

SERVICES GUIDE



**First
Clinic**

Ospedale San Raffaele



**I.R.C.C.S. Ospedale
San Raffaele**

Gruppo San Donato

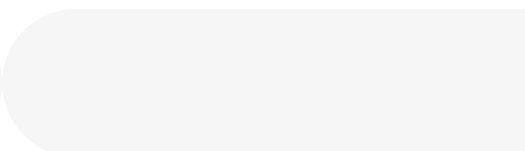
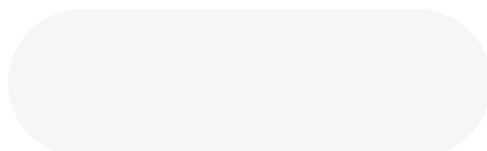
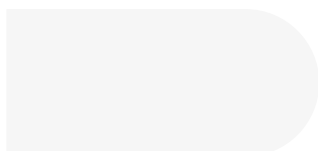
February 2025

H San Raffaele Resnati Srl
Via Santa Croce, 10/a - Milano

puntiraf.it

Index

3	About Us
6	Model 231
7	Organization, management, and control model
7	Ethics Code
9	Certified Management Systems
10	Standards and Continuous Improvement
11	Customer Satisfaction and Service Improvement
12	Where we are
13	Locations
17	Our services
18	Visits, Examinations, and Specialist Services
19	Day Surgery Activities
22	Corporate Welfare
23	Occupational Medicine
23	Check Up
24	Our clients
25	Clients and Affiliated Entities
26	Access to Healthcare Facilities
27	Opening Hours
27	Reservations and Information
28	Other Contacts
29	Collection of Reports
35	Suggestions and Complaints
35	Analysis of Reports
35	Qualitative Standards of Outpatient Services





About Us

H San Raffaele Resnati SRL

H San Raffaele Resnati S.r.l. (HSRR) is a company consisting mainly of outpatient facilities specializing in the management and taking care of private patients, with a strong tradition in occupational and preventive medicine, having companies of national significance among its clients.

H San Raffaele Resnati S.r.l. is wholly owned by Ospedale San Raffaele, which in turn is a part of Gruppo Ospedaliero San Donato, Italy's leading hospital group, adopting its philosophy and methodologies for excellent management in the Italian healthcare panorama.

H San Raffaele Resnati operates a Day-Cycle Hospitalization and Treatment Facility and four Outpatient Clinics: in Milan at Via Santa Croce 10/a, Via Ottorino Respighi 2, in San Donato Milanese at Via Alcide de Gasperi 5/a and in Parabiago at Via Sempione 82. Healthcare and specialized services are provided throughout the country.

H San Raffaele Resnati conducts intensive outpatient activities and offers a wide range of multispecialty services of high scientific quality due to a network of medical specialists and a facility aimed at clinical excellence. Thanks to around 30 years of engagement in occupational and preventive medicine, H. San Raffaele Resnati has amassed considerable expertise in these areas, establishing itself as a reputable entity in this field.

H San Raffaele Resnati stands for professionalism and is an excellent partner for companies to design and obtain quality products, in the constant search for innovation and customized solutions for the corporate world.

H San Raffaele Resnati pays particular attention to prevention by performing different types of check-ups in ad hoc spaces by a team of medical specialists dedicated exclusively to this service.



It also carries out targeted prevention campaigns in the area and other activities aimed at pursuing this important health objective.

H San Raffaele Resnati, unlike Ospedale San Raffaele, carries out healthcare activities exclusively on a freelance basis. It has a state-of-the-art technology park designed to ensure the high level of services provided. The quality system certification attained as early as 1999, coupled with subsequent Occupational Safety and Health and Environmental certifications, attests to the company's robust commitment to pollution prevention, employee health, and environmental safety. Moreover, the continuous enhancement of its processes, aimed at efficient resource management, has not only bolstered the attainment of outstanding quality standards but also ensured customer satisfaction. Indeed, the organizational model of H. San Raffaele Resnati is specifically designed to prioritize client satisfaction, environmental responsibility, and safety.

The Integration with Ospedale San Raffaele Srl Scientific Institute for Hospitalization and Treatment is also guaranteed by the freelance activity of numerous doctors at the hospital. Information systems are integrated into the production processes of Ospedale San Raffaele.

The current organizational structure consists of:

President, Dr. Felice Persico

Chief Executive Officer, Dr. Renato Cerioli

Health Manager, Dr. Gabriele Pellicciotta





Model 231

Organization, management, and control model

According to the legislation, the Model under the Legislative Decree No. 231:2001 means an organizational model adopted by legal person, or association without legal personality, aimed at preventing the criminal liability of entities.

This legislation, having the “Discipline of the administrative liability of legal persons, companies and associations, including those without legal personality” as its object in force since July 4, 2001, introduced into the Italian legal system, in accordance with what is also provided for at the European level, a new regime of liability called “crime-related” liability, arising from the commission or attempted commission of certain types of crimes in the interest or to the advantage of the entities themselves.

Ethics Code

H San Raffaele Resnati places the Patient at the center of its clinical activities, setting the primary goal of respecting their wishes, needs and legitimate expectation.

The company’s efforts are dedicated to addressing patients’ health needs and consistently enhancing the quality of diagnosis and treatment, all aimed at safeguarding their well-being. In its activities, HSRR adheres to unwaivable ethical principles such as humanity, legality, honesty, fairness, transparency, innovation, safety, sustainability, respect for diversity and inclusion, in the belief that conduct characterized by strict adherence to these principles constitutes the indispensable safe-



guard for economic and social development.

In this regard, H San Raffaele Resnati is committed to ensuring that:

- all Patients are assisted and treated with care and attention, with respect to their dignity and philosophical, political and religious beliefs;
- Employees, collaborators, and consultants are prohibited from engaging in discriminatory practices, ensuring equal treatment in service provision, including managing reservations, schedules, and waiting lists, etc.;
- Patients' personal information, including information concerning their health status and possible diagnostic or therapeutic procedures, is handled with utmost confidentiality, respecting their right to privacy;
- the dissemination of the Code is extended, as far as possible, to promote awareness regarding its content among Patients and facilitate communication and discussion of the issues it contains.

All employees, collaborators and consultants are required to provide Patients with clear, simple and comprehensive information regarding the diagnosis of the disease, proposed clinical protocols as well as all those services that scientific research and technological innovation make available.

In this way, the Company ensures that informed decisions (so-called "informed consent") are made by the Patient. The need to obtain consent from the Patient to carry out a certain treatment represents not only a principle enshrined in the constitutional charter, but also a fundamental ethical element in the relationship between the user and medical personnel.

