

Navigating the Italian Health Care System



Preferred Provider Network Patient Handbook

Revised August 2024

Introduction

Admission to any hospital, no matter the location, is always a cause for concern and source of stress and anxiety. When that admission takes place in a foreign country, it can easily double the amount of stress and place an unneeded burden on the family. The goal of U.S. Naval Hospital Naples is to provide you and your family with guidance and assistance you may need throughout any hospitalization experience in the Preferred Provider Network.

USNH-Naples Capabilities

While we pride ourselves on the ability to provide patients with a quality health care program, there are limitations on certain types of available specialty services at USNH Naples. As part of the TRICARE Overseas Program, the Defense Health Agency, TRICARE Area Office Europe-Asia, the Managed Care Support Contractor and International SOS have established written agreements with local Italian health care providers and medical facilities to ensure the more complex needs of our patients can be met without the need for leaving the area. Apart from the cultural differences, Italian facilities offer high quality care like that of an American hospital.

Managed Care Support and the Referral Management Center

ISOS and the RMC work together to support the TOP Prime patient (e.g., U.S. active duty service members and family members) to obtain authorization of their referral in the Italian health care system.

The RMC ensures the military treatment facility's capability and capacity are utilized optimally, works closely with providers, ISOS, and TAO-EA offices to review eligibility and benefits for patients, track all referrals to ensure patients are booked and seen within TRICARE access to care guidance, arrange network appointments, and assist with claims issues.

The RMC helps all TRICARE beneficiaries (including TRICARE Standard) and patients who are allowed access to care at the MTF, including NATO personnel and DOD civilians.

Several RMC personnel also serve as patient liaisons. In this role, they help coordinate network appointments and inpatient admissions, after hours patient transfers and admissions, translation services for network care, and consult results from network providers.

Case Management

Case Management involves a team of health care professionals who help you and your family address your medical, education, and psychosocial needs. The case manager is your team's coach and can be of one of many professions (e.g., registered nurse, social worker, care coordinator with case management experience).

You and the team will work out a plan to help you gain control of your illness, injury, or situation as soon as possible. You will also plan collaboratively with your team to identify the needed resources as your medical condition improves. The case manager will oversee the plan with you to ensure it continues to meet any change in your health status. The goal is to help you navigate the health care system.

Usually, people with very complex or catastrophic conditions or situations require case management. However, some individuals just need assistance coordinating care. Case management services are a benefit of the health care system. There is no charge to the individual no matter what status you're in while living in Italy. Your provider either submits a referral to Case Management and you will be contacted, or you can self-refer to the case manager, and the case manager will contact the primary care or specialty provider for a referral.

Some individuals require assistance for a long period of time; some don't. Many patients won't require help once they've reached their goals. These goals are the ones you set with your case management and health care team. Services can be stopped and then restarted later if needed.

Outpatient Referrals

Pre-appointment visits are arranged by the Referral Management Center.

When your provider writes a referral for you to see a specialist that's not available at the MTF, you will need to come to the RMC, located on the hospital ground floor, Room 1319, for a pre-appointment visit. The purpose of the pre-appointment visit is to gather your contact information (e.g., current phone number, email, MHS GENESIS account information) so the RMC can communicate with you about your appointment schedule or any other concerns regarding the referral.

We recommend setting up a [MHS GENESIS Patient Portal](#) account by logging in to your home computer. This online system offers you a secure messaging account to allow simple, efficient communication with your MTF providers and staff, including the RMC team. Appointment scheduling is based on the priority of the referral (determined by the referring provider) and TRICARE Access to Care guidance.

Routine referrals must be booked within 28 days. Patients who waive this requirement must notify their provider. If the referral is more urgent, RMC will work within that priority guidance. Please support the RMC as we try to work with your schedule and scheduling to the local Italian facility.

TRICARE Prime beneficiaries will need a referral order that is pre-authorized by ISOS for network consults. ISOS has three business days to review the referral request and either authorize or deny authorization of the referral. TRICARE Prime beneficiaries are encouraged to utilize providers in the TRICARE network that is maintained by ISOS.

