

MIGRANT CITIZENS AND SOCIAL HEALTH SERVICE

Guide to use

PRESENTATION

The number of immigrants in Piacenza province has been constantly increasing over the last few years. According to the most recent data, approximately 15.000 people from about one hundred different ethnic groups live in Piacenza area. It is therefore an important phenomenon distinguished by a good social integration into the territory.

To enhance the reception procedures as well as the exchange opportunities and the confrontation between cultures, the Public Administrations, in cooperation with the volunteers and the associations, have started several dedicated initiatives.

A new project started by the Province of Piacenza and the Municipalities of Piacenza, Fiorenzuola, Castel San Giovanni and Bobbio, and supported by Region Emilia Romagna, aims at developing the information to immigrants. In the last few months, some local newspapers and televisions have started some programs by a staff of journalists from different countries who refer to Koinè Association.

Also, we have deemed important to produce some guides in different languages to help the immigrants, especially the new ones, know and access the services present on the territory.

Thanks to the cooperation with the ASL of Piacenza we have written this booklet, which has been translated into nine languages and sent to all immigrant families who live in Piacenza area.

We are confident that the booklet will be a useful tool to help foreigners understand what health services and intervention are available, what offices are to contact, what documents are necessary.

Indeed, the right to a good health is a fundamental starting point for a community that welcomes its members and is attentive to respond to their needs.

The councillor to Social Services of the Province of Piacenza
Vittorio Anelli

The Director of the ASL of Piacenza
Francesco Ripa di Meana

The councillor to Social Services of the Municipality of Piacenza
Leonardo Mazzoli

Provincia di Piacenza i *Distretti Sanitari*

**Distretto
della Val Tidone**

Distretto Urbano



**Distretto
della Montagna**

**Distretto
della Val d'Arda**

EMERGENCY

The Hospital grants a prompt assistance to all citizens who find themselves in an emergency situation. The “Emergency - Urgency” situations are dealt with in the following ways:

by calling the phone number 118

through direct access to the nearest Emergency Room

after notification from the family doctor or a call to the medical guard

PHONE CALL TO THE NUMBER 118

The phone service 118 is handled by the Operational Central Unit, which guarantees the emergency intervention in the shortest possible time. The Operational Central Unit is connected to the ambulance service and to the local emergency units.

The operator who takes the emergency call evaluates the emergency degree based on the information available, and sends the appropriate means of transport.

DIRECT ACCESS TO THE EMERGENCY ROOM

Each patient addressing the Emergency Room is given an access code that can be red, yellow, green or white according to the emergency degree.

MEDICAL GUARD

The Medical Guard service provides home interventions during the night and the holidays.

The service works from 8 p.m. to 8 a.m. (of the following morning) of all workdays, and from 8 a.m. of Saturdays to 8 a.m. of Mondays (or any other day after a holiday).

The Medical Guard service can be called over the phone and is free of charge.

MEDICAL GUARD PHONE NUMBERS

- Borgonovo, Castel San Giovanni, Ziano, Vicobarone, Sarmato, Creta **0523.862070**
- Pianello, Nibbiano, Pecorara, Caminata **0523.998865**
- San Nicolò, Rottofreno, Calendasco, Gragnano, Agazzano Gazzola, Piozzano **0523.768509**
- Piacenza, Gossolengo **0523.302224**
- Podenzano, San Giorgio, Vigolzone **0523.556127**
- Lugagnano, Vernasca, Castell'Arquato **0523.891297**
- Carpaneto, Gropparello, Pontenure **0523.850328**
- Monticelli, Caorso, Castelvetro, Villanova, San Pietro in Cerro **0523.815925**
- Bettola, Pontedell'Olio **0523.917520**
- Bobbio **0523.932079**
- Travo, Coli, Rivergaro, Perino **0523.950368**
- Fiorenzuola, Alseno, Cadeo, Cortemaggiore, Besenzone **0523.241010**
- Ottone, Zerba, Cerignale **0523.930289**
- Farini **0523.910160**
- Ferriere **0523.922902**
- Morfasso **0523.908248**

HOSPITALS

Piacenza Hospital Via Taverna , 49 Piacenza
Central phone no. 0523.301111 fax 0523.302690
Emergency room 0523.303039

URP Office for Relationships with the Public

Piacenza hospital, 1st floor, phone 0523.303123 fax 0523.303122 .
It provides an interpreting service on Thursdays from 4 p.m. to 7 p.m..

