PATIENT SERVICE CHARTER
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The National Centre for Oncological Hadrontherapy (CNAO) in Pavia has been operating in the Italian and world healthcare sector since 2011, the year when clinical activities started. The Centre is the result of scientific collaboration between state-of-the-art physics and medicine.

The CNAO is one of the six hadron therapy centres worldwide that can treat selected solid tumours with both protons and carbon ions.

Through scientific collaboration and constant updating of the technologies, combined with the unique skills of its staff, the Centre conducts research into every aspect of hadron therapy and the related applications. The CNAO participates in numerous European projects. These are aimed at the development and perfecting of hadron therapy techniques. A large number of researchers from across the world spend periods of training and specialisation at the Centre every year.

After consolidating the results obtained in the early years of activity, and considering the number of centres that now use proton therapy, the CNAO is currently most interested in the development of hadron therapy on new clinical issues, particularly with carbon ions. A number of clinical trials, including multicentre ones, are currently being prepared, with the collaboration of experts in various areas, to assess whether hadron therapy is appropriate and effective, either as a treatment on its own or in combination with immunotherapy and the most recent methods developed in oncology.

The approach of our clinicians and the skill with which they deal with the most sensitive and wide-ranging cases of illness, on an everyday basis, are testimony to the Centre’s professional and scientific expertise. The purpose is to provide each individual patient with the most effective treatment, supplementing it with established cancer treatment methods if necessary. Collaboration with the centres that offer the best cancer treatments is, in fact, a constant and well-established practice now.

Lisa Licitra
Scientific Director
THE NATIONAL CENTRE FOR ONCOLOGICAL HADRONTHERAPY

The CNAO (National Centre for Oncological Hadrontherapy) is an innovative and technologically state-of-the-art facility, founded with the purpose of treating patients with solid tumours using protons and carbon ions, particles known as hadrons (which is why it is called hadron therapy). Clinical and technological research activities are performed in the experimental room, in dedicated areas and laboratories. For the planning, creation and management of the CNAO, the Italian Health Ministry set up the CNAO Foundation, a participatory and non-profit organisation, in 2001.

THE MISSION AND VALUES OF THE CNAO

The CNAO is a facility that operates as part of the National Healthcare System. It is ISO 9001 and ISO 13485 certified and also operates through collaboration with leading experts in the areas of healthcare and research.

Patients are referred to the CNAO through a network that connects the Centre to the national and international healthcare system. Patients are selected on the basis of shared and established Treatment and Care Pathways (PTA) and referred to the CNAO for treatment, maintaining the link with the original healthcare facilities.

The Quality Policy expresses the intentions of Management and its aim is to provide instructions on the quality of the services and the processes.
Management focuses constantly on conveying to all staff members the intention of operating according to a Quality Management System that complies with the UNI EN ISO 13485:2016 and UNI EN ISO 9001:2015 standards, as confirmation of its values, and, in the case of our medical devices, complying with regulations such as those laid down by European Directive 93/42/EEC, as subsequently amended and supplemented (Directive 2007/47/EC) and Regulation (EU) no. 2017/745, where applicable.

Our MISSION:

The CNAO is an independent facility that provides its services to the National Health Service. Its activities are based on cooperation with leading experts in the healthcare and research sectors. Patients are referred to the CNAO through a network that connects the Centre to the national healthcare system. Patients are selected on the basis of shared and established clinical protocols and referred to the CNAO for treatment, maintaining the link with the original healthcare facilities.

Our VISION:

The constant use of quality management tools and logics in every operational stage of the organisation: continuous improvement, involving all staff members in creating an environment at the Foundation that exploits the skills of the individual and in which each operator knows their own role within the organisation.

Our VALUES:

An organisation cannot survive without values. Not only because values are the cultural and emotional cornerstones on which it is founded, but, first and foremost, because an organisation, as an existing and operational entity, cannot fail to produce values. Values are the ideals that serve to direct the actions of the individual and the community and to assess whether they correspond with the standards accepted as “valid”. The principal values of the CNAO are:

(FEELING OF) BELONGING;
RESPONSIBILITY;
LEADING BY EXAMPLE (COMPLIANCE WITH THE VALUES);
FOCUS ON THE OBJECTIVE;
MERITOCRACY;
(CENTRALITY OF THE) PERSON;
CARE;
IMPLEMENTATION;
(PASSION FOR) GROWTH AND DEVELOPMENT;
(WORK AS/IN) A GROUP;
AVAILABILITY.

The Management of the CNAO FOUNDATION undertakes to:

- establish measurable objectives and indicators, during the periodic management review, in order to ensure proper monitoring of its organisation;
- communicate and share the objectives with all staff members;
- maintain and continuously improve the efficiency of the Quality Management System, as the means used to monitor the processes and therefore the Foundation itself;
- distribute the Quality Policy and support it with appropriate resources and tools, constantly checking that it is properly applied;
- encourage every person at the Foundation to promote initiatives and ideas for the pursuit of objectives to support improvement of the Foundation.
**THE PATIENT’S RIGHTS**

The patient has the right to:

1. receive medical and nursing care that does not discriminate against people based on their gender, age or professed religious and political beliefs, and is based on respect for human dignity;
2. obtain precise and understandable information on their own health, the result of the tests carried out, the proposed treatments and any alternative treatments;
3. give their consent to the diagnostic and treatment program described by the medical staff or refuse it, in respect for the right to be involved in choices that affect them;
4. receive appropriate care, combining the needs of efficacy and efficiency;
5. count on processing of information on their own person and on their relatives that satisfies the right to protection of personal data;
6. be able to identify the staff members with whom they will enter into contact;
7. receive precise answers and explanations;
8. be received at an organisation that, since care of the sick person is the focus of its activities, works to ensure safety, to overcome physical, linguistic and cultural barriers, to protect patients who are fragile, even temporarily, and that takes their values and habits into account;
9. receive care at a Centre that focuses on the patient’s needs, where the service is provided on the basis of established diagnostic and treatment procedures, and activities are organised to guarantee continuous care.

