

→ PUBLIC RELATIONS OFFICE

IMPORTANT:

The local health authority of Asti has enhanced the public relations service through dedicated telephone numbers, to guarantee users a direct channel and minimize close contacts and the possibility of spreading **CoVID-19**.

For complaints and urgent reports, requests, clarifications and / or indications, contact the following contacts:

tel. 0141 484427 - 0141 486551 - 0141 486553 - 0141 486234

Also in order to avoid contact between people and travel on the territory, users are also recommended to use the email from the Public Relations Office: urp@asl.at.it

The Urp, at the Cardinal Massaia Hospital, Corso Dante 202, will maintain the following hours:
Mon - Tue - Thu - Fri - from 8:30 to 15:30. Wed from 8:00 to 16:00.

The Local Health Authority AT carries out information, protection and promotion activities for citizens and support to the General Management in identifying critical issues and disservices in the Company. Activate, where possible, necessary "improvement actions".

Information

The URP guarantees the right to information on services, activities and initiatives present in the ASL AT structures; it also guides the user to the correct use of the treatment pathways, the methods of accessing and providing health services.

Periodically, in collaboration with other services, it prepares and administers "satisfaction questionnaires" to users aimed at knowing the level of satisfaction of the services offered and possible improvement actions for them. An "info point" is active at the URP to allow users to view the active services, their performance and their times, and information to users to activate non-health care for patients.

Protection

The URP receives complaints and reports of disservices from citizens, starts the preliminary investigation and checks the outcome. It acquires the praise of the users towards the services or the Departments. It also provides, where possible, the immediate solution of any conflicts between operator and user. In this sense, it proposes to the user interviews for clarification and in-depth analysis of any problems with the Heads of the Services or Departments. If problems arise on the "waiting times" of the services, it administers to the users specific "satisfaction questionnaires" aimed at possible improvement actions by the Company.

Promotion

The URP, in collaboration with other services, promotes suitable tools to encourage the presence of voluntary associations and organizations for the protection of citizens' rights in the company.

Support for the identification of critical issues and disservices

The URP, upon notification, receives and organizes elements of possible criticality or disservice present within the company, including logistical ones, and promptly reports them to the General Management, the Health Management of the United Hospital Units and the competent structures.

Mixed Conciliatory Commission

The "Mixed Conciliatory Commission" has been established, which plays a second level role and is activated after the first level procedure has been completed (complaint submission / response notification receipt). The citizen can request the activation of the Commission within 60 days of the conclusion of the first level procedure by contacting the URP. The Commission is composed of the Ombudsman of the Piedmont Region, who chairs it, by a representative of the ASL, by three representatives of the Voluntary Associations operating in the ASL.