

Dear Parents,

In this short guide, you will find information to help you find your way around the hospital and fully understand its services, making your child's stay here in Meyer hospital easier.

The instructions given here, together with the map, are to help you orientate yourself within the hospital and its facilities.

I would like to remind you that you can also talk to the staff: all professional staff and workers, assisted by volunteers, are available to help you with any information or orientation request.

Alberto Zanobini

### 1. Parking

The Firenze-Parcheggi car park that is adjacent to the hospital charges a daily rate of €4.00. If needed, subscription based payments are available for multiple-day stays.

Persons holding a disability parking permit do not have to pay. Motorcyclists do not have to pay.

It is possible to park free of charge in the car park on Via delle Gore which is situated a 15 minute walk from the hospital.

### 2. Information Point and Reception

On the ground floor, there is an information point, the Public Relations Office, where you can get information on services, clinics, hospitalisation, offices and activating your Electronic Health Card.

- from Monday to Friday 8:00-17:00

In the centre of the Serra Hall, there is a reception desk that is open:

- 7 days a week, 24 hours a day

### 3. Public Relations Office - URP

You can contact the URP, in the main entrance, to get information about services on offer in the hospital; to get informative brochures on ventures and services; to get help if you have difficulty accessing services or in the course of receiving care; to submit complaints, to highlight an issue or to make a suggestion.

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

### 4. Hospital Social Services

Social workers are available from Monday to Friday, 9:00 to 13:00. Hospital social services are located in the main entrance of the hospital. To contact them, speak to the staff in your ward or call:

055 5662453 (you can leave a voicemail message if necessary)

### 5. Accommodation for Families

With support from its Foundation, Meyer offers the possibility of accommodation in residential housing that is affiliated with the hospital, to the families of children who are admitted. The appointment of housing is determined by social services on the basis of regulations that follow certain criteria, including the ward in question, the duration of the child's hospital stay or any eventual early supported discharge.

To access this service, you can do so in person, with social services, or by phone:

- from Monday to Friday 9:30-12:30
- 055 5662756 - servizioalloggi@meyer.it

### 6. Psychology Services

Paediatric psychologists, who work in all wards, provide specialist assistance to children and teenagers who have been hospitalised by ordinary admission, in the Day Hospital and in the clinics and who are facing a chronic or acute illness. This support is also available for their family members.

### 7. Cultural-Linguistic Mediation

There are cultural-linguistic mediation services available in this hospital and they follow a specific timetable that is available in the various departments but in the case of an emergency, you can apply for the service. It provides translations, interpreting services; it helps foreign hospital users to orient themselves, it reduces linguistic and cultural barriers and improves the relationship between users and staff.

### 8. Applying for and Collecting Clinical Documentation

At Reception 1, you can ask for a copy of healthcare documentation for your medical records. These are made available within 30 days of your request; you can collect the paperwork at Reception 1 or ask for it to be posted to your home address.

- from Monday to Friday 8:00-18:00; Saturday and Holiday Eves 8:00-13:00
- 055 5662429 Monday to Friday 8:00-13:00 - fax 055 5662740

### 9. Snack Bar, Canteen and Vending Machines

The Snack Bar is on the ground floor and provides lunch and dinner.

- Every day 6:30-20:30
- 25 and 31 December, 1 January, Easter and 15 August 6:30-13:00

Access to the canteen is at a charge and is permitted only for the primary carer of an inpatient child, both for lunch and dinner.

- from Monday to Friday 11:45-15:00 and 19:15-20:30
- Saturday, Sunday and Holidays 12:00-14:00 and 19:15-20:30

Other family members can use the canteen from 14:00 to 15:00 and from 19:15 to 20:30.

Close to the lifts, in front of the Blood Sampling Centre, in the middle of the Serra Hall and near the games room, there are vending machines that sell hot and cold drinks and sweet or savoury snacks.

In this hospital you can find gluten and lactose free drinks and food.

### 10. Lactarium – Mother's Milk

Mothers who are breastfeeding can use the Lactarium's breast pumps. The Lactarium system also collects, treats and conserves donated breast milk and distributes it free of charge to young babies who are in need, in accordance with medical advisement. The Lactarium is located on the first floor and is open every day from 11:00 to 18:40.

"Latte di Mamma" is a room where mothers of children who are in intensive care, sub-intensive care and reanimation, can express breast milk.

### 11. Play Therapy Activities

Fully aware of the importance of providing, together with medical treatment, further care and dedicated attention to young inpatients, Meyer Hospital welcomes children and their families into its wards and clinics that provide play therapy activities: pet therapy, clowns and musicians.

