30

Open Outpatient Clinics Project to reduce waiting times

In order to promote greater accessibility to services and reduce waiting times, the Fondazione IRCCS Istituto Neurologico Carlo Besta in application of DGR 6279 of April 11th 2022 of the Lombardy Region has expanded the offer of neuroradiological examinations through the extension of the operating hours for outpatient services. In particular, the offer of Magnetic Resonance examinations has been extended on the following days and times:

- Thursday from 20.00 to 23.00
- Saturday from 8.15 to 5.45
- Sunday from 9.00 to 13.00

The methods of booking services by citizens do not change.



Telemedicine

Telemedicine responds to the need to ensure continuity of care and treatment for the Foundation's patients, including through remote outpatient specialist visits.

The services that can be carried out via Telemedicine are:

- **check-ups under the National Health Service**, prescribed by means of a dematerialized prescription (DEM prescription). This remote appointment mode is **NOT provided for the first doctor's appointments**;
- **neuropsychological assessment and/or psychological interview for follow-up.**

For the Telemedicine service, there is an assessment of suitability by the Specialist who already follows the patient to use this type of visit.

The Telemedicine service is carried out **for patients already being treated at the Foundation**, with one of the following conditions:

- ✓ be included in a follow-up pathway for known pathology;
- ✓ be included in a Diagnostic Therapeutic Assistance Pathway - PDTA (formalized in the Institute or at regional level);
- ✓ need monitoring, confirmation, adjustment, or change of current therapy (e.g. renewal of treatment plan or modification of the same);
- ✓ need anamnestic evaluation for the prescription of diagnostic tests, or to determine the stage (staging) of the disease, whether it is already known or suspected;
- ✓ need an explanation, by the doctor, of the results of diagnostic or staging tests carried out, which may be followed by the prescription of any further investigations, or a therapy.

For more information: [visit the dedicated section of the institutional website](#)



Hospitalization

Hospitalization methods

Hospitalization - both through the National Health Service and private practice – it is decided by a specialist doctor of our Institute, after an outpatient appointment or after direct consultation with an external doctor from another facility, if the patient is already hospitalized elsewhere.

Waiting times

Depending on the specificity of the pathology and the urgency.

The day of hospitalization will be communicated by the dedicated secretariat.

Hospitalization with the National Health Service - What documentation to bring?

- Referral to hospitalization
- Personal card of the National Health Service-SSN
- Italian Tax code
- Italian Identity card or other identification document
- Health documentation, medical records of previous hospitalizations, test reports, ongoing therapies, etc.
- Please note: in the presence of a guardian or support administrator, it is necessary to present the document certifying this to the appointment

Once the acceptance has been carried out and the documents have been verified, you will enter the ward where the coordinating nurse, “head nurse”, will welcome the patient and accompany him/her to his/her room.

Hospitalization in the private ward

At Besta there is a department dedicated to hospitalization in the private ward, which is decided by the doctor, which provides a single room with a private bathroom and hotel comfort, with a bed for a companion. Rates include hotel service and health care: appointments, tests, medications, surgeries, etc.

The costs of the services may also be covered by insurance companies or affiliated bodies recognized by the Institute.

Info: Acceptance of Solvent/Private Care Admissions - tel. 02/23942497 – ufficio.solventi@istituto-besta.it

What to bring

The rooms, with two, three or four beds, are equipped with bedside tables and lockers. It is necessary to bring personal linen for both night and day.

When there is an ongoing therapy, it is good to bring the medication you are taking.

The ward doctors will evaluate the opportunity to continue taking them during hospitalization. It is not recommended to bring valuables or significant sums of money.

Life on the ward

Upon arrival at the ward, the nurse on duty will assign the bed and take a blood sample, then proceed to compile the nursing record to identify the care needs and will be available for any clarifications.

Medical assistance

In the first 12 hours of hospitalization, a doctor from the Operating Unit will carry out an initial visit and fill in the medical record.

It is important to accurately report any treatments you are following and the medication you are using. It will be the doctor's responsibility to inform the patient or family member of any change in therapy. During the night, on Saturdays and public holidays, doctors on call are always present in the Institute.

The hours of the ward

From 7.20 to 10.30 it is important not to leave your room to allow doctors and nurses to carry out their activities.

Breakfast is served at 8.30 a.m., lunch at 12.00 p.m., dinner after 18.00.

In the afternoon and evening, tea and chamomile tea are distributed.

Every day from 12.00 noon, meal orders for the following day are collected.

