



IEO  
European Institute of Oncology



# Service Charter

*Dear Madam, Dear Sir*

*Please take a few minutes to read this document, in which we have tried to summarize all the information that may be useful to our patients and their families and friends.*

*The European Institute of Oncology seeks to achieve excellence in the area of cancer prevention, diagnosis and treatment through the development of clinical-scientific research as well as organizational and managerial innovation, with continuous attention devoted to the quality of the services delivered to the patients.*

*This Service Charter reflects our constant effort to put into practice the principles and values that guide and inspire us in our daily work.*

*Our staff will be glad to provide any further information you may require.*

*Leonardo la Pietra  
Medical Director*



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## European Institute of Oncology

The European Institute of Oncology (IEO) is a Scientific Healthcare Institution (IRCCS) devoted to the field of oncology, on a basis of full integration between the different areas of the fight against cancer: laboratory and clinical research, prevention, diagnosis, treatment and training.

The Institute applies a new principle in cancer treatment by shifting the focus from the disease to the patient. The immediate transfer of new research results to clinical applications allows us to abandon traditional therapies based on the heaviest treatment which the patient can tolerate and to replace them with innovative methods which, while providing equal effectiveness, ensure minimal harm to the person.

Thus, the Institute has introduced into every healthcare action the principle of “minimum effective treatment” in place of the “maximum tolerable treatment”. To date, 100,000 patients are treated on this principle.

I am very proud that in just a few years the commitment of all the people who work with IEO has allowed our healthcare and research model to set the standards for oncology worldwide.

*Umberto Veronesi*  
*Scientific Director*



## Mission and Values

The European Institute of Oncology strives to achieve excellence in the area of cancer prevention, early diagnosis and effective treatment through the development of clinical and scientific research and through organizational and managerial innovation, with a constant focus on the quality of the service provided to the patients.

The values and principles which inspire and guide the Institute's personnel include:

- Patient focus
- Continuous healthcare quality improvement
- Service excellence
- Multidisciplinary approach to clinical care
- Development of experimental research and fast transfer of results to the patients
- Enhancing the value of human resources
- European spirit and openness to international collaborations

## A patient-friendly organization

At the Institute, all the physicians work full time on an exclusive basis. In this way, doctors avoid dividing their time between hospital and private practice and dedicate all of their time to treatment, research, continuing professional education and interdisciplinary exchanges with their colleagues within the same facility to the benefit of their patients.

Work organization is always centred around patients' needs and is based on excellence of service.



## Research activities

The Institute invests its funds both in Clinical Research, to improve the treatments available to patients, and in Basic Research, carried out in laboratories where researchers work to understand the underlying genetics of cancer and to develop new drugs.

**Clinical Research** is conducted mainly through clinical studies performed on patients who have given their consent, with the purpose of identifying specific responses to new treatments/procedures, or new uses of known treatments. Clinical studies significantly contribute to scientific knowledge and progress in the fight against many diseases. Many of today's most effective treatments are the result of long and extensive clinical trials.

Most of the Institute's **Basic Research** is carried out within the IFOM-IEO Campus, located a short distance from the Institute and housing 400 researchers from all over the world.

Their activities focus on the development of molecular oncology and its application to patient treatment through fast transfer of results.

The IFOM-IEO Campus was jointly created by IEO and FIRC (Italian Cancer Research Foundation) and is modelled on the most prestigious international research centres, where the best researchers have the opportunity to use next-generation technology to conduct their research studies.



## Training activities

The Institute has always viewed training as a priority area. Medical, nursing and technical personnel at all levels are constantly involved in continuing education and interdisciplinary training programmes. Many IEO physicians are also university professors and carry out teaching activities in addition to their clinical and research tasks.

The Institute also extends its initiatives to physicians operating in the field, promoting and organizing National and International Training Events offered every year to over 3,000 doctors outside IEO. One example of these initiatives is the Milan Breast Cancer Conference, a reference point for the continuing scientific education of the more than one thousand physicians from all over the world who participate every year.



# Clinical activities

IEO's clinical activities focus on three main areas: Prevention and Diagnosis, Surgery and Medical Care. All the activities are conducted via multidisciplinary approach which, through discussion between the different specialists in the three areas, offers patients a treatment path with the support of the best clinical skills.

