

Blood tests

After the acceptance and the payment of the ticket, access the Blood Tests Lab on the basis of the assigned number shown on the relevant display. Patients having to take repeated tests for INR dosing and pregnant women have different pathways.

Opening hours

- from Monday to Friday 07:30 - 09:30
- Saturday 07:30 - 09:00.

Lab Reports

HOW TO OBTAIN LAB REPORTS:

directly at the hospital, online in SeSaMo regional portal, or delivery by mail upon request.

WHAT YOU NEED: payment receipt and ID card. For free mail delivery or download, apply at the reception.

WHO CAN OBTAIN THE REPORTS: the patient or any other individual with the relevant authorization, his/her ID card and a photocopy of the patient ID card.

WHERE: reports of lab tests can be obtained at CUP desk. Reports of out-patient tests must be collected when the test is performed or at the reception desk of the relevant out-patient service.

WHEN:

- CUP - from Monday to Friday 8:00 - 14:30.
- Reception desks of the relevant service from Monday to Friday 10:00 - 15:00

For some tests, the date is specified on the payment receipt. For other tests, the date must be requested when the service is provided. As a rule, multiple reports included in the same request are delivered together when the last report is available; in this case, individual reports may also be requested, and this request must be made in the acceptance procedure.

Note: reports must be collected not later than 30 days; otherwise, the whole service will be charged.

The healthcare documents **digitally signed** are equivalent to the traditionally signed paper documents and they have the same legal value.

Ordinary Admissions

WHAT YOU NEED: healthcare service card, admission request and ID card.

WHERE: at the units/Day Care Hospital.

OPENING TIMES: from Monday to Friday 8:30 - 13:00.

How to obtain admission certificates

WHERE: at the relevant unit and at the clinical records office, Building A - ground floor, during hospitalization and after discharge.

Visiting hours

Visiting hours at IMFR in-patients wards are:

- from Monday to Friday 12:45 - 14:00 and 16:30 - 20:30
- Saturday - Sunday and Bank Holidays 11:00 - 20:30

Please, note that, with a view to protecting the wellbeing of patients and enabling the provision of healthcare services, visitors can only access wards during the visiting hours, save as exceptions, as agreed with the staff on a case-by-case basis.

Note: visiting hours and access to wards/units may change depending on organization needs resulting from the provision of services or emergency events.

Any changes in the service are published in the Web site of the Organization, www.asufc.sanita.fvg.it

Refreshments and newspapers

There are vending machines on the ground floor and in the basement of Building A.

A café with a newsagent is located on the ground floor.

Request for copies of clinical records and healthcare documents

HOW TO APPLY: directly in person or downloading the relevant form from the organization Web site and sending the request to: dsge@asufc.sanita.fvg.it or by fax: 0432 553110.

WHAT YOU NEED: ID card.

WHO CAN APPLY: the patient or any other individual with the relevant authorization, his/her ID card and a photocopy of the ID card of the patient.

WHERE: Clinical Records Office, Building A, at the entrance, ground floor, IMFR "Gervasutta".

Opening times:

Monday-Tuesday-Thursday-Friday 8:30 - 12:00
Wednesday 9:00 - 14:00

Foreign citizens

The staff of the organization may be supported by community interpreters in the clinical rehabilitation activities.

Telephones

As a sign of respect for other patients, mobile phones must be muted.

Clinical Research

At IMFR, research is performed in line with the institutional mission of the Organization.

Contact data and office in charge of relations with the public

URP (Office in charge of relations with the public) can help you to solve any issue, you can file suggestions, remarks and proposals to improve the hospital activity; you may also file oppositions and/or complaints.

Contact Data:

Ph. +39 0432 552 796

mail: urp@asufc.sanita.fvg.it

In person: building 1, entrance of the Santa Maria Misericordia Hospital - Udine, ground floor.

Information on the healthcare

organization: Ph. +39 0432 554 440

Azienda Sanitaria Universitaria Friuli Centrale
Registered office: Via Pozzuolo, 330
33100 Udine - Italy
certified email: asufc@certsanita.fvg.it
Web site: www.asufc.sanita.fvg.it

UPDATE OCTOBER 2021

QUICK GUIDE OF IMFR (ISTITUTO DI MEDICINA FISICA E RIABILITAZIONE) "GERVASUTTA"

Reception Desk
+ 39 0432 55312

ER number
112

**Information from the
Organization**
+39 0432 554440

**Healthcare and Social Service
Call Center**
0434 223522

**Istituto di Medicina Fisica e Riabilitazione –
IMFR via Gervasutta, 48 - Udine**

Building A - Entrance

GROUND FLOOR

Reception Desk	0432 55312
CUP Booking Office	0434 223522
Clinical Records Office	0432 553331
Social Services	0432 553112/3432