Patient Visiting Hours

- Department of Clinical Neuroscience: from 16.00 to 19.00 (from Monday to Friday); from 11.00 to 13.00 and from 16.00 to 19.00 (Saturdays and holidays)
- Department of Neurosurgery: every day from 17.00 to 17.45
- Intensive Care and Resuscitation Department: every day from 2.30 pm to 3.15 pm (the visitor must be equipped with an FFP2 mask)

Visitors are required to respect visiting hours to allow normal care activities to be carried out and to promote the daytime and nighttime rest of other patients.

Any exceptions must be authorized in writing by the coordinating nurse.

How to recognize staff

In the Institute, all staff are identified by an individual tag indicating their name, role and the operating unit to which they belong. The doctors are in white coats , while the color of the uniforms of the rest of the health and technical staff depends on the roles:

- Nurse coordinators, "head nurse" – blue uniform 
- Nurses – Green Uniform 
- Pediatric Nurses – Bordeaux Uniform 
- Technicians – purple uniform 
- OSS operators – grey uniform 
- Auxiliary staff – beige uniform 

Some rules of conduct

Those who leave the ward, even for a short time, are asked to always notify the nurses.

It is recommended to limit the use of the mobile phone to cases of strict necessity, excluding, if possible, the ringtone.

We advise all patients to use closed footwear, to reduce the risk of falling.

Please note that smoking is prohibited throughout the Institute.

Social Worker Service

The Social Service is aimed at "fragile" patients, hospitalized or being treated at the Institute, and their families. Specifically, the Social Worker deals with:

- counselling interviews with patients, their families and referring doctors, to examine and define emerging problems related to the disease
- Social Secretariat activities: information and guidance activities for family members and/or patients on the criteria for the use of the Services/Resources present in the area, on social and socio-health

legislation; on health and non-health residential facilities, on civil disability and law no. 104/92, on the legislation of the Support Administrator, on citizen rights regarding welfare, economic and health aspects, etc.

- activate the Protected Discharge path of the "fragile" patient by governing the communication, information and interaction activities between the various actors of the care network. Protected Discharge is aimed at ensuring continuity of care for the patient after discharge, guaranteeing the continuation of care in the user's living environment or in suitable facilities when necessary, also promoting the integration between social and health services/resources.

For information and appointments: Tel. 02/23942390 - fax 02/2665405 - assistentesociale@istituto-besta.it.

Religious assistance

Christian-Catholic patients have a chapel at their disposal, and there is also a pastoral worker, appointed by the Archiepiscopal Curia of Milan.

For patients of other religions, the assistance of a minister of religion is activated by request (the list is available at the secretariat of the Health Directorate).

Patient Library

In the Institute, at the Scientific Library located on the ground floor, there is the Patient Library consisting of two distinct projects: [the information point for patients and the leisure library "Legger... mente"](#).

On the day of discharge

At the end of the hospitalization, the "discharge letter" will be delivered with the diagnostic conclusions and the therapies to be followed. The end of hospitalization certificate can be requested to the coordinating nurse for the employer.

Request for the medical record and diagnostic and neuroradiological tests carried out during hospitalization

The application form for an authentic copy of the medical record and the diagnostic and neuroradiological tests carried out during hospitalization is available at the reception desk at the entrance in via Celoria or can be downloaded from the www.istituto-besta.it website - [Hospitalization and Discharge](#).

In the request, always indicate: name, surname and date of birth of the patient, date of discharge or period of hospitalization, ward of hospitalization, to be collected in person or postal shipment.

Always attach a photocopy of the patient's identity card.

The request can be delivered to the concierge or sent by fax to the Medical Records Archive office.

For information:

Medical Records Archive Office - tel. 02/23942332 (Monday to Thursday: 14.00 -16.00), fax 02/23942197

In the event of collection in person, the staff of the Health Archive will contact the applicant to communicate the date from which the copy will be available for collection. The copy of the medical record and/or radiological examinations can be collected by the patient – or his/her delegate (with a proxy accompanied by a copy of the identity document of the delegating party and delegate) – by contacting the **Report Collection Desk located at the Concierge in Via Celoria 11**, from Monday to Thursday, from 9.00 to 13.00 and from 13.30 to 19.00, Friday from 9.00 to 13.00 and from 13.30 to 17.00



Rights and duties of the patient

RIGHTS - the patient has the right to:

