



Charter of Services

Useful information to help you
the most of your stay in
hospital.

About Us

In 1914, the 'Casa di Salute' Foundation in Via Cellini was established by Prof. Giacinto Giordano, a surgeon from Turin.

In 1944, the bombing of Turin during the Second World War partially destroyed the clinic, which was rebuilt in 1951.

The first extension to the original building took place in 1968, the year in which the building on Via Grossi was acquired and the walkway connecting the two buildings was constructed.

In 2000, Humanitas Cellini became part of the Humanitas Group, which is present in Italy (Milan, Bergamo, Turin, Castellanza, Catania and Messina) with a network of hospitals and medical centres characterised by quality, safety, research, high specialisation, a widespread medical culture and a patient-centred approach.

In 2003, it was accredited by the National Health Service.

In 2023, Humanitas Cellini was awarded its first Joint Commission International accreditation – the first hospital, alongside Humanitas Gradenigo, to achieve this in Piedmont. And in 2024, AGENAS recognised it as one of Italy's leading orthopaedic hospitals.

To round off its services, the clinic has two outpatient centres:

- Humanitas Medical Care San Luca in Cascine Vica Rivoli.
- Humanitas Medical Care Lingotto.

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1 MISSION AND VALUES

Mission

To improve people's lives through increasingly effective care and services and an innovative and sustainable organisation.

To invest in research that has a tangible impact on medical progress.

To train a new generation of professionals through a model that brings together clinical practice, research and academia.

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Our values

Excellence

To offer our patients the best possible care and support, whilst minimising our environmental impact. To measure the quality of our results transparently and innovatively. To combine development, environmental sustainability and social responsibility.

Innovation

Investing in clinical and scientific research and in cutting-edge technologies and facilities to discover new treatments. Developing organisational and management models based on the quality of care pathways and on risk assessment and management. Training a new generation of professionals within an international context.

Responsibility

To be a community of professionals who work as a team to achieve common goals shared with our stakeholders. To guarantee opportunities for professional growth to those who deserve them, within an ethical and inclusive environment. To set an example for one another.

Passion

To work with creativity and energy. To pay attention to every detail, because it is our passion for the work itself that takes us far. To make patients feel at home and to ensure they feel that way.

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PATIENTS' RIGHTS AND DUTIES

Patients' rights and responsibilities

Humanitas Cellini provides services to the community in compliance with legal regulations and codes that safeguard patients' rights, drawing on the principles enshrined in the Directive of the President of the Council of Ministers of 27 January 1994 and the European Charter of Patients' Rights set out in 2002 by activecitizenship.net.

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Patients' rights

1. **Right to care:** every person has the right to receive appropriate, evidence-based care, delivered with professionalism and attention, without discrimination on the grounds of age, gender, race, language, religion or political views.
2. **Right to respect for waiting times:** every person has the right to know the timeframe within which they will receive care and assistance, and to be promptly notified in the event of any problems or delays.
3. **Right to participation and information:** every person has the right to participate in their care in an informed, active and safe manner. Every person has the right to be informed about their state of health, the benefits and risks of the proposed treatments, possible alternatives, and any subsequent rehabilitation programmes.
4. **The right to participation, free choice and informed consent:** every person has the right to choose between different procedures and treatments on the basis of adequate information, provided in a comprehensible and timely manner, enabling them to give their informed consent. Every person has the right to be fully informed and to give their consent regarding participation in clinical trials. Patients also have the right to refuse, in whole or in part, the proposed treatment and to be informed of the consequences of such refusal and of available treatment alternatives. Furthermore, patients have the right to submit their Advance Healthcare Directives (AHDs) to the Health Authority.
5. **Right to a second opinion:** every patient has the right to request a consultation with another healthcare professional in order to obtain a medical opinion on their clinical condition, including through the assessment of their medical records.
6. **Right to privacy and confidentiality:** every patient has the right to have their privacy respected in the provision of medical and care services and in the processing of their personal data. The patient also has the right to prohibit the disclosure of their hospitalisation and the dissemination of information relating to their state of health to persons other than those they have designated.
7. **Right to avoid unnecessary suffering and pain:** every person has the right to avoid as much suffering as possible, at every stage of their illness, through appropriate assessment and management of pain.
8. **Right to practise one's religion:** every person has the right to practise

their religion and to request a visit from a minister of their choice.