Fiorenzuola d'Arda Hospital Via Roma, Fiorenzuola d'Arda

Central phone no. 0523.9890
Emergency room 0523.989600

URP Office for Relationships with the Public

Tel. 0523.989620 fax 0523.989914

Cortemaggiore Hospital Via Libertà 1 Cortemaggiore

Central phone no. 0523.832811

Villanova d'Arda Hospital Via Alighieri 1 Villanova d'Arda

Central phone no. 0523.833811

Castel San Giovanni Hospital Viale 2 Giugno Castel San Giovanni

Central phone no. 0523.880111
Emergency room 0523.880113 - 0523.882978

URP Office for Relationships with the Public

Phone 0523.880131

Borgonovo Val Tidone Hospital Via Seminò 20 Borgonovo Val Tidone

Central phone no. 0523.846211

Bobbio Hospital Via Garibaldi 1 Bobbio

Central phone no. 0523.962111
Emergency room 0523.962213/0523.962249

URP Office for Relationships with the Public

Phone 0523.96220 - 0523.962234 fax 0523.962259

REGISTRATION TO THE HEALTH SERVICE

The National Health Service (S.S.N.) consists of all structures and services (hospitals, doctor's offices...) that provide health care to **all** Italian citizens and to foreigners owning a regular residence permit.

MANDATORY REGISTRATION

The registration to the National Health Service is **mandatory** for all foreigners who **regularly work, regularly live in Italy** although temporarily unemployed, are registered in the employment lists or have asked for the renewal of the residence permit.

Upon the registration to the S.S.N. the citizen is given a **health card**.

The registration is made at the ASL offices Piacenza, Corso Vittorio Emanuele 169, 2nd floor.

The **necessary documents** to obtain the health card are:

- residence permit;
 - fiscal code;
 - certificate of residence or self-declaration of residence;
- declaration from the company the citizen works for (if any).

The health card grants the right to:

- have a family doctor or a paediatrician;
- obtain a specialized assistance through payment of a fixed fee ("ticket");
- be hospitalised free of charge in public hospitals;

All members of the family owning a regular residence permit have the right to the health assistance.

VOLUNTARY REGISTRATION

A. Any other foreign citizens who regularly live in Italy (students, au pairs, members of the Church etc.) have the possibility to voluntarily register to the SSN by paying a yearly fee. Such registration lasts **1 calendar year**: it is therefore advisable to make the registration at the beginning of each year.

B. Citizens who regularly live in Italy but have not registered pay the normal fees of the required health services (even in case of an emergency hospitalisation)

Migrants without residence permit may ask the local ASL for a card called S.T.P. (Temporarily Present Foreigner) in order to be granted the health services.

In this case, urgent and essential care is granted free of charge for:

- pregnancy and birth;
- assistance to children (vaccinations),
- assistance from the SERT (Service for Drug Addiction) in case of drug and alcohol abuse;
- sexually transmitted diseases, Aids etc.
- mental health services.

Note: a foreign citizen without residence permit using any health services cannot be notified to the police by the health operator.

CHOICE OF FAMILY DOCTOR OR PAEDIATRICIAN

The health card gives the right to be assisted by a family doctor (general practitioner) or a paediatrician, who can be freely chosen.

Children from 0 to 6 must have a paediatrician.

If a paediatrician is not locally available the assistance is provided by the family doctor.

Children from 6 to 14 may be assisted either by a paediatrician or by a family doctor.

Teenagers from 14 to 16 may, for particular and well motivated reason, keep being assisted by their paediatrician.

Free Number 800 033 033

The number is active from 8.30 a.m. to 5.30 p.m. during workdays and from 8.30 a.m. to 1.30 p.m. on Saturdays; it is free both from fixed and mobile phone.

It provides updated, clear and complete information to simplify the access to health services provided by the Regional Health Service.

SIMPLIFIED ACCESS POINTS: UNIFIED WINDOW

The Simplified Access Points (Unified Window) help citizens book and access the health services.

The offered services are:

- reservation of examinations by a specialists and laboratory tests;
- payment of the “ticket” fee;
- registration to the National Health Service and choice of the family doctor or paediatrician
- issue of forms certifying that a patient need not pay the “ticket” for a particular disease
- issue of forms for health assistance abroad (E111 E128)
- authorization to the supply of products for diabetics (needles, stripes, etc.)
- authorization to the supply of dietetic food for some types of diseases.

