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# INTRODUCTION

U.S. Naval Hospital (USNH) Sigonella is a 22-bed community hospital located in the heart of the Mediterranean in Sicily, Italy. We are comprised of our main facility in Sigonella and have satellite clinic and branch clinics located in Souda Bay, Greece and the Kingdom of Bahrain. Our team of almost 400 military, civilian and contract staff provide high quality, patient-centered care and operational support to approximately 7,400 active duty, family members, NATO forces, retirees, and other eligible patients through international collaboration and status of force agreements.

We take great pride in keeping our patients in the Sigonella area healthy, ready and on-the job- the Navy Medicine mission. We are fully accredited by The Joint Commission-our nation's premiere accrediting body for hospitals across the U.S. Our Medical Home Port Teams have earned the highest level recognition from the National Committee for Quality Assurance.

NCQA's recognition programs are built on evidence-based, nationally recognized clinical standards of care.

USNH Sigonella provides a continuum of care: primary care for the whole family, specialty services, surgery, maternity care, pharmacy, laboratory and radiology. Preventive services include wellness and nutrition.

When care is something outside of the scope of our services, we partner closely with our local Italian community to ensure the best experience possible for you and your family members by providing patient liaisons, case managers, translation services and more to support continuity of care and the best patient outcomes. This guide is designed to help you navigate care with Purchased Care Sector Providers (PCSPs).

## **MISSION**

**Force Medical Readiness**

## **VISION**

**Three Islands, One Team-First Choice for Care**

# ACCESS TO CARE

To make an appointment call our Appointment lines:  
 DSN 314-624-2213 or commercial 0950562273

When your unique care needs cannot be provided at our facility, we will provide you and your family with guidance and assistance you need for outpatient care or for a hospitalization experience in the Purchased Care Sector Provider (PCSP). As part of the TRICARE Overseas Program (TOP) of the Defense Health Agency (DHA), the TRICARE Area Office Eurasia-Africa (TAO-EA) oversees administration of the TOP Contract. The current TOP Contractor is International SOS, who has established written agreements with many local Italian health care providers and medical facilities to ensure the more complex needs of our patients can be met without the need for leaving the area. International SOS also facilitates care with local Italian providers with whom they do not have an established written agreement should that provider be the most appropriate for your needs. Apart from the cultural differences, Italian health care facilities offer high quality care similar to what you expect back home.

## IMPORTANT PHONE NUMBERS

<b>Civilian Prefix in the Catania area:</b>	<b>095 XX XXXX</b>
<b>Emergency/Ambulance</b>	<b>118</b>
<b>Carabinieri</b>	<b>112</b>
<b>Fire Department</b>	<b>115</b>
<b>Police Department</b>	<b>113</b>
<b>USNS Sigonella Quarteck</b>	<b>DSN 314-624-3842-4250 or commercial 095-53-3842/4250</b>
<b>Referral Management Center/Healthcare Finder</b>	<b>DSN 314-624-4087/4846 or commercial 095-56-4087/4846</b>
<b>Beneficiary Counselor and Assistance</b>	<b>DNS 314-624-4848/4838 or commercial 095-53-4848/4838</b>
<b>Medical Service Coordinator (Enrollment)</b>	<b>DSN 314-624-4848 or commercial 095-56-4848</b>
<b>Case Manager</b>	<b>DSN 314-624-4641 or commercial 095-56-4641</b>
<b>Case Manager After Hours</b>	<b>commercial 335-763-0803</b>
<b>Internationa SOS</b>	<b>overseas commercial 44-20-8762-8384</b>

If you need a Patient Liaison after hours, contact the USNH Sigonella Quarterdeck at DSN 314-624-3842/4250 or 095-563842/4250. Our Quarterdeck staff will contact the Patient Liaison, and they will contact you as quickly as possible.

# EMERGENCY CARE AFTER-HOURS

For TRICARE Prime Patients:

In an emergency, go to the nearest emergency room or call 911 (on base) or 118 (off base).

If you are being seen at USNH Sigonella's Emergency Department (ED), you may be transferred to a local Italian PCS facility for medical care or evaluation and treatment as needed based on your acuity.

The Patient Liaison will assist you with your transfer.

Pay Patients & Retirees:

Contact 118 (off base) to dispatch the Italian ambulance for emergency care and transportation. The emergency services will identify the proper facility for care. Paid patients may contact their personal insurance company in order to make transportation arrangements.

