

CNAO

Service
Charter



The Service Charter



Dear Madam, Dear Sir

In welcoming you, let us suggest you that you devote a few minutes to read our Service Charter, in which we have tried to summarise all the useful information to be acquainted with our Foundation.

The Service Charter is the tool where you will find all the necessary information to make the most of our services during your stay.

We also remind you that our staff will always be available to provide you with further information, and that the Public Relations Office (URP in Italian), will be happy to receive your comments and any useful suggestions for the improvement of our activity.

All the information contained in this Service Charter is also available on our website www.cnao.it.

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1 The National Centre for Oncological Hadrontherapy

The National Centre for Oncological Hadrontherapy (CNAO) in Pavia has been an active player in the Italian, and worldwide, health care scene since 2011, when clinical activities were started. The Centre is the result of scientific collaborations in the field of the most technologically advanced physics and medicine.

CNAO is one of six Hadrontherapy Centres in the world capable of treating selected solid tumours with both protons and carbon ions.

Given the international scientific collaborations and the constant updating of technologies, as well as the unique expertise of its staff, the Centre is engaged in research on every aspect of hadrontherapy and its applications. Indeed, there are several European projects in which CNAO participates. They are aimed at the development and refinement of Hadrontherapy techniques. On the other hand, there are numerous researchers from every continent who spend periods of training and specialization at the Centre.

After consolidating the results obtained in the first years of activity, and considering the spread of Centres with proton therapy, CNAO is currently more interested in the development of new clinical indications of Hadrontherapy, especially with carbon ions. With the collaboration of experts from different disciplines, several multicentre and international clinical studies have been conceived and started at CNAO to evaluate the appropriateness and efficacy of hadrontherapy as an exclusive treatment or in combination with immunotherapy and recent methods developed in oncology.

The achievement of the many scientific and clinical milestones comes through the constant focus on the patient and the treatment route. Since the start of clinical activity, the Foundation has aimed to ensure the highest standards of care. As a demonstration of its ever-growing commitment, since December 2021, CNAO has been certified by Joint Commission International, an international accreditation organization of excellence.

The daily commitment with which clinicians deal with the most delicate and varied disease situations is characterized by high professional and scientific content. The aim is always to provide the individual patient with the most effective treatment, even possibly integrating it with established oncology methods.

The skills and experience gained over the years are confirmed in the proficient network of collaborations that involves the Centre.

The Foundation participates in national and international flows of assistance, having managed to create strong collaborative relationships with regional public and private entities, as well as being part of the EURACAN European Rare Adult Cancers Network scientific and therapeutic collaboration.



Lisa Licitra
Scientific Director



Antonella Mastretti
Medical Director



Ester Orlandi
Head of Clinical Department

1.1 CNAO



CNAO (National Centre for Oncology Hadrontherapy) is an innovative and technologically advanced facility established for the purpose of treating patients with solid tumours through the use of protons and carbon ions, particles called hadrons (hence hadrontherapy). Clinical and technological research activities are carried out in the experimental room, the dedicated areas and the laboratories. For the design, implementation and management of the CNAO, in 2001 the Ministry of Health established the CNAO Foundation, a non-profit and holding foundation.



1.2 The mission and the vision

CNAO is a facility which operates within the National Health Service, UNI EN ISO 9001, UNI CEI EN ISO 13485, UNI EN ISO 45001 certified and Joint Commission International accredited, and also acts through collaborations of excellence in healthcare and research.

Patients are referred to CNAO through a network that connects the centre to the national healthcare reality. Based on defined and shared clinical protocols, patients are pre-selected and referred to CNAO for treatment, while maintaining the link with the originating health facilities.

Constant inclusion in every operational phase of the organization of the tools and quality management logic : continuous improvement with the involvement of all staff to create an environment that values the skills of the individual integrated in the Foundation and in which each operator finds awareness of his or her role in the organization.

1.3 Values

An organization does not live without values. Not only because values are the cultural and emotional pillars on which the organization is founded, but, above all, because an organization, as a living, therefore active, entity cannot fail to produce values. Values are the ideal meanings having the function of orienting individual and collective action and evaluating its correspondence to the norms assumed as "valid."





1.4 Patients' rights

Patient's rights:

- to receive medical and nursing care that does not discriminate against people on the basis of sex, census or professed religious and political beliefs, and inspired by respect for human dignity;
- to obtain accurate and comprehensible information about one's state of health, the outcome of the investigations carried out, the proposed treatment and any alternative therapies;
- to formulate one's consent or dissent to the diagnostic-therapeutic program envisaged by the medical staff, respecting the right to involvement in choices;
- to benefit of appropriate care that combines the requirements of effectiveness with those of efficiency;
- to be able to rely on the processing of one's own personal and family members' data in the respect of the right to protection;
- to be able to identify the staff they meet;
- to receive timely answers and clarifications;
- to be received in an organization which, having at its centre the care of the ill person, strives to ensure respect for safety, the removal of physical, linguistic and cultural barriers, the protection of patients who are in situations of fragility, even temporary, and that takes into account their values and habits;
- to be assisted in a Centre that cares for the needs of the patient where the service is provided on the basis of established diagnostic-therapeutic procedures, where the activities are organized with a view to ensuring continuity of care.



1.5 Patients' duties

Patients' duties:

- to promptly inform the healthcare personnel of one's willingness to renounce scheduled treatment and health care services, in compliance with internal procedures;
- to behave in a responsible manner, at all times, respecting and understanding the rights of other users, and to cooperate with the healthcare staff;
- to transmit to healthcare personnel information regarding their own health status, useful for the smooth progress of the care program and necessary to protect the health of the staff;
- to comply with the facility's time schedules.



1.6 General information

Access to the facility for the patients and their caregiver is generally allowed from h. 07:30 to 21:30 Mondays through Fridays by upon appointment. Our facility remains closed on holidays and during night hours (from h. 21:30 to 07:30), as well as during scheduled maintenance activities that are duly communicated on appropriate channels.

We inform Patients who are about to start treatment at our Facility that the dates and times of the treatment appointments are established based on clinical indications and technical/organizational constraints; therefore modifications are only possible for important clinical reasons.



For hygiene reasons, it is not possible to bring in animals.



For urgent clinical communications:

Preferably send an e-mail to segreteriaclinica@cnao.it or call 0382-078501 (Mondays to Fridays from 10 a.m. to 1 p.m. and from 2 p.m. to 3 p.m.).

During weekends and holidays, in case of clinical emergencies, contact the Emergency Service or the Medical Guard (at CNAO's outreach network or locally at home) and promptly update your CNAO referring doctor.