9. **Right to patient-centred care:** every person has the right to diagnostic and treatment programmes that are as closely tailored as possible to his personal needs, and to dignified and humane care in all stages of treatment and illness.
10. **Right of access to clinical records:** every patient has the right, upon discharge, to receive a clinical report written in an easily understandable manner, containing information useful for the continuity of care. Furthermore, every patient has the right to request a copy of their clinical records.
11. **Right to express one's opinion:** every person has the right to express their opinion through the channels provided and to contact the Public Relations Office should they consider their rights to have been infringed.
12. **Rights of family members and carers:** Humanitas Cellini recognises the vital role played by family members and carers in the care pathway. Whilst respecting the patient's wishes and privacy, they are entitled to receive clear information and to be involved in care decisions and discharge planning. The facility ensures a warm welcome, a listening ear and support, providing guidance on access and organisational rules. Should the patient be unable to make decisions, family members participate in decision-making in accordance with current legislation. Patients are also guaranteed the opportunity to report any issues to the Public Relations Office (URP) and to contribute to the improvement of services.

Patients' responsibilities

All patients at Humanitas Cellini, in the spirit of a relationship of mutual trust, have a duty to:

- Maintain a responsible and respectful attitude towards other patients, staff, the premises and equipment, and cooperate with ward staff.
- Follow the treatment and behavioural guidelines provided, with a view to facilitating a successful outcome of your treatment and a peaceful stay in hospital.
- Communicate openly and trustingly with healthcare staff, raising any concerns you may have about the proposed treatment, so as to actively foster the care relationship.

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OUR HOSPITAL

Humanitas Cellini comprises several interconnected buildings.

The main building is situated at 5 Via Benvenuto Cellini and comprises five above-ground floors and one basement level: it consists of two sections, one dedicated to inpatient wards and one to the outpatient clinic, linked together on the ground floor.

The building at Via Tommaso Grossi comprises four storeys above ground and one basement level, with a floor area of approximately 3,500 square metres, and is connected to the main building via a passageway in the basement and two further elevated walkways.

The building at 2 Via Benvenuto Cellini, on the other hand, houses the Humanitas Cellini Blood Test Centre and Dental Centre, as well as the CUP (Unified Booking Centre) counters.

Humanitas Medical Care, located at 25 Via Muratori, on the corner of Via Cellini, comprises nine specialist clinics, all comfortable and equipped with state-of-the-art technology. These are dedicated to Ophthalmology, the Multidisciplinary Thyroid Centre, Dermatology, Gastroenterology, Orthopaedics and Urology.

Humanitas Cellini, situated in a densely populated area close to the main regional hospitals, is well served by public transport and is easily accessible from motorways and the city's railway stations.

To complement its services, the clinic has two outpatient centres:

- **Humanitas Medical Care San Luca**, a long-established specialist outpatient clinic accredited by the National Health Service, situated in Cascine Vica, Rivoli, on the outskirts of Turin. It offers a blood-taking facility, advanced diagnostics, specialist consultations and a Physiotherapy and Rehabilitation Centre.
- **Humanitas Medical Care Lingotto**, situated within the Lingotto Shopping Centre – an iconic landmark of Turin – features a multi-specialist outpatient area, a blood sampling centre affiliated with the National Health Service, and a gym dedicated to rehabilitation.

Operating Theatres

Humanitas Cellini has two separate operating blocks, comprising eight operating theatres and a haemodynamics and electrophysiology suite, ensuring compliance with specific technical and organisational requirements.

Patient Rooms

The inpatient wards consist of single or twin rooms, each equipped with an en-suite bathroom, a television and air conditioning.