There are many local Italian PCSPs available in the area that provide medical care for TRICARE Prime enrollees and cost-shared care for other TRICARE beneficiaries:

Ospedale Cannizzaro, via Messina 829-Catania 095-726-3030

Ospedale San Marco, via C.A. Ciampi —Catania 095-479-4111

Ospedala Garibaldi, Piazza Santa Maria di Gesu' 5-Catania 095-759-4364

Policlinico, Via Santa Sofia 78 -Catania -095 726 1111

The local ED may require hospitalization to complete diagnostic testing, unlike an American ED that may complete tests on an outpatient basis. An exception may be a minor injury/illness (i.e., lacerations, fractured bones needing casting, or suturing on an outpatient basis). Like any ED, patients are seen according to medical priority and availability of the appropriate physician. Following your exam, you will be admitted, referred or released to follow-up at USNH Sigonella ED. When released, either as an outpatient or at the end of your hospitalization, the Patient Liaison will be given a medical report (discharge summary). This will be translated and integrated into your medical record. Upon discharge during normal business hours, a Patient Liaison and driver will bring you back to USNH Sigonella. For any discharges after normal business hours, the Patient Liaison will assist in person or by phone. Please schedule a follow-up appointment with your Primary Care Manager (PCM) as instructed.

# MANAGED CARE & REFERRALS

International SOS and the Referral Management Center (RMC) work together to support TOP Prime patients (e.g., United States active duty service members and command-sponsored family members) to obtain authorization of their referral for care in the Italian health care medical system.

The RMC ensures the military treatment facility's (MTF's) capability and capacity are utilized optimally. The RMC achieves this by working closely with MTF providers, International SOS, and TAO-EA office to review eligibility and benefits for patients, to track all referrals to ensure patients are booked and seen within TRICARE access to care standards, and by helping arrange PCSP appointments and assisting with claims issues.

The RMC aids all TRICARE beneficiaries (including non-Prime) and patients who are allowed access to care at the Medical Treatment Facility (e.g., NATO and DoD civilians).

Several of the RMC personnel also serve as Patient Liaisons. In this role, they help coordinate PCSP appointments and inpatient admissions, after-hours patient transfers and admissions, translation services for PCSP care, and consult results from PCSPs.

The RMC is located by TRICARE Services of the second floor of USNH Sigonella, and is open Monday through Friday, 8 a.m. to 4 p.m.

# CASE MANAGEMENT

USNH Sigonella's Primary Case Manager can be reached at DSN 624-4756 or commercial at 095-56-4756, 8 a.m. through 4 p.m., Monday through Friday, except on holidays. The Case Manager on duty may be reached after hours at 335-578-8149 including weekends and holidays. Active duty beneficiaries and their dependents are eligible for case management or care coordination services. All DoD beneficiaries and their dependents are eligible for case management based on acuity. Case management involves a team of health care professionals who help you and your family address your medical, educational, and psychosocial needs. You and your team will work out a plan to help you gain control of your illness, injury or situation as soon as possible. You will also plan collaboratively with your team to identify the needed resources as your medical condition improves. The Case Manager will oversee the plan with you to ensure it continues to meet any change in your health status. The goal is to help you navigate the healthcare system.

### Case management continued:

Usually people with a very complex or catastrophic condition or situation require case management; however, some individuals just need assistance with care coordination. Case management services are a benefit of the healthcare system. There is no charge to the individual no matter what status you are in while living in Italy. Your provider either submits a referral to case management and you will be contacted, or you can meet with the Case Manager as a self-referral, and the Case Manager will contact the primary care or specialty provider for a referral.

As each patient's need for case management varies, the amount of assistance can be determined and customized by the beneficiary and our Case Manager throughout the hospitalization and follow on care.

## OUTPATIENT REFERRALS

When your provider writes a referral for you to see a specialist that is not available at an MTF, you will be contacted by the RMC staff to coordinate your visit in the local area with a PCSP.

We recommend setting up a MHS Genesis Patient Portal account by logging into your home computer at <https://patientportal.mhsgenesis.health.mil>. This online system offers you a secure messaging account to allow simple, efficient communication with your MTF providers and staff.

The appointment scheduling is based on the priority of the referral (determined by the referring provider) and TRICARE Access to Care guidance.

Routine referrals must be booked within 28 days. Patients who waive this requirement must notify their provider. If the referral is more urgent, the RMC will work within that priority guidance. Please support the RMC as we try to work with your schedule as we are coordinating with you and the local Italian PCSP.