1.7 Smoke-free CNAO

Smoking is forbidden at CNAO, both inside its buildings and outside throughout the entire perimeter. This policy has been adopted in consideration of the institute's commitment and role in the scientific, healthcare and social fields. We invite everyone to be willing to share with us this commitment against smoking by giving up cigarettes during their stay in CNAO.

2 Hadrontherapy



Hadrontherapy uses protons and carbon ions and represents a new frontier in radiation therapy. The advantages of Hadrontherapy compared to traditional therapy are mainly represented by the ability of these particles to selectively damage the tumour tissue, sparing healthy organs located close to the disease.

In fact, the damage is relatively negligible in the first part of the particles' path inside the tissues, and only at the tumour level a significant energy release can be found, with the advantage of minimizing the involvement of healthy tissue and maximizing the damage to ill tissue.

The energy release mechanism of hadrons, particularly carbon ions, causes a great amount of breakage at the level of the DNA bonds. DNA has an intrinsic capacity for self-repair, which it loses if the number of broken bonds is excessive.

Thus the cell, losing its self-repair capacity, can no longer replicate in an uncontrolled manner and will experience an apoptosis mechanism i.e., cell death. Such a feature is crucial for destroying especially tumours that are radio-resistant to X-ray therapy.

Clinical results are increasingly encouraging, and the diseases treated with Hadrontherapy are more and more numerous.

The underground floor of the health facility is basically dedicated to the treatment of patients.

The treatment area is organized into several functionally distinct zones. Besides the three treatment rooms, there are outpatient rooms (nursing and medical) and a positioning room with movable lasers.



3 Provided Services

3.1 Outpatient visits

CNAO outpatient clinic area is located in the basement floor. It consists of five rooms, adequately equipped to face any emergencies.

Outpatient visits are structured following an organization by pathology teams.

There is provision for private practice visits.

3.2 Diagnostic exams

Hadrontherapy is a highly precise and selective radiation technique. The treatment plan, therefore, requires careful study of the district to be treated with diagnostic imaging (usually CT and high magnetic field MRI -3T).

The Diagnostic Imaging area is located on the ground floor.

Diagnostic activities are structured from Monday to Friday. Examinations finalized for treatment planning are organized according to a scheme by pathology teams.

3.3 International patients

The CNAO Foundation also offers international patients the opportunity to access oncological hadrontherapy treatments. Besides a dedicated page on the website, an office has also been set up, which can be contacted at internationalpatients@cnao.it.

The initial documentation required for the preliminary evaluation is the same for all patients (see paragraph "Procedures of access to treatment").

Clinical documentation must be received in Italian or English. In the case of foreign patients, the facility organizes an interpreting service upon the first visit, the pre-treatment interview and the final visit. All documentation is written in Italian.



4 Reimbursement Procedures: NHS, Solvency and Insurances

Access to treatments generally takes place under an agreement with the Regional Health Service (RHS) and with the National Health Service (NHS), subject to authorization by the ASL (local Health System).

Moreover, the possibility of access on a solvency basis is envisaged, with the possible choice of a specialist doctor to be entrusted with the care. In case of choice of the doctor, the Private Practice Regime is activated.

Solvency Office Addresses

Email: accettazione@cnao.it

Method of payment: exclusively by telematics mode (credit card, ATM or bank transfer).

4.1 Covenants with insurances and funds

A number of agreements with insurance companies are in force; for further information, please contact the Clinical Administration or consult the institutional website in the "Covenants with Insurance and Funds" section.

5 Procedures of Access to Treatments

The easiest way to activate a clinical consultation in CNAO is to send, following the procedures indicated on the dedicated page of the Foundation's website, the following clinical documentation: (<https://fondazionecnao.it/en/access-to-treatment>)

- Copy of histological examination
- Copy of the most recent MRI (magnetic resonance imaging) and/or CT (computed tomography) dating back no more than 3 months (report and images in DICOM format)
- Copy of the most recent report/referral of examination by the referring specialist, with update date not older than 3 months from sending the request for consultation.

In case of surgery performed in the last 12 months, add:

- Copy of report of the last surgical procedure
- Copy of pre-surgery MRI (magnetic resonance imaging) and/or CT (computed tomography) scan (report and images in DICOM format).

In case of previous radiation treatments performed, add:

- Copy of reports and treatment plan concerning previous radiation treatments.

You are kindly requested to send diagnostic images in DICOM format, so that they can be properly read by the medical personnel. You may be asked for additional documentation based on the analysis of the documentation initially requested. Clinical documentation received and not complying with the above and/or not specifically requested will not be examined.

The same documentation, strictly in copy, may be sent by registered A/R mail to the following address:



Fondazione CNAO

c.a Consulto Specialistico Preliminare

Via Erminio Borloni, 1 - 27100 Pavia

In the case of request for preliminary evaluation on the web platform, the patient is also asked to fill out an "Access to Treatment" questionnaire.

It is possible to get information about the clinical activity of CNAO by phone:

- Monday to Friday from h. 9:30 a.m. to 1 p.m. and h. 2 p.m. to 3:30 p.m., at the number 0382-078963 - Preliminary Specialist Consultation
- Monday to Friday from h. 10 a.m. to 1 p.m., and from h. 2 p.m. to 3 p.m. at the number 0382-078501 - Clinical Secretaria.

