

How to reach us

You can reach the Accident and Emergency Department directly or by ambulance (calling the number 118).

Triage and the colour Codes: the health traffic light

When arriving at the Accident and Emergency department, the patient's level of urgency will be evaluated by trained nurses. A "colour code" will be given to establish the priority of access to treatment on the basis of the seriousness of the case. **This does not depend on the arrival time at the hospital.** This approach is called "Triage" and it is aimed at avoiding delays for truly urgent cases.

Triage does not guarantee any reduction in waiting times, as its goal is to ensure that patients in extremely serious condition do not have to waste precious time.



Code Red: very critical, danger of death, maximum priority, immediate access to treatment;



Code Yellow: fairly critical, high level of risk, potential danger of death; treatment cannot be delayed;



Code Green: not very critical, no risk of condition worsening, treatment can be delayed;



Code Blue: not critical, acute but not serious, treatment can be deferred;



Code White: not critical, not serious and/or not acute.

If more than one person has the same colour code, priority is given to the following: children, pregnant women, people with disabilities, people who have suffered violence, the elderly over 80 and other special categories of patients.

When a co-payment (ticket) is due

Patients who are assigned red, yellow and green codes are not required to make co-payments.

Patients who are assigned white or blue code are required to make a co-payment of 25 Euros (inclusive of medical assessment and clinical tests) and a further 25 euros should instrumental diagnostic exams be required.

Access to Accident and Emergency Department is free for:

- Children under the age of 14
- Patients with legally recognised medical exemptions
- Pregnant women
- Patients who have suffered an accident in the workplace
- Situations classified under white and blue codes involving acute poisoning, wounds needing stitches or immobilization
- Patients requiring short periods of observation in Accident and Emergency Department or hospital ward

Fees of digitalization

From 3rd september 2012 a 10 euro fee is due to cover the digitalization of instrumental diagnostic exams.

Patients admitted to hospital for further care or treatment are exonerated from payment.

Exemptions are also provided for particular cases, i.e. people with legally recognised disabilities, victims of terrorism, unemployed people etc.