Clinical research across these three main areas meant that IEO contributed to over 140 clinical studies in 2007.

*The organizational chart of the Institute's clinical activities (Divisions and Units) with the names of their respective Directors is provided below.*

## Prevention and Diagnosis Area

### *Pathological Anatomy and Laboratory Medicine*

- Pathological Anatomy Division Giuseppe Viale
- Laboratory Medicine Unit Maria T. Sandri
- Diagnostic Cytology Unit Chiara Casadio

### *Hematoncology*

- Clinical Hematoncology Laboratory Unit Francesco Bertolini

### *Endoscopy*

- Endoscopy Division Cristiano Crosta

### *Nuclear Medicine*

- Nuclear Medicine Division Giovanni Paganelli

### *Oncological Prevention and Genetics*

- Oncological Prevention & Genetics Division Bernardo Bonanni

### *Radiodiagnostics*

- Radiodiagnostics Division Massimo Bellomi
- Senological Radiology Unit Enrico Cassano







# Clinical Services

IEO offers the following clinical services:

- prevention
- determination of individual risk factors
- early diagnosis
- surgical and medical treatment with the most advanced techniques available.

Patients may access IEO services either through the National Health Service or privately as a paying patient. In this case the patient may choose the IEO specialist physician by whom he or she wishes to be treated, and if admission is necessary, may choose to occupy a single room. The physician who is chosen by the patient works as an independent professional.



## Medical consultations and Diagnostic tests

Specialist Medical consultations and all diagnostic tests are performed in the main IEO building in Milan, via Ripamonti, 435 and in IEO Centro Milan, Via San Luca. The examination and sample collection rooms are located on the ground floor, next to Main Admission Desk. Ultrasounds, mammographies, CT and PET scans, MRIs, endoscopies and other diagnostic tests are performed on Underground Level 1.

## Day Hospital treatments

Chemotherapies and support treatments not requiring overnight hospitalization are performed in the Day Hospital. Located on the first floor, the DH is equipped with ten chemotherapy beds and six rooms for treatments requiring prolonged medical and nursing assistance.

## Day Surgery procedures

Surgery procedures not requiring overnight hospitalization are performed in the operating theatre block on the second floor. Each department has a few beds available if needed during the immediate post-operative period.

## In-patient medical treatments and surgical procedures

IEO is equipped with 206 beds distributed between the different departments. Located on the first and second floor, the beds are used for post-surgery hospitalization and for in-patient medical treatments.

Each room features a bathroom, TV set, and a safe for valuables. All rooms are air-conditioned.

IEO allows patients to visit with family and friends without imposing particularly strict visit times.

## Radiotherapy

External radiotherapy treatments are performed on Underground Level 1, where there are three linear accelerators. IEO has next-generation equipment and is the Italian centre that performs the highest number of radiotherapy treatments. ELIOT procedures are performed in the operating room (ELIOT is an intraoperative radiotherapy technique developed at IEO, which allows the concentration of high radiation doses directly onto the tumour in a single administration session during the surgical procedure, in many cases making it unnecessary for the patient to undergo post-operative radiotherapy cycles).

## Other Clinical Services

If needed or requested by the patient, IEO provides:

- clinical dietary regime and nutrition
- physiotherapy for rehabilitation after surgery
- speech therapy for rehabilitation after cervico-facial surgery
- oral care before head and neck surgery and Radiotherapy
- individual psychological support and group support for patients and his/her family (psychotherapy, couple counselling, sexual counselling, for patients and couple, psycho-educational groups, supportive and relaxation groups).

### International Patients

International Patients can access to treatments either as private patients or under coverage of the Italian National Health Service (Servizio Sanitario Nazionale). To be covered by the Italian National Health Service, international Patients must:

- a) possess the Italian Social Security Number (Tesserino Sanitario Nazionale) or
- b) possess the European Social Security Card or the E112 form or
- c) be citizen of a country with direct agreement

For further information please contact your closest Local Health Unit.