UNIFIED WINDOWS IN PIACENZA DISTRICT

PIACENZA Window in Corso Vittorio Emanuele II n. 169

tel. 0523.358771 - 0523.358816

An interpreter is available on Thursdays from 3 p.m. to 5.45 p.m.

Window at Piacenza Hospital, Cantone del Cristo, 1st floor,

tel. 0523.303042

PODENZANO Via Cesare Battisti 2 tel. 0523 358502

PONTE DELL'OLIO Via V. Veneto 78 tel. 0523 875316

UNIFIED WINDOWS IN VAL D' ARDA DISTRICT

FIORENZUOLA D'ARDA Via Roma 37 tel. 0523.989716

Via Roma (in the Hospital building), tel. 0523.989661

CORTEMAGGIORE Via Fiume tel. 0523.839742

MONTICELLI D'ONGINA Via Galimberti tel. 0523.815902

LUGAGNANO Via Bressani tel. 0523.892090

CARPANETO PIACENTINO Via Gonfalonieri tel. 0523.850926

UNIFIED WINDOWS IN VAL TIDONE DISTRICT

CASTEL SAN GIOVANNI Via G. Bruno, 2 tel. 0523.880518

CASTEL SAN GIOVANNI Viale Due Giugno 2 in the Hospital building
(payment of "ticket") tel. 0523.880102

BORGONOVO VAL TIDONE via Seminò 20 tel. 0523.846234

San Nicolò Via XXV Aprile tel. 0523.761356

UNIFIED WINDOWS IN THE "MONTAGNA" DISTRICT

BOBBIO Via Garibaldi 1 tel. 0523.962203

OTTONE At Dr. Leonard's chemist's, Piazza Vittoria 6, tel. 0523.930121

BETTOLA Via Circonvallazione n. 17 tel. 0523.917731

DENTIST'S ROOMS

Doctor's offices for dental assistance PIACENZA Corso Vittorio Emanuele
169, 1st floor tel. 0523.358789
Monday to Saturday from 8 a.m. to 12.30 a.m.
Thursday from 8 a.m. to 5.45 p.m.

FIORENZUOLA D'ARDA Via Roma in the Hospital building
tel. 0523.989661
Monday to Friday from 8 a.m. to 12.30 a.m.
Saturday from 8 a.m. to 12 a.m.

CASTEL SAN GIOVANNI Viale 2 Giugno in the Hospital building
tel. 0523.880122
Tuesday and Thursday from 8.30 a.m. to 12.30 a.m.
Saturday from 8 a.m. to 12 a.m.

DOCTOR'S OFFICE FOR FOREIGNERS FOR PREVENTIVE HYGIENE
Via Alberoni, 102 2nd floor Thursday from 5 p.m. to 6 p.m.

DOCTOR'S OFFICE FOR INFECTIVE DISEASES
At the Infective Diseases unit of Piacenza Hospital tel. 0523.30365
303730
Wednesday from 8.30 a.m. to 10.50 a.m.
Friday from 2.30 p.m. to 3.30 p.m.

Who gives blood gives life

A SOLIDARITY ACT FROM FOREIGN CITIZENS

Life is a right for all, so give your blood!

For all information:

IMMUNOEMATOLOGY AND TRANSFUSION UNIT of Piacenza Hospital
Via Taverna 49 tel. 0523.302395 - 302276 - 302986 - 302361.

AVIS Provinciale Piacenza at Piacenza Hospital
Via Taverna 49 tel. 0523- 336620.

AVIS Comunale Piacenza
Via Campagna 39
tel. 0523 499782.

FOR WOMEN'S HEALTH

The following services dedicated to women can be found at the **WOMEN'S HEALTH CENTRE**, Piazzale Torino, 7 Piacenza:

Mammography
Breasts exams
Multifunctional doctor's office
Cervix uteri screening
Colposcopy centre
Echography
Assistance to pregnancy
Assistance to menopause
Consultancy activities

MAMMOGRAPHY

It is a radiology exam that can decrease the mortality ratio for breast cancer. It can discover breast cancer in more than 90% of the cases.

PAP TEST it is a test that predicts cervix cancer and concerns all women between 25 and 65.

MENOPAUSE

The **Menopause** occurs when the menstrual cycle stops. It is a progressive process which may occur in a short time or last a few years. It can lead to some problems and troubles and it represents a critical stage in every woman's life. It is therefore recommended to effect at least a check-up each year to check the general health conditions and get some advice in order to live this process in the best possible way.

