

# PALO

## TOURS

Dear Client:

For your visit to Italy we have prepared important information and contact telephone numbers that may be helpful in case of emergency. Also included are tips and information relating to passports and international telephone usage.

The emergency contacts include:

For a 911 Call in Italy – dial 118 on any telephone

Local Hospitals – by major city listed below

Our office – Siena, Italy: + 39 0577 285009 / Hours 1:30pm – 5:00pm

### **Embassy of the United States in Rome - Italy**

via Vittorio Veneto, 119/A

00187 Roma, Italy

Tel. (+39) 06.4674.1 (switchboard)

Fax (+39) 06.4674.2356

### **Consulate General of the United States - Milan**

Via Principe Amedeo 2/10

20121 Milan, Italy

Tel. (+39) 02-290351

Fax (+39) 02-29001165

### **Consulate General of the United States - Florence**

Lungarno Vespucci, 38

50123 Firenze, Italy

Tel. (+39) 055.266.951

Fax (+39) 055.284.088

### **Consulate General of the United States - Naples**

Piazza della Repubblica

80122 Napoli, Italy

Tel. (+39) 081.5838.111

Fax (+39) 081.7611.869

### **CONSULAR AGENCY PALERMO**

via Vaccarini, 1 – 90143 PALERMO

Tel: (+39) 091.305.857

Fax: (+39) 091.625.6026

### **CONSULAR AGENCY VENICE**

Venice Marco Polo Airport General Aviation Terminal

viale Galileo Galilei, 30 – 30030 TESSERA (VE)

Tel: (+39) 041.541.5944

Fax: (+39) 041.541.6654

## U.S. Passport Information

U.S. Embassies and Consulates issue passports for emergencies requiring immediate travel. Emergency passports are limited in validity, and cannot be extended. Passport holders are required to exchange their limited validity passports for a full-validity photo-digitized passport upon completion of their emergency travel, either through passport facilities in the U.S. or at U.S. Embassies and Consulates abroad.

If your passport was lost or stolen, you are advised to report the loss/theft to the local Italian police in the area in which it occurred. Although filing a police report is advised, it is not a requirement to apply for an emergency passport.

In order to replace the passport, you must apply in person at the **appropriate Consular office** for the district you are in and submit:

- proof of U.S. citizenship (a certified, sealed birth certificate, Consular Report of Birth Abroad, Certificate of Naturalization or expired U.S. passport) if possible, or
- one valid form of photo identification (e.g. foreign passport, driver's license, military ID, etc.) if possible, and
- two **passport photographs**

No appointment is required.

### Change in Passports for Children:

As of February 1, 2008, the two-parent consent requirement for all passport services was extended to include **all children under age 16**. Either both parents must be present to provide signatures at the time of passport application, or in the event one parent cannot attend, s/he must send a notarized statement of consent and valid identification. Alternately, the applying parent may present a death certificate or sole custody order for the child.

### Passports – What to do before you go

Identification – make 2 copies of your passport and driver's license, medical insurance, bank credit cards (that you will take with you on the trip) and proof of travel insurance (if purchased). Leave one set with a friend or family member, so they can access this information if needed. Take the second set of copies with you, but keep them separated from the original identification.

**Atlantic Ventures USA, Inc.** is registered as a Seller of Travel in the states of Florida, Registration No. ST-33263 and California Registration No.2087502-50, doing business as Palio Tours (paliotours.com) and Ave Italia (aveitalia.com).

**DISCLAIMER:** The Company is not liable in respect to personal injury, loss or damage of personal property or loss of life, while engaged in the tours or other services provided herein. The Company is not responsible for third party cancellations for any reason due to unforeseen circumstances and or those beyond its control.

**It is recommended that clients arrange travel insurances for medical, personal, property, or cancellation.**

## **Italian National Health Service**

Patients are free to choose between public hospitals and private hospitals. Public hospitals normally provide both emergency and non-emergency services. At public hospitals, patients may receive emergency services at no cost or upon payment of a limited contribution, depending on the public hospital's policy. Non-emergency services provided by public hospitals are subject to a fee.

Public hospitals' quality standards may be different from those of American hospitals. However, Italian public hospitals must meet quality standards and criteria established by Italian law and are normally equipped for all kinds of emergency services.