- The quality of care, receiving the most effective and proven care thanks to knowledge and advanced technologies
- To be assisted and cared for with professionalism, respecting the dignity, human rights and personal ethical-religious convictions
- Adequate information on the state of health, diagnostic tests and therapeutic treatments. Be able to ask for any information relating to one's illness and its consequences. Be informed about the possibility of alternative investigations and treatments even if they can be performed in other facilities
- Receive exhaustive and understandable explanations that allow you to express an effectively informed consent, before being subjected to diagnostic investigations or therapeutic and surgical treatments that are potentially harmful or dangerous
- Respect for confidentiality, being identified by one's name and surname, respecting privacy, D.Lgs 196/2003. Obtain that the data relating to the disease and any other circumstance remain confidential and therefore communicated only to the interested party or to relatives, friends and doctors identified by him/her
- To be able to express one's opinion on the quality of services and performance, reporting any inconveniences to contribute to the improvement of the service

DUTIES - the patient is invited to:

- Collaborate with doctors, nurses and care staff, providing complete, clear and precise information about one's health, previous hospitalizations and therapies performed
- Inform nursing staff before leaving the ward
- Respect the work of all hospital staff and assets, using the facilities' environments, equipment and furnishings correctly
- Observe the visiting hours established by the Health Department, to allow normal care activities to be carried out and to encourage the daytime and nighttime rest of other patients
- Avoid any behavior that may create disturbance or discomfort
- Respect the smoking ban, law of January 16th, 2003
- Promptly notify of any inability to attend doctor's appointments or diagnostic investigations: other users will thus be able to take advantage of it



Useful numbers

Website: www.istituto-besta.it

Switchboard: Tel. 02/23941

Concierge Via Celoria, 11: Tel. 02/23942363

Booking doctor's appointments and examinations

- **First time NHS doctor's appointments for Neurology and Neurosurgery – NHS examinations (Neuroradiology, Neurophysiology, Doppler ultrasound studies):**

Regional Contact Center– CCR: 800.638.638 by phon - 02/999599 by mobile phone (from Monday to Saturday: 8.00-20.00)

- **Child Neuropsychiatry Doctor's Appointment - Neurology, Neurosurgery Check-Ups – Polysomnograms – Evoked Potentials – Private Appointment and Examinations:**

Single Booking Center – CUP: 02/266021
(Monday to Friday: 8.30-14.30)

- **In person for all bookings - CUP Desk**
Via Celoria, 11- Milano (Monday to Friday: 7.45-14.45)

- **Cancellations of appointments, visits and examinations:**

Single Booking Centre – CUP: 02 266021 (answering machine for booking 24 hours)

Regional Contact Center – CCR: toll free 800.638.638 or by phone/mobile phone - 02/999599 (from Mon to Sat: 8.00-20.00)

NB: in the event of a visit/examination with the SSN at the time of booking, even by telephone, you must already be in possession of the referral from the general practitioner or specialist (some data contained in it will be requested by the operator)

Services and secretaries

- **Public Relations Office - URP:** tel. 02/23942292 - fax 02/70638217 - urp@istituto-besta.it
- **Social Worker:** Tel. 02/23942390 - fax 02/2665405 - assistentesociale@istituto-besta.it
- **Health Department:** Tel. 02/23942287 - fax 02/2665405 - direzione.sanitaria@istituto-besta.it
- **Medical Department:** Tel. 02/23942392 - 2183 - fax 02/2665405 – direzione.medica@istituto-besta.it
- **Medical Records Archive Office:** Tel. 02/23942332 - fax 02/23942197
(from Monday to Thursday 14.00 -16.00) - archivosanitario@istituto-besta.it
- **Department of Clinical Neuroscience (Adult Neurology)**
Tel. 02/2394.3062 (ore 13.30-15.30) - dipneurocliniche@istituto-besta.it
(for patient/doctor contacts, information on the waiting list for hospitalization and medical records in the Adult Neurology area)
- **Department of Neurosurgery:** Tel. 02/23942411 - 2412 - neurochirurgia@istituto-besta.it
- **Neuroradiology:** Tel. 02/2394 - 2449 - neuroradiologia@istituto-besta.it
- **Radiotherapy:** Tel. 02/2394 - 2157 - radioterapia@istituto-besta.it
- **Laboratory Analysis:** Tel. 02/23942246 - 2247 - laboratorio_analisi@istituto-besta.it



Safety in the Institute

It is forbidden to

- smoke inside the hospital and in outdoor areas where it is not allowed;
- introduce animals, plants and flowers;
- introduce food and drink without prior authorization from the ward staff;
- use personal electrical equipment, without prior authorization from the ward staff.