MOTHERS' PROTECTION

The Italian regulations prescribe that expecting working women **cannot be dismissed from work** from the beginning of the pregnancy until the child is one year old. The mandatory maternity leave lasts from the last 2 months of the pregnancy until the baby is 3 months old, and is completely or partly paid.

For all information please ask the family consultancy doctor's offices.

FAMILY CONSULTANCY DOCTOR'S OFFICES

The family consultancy doctor's offices have the legal duty to assist **all pregnant women free of charge, even if they do not have the residence permit**, as well as their children till they come of age. The services are **free of charge** and may be obtained by fixing an appointment at the consultancy doctor's office. The request from the family doctor is not necessary.

The family consultancy doctor's offices in Piacenza and Piacenza county also provide information about:

- Assistance on family problems;
- Assistance and consultancy on divorce and violence in the family;
- Adoption and fostering.

FAMILY CONSULTANCY DOCTOR'S OFFICES IN PIACENZA DISTRICT

PIACENZA Via Locati n.3 tel. 0523.358109 - 0523.358102

PIACENZA Galleria del Sole La Farnesiana tel.0523.570136

PODENZANO Via Cesare Battisti 1 tel. 0523.358504

FAMILY CONSULTANCY DOCTOR'S OFFICES IN VAL D'ARDA DISTRICT

Fiorenzuola d'Arda - Via Scapuzzi n. 12 tel. 0523.987209

Cortemaggiore - Via Fiume tel. 0523.836894

Carpaneto Piacentino - Via Marconi tel. 0523.859383

Lugagnano Val d'Arda - Via Bersani tel. 0523.891026

Monticelli d'Ongina - Via Galimberti tel. 0523.815917

FAMILY CONSULTANCY DOCTOR'S OFFICES IN VAL TIDONE DISTRICT

S. Nicolo' Via Curiel tel. 0523 768509

Castel San Giovanni Via 1° Maggio tel. 0523 880552 - 0523.880552

Borgonovo Val Tidone at the Hospital Via Seminò 20 tel. 0523.846221

Agazzano P.zza Europa tel. 0523.975422

Pianello Val Tidone Via ss. Liberata e Faustina tel. 0523.998865

SPECIAL FOR CHILDREN

PAEDIATRIC EMERGENCY ROOM at Piacenza Hospital, block C, 3rd floor
Children between 0 and 18 may directly access the Paediatric Emergency Room of Piacenza Hospital, any time. The phone no. **0523.303375** is always operational.

CHILDREN VACCINATIONS Piacenza, Corso V. Emanuele 169, stairs "b", second floor.
tel. 0523.358795

By appointment Mondays, Tuesdays, Wednesdays and Fridays from 8.45 a.m. to 11.30 a.m.

Thursdays from 3 p.m. to 5 p.m.

Saturdays from 8.45 a.m. to 11 a.m.

To fix an appointment please call 0523 302795 from 12 a.m. to 1.30 p.m., every day except Thursday.

Fiorenzuola d'Arda: at consultancy doctor's office, tel. 0523.987205

Bobbio vaccination doctor's office, tel. 0523.962239

Castel San Giovanni vaccination doctor's office, tel. 0523.880550

CONSULTANCY DOCTOR'S OFFICE FOR FOREIGN CHILDREN: Corso Vittorio Emanuele 169 tel. 0523.358795

INFORMATION FOR PARENTS WHO MUST DECLARE THE BIRTH OF THEIR CHILD:

URP of Piacenza Hospital, 1st floor, tel. 0523.303123

A PLACE FOR YOUNG PEOPLE

It is a place where young boys and girls can meet qualified operators to have information about sexuality, STDs, drug or alcohol addiction, etc. It is especially dedicated to boys and girls between 14 and 25.

It is located in Via Taverna 37 (Palazzo Morigi)

It is open on Tuesdays and Fridays from 3.30 p.m. to 7 p.m.

CONSULTANCY DOCTOR'S OFFICE FOR YOUNG PEOPLE

It is a free service for young boys and girls between 14 and 20.

It is located in Galleria del Sole 51 (Farnesiana shopping centre), tel. 0523.592258

It is open on Tuesdays from 2.30 p.m. to 5 p.m.

Its activities are health education, psychological consultancy, gynaecological consultancy, clinic and psychotherapeutic activity.

PEADIATRICS SERVICE AND PSYCHOLOGY OF ADOLESCENCE

C.so Vitt. Emanuele 163/a Piacenza

tel. 0523.302070 - 0523.302075