TRICARE Prime beneficiaries will need a referral order that is pre-authorized by International SOS for PCSP care. International SOS has two business days to review the referral request and either authorize or deny authorization of the referral. TRICARE Prime beneficiaries are encouraged to utilize PCSPs recommended by International SOS. If TRICARE Prime beneficiaries choose to see a different PCSP, the beneficiary must coordinate that change with the RMC. If the TRICARE Prime beneficiary chooses to be seen by a PCSP without an authorization, this is considered a TRICARE Point of Service (POS) episode and has out of pocket costs to the family.

### Outpatient Referrals Continued:

You can receive information about the POS option and costs at the RMC with a benefits counselor. Please note that the RMC staff may not contact, provide booking or transportation to PCSPs not recommended by International SOS. If you choose to use an outside provider and bring the consult notes to the RMC, we will be happy to translate the notes that pertain to the care you will be receiving under your medical provider at USNH Sigonella and enter them into the MTF's secured electronic health record (EHR) for your provider. You can review any records enter into your HER by logging into your MHS Genesis Patient Portal.

Active Duty family members (ADSM) enrolled to TRICARE Overseas Program (TOP) Prime/TOP Prime Remote are always advised to contact their PCM or TOP contractor to obtain an authorization in order to ensure the visit (including emergent or urgent care) will be cashless/claimless. Without this authorization, overseas providers may request payment upfront and the beneficiary will then have to submit a claim for reimbursement. Obtaining a care authorization in advance also protects the beneficiary from potentially incurring Point of Service Charges.

While an ADSM enrolled in TOP Prime/TOP Prime Remote who requires urgent care while on temporary duty or on leave status in the 50 United States and the District of Columbia may access urgent care without a referral or an authorization, obtaining a referral or authorization from their PCM or the TRICARE contractor is always recommended. This not only facilitates smooth payment of the claim but alerts your PCM that care was obtained. ADSMs are reminded to always seek urgent care from an MTF before seeking care at a civilian provider.

### NON-PRIME TRICARE PATIENTS

The RMC offers referral management assistance to patients who are not enrolled to USNH Sigonella as TOP Prime. If you are enrolled to Prime at another MTF, TOP Remote, TRICARE Select or utilize insurance benefits that are not part of the TRICARE program, the RMC will assist with booking your appointment to one of the local PCSPs and assist with providing an estimate for out-of-pocket costs. International SOS is responsible for claims processing for all care delivered to TRICARE beneficiaries, whether enrolled in Prime or not, when the care is delivered overseas.

International SOS can be contacted on these following numbers: Eurasia-Africa TOP Regional Center: 44-20-8762-8384; Eurasia-Africa Medical Assistance: 44-20-8762-8133 or visit [www.tricare-overseas.com](http://www.tricare-overseas.com).

All other patients who are allowed care by USNH Sigonella (e.g., NATO personnel, DoD affiliates, DoDs teachers) are not bound to PCSPs recommended by International SOS.

For all patient categories, if the initial referral was generated by USNH Sigonella, we will provide the follow up written translation services pertaining to the care you received from a PCSP. Once the written translation is complete by the RMC Staff or received from an outside organization selected by the patient, the original documentation will be scanned, placed into the EHR.

***Please Note:** The RMC staff may not contact, provide booking or transportation to PCSPs not recommended by International SOS. If the patient seeks care from a non-recommended PCSP, it is the patient's responsibility to provide their own transportation and booking; no translation assistance is provided.*

## **TRICARE & OTHER HEALTH INSURANCE**

If you have other health insurance (OHI), you must follow all rules pertaining to that plan. Your OHI is considered your primary insurance and pays before TRICARE. You or your provider must file health care claims with your OHI before filing with TRICARE. After your OHI determines the amount it will pay, submit a copy of the payment determination and the itemized bill with your TRICARE claims. If you are covered under the Italian Health System and want to utilize this benefit, please make sure this is known to the RMC staff; they can provide information on how to utilize this program.

Receipts and invoices are required for all overseas health care and pharmacy claims, including claims for care received while traveling overseas. Proof of payment is necessary for TRICARE to validate claims and safeguards benefit dollars. Our Beneficiary Counseling Assistance Coordinator (BCAC) assigned to the RMC can offer further assistance for all claims issues. Proof of payment is required only for claims over \$1,000.

## **REFERRAL RESULTS**

After receiving care, the RMC staff will collect the results from the local PCSP. Once translated, the results will be placed in the custody of the provider that initiated the referral for specialty care. If you choose to take yourself to see the PCSP, please bring a copy of the notes to the RMC for translation, entry into the HER.