If TRICARE Prime beneficiaries choose to see a non-network provider, or if the TRICARE Prime beneficiary chooses to be seen by a provider without an authorization, as per TRICARE policy, this is considered a TRICARE Point of Service and has an out-of-pocket cost to the family.

You can receive information about the POS option and costs at the RMC from a benefits counselor.

Please note that the RMC staff does not contact, provide booking or transportation to providers outside the ISOS network. If you choose to use an outside provider and bring the consult notes from their provider to the RMC, we will be happy to translate the notes pertaining to the care you'll be receiving from your medical provider at USNH Naples and enter them into the MTF's secure electronic medical record for your provider.

Routine care in the Continental United States: Any non-emergent or urgent care obtained outside an MTF in CONUS while enrolled in TRICARE Overseas Program requires medical justification and PRIOR authorization by contacting ISOS before receiving services. If not authorized before being seen, it will be subject to POS costs.

Non-Enrolled TRICARE Patients:

The RMC offers referral management assistance to patients who are not enrolled at USNH Naples as TRICARE Prime patients. If you're enrolled in the TRICARE Overseas Program Prime Remote, TRICARE Standard, or use insurance benefits that aren't part of the TRICARE program, the RMC will assist in booking your appointment with one of the local providers and assist with providing an estimate for out of pocket costs. ISOS has oversight of and is responsible for patients enrolled in TOP Prime Remote and TRICARE Standard for processing claims.

ISOS can be contacted on these following numbers: Eurasia-Africa TOP Regional Center: 44-20-8762-8384; Eurasia-Africa Medical Assistance: 44-20-8762-8133 (Visit www.tricare-overseas.com for toll-free information).

All other patients who are allowed care by USNH Naples (e.g., NATO personnel, DOD affiliates, DODDS teachers) are not bound to providers in the TRICARE network that is maintained by ISOS.

Please note that the RMC staff does not contact, provide booking or transportation to providers outside the ISOS network. If you choose to use an outside provider, bring the consult notes from the provider to the RMC. We'll be happy to translate the notes pertaining to the care you receive from your USNH Naples provider and enter them into MHS GENESIS. The originals, with translations, will be sent to the Medical Record department for entry into your record.

Using TRICARE and Other Health Insurance when living overseas:

If you have OHI, you must follow the rules of that plan. Your OHI is considered your primary insurance and pays before TRICARE. You or your provider must file health care claims with your OHI before filing with TRICARE. After your OHI determines the amount it will pay, submit a copy of the payment determination and the itemized bill with your TRICARE claims. If you're covered under the Italian Health System and want to utilize this benefit, please tell the RMC staff; they can provide information on how to utilize this program.

Proof of payment is required for all overseas health care and pharmacy claims, including claims for care received while traveling overseas. Proof of payment is necessary for TRICARE to validate claims and safeguard benefit dollars. The Beneficiary Counseling Assistance Coordinator assigned to the RMC can offer further assistance for all claims issues.

Day of the Appointment

Please note: On the day of the appointment, translation services by our Patient Liaisons will be provided for non-English speaking network facilities only.

- Transportation to first appointment is on **space available basis** and pending resource of personnel and driver.
- If afforded the opportunity to be taken to your appointment by Transportation, please come to the RMC (Room 1319) for transport at least 15 minutes before departure.
- You may want to bring your personal GPS to pinpoint locations for subsequent visits to the provider.
- One parent may accompany patients under 18 years of age. Due to space limitations, no others will be permitted in the vehicle.
- If you choose to go to the appointment on your own, be prepared to pay for parking; many facilities have parking attendants who charge for parking. The average cost is €2-10.
(***** Please note: There is no cost to the patient if accompanied by the USNH patient liaison to the first visit. *****)

No Show and Late Policies

If you're not able to make your appointment, please make every effort to contact the RMC at 629-4141/6331/4132 before the scheduled appointment time. Our RMC staff will reschedule the appointment for you. If you're more than 15 minutes late for your appointment and the RMC couldn't contact you, the appointment will be rescheduled. The appointment will be scheduled for another day that staff members will be in the network. If you don't show up on the day of your appointment, and the RMC staff can't contact you, the provider will be notified and will decide at that time if the referral needs to be rescheduled.

