

WHAT YOU CAN ASK TO YOUR FAMILY DOCTOR AND PAEDIATRICIAN



The General Practitioner and the Paediatrician of your Own Choice represent the reference figures for any health problems concerning their patients. They will carry out diagnosis, therapy, rehabilitation, health prevention and education.

How to choose your general practitioner (or a paediatrician for your child)

All Italian citizens residing in Italy and all foreigners provided with a valid residence permit are entitled to receive health counselling from a General Practitioner and, for their children, from a Paediatrician of their Own Choice.

A citizen may choose the above cited medical figures by the Local Public Health Service office referring to their residential municipality. There a citizen may choose among the public health service practitioners listed provided their max share of assisted patients hasn't been attained yet (1500 patients for each General Practitioner, 800 for a Paediatrician of Own Choice).

When the assisted is a child, up to 6 year old, parents are to choose a Paediatrician. For children older than 6 years of age, parents may choose to keep their Paediatrician until their child turns 14 or turn to the General Practitioner.

On account of the medical treatment continuity principle, in case of patients suffering from chronic illness, the Paediatrician may exceptionally be kept until the assisted reaches the age of 16.

Should a patient lose the trust in his/her practitioner, the former may at any given time revoke his/her medical choice and choose another practitioner instead. Should both the former and newly chosen doctor belong to the same medical association, the latter is entitled to accept or reject the appointment. A practitioner may refuse a patient: in such an occurrence, the Local Public Health Service shall notify the doctor's decision to the patient and invite him to choose another practitioner.

Citizens who temporarily transfer their residence to an ASL different from the one of their permanent residence, are entitled to temporarily choose an ASL participant practitioner. The above option is possible provided the temporary stay at the citizen's new residence last more

than three months and it's owing to work, study or health issues.

Organizational structure of our activities

The counselling time schedule of the General Practitioner and the Paediatrician of Own Choice:

- from 8 am to 8 pm during working days
- from 8 am to 10 am on pre holidays except for Saturdays.
- After the above mentioned time schedule, medical care is guaranteed by the On Call Practitioners (former On – Duty Medical Unit) by calling the 118 number.

As for the ambulatory medical examinations, surgery opens five days a week, according to the time schedule set by the doctor and posted up at the entrance.

Some Family Doctors are gathered in associations. Therefore, in absence of the Family Doctor, the assisted may refer to one of the member practitioners.

Home call

The home call service is available whereas the patient's health conditions do not allow him/her to go to the ambulatory. The family doctor will evaluate each necessity according to the case.

Home call service is available as follows:

- Requests made within 10 am are covered within the same day. After 10 am all requests are dealt with within noon of the following day;

The practitioner may be contacted either by leaving a recorded message, directly (during designed hours), through the staff in charge.

Supply of services carried out free of charge

Besides ambulatory visits and home call services, the General Practitioner and the Paediatrician of Own Choice shall guarantee what follows:

- prescriptions of: medications, specialist, clinical tests, treatments;
- requests for hospital admission: public and/or ASL covered
- requests for home nursing care;
- prescriptions of: hydrothermal treatments covered by the National Health Service;
- medical certificate for wage workers;
- health certificates for non competitive sports activities (upon clearly justified request from the school director and strictly for those sports activities to be performed apart from scheduled physical education hours);
- cause of death notification to be issued within 24 hours from death (Central Statistical Office form).

Private health care services

The following services are not listed as free of charge:

- ambulatory visits or home call services when required out of the operating time schedule as set by the practitioner
- visits to individuals who are to join either the National Service or Alternative Civilian Service;
- occasional medical visits
- health certificates for sports activities (except for those listed above as free of charge);
- certificates for the recognition of disability (Civil Invalidity, INPS-National Social Security Institute, and so forth..);
- certificates for Senior citizens' Residence admittance (RSA);
- certificates for insurance or private law purposes;
- request of hydrothermal treatments to be covered by servers other than the National Health Service (i.e. INPS-National Institute of Social Insurance-, INAIL-National Institute for insurance against accidents at work);
- other kinds of certificates (firearms licence, climatotherapy, summer camps and nutritionists, eligibility for moped licence);
- any other certificates and/services expressly listed among those issued free of charge.

Services that cannot be delivered

At times the General Practitioner and the Paediatrician of Your Choice are asked to deliver services that they are not entitled to deliver as set forth by the Medical Ethics Code, such as:

- medical examinations in order to obtain issue/renewal of driving permits, sea letter, hunting and shooting licence;
- controls and /or prescription of medications when required by a sports society, beauty-treatment/ trichological centres;
- controls or prescriptions issued to workers and pertaining their business sectors (as provided by the Law 626/94 in force);
- health care professionals' test as a pre-surgery admittance requirement. The above tests will be performed by an accredited structure and while hospitalised;
- prescription of specific medications or aid to be used during hospitalisation or citizens' residence stay.

Citizens right to receive accurate and thorough information

Assisted citizens have the right to be provided by their General Practitioner and their Paediatrician full and accurate information concerning their health conditions and the treatments suggested. More specifically:

- advantages and side effects of treatments;
- possible alternative treatments
- treatments period of time
- potential consequences of not having the suggested treatment

The doctor/patient relationship is a person to person interaction based on trust. The general practitioner is expected to offer those health care services that are part of the District Health Care System and, along with it, is to comply with the limitations provided by the laws in force regarding the prescription of medications and tests delivered free of charge.

L'ASL (Local Public Health Service) is fully willing to provide information concerning the attending surgeon's activities and more generally to offer explanations about the National Health Service's range of offers. ASL is also committed to inform the citizens of their rights within the National Health System. Citizens may be given such information by their District Board. Citizens may also refer to either the Customer Relations Office (URP) located in Via dei Toscani, 1- or to the District Health Unitary Desk (Sportello Unico Socio-sanitario Distrettuale) when issuing complaints/proposals/suggestions in order to help improve the quality of our health care services. For further information, please call : 0376/334570.