We ask you to: respect visiting hours and collaborate in respecting hygiene, do not sit on patients' beds.

It is advisable to: not keep valuables, documents and cash with you during appointments and hospitalizations; the Institute is however equipped with a video surveillance system.

Emergency management (fire, flooding, etc.)

The Emergency Management Plan is active in the Institute.



Our reserved number to the emergency is:
02/2394 2200

In all detected emergency cases:

- Stay calm: panic can do more damage than the emergency itself
- Notify the ward staff immediately or call the emergency number
- Follow the instructions given by the ward staff or by the Emergency Personnel (personnel with high-visibility vests)



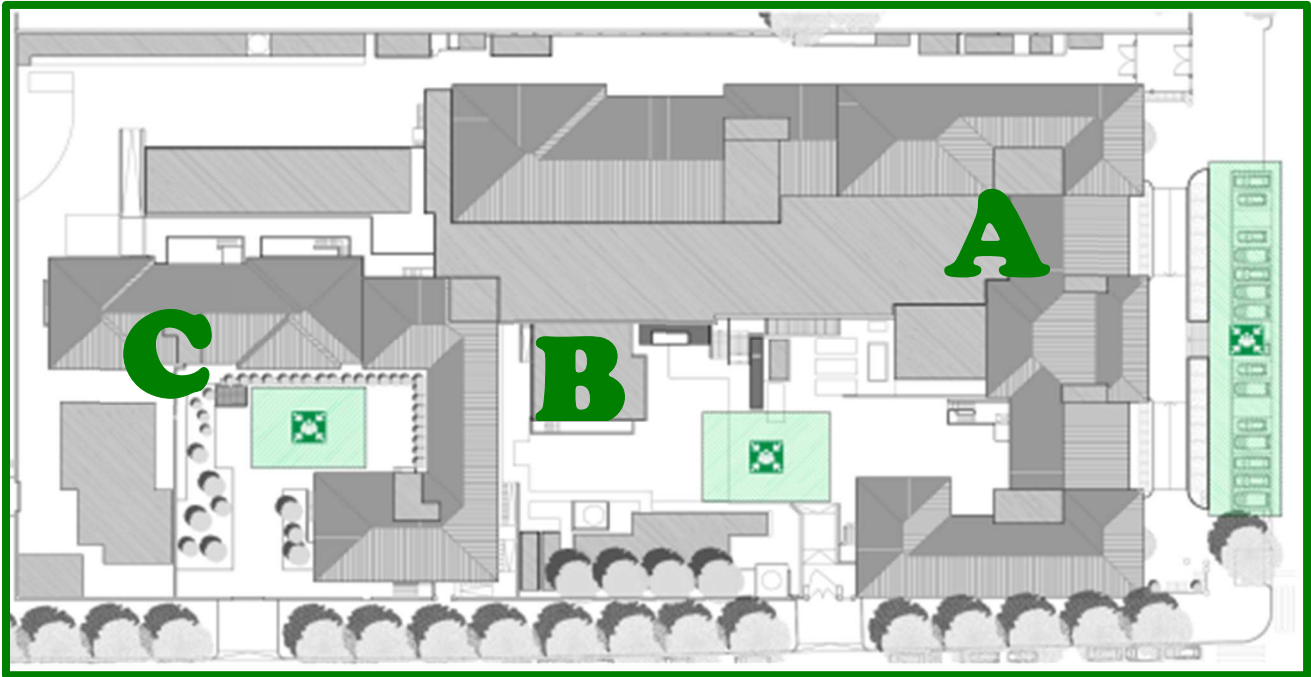
In case of rapid abandonment of the structure:

- Do not use the elevators/lifts



- Do not waste time retrieving personal items

- Visitors and patients able to move independently must leave, following the escape signs present, towards the nearest emergency exit and go to the safe place (**A**-entrance via Celoria I I, **B**-courtyard with access from via Ponzio, **C**-courtyard children's ward with play area):



- Visitors and patients unable to move independently will have to wait for help from the staff and any further external help



- wait in the safe place until the emergency is over



Where to stay in the city

A list of accommodation facilities can be consulted and downloaded from the dedicated section of the www.istituto-besta.it - [Overnight](#) stays website or be requested from the concierge or the Public Relations Office - URP and Social Worker.

The list includes, in addition to hotels, B&Bs and residences, also the references of structures called accommodation centers managed by voluntary and religious associations.