Rehabilitation in-patient area conditions with infantile onset 0432 553455/6

Care Continuity Service (on-duty medical unit) 0432 553090

Chapel

FIRST FLOOR

Medical Direction	0432 553330
Head of the Nursing Service	0432 553332
Head of Rehabilitation Staff	0432 553497

Rehabilitation for conditions with infantile onset 0432 553443

Neuropsychiatry for children and teenagers 0432 553366

University course on physical therapy University of Udine 0432 553334

Building A - Entrance

BASEMENT

Radiology	0432 553391
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GROUND FLOOR

Cardiac Rehabilitation	0432 553421
In-patient Sport Medicine	0432 553354

FIRST FLOOR

Lung Rehabilitation	0432 553404
Neurology	0432 553360
Acquired Neurological Disorders Unit	0432 553348

SECOND FLOOR

Administrative Direction	0432 553177
Technical Office	0432 553306

THIRD FLOOR

Perinatal Diagnosis and Rehabilitation	0432 553352
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Building C

BASEMENT

Occupational Therapy	0432 553486
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GROUND FLOOR

Out-Patient Physical Medicine and Rehabilitation	0432 553436
Physical medicine out-patient area – Gyms	
Swimming Pool	

Building D – in patient wards

GROUND FLOOR

Early Intensive Rehabilitation	0432 333010
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FIRST FLOOR

Severe Acquired Brain Injuries Unit	0432 553344
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SECOND FLOOR

Physical Medicine and Spinal Unit	0432 553356
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The names of the heads of the unit are published in the Web site of the Azienda Sanitaria Universitaria Friuli Centrale (ASUFC)

Map of the Buildings - IMFR - via Gervasutta, 48 Udine



**“Santa Maria della Misericordia”
University Hospital at Building 5 –
BASEMENT**

Out-Patient Area Early Intensive Rehabilitation	0432 552571
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HOW TO REACH IMFR

By train: Frequent trains from Venice-Mestre and from all over Italy and Europe.

By bus: Bus no. 1, running every 7 minutes From the Railway Station to:

- IMFR in via Gervasutta It takes 2 minutes.
- IMFR at Santa Maria della Misericordia Hospital It takes 15 minutes.

By car: From A4 Motorway, Tarvisio, Udine Sud exit; From A23 Motorway, Tarvisio, Udine Nord exit.

Booking out-patient and x-ray tests

HOW TO BOOK: by phone, in person and on-line.

BOOKING BY PHONE: dial the number of the Healthcare and Social Service Call Center 0434 223522.

BOOKING IN PERSON: CUP Office, Building A, at the entrance, ground floor, on the left.

Note: before accessing the desk, take a number at the entrance.

ON-LINE BOOKING: on the regional portal, SeSaMo.

WHAT YOU NEED: the request of the physician, duly filled out (diagnosis, any exemption, priority code) and healthcare service card.

To access the **private practice**, select the name of the physician for the examination or the procedure.

WHO CAN BOOK: the patient or any other individual with the relevant documents.

Payment and rates of the private practice

WHEN: before the service.

PAYMENT METHODS: cash, ATM card, on-line on SeSaMo, credit cards and bancompost card.

Automatic Payment Machine

WHERE: At the entrance of IMF “Gervasutta”, Building A, an automatic payment machine is available.

In IMFR at Santa Maria della Misericordia Hospital, there are automatic payment machines in Buildings 1, 8 and 15.

Insert the booking/acceptance memo or the healthcare service card and read the instructions on the display.

Note: please, remember to take the receipt and the change from the relevant slots.

Opening hours:

- Healthcare and Social Service Call Center Number: 0434 223522

from Monday to Friday 7:00 - 19:00
Saturday 8:00 - 14:00

- IMFR CUP from Monday to Friday 8:00 - 15:00

If you have any issue or are unable to attend, you are required to cancel your booking To this end, you can call the Call Center at least 3 days before or you can go to the CUP desk or you can cancel on-line in the regional portal, SeSaMo. In case of treatment, get in touch with the service reception desk.

Please, take the request, the healthcare service card, the clinical documentation that you already have on the condition which is relevant for the service or on any other relevant conditions, invalidity exemption documentation, if any, or INAIL certification.

Lab tests

Reception

WHAT YOU NEED: the prescription of the physician of the National Healthcare Service, duly filled out (diagnosis, any exemption, etc.), healthcare service card
WHERE: CUP - Building A, ground floor, on the left.

Payment

WHEN: when the service is provided.
PAYMENT METHODS: cash, ATM card, credit cards and bancompost card.
WHERE: at the CUP payment area, on-line in the SeSaMo portal.

Automatic Payment Machine

An automatic payment machine can be used to speed up payments; it is located in the entrance building.

Note: please, remember to take the receipt and the change from the relevant slots.