The professional children's entertainers' schedule is displayed on the noticeboard in each ward.



### 12. Games Room

The Games Room is an area full of toys, books and material for creative workshops, that allow children and their parents to take a break from the recovery process. The professional educators who manage the Games Room carry out, with the collaboration of volunteers, mobile activities directly in the ward for patients who are unable to leave it.

The Games Room is located on the second floor and is open every day:

- from Monday to Friday 8:15-13:00 and 14:00-18:15
- Saturday 8:15-13:00 and 14:00-16:15
- Sunday 9:00-13:00

### 13. Library

The library is located in the mezzanine area of the Games Room. The service allows for book-lending, consultation, reading and the passing of a mobile books trolley through the wards; it is managed by volunteers.

- Wednesday, Friday and Saturday 9:30-12:30
- from Monday to Friday 15:30-18:30

### 14. Hospital School

Young inpatients can use the hospital school that, in agreement with the original educational institution of the patient, offers a personalised education programme for every school grade, with the objective of providing educational continuity. Lessons can take place in the patient's room or in the hospital classroom.

The hospital also runs the "I'm coming too" (Vengo anch'io) project: this is managed by volunteers and offers scholastic support to siblings of longterm young inpatients who are unable to attend school regularly.

- 055 5662829

### 15. Spiritual Space

The Spiritual Space (Spazio dello Spirito) is located in the basement area. It is always open and it offers the chance for everyone to gather in a dedicated space.

### 16. Religious Worship

The hospital protects and promotes the freedom of religion and respects every belief and religious affinity. It recognises the wish and/or need of each person to find a moment of prayer and spiritual comfort. By request, ward staff will strive to ensure that the family can make contact with their own religious community.

### 17. Volunteer Associations and Protection of Rights

Each association is assigned to a specific activity, such as: welcoming and supporting inpatients and their families, providing a daily presence in the clinics and in a lot of wards; supporting the staff in the Accident and Emergency department; offering support for families and minors 24 hours a day (the service is activated by the ward following an assessment by Social Services); providing recreational activities and entertainment; working to protect rights and offer assistance in the event of a complaint or problem).

### 18. Parents' Associations and Organisations

Parents' associations and organisations dedicate their time to welcoming, supporting and offering assistance to children and their families. Each association intervenes based on the detail of their specialised pathology.

The associations, working together, are also involved in the orientation of patients and their families within the support programmes and in interventions of international cooperation.

### 19. Book-shop - Emporio

On the ground floor, there is a shop selling books, newspapers, DVDs and magazines. It is also possible to purchase ATAF tickets and other basic goods here (nappies, toothbrushes, infant bottles etc).

- Every day 7:30-19:30
- 055 4377553

### 20. ATM

The ATM is located in the Serra Hall and is available to hospital users.

### 21. Internet Wi-Fi and Public Telephones

The hospital has got a free Wi-Fi network to allow you to get online. In the hospital, there are two public telephones: one is located at the entrance to the Accident and Emergency Department and the other is located at the Reception in the Radiology Department.

### 22. Open Spaces

The Meyer Hospital is surrounded by a big park that is fully accessible by children and accompanying adults. In the park, there are benches and tables and there is "Cice's Garden", a fully-equipped play area. The Meyer Hospital also has a vegetable garden, located on the terrace next to the Games Room, where children, together with their parents, can take on planting seeds, cultivation and picking herbs and seasonal fruits.

### 23. No Smoking

The Meyer Hospital is a No Smoking zone. The no-smoking ban also applies in the open spaces; the park, the gardens, on the terraces, on the walkways and close to the fountains.

Smoking is permitted in the assigned spaces only.

### 24. The Meyer Paediatric Hospital Foundation

The Meyer Foundation supports the hospital by sustaining scientific research, clinical and technological development, play therapy activities and welcoming families.

In the main entrance of the hospital, there is a donations office where it is possible to make a donation to Meyer and buy institutional gadgets.

- from Monday to Friday 9:00-17:30; Saturday 9:00-13:00
- 055 5662316 - [www.fondazionemeyer.it](http://www.fondazionemeyer.it)

### WHERE IS MEYER?

Meyer Hospital is connected to the centre of Florence and the main train stations by:

bus – bus stop nuovo ospedale Meyer:

train – Firenze Rifredi Station Firenze Santa Maria Novella Station

taxi - 055 4242 – 055 4390

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