Routine translations will be processed within 10 business days. Emergent and acute reports will be processed within 24-72 hours depending on acuity.



## Patient responsibilities

It is the patient's responsibility to notify the RMC with any concerns, follow up with your PCM, and contact any MTF providers that may be involved with your referral to the PCSP. It is also the patient's responsibility to utilize the grievance system to report any concern or complaint regarding health care quality or service. Any TRICARE civilian or military provider; TRICARE beneficiary; sponsor; or parent, guardian, or other representative of an eligible dependent child may file a grievance.

More information can be obtained at:

[http://www.tricare-overseas.com/Beneficiaries\\_Grievances.htm](http://www.tricare-overseas.com/Beneficiaries_Grievances.htm).

Comments and concerns can also be expressed through the ICE system at:

<https://ice.disa.mil/index.cfm?fa=card&sp=139686&s=1108&sc=11&dep=DoD&card=1>.

## DAY OF THE APPOINTMENT

***Please Note:** On the day of the appointment, translation services via our Patient Liaisons will be provided for non-English speaking recommended PCSPs only. Unfortunately, only one parent may accompany patients under the age of 18. Due to the limitations on space, no other individuals will be permitted in the vehicle. For patients accompanied by a USNH Sigonella Patient Liaison there is no cost.*

Transportation to first appointment is on space available basis and pending resource of personnel and driver. If afforded the opportunity to be taken to your appointment (transportation), please show up to the RMC in the TRICARE office on the first floor of the hospital for transport at least 15 minutes prior to departure time.

Bring your personal Global Positioning System (GPS) to record coordinates for subsequent visits to the PCSP, if necessary.

If you choose to go to the appointment on your own, be prepared to pay for parking. Many facilities will have parking attendants who charge for parking. This cost averages between €2-10.

## No show & late policies

If for some reason you are not available to make your appointment, please contact our RMC at 624-4087/4846 or commercial 095-56-4087/4846 prior to the scheduled time of your appointment. Our RMC staff will reschedule another appointment for you. If you are more than 15 minutes late from your scheduled appointment, and the RMC was unsuccessful in contacting you, the appointment will be rescheduled for another day that corresponds with scheduled visits for staff members to be transporting patients in the local area. If you do not show up on the day of your appointment, and the RMC staff cannot make contact with you, the provider who initiated the referral will be notified and decide at that time if the referral needs to be rescheduled or not.

***Please Note:** After a second no-show appointment, the RMC Staff has no other choice but to cancel your initial referral, and notify your provider to submit another referral, if appropriate.*

## UP FRONT COSTS

In some cases, after care is rendered, patients may be expected to pay charges to the PCSP up front and receive reimbursement later depending on your patient category (e.g., contractors, retirees). The RMC provides assistance in these matters through our Beneficiary Counseling Assistance Coordinator (BCAC).

# INPATIENT CARE IN ITALIAN HEALTH CARE SYSTEM

During emergency situations where your medical care needs exceed the capabilities of the MTF, you will be transported to a PCSP Italian medical facility. A Patient Liaison will be notified to help coordinate your admission to the PCSP facility.

If you sustain an illness or injury and are admitted to a PCSP hospital in the Sigonella area, we are notified, and a Patient Liaison assigned to the RMC will contact you and/or the facility to assist with admitting procedures and interacting with the local Italian physicians when language translation and interpretation is required. When the admission occurs, the Patient Liaison is authorized to travel, and assistance will be provided in person at the facility.

If you have not heard from a Patient Liaison within the first four hours, please call or have someone call the USNH Sigonella Quarterdeck at DSN 624-3842/4250 or 095-56-3842/4250.

***Please Note:** It is important to understand that once you and your loved one are settled in for the inpatient stay at the Italian PCSP facility, your Patient Liaison is available for emergent/urgent issues. For routine questions, your Patient Liaison will be available during working hours to address your needs.*

TRICARE Prime patients admitted to a hospital or clinic outside the country of Italy, should contact International SOS at: +44 (0) 208 762 8384 (overseas), 877-678-1207 (stateside) or from your cell locally, +39-800-928-034. During your inpatient stay, International SOS will remain your primary point of contact for medical updates, verbal translation services, and assistance.

Upon discharge from the hospital, it is highly encouraged that you bring all discharge paperwork related to your illness or injury to our RMC for translation and submission into the USNH Sigonella's electronic health record. Please be advised: USNH Sigonella providers are not licensed to practice in Italian health care facilities and are unable to treat or prescribe medications to a patient while admitted.