By signing the consent, the Patient independently decides whether or not to undergo the proposed medical treatment following a full understanding of the diagnosis, the purpose of treatment, any associated risks, and possible alternatives.

To maximize transparency with users, H San Raffaele Resnati is committed to:

- ensure that the Patient, or their representative, is provided with the most complete and appropriate information on the diagnosis, prognosis, prospects and possible diagnostic-therapeutic alternatives, and the foreseeable consequences of the choices made;
- avoid using tools of persuasion, scientific or otherwise, that are misleading and untruthful;
- ensure clear information for foreign language users;
- regularly check the reports received and analyzing the feedback from clients.





Certified Management Systems

Standards and Continuous Improvement

Aligned with corporate objectives and Ospedale San Raffaele's policies, H. San Raffaele Resnati fosters ongoing enhancement in service quality, environmental sustainability, and occupational safety and health for both employees and clients.

The services and benefits provided serve as standards to be upheld and improved, aligning with the expressed and implicit needs of clients, including:

- Accessibility to services;
- Waiting times tailored to specific requirements;
- Multidisciplinary medical services;
- Safety of users and internal operators;
- Customer-centric approach respecting their needs and expectations;
- Enhancement of human resources and infrastructural assets.

The improvement system adopted by H San Raffaele Resnati includes the following pathway:

- design of healthcare, administrative, and support processes;
- adoption of documented policies and procedures;
- monitoring the functioning of processes through the collection of data necessary for the development of specific indicators;
- analysis of findings from outcome, structure and process indicators;
- activation and maintenance of the organizational and behavioral changes that generate improvement.

These activities, made systematic, provide a baseline pathway for H San Raffaele Resnati to successfully engage in providing quality services in a well-managed and safe environment.

Since 1999 and until present, all health and administrative activities related to the provision of services have been certified on a voluntary basis against the international standard UNI EN ISO 9001, more recently of UNI EN ISO 14001 - UNI ISO 45001, with scope of application, respectively, "Environment and Occupational Safety and Health".

The Accredia accredited body inspectors verify periodically that the implemented management system continues to meet the relevant regulatory requirements.

The current certifications can be found at www.puntiraf.it.