In addition to healthcare assistance provided under arrangements with the National Service, international patients may access IEO services on a paying basis (private Patients).

Private patients may choose the specialist they wish to be treated by.

### Insurances and Medical Funds

IEO has subscribed agreements with both a broad number of insurance companies that offer Healthcare Policies and industry/professional Medical Funds.

Agreements may include “direct payment”, this means that Insurance/Medica Fund assumes direct responsibility for the full or partial payment of the healthcare services provided by IEO to their insured people. In case of partial coverage, the European Institute of Oncology requests patients to pay the uncovered amount.

Please refer to the IEO International Patients Office (Ufficio Solventi) and check whether your insurance has an agreement in place with IEO.

### Physician's Professional Fees

The Professional Fee is applied whenever the patient personally chooses the physician/specialist for her/his treatments (consultation, diagnostic tests, medical therapies or surgical procedures,...).

The Professional Fee is an added cost to the invoiced treatments/surgery.

The contract between the European Institute of Oncology and its physicians is exclusive; this implies that all activities performed by the physicians can only take place at the European Institute of Oncology. Unlike other realities in the healthcare sector, where the amount of the Professional Fee is determined by the physician himself, at the European Institute of Oncology the amount of the Professional Fee is determined according to the position covered by the physician inside the structure and the complexity of the treatment.

Physician categories are as follows:

- a) Director and Co-director
- b) Vice Senior Director
- c) Vice Director
- d) Assistant

## Support to patients and family members

### Religious support

Catholic religious services (Mass) are held in the Chapel on the third floor. Patients of different denominations may request the assistance of ministers of their faith directly from the head nurse.

### Cultural mediation

Respecting its patients' cultural diversity, IEO provides a Cultural Mediation service. Patients may request the presence of a cultural mediator directly from the head nurse of the department in which they are being treated or are about to be admitted.

### Healthcare education

IEO educational publications (IEO Booklets) on different healthcare topics (e.g. *Back Home*, *Radiotherapy*, *PEG management*, *Motor Rehabilitation*) are available in all departments. The booklets may be downloaded from the IEO website: [www.ieo.it](http://www.ieo.it).



### Volunteers

Sottovoce Volunteers provide support to all patients who request it (information on hotels, books, magazines, internal services).

The Association's office is located on the ground floor, in the hall connecting the two lobbies.

Sottovoce offers a large collection of literary works and publications written by people who have experienced cancer directly or indirectly.

The books are distributed free of charge by the Volunteers operating in the Institute's departments.



**Sottovoce**  
Associazione Volontari IEO

# How to recognize people who work at IEO



All the people who work at IEO wear an ID badge with their name, role and photo.  
A colour coded band allows you to identify the different professional areas::

Role	Colour coded band	Uniform
Physician	Dark Blue	White coat
Head nurse	Light Blue	White jacket with maroon border
Nurse	Light Blue	White jacket with blue border
Technician	Light Blue	White jacket or coat with green border
Physiotherapis	Light Blue	White coat
Dietician	Light Blue	White coat
Auxiliary	Orange	Light blue jacket
Biologist, Chemist, Pharmacist,		
Physicist, Psychologist	Red	White coat
Administrative	Green	None
Researcher	Maroon	None
Contract Services	Purple	Depending on service

## Medical consultations and test appointments

IEO has no Emergency Department. All admissions must be scheduled by an IEO Specialist.

To make an appointment for a specialist Medical consultations or a diagnostic test you may:

- call **02-57489001**  
(Monday to Friday from 9:00 a.m. to 4:30 p.m.)
  - come to the **Main Admission Desk**  
(Monday to Friday from 8:00 a.m. to 6:00 p.m.)
- or
- contact us via our website [www.ieo.it](http://www.ieo.it)

## Treatment and surgery appointments

Out-patient (Day Hospital) or in-patient medical treatments and surgical procedures performed at IEO are scheduled after a specialist Medical consultations with an Institute physician. All appointment procedures are carried out by the departmental secretaries according to the instructions provided by the IEO specialist in the treatment proposal sheet. IEO personnel will provide patients with a detailed guide on hospitalization and the surgical procedure (if applicable) at the time of scheduling and/or admission.