**THE PATIENT’S DUTIES**

The patient has the duty to:

- promptly inform the healthcare staff of their intention, based on their own decisions, not to receive the planned health services and care, complying with internal procedures;
- act in a responsible manner at all times, in respect for and understanding of the rights of other users, and cooperate with the medical, nursing, technical, rehabilitation and care staff;
- provide healthcare staff with the information on their own health that is needed for correct performance of the rehabilitation program and to protect the health of the staff members themselves;
- observe the opening times of the facility.

**GENERAL INFORMATION**

The patient and their caregiver generally have access to the facility from 7 a.m. to 10 p.m., Monday to Friday, on appointment.

Animals are not allowed, for reasons of hygiene.

**NO SMOKING AT THE CNAO**

Smoking is not permitted at the CNAO, either inside the buildings or in the outdoor areas. This policy has been adopted in consideration of the commitment of the institute and its role within the scientific, healthcare and social community.

We invite everyone to share this commitment with us, by not smoking when at the CNAO.
HADRON THERAPY

Hadron therapy, which uses protons and carbon ions, represents a new frontier in radiotherapy.

The advantages of hadron therapy compared with traditional therapy consist primarily of the ability of these particles to damage the tumour tissue selectively, protecting healthy organs close to the tumour site.

The damage caused is, in fact, relatively minor in the initial path of the particles into the tissues and there is only a major release of energy at the tumour site, with the benefit of minimising the involvement of healthy tissue and maximising the damage caused to the diseased tissue.

The mechanism of energy release of the hadrons, particularly carbon ions, causes a large amount of breakage of DNA bonds. These bonds have an intrinsic ability to repair themselves, which is lost if too many bonds are broken. If the cell loses the ability to repair itself, it can no longer replicate in an uncontrolled manner and this will result in a mechanism known as “apoptosis”, or cell death. This characteristic is essential in destroying tumours that are radio-resistant to traditional X-ray therapy.

The clinical results are increasingly promising and the number of pathologies that can be treated with hadron therapy are growing in number.

The main patient treatment area is located in the basement of the facility.

The waiting room, with natural lighting from the courtyard of the building, has an area for paediatric patients and is located near the patients’ changing rooms and lockers.

The treatment area is divided into several, functionally separate areas. In addition to three treatment rooms, there are consultation rooms (nursing and medical) and a positioning room with mobile lasers.

Patients on stretchers are taken to the floor on a reserved stretcher elevator and wait in a special room in a barycentric position with respect to the area. The basement also houses the staff rooms, support rooms (storage rooms, sanitary facilities and drugs storage room), a clinic fully equipped for emergencies and a post-treatment room where patients can rest before leaving the department.

The radiotherapy department usually provides treatment from 8 a.m. to 9 p.m., in two shifts, from Monday to Friday.
SERVICES PROVIDED

CONSULTATION

The consultation rooms of the CNAO are located on the ground floor, near the main entrance. There are six rooms, all properly equipped to deal with potential emergencies.

There is a reserved area for stretcher-bound patients near the consultation rooms and inside the “clean” area.

Visits are organised according to pathology-specific teams:

- initial specialist consultations from Monday to Wednesday, 9 a.m. to 1 p.m.;
- follow-up visits on Monday, Thursday and Friday (the times vary according to the type of clinic, but are usually from 9 a.m. to 5 p.m.).

Private consultations are also possible, from Tuesday to Friday, between 4 p.m. and 5 p.m.

DIAGNOSTIC EXAMINATIONS

Hadron therapy is a highly precise and selective radiotherapy. The treatment plan requires careful study of the area to be treated, with diagnostic imaging (generally CT scan and 3T high-field MRI).

The diagnostic imaging area is located on the ground floor.

Diagnostic activities are performed from Monday to Friday, 8 a.m. to 8 p.m. The tests serving to plan the treatment are organised as part of these activities, by a pathology-specific team, from Monday to Thursday, 12.30 p.m. to 8 p.m.

INTERNATIONAL PATIENTS

The CNAO Foundation also offers international patients the opportunity to receive oncological hadron therapy. In addition to a specific page of the website dedicated to them, there is also an office, which can be contacted by e-mail at internationalpatients@cnao.it or by telephone, on number (+39) 0382-078.306, available from Monday to Friday, 9 a.m. to 5 p.m.

The initial documentation needed for the preliminary assessment is the same for all patients:

- recent referring physician’s report with medical history;
- histological test or radiological diagnosis of the disease;
- recent radiological report and imaging (CT scan, NMR, CT-PET);
- any previous radiotherapy treatment plan, if other radiotherapy treatment has been received in the past on the disease site requiring treatment.

The centre provides an interpreting service for foreign patients, on their first visit and during the discussion prior to treatment. A translation of the report into English is also provided on request.

REIMBURSEMENT METHODS NATIONAL HEALTH SERVICE AND PRIVATE HEALTHCARE

Access to the treatment is normally provided under an agreement with the Regional Healthcare Authority (SSR) and the National Health Service (SSN), with the prior authorisation of the Local Healthcare Authority (ASL).

Access through private healthcare is also available, with the possibility of choosing the physician by whom to be treated. The Private Healthcare System is activated in this case.

Private Patients Office

Telephone: +39 0382078306 or +39 0382078305 (from 9 a.m. to 5 p.m.)

E-mail: accettazione@cnao.it
Payment methods: only electronic payments are accepted (credit card, debit card or bank credit transfer).