After receiving care, the RMC staff will collect the results from the local physician. Once translated, the results will be placed in the custody of the provider that initiated the referral for specialty care. If you choose to take yourself to see the PCSP, please bring a copy of the notes to the RMC for translation, entry into the HER.

## PATIENT LIAISON

USNH Sigonella has several Patient Liaisons to assist all of our patients who are hospitalized in local Italian. Patient Liaisons are fluent in both English and Italian languages. Their working hours are Monday through Friday, 7:30 a.m. until 4 p.m. You may also reach one by dialing the RMC at commercial: 095-56-4846/4087/4838/4848. A Patient Liaison is also on-call 24 hours a day, seven days a week, for emergencies and serious illnesses/injuries. Please call the USNH Sigonella Quarterdeck for assistance at commercial: 095-56-3842/4250.

The Patient Liaison is not expected to stay with you throughout your hospitalization but will help ease language barriers between you and the local Italian PCSP; answer questions regarding treatment, environment of care, and follow-up care as recommended by your provider; assess and interpret your concerns to determine specific needs for assistance during provider consultation; conduct follow-up as requested to assess progress made and/or plans for you or your family member's transfer to other hospitals or USNH Sigonella; and assist with your admission and discharge.

## ITALIAN HOSPITALS

To contact USNH Sigonella from an Italian hospital, please dial the RMC at 095-56-4846/4087/4838/4848. After hours please contact our Quarterdeck at 095-56-3842/4250. Please identify the hospital you are at, your name and contact information. All directions provided below to the Italian hospitals are established from USNH Sigonella on NAS 1.

Please use the coordinates for the Italian hospitals if you are located in the economy.

### **OSPEDALE CANNIZZARO· N37.54210, E15.1192494**

*Services: Emergency, Multiservice Wards. Traumatology*

The Cannizzaro Hospital is utilized for trauma and only on an emergency basis.

However, the patient may end up being admitted to one of their departments for ongoing care. Transportation to and from the hospital and language facilitation will be provided by the RMC for outpatient services will be provided by the RMC. Visiting hours are coordinated via the Patient Liaison. A cell phone is highly recommended.

The Patient Liaison will stay at the hospital as long as necessary information is translated but cannot stay at the hospital for the entire hospital stay. Please call the USNH Sigonella Quarterdeck for assistance.

**DRIVING DIRECTIONS:** Go left on SS192, turn right at the round-about and take the autostrada A19 towards Catania, take the second exit Catania-Messina (E45), continue towards Messina and exit at Catania Centro (A18). Take the third exit on the right and continue on Via Marco Polo (circonvallazione) towards Messina-Acicastello, then towards Acicastello. After the AGIP station continue left on Via Antonino Caruso and turn right on the second street Via Messina. At the big round-about continue straight and take the second exit on the other round about. This is the entrance to the hospital.

**OSPEDALE SAN MARCO N37.47994, E15.03630**

*Services: Emergency, Multiservices Ward,*

Admissions are organized via the RMC and the length of stay is determined by the patients' conditions. Transportation to and from the hospital and language facilitation will be provided by the RMC. Visiting hours are coordinated via the Patient Liaison. A cell phone is highly recommended. The Patient Liaison will stay at the hospital as long as necessary information is translated but cannot stay at the hospital for the entire hospital stay. Please call the USNH Quarterdeck for assistance.

**DRIVING DIRECTIONS:** Go left on SS 192 towards Catania, take the autostrada (A19) toward Catania. Continue and exit Catania Centro, take the first right on Viale Bummacaro, first right again at the stop sign. On the first round about, the hospital will be on the left at the third exit.

**OSPEDALE POLICLINICO - N37.53098, E15.06910**

*Services: Emergency, Multiservice Wards. Traumatology*

This hospital is part of the Vittorio Emanuele-Policlinico Corporation. Admissions for services are normally organized via the RMC, and the length of stay is determined by the patients' condition. Transportation to and from the hospital and language facilitation will be provided by the RMC for outpatient services. Visiting hours are coordinated via the Patient Liaison.

**DRIVING DIRECTIONS:** Turn left on SS 192. At the round-about turn right into (A 19) towards Catania, take the second exit (Tangenziale E45) towards Messina-Paterno. Take the third exit towards S.G. Galermo. At the round-about take the second exit and go straight on Via Carrubella. Turn left to stay on Via Carubella. Then turn right to take Via Santa Sofia. After the walking traffic light on your left you will see the entrance to the hospital.