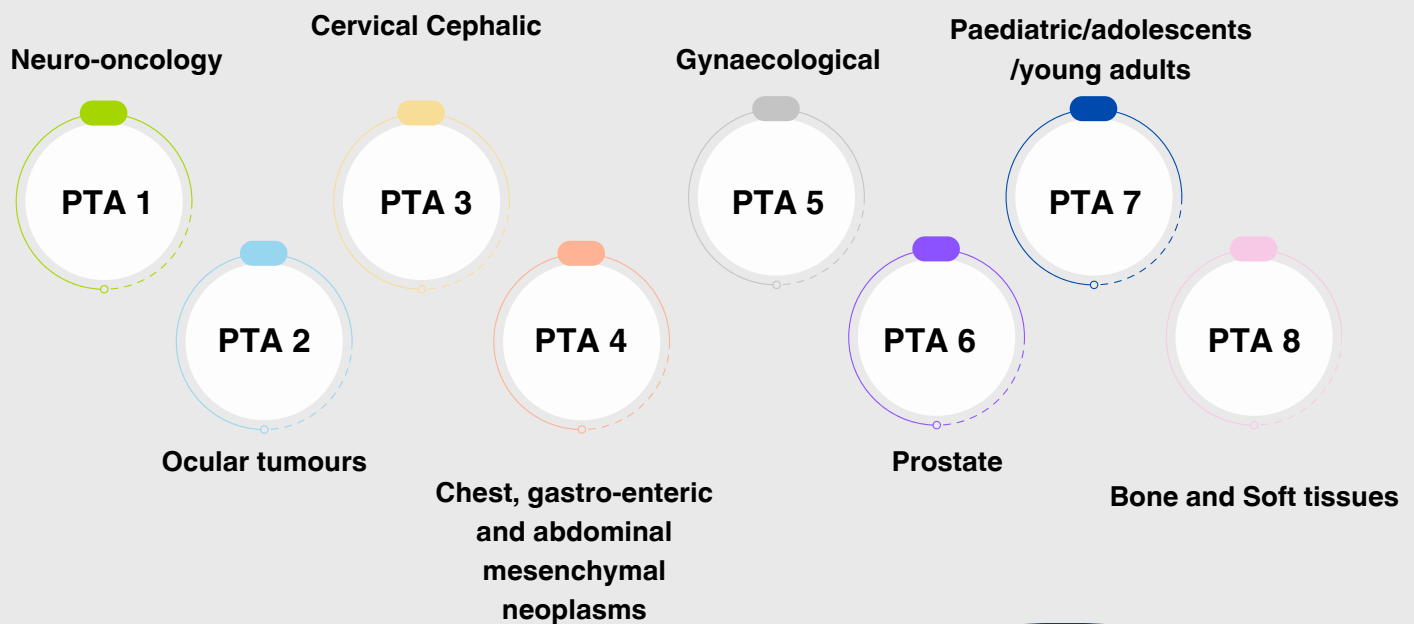
Or at the following email address: consultopreliminare@cnao.it.

5.1 Conditions for delivery of hadrontherapy treatment

The pathologies included in the conditions of delivery (listed in the January 12, 2017 DPCM) are:

- chordomas and chondrosarcomas of the base of the skull and rachis;
- tumours of the brainstem (excluding diffuse intrinsic pontine tumours) and of the spinal cord;
- sarcomas of the cervical-cephalic, para-spinal, retroperitoneal, and pelvic districts;
- sarcomas of the extremities with radio-resistant histology (osteosarcoma, chondrosarcoma);
- intracranial meningioma in critical locations (close adjacency to the optic pathways and brainstem);
- orbital and periorbital tumours (e.g., paranasal sinuses) including ocular melanoma;
- adenoid-cystic carcinoma of the salivary glands;
- paediatric solid tumours;

- tumours in patients with genetic syndromes and collagen diseases associated with increased radio-sensitivity;
- recurrences requiring retreatment in an area that has previously undergone radiotherapy.



If the case presents clear eligibility criteria within our TCPs (Therapeutic Care Pathways), the Clinical Secretariat and/or Preliminary Specialist Consultation proceeds to schedule the patient's first accesses through the Acceptance Service (First Visit) and Scheduling Service (Simulation), according to the first availabilities of the outpatient clinic of the relevant TCP.

If, due to its characteristics, the clinical case is not a possible candidate for hadrontherapy, it is the responsibility of the clinical staff dedicated to the **Preliminary Specialist Consultation (PSC)** to inform the patient by a written communication. The documentation, held by CNAO, of the non-candidate patient is destroyed after 30 days from the transmission of the response.

5.2 Access procedure for patients referred by specialists



The CNAO Foundation has activated a broad network of collaboration with specialists and healthcare facilities that evaluate patients and refer them to CNAO, with their consent, in case of the need to activate an hadrontherapy route (via chatbox and teleconsultation activated through the CNAO website).

In this case, and only with the consent of the potential patient, the healthcare facility and/or the medical specialist directly contacts the CNAO Clinical Secretariat and/or the CNAO radiotherapist and pathology specialist or accesses the dot-to-dot channel. Clinical documentation is delivered directly from the sending facility, and the specialists directly discuss the presented clinical case to define the best treatment pathway.



6 Services

6.1 Clinical administration

Following the preliminary evaluation, the patient who is a potential candidate for treatment is contacted by the Clinical Administration staff to plan an initial outpatient visit. It is the care of the Clinical Administration to remind the patient of the appointment day and the documentation to be brought (referral, reports, images...).

In the phase of first access to the facility, the administrative staff verifies the patient's identity by checking the patient's health service card and an identity document, submits and has the patient digitally sign any consents regarding the content of the information about the processing of personal data. The patient's anagraphic data are recorded in the hospital information system and associated with a photo, taken by the Clinical Administration staff for the purposes of reinforcing the process of patient identification with visual correspondence as well. The patient is also associated with an alphanumeric code (CNAO ID), which is reported on all documentation that will compose the medical record. The ID is printed on a card-sized support and delivered to the patient.

The Clinical Administration Officer requests the patient to hand over the binding referral, completes the acceptance, and advices of the arrival of the patient, who is asked to take a seat in the waiting room.

The Acceptance Service operates by e-mail at the address: accettazione@cnao.it.



6.2 Psychological support

CNAO provides patients and their families with a free psychological counselling service at all stages of the hadrontherapy treatment route. Psychological support encourages the set-up of resources to functionally face changes, moments of discomfort, relational or communication difficulties associated with illness/treatment and the consequences these may have on their personal, relational and social life.

The patient in the simulation phase or at the start of treatment has an interview with the Psychologist, who will make an assessment of the psychological, social and economic aspects and needs that may impact on the course of treatment. For subsequent interviews once treatment has begun, the patient or a family member can make arrangements directly with the psychologist or report the need to the Clinical Administration, either by booking directly at the counter or by sending an email to accettazione@cnao.it.

6.3 Cultural mediation

The facility commits to respect the cultural and linguistic differences of each patient and family; this is why it provides interpreting and cultural mediation services, in order to make communication effective and efficient and to allow proper understanding of information by the patient and the clinical staff.



7 Patient Pathway

7.1 Preliminary steps and simulation

Inside the evaluation procedure of the clinical cases, the possibility is given of proposing the patient a televisit, in which the CNAO specialist can obtain clarifications regarding the documentation received and ask for additional documentation if necessary. If, after the televisit, the clinical case appears eligible for treatment with hadrons, the patient is summoned to a first visit in person at the Centre.

In compliance with personal data protection regulations, all services offered to the patients involve summoning to the outpatient /treatment rooms/diagnostic area exclusively with their ID, by means of "call" projected on the purposely located monitor in the waiting rooms.

During the first visit, the patient is evaluated initially by the nurse and later by the radiation oncologist.

If an indication for hadron treatment is confirmed, the Scheduling staff establishes, on the advice of the oncological pathology radiotherapist, the simulation procedure and arranges for the patient's information about the dates and modalities to execute the centring examinations. Additional clinical-diagnostic investigations prior to treatment may be required.