If the patient decides to pay for the treatment, at the end of the specialist Medical consultations the Paying Patient office prepares and delivers an estimate of costs.

For patients who have medical insurance or participate in an industry/professional medical fund with an agreement with IEO, the Paying Patient office staff will perform all the paperwork required by the agreement terms.

## How to obtain copies of clinical documents

To obtain duplicates of clinical documents, patients should complete the appropriate form and pay an office fee.

- The form, complete with instructions, is available at the Institute's Main Admission Desk and on the IEO website.
- The form may be delivered by hand or sent by mail, fax or email.
- Payment may be effected in person, by postal money transfer ("bollettino postale"), or by wire transfer.
- The Clinical Documents may be collected directly from the Main Admission Desk or received by courier at the address specified in the request.
- If you are collecting the documents from the Main Admission Desk, we recommend that you make sure the documents are ready, by contacting the telephone number **02-57489750** (from Monday to Friday, from 9 a.m. to 5 p.m.)
- The preparation of Clinical Document duplicates requires approximately 10 business days.



# Hospital stay

For the best possible organization of your hospital stay, the short list below is a reminder of the documentation required for your admission. The list also includes some items you will need for your personal care.

The following pages contain miscellaneous information you may find useful during your stay at the Institute.



## What to bring

### Administrative documents

- Valid ID
- E112 form (European patients)
- Healthcare card or regional service card
- Insurance policies, if applicable (for Private Patients only)

### Clinical documents

- Previous discharge letters
- Previous clinical reports
- Radiological exams
- Other previous tests

### Personal care items

- Pyjamas
- Slippers
- Housecoat or jacket
- Underwear
- Toiletry items
- Prosthesis care and storage materials (if applicable)
- Personal use medication



## On arrival

### Administrative Admission

On the day of admission, our administrative personnel will take care of all the required paperwork:

#### From Monday to Friday

- at the Main Admission Desk (ground floor) for National Healthcare Service inpatients
- at the Paying Patients office (ground floor) for paying in-patients

#### Saturday afternoon, Sunday and holidays

- at the Front Desk (ground floor) for both National Health Service and paying in-patients.

The administrative staff will prepare the documents to be handed over to the admission department's Head Nurse, and you will be given the name of the reference physician with whom you will discuss information regarding the treatment programme you will follow during your hospital stay.

### Admission to the department

A nurse will accompany you to your room and will collect all the information required to assess your healthcare needs.

#### Please remember:

- If you are being admitted as a National Health Service patient, you must submit the original copy of the admission authorization ("impegnativa") completed and signed by your NHS doctor, with the wording "Admission" ("ricovero").
- In-patient departments are located on the first and second floors of the IEO building.

## Rooms

All rooms are air-conditioned and possess a bathroom, TV set, telephone, and safe box. National Healthcare Service patients stay in double rooms. Paying in-patients stay in single rooms with a sofa bed for an accompanying person.

Please remember that for sanitary reasons it is not recommended to keep flowers or plants in the room.

## TV

You will be able to watch the main national channels (public and private) and several satellite channels (SKY).

## Telephone

For an outside line please press "zero" before the desired number. The amount due (based on conversation time) will be charged in the invoice at the time of your discharge.

The use of the telephone is subject to activation of a telephone line at the time of admission, at the patient's request.

## Safe box

The safe box is inside the wardrobe, and the instructions for use are posted onto the wardrobe door.

We strongly recommend you store away your money and documents in the safe box whenever you leave the room. In any case, it is NOT recommended to bring large amounts of money or valuables.

### Medication and food

All the medication you will need during your hospital stay will be prescribed and ordered by IEO doctors. Please avoid taking medication of any kind without authorization from the department's medical staff, as the use of other drugs may interfere with your treatment. For the same reason, we urge you to ask the doctor's opinion before eating food brought from home.

### Visitors

Hospital visiting hours are from 10 a.m. to 10 p.m. No more than two visitors per patient are allowed in the room at any given time. Visitors under twelve years of age are not allowed in the Institute, except in special cases to be discussed with the department's head nurse.