**OSPEDALE GARIBALDI- N37.511140, E15.07850**

*Services: Emergency, Trauma, Neurosurgery, ICU, Pediatric Surgery, Neurology, OB/GYN*

In addition to emergency services, Garibaldi Hospital is utilized for routine neurology admissions. Admissions for services are normally organized via the RMC, and the length of stay is determined by the patients' condition. Transportation to and from the hospital and language facilitation will be provided by the RMC

Visiting hours are coordinated via the Patient Liaison.

**DRIVING DIRECTIONS:** Take right SS 192 towards Catania. Turn left to Misterbianco. Take SS 121 towards Catania. After passing AUCHAN follow directions towards for the Circonvallazione, and at the big round-about turn right. You will see a big sign "Ospedale Garibaldi." THIS IS NOT THE TRAUMA GARIBALDI CENTER. Take Via Palermo until Viale Mario Rapisardi and turn left at the small round-about. Keep going on this road with many traffic lights about three kilometers. You will see the hospital on your right and Piazza Santa Maria di Gesu (the square with a fountain) right in front of you. Turn right at the square.

## WHAT YOU CAN EXPECT

Italian health care is in many ways the same as the American system you are accustomed to and in other ways it can be vastly different. Italians pay for a lifetime of health care via their taxes. This health coverage is primarily a socialized medicine system consisting of mostly public health care with some private and semi-private facilities available. Unlike most hospitals in the United States, the number of Italian facilities that provide private rooms is very limited and most have none at all. Most rooms do not possess the same modern cosmetic appeal as a private hospital but they contain modern medical technology and provide the same medical treatment capabilities that would be afforded in similar size American hospitals or MTF. The type and quality of nursing care is also much different from an American hospital. As Americans, we have come to expect a nurse to perform many bedside tasks while the Italian culture places a large emphasis on family and the healing qualities a family can bring to an ill patient. As a patient in an Italian facility, you may be expected to have your family or friends assist you with some personal hygiene tasks such as bathing. Despite these differences and the occasional language barrier, the goal is exactly the same... **quality health care**.

### Some things to keep in mind during your stay:

- Italian physicians should answer all your questions when asked, but generally do not volunteer all results and information. Patients/parents are encouraged to ask doctors and nurses about their treatment plan. Your Patient Liaison is there to assist with the translation of your questions, if necessary.
- For infection control purposes, visitors are asked to not lie in the hospital bed with or without the patient. In the pediatric wards, the parents may request an additional bed to sleep near their child. However, this is only possible if space is available. Please be respectful to the other patients who share the same room and respect their privacy and personal space.
- Standards of privacy vary between Italian and American facilities. Italian physicians may not always have a standby when examining patients of the opposite sex. You may also be asked to undress while nursing staff is passing through the area.
- Bring, or have your visitor bring, some EURO to purchase snacks, drinks, and for parking fees as you should not expect to be served American food during your hospitalization.
- You will be served bottled mineral water, a variety of teas and/or juice (without ice).
- Very few of the staff may understand English or speak English. Although you may not speak Italian, a Salve (hello), Buongiorno (good morning), Buona sera (good evening), Per favore (please), Grazie (thank you) go a long way!
- Should TRICARE beneficiaries disagree with their treatment plan, they may sign an Against Medical Advice (AMA) form. However, the patient should be advised that the local Italian facility cannot be held responsible for medical problems/conditions complicated by the refusal of medical treatment.

## PAIN & SYMPTOM MANAGEMENT

Italian medical staffs do not usually order pain medications to be administered around the clock. It is best for you to communicate with the nursing staff, and request medication regularly rather than wait for it to be brought to you. Similarly, you should communicate any concerning symptoms with the medical or nursing staff.

Please contact USNH Sigonella Patient Liaison Services. They are available during normal working hours, Monday through Friday, 8 a.m. until 4:30 p.m., as well as after hours for emergency communication. You can also utilize simple words and common phrases on pages 20-22.

## MEDICATIONS

If you are currently taking medications, inform your physician immediately. If possible, bring them with you to the hospital for review by the physician, as there could be adverse reactions with other medications that may have been ordered. On some occasions, you may be given medication to take throughout the day. If you are unsure of the medication that you are receiving, or how and when to take it, ask the hospital staff or the Patient Liaison. Be sure to inform the physician and/or staff about any allergies (i.e., medication, food, latex, environmental).