Please note: After a second appointment no-show, the RMC staff will cancel your initial referral and ask your provider to submit another, if needed.

Up Front Costs

In some cases, patients may be expected to pay charges to the network facility after care is rendered and be reimbursed later, depending on patient category (e.g., contractors). The RMC helps with these matters through our BCAC.

Referral Results

After patients receive care, the Referral Management staff will collect results from the local provider; patients should bring a copy of paperwork to the RMC. Once translated, the results will be given to the provider that initiated the specialty care referral. If you choose to see the network provider yourself, please bring a copy of the notes to the RMC for translation and entry into MHS GENESIS, and notes added to the paper medical record. Any other non-paper media (e.g., compact discs, ultrasounds, films, etc.) will be filed by the Medical Records Department.

Routine translations will be processed within 10 business days. Emergent and acute reports will be processed in 24-72 hours, pending acuity.

Patients' Responsibilities

It's the patients' responsibility to notify RMC with any concerns; follow up with your PCM and any MTF providers that may be involved with your network referral. It's also the patient's responsibility to use the grievance system to report any concern or complaint regarding health care quality or service. Any TRICARE civilian or military provider, TRICARE beneficiary, sponsor or parent, guardian, or other representative of an eligible dependent child may file a grievance. More information is found on the [TRICARE Overseas website](#).

Inpatient care in the Italian Health Care System

In emergency situations where medical needs exceed the capabilities or capacity of the MTF, you will be transported to an Italian medical facility (Network or Non-Network, depending on availability and severity). A patient liaison will be notified to help coordinate admission to the medical facility.

If you sustain an illness or injury and are admitted to a host nation hospital in the Naples area, USNH Naples is notified, and a patient liaison assigned to the RMC will contact you and/or the facility to assist with admitting procedures and interacting with local Italian physicians when language translation and interpretation is required. When admission occurs within the Naples area, the patient liaison is authorized to travel, and in-person assistance will be provided at the facility.

If you have not heard from a patient liaison within 4 hours of admission, please call or have someone call the Naval Hospital Communications Center at 081-811-6155.

If you're a TRICARE Overseas Program Prime beneficiary (e.g., U.S. active duty service member or family member), International SOS handles inpatient management during your course of care. The International SOS medical team contacts the host nation hospital for daily medical plan updates and ensures your care plan is being executed. If you require real-time verbal translations with the Italian medical team or have any questions regarding your health care delivery experience, please contact the **International SOS Regional Call Center at +44-20-8762-8384 (overseas) or 1-877-678-1207 (stateside)**.

If you have difficulty contacting International SOS, you can contact an experienced member of the Referral Management staff, which is on call 24/7 to assist patients whenever the need arises. **Note: It's important to understand that once you and your loved ones are settled for the inpatient stay at an Italian facility, the patient liaison is available for EMERGENCY contacts only. For routine questions, notate them on a memo pad to discuss with the patient liaison the next morning. If you're a TOP Prime beneficiary, the patient liaison will notify International SOS to communicate your concerns. They will follow up with the Italian medical team to further clarify issues and address your concerns.**

If admitted to a hospital or clinic outside the Naples area, **please contact ISOS at: +44-20-8762-8384 (overseas) or 1-877-678-1207 (stateside)**. During your inpatient stay, ISOS is your primary point of contact for medical updates, verbal translation services, and assistance. Upon discharge from the hospital, you're highly encouraged to bring all discharge paperwork related to your illness or injury to the RMC for translation and placement into MHS GENESIS. **Please be advised: USNH Naples providers aren't licensed to practice in Italian health care facilities and can't treat or prescribe medications to a patient while admitted.**

What can I expect in an Italian Hospital?