### Catering... ... for patients

Meal times are as follows:

- Breakfast: from 7:45 to 8:30 a.m.
- Lunch: from 12 noon to 1:00 p.m.
- Dinner: from 7:00 to 7:45 p.m.

Tea is served in the late afternoon.

Meals are served in special thermal trays and prepared specifically for each patient according to the type of diet prescribed by the physician and the clinical nutrition service. Every day, a catering service attendant will come to your room to take your order from the day's menu.

### ... for patients' escorts

The self-service restaurant is available for patients' escorts and visitors on the ground floor next to the bar.

Self-service restaurant hours are as follows:

### Monday to Sunday and holidays

- **Breakfast:** from 7:30 to 10:00 a.m.,
- **Lunch:** from 12 noon to 3:00 p.m.,
- **Dinner:** from 7:30 to 8:30 p.m.

For lunch and dinner, customers must buy meal coupons from the Front Desk on the ground floor (from 7:30 a.m. to 8:00 p.m.). The coupon includes first course, second course with a warm side dish, a cold side dish buffet style, fruit or dessert, water or wine or a soft drink. For hygiene reasons visitors and escorts are kindly requested not to eat meals in the patient's room.

### Diagnostic tests

The department's nursing personnel will inform you of any tests you are required to take during your stay. An attendant will accompany you to the location where the tests are performed.

## Questions and requests

### Medical staff

The Division's medical team is at your disposal to provide information on your diagnosis, treatment (medical and/or surgical), and clinical course, and subject to your authorization may also answer any questions from your family members. The doctors are available in their offices to provide any clarification you may require.

### Nursing staff

Each department has a nurse room with a nurse in attendance 24 hours a day.

The nursing team will be glad to give you any additional information you may need during your stay. The nursing team is composed of a Head Nurse (white jacket with maroon border) and a group of nurses (white jacket with a blue border).

- The Head Nurse is responsible primarily for the management and organization of the nursing staff and his/her working hours in the department are from 7:30 a.m. to 3:00 p.m.
- The nurses provide high-quality services and are highly trained in technical and healthcare aspects, sanitation and education, pain control, and psychosocial factors.

### Other personnel

In addition to our doctors and nurses, you will have other auxiliary personnel (light blue jacket) at your disposal to provide room service, hygiene and environmental services, and to accompany you when necessary, as well as administrative personnel.

*Please note:* For clinical information, we suggest you contact medical or nursing personnel.

## Discharge

On the day of your discharge, a nurse will assess your general condition and a doctor will examine you in the morning to confirm your discharge. Our administrative personnel will carry out all the paperwork required for patient discharge:

### From Monday to Friday

- at the Main Admission Desk (ground floor) for National Healthcare Service in-patients
- at the Paying Patients office (ground floor) for paying in-patients.

### Weekends and holidays

- at the Front Desk (ground floor) for both National Healthcare Service and paying in-patients.

At the time of discharge you may also pay any expenses and complete an application for duplicates of your clinical documents, if required.

**Please remember:** Once your discharge is confirmed, please check out of your room no later than 10:00 a.m. Also please be sure not to leave any personal belongings or documents in the room.

## Services available at IEO

For the greatest possible comfort of our patients and their families and friends, IEO offers the following services.



## Travel Agency

The Travel Agency, located in lobby B, allows you to make hotel reservations and to book flights and trains. The Agency is open from Monday to Friday from 9:30 a.m. to 1:00 p.m. and from 2:00 to 5:30 p.m.

## ATM/Cash dispenser

An ATM / Cash dispenser machine is available in each lobby on the ground floor.

## Bar

The bar is located on the ground floor and is open from Monday to Friday from 7:30 a.m. to 7:00 p.m. or from 8:00 a.m. to 5:00 p.m. on weekends and holidays. Before and after the bar's opening hours, hot and cold drinks are available from automatic vending machines located in the areas adjacent to the bar.

## Courtesy

You can buy basic consumer products from automatic vending machines installed in the hall that connects the two lobbies.

## Luggage deposit

For patients' and escorts' convenience, two luggage deposits are available on Underground Level 1 in the areas below the escalators.