Outpatient Clinics

Humanitas Cellini's outpatient services are carried out in 32 specially

equipped consultation rooms, each with comfortable private areas waiting areas.

Diagnostic Imaging Department

The department is equipped with all the facilities of a modern service and is able to carry out:

Diagnostic imaging

- Ultrasound
- Echotomography
- Shockwave therapy
- Radiodiagnostics
- Magnetic Resonance Imaging
- CT scan
- Cone Beam CT

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Analysis Laboratory

The Laboratory carries out all the tests required for an accurate diagnosis.

Cardiological and vascular diagnostics

The following tests are carried out:

- Stress echocardiography
- Echocardiogram
- Arterial and venous colour Doppler ultrasound
- Holter ECG/Holter blood pressure monitoring
- Exercise test (or stress test)
- HeartFlow CT scan

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OUR ORGANISATION

CLINICAL SPECIALITIES

Clinical Specialities	Contact
Anaesthesia and Resuscitation – Intensive Care	Dott. Giuseppe Gorgoni
Cardiology	Dott.ssa Patrizia Presbitero Dott. Francesco Milone
Thyroid Centre	Dott. Roberto Garberoglio
Knee Surgery	Dott. Maurizio Forti
Foot Surgery	Dott. Luigi Milano
Hip Surgery	Dott. Alberto Nicodemo
Shoulder Surgery	Dott. Bernardino Panero
Hand Surgery	Dott.ssa Maria Paola Bellomo
General Surgery	Dott. Enzo Palminteri
Urethral and Genital Surgery	Dott. Farhang Farsi
Vascular Surgery	Dott. Marco Brayda-Bruno
Spinal Surgery II	Dott. Carlo Alberto Benech
Robotic Spinal Surgery	Dott. Marco Mannino
Neurosurgery and	Dott. Alessandro Longo
Spinal and Spinal Cord Surgery	Dott. Marco Muratore
Complex Spinal Surgery	Dott. Ernesto La Paglia
Gastroenterology	Dott. Matteo Goss
Interventional Vascular Surgery	Dott. Claudio Rabbia
Ophthalmology I	Dott. Gunnar Thomke
Ophthalmology II	Dott. Marco Jacobbi Dott. Felice Miranti
Ophthalmology III	Dott. Alberto Bellone
Ophthalmology IV	Dott. Claudio Panico
Orthopaedics II – Shoulder Surgery Centre	Dott. Roberto Ravera
Otolaryngologist	Dott. Maurizio Catalani
Respiratory Medicine	Dott. Valter Brossa
Pain Management	Dott.ssa Sandra Alban
Urology I	Dott. Giuseppe Gorgoni
Urology II	Dott.ssa Giuseppina Cucchiarale
Urology IV	Dott. Paolo Calvi
Orthopaedics II – Shoulder Surgery Centre	Dott. Mauro Mari

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OUTPATIENT SPECIALITIES

- Allergology
- Anaesthesia
- Cardiology
- Plastic surgery
- General Surgery

- Vascular surgery
- Dermatology
- Diagnostics
- Diabetes and Metabolic Diseases
- Endocrinology
- Physical Medicine and Rehabilitation
- Gastroenterology
- Gynaecology
- Internal Medicine
- Nephrology
- Neurosurgery
- Neurology
- Ophthalmology
- Orthopaedics
- Otolaryngologist
- Respiratory Medicine
- Rheumatology
- Urology

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HOSPITAL ADMISSION

CLINICAL SPECIALITIES ACCREDITED BY THE NATIONAL HEALTH SERVICE (SSN)

List of specialities

- Anaesthesia and Intensive Care*
- Cardiology and Interventional Cardiology (for out-of-region residents only)*
- General Surgery
- Vascular Surgery*
- Interventional Vascular Surgery*
- Internal Medicine
- Neurosurgery
- Ophthalmology*
- Orthopaedics*
- Otolaryngologist
- Urology*

*also covered by the National Health Service (NHS).