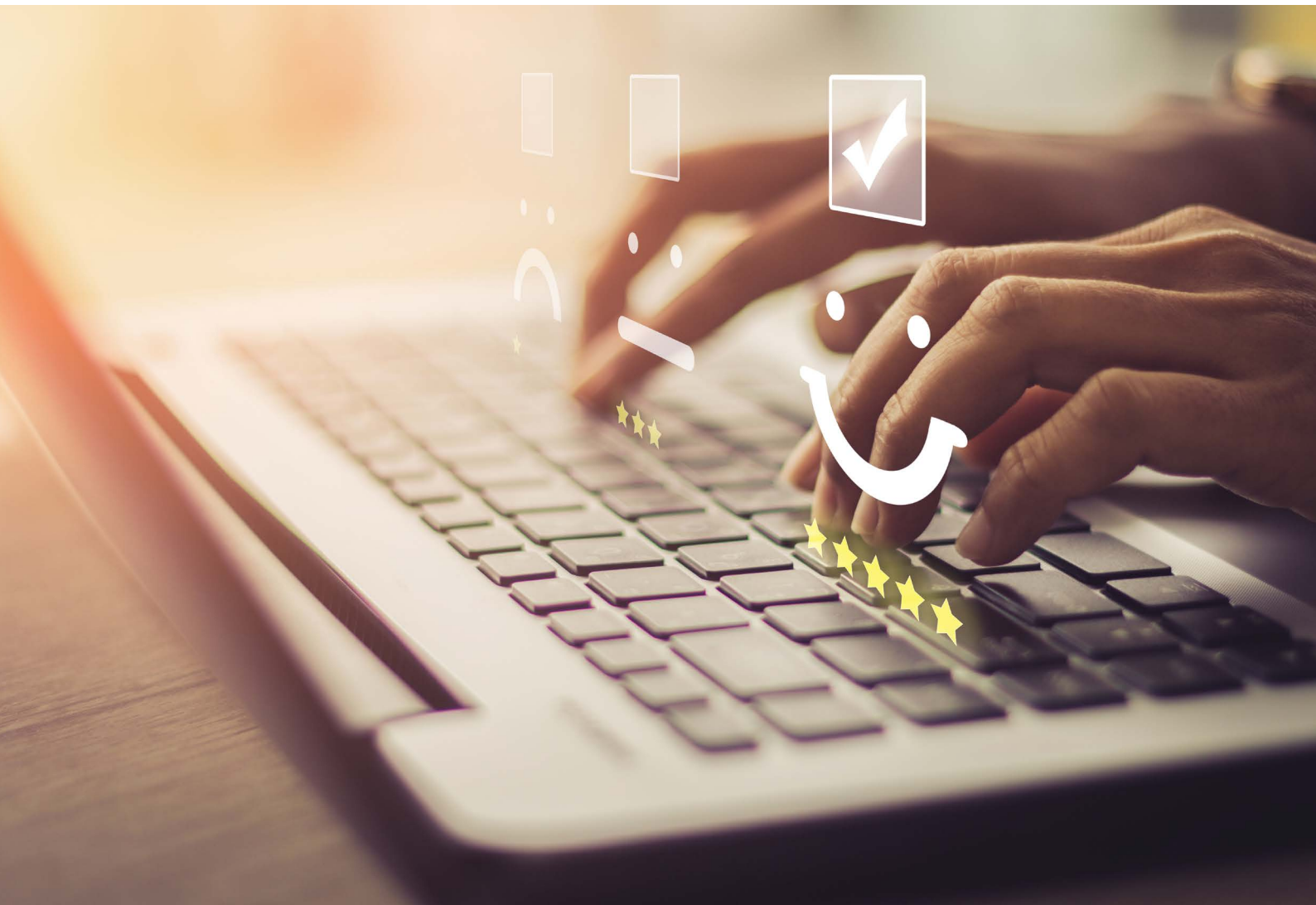


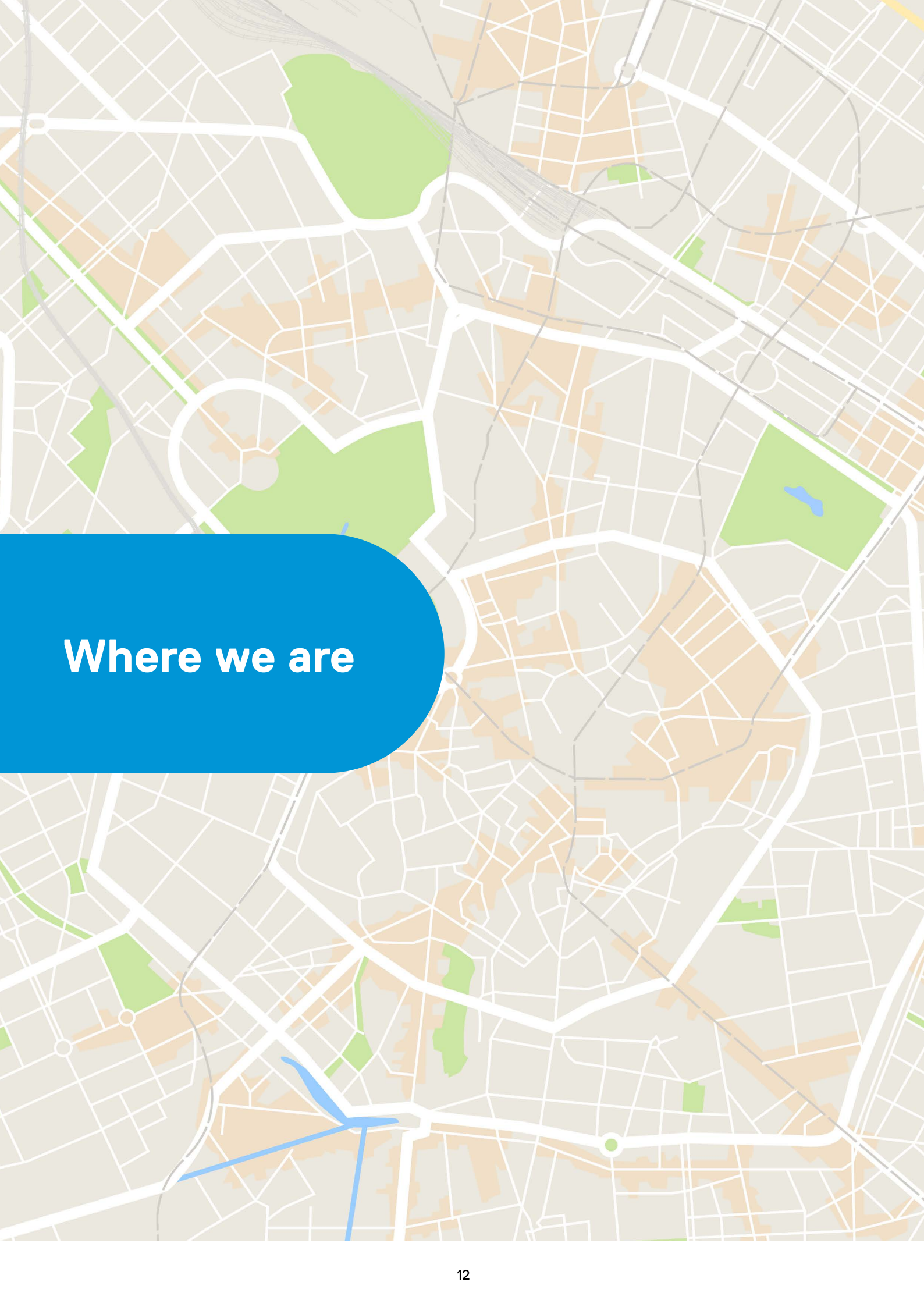
Customer Satisfaction and Service Improvement

H San Raffaele Resnati plans and implements a comprehensive measurement and monitoring system based on statistical methodologies in order to ensure the effectiveness and continuous improvement of the management system and compliance of the services provided over time.

The planned activities are related to:

- measuring the level of customer satisfaction;
- conducting internal audits;
- measurements of processes and services delivered using structure, process, outcome indicators.





Where we are

LOCATIONS

Raf First Clinic Point Via O. Respighi 2 - 20122 Milano

OPENING HOURS

MONDAY-FRIDAY

FROM 8:00 TO 19:30

SATURDAY: FROM 8:00 TO 12.00

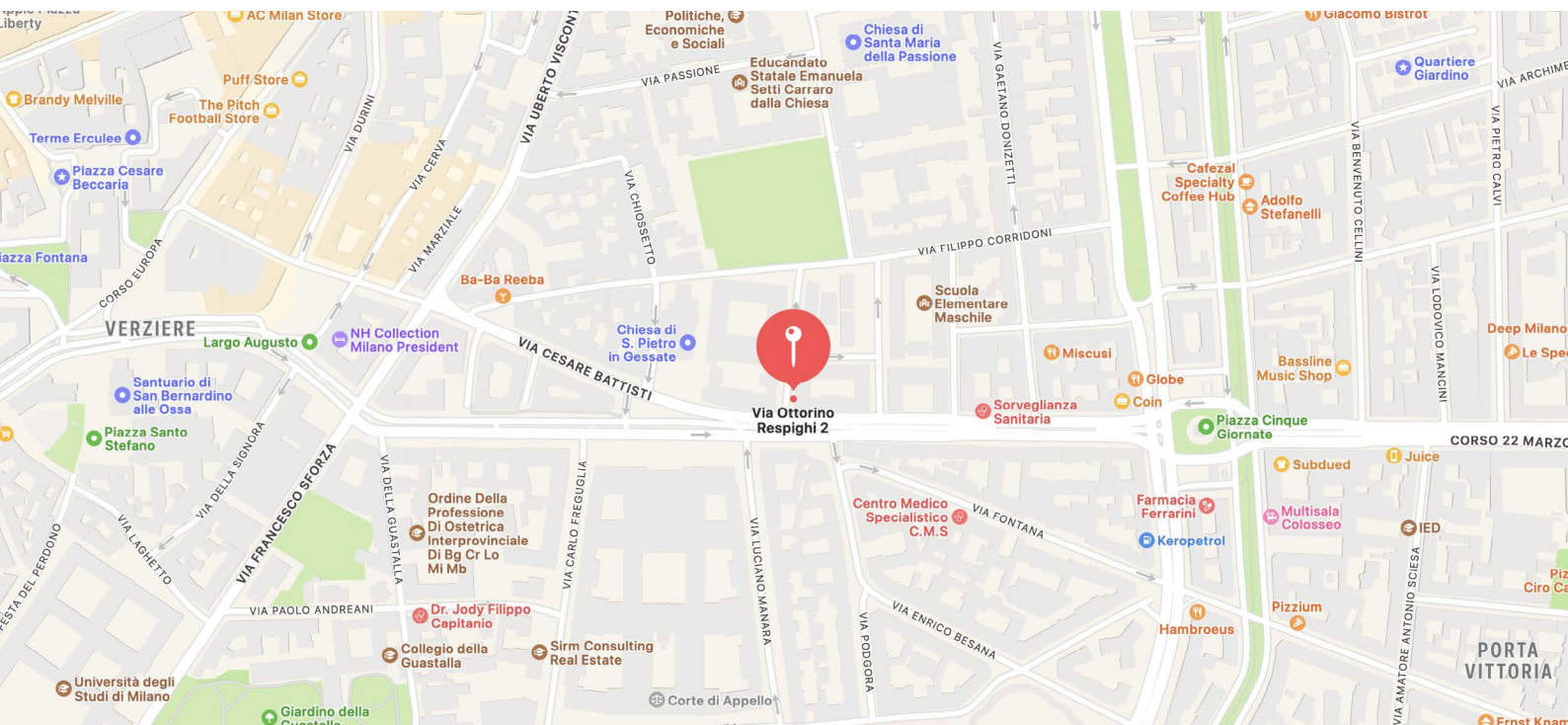
Raf First Clinic Point on Via Respighi is located in Area C and has an agreement with the parking lot located at 5 Via Corridoni. Customer Service issues vouchers for a discount on the parking fee.