**METHODS OF ACCESS TO TREATMENT**

The simplest way to request a clinical consultation at the CNAO is to send, via a dedicated page of the Foundation’s website (https://fondazionecnao.it/accesso-alla-terapia/selezione-patologia), the following clinical documentation, which must be as complete and recent as possible:

- discharge letter (if available);
- end-of-treatment report (in the case of previous radiotherapy);
- histological test;
- reports of recent diagnostic tests (CT scan, PET, NMR, bone scintigraphy), accompanied by DICOM format images whenever possible;
- any specialist reports relating to the pathology;
- supporting report from the referring physician, issued within the last three months, which contains the following information: disease diagnosis, stage of the disease, non-oncological medical history, detailed oncological medical history, ongoing therapies, drugs, current problems and any other information useful for the evaluation.

This documentation (**copy only, not the original**) can be delivered personally to the Clinical Administration Office or sent via registered letter with acknowledgement of receipt to the following address:

<table>
<thead>
<tr>
<th>CNAO Foundation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consulto Specialistico Preliminare</td>
</tr>
<tr>
<td>Strada Campeggi, 53</td>
</tr>
<tr>
<td>27100 Pavia</td>
</tr>
</tbody>
</table>

If a preliminary evaluation is requested via the website, the patient is also asked to fill out an “Access to treatment” questionnaire.

Information on the clinical activity of the CNAO can also be obtained by telephone:

- from Monday to Friday, 9.30 a.m. to 3.30 p.m., at number 0382/078963 – Consulto Specialistico Preliminare (Preliminary Specialist Consultation);
- from Monday to Friday, 10 a.m. to 1 p.m. and 2 pm. to 3 pm., at number 0382/078501 – Medical Department -.

or by e-mail at: consultopreliminare@cnao.it.

**CONDITIONS FOR PROVIDING HADRON THERAPY**

The pathologies that can be treated (indicated in the DPCM of 12 January 2017) are:

- chordomas and chondrosarcomas of the skull base and spine;
- brain stem tumours (excluding diffuse intrinsic pontine tumours) and spinal marrow tumours;
- sarcomas of the cervico-cephalic region, paraspinale, retroperitoneal and pelvic sarcomas;
- limb sarcomas with radio-resistant histology (osteosarcoma, chondrosarcoma);
- intracranial meningiomas in critical areas (close to the visual pathways and brain stem);
- orbital and periorbital tumours (such as paranasal sinuses), including ocular melanoma;
- adenoid cystic carcinoma of the salivary glands;
- paediatric solid tumours;
- tumours in patients suffering from genetic syndromes and collagen diseases associated with increased radio-sensitivity;
- re-treatment of tumours in already irradiated locations.

If the case satisfies the clear criteria for eligibility according to our PTA, the Medical Administration Office and/or Preliminary Specialist Consultant arranges the first access of the patient through the Acceptance Service (First Visit) and Planning Service (Simulation), based on the first available openings of the PTA concerned.

If the characteristics of the clinical case make it unsuitable for hadron therapy, the clinical staff involved in the Preliminary Specialist Consultation (CSP) will inform the patient in writing. The documentation of an untreatable patient in the possession of the CNAO will be destroyed thirty days after the reply has been sent.

ACCESS PROCEDURE FOR PATIENTS INVITED BY SPECIALISTS

The CNAO has activated a vast network of cooperation with healthcare specialists and facilities that evaluate patents and refer them to the CNAO, with their consent, if a course of hadron therapy is needed (through a chatbox and remote consultation via the CNAO website).

In this case, and only with the consent of the potential patient, the healthcare facility and/or specialist physician contacts the Medical Administration Office of the CNAO and/or the CNAO radiotherapist specialised in the pathology, either directly or through the dot-to-dot channel. The clinical documentation is delivered directly by the inviting facility and the specialists discuss the clinical case presented directly, in order to establish the best course of treatment.

SERVICES

ACCEPTANCE

After the preliminary evaluation, the potentially treatable patient is contacted by the staff of the Clinical Administration Office to plan the first appointment. The Clinical Administration Office reminds the patient of the date of the appointment and the documentation to bring with them (referral, reports, images, etc.).

On first access to the facility, members of the administrative staff check the identity of the patient by checking their health card and an identity document, then ask them to digitally sign any consent forms relating to the personal data protection policy. The patient’s personal details are entered in the hospital computer system and associated with a photograph, which is taken by the Clinical Administration staff in order to reinforce the patient identification process with a visual image. The patient is given an alphanumeric code (CNAO ID), which is indicated on all the documentation that will be placed in the medical records. The ID is printed out in the form of a badge, which is given to the patient.

The Clinical Administration staff member asks the patient to provide the referral, completes the acceptance procedure and notifies arrival of the patient, who is invited to wait in the waiting room.

The Acceptance Service operates from Monday to Friday, from 7:40 a.m. to 5:10 p.m., and can be contacted by telephone at numbers 0382-078305/306/304/307, or by e-mail to accettazione@cnao.it.
PSYCHOLOGICAL SUPPORT

CNAO provides patients and their relatives with a free psychological consultation service in every phase of their hadron therapy treatment pathway. Psychological support facilitates the creation of resources to help deal with changes, moments of discomfort and the relational and communication difficulties associated with illness/treatment and the consequences these can have on the personal, relational and social life of the patient. Anyone requiring the service of our psychologist simply needs to inform the Clinical Administration staff, at numbers 0382-078305/306/304/307 or by e-mail to accettazione@cnao.it.

CULTURAL MEDIATION

The facility undertakes to respect the cultural and linguistic differences of every patient and family and therefore provides each patient, when needed or requested, with a translator or interpreter, in order to ensure that communication is efficient and effective and that the patient, their family members and the staff can properly understand the information.

PATIENT PATHWAY

PRELIMINARY CLINICAL PATHWAY AND SIMULATION

In compliance with current personal data protection regulations, all services are provided to patients in the consultation rooms/treatment rooms/diagnostic area by “calling” them exclusively with their ID code, which is displayed on the monitors in the waiting rooms.