The simulation consists in the study with CT and MRI (unless contraindicated) of the district to be treated, following the tailoring of the immobilisation devices, which allow a defined position of the patient and allow for its reproducibility in the treatment room. Both examinations, together with other clinical/diagnostic data, allow the radiotherapist to define and contour the treatment volumes.



The services set out in the treatment route are performed by the doctors of the Radiotherapy Unit of the CNAO Foundation. Should the need arise to request information or report treatment-related problems, it will always be possible to refer to the radiotherapists in the pathology group.

7.2 Treatment plan elaboration



The patient care plan is the result of the cooperation work between the Clinical Radiotherapy Unit and the Medical Physics Unit and is built on the basis of the diagnostic information from the simulation examinations.

The treatment plan specifies, among other items:

- the type of particle (Protons and/or Carbon Ions),
- the total dose prescription,
- the fractionation,
- the dose constraints on tumour targets and organs at risk.

The risks and benefits connected to the treatment plan are explained to the patient before the start of the Hadrontherapy cycle and stated in the treatment consent.



7.3 Hadrontherapy cycle

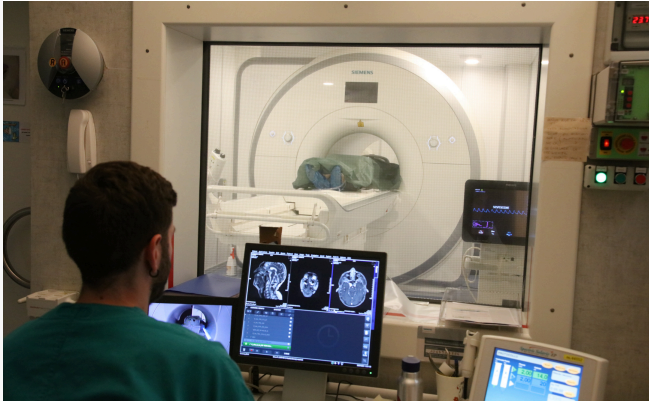
The patient receives the Hadrontherapy cycle according to what is defined in the treatment plan and is followed and accompanied throughout the entire treatment by the CNAO clinical team.

During the treatment course, the patient undergoes periodic check-ups by the nursing and medical staff. On medical indication, clinical/diagnostic and/or laboratory investigations and/or any supportive therapies may be prescribed.

7.4 End of treatment

At the end of the treatment cycle, the patient is examined by the oncological radiotherapist, who draws up the end-of-treatment report. This report is produced in double copy: one is handed over to the patient and one is inserted in the patient's CNAO health record.

7.5 Patients' follow-up



At the end of the treatment, the Clinical Administration agrees with the patient the date of the *follow-up* check-up, according to the indications contained in the final treatment report. This *follow-up* consists of diagnostic CT and/or MRI examinations and an outpatient visit with a oncological pathology radiation therapist.

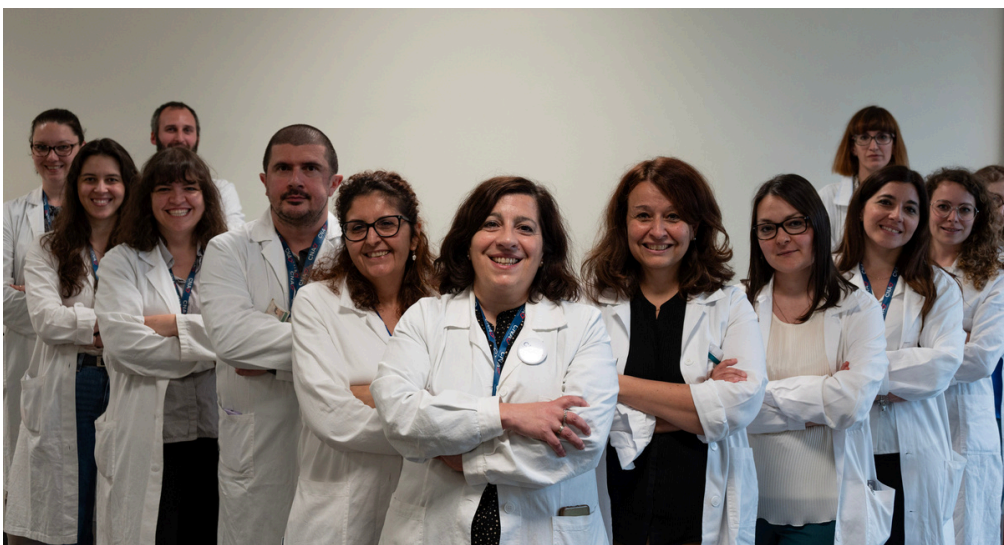
The purpose of these checks is to verify tolerance to the treatment and the therapeutic result over time.



Generally, the frequency of these checks is quarterly in the first year after the end of treatment, half-yearly and yearly during the second year and thereafter, respectively.

At the end of the *follow-up* visit, the radiation oncologist issues a clinical report, which also contains any possible clinical-instrumental indications with respect to the next check-up.

Five years after the end of the treatment, the *follow-up* procedure may be continued remotely in televised mode. This modality may also be undertaken after the 3rd year of *follow-up*, whenever deemed appropriate by the radiotherapists of the pathology group. Patients accessing televisit receive all information regarding this evaluation modality by e-mail.





8 Care and Assistance

8.1 Clinical staff

The entire clinical team, within the scope of their competencies, will be available to provide information on diagnosis, treatment and clinical course, and will also be able, with the person's authorisation, to provide all requested information to family members.

8.2 Recognize CNAO healthcare personnel

All staff working in CNAO are provided with an identification card containing: name, role and photo.

Every healthcare professional is identified by a specific colour:

RADIATION ONCOLOGISTS: white coat and uniform with blue tunic and white trousers;

RADIOLOGISTS: white coat and uniform with green tunic and white trousers;

ANAESTHETIST/RESUSCITATION SPECIALIST: white coat and uniform with light blue tunic and white trousers;

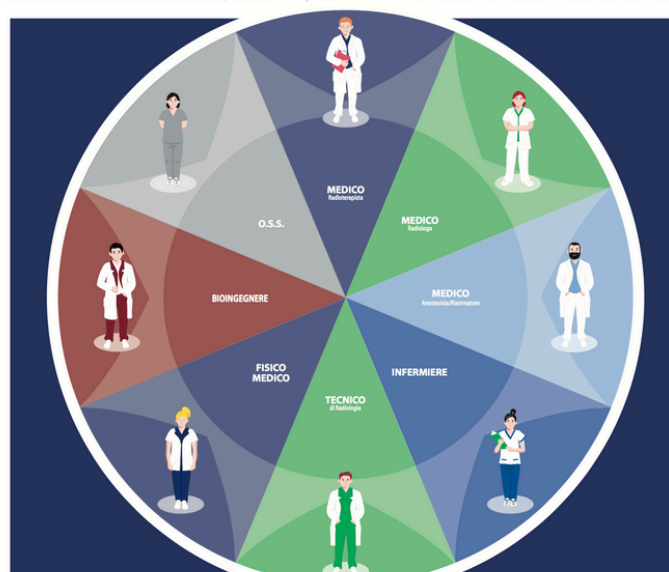
NURSES: uniform with white tunic edged in China blue and China blue trousers;

RADIOLOGY TECHNICIANS: green uniform (tunic and trousers) and white coat edged with green;

MEDICAL PHYSICISTS: white coat edged in blue and uniform with blue tunic and trousers;

BIOENGINEERS: white coat edged in burgundy and uniform with white tunic and burgundy trousers;

INTERMEDIATE CARE TECHNICIAN: grey uniform (tunic and trousers).



