



Patients' and workers' rights

CAS BORGOMANERO ASL NO

Patients' rights

Right to a quality medical care

The patient has the right to receive the most effective treatments available today.

Right to information

The patient has the right to receive timely and correct information on how to access services, waiting time and services offered.

Right to access to medical records

The patient has the right to receive the documentation concerning his hospitalization and medical tests.

Right to privacy

The patient has the right to confidentiality of personal information, including his health state and the possible diagnostic and therapeutic procedures, as well as the right to protect his privacy during the carrying out of diagnostic tests, specialistic examinations and medical-surgical treatments in general.

Right to complain

The patient has the right to comment, ask, report and complain on the quality of the diagnosis and treatment activities performed at our Center and on the general organization of assistance.

Right to research

The patient has the right to access, when available, to experimental studies.

Right to the cure of pain

The patient has the right to avoid as much suffering as possible, at any stage of his illness.

Right to safety

The patient has the right to be free from harm resulting from malfunctioning of health services, malpractice and medical errors. Moreover he/she has the right to access to health services and treatments that guarantee high safety standards.

The rights of male and female workers

If you are a worker affected by oncological pathologies, you have the right to:

- a) transformation of the employment relationship from full- to part-time, both vertical or horizontal, if you have a reduced working capacity due also to the side effects of the treatment. When your state of health makes it possible, you can ask to change your employment relationship from part- to full-time again.
- b) choose the workplace closest to your home and if needed, give your consent for the transfer to another location.
- c) a period of paid leave for medical treatment, if you are recognized as having a disability of more than 50%, for a maximum duration of 30 days a year to be used even separately. The days of leave for treatment are added to the days of illness provided for by the National Employment Contract.
- d) paid leave of 2 hours a day or 3 days a month, if you are recognized as having a disability (law 104).
- e) job placement with registration in the guided placement lists, if a civil disability of more than 67% is recognized.
- f) overcoming of architectural barriers, reduced VAT for the purchase of vehicles suitable for the transport of disabled people, exemption from the payment of tax for vehicles suitable for the transport of disabled people (law 104).
- g) ordinary disability allowance, if you are recognized as having a disability between 74 and 99% (subject to income and age limits). When, on the other

hand, you are recognized as having total and permanent disability (100%), you can apply for a disability pension. To its access, it is necessary to be registered with INPS with 5 years of contributions and insurance, of which 3 years in the 5 years previous to the presentation date of the application.

h) the exemption of the total prescription charge, if you are recognized as having a civil disability equal to or greater than 67%.

the accompanying allowance provided without age and income limits, if a 100% disability is recognized with inability to walk without help or if you need continuous assistance not being able to perform the daily acts of life.

j) free aids and prostheses, if you are recognized as having a disability greater than 33 %.

k) free circulation card on urban and extra-urban lines and railways (regional trains and some extra-regional trains) if you are recognized as having a disability of more than 67%.

l) the special free circulation and parking mark for vehicles of disabled people that is issued by the municipalities of residence for patients with walking difficulties and for blind people.

How can you activate your rights?

The first step to be able to take advantage of the benefits provided by law for workers suffering from oncological pathologies consists in obtaining the acknowledgement of civil invalidity and its status in a serious situation (law 104).

It is necessary to contact a certified doctor (usually your own doctor or a qualified specialist) who will send the certificate online to INPS, issuing the transmission receipt. It is appropriate to request invalidity and law 104 at the same time in order to perform a single visit for both requests.

With the transmission receipt it will be necessary to contact a patronage or trade associations to submit the application for recognition of disability and disability status.

Once the request has been completed through the Patronage or the trade associations, there will be a call to report to the ASL-INPS Medical Commission within 15 days of the application. In the event that the doctor certifies the non-portability, the Commission is performed at home.

A copy of the documentation certifying the pathology and, if available, the letter from the specialist indicating the diagnosis and the therapeutic program must be brought to the ASL-INPS Medical Commission.

Upon completion of the assessment, the report will be sent to the domicile which can be immediately used to request all the benefits provided by law.

In case of failure or erroneous health recognition, only legal recourses against INPS are only allowed within 180 days, under penalty of forfeiture of the notification of the health report.

When civil invalidity is recognized, it is possible, in relation to the clinical situation and the prognosis of the disease, an inability to work and an incapacity pension can also be requested from INPS.

Who to contact for information on rights and obligations?

At your workplace, you can contact the Human Resources Department, the Trade Union Representatives, the Workers' Safety Representative and the competent Doctor directly.

Furthermore, the general practitioner, the charities, the trade unions and some voluntary associations can provide the necessary informations.

In our Center it is possible to have these information from the Socials Service: to contact it, simply ask our staff.

What rights do family members have?

Family members are entitled to:

- a- a paid leave of 3 days a month provided that the person to be assisted is not hospitalized full time (law 104)
- b- a paid leave of 3 working days a year
- c- the priority of the employment contract from full- to part- time in case the oncological diseases is affecting the spouse, children or parents of the worker as well as in the case in which the worker assists a cohabiting person with total and permanent incapacity for work, which assumes gravity connotations
- d- period of continuous or split overtime paid leave up to a maximum of 2 years provided that the person to be assisted is not hospitalized full-time (for spouse / cohabitant of the sick person, for parents even if not cohabiting, for cohabitating child if other family members are not available, cohabiting brother or sister)
- e- adjustment of family allowances for households in which there is at least one disabled member and with at least 70% of income deriving from subordinate work.



Piedmont and Valle d'Aosta's Oncologic Network
"YOU AT THE CENTER AND WE BY YOUR SIDE"

This booklet was produced thanks to the contribution of the
Associazione Mimosa Amici del DH Oncologico in Borgomanero

www.associazionemimosa.it

associazione
mimosa
amici del dh oncologico borgomanero