Raf First Clinic Point is also accessible to clients with walking difficulties.

The Raf First Clinic Point covers a total area of about 1900 square meters arranged on 3 floors served by an elevator.

At the entrance, there are the Customer Service operators' stations, the laboratory test collection center, and the specialist outpatient facilities.

The 1st floor accommodates other specialist offices, the waiting room of the Check Up circuit, and the Gynecology and Obstetrics Service. On the -2nd floor, the Refractive Surgery Service and Diagnostic Imaging equipment is presented. Additionally, on the -1st floor, there is a newly built Orthopedic Service Unit with gym and First Class Physiotherapy.



Raf First Clinic Point

Via Santa Croce 10/A - 20122 Milano

OPENING HOURS

MONDAY-FRIDAY:

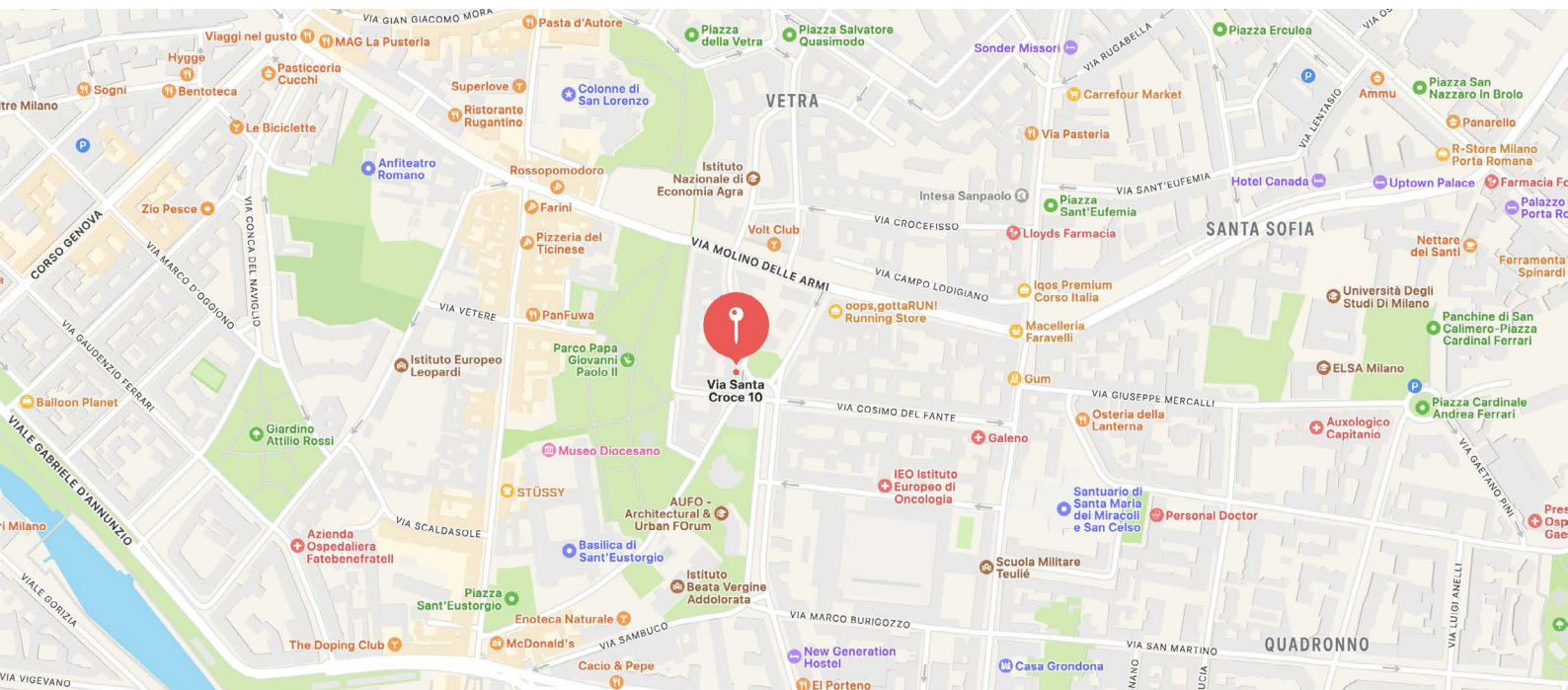
FROM 7:30 TO 19:00

SATURDAY: FROM 8:00 TO 12:00

Raf First Clinic Point is located in Area C and has an agreement with the parking lot located at Via Gian Galeazzo 9/A. Customer Service offers a special parking ticket to take advantage of a discount. Raf First Clinic Point is accessible to clients with walking difficulties. Raf First Clinic Point covers a total area of about 2600 square meters arranged on 4 floors served by two elevators. At the entrance, there are the Customer Service operators' stations, some of the specialist outpatient facilities, the diagnostic imaging activities and the laboratory tests collection point, and the Psychiatry and Clinical Psychology Service.

On the 1st floor, there is the Occupational Medicine Service - Services for companies with reception, waiting room and dedicated medical facilities. The Analytical Laboratory and other multi-specialty medical offices are presented on the same floor.

The 2nd floor accommodates the Day Surgery Unit consisting of two operating rooms and an inpatient area with 4 beds.