8.3 Healthcare staff identification

The right to information also includes the patient's right to know the identity, qualification and role of the healthcare staff in charge of the care.



All CNAO staff (healthcare and non-healthcare) is generally identified by a visible identification card. In addition, the various sections of the facility where the various services are performed are clearly and conspicuously signposted.

8.4 Privacy and hadrontherapy treatment

The protection of privacy assumes particular relevance in the context of patients' rights. It consists in the right to exert control over the process of handling information about one's own person, in accordance with the General Data Protection Regulation (EU 2016/679). There are, indeed, some specific scopes in the diagnostic and treatment process that are appropriately regulated because they may have an influence on the sphere of confidentiality protection (disclosure of health conditions to third parties, collection of reports, consultations in the absence of the patient, summoning in communal waiting rooms). CNAO uses different types of personal data (personal data, clinical data, lifestyle data) for various purposes (diagnosis and treatment, scientific research, institutional communication...), as specified in the information provided at first access and on the signage displayed in the facility.



All CNAO staff are contractually bound to secrecy and forge their actions in the respect for the confidentiality of the information they become aware of for professional reasons.

- Consent to health treatments

Patients have the right not to undergo any health treatment without having given their consent to it. Prior to any clinical procedure (diagnostic or therapeutic), the patient must be informed in a complete and understandable way about its risks and the benefits (in accordance with the provisions of Law No. 219/2017), in order to give free and informed consent.

- Consent to data processing

Sensitive data (of which health data are a part) can only be processed with the consent of the concerned person. The patient has the right to express his or her will, for example, regarding the possible sharing of the diagnosis and treatment with family members and the other specialists following the care, and may choose to authorise the use of his or her data for the purposes of observational clinical research or institutional communication.

8.5 Health Emergency



CNAO does not have an emergency room open to the public. In case of emergencies outside the Foundation, the patient can call 118 or go to the nearest emergency room and promptly update the referring doctor at CNAO.

8.6 Preventing infections

To enhance its focus on the individual, CNAO recommends the use of simple effective rules to prevent infections that represent a potential safety risk for everyone and especially for cancer patients.

- Hand hygiene

Any individual's skin is normally a living environment for bacteria and the hands represent the most common mode of transmission of infections. It is therefore important to regularly practice hand hygiene to reduce the transmission of germs and the risk of contracting an infection.

Hand hygiene can be obtained in the same way but with different products depending on the activities :



- water and liquid soap, when the hands are visibly dirty and always before eating and after using the toilet; the correct technique requires rubbing all the hand surfaces (palmar, dorsal, interdigital) and wrist for at least 40 seconds;



- hydro-alcoholic solution: this mode is made simpler when the product is available in all common areas; hands and wrists must be rubbed according to the technique shown on the signage located near the solution for at least 20 seconds and in any case until they are dry.

- Advice for patients

Hands should frequently be sanitised during the stay in CNAO and at all times:

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

- Advice for visitors

Besides the instructions laid out for patients, visitors are asked to:

- sanitise their hands before and after coming into contact with the patients and their surroundings
- cover their mouths with a disposable handkerchief or with a sleeve when coughing or sneezing
- follow the instructions of the healthcare professionals.

The CNAO Foundation, in compliance with the instructions by the Italian health authorities, provides alcohol solution dispensers in all common areas of the facility,. The correct usage technique is shown in the signage displayed near the hydro-alcoholic solutions.



9 Information

Patients have the right to access all types of information concerning their state of health, diagnostic tests and therapeutic treatments that they must undergo.

9.1 Preparation to the exam and post-exam warnings

Whenever the diagnostic examination requires preparation, a sheet explaining its procedure is issued upon booking.

Whenever the diagnostic examination, once performed, entails treatment to be followed over time, the patient is given all the necessary instructions.

9.2 Clinical report and clinical report delivery times

At the end of each evaluation (initial, end-of-treatment and follow-up), a clear clinical report is issued to the patient, written in comprehensible language, and complete with all information regarding the diagnosis and treatments performed.

The report delivery timing for the follow—up activity is as follows:

- for services provided to patients coming from Lombardy or neighbouring regions, the reporting time for diagnostic procedures is 5 working days. Therefore, the follow-up radiotherapy visit will be scheduled not before this time span;
- for services provided to patients coming from more distant regions (the criteria for the definition of remoteness is that it is reasonable to foresee the need for an overnight stay in Pavia), the referral time for diagnostic procedures is 2 working days. Therefore, the follow-up outpatient radiotherapy consultation following imaging will be scheduled not before this time span;

- for all patients requesting the follow-up check-up on a private practice basis, the radiological examination report and the radiotherapy visit are performed on the same day of the examination.



9.3 Request of clinical documentation copy

What can be requested?

The following clinical documentation may be requested:

- copy of the entire outpatient radiotherapy record concerning the hadrontherapy treatment
- copy of individual health records concerning outpatient services and clinical update reports
- end of treatment report
- diagnostic reports and images (CT and/or MRI)
- hadrontherapy treatment plan.

Who can request Clinical Documentation?

According to current regulations, the following persons may request clinical documentation:

- owner of documentation, if over 18
- parent exercising parental authority, if the owner is a minor (with proof of family status)
- third party with power of attorney on behalf of the owner of the documents
- person exercising the capacity of guardian, curator or support administrator (with testifying documentation);
- heir (holding notarial deed or substitutive certificate issued by the Municipality).

How to request Clinical Documentation?

It is necessary to pay the object of the request by bank transfer using the following coordinates:
IBAN IT35B0306911336100000005821.

The reason for payment must be: Clinical Documentation Request followed by the Surname and First Name of the concerned Patient.

The amount to be paid can be determined by referring to CNAO website:
<https://fondazionecnao.it/area-pazienti/richiesta-documentazione-clinica>.