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Booking routine admissions through the National Health Service

Booking for admission takes place following a referral for surgery provided by a Humanitas Cellini surgeon at the end of the specialist consultation.

Admission requests should be made by telephone on 011 3027 3027 or in person at the Admissions Booking Office at Via Benvenuto Cellini 2. For further information and opening hours, please visit www.clinicacellini.it

Waiting lists

Patients due to undergo surgery are placed on a waiting list via a computerised system. The waiting list is determined by the priority category of the operation and the proposed admission date, in accordance with legal provisions. Data from the waiting lists is reported to the Regional Authority in accordance with current regulations.

Routine admission

This refers to a hospital stay lasting more than one day. During their stay, patients are required to comply with the hospital's rules and instructions and are entrusted to the hospital staff for all matters relating to their care. In each ward, the care team is organised by a Nursing Coordinator, who is the person to contact should you have any specific requirements (for example: permission to enter the ward at times other than those permitted).

Day Hospital e Day Surgery

This refers to a hospital stay lasting more than one day. During their stay, patients are required to comply with the hospital's rules and instructions and are entrusted to the hospital staff for all matters relating to their care. In each ward,

the care team is organised by a Nursing Coordinator, who is the person to contact should you have any specific requirements (for example: permission to enter the ward at times other than those permitted).

Documents required for admission

- admission referral form on a regional prescription pad
- TEAM card
- valid identity document
- tax code card
- hospital admission referral drawn up by a specialist doctor.

For non-residents of Italy:

- if you are a citizen of the European Union, you will need a TEAM card to access medically necessary healthcare during your temporary stay in Italy. For planned treatment and hospital admissions, you must submit Form S2 in advance to the relevant Local Health Authority (ASL);
- if you are a foreign national without a residence permit, in order to access urgent or essential outpatient and hospital care, you must first contact the ASL to be issued with an STP card.

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Pre-admission checks

For surgical admissions, a number of pre-admission tests are scheduled a few weeks before the operation to assess the patient's suitability.

HOSPITAL ADMISSIONS AND PRIVATE PRACTICE

Private and publicly funded patients

Humanitas Cellini has hospital rooms dedicated to private and publicly insured patients for admissions paid for privately and/or covered by insurance policies and/or health funds, entitling them to:

- the option to choose their own attending doctor;
- a single room;
- special hotel-style amenities.

Patients wishing to be admitted as private patients may book a specialist consultation at the outpatient clinics or authorised private practices, where the Doctors at the hospital practise in private. The date of admission is agreed jointly between the specialist doctor and the patient.

The Private Practice Office will contact the patient directly to arrange the handover of the medical records and invoices relating to the private admission. Payment is due at the time of collecting the documentation, unless otherwise agreed between the patient and the Private Practice Office.

Agreements with Organisations and Insurance Companies

Humanitas Cellini has a list of affiliated insurance providers and any cost estimates.

For information and to liaise with insurance companies and private mutual aid schemes affiliated with the hospital, please call 011 3027 3027 or visit the website www.clinicacellini.it.

USEFUL INFORMATION DURING YOUR HOSPITAL STAY

What to bring for your stay in hospital

DOCUMENTATION

- Valid health card
- Valid identity document
- Medical records, i.e. all test results and reports from recent consultations (roughly the last 6 months to 1 year), including those already reviewed by the hospital's doctors:
 - blood tests
 - consultations with specialists
 - discharge summaries previous hospital admissions (including those from more than a year ago)
 - endoscopy reports
 - X-rays
 - CT scans and/or MRI scans

MEDICATION

- A list of the medicines you are taking (ideally printed by your GP): this will help ensure better monitoring of the treatments prescribed during your hospital stay.
- The medicines you are taking, in their original, unopened packaging.

CLOTHING

If an overnight stay is required

- Pyjamas and/or a nightdress
- Dressing gown or tracksuit
- Closed-toe slippers with non-slip soles, preferably with Velcro fastenings
- Toiletries and a towel

If you are not staying overnight

- Comfortable clothing that is easy to take off (e.g. tracksuit with a front zip, loose-fitting trousers, etc.)
- Closed, comfortable shoes

ABSOLUTELY TO BE AVOIDED: Flip-flops, slippers and shoes with heels.