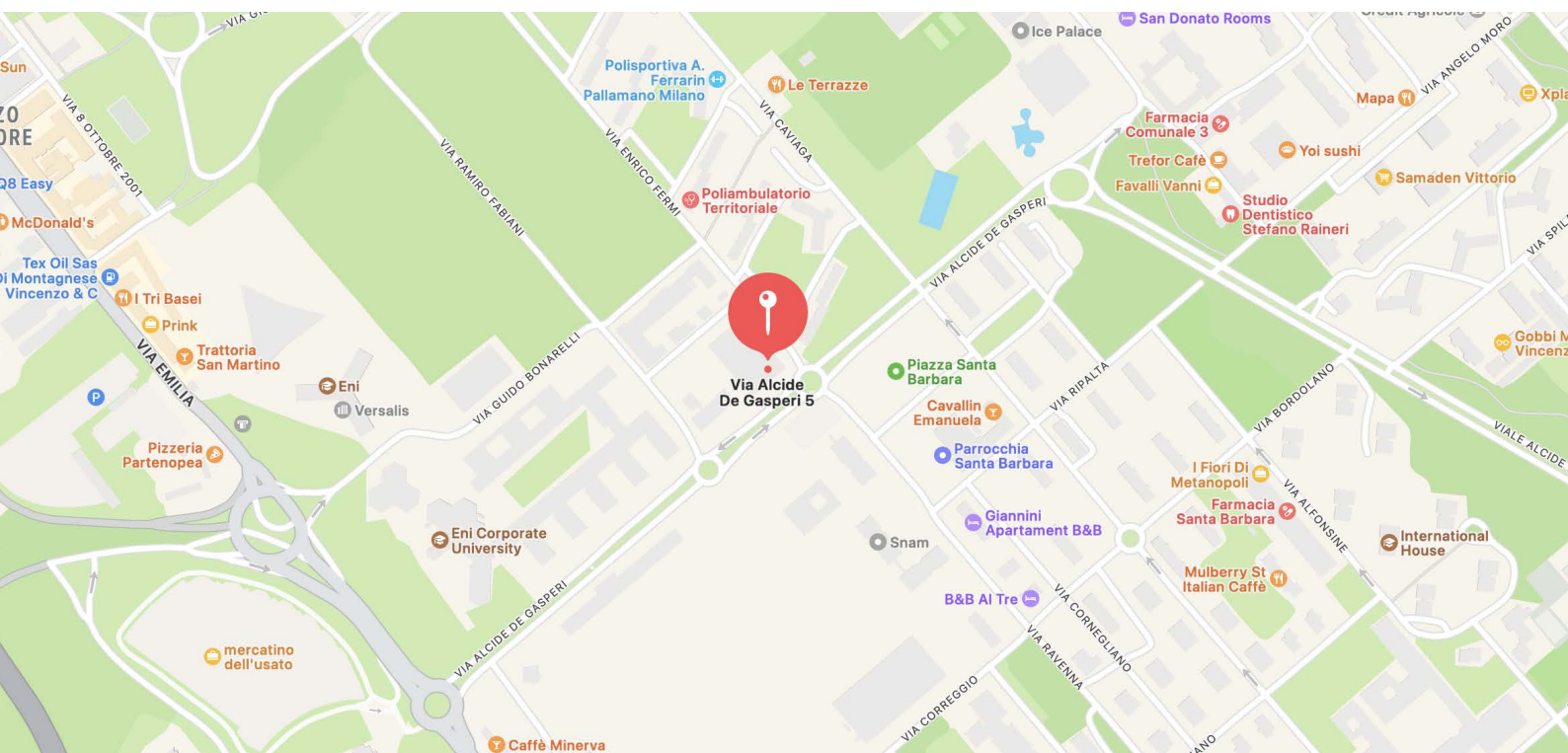


Raf First Clinic Point

Via A. De Gasperi 5/A - 20097 San Donato Milanese

OPENING HOURS
MONDAY-FRIDAY:
FROM 8:00 TO 18:30

Raf First Clinic Point covers a total area of about 470 square meters arranged on one floor. Operator stations for the Customer Service, Occupational Medicine Service, the relevant laboratory tests collection center, and specialist outpatient facilities are located at the entrance. Raf First Clinic Point is accessible to clients with walking difficulties.



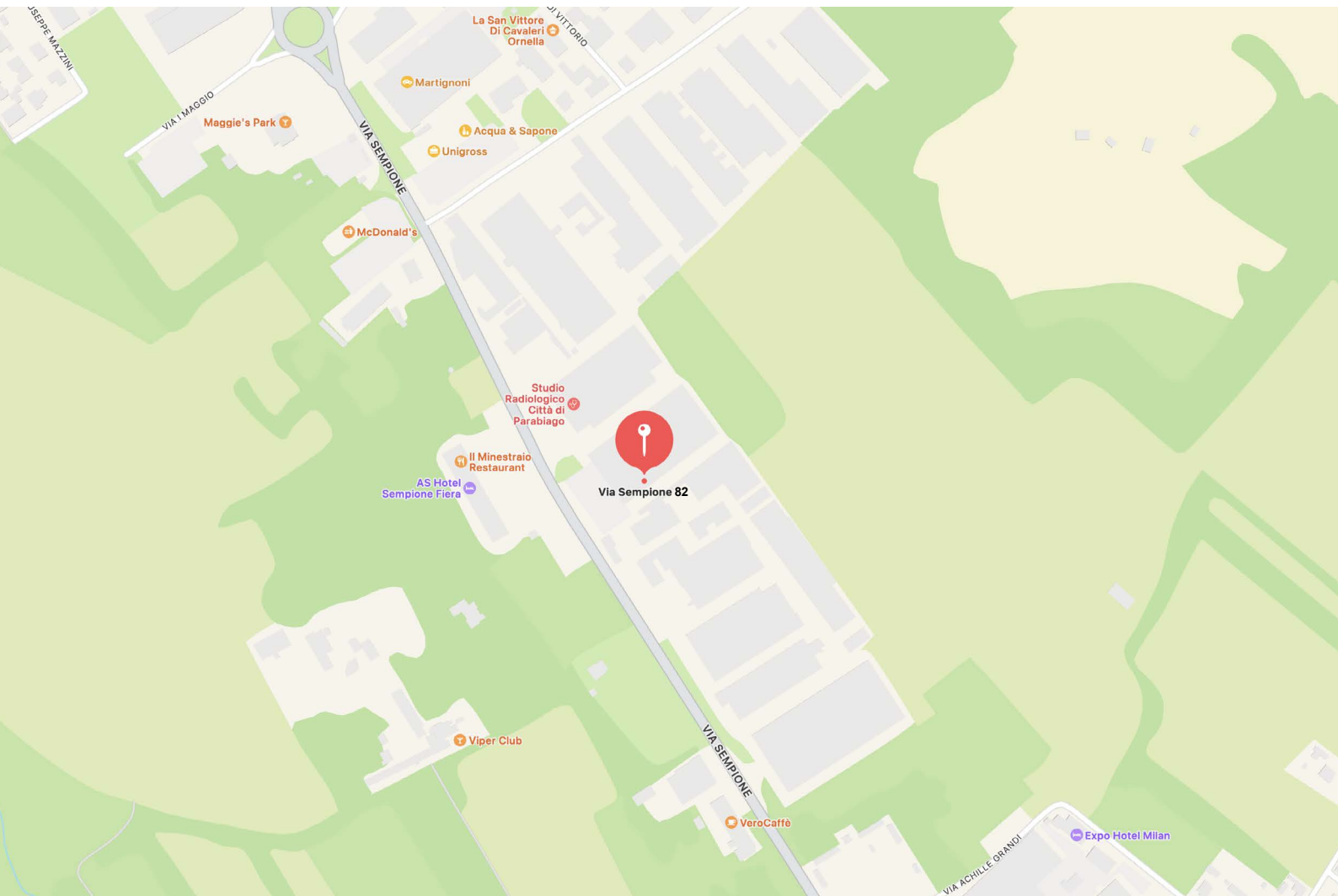
Raf First Clinic Point Via Sempione 82 - 20015 Parabiago