It is necessary to fill in the request form (Form 060 Request for Clinical Documentation), which can be found on the CNAO Foundation website - Patient Area or by requesting a copy from the Clinical Administration Office, attaching:

- copy of a valid identity document of the applicant;
- copy of the bank transfer details proving payment.

If the applicant is a Third Party other than the owner of the documentation, in addition to the documents listed above, a copy of the mandate/power of attorney/notarial deed is also needed. If the Third Party is the parent of a minor patient, a copy of the family status certificate is required.

The request can be submitted in the following ways:

- by e-Mail to the address: segreteriaclinica@cnao.it;
- by earth mail to the following address: Fondazione CNAO – Via Erminio Borloni, 1 – 27100 Pavia - Att.ne Segreteria di Dipartimento Clinico;
- in person at the Clinical Administration desks (ground floor desks opening hours: from 7:30 a.m. to 5 p.m. from Monday to Friday).

Cost of the clinical documentation

Please refer to the Foundation's website for details on the costs of clinical documentation <https://fondazionecnao.it/area-pazienti/richiesta-documentazione-clinica>.

Hard copy clinical documentation or images on DVD can be collected directly from the Clinical Administration desks located on the ground floor from 9 a.m. to 1 p.m. Monday to Friday.

9.4 Not providable services

In the event of temporary impossibility to perform the service, the patient will be contacted by phone or text message for rescheduling the appointment.

9.5 Right to obtain explanations

The patient has the right at any time to ask for explanations about the procedure.

9.6 Foreign patient

The foreign patient must bring with him/her:

- identity document, valid passport or equivalent identification document with photo;
- form S2 (ex E112) for patients from the European Community;
- European Health Insurance Card (EHIC) for patients from the European Community;
- STP (Temporarily Resident Foreigners) form for non-EU patients.



10 Safeguard

10.1 Patients' safeguard

CNAO avails itself of an Ethics Committee (EC), holding the responsibility for guaranteeing the protection of the rights, safety and well-being of people who decide to participate in clinical trials of which CNAO is a participant or promoter.

10.2 Relations with the public

The Public Relations Office is a listening point for patients and their relatives and aims to be a useful company resource to stimulate continuous quality improvement by identifying critical points or inefficiencies on which improvement actions can be taken. The Quality Office forwards the analysis of customer satisfaction data to the Public Relations Office in order to assess possible improvement actions. In addition, the Public Relations Office is in charge of collecting the complaints form concerning the service provided or responding to any reports received by email to comunicazioni@cnao.it. This information is shared by the Public Relation Office with the Managers of the services reported by patients.

10.3 Complaints about the service and satisfaction

Complaints are formal communications of an alleged inefficiency that can be reported by filling in a special Form, which can be found in the common areas or on the institutional website, or by sending an email to comunicazione@cnao.it. The Communication Office/Public Relations Office has the task of providing feedback to the person who signed the complaint, after assessing the complaint and preparing possible improvement actions.

Satisfaction survey

In order to make the quality of the services provided increasingly responsive to patients' expectations, patients are invited by e-mail to fill in a satisfaction survey form via the Google Forms platform.

The questionnaires are collected and analysed by the Quality Office, which communicates quarterly quarterly to the Public Relations Office, Health Management, the Clinical Department and Acceptance the analysis of the data in order to assess possible improvement actions.

In addition, reports may be received by the Customer which are collected and analysed by the Quality Department during the analysis of the satisfaction questionnaires. These reports, being anonymous, are handled within the company without giving feedback to the respondent.

10.4 Patients' personal belongings

We recommend patients to take care of their personal belongings: CNAO has set up cupboards with lockers to this purpose in some clinical areas for the use of patients, but is not liable for any damage or theft during their stay at the Centre.



11 Safety

11.1 In case of emergency (fire, flooding etc.)

CNAO staff are trained to intervene in emergencies and to protect patient safety.

11.2 Surveillance service

The facility premises are under control by a video surveillance system and security guards who guard the centre 24 hours a day.

11.3 Recognition of physical/architectural barriers and protection

CNAO has designed its environments and services carefully avoiding architectural barriers. The facility protects and meets the needs of elderly patients, non-self-sufficient minors, the disabled and those with walking difficulties:

- entrances: there are facilitated routes and a reserved entrance for patients on gurneys;
- height differences: these can be overcome by means of lifts or gurney lifts;
- doors: they are only present when they must guarantee privacy, security or regulate access to protected areas;
- lifts: independent use by disabled people in wheelchairs is guaranteed;
- toilets: there are specially designed toilets in each area.



11.4 Quality and Safety Program

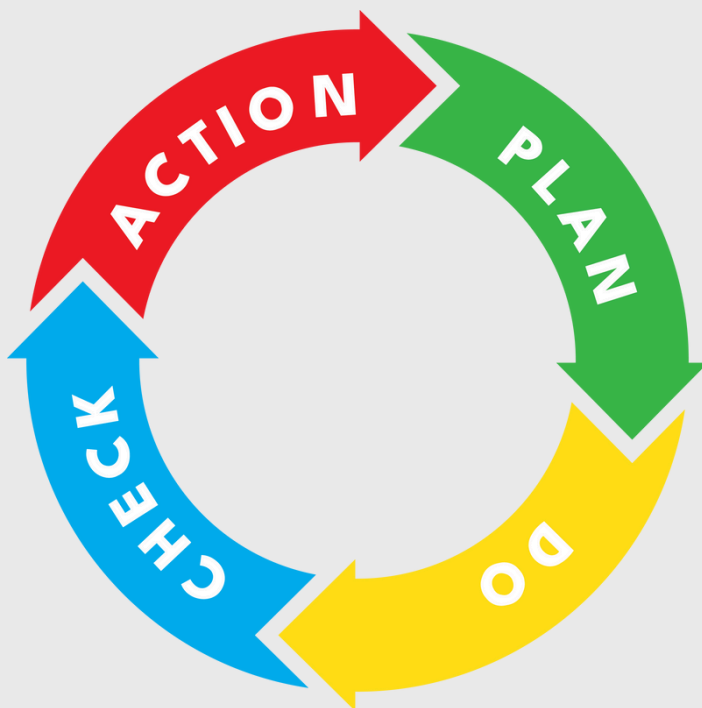
Quality and Patient Safety improvement is one of the main points of the CNAO Foundation's mission. The Foundation's aim is the continuous improvement of the quality of care in order to guarantee the best possible outcome for patients given the state of knowledge, staffing, structure and technology.

The Management's strategic objectives and the strategies implemented to ensure the achievement of these objectives, with a view to continuous improvement, are set out in the Care Quality and Safety Plan, a pivotal document that is approved by the Foundation's Governing Board.