Italian health care is in many ways the same as the American system you're used to; in other ways, it can be vastly different. Italians pay for lifetime health care via their taxes. This health coverage is primarily a socialized medicine system made up of mostly public health care, with some private and semi-private facilities available.

Unlike most hospitals in the United States, the number of Italian facilities that provide **private rooms is very limited and most have none**. Most rooms don't have the same modern cosmetic appeal as a private hospital but do contain modern medical technology and provide the same medical treatment capabilities afforded in similar size American hospitals or military treatment facilities. The type and quality of nursing care is also much different from an American hospital.

As Americans, we've come to expect a nurse to perform many bedside tasks. However, the Italian culture places a large emphasis on family and the healing qualities a family can bring to an ill patient. As a patient in an Italian facility, you may be expected to have your or friends assist you with some personal hygiene tasks, such as bathing. Despite these differences and the occasional language barrier, the goal is the same: quality health care.

Pain and Symptom Management

Italian medical staffs do not usually order pain medications to be administered around the clock. It is best for you to **communicate** with the nursing staff and request medication regularly, rather than wait for it to be brought to you. Similarly, you should tell the medical or nursing staff about any concerning symptoms.

If you are a TOP Prime beneficiary and need assistance in communicating with an Italian staff member, please contact ISOS. If you can't contact ISOS, please contact USNH Patient Liaison Services. They're available during normal duty hours, Monday-Friday, 8 a.m. to 4:30 p.m., as well as after hours for emergency communication. ***You can also use the simple illustrations and common phrases found on pages 9–14 or use an English-Italian dictionary.***

Personal Care Items to Bring with You

In most Italian public medical facilities, the patient is expected to provide some, if not **all**, of their personal care articles. Listed below are just some of the many items you may want to bring or have someone bring to you.

- Cellphone
- Prepaid telephone
- Night garments
- Towels/wash cloths
- Soap/Shampoo
- Reading materials
- English-Italian dictionary and memo pad for note taking
- Euro
- Bottled water
- Slippers/Robe
- Sanitary napkins/wipes
- Toothbrush
- Personal electronics (e.g., laptops, tablets, etc.)

* Please note: Wi-Fi is typically not offered in most facilities

Visiting Hours

As with most hospitals in the States, visiting hours and the number of visitors allowed are limited, especially in intensive care and trauma units. In some Italian facilities, a family can stay with the patient for moral and comfort support. Each facility has their own policy and while the USNH patient liaison has no control over those policies, they can help with learning the rules and regulations of the facility to which you are admitted.

Common Words/Phrases with Simple Illustrations

English – “Italian Phrase or Word”	English – “Italian Phrase or Word”
Doctor – “Dottore”	Female Nurse – “infermiera”
	Male Nurse “infermiere”
Yes – “Sì”	No – “No”
Family Members – “Membri Della Famiglia”	Surgeon – “Chirurgo”
Happy – “Felice”	Sad – “Triste”
Scared – “Spaventato”	What time is it? – “Che ora E’?”
Is it Day or Night? –	Please turn on the light.
“E’Giorno o Notte?”	“Per favore accenda la luce.”
Please turn off the light.	Silence please.
“Per favore spenga la luce.”	“Silenzio per favore.”
Please close the door.	Please open the door.
“ Per favore chiuda la porta.”	“ Per favore apra la porta.”
I need to throw up!	I have nausea.
“Ho bisogno di vomitare!”	“Ho la nausea.”
I need to use the bathroom.	I need to sleep.
“Devo andare in bagno.”	“Ho bisogno di dormire.”
I have a fever.	My stomach hurts.
“ Ho la febbre.”	“Mi fa male lo stomaco.”
I am very tired.	I have a headache.
“Sono molto stanco.”	“Ho mal di testa.”
It itches.	I have a cough.
“ Ho prurito.”	“Ho la tosse.”
My back hurts.	I have insomnia.
“Ho mal di schiena.”	“Ho L’insonnia.”
My chest hurts.	I am cold.
“Ho male al petto.”	“Ho freddo.”
I am dizzy.	I need to comb my hair.
“Ho le vertigini.”	“Ho bisogno di pettinarmi.”
I need to wash.	I need to shave.
“ Ho bisogno di lavarmi.”	“Ho bisogno di radermi.”
Can I have some juice?	Antacids