During the first visit, the patient is evaluated initially by a nurse and then by the radiation oncologist. If the possibility of hadron therapy is confirmed, the Planning staff plan the simulation procedure, on indication of the PTA radiation oncologist, and inform the patient of the dates and methods for performance of the centring tests. Additional clinical and diagnostic examinations may be required before treatment starts.

Simulation consists of a CT scan and MRI (if there are no contraindications) of the area to be treated, after preparation of the immobilisation devices, which allow final positioning of the patient and reproduction in the treatment rooms. Both examinations, together with the other clinical/diagnostic data, allow the radiation oncologist to establish and outline the treatment volumes.

PREPARATION OF THE TREATMENT PLAN

The patient’s treatment plan is prepared jointly by the Clinical Radiotherapy Unit and the Medical Physics Unit and is created on the basis of the diagnostic information obtained from the simulation tests. Among other things, the Treatment Plan specifies:
- the type of particle (protons and/or carbon ions),
- the total dose prescription,
- fractioning
- the dose restrictions on the target tumour and the organs at risk.

The characteristics of the Treatment Plan, in terms of toxicity risk for organs adjacent to the tumour, are explained to the patient before starting the cycle of hadron therapy and indicated in writing on the informed consent form.

HADRON THERAPY CYCLE

The hadron therapy cycle is administered to the patient in accordance with what is indicated in the Treatment Plan signed by the radiation oncologist and the medical physicist.

The nursing staff, radiology technicians and radiation oncologist accompany the patient throughout the entire period of treatment.
Throughout treatment, the patient is given periodic check-ups by the nursing and medical staff. On indication of the physician, clinical/diagnostic and/or laboratory and/or supporting therapies may be prescribed.

**COMPLETION OF TREATMENT**

When the treatment cycle has been completed, the patient is examined by the radiation oncologist, who drafts the completed treatment report. This report is prepared in two copies, one for the patient and the other attached to the medical records.

**PATIENT FOLLOW-UP**

When treatment has been completed, the Clinical Administration Office agrees the date of the follow-up visit with the patient, according to what is indicated in the *Completed Treatment Report*. This follow-up consists of CT scans and/or MRI diagnostic tests and a medical check-up with a PTA radiation oncologist. The purpose of these checks is to verify tolerance of treatment and the therapeutic result over time.

These check-ups are generally performed on a quarterly basis in the first year after treatment ends, every six months in the second year, then annually from that point onwards.

At the end of the follow-up visit, the radiation oncologist issues a clinical report (*Follow-up Letter*), which also contains any clinical-instrumental tests to be carried out before the next visit.

Five years after treatment has ended, it is possible to continue the follow-up process remotely, thanks to new technologies that allow remote visits.

**TREATMENT AND CARE**

**CLINICAL STAFF**

The entire clinical team (physician, nurse, medical technician) will be available to provide information on diagnosis, treatment and the clinical course and, with the authorisation of the patient, may also provide all information requested by their family members.

**RECOGNISING THE HEALTHCARE STAFF OF THE CNAO**

Everyone who works at the CNAO has an identity badge showing their name and position, with a photograph and a coloured strip. A green strip identifies the clinical department.
Healthcare staff members are also identified in the following manner:

<table>
<thead>
<tr>
<th>Position</th>
<th>Uniform</th>
<th>Colour</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physician</td>
<td>Blue scrub top, white pants and white coat</td>
<td></td>
</tr>
<tr>
<td>Nurse</td>
<td>White scrub top and pants</td>
<td></td>
</tr>
<tr>
<td>Medical technician</td>
<td>Green scrub top and pants, white coat with green edging</td>
<td>Green</td>
</tr>
<tr>
<td>Medical physicist</td>
<td>Blue scrub top and pants, white coat with blue edging</td>
<td>Blue</td>
</tr>
<tr>
<td>Bio-engineer</td>
<td>White scrub top and burgundy pants, white coat with burgundy edging</td>
<td>Burgundy</td>
</tr>
<tr>
<td>Nuclear medicine staff</td>
<td>Coat with orange edging and scrub top and pants according to their qualification</td>
<td>Orange</td>
</tr>
<tr>
<td>Volunteers</td>
<td>Orange scrub top</td>
<td>Orange</td>
</tr>
</tbody>
</table>

**PERSONAL DATA PROTECTION AND HADRON THERAPY**

Personal data protection is especially important in the case of patient’s rights. This is the right to exercise control over the process of management of information relating to the person, in accordance with the General Data Protection Regulation (EU 2016/679). There are, in fact, several specific parts of the diagnostic and treatment procedure that are precisely governed, as they could influence the aspect of confidentiality (disclosure to third parties of health conditions, collection of reports, consultations in the patient’s absence, calling in communal waiting rooms). The CNAO uses different types of personal data (personal details, clinical data, information on lifestyle) for different purposes (diagnosis and treatment, scientific research, institutional communication, etc.), as specified in the policy document provided to the patient before first access and displayed on signs at the facility.

All CNAO staff members are contractually bound to secrecy and act in a manner to ensure that the information they learn for professional reasons remains confidential.

- **Informed Consent**

  The patient has the right not to be given any treatment without first providing their consent. Complete information on every procedure, whether a consultation, diagnosis or therapy, must be provided to the patient and signed by them (in accordance with Legislative Decree no. 219/2017). This is called Informed Consent and must be given before any of the various services are provided. The informed consent form indicates the methods of performance, the risks and the potential side effects.

  Equally, any use of clinical data for observational research at the CNAO requires a disclaimer duly signed by the patient.

- **Consent to sharing of information**

  The patient has the right to express their intentions, in the form of consent, and to choose whether or not to share the diagnosis and treatment with family members, loved ones and/or the referring physician, specialist or GP.
PREVENTING INFECTIONS

As confirmation of the attention focused on the person, the CNAO recommends the use of simple and effective rules to prevent infections, which are a potential risk for the safety of everyone and particularly for cancer patients.