## Newsstand

The newsstand is situated in lobby A and is open Monday to Friday from 7:30 a.m. to 5:30 p.m., and on Saturday from 7:30 a.m. to 12:30 p.m.

## Fax

You can transmit documents via fax from the switchboard on the ground floor.

## Parking

Two parking lots, at the entrance to the Institute and at the end of the driveway, are available for an hourly rate.

## Hairdresser

Hairdresser services are available on request. Please contact the Head Nurse.

## Restaurants

The self-service restaurants is available for patients' escorts and visitors on the ground floor next to the bar. Self-service restaurant serves breakfast, lunch and dinner.

## Taxi and Driver service

Taxis or car hire with driver can be booked at the Reception in lobby A.

## Telephones

Public telephones and a telephone card vending machine are available in the hall connecting the two lobbies.

## Security

Security guards on duty 24 hours a day monitor the Institute building's entrance and interiors. Security personnel are easily identifiable by their uniform and badge. For emergencies please call ext. 2287.

# Patient's Rights and Obligations

One of our priorities at IEO is to be a patient-centred institution, not only in terms of best possible care but also in terms of providing clear and accurate information.

It is important that patients are aware of their rights so that they may judge the quality of the services received and know where to find the information they are entitled to obtain.

It is equally important that patients are aware of their obligations, to enable IEO personnel to provide the best possible care.



## Protection of personal data and confidentiality

IEO has created a form for the acquisition of patients' consent to the processing of their personal data.

The form is enclosed in the booklet entitled "Protection of personal data and confidentiality", which provides a detailed description of the provisions that regulate this matter and the purposes for which IEO requests patients' consent to the processing of their data.

The booklet is available on the Institute's bulletin boards and at admission desks.

## Patients are entitled to:

### Quality of care

- Receive the best and safest possible care, using the latest technologies and scientific knowledge.
- Professional and personalized healthcare services.

### Information

- Complete information regarding their health conditions, diagnostic tests and medical treatments they will receive.
- Be informed about possible alternative treatments, even if such treatments are only available at other institutions.
- Not undergo any treatment or procedure without their express consent.
- Deny their consent if the Institute intends to use their clinical case for teaching or research purposes.
- Be informed of the name of the physician to whom they are entrusted and be able to identify medical personnel as to title, role and personal identity.
- Receive clear, legible clinical reports, complete with all the information regarding diagnosis, treatments and procedures performed.

### Confidentiality

- Maximum confidentiality of their personal data and of information regarding their diagnosis, hospital stays and treatments.

### Human dignity

- Care provided in full respect of human dignity and consideration for patients' privacy.

### Habitual doctor

- Cooperation between the IEO physician and their habitual doctor, who will be informed of the course of the disease and outcome of therapeutic treatments.

### Environment

- Feel at home in a comfortable and hospitable facility which takes into consideration their everyday habits.

### Reports and complaints

- Express their opinion on the quality of IEO services and receive timely, clear and exhaustive response to their complaints.

## We expect patients to:

- cooperate with doctors and nurses, providing clear and accurate information on their health conditions, prior hospitalizations, and treatments received;
- inform doctors or nurses promptly of any changes in their health conditions;
- report the onset of any type of pain to the doctors or nurses;
- inform the nurses if they intend to leave the department temporarily;
- show respect and consideration for the work of all personnel, acting courteously and reasonably in everyday relationships when making requests;
- follow their doctor's prescriptions and recommendations;
- avoid any behaviour that may annoy or disturb other patients;
- use the Institute's spaces, equipment and furnishings properly;
- report any malfunctioning or inconvenience, to help improve the quality of our services;
- comply with the smoking prohibition in the entire building and in the outside perimeter area;
- provide their own personal medications.

# Striving for excellence

Continuous improvement of the quality of our services is one of the main objectives in the European Institute of Oncology's mission.

To achieve and maintain its standards of excellence, IEO has developed an improvement process based on a rigorous quality plan modelled on some of the top national and international benchmarks (ISO standards, Joint Commission) now extended to all our departments and services.

Patients may also actively contribute to our improvement process, by submitting suggestions (or reporting malfunctions) to our Public Relations Department, or participating in our patient satisfaction surveys.





