Foreigners residing in Italy - January 1, 2011: 4,570,317

North 63.4%
Center 23.8%
South 12.8%

¼ of migrants present in Italy live in Lombardy (more than 1 million, including people without a resident permit)

Dossier Statistico Immigrazione
Caritas e Migrantes
Milan – A Multicultural City

Immigrants resident on the 1st January 2011: 217.324

Countries:
• Philippines 31.000
• Egypt 26.000
• China 17.000
• Perù 16.000
• Equador 13.000
Ospedale Sacco – the past...

- Inaugurated on 28th October 1931
- It was born as a tuberculosis treatment center
- It was called “Vialba Sanatory”
- Since 1974 it became part of the most important University of Milan
- After the Health System reform (L. 833/78) in 1995, it became a Regional Hospital (“Azienda Ospedaliera”).
“Vialba Sanatory”
Sacco Hospital- the present

Is one of the most important hospital in Milan
National reference center for:

• Bioterrorism, emergency outbreaks (Sars, H1N1 influence...)
• Infectious Diseases, in particular for HIV/AIDS.

Specialised center for cancer, cardiovascular and respiratory diseases.

In the last years other specialities have been developed such as Rheumatology, Gastroenterology, Paediatric and Psychiatry.
NUOVO SETTORE DIDATTICO
POLO DI VIALBA
UNIVERSITÀ DEGLI STUDI DI MILANO
FACOLTÀ DI MEDICINA E CHIRURGIA
**2011 Data**

17,113 Admissions  
24,440 “Day Hospital” days  
51,512 Emergency ward visits  
  749 Child births  
  428 Cesarean births  
8,557 Surgeries  
2 million Outpatients visits

387 physicians; 737 nurses; 7 Social Workers
Sportello Orientamento Stranieri

IL NOSTRO INDIRIZZO our address
Ospedale Luigi Sacco
Via G. B. Grassi, 74
C/o
SERVIZIO SOCIALE
Social Service
Padiglione 1 Piano Terra
Hall 1 Ground Floor
Fermata Bus (Navetta Interna) N
Bus stop (Internal Shuttle) N

Foreign Orientation Desk
Ventanilla de atención y de orientamiento para extranjeros
شبكة توجيه للاجانب

ORARI DEL SERVIZIO:
SERVICE HOURS:
避公时间:
HORARIO DE ATENCION DEL SERVIZIO:
 الرياضات المعمول

Spagnolo Lunedì ore 11.00-13.00
Spanish Monday 11.00-13.00
Español Lunes 11.00-13.00

Amarico e Tigrigno (Etiopia)
dal Lunedì al Giovedì ore 11.00-13.00
From Monday to Thursday 11.00-13.00

Cinese Mercoledì ore 14.00-17.00
Venerdì ore 9.00-11.00
Chinese Wednesday 14.00-17.00
Friday 9.00-11.00

中文 星期三 14.00-17.00
星期五 9.00-11.00

Arabo Giovedì ore 14.00-17.00
Arabic Thursday
العربية
الخميس في 14.00-17.00

Tel: 02/39042659-2272

Sportello Orientamento Stranieri

Ospedale Luigi Sacco
AZIENDA OSPEDALIERA - POLO UNIVERSITARIO

SOCIAL SERVICE
Se sei una persona straniera che non conosci bene la lingua italiana, con o senza permesso di soggiorno,
RIVOLGITI
allo Sportello Orientamento Stranieri dove troverai Operatori qualificati di nazionalità diverse che ti aiuteranno offrendoti:
- Mediazione linguistico-culturale
- Orientamento ai servizi dell’Azienda Ospedaliera
- Informazioni sulle tutele previdenziali e assistenziali
- Accompagnamento all’espletamento di pratiche sanitarie (prenotazioni visite, pagamento ticket etc.)

If you are a foreign person who is not familiar with the Italian language, with or without a residence permit
CONTACT
the Foreign Orientation Desk where you’ll find qualified operators of different nationalities that will help you to:
- Linguistic and cultural mediation
- Orientation of the Hospital services
- Information on social and welfare protections
- Accompanying the performance of health practices (reservation requests, ticket payment etc.).

Si eres una persona extranjera que no conoce bien la lengua italiana, con o sin permiso de estadía
DIRIGETE
a la Ventanilla de Atención y Orientamiento donde encontrarás personal calificado de diferentes nacionalidades que te ayudarán en lo siguiente:
- Mediaciación lingüística-cultural
- Orientamiento a la prestación de servicios de salud del hospital
- Información sobre la protección de la seguridad social y asistencial
- Acompañamiento para agilizar tus trámites sanitarios (sacar una cita con el médico, la visita médica, el pago del ticket etc.)

如果您是外国人，不会说意大利语，无论您有没有居留，都可以到外国人咨询窗口咨询。该窗口有会中文的专职人员为您提供以下帮助：
- 交流平台（翻译）
- 医院各科室门诊指南
- 社会救济信息咨询
- 帮助您解决实际问题（预约检查，如何挂号交费等）

- 有熟悉各种疾病的治疗及康复的人员
- 帮助您掌握，安排及处理
- 提供关于卫生，临诊的信息
- 服务人员提供有关的咨询和帮助
Sportello Orientamento Stranieri

Social Services has opened since 2011.
There are 5 linguistic and cultural mediators speaking:
  1 Arabic
  2 Chinese
  1 Spanish
  1 Tigrin/Amharic

The LCM work 32 hours/month, covering the services, on shifts, every day.
Objectives

- **To promote** the access of health care services for migrants,

- **To improve** communication and facilitate the approach between healers and patients

- **To coordinate** the activities of cultural mediators that spontaneously arise in different Departments of the Hospital, such as to optimize both human and economic resources

- **To provide**, inside the Hospital, information and orientation for foreigner users and operators; establishing a transcultural service able to bridge the gap between the Hospital and the territory.
Activities

• Translation and interpretation for the mediation during clinical interviews
• Translation of information material and health forms in English, French, Spanish, Arabic, Egyptian, Eritrean, Chinese
• Regular presence in the following Departments: Obstetrician, Infectious Diseases, First Aid, UONPIA, CPS
• Telephone interpreter services
• Training and refreshing courses for health and social workers and administratives
• Annual analysis and processing of data
Actions - 2011

- Orientation: 474
- Linguistic and Cultural Mediation: 1104
- Accompany: 116
- Telephone interpreter: 46

Totale S.O.S. 1740
Differente access to the Hospital by Philippino and Chinese users in 2011

Philippinos:
Emergency ward visits and outpatients visits: 217
Hospitalizations : 39

Tot. 256

Chinese:
Emergency ward visits and outpatients visits: 1597
Hospitalizations : 150

Tot. 1747
Critical issues

- **Difficulties** for some health care workers to understand the role of linguistic and cultural mediator: not a simple translator but a person who can put together different cultures

- **Spending review**

- **Funds**
Expected results

• **Strengthen** the activity of linguistic-cultural mediation for all the Hospital departments

• **Become:**
  ✓ reference health care service and observatory on health status for foreign citizens, in the north-west Milan
  ✓ family doctor advisors.
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servizio.sociale@hsacco.it
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Milan - Italy