The information contained in the lists for overnight stays is for information purposes only and is not for promotional purposes. The prices shown are purely indicative and may vary according to the period of stay and permanence, so it is advisable to always ask for a quote, reporting to the Foundation any price changes found compared to the rates indicated.

ATTENTION: At the time of booking, specify that you are a patient of the Institute, or family members/companions of the person being treated at the Fondazione IRCCS Istituto Neurologico Carlo Besta.

In addition to the lists made available by the Institute, the following services can also be consulted:

- ✓ **"A Casa Lontani Da Casa" - Network of Solidarity Accommodation for patients and family members:**
 - Toll-free number: 800.161.952 (Monday to Friday 9.00/18.00)
 - Telephone infopoint: 328.0180860 (Monday to Friday 9.00/16.00)
 - Site: www.acasalontanidacasa.it

FOR INFORMATION

For any information and/or reports on the matter, please contact the Public Relations Office - URP: Tel. 02/23942292 - fax 02/70638217 - urp@istituto-besta.it



Our locations - How to reach us

Headquarters - Via Celoria, 11 and Outpatient Clinics - Via Ponzio, 32

- General Management
- Scientific Direction
- Health Management
- Medical Direction
- Single Booking Centre-CUP
- Public Relations Office-URP
- Social Assistance Service
- Post Office and Protocol
- Report collection desk
- Radiology, Radiotherapy, Operating Theatre
- Inpatient area, Laboratory area
- Outpatient clinics (entrance Via Ponzio, 32)

Administrative headquarters - Via Clericetti, 2

- Presidency
- Administrative Management
- General and Legal Affairs
- Human resources
- Economic and financial
- Superintendent-Bursar

Outpatient clinics - Via Clericetti, 22

- Neurology, Neurosurgery and Child Neuropsychiatry Outpatient Clinics – Private appointments
- Check-in and cashier service

Outpatient clinics - Via Puecher, 7/9

- Neurology, Radiotherapy and Child Neuropsychiatry Outpatient Clinics
- Check-in and cashier service

Research laboratories - Via Amadeo, 42

Research laboratories - Via Temolo, 4

How to reach the headquarters in Via Celoria, 11 and the Outpatient Clinics in Via Ponzio, 32

- **Metro:** MM2 line 2 (green), Piola stop (500 meters), Lambrate stop (600 meters)
- **Bus:** trolleybus 93, Ponzio/Celoria stop; bus 61, Piazzale Gorini stop (200 metres)
- **Tram:** lines 19 and 33, Piazza Leonardo da Vinci stop (200 metres)
- **Car:** Tangenziale Est, exit Viale Forlanini, direction city center; in Viale Corsica, at the third traffic light turn right into Via Lomellina, Via Aselli, Via Ponzio, right Via Celoria
- **Railways:**
 - from Central Station MM 2 (green), Piola stop (200 meters)
 - from Cadorna Station MM 2 (green), Piola stop (200 meters)
 - from Lambrate trolleybus 93 station, Ponzio/Celoria stop
- **Airports:**
 - from Linate, bus 73 to the Corsica/Campania stop; then by trolleybus 93, Ponzio/Celoria stop; MM4 (blue), Argonne stop, then bus 93, Ponzio/Celoria stop
 - from Malpensa, train to Milan Central Station or Cadorna FNM Station, then MM 2 (green), Piola stop (500 meters)
 - from Orio al Serio, bus Milano Centrale then MM 2 (green), Piola stop (500 meters)

How to reach the Outpatient Clinics in Via Clericetti, 22

- **Metro:** MM2 line (green), Piola stop (1200 meters), Lambrate stop (900 meters)
- **Bus:** from Lambrate, bus 45 and bus 175, Bassini/Golgi stop (300 meters), bus 93 Bassini/Golgi stop (400 meters). To Lambrate bus 45 and bus 175, Golgi/Celoria stop (80 meters), bus 93 Bassini/Golgi stop (400 meters)
- **Tram:** lines 19 and 33, Via Bassini/Via Golgi stop (450 metres)
- **Car:** Tangenziale EST, exit Viale Forlanini, towards the city center. In Viale Corsica, take L.go Rodari, Via Mezzofanti, Via Ajaccio, continue on L.go Murani, turn right into Via Golgi, right into Via Pascal, Via Clericetti
- **Railways:**
 - from Central Station - MM2 (green), Piola stop (1200 meters), Lambrate stop (900 meters)
 - from Cadorna Station - MM2 (green), Piola stop (1200 meters), Lambrate stop (900 meters)
 - from Lambrate Station – bus 45 and 175 stop Bassini/Golgi (300 meters), bus 93 stop Bassini/Golgi (400 meters), tram 19 Via Bassini/Via Golgi (450 meters)
- **Airports:**
 - from Linate, bus 73 to the Corsica/De Andreis stop; then by bus 45, Golgi/Celoria stop; MM4 (blue), Forlanini stop, then bus 45 and bus 175, Golgi stop
 - from Malpensa, train to Milan Central Station or Cadorna FNM Station, then MM2 (green) Lambrate stop (900 meters)
 - from Orio al Serio, bus Milano Centrale then MM2 (green) Lambrate stop (900 meters)