• Preventing infections Hand sanitisation

Bacteria normally live on every individual’s skin and the hands are the most efficient means of transmitting infections. Regular sanitising of hands is therefore important to reduce the spread of germs and the risk of contracting an infection.

Hands can be sanitised in the same way, but with different products, depending on the activities being performed:

- liquid soap and water, when the hands are visibly dirty and always before eating and after using the bathroom; the correct technique is rubbing all surfaces of the hands (palm, back, between the fingers) and the wrists for at least forty seconds;

- hydroalcoholic solution: this method is facilitated through the availability of product dispensers in all communal areas; the hands and wrists must be rubbed, using the technique indicated on the sign displayed close to the dispenser, for at least twenty seconds and until they are completely dry in any case.

Recommendations for patients
Sanitise your hands frequently while at the CNAO and always:

- when they are visibly dirty
- before eating
- after going to the bathroom
- after sneezing, coughing, touching the eyes, nose or mouth.

Recommendations for visitors
In addition to the indications for patients, visitors are also asked to sanitise their hands before and after coming into contact with the patient and their surrounding environment. The correct technique is shown on signs displayed close to the hydroalcoholic solution dispensers.

Further indications to reduce the risk of transmitting infections

Avoiding infections in a hospital also consists of avoiding transmission of infections from visitors and contaminated objects to patients.

For this reason, it is recommended to:

- cover the mouth with a disposable tissue or a sleeve when coughing or sneezing
- follow the instructions of the healthcare staff.

Based on the indications received from the Italian healthcare authorities, the CNAO provides hydroalcoholic solution dispensers in most communal areas of the facility.
RESEARCH AT THE CNAO

CLINICAL RESEARCH

The clinical research conducted by the CNAO Foundation is focused on the treatment of solid neoplasms that are resistant to conventional radiation and could benefit from the radio-biological efficacy and dose distribution obtainable from use of heavy particles. Pre-clinical research activities, on the other hand, do not involve patients and relate to studies on objects or cells. These research activities are performed in collaboration with Italian and foreign researchers.

Further pre-clinical research activities include studies into the biological effects of radiation, which are performed by irradiating various types of cells in different conditions. These studies allow the therapy to be increasingly adapted to the patient, choosing the dose to administer and the most appropriate fraction and particle type each time.

Technological developments are also centred on continuous improvement of patient and category management, in order to make hadron therapy available in an increasing number of cases and with ever-improving characteristics.

For more details, consult the CNAO Foundation website.

RESEARCH INTO STATE-OF-THE-ART TECHNOLOGY

A hadron therapy centre that uses state-of-the-art technology in radiotherapy of tumours cannot fail to perform research activities, through projects in all scientific sectors associated with its activities and with the strategic objective of continuous improvement of the treatment.

The diagnostic and therapeutic instruments need continual development to optimise the treatment. In view of the complexity and interdisciplinary aspect of the Centre’s equipment, this activity is essential and makes use of advances in all technological sectors, in order to ensure the technology at the Centre remains state-of-the-art.

For more details, consult the CNAO Foundation website.
INFORMATION

The patient has the right of access to all types of information relating to their health, the diagnostics tests and treatments they have received.

PREPARATION FOR THE EXAMINATION AND POST-EXAMINATION WARNINGS

When preparation is needed for the diagnostic test, a sheet indicating the methods is provided when the booking is made.

If the diagnostic test must be followed by a therapy to be continued over time, the patient is given all the necessary information.

CLINICAL REPORT AND REPORTING TIMES

The CNAO undertakes to issue a clear clinical report, prepared in understandable language, and containing all information on the diagnosis and the treatments performed.

The reporting times for follow-up activities are:

- for services provided to patients in Lombardy and from the surrounding regions, the reporting time for diagnostic procedures is five workdays. The clinical consultation that follows imaging will be scheduled at least after this period of time.
- for services provided to patients from more distant regions (the definition of distant is that it is reasonable to assume that an overnight stay in Pavia will be necessary), the reporting time for diagnostic procedures is two workdays. The clinical consultation that follows imaging will be scheduled at least after this period of time.
- for all patients who request a private visit, the report is provided on the same day and the clinical consultation that follows imaging will be scheduled by the end of that same afternoon.

REQUESTING A COPY OF THE MEDICAL RECORDS

It is possible to request a copy of the medical records at the desks of the Clinical Administration Office, by filling out the specific form and for payment. The copy of the medical records may be requested and collected only by the person to whom they relate, after exhibiting an appropriate identity document. Alternatively, they may be requested by a person possessing a written proxy and a copy of the identity document of the person to whom the medical records relate.

The copy of the medical records is delivered within twenty workdays.

The patient may also request a separate copy on CD, CD and reports or only reports.

IDENTITY OF THE HEALTHCARE STAFF

The right to information also includes the right of the patient to know the name of the physician treating them and to know the identity, qualification and role of the healthcare staff.

At the CNAO, each member of the healthcare staff and the entire facility is identified by a visible identity badge. There are also clear and visible signs in the various sections of the facility where services are provided.

UNAVAILABLE TREATMENT

If the treatment is temporarily unavailable, the patient will be contacted by telephone or by text message. The CNAO will contact the patient as soon as it is able to schedule a new appointment.

RIGHT TO OBTAIN EXPLANATIONS

A patient who receives the services of the CNAO has the right, at any time, to ask to speak with a physician to obtain an explanation of the test, preparation for the test and the results.

OVERSEAS PATIENTS

Overseas patients must bring the following with them:

- identity document, valid passport or equivalent document with a photograph;
- form E112 for patients from the European Union;
- the STP (Temporarily Present Foreigners) card for patients from outside the European Union.

**AGREEMENTS**

The centre has several agreements with insurance companies and more information on this can be obtained from the Clinical Administration Office or by consulting the “Agreements with Insurance Companies and Funds” section of its website.