When visiting the Italian hospital as an outpatient, you may be given medication to last until the next working day. More likely, if you require medication as an outpatient, your physician will write you a prescription. English-written prescriptions may be filled at the USNH Sigonella Pharmacy. Italian prescriptions require a translation by the Patient Liaison. If the medicine is not available at the USNH Sigonella Pharmacy, then you may go to a Farmacia (Italian pharmacy). You can go to any Farmacia to get your prescription filled, but you will be asked to pay (euro only) for your medication. Look for a green fluorescent cross; these are used to identify the pharmacies. Every town will have a night-time pharmacy open for emergencies. Keep your receipt and prescription, and take them to the RMC at USNH Sigonella for assistance preparing your claim for reimbursement.

## GENERAL INFORMATION

- **VISITORS:** Children under 12 years of age are not allowed on most wards. Visiting children must be supervised at all times (i.e., no jumping on beds, tables or chairs, no running in the hallways). The patient should not have more than two visitors at a time. Visitors should not use the patients' toilet. There are toilets in the hallway marked WC. Visitors are expected to leave the room when physicians make their rounds. The majority of local Italian facilities are public and have varied and restricted visiting hours. The Patient Liaison can help you identify the specific visiting hours for the specific local Italian facility.
- **TELEPHONES:** Some hospitals have telephones in the patient rooms. These phones only receive calls. Please take your personal cell phone to call your family and friends, along with a charger for 220 volts.
- **TELEVISIONS:** Most patient rooms have television, and it may be used free of charge. All channels will be in the Italian language. On some wards, TVs are not permitted for reasons of possible detrimental effects on the health of some patients (electronic interference, etc.). Cable television and Internet are not available.
- **PARKING:** Parking is challenging, which is the primary reason transportation is provided by the RMC at USNH Sigonella. Most hospitals have "blue line" parking, meaning they will have to purchase a parking ticket from a parking meter. Parking tickets are sold in increments of one-hour, half-day, or full-day. Some hospitals do not have public parking. Visitors may park on the street or find private parking.
- **CAFETERIA SERVICES:** Breakfast, lunch and dinner are served to inpatients. Breakfast in the hospital usually consists of a cup of tea, milk, or coffee and bread with marmalade.
- **SMOKING:** Smoking is only permitted outside of the medical facilities in marked zones.
- **PATIENT CONFIDENTIALITY:** Local Italian providers have strict confidentiality rules similar to U.S. privacy laws. Only physicians are allowed to give you medical information. They will allow your Patient Liaison to assist and translate, and understand they are bound by the same patient confidentiality rules. Please understand that the Italian staff and/or Patient Liaisons are not allowed to give any medical information to your chain of command, other military staff, family support groups, etc. without your permission
- Pediatric patients under 18 year old are admitted with a parent.



## WHAT TO BRING WITH YOU

In most Italian public medical facilities, the patient is expected to provide some, if not all, of their personal care articles. Below are just some of the many items you may want to bring yourself or have someone bring to you.

Mobile phone or pre-paid telephone  
Sleeping & lounging clothes  
Towels & wash cloths  
Reading materials  
Personal electronics (e.g., laptops, iPad)  
English-Italian dictionary  
Memo pad for notetaking  
Euro  
Bottled water  
Slippers & robe  
Female sanitary products & wipes  
Toothbrush/paste & other toiletries  
Sheets, blankets, pillow & pillowcases  
220-volt chargers for your electronics  
This guide

*Please note: Wi-Fi is typically not offered in most facilities.*

## ITALIAN FACILITIES

### ADDRESSES/GPS COORDINATES

**AZIENDA OSPEDALIERA PER  
L'EMERGENZA "CANNIZZARO"**  
Via Messina, 829, 95126 Catania CT  
N37.5418175 E15.1192421

**PRESIDIO OSPEDALIERO GARIBALDI NESIMA**  
Via Palermo 636, 95122 Catania  
N37.511902 E15.0403476

**AZIENDA OSPEDALIERA DI RILIEVO  
NAZIONALE DI ALTA SPECIALIZZAZIONE GARIBALDI**  
Piazza Santa Maria di Gesù 5, 95124 Catania  
N37.511902 E15.0403476

**AZIENDA OSPEDALIERA UNIVERSITARIA POLICLINICO**  
Via Santa Sofia, 78, 95100 Catania  
N37.5084308 E15.0381692





















**AZIENDA OSPEDALIERA UNIVERSITARIA POLICLINICO SAN  
MARCO**  
Via Carlo Alberto Ciampi, 95121 Catania  
N37.4799307, E15.036330