Do not bring valuables or large sums of money with you.

Humanitas Cellini accepts no liability for any theft or loss of property left unattended.

Admission

Upon admission, the patient must report to the ward indicated by the Admissions Office in the relevant notification.

Church services

There is a church dedicated to the Catholic faith (located on level -1 of the Cellini Clinic).

For religious support, a deacon is on hand every Friday to attend to patients' spiritual needs. In emergencies, religious support is available 24 hours a day (priest at Humanitas Gradenigo Hospital). Patients of other faiths may request religious support by contacting the nursing coordinator on their ward.

Meals

Breakfast is served at 7.30 am, lunch at 12.30 pm and dinner at 7 pm. Patients may choose from a variety of menu options, unless otherwise specified by medical instructions. Various dietary options are available (e.g. vegetarian, vegan), in addition to those required to meet patients' religious needs.

Visiting hospitalised patients

Only one visitor per patient is permitted on weekdays from 1.00 pm to 2.30 pm and from 7.00 pm to 8.30 pm; on public holidays from 1.00 pm to 3.30 pm and from 7.00 pm to 9.30 pm.

Discharge

Upon discharge, the patient is provided with:

- a clinical report for their GP
- any personal medical records brought by the patient.

Request for a copy of the medical records

You can request a copy of your medical records relating to your hospital stay:

- at the CUP in Via Cellini 2/A, Monday to Friday from 12.00 to 18.30
- by faxing the request form to 011 302 75245
- by emailing the request form to cartelle.cliniche@clinicacellini.it

The request form can be downloaded from the website www.clinicacellini.it. Please note: if the request is made by fax or email, you must attach a copy of the applicant's identity document.

You must provide a mobile phone number to which a text message will be sent notifying you of collection, dispatch or download.

The first copy of the medical records is issued via:

- download via the website
- post to the data subject
- direct handover to the data subject, if explicitly requested
- delivery to a representative upon presentation of a written authorisation.

In accordance with data protection regulations, the following persons are authorised to make a booking:

- the holder of the documentation (an adult or an emancipated minor)
- the child's parent (or person exercising parental responsibility)
- a person acting as the minor's guardian, curator or foster carer, presenting the original court order appointing them
- an heir, accompanied by a document certifying their status as such, or a notarial deed.

The request will be processed within 7 working days of the date the file is

closed.

For any further clarification or information, please call 011 3027 5250 from Monday to Friday between 9.00 am and 1.00 pm or emailcartelle.cliniche@clinicacellini.it

Smoking

Humanitas Cellini is a smoke-free facility.

Smoking is strictly prohibited on the premises: this is in accordance with the law and, above all, to protect the health of patients and staff.

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OUTPATIENT SERVICES

CLINICAL SPECIALITIES

- Allergology
- Cardiology
- Knee Surgery
- Foot Surgery
- Hip surgery
- Hand surgery
- Shoulder surgery
- General surgery
- Urethral and Genital Surgery
- Vascular surgery
- Spinal surgery
- Dermatology
- Diabetology and Metabolic Diseases
- Diagnostic Imaging
- Haematology
- Endocrinology
- Physical Medicine and Rehabilitation
- Gastroenterology
- Gynaecology
- Internal Medicine
- Nephrology
- Neurology
- Ophthalmology
- Dentistry
- Orthopaedics
- Otolaryngologist
- Respiratory Medicine
- Rheumatology
- Pain management
- Urology

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Blood Test Centre

Appointments are required for laboratory tests and can be booked online or by calling 011 3027 3027.

Registration and testing take place from Monday to Friday from 7.00 am to 11.00

am and on Saturdays from 7.30 am to 10.00 am. You must arrive 20–30 minutes before your appointment time at the Registration Desk at Via Cellini 2 with the referral from your attending doctor or GP and your health card.