**PROTECTION**

**PROTECTION OF PATIENTS**

The CNAO has an Ethics Committee (EC), which is responsible for guaranteeing safeguarding of the rights, safety and well-being of anyone who decides to take part in clinical trials sponsored by the CNAO or in which it participates.

**PUBLIC RELATIONS**

The staff of the Public Relations Office (URP) is responsible for obtaining any type of information, comments or complaints about the service from users. On request of the patient, the desk operator contacts the manager. On reaching the patient, the manager listens to what they have to say and intervenes directly to settle the issue, choosing the most appropriate solution. Management periodically examines the reports from managers to solve the problems indicated.

**COMPLAINTS ABOUT THE SERVICE AND SATISFACTION**

The CNAO aims to respond rapidly and fairly to any complaints made by users and to know the level of satisfaction of its clientele, through analysis of complaints to assess their causes and nature and thus prevent them reoccurring or reduce their number. Complaints may be made by fax, telephone, e-mail to comunicazione@cnao.it, by post or in person. The complaints received are periodically examined and assessed to prepare appropriate improvement actions.

A patient or family member who intends to submit a complaint about the service offered by the CNAO can use the “Patient Complaint - Report” form, which is available on specific noticeboards at the CNAO, positioned near the waiting areas, or downloadable from the Foundation’s website.

The forms received from patients are sent to the Communications Office and the Quality Manager, who analyse them together with the departments concerned and act to improve the service.

*Satisfaction questionnaire*

In order to ensure the quality of the services provided always meets patients’ expectations, they are sent an e-mail inviting them to fill out the satisfaction questionnaire, through the Google Forms platform.

The questionnaires are collected together by the Communications Office, which then forwards them to the Quality Office every quarter. The Quality Office assesses and examines the answers given, in order to identify the strengths and weaknesses in the various processes of the Foundation.

**PERSONAL EFFECTS OF THE PATIENT**

Patients are advised to take care of their personal effects, as the CNAO is not liable for any damage or theft suffered by the patients while they are inside the facility.
SAFETY

MEDICAL ASSISTANCE

If needed, the facility guarantees the patient three progressive levels of assistance:

a) the first level is provided by the physician who is performing the procedure (visit, tests, treatment, etc.) on the patient requiring assistance. If the patient is in the communal areas (bar, corridors, waiting rooms, etc.), the Monitoring Room is called on extension 333 to ask for the physician on call for emergencies to be called;

b) the second level is provided by the anaesthetist/internal paramedic, who may be present at the CNAO during radiodiagnostic procedures with contrast mediums;

c) the third level involves calling the Anaesthesia and Resuscitation Service of San Matteo Hospital, in cases in which the clinical assessment by the attending physician is of an emergency or urgency. San Matteo Hospital will send a medical team specialised in anaesthesia and resuscitation as soon as possible. If urgent transfer of the patient from the CNAO to the Emergency Department of San Matteo Hospital is necessary, the Internal Transport Service will arrange for an ambulance with a nurse and driver who is a first responder to be sent as soon as possible.

As an outpatient clinic, the CNAO does not have a resuscitation service. In order to make up for this, in cases in which the second level of assistance is activated and in order to provide patients with the best assistance possible, several members of the staff (physicians, nurses, technicians) have been trained in BLS (Basic Life Support) and BLS-D (Basic Life Support Defibrillation), to support the physician on call during the second-level assistance process.

IN EMERGENCIES (FIRE, FLOODING, ETC.)

The staff of the CNAO is trained to intervene in emergencies and protect patients’ safety.

SECURITY SERVICE

The facility has a video surveillance system and security guards who guard the centre twenty-four hours a day.

RECOGNITION OF PHYSICAL/ARCHITECTURAL BARRIERS AND PROTECTION

The CNAO has carefully avoided the presence of architectural barriers in the design of its facilities and services. The facility protects and meets the needs of elderly patients, non-self-sufficient minors, people with disabilities and difficulties in walking:

- entrances: there are disabled access routes and a reserved entrance for stretcher-bound patients;
- differences in height: these can be avoided using the lifts or stretcher elevators;
- doors: these are only present for reasons of privacy or safety or to control access to protected areas;
- lifts: independent use by wheelchair users is guaranteed;
- sanitary facilities: specifically designed services are present in every area.

THE CNAO BUILDING

The CNAO building is in Pavia, at Strada Campeggi 53, where administrative, clinical consultation, imaging and patient treatment activities are performed.
HOW TO REACH US

By train
Pavia railway station is located on the Milan-Genoa line.
The journey from Milan Central Station takes an average of 25 minutes.
For further information: www.trenitalia.it
The CNAO Foundation is 10 minutes from Pavia station by city bus (line 3 or 7) or taxi.

By air
E. Forlanini - Milan Linate Airport
There is a connection with Pavia via the Migliavacca bus service: tel. 0382.525858, which goes to Pavia railway station.

Milan Malpensa Airport
There is no direct bus connection with Pavia.
It is possible to get to Milan Central Station via the Malpensa Shuttle and take a train to Pavia.

By bus
The city public transport services in Pavia are managed by Autoguidovie S.p.A.
The direct lines for our centre are no. 3 (direction Maugeri/Colombarone) or no. 7 (direction Maugeri/Mondino). The stop is Taramelli Forlanini (fifth stop from Pavia railway station).
The entrance to the CNAO is around 300 metres from the bus stop and is indicated on road signs.

By taxi
The taxi service is available at:
- Piazzale della Stazione - tel. 0382.27439
- Piazza Vittoria - tel. 0382.29190
- Piazzale Golgi - tel. 0382.52628
- Radio Taxi - Tel. 0382.576576

By car
A7 Milan-Genoa Motorway Exit "Pavia Nord - Bereguardo" and follow the signs to “Istituti Universitari”.

