

Useful information on your stay in hospital

Dear parents,

In this short guide you will find some references to orient yourself inside the hospital and its services, facilitate the stay of your children and accompany you during your stay at the Meyer.

We remind you that you can contact the staff: all professionals and operators, assisted by volunteers, are available for your information and guidance request.

We would also like to point out that you can take part in the Prems - Voices satisfaction survey in the departments where it is active: your information about the hospitalization experience will be useful to monitor and improve the quality of the assistance offered.

The Management

1. Parking

The parking next to the hospital, managed by Florence-Parking, applies a maximum rate of 4€ for the duration of 24h. Motorcycles do not pay the parking ticket.

Holders of the **parking card** for people with disabilities do not pay.

You can park for free in the parking area of Via delle Gore, a 15-minute walk from the hospital.

2 Information point (at the entrance, ground floor)

At the information point - URP you can receive information on services, clinics, inpatient, offices and you can also activate the **electronic health card**.

- from Monday to Friday 8:00-16:30

3. Front desk

In the center of the greenhouse hall there is the 24 hours front desk

- 7 days a week, 24 hours a day.

4 Request and withdrawal of clinical documentation

At the **acceptance 1** you can request a copy of the health records (medical record), available within 30 days from the date of the request: you can pick it up at the acceptance 1 or ask for it to be shipped to your home.

- from Monday to Friday 12:00-18:00;
- On Saturday and pre-holidays 8:00-13:00
- 055 5662429 (Mon-Fri 9:00-13:00) – e mail cartellecliniche@meyer.it

5. Family Center Anna Meyer

Near the entrance, located in the hospital park, there is the Anna Meyer Family Center to welcome children/ adolescents - and their families - waiting for a scheduled hospitalization.

At your disposal, a team of operators dedicated to the reception, already aware of the arrival in the hospital of the families, can respond to specific requests or special needs reported (Pass). Even before reaching the hospital for hospitalization, you can contact the property for clarification or information on hospital services related to hospitalization.

Inside the Family Center, there are the services, described below, that operate transversely in the whole hospital, both in the specialist outpatient and inpatient care.

Family Center Timetables and contacts:

- from Monday to Friday 6:30-18:00
- on Saturday from 6:30 at 12:00
- 055 5662075 familycenter@meyer.it

6. Public Relations Office– URP (Family Center)

It's a service aimed for improvement of the relationship between the citizens and the hospital.

It provides information on services and facilities, it offers listening and help in case of difficulties in access or during the treatment process; it collects appreciations, complaints and reports.

- from Monday to Friday 8:30-16:00
- 055 5662332 urp@meyer.it - chat www.meyer.it/urp

7. Social hospital service / Family hospitality (Family Center)

The **Social Hospital Service** acts as a link among the needs of families, the hospital and the local services to prevent, address and solve inconveniences and problems related to the integration or reintegration of the child/ adolescent in his or her living, family and social environment.

For contacts reach the staff of the reference structure (department) or call the numbers:

- 055 5662453 with voicemail;
- 055 5662590;

Opening hours to the public.

- from Monday to Friday- 9:00-14:00.

Outside these hours you can contact the front office of the Family Center to facilitate contact with the social workers. Email servizio.sociale@meyer.it

The Social Service deals with the **hospitality of families**.

Together with the Meyer Foundation, AOU Meyer has concluded, with the contribution of the Foundation itself, economic agreements with institutions, foundations and associations, which together constitute the network of hospitality. The allocation of housing is defined by the social service of the hospital according to management criteria defined by the access regulations.

It is possible to make the request in person, by phone or email

- from Monday to Friday 9:30-12:00
- 055 5662756
- servizio.sociale@meyer.it

8 Psychological hospital service (Family Center)

The Psychology Service provides specialized assistance to children and adolescents (hospitalized in ordinary hospitalization, day hospital and outpatient) who are facing a chronic or acute disease and to their families.

Specialized pediatric psychologists are active in all hospital departments and carry out psychodiagnostic, psychological support, psychotherapy or neuropsychological interventions.

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Contacts

- 055 5662898
- psicologia@meyer.it

9. The school in hospital (Family Center)

Hospitalized Children and adolescents can attend the school in hospital, which, in agreement with the schools of origin of the patients, offers a personalized course of education for each school grade in order to ensure educational continuity. School activities can take place in the rooms or classrooms of the hospital.

Contacts:

- 055 5662079

10. Continuity of care (Family Center)

The service of continuity of care is reserved for accompanying the family in the process of discharge through its active participation; an important link between the hospital stay and the return to your home or other territorial health structure to allow an integrated and seamless response to the need for long-term care and assistance.

- 055 5662078 – 79

11. Linguistic-cultural mediation (Family Center)

The cultural and linguistic mediation service is available in the hospital according to a fixed timetable and can be activated on request in emergency cases.