Booking tests and specialist outpatient appointments

You can book:

- **Outpatient specialist consultations and services:**
 - by telephone on 011 3027 3027, Monday to Friday from 8.30 am to 6 pm;
 - in person at the Central Reception in Via Benvenuto Cellini 2, Monday to Friday from 11.00 am to 4.00 pm and on Saturdays from 10.00 to 12.00; or, for private consultations,
 - at the Private Practice Reception Desk at Via Tommaso Grossi 23 or Via Ludovico Muratori 25, Monday to Friday from 11.00 am to 4.00 pm.
- **Conventional radiology, ultrasound, CT and MRI scans:**
 - by telephone on 011 3027 3027 from Monday to Friday from 8.30 am to 5 pm;
 - in person at the Radiology reception (Via Benvenuto Cellini 5, basement) from Monday to Friday, 11.00 am to 4.00 pm.
- **Laboratory tests**
 - by telephone on 011 3027 3027
 - or via the website prenota.humanitas.it

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Fees

For services provided under the National Health Service accreditation scheme, the patient will pay the patient contribution where applicable. For certain services, the hospital's standard rates apply; these are available on request.

Documents required for outpatient treatment

For services accredited by the National Health Service and for diagnostic imaging services, you must present the following at the time of booking:

- a referral from your GP on a regional prescription form
- a valid identity document
- your regional health card
- any documentation proving entitlement to exemption from the patient contribution.

You will also be asked to sign the privacy policy form.

Collecting test results

Test results can be collected by:

- The patient themselves, upon presentation of the collection reminder slip issued at the time of registration and a valid form of identification.
- A parent with parental responsibility, upon presentation of the collection reminder slip issued at the time of registration and a copy of the parent's identity document; a copy of the child's identity document; a self-certification or affidavit attesting to parental

representation (downloadable from the website www.clinicacellini.it)

- A person authorised by the child's parent, upon presentation of the collection receipt issued at the time of acceptance and signed by the parent; authorisation for a third party (downloadable from the website www.clinicacellini.it); a copy of the identification document of the person granting the authorisation and of the authorised representative; a copy of the minor's identification document)
- Guardian, Support Administrator or Curator, subject to the provision of a copy of the court order certifying the status of legal incapacity or disability and a copy of the appointment; a copy of the identification document of the patient who is legally incapacitated, disabled or subject to support administration; a copy of the identification document of the guardian, curator or support administrator)
- Authorised representative, subject to the provision of a power of attorney signed by the person concerned on the collection reminder form, and copies of the identification documents of both the person granting the power of attorney and the authorised representative.

NB: The collection of HIV test results cannot be delegated under any circumstances.

Outpatient specialist examinations and consultations

At Humanitas Cellini, it is possible to undergo specialist consultations and diagnostic tests on an outpatient basis, either on a fee-paying basis and/or under agreements with insurance companies and/or health funds, which entitle patients to choose their treating doctor.

7 SERVICE

Patient Relations Office

In order to protect users' rights against non-compliant acts or conduct, Humanitas Cellini has allocated the institutional duties of the Public Relations Office, as provided for in Article 14 of Decree-Law No. 502 of 30 December 1992, amongst the following functions:

- **Healthcare Management:** protects users from conduct that denies or restricts access to healthcare and social care services, and handles any complaints.
- **Customer Service:** provides all information relating to the services provided by the hospital and how to access them, ensuring that the rights recognised by current legislation are upheld
- **Quality Office:** analyses questionnaires to gauge user satisfaction and promotes initiatives aimed at assessing perceived quality.

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Complaints Handling

Complaints may be made verbally or in writing, including by email, by the person concerned, their companions or anyone who has observed a shortcoming in service. The user will be promptly informed regarding the complaint submitted. Immediate responses will be provided for complaints that can be resolved more easily.