A21 Turin-Piacenza Motorway Exit "Casteggio-Casatisma", take the SS35 - Statale dei Giovi and follow the signs to "Pavia centro" and then the signs to "Istituti Universitari".

Car parking
There is a car park inside the CNAO Foundation.
Patients can use the designated area while parking spaces are available.
The CNAO accepts no liability for any damage or theft of personal effects from cars while they are in the car park.
OVERNIGHT ACCOMMODATION

The Foundation does not have an admittance service, but it is possible to stay at hotels or other hospitality structures located in Pavia and the surrounding area.

A list of some of the hospitality structures in and around Pavia is provided below. Several of them offer special rates for the CNAO with respect to the standard rate offered to the public.

*This list is provided for information purposes only. The CNAO Foundation accepts no liability.*

ANPO – Associazione Nazionale Prevenzione Oncologica
via Monferrato, 9 27100- Pavia Tel. +39-0382-52.96.84
ROOM TYPE: apartment
COST: donation

PARROCCHIA DEL SS. CROCIFISSO – CASA BETANIA
Via Suardi, 6 27100 – Pavia Tel. +39-0382-47.10.40
ROOM TYPE: room with bathroom

DIOCESI DI PAVIA – CASA DELLA CARITÀ
Via Pedotti, 14 27100- Pavia Tel. +39-0382-23.138
ROOM TYPE: room with bathroom
COST: donation
SERVICES: evening meal

SUORE MISSIONARIE IMMACOLATA REGINA PACIS (special rate)
Viale Golgi, 49 27100- Pavia Tel. +39-0382-52.57.19
ROOM TYPE: room with bathroom

ASSOCIAZIONE AGAL (special rate)
Clinica Pediatrica – Fondazione IRCCS Policlinico San Matteo
Piazzale Golgi, 2 – 27100 Pavia (PV) – Tel.: +39- 0382/502548
www.associazioneagal.org - Associazioneagal@libero.it

S.S.A. - Servizi Sociali Autogestiti (free/special rate)
Accommodation at this residence is free of charge for CNAO patients. An attempt will be made to satisfy requests at a special rate at other residences if available or at structures of other associations with which S.S.A. collaborates.
Via Fratelli Cervi 11/E, 27100 Pavia – Tel.: +39- 0382/530727
www.servizisocialiautogestiti.org, ssaonlus@hotmail.it, ssaonlus@pec.it
THE STRUCTURES ADHERING TO THE “PAVIA HOSPITALITY” PROJECT

SINGLE BOOKINGS NUMBER 351-8044397

*** The purpose of the project is to provide hospitality to patients of the CNAO Foundation at a special rate for brief periods.

B&B PAOLA E FRANCESCO (special rate)***
Via Gramsci, 50 – San Martino Siccomario – Cell.: +39 339-4518048
www.paolaefrancescobedandbreakfast.it – fjacono@libero.it

B&B Bresbot (special rate)***
Via De Pretis, 254 – 27042 Bressana Bottarone – Cell.: +39 327-4725399
www.bresbot.it – stefano_cairo@libero.it

Agriturismo La Valbona (special rate)***
Frazione Valbona, 27020 Travacò Siccomario – Tel.: +39-0382-482079 Cell. +39 339-4133633
agriturismolavalbona@libero.it

B&B Residenza I Mille (special rate)***
Via dei Mille, 117 – 27100 Pavia – Tel.: +39-0382-27043 Cell. +39 334-8637017
www.residenzaimille.it – info@residenzaimille.it

SERVIZIO CASE (special rate)
Corso Strada Nuova, 86 – 27100 Pavia – mobile: 340-2433149 Dr. Amanada Guidotti
www.immaginandocasa.it - Facebook page Affitti Brevi Pavia - serviziocase@libero.it

OTHER STRUCTURES OFFERING A SPECIAL RATE

RESIDENCE PARVA URBI (special rate)
Viale Brambilla 70/d – 27100 Pavia – Mobile: +39-334-29.00.856
www.residenceparvurbipavia.it - diaponeosas@libero.it

RESIDENCE LA SFERA (special rate)
Residence La Sfera offers apartments of various types, furnished with care and elegance, for a comfortable overnight stay, or for lengthy or short stays.
Via Breventano, 22 – 27100 Pavia – Tel: +39-0382-18.61.620
www.resenzialelasfera.it - residencelasfera@gmail.com
PAVIA RESIDENCE *(special rate)*
www.paviaresidence.it - info@paviaresidence.it
Viale Brenta, 3 - 27100 Pavia - Tel +39 (0)382 52 88 65 Mobile +39 338-2814964
www.paviaresidence.it - info@paviaresidence.it

AFFITTA CAMERE PAVIA
Viale Golgi, 40 – 27100 Pavia – Tel. +39-0382-86.29.57 Cell: +39 -348 -82.85228
www.affittacamerepavia.com - info@affittacamerepavia.com

PAVIA AFFITTA CAMERE
Via Giovanni Rasori, 1 – 27100 Pavia - Tel +39 (0)382 52 67 83 - Cell. +39 337 11 04 958
www.paviaaffittacamere.it - info@paviaaffittacamere.it

RESIDENZA FANNY – FONDAZIONE BARBARA FANNY FACCHERA ONLUS
Residenza Fanny is a protected social healthcare structure for patients and their family members. The services offered, in addition to accommodation, 24-hour reception, sanitised apartments and structures, are: doctor’s surgery, free shuttle bus.
Viale Brambilla, 70/D – 27100 Pavia Tel: +39-0382-52.52.22; Cell. +39 328-42.55.929

RESIDENZIALE IL NAVIGLIO *(special rate)*
Via Rismondo 64/66 – 27100 Pavia – Tel. + 39 0382 1753833 - Mobile: +39 3391996210
www.ilnaviglio.com – info@ilnaviglio.com

CASA MIMMA *(special rate)*
Via Beccaria – 27100 Pavia – Mobile: +39 335 – 6234824
www.casamimma.com – casamimma21@gmail.com

