



Osservatorio Nazionale

delle Buone Pratiche sulla sicurezza nella Sanità

Scheda per la rappresentazione dell'esperienza

Level: Hospital

Topics:

- Organizational solutions for non-COVID patients due to COVID emergency

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Ensuring appropriate safe care to immunocompromised patients due to diseases and/or ongoing treatment

Objectives:

- Ensuring cancer and hematological patients have access to the necessary care without interruptions
- Ensuring care is delivered safely

Patients with neoplastic disease and, in particular, those undergoing chemo and radio therapy are particularly fragile patients that need to be protected especially during this pandemic.

Besides having banned access to visitors (except for particular cases), a dedicated path was arranged to allow these patients to access the Polyclinic, encountering the least possible number of other patients and healthcare workers.

After studying the path with the Environmental Prevention and Protection Service and the Security, an entrance was set up on the side of the building, at the end of a clearly signposted and barrier-free path, accessible from the car park. Such entrance is only used by few employees to access other University buildings. One of the smoking areas, which was located close to this entrance, was moved so that no mixture of pathways is possible.

The entrance door is supervised by a security person who checks the body temperature of each patient and the motivation for accessing the hospital. Any accompanying person is asked to remain outside the building. Once inside, specific signs will guide the patients to a dedicated elevator, which will take them to the Day hospital or Radiotherapy.

Once arrived at the clinical service, patients can perform hand hygiene and are then immediately brought to the waiting area. Activities are organized so that they will have to wait for a very short time.

The same path can be used to go back and reach the accompanying person.