In order to achieve its aim, the Foundation has implemented a widespread Quality system at all organisational levels.

The Quality Management System based on integrated reference models:

1. Institutional accreditation.
2. Joint Commission International accreditation.
3. ISO 9001, ISO 13485 e ISO 45001 Certification.
4. Internal Auditing
5. Customer Satisfaction.
6. Risk Management e Patient Safety.



CNAO promotes, in line with its mission, the development and continuous improvement of the quality of care provided, through the pursuit of excellence in the fields:

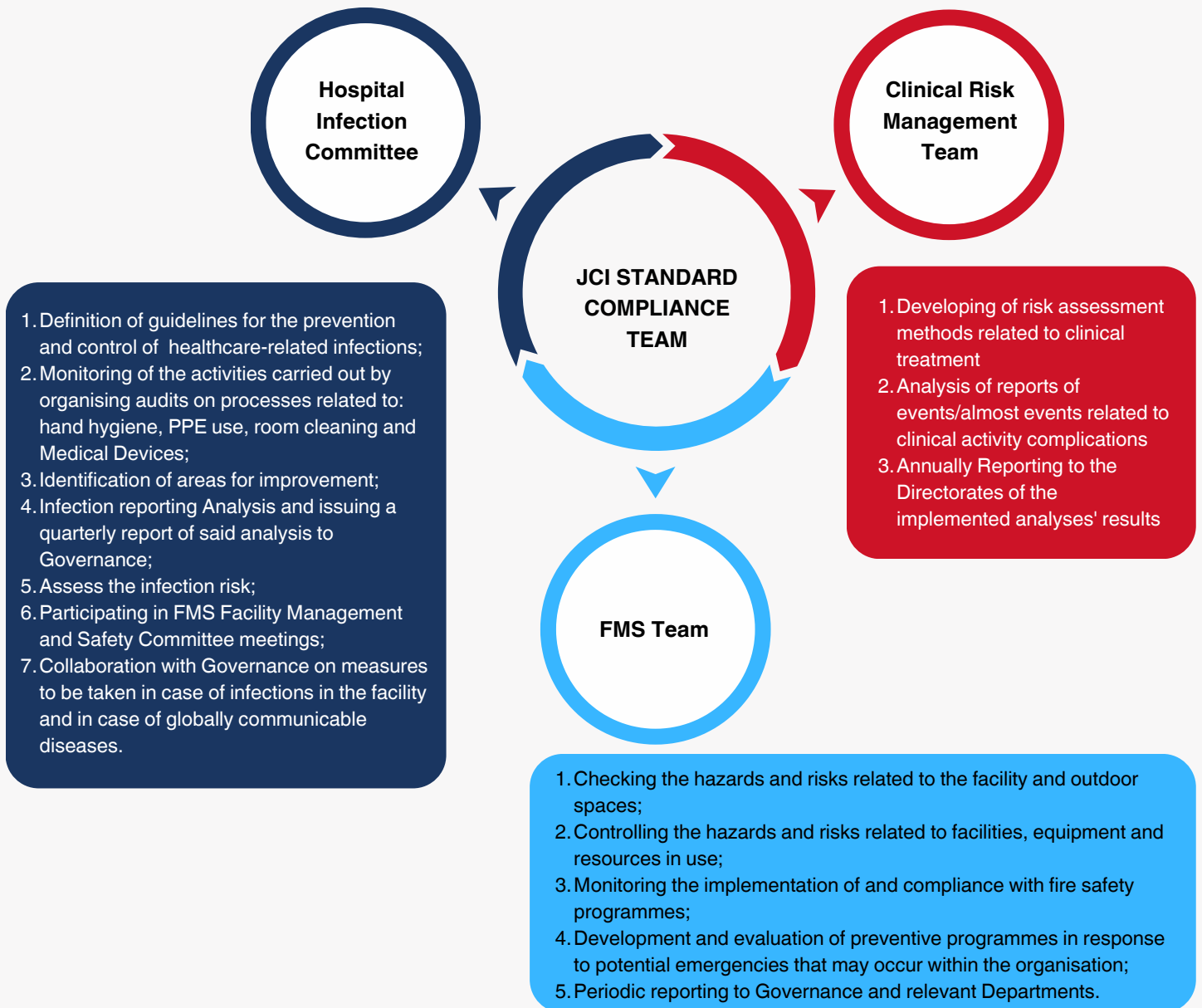
- administration;
- research;
- cure;

with a focus on patient safety.

With the aim of optimising and rationalising work, a Quality and Patient Safety team was defined by institutionalising committees and integrating strategic figures into the team to coordinate the various activities of drafting procedures and implementing processes.

Each committee has its own specific objectives that fit within the broader aim of ensuring excellence in performance and patient safety.

Quality and Patient Safety Team



The methodology assumed for the development of quality plans refers to the Deming methodology, defined PDCA (Plan, Do, Check, Act).



12 Research at CNAO

12.1 Pre-clinical research

Pre-clinical research activities are activities that do not envisage the involvement of the patients and concern studies on objects or cells. These research activities are carried out in collaboration with Italian and foreign researchers.

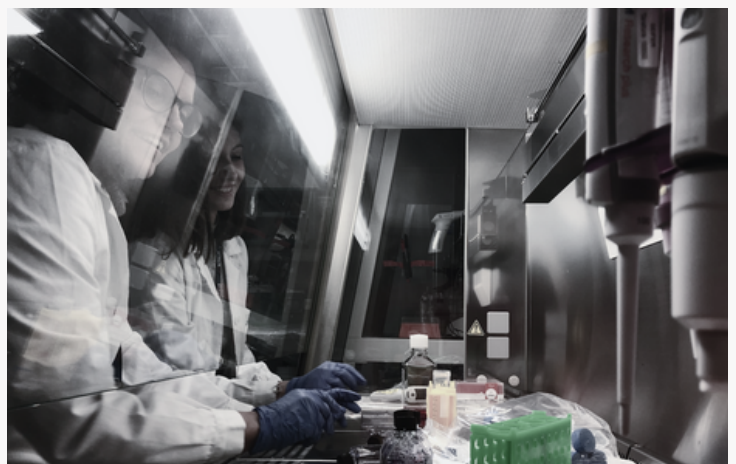
Further pre-clinical research activities include studies of the biological effects of radiations, which are carried out by irradiating various types of cells under different conditions. Such studies allow to find the best adjustment of the therapy to the patient by choosing each time the most suitable dose to be administered, the fractionation and the most suited type of particle.