OPENING HOURS

MONDAY-FRIDAY:

FROM 8:00 TO 18:00

Raf First Clinic Point covers a total area of about 500 square meters arranged on one floor. Customer Service operator stations, Occupational Medicine Service, the laboratory tests collection center, and specialist outpatient facilities are located at the entrance. Raf First Clinic Point is accessible to clients with walking difficulties.





Our services

Visits, Examinations, and Specialist Services

Healthcare professionals work to ensure that medical examinations and healthcare services are marked by a high level of quality. Below is a non-exhaustive list of the services offered:

ALLERGOLOGY AND CLINICAL IMMUNOLOGY
ANESTHESIA, RESUSCITATION, AND PAIN THERAPY
ANGIOLOGY/VASCULAR SURGERY
CARDIOLOGY
GENERAL SURGERY
PLASTIC SURGERY
VASCULAR SURGERY
DERMATOLOGY AND AESTHETIC MEDICINE
DIABETOLOGY
ECOGRAPHY
ENDOCRINOLOGY
ENDOCRINOLOGY AND METABOLIC DISEASES
HEPATOLOGY
GASTROENTEROLOGY-DIGESTIVE SURGERY AND ENDOSCOPY
GERIATRICS
GYNECOLOGY AND OBSTETRICS
GYNECOLOGY AND MEDICAL SEXOLOGY
IMMUNOLOGY
INFECTIOUS DISEASES
OCCUPATIONAL MEDICINE
LABORATORY MEDICINE
PHYSICAL MEDICINE AND REHABILITATION
INTERNAL MEDICINE
FORENSICS
NEPHROLOGY
NEUROLOGY AND NEUROSURGERY
OPHTHALMOLOGY
ONCOLOGY
ORTHOPEDICS AND TRAUMATOLOGY
OTOLARYNGOLOGY
PEDIATRICS
PNEUMOLOGY
PSYCHIATRY
RADIOLOGY
REUMATOLOGY
NUTRITION SCIENCE
SENOLOGY
UROLOGY AND ANDROLOGY

Non-medical outpatient services
PHYSIOTHERAPY
ORTHOPTICS
OSTEOPATHY
PSYCHOLOGY



Day Surgery Activities

Day Surgery is the clinical, organizational, and administrative facility for invasive and semi-invasive surgical interventions and diagnostic and/or therapeutic procedures.

Day Surgery is aimed at admission, usually lasting 12/24 hours, based on care planning with respect to the user. Day Surgery care includes preoperative examinations and visits, surgery, and postoperative follow-ups.

The types of care provided in Day Surgery include diagnostic, interventional radiology and surgical procedures.

In some cases, Day Surgery may require the patient to stay overnight at the facility; in such cases, the patient is discharged the next day.

Visiting hours

daily: 12.00-14.00 / 17.00-19.00

Below is a non-exhaustive list of the services offered:

DERMATOLOGICAL SURGERY

GENERAL SURGERY

GYNECOLOGICAL SURGERY

EYE SURGERY

ORTHOPEDIC SURGERY

ENT SURGERY

PLASTIC SURGERY

PROCTOLOGIC SURGERY

UROLOGICAL SURGERY

Collection Center – Laboratory Tests

H San Raffaele Resnati Laboratory performs in-house tests pertaining to the Basic Clinical Laboratory and provides the remaining specialist services through the service of Ospedale San Raffaele Laboratories.

For the majority of tests, reservations are not required. It is only necessary for the following tests:

- gynecological swabs
- urethral swabs
- prolactin dosing at defined times
- renin and aldosterone in clinostatism
- prolactin curve
- breath test

Collection Center at via Santa Croce

Via Santa Croce 10/a – Milano, at Inpatient and Day Care Facility

Information Service

phone: 02-5818.7818 Monday through Friday from 8:00 to 18:00

Saturday from 8:00 to 12:00

Sample drawing

Monday through Friday from 7:30 to 10:30

Saturday from 8:00 to 10:00

Collection Center at via Respighi

Via O. Respighi, 2 – Milano, at Raf First Clinic Point Outpatient Clinic

Information Service

phone: 02-5818.7818 Monday through Friday from 8:00 to 18:00

Saturday from 8:00 to 12:00

Sample drawing

Monday through Friday from 8:00 to 10:30

Saturday from 8:00 to 10:00

Collection Center at viale Piero e Alberto Pirelli (dedicated to Pirelli Users)

Viale Piero e Alberto Pirelli, 25 – Milano, at Bicocca Outpatient Clinic

Information Service

phone: 02-5818.7818 Monday through Thursday from 8:00 to 18:00

Sample drawing Monday to Thursday from 8:00 to 9:30

Collection Center San Donato

Via De Gasperi, 5 - San donato Milanese, at Raf First Clinic Point Outpatient Clinic

Information Service

phone: 02-5818.7818 Monday through Friday from 8:00 to 18:00

Sample drawing Monday through Friday from 8:00 to 11:00

Collection Center Monte Napoleone

Via Monte Napoleone, 10 - 20129 Milano, at Cali Medical Office

Information Service phone: 02-6688972
Sample drawing Monday from 8:30 to 10:00

Collection Center Venini 23

Via Giulio e Corrado Venini 23 – Milano, at Venini23 Medical Center

Information Service

phone: 02-26113251 Monday through Friday from 9:00 to 18:00 - closed on Saturdays

Sample drawing Wednesday from 8:00 to 10:00

Collection Center Buonarroti

Via Tiziano 9/A- Milano, at Buonarroti Medical Center

Information Service

phone: 02-4801-5355 Monday through Friday from 9:00 to 19:30

Sample drawing

Thursday from 7:30 to 09:30

Monday, Tuesday, Wednesday and Friday from 7.30 to 9.30 (by appointment)

Collection Center Parabiago

Via Sempione 82 – Milano, at Raf First Clinic Point

Information Service

phone: 02-5818.7818 Monday through Friday from 8:00 to 18:00

Saturday from 8:00 to 12:00

Sample drawing Monday through Friday from 8:00 to 10:30

A man with short, styled hair and glasses is sitting at a desk, looking down at a white smartphone he is holding with both hands. He is wearing a dark green, button-down shirt. On the desk in front of him is a glass of water, a laptop, and a notebook. The background is a blurred office setting with a window.