How to reach the Outpatient Clinics in Via Puecher 7/9

- **Metro:** MM1 line (red), Turro stop (250 meters), Gorla stop (360 meters)
- **Bus:** bus 44, Gorla MI stop (160 metres); bus 174, Turro MI stop (250 metres)
- **Car:** Tangenziale Est, exit Lambrate, direction city center; turn right into Viale Lombardia, at the roundabout take the 2nd exit Via Giacosa, turn right into Viale Monza, right into Via Privata Puecher
- **Railways:**
 - from Central Station - MM2 (green), Loreto stop - MM1 (red), Turro stop (250 meters)
 - from Cadorna Station - MM1 (red), Turro stop (250 meters)
 - from Lambrate Station - MM2 (green), Loreto stop - MM1 (red), Turro stop (250 meters)
- **Airports:**
 - from Linate, bus 73 or 73X to the Largo Augusto stop; then on foot reach the MM1 S. Babila stop (350 meters); MM1 line (red), Turro stop (250 meters); MM4 (blue), S. Babila stop - MM1 line (red), Turro stop (250 meters)
 - from Malpensa, train to Milano Centrale, then MM2 (green), Loreto – MM1 (red) stop, Turro stop (250 meters) or Cadorna FNM station, MM1 (red), Turro stop (250 meters)
 - from Orio al Serio, bus Milano Centrale, then MM2 (green), stop Loreto – MM1 (red), stop Turro (250 meters)

Useful links:

[ATM Milano](#)

Municipality of Milan: [AREA C](#) – [AREA B](#)

[TRENORD](#)

[TRENITALIA](#)

[ITALO](#)

[AEROPORTO LINATE](#)

[AEROPORTO MALPENSA](#)

[AEROPORTO ORIO AL SERIO](#)



Support Besta

Everyone can contribute, even with just a small donation, to the realization of projects aimed at the development of research and the comfort of patients and their relatives; there are citizens, such as "Nonna Loredana" who has made a small but valuable contribution to pediatrics, and large companies that have decided to link their brand to our initiatives.

Monetary donations

- For **cash donations up to € 2,000.00** it is possible to make a bank wire transfer to:
 - Banca Popolare di Sondrio agenzia 9, V.le Romagna 24, 20133 Milano
c/c 6200/21
ABI 05696 - CAB I 608 - CIN A - BBAN: A 05696 01608 000006200 X21
IBAN: IT26 A056 9601 6080 0000 6200X21
In the name of Fondazione IRCCS Istituto neurologico Carlo Besta
Reason: indicate "Donazione e reparto o attività a cui devolvere la somma"

For information: amicidelbesta@istituto-besta.it
- For **cash donations over € 2,000.00** it is necessary to download and fill in:
 - Form - monetary donations over € 2,000.00:
- For **donations of more than € 25,000.00 made by individuals and € 100,000.00 by legal entities**, it is necessary to contact the Foundation's General and Legal Affairs at the following addresses: Tel. 022394-2317 - e-mail affarigenerali@istituto-besta.it

Donations for the purchase of goods and equipment

If you would like to contribute to the support of the Institute through a donation for the purchase of Goods/equipment, contact the Superintendent-Bursar: provveditorato@istituto-besta.it

Testamentary bequests

A bequest can help advance neuroscience. The bequests are, in fact, integrated into the Institute's assets and used for research projects, scholarships, and the purchase of instruments and health equipment.

The testamentary bequest is compatible with the protection of the rights of the forced heirs (children, surviving spouse, parents of the deceased). In fact, with the exception of the part of the estate reserved for them (compulsory share), the testator can freely dispose of the destination of his assets.

For information: affarigenerali@istituto-besta.it



www.istituto-besta.it-Sostieni il Besta



Fondazione I.R.C.C.S.
Istituto Neurologico Carlo Besta

Sistema Socio Sanitario



Regione
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