## Public Relations Department

The Public Relations Department, on the ground floor, is available to receive patients' reports and suggestions Monday to Friday from 9 to 12:00 a.m. You can also call 02-57489232 or contact the Public Relations Department via the IEO's website: [www.ieo.it](http://www.ieo.it).



## Questionnaires

Please take a few minutes to complete the questionnaire entitled "We Are Interested in Your Opinion". Feel free to express your opinion on our Institute with the utmost frankness and anonymously.

The questionnaire can be picked up from IEO bulletin boards and are collected and processed on a monthly basis by our Quality and Accreditation Service. The survey has proved a very useful tool in our effort to improve the Institute and to meet our patients' highest expectations.



# How to reach us...



### ... IEO

#### By car

- from downtown Milan, go south from Corso di Porta Romana to corso di Porta Vigentina and on to Via Ripamonti up to no. 435.
- from the motorways, take Tangenziale Ovest up to the Val Tidone-Milano Vigentina exit and stay on this route in the direction of Milan Centre; take via Ripamonti up to no. 435.

#### By public transport

- From downtown Milan, take tram no. 24 in Piazza Duomo – via Mazzini (direction Via Noto – Via Ripamonti) until the terminal, then take bus no. 99 (direction Noverasco) or bus no. 222 (suburban line) and get off at the Ripamonti – Macconago stop.
- From the Central Station, take Underground line 3 (yellow line) up to the Missori station, then take tram no. 24 (direction via Noto – via Ripamonti) until the terminal, and then bus no. 99 and no. 222, direction Opera, and get off at the Ripamonti-Macconago stop.
- From Malpensa airport, take the shuttle to the Central Station, then follow the directions above.
- From Linate airport, take bus no. 73 to the centre (Piazza Duomo - Via Mazzini) and follow the directions above.

### ... IEO Centro

#### By public transport

- From the Central Station, take Underground line 3 (yellow line) up to the Missori station, then take tram no. 15 at the “Albricci – Da Cannobio” stop and get off at the “Italia – S. Luca” stop.
- From downtown Milan (Piazza Duomo) take tram no. 15 at the “Albricci – Da Cannobio” stop and get off at the “Italia – S. Luca” stop.
- From IEO, take line 99 at the “Ripamonti-Macconago” stop and get off at the “Ripamonti-Quaranta” stop, take tram no. 24 to the “Romana-Missori” stop and then tram no. 15 from “Italia-Missori” to “Italia-S.Luca”.



# General Information

## Access to the facility

For hygiene reasons no animals can be introduced in the IEO facility. No food can be delivered to in-patients without authorization from the Head Nurse. It is recommended not to bring children under 12 years of age for visits and not to introduce plants or flowers.

## No-smoking policy

At IEO smoking is forbidden both inside the building and all around the outside perimeter. This policy has been adopted in view of the Institute's commitment and role in the scientific, healthcare and social arena. We invite all our patients and visitors to share our commitment against cigarette smoke and to refrain from smoking while at IEO.



## IEO Sponsors

A big project requires strong financial support for its development. Since the beginning of its activities, IEO has been able to rely on the sponsorship of a group of organizations.

### IEO Shareholders

- Allianz-RAS
- Banca Popolare di Milano
- Banca Popolare Italiana
- Capitalia
- Edison
- Mediobanca
- IntesaSanPaolo
- Fondazione Cabrino Carena
- Fondazione Italcementi
- Fondazione Maugeri
- Fondiaria-Sai
- Gruppo Generali
- Italcementi
- Mediolanum
- Milano Assicurazioni
- Pirelli
- RCS
- Sorin Group
- Telecom Italia
- UniCredit

## Ministry and Associations

A significant contribution to the development of IEO research was represented by funding from the Ministry of Health, Associations and Foundations. We owe special thanks to the Italian Association for Cancer Research (AIRC), which has financed a large number of IEO research projects.



## Private individuals

We also express our heartfelt gratitude to all the Individuals and Companies who made donations through the IEO Foundation or chose to assign **5 per 1000** of their income tax to IEO. According to Ministry of Health data, in 2006 as many as 87,948 people chose IEO, demonstrating that the fight against cancer has become a priority for a large segment of the population.

