Emergency Room (ER) service

Hospital's ER provides first aid to urgent and emergency cases. The service is organized to give priority not by arrival time but by the seriousness of the medical condition. Depending on the severity of each patient's status a color code is assigned at arrival:

- RED CODE - EMERGENCY: immediate life-threatening, absolute priority.
- YELLOW CODE - URGENT: serious injuries, elevated urgency, maximum effort to reduce waiting time.
- GREEN CODE - LESS URGENT: not life-threatening, treatment provided after more urgent cases.
- WHITE CODE*: not critically ill, non-urgent patients.

*For patients assigned with a white code, not followed by hospital admission, a payment of €25 will have to be made.
ITALIAN HEALTH CARE SYSTEM

1. Registering to the National Health System
International students resident in Italy, with a valid Stay Permit, have the right to access the health care services provided by the National Health System (Servizio Sanitario Nazionale – SSN), receiving the same kind of treatment reserved to Italian citizens. International students must register with the NHS directly at the Local Health Agency (Azienda Sanitaria Locale – ASL).

1.1 What are ASL?
ASLs are the contact points between the health system and the citizens for services related to health care, including bureaucratic matters such as: choosing a “family doctor”, requesting medical certificates, requesting home health assistance, vaccinations.

1.2 The Health System Card
The Health System Card is the document that demonstrates registration to the Regional Health System and it is issued by ASL. Here is the list of the documents needed in order to obtain this card:

- Copy of the Stay of Permit
- Copy of your Fiscal Code
- Certificate of residency (certificato di residenza) or self-certification
- Self-certification of enrolment at the University

1.3 How much does NHS registration cost?
€ 149.77 per year

2. Health Care Services – Choice of Practitioner

2.1 Family Doctor
After registering with the NHS, a general practitioner- called “family doctor” (medico di famiglia) - must be chosen among the ones available at the local ASL. The choice can costlessly be changed when needed.

2.2 Pediatrician for children from birth to 14 years of age
0 -14: For children 0 to 14 years old parents must choose a pediatrician.
14+: For children over 14, the families are required by their local ASL to choose a family doctor.

2.3 Visits
Family doctors and pediatricians have scheduled office hours but, when necessary, they also answer house calls. House calls are possible whenever the doctor considers the patient’s health conditions too serious to get to his/her office. In case of urgent calls, the visit is made as quickly as possible. These visits are free of charge.

3. Vaccinations
Vaccines confer immunity against specific infectious diseases which are therefore able to prevent their onset. Vaccination is the safest and most effective way to obtain protection against some serious diseases. Vaccinations against: diphtheria – tetanus – pertussis poliovirus - hepatitis B - Haemophilus - influenza type b - measles – mumps – rubella (German measles) are free of charge for everyone. There are other vaccines, free of charge for some groups of age and for high-risk groups, like vaccines against pneumonia ad meningitis C. Adult vaccinations are not compulsory in Italy.

4. Emergencies
If it is not possible to call or reach your doctor, or in a serious situation, you can contact one of the following emergency services:

- Emergency Medical Services
Emergency medical services offer free health care that you request via phone in urgent situations when it is not possible to contact your family doctor or pediatrician, at night or on holidays.

- 118 (Emergency phone number)
In case of serious illness, accident, or other life-threatening situations, immediately call 118. It is a public emergency service operating every 24 hours a day, which guarantees the quickest arrival of the ambulance and medical assistance. The call is free from any type of phone, landline or mobile. The ambulance service provided by 118 is free of charge too.