



## Charter of the ISPRO services

### Villa delle Rose Unit

#### Screening

The **screening tests** are free of charge and do not require medical request from your family doctor. The users are followed up in the clinical preventive path and should the test result requires a further study, he will be communicated via telephone by the ISPRO staff, subject to the consent. If the user can not be contacted by telephone with the numbers left or has not given the consent, he will receive a registered letter and will need to contact the services with the numbers indicated on the notice.

**Breast cancer screening:** women aged 50 to 69 years residing in Florence and in the province. The invitation letter for the mammogram (radiographic examination) arrives home every two years.

**Cervical cancer screening:** women aged between 25 and 64 will have a Pap test (vaginal oncological smear) every three years in the age group of 25-33 years and an HPV test every five years in the age group of 34-64 years .

**Colorectal cancer screening:** Test on the faecal occult blood as the first exam. It involves men and women aged between 50 and 70 years that have not had such examination done in the previous two years or have not had a colonoscopy within the previous 5 years.

**For further information about:** screening tests and to change an appointment, contact the screening call center at number 840 000 622 from 7.45 to 16.00.

#### Laboratory tests

The activities of the Regional Laboratory of Cancer Prevention includes cytology, molecular, biochemical and immunocytochemical tests. These tests are run within the screening programs or by the medical request, for the purpose of early diagnosis and prognosis: HPV-HR and research and typification, cervical-vaginal cytology (Pap test), breast cytological examination, pulmonary cytological and serous cavities examination, urinary cytology test, hormone receptors on needle aspirate.

**How to get information and book a laboratory test:**

contact ISPRO at number 055 3269771 and 055 32697951 from Monday to Friday from 8.00 to 14.00.

**How to deliver a laboratory test**

At reception from Monday to Friday from 8.00 to 14.00 and on Thursdays from 8.00 to 18.00.

#### Oncological rehabilitation

In collaboration with the LILT Florence Section, there is the Oncological Rehabilitation Center (Ce.Ri.On.) within the ISPRO.

The Ce.Ri.On. provides medical visits of oncological rehabilitation, requests and testing of implants and membranes, physiotherapy services, psycho-oncology visits and individual and group activities (relaxation, yoga, mindfulness, art therapy, Egyptian dance, Feldenkrais, modified motor activities, music therapy, laboratory theater, creative writing). The services of Oncology Rehabilitation are free of charge upon presentation of medical request from the family doctor and with the exemption certificate for oncological disease.

**How to book a visit:** telephone from Monday to Friday from 14.00 to 19.00 at number 055- 3269771 (the ISPRO switchboard) specifying the requested visit.

### Gastroenterology

With the request from the family doctor , it is possible to book gastroenterological visits.

**How to book a visit:** contact the booking centre CUP at number 840 003 003 from the fixed network or 199 175 955 by mobile phone from Monday to Friday from 7.45 to 18.30 and on Saturdays from 7.45 to 12.30.

### Prevention of melanoma and skin cancer

It is accessed by the request of the family doctor and the booking must be made through CUP.

**How to book a visit:** contact CUP at number 840 003 003 from the fixed network or 199 175 955 by mobile phone from Monday to Friday from 7.45 to 18.30 and on Saturdays from 7.45 to 12.30.

## **Senology Clinic Unit at Pavilion 7 “Ospedale Careggi” Careggi University Hospital**

### Senology Clinic Unit

Senological examinations outside the mammographic screening program (symptomatic patients, follow-up in operated patients, visits in women with high hereditary-familial risk, further study in patients initially diagnosed elsewhere, asymptomatic women).

**How to book:** asymptomatic mammographies, symptomatic mammographies, post-operated mammographies, senological visits, breast ultrasound contact CUP n° 840 003 003 from the fixed network or 199 175 955 by mobile phone from Monday to Friday from 7.45 to 18.30 and on Saturdays from 7.45 to 12.30.

### Other services:

**Senological Follow-up for patients undergone breast surgery (upon surgeon's advice):** scheduled periodic check-ups will be sent by letters;

**How to access the above services:** telephone on Tuesday and Friday from 9:00 to 13:00 at number 055 7972591.

## **Payment methods of examination**

The **examinations carried out within the population-based screening programs** are free of charge and do not require medical request.

The **examinations not included in screening programs** are subject to payment, if they are carried out with presentation of medical request.

At the unit where the services are carried out, the user can pay the ticket (if required) by bank card (ATM), alternatively you can pay by bank transfer or postal bulletin. By regional provisions, the payment of the ticket must be completed before the service being carried out.

## **Self-employed professional activity**

The services of outpatient activity are also ensured by self-employed professionals in which the user needs to pay the full fees for the service (medical request is not required).

Information and bookings for this activity can be requested at booking service “CUP Libera Professione” at number 848 800 048 from the fixed network or 199 197 977 by mobile phone.

## Results collection methods

The tests that need to be collected at the Units of the Institute can be issued to:

- the directly concerned or, in the case of minors, to the person exercising the parental authority;
- a person with a written consent (delegation) released by holder of the result or by those entitled to, exhibiting their own identification document and the one of the delegator.

Those test results that are not included in the screening programs, if not collected within 30 days from scheduled for delivery will lose the benefit of the ticket and have to pay the entire service (Law no. 412/1991, art. 4, paragraph 18).

## Request of health documentation

The health documents related to services carried out at the Units of ISPRO, must be collected at the unit where the service was carried out by completing the relevant form and payment of the quota provided according to the documentation required.

## How to contact us

The **Charter of the ISPRO services** is available to users at the Public Relations Office (URP), in waiting rooms of the Institute and on the website [www.ispro.toscana.it](http://www.ispro.toscana.it)

For telephone contact with the front-office of the Institute:

- **Villa delle Rose Unit:** telephone from 8.00 to 18.00 at number 055 3269771;
- **Senology Clinic Unit** (Pavilion 7 “Ospedale Careggi” Careggi University Hospital): telephone from 8.00 to 18.00 at number 055 7972572-2573.

For information via email use the appropriate section "Contacts" in website [www.ispro.toscana.it](http://www.ispro.toscana.it).

## How to reach us

**Villa delle Rose Unit** - Via Cosimo il Vecchio no. 2 Firenze (from Monday to Friday from 8.00 to 19.00).

*By bus:* from the Santa Maria Novella station bus no. 14 C, stop at Monna Tessa and from Rifredi station bus R (“Ospedale Careggi” Careggi University Hospital direction), stop at Monna Tessa.

*By car:* exit at “Firenze nord” of Autostrada del Sole (A1) and follow the signs to “Ospedale Careggi” Careggi University Hospital.

**Senology Clinic Unit** – at Pavilion 7 “Ospedale Careggi” Careggi University Hospital, in Viale della Maternità, Florence (from Monday to Friday, from 8.00 to 19.30).

*By bus:* from the Santa Maria Novella station bus no. 14 and from Rifredi station bus R (“Ospedale Careggi” Careggi University Hospital direction), stop at Largo Brambilla, Nuovo Ingresso Careggi, continue towards direction Pavilion 7.

*By car:* exit at “Firenze nord” of Autostrada del Sole (A1) and follow the signs to “Ospedale Careggi” Careggi University Hospital.

**Charter of the ISPRO services – edited by:**

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