12.2 Clinical research

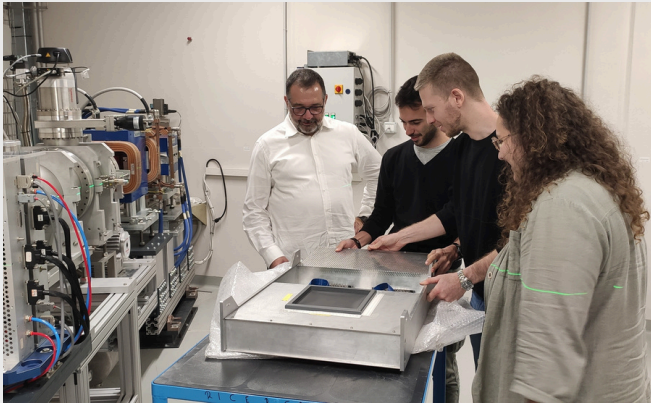
Clinical research conducted by the CNAO Foundation is centred on the treatment of solid neoplasms resistant to conventional radiation that can benefit from the radiobiological efficacy and from the dose distribution obtainable from the use of heavy particles. Several clinical studies, both interventional and observational, i.e. involving no therapeutic treatment of patients but only the collection and analysis of clinical data, are underway or planned at the Centre. All clinical studies are authorised by the relevant Ethics Committee.

The aim of clinical research is to test new ways of applying Hadrontherapy, either as a stand-alone therapy or in combination with others, such as immunotherapy, chemotherapy, surgery, and the consequent collection of homogeneous data useful for understanding which is the best therapeutic approach for the pathology in question.

Finally, technological developments are centred on the continuous improvement of patient and beam management, so as to make Hadrontherapy available in an increasing number of cases and with increasingly high-performance characteristics. For more details, you can find more information on the CNAO Foundation website.



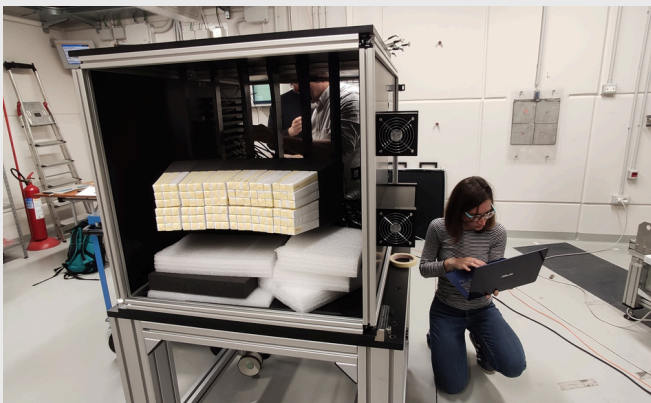
12.3 High-tech research



A Centre for Hadrontherapy, an avant-garde technique in cancer radiotherapy, cannot do without research activities with the implementation of projects in all scientific fields involved by the Centre, with the strategic objective of continuous improvement of the therapy.

The diagnostic and therapeutic instrumentation requires continuous development to optimise therapy performance. Given the complexity and interdisciplinary aspect of the Centre's equipment, this activity is indispensable by employing the advances in all technological fields, so as to keep the Centre's high technology at the forefront.

For more details, please find information on the CNAO Foundation website.



13 CNAO Facility

The CNAO headquarters are located in Pavia, Via Erminio Borloni, 1, where the administrative, outpatient, imaging and patient treatment activities are concentrated.

13.1 How to reach us

Train

Pavia railway station is located on the Milan-Genoa train way line.

The journey from Milan Central Station takes an average of 25 minutes.

For more information: www.trenitalia.it

The CNAO Foundation is located 10 minutes from Pavia station by city bus (line 3 or 7) or by taxi.

Bus

City public transport in Pavia is operated by Autoguidovie S.p.A.

Direct lines to our centre are no. 3 (direction Maugeri/Colombarone) or no. 7 (direction Maugeri/Mondino), the stop is Taramelli Forlanini (fifth stop from Pavia station).

The entrance to CNAO is approximately 300 metres from the stop and is indicated by road signs.

Auto

Milan-Genoa A7 motorway

Exit at "Pavia Nord - Bereguardo" and follow signs for "Istituti Universitari".

Turin-Piacenza A21 motorway

Exit at "Casteggio-Casatisma", and take the SS 35 - Statale dei Giovi, follow the signs for Pavia centro and then the signs for "Istituti Universitari".

Car park

Within the CNAO precincts a dedicated parking area is available.

Patients may use the devoted parking space until places are free.

The CNAO Foundation accepts no liability for any damage to or removal of objects from cars left in the car park.

13.2 Host facilities

The Foundation does not provide a housing service, but it is possible to stay in hotels or accommodation facilities located in Pavia and its surrounding area, for more details see <https://fondazionecnao.it/area-pazienti/strutture-di-accoglienza>.

13.3 Taxi service

Taxi service is available at

Radio Taxi - Tel. 0382.576576



14 Support Us

The mission of the National Centre for Oncology Hadrontherapy aims at making a valuable contribution to the fight against cancer. Hadrontherapy represents indeed one of the most effective radiotherapy techniques in treating tumours that are 'resistant' to current radiotherapy and in reducing its side effects, thus improving the possibility of treatment and the quality of life of patients.



SOSTIENI CON UNA DONAZIONE O PROPROI UN PROGETTO SPECIALE, PER COMBATTERE I TUMORI DIFFICILI

NOI USIAMO IL CUORE, IL NOSTRO E QUELLO DEGLI ATOMI.

ASCOLTA IL TUO CUORE E SOSTIENI CNAO CON UNA DONAZIONE

DEDUCIBILITY OF DONATIONS

The CNAO Foundation is included in the list of organisations receiving deductible donations ex art.1, co.353, L. 266/2005 according to which they are fully deductible from the income of the donor funds transferred for the funding of research research funding, by way of contribution or donation, by companies and other IRES taxpayers in favour of universities, university foundations

pursuant to Article 59, para. 3, L. 388/2000, and public university institutions, public research bodies, foundations and associations duly recognised pursuant to the regulations set out in Presidential Decree no. 361/2000, whose statutory purpose is to conduct or promote scientific research activities.

DONATIONS VIA BANK TRANSFER

Account Holder: Centro Nazionale di Adroterapia Oncologica.

Bank Name: INTESA SANPAOLO

Swift code: BCITITMM

IBAN: IT90N0306911336100000006374

5X1000 ALLOCATION

CF: 97301200156

Box: RICERCA SANITARIA

AL CNAO, LA RICERCA SUI TUMORI VIAGGIA A 200 MILA KM/SEC. COL TUO 5XMILLE, ACCELERI.

Casella RICERCA SANITARIA / CF 97301200156

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