RESIDENCE ISOLA VERDE
Via E. Tibaldi, 15 - 27100 Pavia (PV) - Tel. (+39) 0382 529439
http://www.isolaverdesrl.it - info@isolaverdesrl.it

RESIDENCE PAVIA *(special rate)*
Via Filippo Cossa, 12 – 27100 Pavia – Tel. 0382 25724 – mobile: 337/988237
www.residencepavia.it – info@residencepavia.it
LA DIMORA DEGLI ELFI (special rate)
Via Francesco Orsi 39 – 27100 Pavia – mobile 348 070 9510

B&B IL NIDO DELLA CICOGNA (special rate)
Via Fratelli Cervi 90 Frazione Stazione Certosa – 27010 Certosa di Pavia. Mobile: 351 5145575
http://www.booking.com/Share-LeFSAF - francesca.debiase@giadasrl.net

GUEST HOUSE MAIOCCHI
V.le Golgi, 42 27100 – Pavia Tel. +39-335-53.11.527 / +39-328-63.93.588

ALVEARE AZZURRO
Corso Partigiani, 74 – 27012 Certosa di Pavia (PV) – Tel. +39 0382 930617/ 333.6464574/
335.8006727
www.alveareazzurro.com – info@alverareazzurro.com

CAMPING TICINO
Via Mascherpa, 16 – 27100 Pavia – Tel. +39 0382 527094/0382 527698 / 339 1166674
www.campingticino.it - camping.ticino@libero.it

HOTEL ITALIA*** (prices may vary according to the season)
Corso Partigiani, 48 – 27012 Certosa di Pavia Tel./Fax 0382-925656
www.italiacertosa.pavia.it – info@italiacertosa.pavia.it

HOTEL ROSENGARTEN***
Via Cesare Lombroso, 21/23 27100 – Pavia Tel. +39-0382-526312

HOTEL MODERNO****
Viale Vittorio Emanuele, 41 27100 – Pavia Tel. +39-0382-303401

HOTEL EXCELSIOR***
Piazzale Stazione, 25 27100 – Pavia Tel. +39-0382-28596

HOTEL AURORA***
Viale Vittorio Emanuele II, 25 27100 – Pavia Tel. +39-0382-23664
CATERING
The Foundation does not have a catering service, but there are many bars and restaurants in and around Pavia. Markas Mensa offers a special rate for the CNAO with respect to the rate offered to the public.

MARKAS MENSA *(special rate)*
via Ferrata, 20 – 27100 Pavia (PV) – Tel. 0382/529682
via Bassi, 2 – 27100 Pavia (PV – Tel. 0382/422130 (Cravino)

CAR HIRE SERVICE

S.S.A. - Servizi Sociali Autogestiti *(donation)*
Via Fratelli Cervi 11/E, 27100 Pavia – Tel.: +39- 0382/530727
www.servizisocialiautogestiti.org - ssaonlus@hotmail.it - ssaonlus@pec.it

AUTONOLEGGIO BOGGERI *(special rate)*
Via Liutprando, 6 – 27100 Pavia telefono e fax 0382.25222
pier.boggeri@gmail.com
*Contact Acceptance for more information on the structures with a special rate.*

TRAVEL AGENCIES – TICKET SERVICES

TECKIM MINERVA TOUR SRL *(special rate)*
Corso Manzoni n. 54 – 27100 Pavia – Tel. 0382.302666 – Fax 0382.23641
www.teckim.it - info@teckim.it

ALOHATOUR S.R.L. *(special rate)*
Corso Cairoli, 11 – 27100 Pavia – Tel. 0382.539565 – Fax 0382.539504-539572
www.alohatour.it – info@alohatour.it

*Patients and their family members are informed that the rates offered by the ticket office, for both rail and air tickets, are always “Dynamic Rates”, meaning that the final cost of the service is only precisely quantifiable at the moment when the ticket is issued and any estimates, if not confirmed within the times indicated when provided, may be subject to changes in costs, in accordance with regulations in the transport sector concerned.*
SUPPORT US

The mission of the National Centre for Oncological Hadrontherapy is to make a valid contribution to the fight against cancer. Hadron therapy is, in fact, one of the most effective radiotherapy techniques in treating tumours that are “resistant” to the radiotherapy currently used and in reducing its side effects, improving the care and quality of life of patients.

INFORMATION ON DEDUCTIBILITY OF DONATIONS

The CNAO Foundation is on the list of entities receiving tax-deductible donations pursuant to Art.1, p. 353, of Law no. 266/2005, which provides for full deduction from the donor’s income of the funds transferred to support research, as a grant or donation, by companies or other payers of income tax, to the universities and university foundations referred to in Art. 59, p. 3, of Law no. 388/2000, and public university institutions, public research entities, foundations and associations duly recognised according to DPR no. 361/2000, which, according to their charter, perform or sponsor scientific research activities.

Bank credit transfer

Into the current account in the name of: Centro Nazionale di Adroterapia Oncologica.

Donations account:
INTESA SANPAOLO IBAN: IT90N0306911336100000006374
BIC: BCITITMM
SUPPORT FONDAZIONE CNAO WITH A DONATION

To support Fondazione CNAO it is possible to make a donation through a bank transfer to:

Centro Nazionale di Adroterapia Oncologica
Donation Account: INTESA SANPAOLO
IBAN: IT 90 N 03069 11336 100000006374
BIC: BCITITMM

FOLLOW US ON:

@FondazioneCnao @Fond_CNAO
Fondazione CNAO Centro Nazionale di Adroterapia Oncologica (CNAO)

USE YOUR CAMERA TO WATCH THE VIDEO “THE PARTICLE TRAVEL”

Strada Campeggi 53 - 27100 Pavia - Tel. +39 0382 0781
www.fondazionecnao.it/en/