



Information Guide for Patients

Information Summary for Patients

The full text of the Guide is available online and at the Clinic's admissions desks.

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Accounting Office: +39 091 6044351
Inpatient Admissions: +39 091 6044340
Outpatient Admissions: +39 091 6044401 / 445

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www.casadicureorestano.it
(Updated in July 2025)

OVERVIEW

Clinica Orestano, originally designed and built as a hospital facility in 1918, is a center of excellence in today's regional health care landscape. Accredited by the National Health Service, the Clinic provides comprehensive acute inpatient care, fully covered by the National Health Service, along with selected outpatient services (G.U.R.S. No. 59 dated 21/12/2007).

MISSION

The Clinic's mission is to deliver high-quality diagnostic and therapeutic services, ensuring the health, dignity and rights of every patient. It actively promotes scientific research and supports ongoing professional development.

STRUCTURE

The Clinic is organized across five levels: a semi-basement, a ground floor, and three upper floors.

INPATIENT WARDS

- ❖ Cardiology
- ❖ Internal Medicine
- ❖ General Surgery
- ❖ Ophthalmology
- ❖ Orthopedics and Traumatology
- ❖ Urology
- ❖ Aesthetic Plastic Surgery (available as a private service)

Most of the patient rooms are equipped with two beds. The facility also includes a dedicated isolation room for patients requiring infectious disease precautions, as well as a post-operative semi-intensive care unit. Natural lighting is provided by large windows. Each patient room is air-conditioned, and every bed features a headboard equipped with day and night lighting, integrated oxygen and suction systems and a nurse call button linked directly to the nursing station.

Some patient rooms are reserved for for individuals who prefer exclusive accommodation. These rooms are equipped with an HD television, refrigerator, telephone, an armchair or bed for a companion and spacious bathroom facilities. Room rates for different classes are available on the website and at the Admissions Office.

Outpatient Services Covered by the National Health Service

- ❖ Analysis Laboratory
- ❖ Radiology
- ❖ Ultrasound
- ❖ CT Scan

Outpatient Services Not Covered by the National Health Service

- ❖ Cardiology
- ❖ Vascular Color Doppler Ultrasound
- ❖ Digestive Endoscopy
- ❖ Physiotherapy
- ❖ Magnetic Resonance Imaging (MRI)

Rates are available on the website.

HOW TO BOOK

- ❖ **WhatsApp:** +39 335 7374363 - send a photo of the referral and your personal details
- ❖ **Website:** www.prenotazionclinicinaorestano.it
- ❖ **Phone:** +39 091 6044401 or +39 091 6044445
- ❖ **Email:** prenotazioni@casadicureorestano.it
- ❖ **Admissions Office:** Monday to Friday from 8:00 a.m. to 4:00 p.m. and Saturday from 8:00 a.m. to 12:00 p.m.

At the time of admission, patients must present a referral from their primary care physician, a valid identity document and a health insurance card. Any applicable co-payment for contracted services or fees for non-contracted services must be paid.

HOSPITAL ADMISSIONS



Admission generally takes place in the early morning hours upon presentation of the referral form with hospitalization proposal and Annex E, a valid identity document, and the health insurance card. At the same time, the patient is informed about the processing of personal data (EU Regulation 2016/679) and signs the related informed consent. Subsequently, the attending physician, following a clinical interview regarding the proposed diagnostic and therapeutic pathway, will obtain the patient's signature on any additional required consents.

FOR INFORMATION

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Upon discharge, the patient receives a report in duplicate—one copy for personal use and one to be submitted to their primary care physician—indicating the final diagnosis, diagnostic tests performed, treatments administered and recommended home therapy.

If desired, a copy of the medical record can be requested; the request must be personally signed by the patient and any person authorized to collect it must present a signed delegation.

Day Hospital – Day Surgery – Day Service

If deemed appropriate by the physician, based on the nature of the illness and the patient's condition, medical or surgical services may be provided under a short-stay hospitalization regime (typically lasting 1–2 days).



The Clinic has outsourced the management of meal and bar services to an external company operating on-site. This ensures the delivery of freshly prepared meals and high quality standards.



The bar is open Monday to Friday from 6:30 a.m. to 4:00 p.m. and on Saturday from 6:30 a.m. to 2:00 p.m. It remains closed on Sundays.

Public Relations Office (U.R.P.) and User Satisfaction

The Public Relations Office (URP) is responsible for ensuring effective communication between the facility and its users. It promotes transparency, listening, and the protection of citizens' rights. It handles complaints, reports, and suggestions, provides information about available services and supports activities aimed at enhancing perceived quality.

The URP Manager is available to the public from Monday to Saturday, between 9:00 a.m. and 1:00 p.m.

The Clinic systematically monitors user satisfaction through dedicated questionnaires. The collected responses are analyzed to evaluate feedback across various key areas and to promote the continuous improvement of both healthcare and complementary services.



Quality Certification

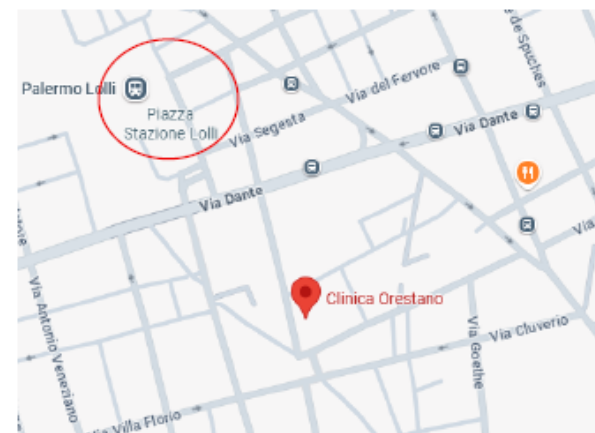
Clinica Orestano continuously updates its Quality Management System (QMS), which was already compliant with the UNI EN ISO 9001:2008 standard and has been upgraded to meet the requirements of the new UNI EN ISO 9001:2015 standard. (Quality Certificate No. 25 PA 133 CE dated 27.02.2025, issued by the certification body RINA S.p.A.)

HOW TO REACH US

By public bus with stops located near the Clinic (just a 2–4 minute walk away):

- ❖ 103 John Lennon ↔ Porta Felice
- ❖ 104 Basile Parking ↔ Politeama
- ❖ 106 Emiri Parking ↔ Stadium
- ❖ 108 Civic Hospital ↔ Politeama
- ❖ 134 Cavour Prefecture ↔ P. John Lennon
- ❖ 118 Basile Parking ↔ Notarbartolo Station
- ❖ 124 Emiri Parking ↔ Central Station

Take Metro Line A to the Piazza Stazione Loli stop, located approximately 250 meters from the Clinic.



Visiting Hours for Inpatients

Daily visiting hours: from 12:30 p.m. to 1:30 p.m., and from 6:00 p.m. to 7:30 p.m.

Any exceptions must be authorized by the Medical Directorate.

Children under the age of 12 are not allowed as visitors, in order to safeguard their health.