It deals with translations and interpreter services; it helps foreign users to orient themselves among hospital services; it promotes the reduction of linguistic and cultural barriers; it accompanies the relationship between users and operators.

12. Voluntary associations and Protection, parents associations and foundations (Family Center)

The parents' associations are available to families for guidance and support according to the specificity of the reference pathology and guarantee their presence at the Family Center, in a space dedicated to them, carrying out support activities both in common areas, such as admissions and waiting rooms, and in the wards.

- 055 5662962

13 Support activities for treatment

At Meyer, the reception of patients and their families in hospital and in outpatient facilities makes use of the activities of support to the treatment with pet therapy, clowns and musicians.

The health care staff may require personalized interventions, otherwise the activity is managed in a planned manner in the inpatient rooms.

14. Ludobiblio

The ludobiblio is a place full of games, books and materials for creative workshops. If the patient can leave the room, this space allows children and their parent/ companion to enjoy a moment of rest and relaxation during hospitalization. The professional educators, who manage the ludobiblio, also carry out

their activities with itinerant mode and directly in the hospital rooms for those patients who cannot leave the department.

The ludobiblio is on the 2nd floor and is open every day:

- from Monday to Friday 8:15-13:00 and 14:00-18:15
- on Saturday 8:15-13:00 and 14:00-16:15
- on Sunday 09:00-13:00

15. Space of the spirit

In the basement, the space of the spirit is a place for free recollection, meditation and prayer, a place of silence and listening, open to all cults, meditation and secular reflection.

On request, the staff of the department shall ensure that the family can come into contact with its own religious community.

16.Bar and vending machines

In the direction of **Acceptance 2**, you will find the bar where you can also have lunch and dinner.

- every day 6:30-20:30

There are vending machines for cold and hot drinks, sweet and savory snacks.

17. Canteen

For adult meals, please see the information in the department and on the website www.meyer.it.

18 Lactarium – Latte di mamma

Breastfeeding mothers can use the breast pump provided by the lactarium. According to the prescription, the lactarium also collects, treats and stores donated milk and distributes it free of charge to infants who need it. The lactarium is on the ground floor and is open every day:

- from Monday to Friday 7:30-19:00
- on Saturday 7:30-17:00
- on Sunday 07:30-13:00

Latte di mamma is the room where mothers of the children hospitalized in neonatal intensive care - NICU, sub-intensive care and reanimation can use the breast pump.

19. Bookshop - Bottega dei piccoli

On the ground floor, in the central part of the hospital in front of the bar, there is the Bottega dei piccoli, a store with books, newspapers, magazines, games and stationery products and basic items such as diapers, toothbrushes, wipes, baby bottles, etc. These items are also available in the 24-hour vending machines located in a space adjacent to the store.

- every day 7:30-19:30
- 055 437755321.

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20. Washer-dryers-Oblò

Oblò is the free washing/drying service, reserved for the parents of the hospitalized children and supported by the Meyer Foundation to facilitate the stay in hospital. It has two washing machines and two coin-operated self service dryers. The coins must be collected from the hospital staff and be returned if not used.

The laundry Oblò is located at the entrance of the hospital, in the basement, and can be reached by going down the stairs near the information box, on the ground floor. For info, information box/ Public Relations Office.

Open daily from 8:00 to 21:00

21 ATM machine

In the Greenhouse Hall there are two ATMs available to users.

22. Wi-Fi internet and public telephones

The hospital is covered by Florence Wi-Fi network, free internet access.

23 The park of the hospital

The Meyer Hospital is surrounded by a large park available to children/ adolescents and to the adults accompanying them. In the park there are benches and tables that allow a pleasant stop. Adjacent to the Family Center is located the Cice Garden, a playground area.

24. Smoking ban

Meyer is committed to enforcing the smoking ban that also applies in all outdoor spaces: in the park, in the gardens, on the terraces and on the walkways.

Smoking is only allowed in the designated outdoor areas.

Anna Meyer Children's Hospital O.N.L.U.S. Foundation

The Meyer Foundation supports the hospital by sustaining scientific research, clinical and technological development, play-therapy activities and welcoming families along with many other projects. In the greenhouse hall there is the **solidarity shop** where you can make a donation to the hospital.

- from Monday to Friday 9:00-16:30; on Saturday 9:00-13:00
- 055 5662316 - www.fondazionemeyer.it

HOW TO REACH THE MEYER

The Meyer is connected to the center of Florence and the main railway stations by:

bus - "nuovo ospedale Meyer" stop

tramway - "Careggi-ospedale" stop

train - Firenze Rifredi station and Firenze Smn station

taxi - 055 4242 - 055 4390

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