Monitoring of Commitments

The continuous improvement of service quality is made possible by the analysis of complaints and satisfaction questionnaires, as well as by verifying adherence to the standards set annually and through the Management's periodic review. Internal audits are also carried out to ensure continued compliance and the implementation of the Quality System.

Humanitas Cellini aims to provide care whilst ensuring the quality, efficiency and effectiveness of the treatment delivered. The primary focus is on meeting

the patient's needs, whilst respecting the doctor's professional autonomy; for the doctor, the effectiveness and efficiency of the services provided represent a professional and institutional duty.

Easy

- telephone booking for consultations and outpatient services on 011 3027 3027, Monday to Friday from 8.30 am to 6 pm;
- clarity and transparency regarding fees, which are communicated before any self-funded services are provided;
- simplified payment methods (including cheques, debit cards and credit cards: Visa, Carta-sì, Eurocard/MasterCard) from Monday to Friday, 8.30 am to 6.30 pm;
- the option to easily submit reports, comments and complaints in order to protect users from actions or behaviour that restrict their access to healthcare and social care services.

Information and privacy

The following are guaranteed:

- clear communication of the diagnostic and treatment process by the attending doctor;
- the patient's informed participation in the care provided;
- the right to privacy, ensured by the procedures for the processing and communication of personal data for which citizens give their informed consent.

Safety

Humanitas Cellini pays particular attention to the physical safety of patients and visitors, by providing appropriate facilities and implementing appropriate preventive measures.

Hygiene

- strict adherence to the most up-to-date hygiene standards, with extensive use of single-use materials;
- sanitisation of premises in accordance with internationally validated protocols;
- sanitisation of bed linen in guest rooms using procedures and methods designed to ensure the highest standards of hygiene;
- disposal of waste in accordance with current regulations.

Surveillance

- daytime concierge and night-time security service;
- CCTV surveillance systems with cameras located both outside and inside the premises.

Fire safety

- adequate provision of fire-fighting equipment;
- automatic smoke detection system in high-risk areas;
- instruction signs in the corridors and in individual patient rooms;
- evacuation routes protected by an automatic emergency lighting system;
- training for ward staff;
- availability of a trained emergency response team.

Electricity and associated risks

- electrical installations complying with legal requirements;
- auxiliary emergency power supply system (uninterruptible power supplies and generators);
- Regular electrical safety inspections of biomedical equipment and electrical installations;
- a maintenance service available 365 days a year, with staff on call during night-time hours.

Safety plan

A comprehensive safety plan has been drawn up following a thorough risk

assessment and in compliance with the relevant regulations.

Technical Systems

- Technical systems compliant with the law;
- regular checks on mechanical safety.

Refreshment area

Coin-operated vending machines for drinks, coffee and snacks are available.

Telephone

Mobile phones may not be used in the designated areas as they may cause interference with medical equipment.

If a patient does not have their own mobile phone, cordless phones are available in every ward.

Accessibility

Humanitas Cellini is designed to be accessible to people with disabilities.

Quiet and Peace

To avoid disturbing other patients, please keep noise to a minimum, speak in a low voice during visits and keep the volume of radios and televisions to a minimum.

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How to get here

Information on transport links to Humanitas Cellini is available at the reception desk at the entrance. You can book a local taxi through the reception desk, via the Scheduling Office.

For hospital admissions and the inpatient ward, however, you can book an ambulance.

By car

From the exit on the motorways: (Milan), (Genoa) and Piacenza, and the southern ring road, take Corso Trieste towards Turin city centre; continue along Corso Unità d'Italia; continue along Corso Achille Mario Dogliotti; turn left onto Corso Bramante; turn right onto Via Nizza; turn left onto Via Benvenuto Cellini..

By public transport

By tram and bus: nos. 17 and 66.
By underground: Carducci station, line 1.

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USEFUL INFORMATION

Contact details

Switchboard

Enquiries and bookings

011 302 71

011 3027 3027

This Service Charter is available on the website www.clinicacellini.it and copies can be requested in or from the inpatient wards.

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Medical Director: Professor Roberto Russo

Casa di Cura Cellini
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