*All taxpayers who submit a “Unified Tax Return Form” or a 730 tax return form or simply receive a CUD form from their employers, have the right to decide how to use a percentage of 5/1000 of their income tax by completing the appropriate box with their signature and IEO’s taxpayer number: 08691440153.*



The IEO Foundation is an important tool that contributes to the funding of IEO research projects. The IEO Foundation’s office is located on the ground floor, in the hall between the two lobbies.

## Finding your way around IEO

### Admissions

Main Admission Desk	NHS In-patients		
	Medical consultations and Test Appointments		
	Report Collection	Ground Floor	8:00 a.m. to 6:00 p.m.
Outpatient Clinic Admission	Specialist Medical consultations		
	Endoscopic Tests		
	PET and scintigraphy scans		
	Cardiological exams	Ground Floor	7:30 a.m. to 7:30 p.m.
Day Hospital Admission		First floor	7:30 a.m. to 7:30 p.m.
Day Surgery Admission		Second floor	8:00 a.m. to 6:00 p.m.
Radiodiagnostics Admission	Ultrasounds		
	Mammographies		
	X rays		
	CT scans	UG level	7:30 a.m. to 6:00 p.m.
Radiotherapy Admission		UG level	8:30 a.m. to 7:30 p.m.
Paying In-patient Admission		Ground Floor	8:00 a.m. to 7:00 p.m.
Paying In-patient Estimates		Ground Floor	8:00 a.m. to 7:00 p.m.
Public Relations Department		Ground Floor	9:00 a.m. to 12:00 a.m.

### Medical consultations and Tests

Specialist Medical consultations (outpatient clinics)		Ground Floor
Sample collection (outpatient clinics)		Ground Floor
Endoscopy		First floor
Radiodiagnostics:	Mammographies	
	Ultrasounds	
	X Rays	
	MRIs	
	CT scans	First floor
Nuclear Medicine:	PET	
	Scintigraphy	First floor

Operating rooms	Second floor
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Day Hospital for Medical Treatments, Chemotherapy	First floor
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Surgical Hospitalization Departments	Abdominal-Pelvic	
	Head and Neck	
	General and Laparoscopic	
	Thoracic	First floor
	Gynecology	
	Plastic and Reconstructive	
	Senology	
	Urology	Second floor

Medical Hospitalization Departments	Medical oncology	
	Radiometabolic Therapy	First floor
	Brachytherapy	
	Hematoncology, Marrow transplants	
	Intensive care	Second floor

Radiotherapy	Underground level 1
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Services

Travel Agency	Ground floor	Mon/Fri 9:30 am-1:00 pm; 2:00-5:30 pm
Sottovoce Association	Ground floor	9:00 am – 1:00 pm
ATM/Cash dispenser	Ground floor, Lobbies A and B	
Bar	Ground floor, Lobby A	Mon/Fri 7:30 am – 7:00 pm Weekends & Holidays 8:00 am – 5:00 pm
Chapel	Third floor	
Basic Product vending machine	Ground floor	
Newsstand	Ground floor, Lobby A	Mon/Fri 7:30 am – 5:30 pm Sat. 7:30 am – 12:30 pm
IEO Foundation	Ground floor, Lobby A	Mon/Fri 1:00 – 5:00 pm
Restaurant	Ground floor	Breakfast 7:30 -10:00 am Lunch 12:00 – 3:00 pm Dinner 7:30 – 8:30 pm (every day)
Telephones	Ground floor	

# www.iew.it

In addition to complete IEO information, including the contents of this document, you can use the site to make Medical consultations and test appointments, view physicians' CVs, and download forms.

## Contacts

Switchboard

Tel. **02 - 574891**

CUP (Unified Appointment Desk)

Tel. **02 - 57489001**

*Weekdays: 9:00 a.m. — 4:30 p.m.*

Public Relations Department

Tel. **02 - 57489232**

*Weekdays: 9:00 a.m. — 12:00 and 2:00—5:00 p.m.*

IEO Istituto Europeo di Oncologia

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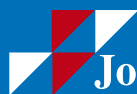
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International**