Corporate Welfare

Through valid and substantive assistance and supervision of the Occupational Medicine process, H San Raffaele Resnati collaborates with companies to make mere compliance with a legal requirement a possibility for development, through the study of projects of initiatives and products that can optimize and develop the range of activities carried out within the company. Corporate welfare programs, therefore, designed ad hoc as untaxed and tax-deductible benefits promote prevention and screening campaigns by improving the culture of prevention.

Occupational Medicine

Occupational Medicine is an integrated service for companies to protect the health of workers, which involves management of preventive and periodic controls. Some of the activities can be performed at the client companies' premises. Occupational Medicine makes use of the Occupational Medicine Service - Services for companies, a dedicated facility in terms of organization, health and information technology (Sismed computer system), and medical and nursing teams.

H San Raffaele Resnati offers comprehensive occupational medicine, safety and industrial hygiene services to companies, agencies and institutions.

Check Up

In Preventive Medicine, H San Raffaele Resnati, based on the most validated guidelines of the referring Specialties, has developed different types of interventions, through the proposal of protocols aimed at assessing the health status of the patient. Check up can be standard or customized according to the patient's medical history.

For information: www.puntiraf.it, Corporate Medicine area





Our clients

Clients and Affiliated Entities

H San Raffaele Resnati's clients are:

- Individuals who directly engage with the company and independently pay for services (private patients);
- Affiliated clients who access services through agreements with organizations or companies and pay for services either themselves, receiving discounts (indirect affiliates), or get covered partially or fully by the affiliated entity (direct affiliates);
- Companies providing their employees with medical services based on pre-established programs (Occupational Medicine - Services for companies and Check-ups);
- Joint entities providing medical services to their members;
- Those enrolled in Resnati Health Care;
- Private supplementary care, whereby the user has access to a package of services to be used throughout the year.



A blurred, light blue-toned photograph of a hospital hallway with glass-walled rooms and a person in the distance. A blue rounded rectangle is overlaid on the left side of the image.

Access to Healthcare Facilities

Opening Hours

Raf First Clinic Point at via Santa Croce, 10/a - Milano

Monday through Friday from 7:30 to 19:00

Saturday from 8.00 to 12.00

Raf First Clinic Point at via Ottorino Respighi, 2- Milano

Monday through Friday from 8:00 to 19:30

Saturday from 8:00 to 12:00

Raf First Clinic Point at via Alcide De Gasperi, 5/a - San Donato Milanese

Monday through Friday from 8:00 to 18:30

Raf First Clinic Point at via Sempione, 82 - Parabiago

Monday through Friday from 8:00 to 18:00

Bookings and Information

Bookings at Customer Service desks: you can make reservations for visits and tests at the desks during the above hours.

Online booking: you can make reservations for visits and tests using the online reservation service at www.puntiraf.it

Bookings/information

Single Reservation Center

tel. 02-5818.7818 Monday through Friday from 8:00 to 18:00, Saturday from 8:00 to 12:00

e-mail: info.raf@hsr.it

Resnati Health Care

Member Service

tel. 02-5818.7563 Monday through Friday from 8:30 to 12:00 and from 13:00 to 14:00

Psychiatry and Clinical Psychology Service

tel. 02-5818.7649 Monday through Friday from 9:00 to 19:00

Check-Up Service

tel. 02-5818.7820 Monday through Friday from 9:00 to 17:00

e-mail: informazioni.checkup@hsr.it;

Day Surgery Service

tel. 02-5818.7688 Monday through Friday from 8:00 to 18:00

Occupational Medicine - Services for companies

tel. 02-5818.7512 Monday through Friday from 8:30 to 12:00 and from 13:00 to 17:00

e-mail: medicina.occupazionale@hsr.it

Gynecology and Medical Sexology Service

tel. 02-5818.7578 Monday through Friday from 8:30 to 12:00 and from 13:00 to 14:00

Physiotherapy Service

tel. 02-5818.7468 cell.337/1407186

Monday through Friday from 08:00 to 19:30 and Saturday from 8:00 to 12:00

e-mail: fisio.palestra@hsr.it

Other Contacts

Sales Department

e-mail: servizio.vendite@hsr.it



Medical Reports Download and Collection

For many imaging and instrumental services, report delivery is immediate. Reports of laboratory tests and other services are available from the date indicated on the appropriate coupon issued to the client. For the purpose of privacy protection, the reports are delivered only to the holder of the tests with ID or to another person in possession of the duly completed proxy with his/her own ID. Under no circumstances the staff may provide telephone information on the outcome of tests.

Reports collection times are as follows:

Raf First Clinic Point at via Santa Croce 10/a - 20122 Milano

Monday through Friday from 10:00 to 19:00, Saturday from 10:00 to 12:00

Starting from 15:30 on the day scheduled for collection

HOW TO GET THERE

By public transport

MM1 stop Cadorna + Bus Atm 94 direction Porta Volta stop Piazza Vetra

MM2 stop Sant'Ambrogio + Bus Atm 94 direction Porta volta stop Piazza Vetra

MM3 stop Missori + 700 meters walk

Bus Atm 94

Tram 2-14-3-9-15

Train S4-S9

By car

From the north: A8 exit Milan/Viale Certosa Centro/

From the south: A7 Linate airport exit/Viale Giovanni da Cermenate

Direction - Raf First Clinic Point at Via Santa Croce 10/A

From the west: E62/A7 Linate Airport/Viale Giovanni da Cermenate Exi

From the east: A50/E35 vs. West Ring Road exit Milan/Vigentina

Raf Point in Via Santa Croce is located in Area C and has an agreement with the parking lot at 9/A Gian Galeazzo Street.

Customer Service will stamp the parking ticket to take advantage of the discount.



SCAN QR CODE

Raf First Clinic Point at via O.Respighi 2 - 20122 Milano

Monday through Friday from 10:00 to 19:00, Saturday from 10:00 to 12:00

Starting from 15:30 on the day scheduled for collection

HOW TO GET THERE

By public transport

MM1 stop San Babila + Bus Atm 94 direction V.Le Martini

MM3 stop Missori + Bus Atm 60-65

Bus Atm 60-65-81-84-85-94-B27

Tram 14-9-12-19

Train S1-S13-S5-S6-S9

By car

From the north: A8 exit Milan/Viale Certosa Centro/Fieramilanocity

From the south: A7 Linate Airport Exit/Viale Giovanni da Cermenate

From the west: E62/A7 Linate Airport Exit/Viale Giovanni da Cermenate

From the east: A1/E35 exit toward S.Donato/Metanopoli/Centro Direzionale/Emilia/S.Donato M.