**ISTITUTO ORTOPEDICO VILLA SALUS**  
Contrada Spalla 96010 Mellili (SR)  
N37.78826, E15.28133


















**CASA DI CURA MORGAGNI**  
Via del Bosco 105, 95125 Catania  
N37.5753477 E15.0306303

**ISTITUTO CLINICO CATANESE HUMANITAS**  
Cida Cubba, 95045 Misterbianco Catania  
N37.48738, E15.00586

# COMMON WORDS/PHRASES

<p><b>Antacids</b> <b>Antiacidi</b></p> 	<p><b>I am hungry</b> <b>Ho fame</b></p> 
<p><b>Can I have some juice?</b> <b>Posso avere del succo di frutta?</b></p> 	<p><b>I am thirsty</b> <b>Ho sete</b></p> 
<p><b>Chaplain</b> <b>Cappellano</b></p> 	<p><b>I have a cough</b> <b>Ho la tosse</b></p> 
<p><b>Doctor</b> <b>Dottore</b></p> 	<p><b>I need a cover</b> <b>Ho bisogno di una coperta</b></p> 
<p><b>Eye drops</b> <b>Gocce Oculari</b></p> 	<p><b>I have a fever</b> <b>Ho la febbre</b></p> 
<p><b>Family Members</b> <b>Membri Della Famiglia</b></p> 	<p><b>I have a headache</b> <b>Ho mal di testa</b></p> 
<p><b>Female Nurse</b> <b>Infermiera</b></p> 	<p><b>I need to take a shower</b> <b>Ho bisogno di fare una doccia</b></p> 
<p><b>Happy</b> <b>Felice</b></p> 	<p><b>I need a softer/harder pillow</b> <b>Ho bisogno di un cuscino piu' morbido/duro</b></p> 
<p><b>I am cold</b> <b>Ho freddo</b></p> 	<p><b>I need a toothbrush</b> <b>Ho bisogno di uno spazzolino</b></p> 
<p><b>I am dizzy</b> <b>Ho le vertigini</b></p> 	<p><b>I need a towel</b> <b>Ho bisogno di un asciugamano</b></p> 

<p><b>I have insomnia</b> <b>Ho l'insonnia</b></p> 	<p><b>I am very tired</b> <b>Sono molto stanco</b></p> 
<p><b>I have nausea</b> <b>Ho la nausea</b></p> 	<p><b>Is it Day or Night?</b> <b>E'giorno o notte?</b></p> 
<p><b>I need soap</b> <b>Ho bisogno di sapone</b></p> 	<p><b>It itches</b> <b>Ho prurito</b></p> 
<p><b>I need toilet paper</b> <b>Ho bisogno di carta igienica</b></p> 	<p><b>IV Medicine</b> <b>Flebo</b></p> 
<p><b>I need to comb my hair</b> <b>Ho bisogno di pettinarmi</b></p> 	<p><b>Loose</b> <b>Largo</b></p> 
<p><b>I need to shave</b> <b>Ho bisogno di radermi</b></p> 	<p><b>Male Nurse</b> <b>Infermiere</b></p> 
<p><b>I need to sleep</b> <b>Ho bisogno di dormire</b></p> 	<p><b>Medicine</b> <b>Medicina</b></p> 
<p><b>I need to throw up!</b> <b>Ho bisogno di vomitare!</b></p> 	<p><b>My back hurts</b> <b>Ho mal di schiena</b></p> 
<p><b>I need to use the bathroom</b> <b>Devo andare in bagno</b></p> 	<p><b>I have chest pain.</b> <b>Ho male al petto</b></p> 
<p><b>I need to wash</b> <b>Ho bisogno di lavarmi</b></p> 	<p><b>My stomach hurts</b> <b>Mi fa male lo stomaco</b></p> 

<p>No No</p> 	<p>Silence please Silenzio per favore</p> 
<p>Physical Therapist Fisioterapista</p> 	<p>Surgeon Chirurgo</p> 
<p>Please close the door Per favore chiuda la porta</p> 	<p>Thank you! Grazie!</p> 
<p>Please open the door Per favore apra la porta</p> 	<p>Tight Stretto</p> 
<p>Please turn off the light Per favore spenga la luce</p> 	<p>Translator Interprete</p> 
<p>Please turn on the light Per favore accenda la luce</p> 	<p>Yes Si</p> 
<p>Prescription Prescrizione</p> 	<p>What time is it? Che ora e'?</p> 
<p>Psychologist Psicologo</p> 	<p>X-Rays Raggi X</p> 
<p>Sad Triste</p> 	
<p>Scared Spaventato</p> 