Private hospitals do not normally have emergency rooms. To be admitted to a private hospital, it is usually necessary to make arrangements with the hospital's administration or directly with a doctor affiliated with the private hospital prior to being admitted.

Private hospitals normally have higher fees than public hospitals. Patients in private hospitals are generally required to pay fees upfront before leaving the hospital. (Patients with insurance may subsequently seek reimbursement from their insurance companies.) Some private hospitals may be "accredited" which means that fees can be reimbursed by the Italian National Health Service if the patient is an official resident in Italy and affiliated with the National Health System.

Medical personnel working in Italy are not required to speak English. However, some doctors may be able to communicate in English.

## **MEDICAL ESCORTS AND MEDICAL EVACUATION**

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When an American citizen becomes ill in Italy and requires assistance to fly back to the US, he/she could hire a medical escort. Generally, when a medical escort is hired, a physician with basic medical equipment accompanies the patient on board a commercial airline flight. Costs can vary from 3,000 to 6,000 US dollars. American citizens seeking a medical escort could consult with the physicians or hospitals on this list to see about hiring a medical escort.

If the patient requires additional assistance, he/she may decide to be medically evacuated and hire an air ambulance service. An air ambulance is an aircraft that gives immediate medical assistance in case of emergencies. Each air ambulance is normally equipped with medical equipment along with specialized medical personnel to care for the patient's needs. Family members are usually allowed to accompany the patient. For a listing of air ambulances, please see the "[Country Specific Information – Medical Insurance](#)" webpage on the State Department website.

If an American citizen does not need medical assistance to return on a commercial flight, but is not able to use a normal seat inside the aircraft, a few commercial airline companies departing from Italy to the US (Alitalia, Air France and KLM) provide a commercial stretcher service. Costs depend on the number of seats required to provide the service. Americans should contact the airlines directly for additional information.

If an American citizen becomes seriously ill or injured abroad, a U. S. consular officer can assist in locating appropriate medical services and informing family or friends. If necessary, a consular officer can also assist in the transfer of funds from the United States. However, payment of hospital and other expenses is the responsibility of the traveler.

Before going abroad, learn what medical services your health insurance will cover overseas. If your health insurance policy provides coverage outside the United States, **REMEMBER** to carry both your insurance policy identity card as proof of such insurance and a claim form. Although many health insurance companies will pay "customary and reasonable" hospital costs abroad, very few will pay for your medical evacuation back to the United States. Medical evacuation can easily cost \$10,000 and up, depending on your location and medical condition.

**THE SOCIAL SECURITY MEDICARE PROGRAM DOES NOT PROVIDE COVERAGE FOR HOSPITAL OR MEDICAL COSTS OUTSIDE THE U.S.A.**

Senior citizens may wish to contact the American Association of Retired Persons for information about foreign medical care coverage with Medicare supplement plans.

To facilitate identification in case of an accident, complete the information page on the inside of your passport providing the name, address and telephone number of someone to be contacted in an emergency.

A traveler going abroad with any pre-existing medical problems should carry a letter from the attending physician, describing the medical condition and any prescription medications, including the generic name of prescribed drugs. Any medications being carried overseas should be left in their original containers and be clearly labeled. Travelers should check with the foreign embassy of the country they are visiting to make sure any required medications are not considered to be illegal narcotics.

## MILAN

### GENERAL HOSPITALS (with emergency room)

OSPEDALE "NIGUARDA", Piazza Ospedale Maggiore3, tel. 0264441, emergency room: tel. 0264442496. Anti-poisoning center: tel. 0266101029, [www.ospedaleniguarda.it](http://www.ospedaleniguarda.it).

OSPEDALE MAGGIORE ("POLICLINICO"), Via F. Sforza 35, tel. 0255031, emergency room: tel. 0255033255. Website: [www.policlinico.mi.it](http://www.policlinico.mi.it). The Hospital includes the MANGIAGALLI INSTITUTE, a specialized maternity hospital, on Via Commenda 12, which also has a center for rape victims – SOCCORSO VIOLENZA SESSUALE – tel. 0255032489, e-mail: [svs@policlinico.mi.it](mailto:svs@policlinico.mi.it).