Raf Point at via Respighi is located in Area C and has an agreement with the parking lot located at 5 via Corridoni.

Customer Service will put a stamp on the parking ticket to take advantage of the discount.

The Raf Point is also accessible to patients with walking difficulties.

Raf First Clinic Point at via Alcide De Gasperi 5/a - 20097 San Donato Milanese

Monday through Friday from 14:00 to 16:00

Starting from 15:30 on the day scheduled for collection

HOW TO GET THERE

By public transport

MM3 stop San Donato Milanese + 1.1 km walk

Bus Atm 45-77-903-B/C-K525

Train S1

By car

From the highways, you must take the East Ring Road, exit San Donato



SCAN QR CODE



SCAN QR CODE

Raf First Clinic Point at via Sempione 82 - 20015 Parabiago

Monday through Friday from 10:00 to 18:00

Starting from 15:30 on the day scheduled for collection

Collection Center Parabiago

Via Sempione, 82 – 20015 Parabiago at Raf First Clinic Point Outpatient Clinic.

Test reports can be picked up Monday through Friday with the following times:

- on the day scheduled for pickup from 15:30 to 18:00
- on the following days Monday through Friday from 10:00 to 18:00
- closed on Saturdays

HOW TO GET THERE

By public transport

Train S5 + 3km walk

By car

A8 Milan-Varese to the Legnano or Lainate exits, then continuing along the SS 33 Simplon road



SCAN QR CODE

Collection Center Bicocca

viale Piero e Alberto Pirelli, 25 – Milano, at Bicocca Outpatient Clinic

Test reports can be picked up Monday through Friday with the following times:

- from the day after the day indicated on the coupon with the barcode Monday through Friday from 10:00 to 12:00 and from 14.00 to 17.00
- closed on Saturdays

HOW TO GET THERE

By public transport

MM5 stop Bicocca + 600m walk

Bus Atm 43-52-713-81-87

Train S8-S9 stop Greco Pirelli

Tram 4-5

By car

From north/west: A4/E64 Cormano exit

From south/east: A51 Cologno Sud exit



SCAN QR CODE

Collection Center Monte Napoleone

Via Monte Napoleone 10, 20129 Milano

Test reports can be picked up Monday through Friday with the following times:

- the day scheduled for pickup from 15:00 to 17:00
- on the following days Monday through Friday from 09:00 to 13:00 and from 15:00 to 17:00
- closed on Saturdays

HOW TO GET THERE

By public transport

MM1 stop S.Babila + 500m walk

MM4 stop S.Babila + 500m walk

MM3 stop Montenapoleone + 240m walk

Bus Atm 53-55-62-90-91

Train S5-S9

Tram 19



SCAN QR CODE

Collection Center Venini 23

Via Giulio e Corrado Venini 23 – Milano, at Venini23 Medical Center
Test reports can be picked up Monday through Friday with the following times:

- the day scheduled for pickup from 15:00 to 17:00
- on the following days Monday through Friday from 10:30 to 12:30
- closed on Saturdays

HOW TO GET THERE

By public transport

MM1 stop Loreto + 500m walk

MM2 stop Loreto + 500m walk

Bus Atm 53-90-91

Train R28-RE4-RE6

Tram 1

By car

From the highway:

VE - MI (A4) : EAST Ring Road, exit via Palmanova.

BO - MI (A1) : EAST Ring Road, exit via Palmanova

GE - MI (A7) : EAST Ring Road, exit via Palmanova

TO - MI (A4) : Direction WE, EAST Ring Road, exit via Palmanova.

VA - MI (A8) : Direction WE, EAST Ring Road, exit via Palmanova.

Free secure parking Gran Garage Marziano at via Venini 14



Collection Center Buonarroti

Via Tiziano 9/a, 20145 Milano, at Buonarroti

Test reports can be picked up Monday through Friday with the following times:

- the day scheduled for pickup from 15:00 to 17:00
- on the following days Monday through Friday from 09:30 to 16:00
- closed on Saturdays

HOW TO GET THERE

By public transport

MM1 stop Buonarroti + 600m walk

Bus Atm 43-68-85-90

Train R16-S4

Tram 10-16

By car

From the north: A8 exit Milan/Viale Certosa Centro/Fieramilanocity

From the south: A7 vs SPexSS11/Viale Misurata/SP11

From the west: A50 West Ring Road exit Cusago/Milano Bisceglie

From the east: A50/E35 to West Ring Road exit Milan Famagosta

Reports are accessible online on the website: <https://www.puntiraf.it/esami/ritiro-referti/referti-online/> upon request during check-in and following registration.

You can download the report of your tests.

For more information: www.puntiraf.it

You can arrange for reports to be delivered to your address by completing a dedicated form obtainable from our Customer Service. These reports are dispatched via the Italian Postal Service in the form of a registered letter. Please note that this service incurs an extra fee and is not applicable to Laboratory and Radiology test reports.



SCAN QR CODE

Suggestions and Complaints

To make a suggestion

At any time, clients can request an appointment with our on-site Customer Service representative to share their feedback, requests, or suggestions aimed at enhancing the quality of our service..

To submit a complaint

Submitting a complaint to H San Raffaele Resnati is more than just an expression of dissatisfaction—it's an opportunity for us to enhance our services. Whether it's addressing individual concerns or identifying areas for improvement across the organization, your feedback is invaluable to us.

You can submit a complaint in several ways:

- Fill out the online form at www.puntiraf.it, which will be directly routed to our Quality-Safety-Environment Service.
- Approach any staff member at H San Raffaele Resnati.
- Use the forms available at the Customer Service desk or near the collection boxes at the entrance to our facilities.

Rest assured, every complaint will be thoroughly investigated. Within 30 days of submission, we'll provide you with feedback, whether it's a final resolution or an update on the status of the investigation. Your input drives our commitment to continuous improvement and ensures we deliver the best possible experience for all our clients.

Analysis of Reports

Reports undergo processing based on various classifications, including content, substantiation, client type, service involved, and the effectiveness of implemented actions to address the issue. The outcomes of this processing are compiled into a report, which is submitted to the CEO for annual review of the Integrated Management System.

Qualitative Standards of Outpatient Services

cf. Annex No. 1 CDS



H San Raffaele Resnati srl
Raf First Clinic Point

 Tel: 02.5818.7818

 E-mail: info.raf@hsr.it

 puntiraf.it

 **First
Clinic**

Ospedale San Raffaele