OSPEDALE "FATEBENEFRAPELLI", Corso Porta Nuova 23, tel. 0263631. Emergency room: medicine/surgery 0263632442. Website: [www.fbf.milano.it](http://www.fbf.milano.it).

OSPEDALE "SAN CARLO", Via Pio Secondo 3, tel. 0240221. Emergency room: 0240222900, 0240222938. Website: [www.sancarolo.mi.it](http://www.sancarolo.mi.it).

OSPEDALE "SAN GIUSEPPE", Via San Vittore 12, tel. 0285991. Emergency room: 0285994532. Website: [www.fatebenefratelli.it/s.giuseppe](http://www.fatebenefratelli.it/s.giuseppe).

OSPEDALE "SAN RAFFAELE", Via Olgettina 60, tel.0226431. Emergency room: 0226432741. Website: [www.sanraffaele.org](http://www.sanraffaele.org).

OSPEDALE "SAN PAOLO", Via di Rudini' 8, tel.0281841. Emergency room: 0281844250. Website: [www.ao-sanpaolo.it](http://www.ao-sanpaolo.it).

OSPEDALE "LUIGI SACCO", Via G. B. Grassi 74, tel. 0239041, emergency room: 0239043051. Website: [www.hsacco.it](http://www.hsacco.it).

## **FLORENCE**

Centro Traumatologico Ortopedico, Largo Palagi 1, Florence; Tel: 055/427-7111

Istituto Ortopedico Toscano "P. Palagi", Viale Michelangelo 41, Florence; Tel: 055/65-881

Ospedale di Careggi, Viale Morgagni, Florence; Tel. 055/794-7111

Ospedale "I Fraticini", Via Massoni 21, Florence; Tel: 055/400-041

Ospedale Oftalmico Fiorentino, Via Masaccio 213 Florence; Tel: 055/578-444

Ospedale di Camerata, Via della Piazzola 68, Florence; Tel: 055/577464-587999

Ospedale di S. Maria Nuova, Piazza S. Maria Nuova 1, Florence; Tel: 055/275-81

Ospedale di S. Maria Annunziata, Via dell'Antella 58, Antella, Florence; Tel: 055/279-41

Nuovo Ospedale di San Giovanni di Dio, Via Torre Galli 3, Florence; Tel: 055/719-21

## **ROME**

Universita' Cattolica del Sacro Cuore Policlinico Gemelli , Via Pineta Sacchetti 644  
Ph: 06-30151

Policlinico University Hospital Umberto I (Pronto Soccorso)  
Ph: 06-4997-9514 or 9515  
Viale del Policlinico, Switchboard Ph: 06-49971, Rianimazione (ICU) Ph: 06-446-3101  
Fax Number (Direzione Sanitaria) Ph: 06-4997426

Bambino Gesu' Pediatric Hospital  
Piazza S. Onofrio 4 , Ph: 06-68591

Villa San Pietro-Fatebenefratelli  
Ph: 06-33581, Via Cassia 600

S. Spirito Hospital  
Ph: 06-68351, Lungotevere in Sassia (near St. Peter's)

S. Eugenio Hospital  
Ph: 06-51001, Piazzale San Nemesio 21

S. Giovanni Hospital (Cranial Trauma)  
Ph: 06-77051, Via Amba Aradam (Prof. Interligi)

## **NAPLES**

Naples public hospitals have been grouped into three main telephone switchboards: tel: (081) 254.71.11, (081) 254.21.11 and (081) 254.51.11 which are staffed on a round-the-clock basis. Ambulance services usually not available.

Ospedale Ascalesi - Tel: (081) 254.21.11  
Via Egiziaca Forcella no. 31, First Aid - Tel: (081) 254.21.17

Ospedale Cardarelli - Tel: (081) 747.11.11  
Via Cardarelli no. 9

Centro Traumatologico Ortopedico - Tel: (081) 254.51.11  
Viale Colli Aminei no. 21, Emergency Room - Tel: (081) 254.55.10

Ospedale Monaldi - Tel: (081) 706.11.11  
Via L. Bianchi, Cardiology - Tel: (081) 706.26.91

Ospedale S. Giovanni Bosco - Tel: (081) 254.51.11  
Via Filippo Maria Briganti no. 255, Emergency Room - Tel: (081) 254.52.36