“ Posso averte del succo di frutta?”	“Antiacido”
I need soap.	I am hungry.
“Ho bisogno di sapone.”	“Ho fame.”
I am thirsty.	I need a softer/harder pillow
“Ho sete.”	“Ho bisogno di un cuscino piu’ morbido/duro
I need a cover.	I need toilet paper.
“Ho bisogno di una coperta.”	“Ho bisogno di carta igienica.”
I need a towel.	I need a shower.
“Ho bisogno di un’asciugamano.	“Ho bisogno di fare una doccia.”
I need a toothbrush.	Chaplain
“Ho bisogno di uno spazzolino.”	“Cappellano”
IV Medicine	X-Rays
“Flebo”	“Raggi X”
Medicine	Translator
“Medicina”	“Interprete”
Eye drops	Physical Therapist
“Gocce Oculari”	“Fisioterapista”
Prescription	Psychologist
“Ricetta”	“Psicologo”
Tight	Loose
“Stretto”	“Largo”

Common Medical Italian Facilities Addresses/GPS Coordinates Using Google Maps

	<p style="text-align: center;">Giuseppe Marasco Neurologist Via Santa Lucia, 36 Napoli 80132 N408331243, E14249553</p>	<p style="text-align: center;">Casa Di Cura Villa Dei Fiori Corso Italia, 157, 80011 Acerra, NA N40.935796, E14.367647</p>
<p style="text-align: center;">Centro Dermatologico Belsito Via Posillipo, 149, 80123, NA N40.804610, E14.202738</p>	<p style="text-align: center;">Doti Giovanni Testa Centro Fisioterapico Via Staffetia 124 Lago Patria Giugliano Campania N40.917324, E14.036207</p>	<p style="text-align: center;">Clinica Pineta Grande Via Domitiana Km 30.000, 81030 Castel Volturno, CE N41.017979, E13.953393</p>
<p style="text-align: center;">Clinica Mediterranea Via Orazio, 2, 80122 ,NA N40.826985, E14.219082</p>	<p style="text-align: center;">Clinica Ruesch Viale Maria Cristina di Savoia, 39, 80122, Napoli N40.836953, E14.219673</p>	<p style="text-align: center;">Clinica Sanatrix Via S. Domenico, 31, 80127, NA N40.840757, E14.215350</p>
<p style="text-align: center;">Dr. Giuseppe Capone Villa Del Sole Via Tasso, 480 N40.8355294, E14.2140036</p>	<p style="text-align: center;">Diagnostica Ecografica E Prenatale Aniello Di Meglio Via Dei Fiorentini, 21, 80133, NA N40.842498, E251944</p>	<p style="text-align: center;">Dr. Lucio Romandino Pain Specialist Via Luigi Einaudi 24 Caserta, NA N41.080053, E14.3475499</p>
<p style="text-align: center;">Farmacia Mila D'Aniello Via Aversa, 4, 81030 Gricignano di Aversa, CE N40.980814, E14.232058</p>	<p style="text-align: center;">Garage Mediterraneo Via Ponte Di Tappia, 23, 80133, NA N40.841196, E14.250283</p>	<p style="text-align: center;">Laboratorio Sannio Via Paolo Borsellino, 32, 81030 Gricignano Di Aversa, CE N40.979540, E14.226859</p>
<p style="text-align: center;">Orthopedia Tecnica di Denaro Antonio y Giovanni Denaro Via Giovanni Paisiello, 32, 80026 Casoria, NA N40.899262, E14.305358</p>	<p style="text-align: center;">Ospedale Cardarelli Via Antonio Cardarelli, 9, 80131, NA N40.865068, E14.225965</p>	<p style="text-align: center;">Ospedale Evangelico Villa Betania Via Argine, 604, 80147, NA N40.859121, E14.331491</p>
<p style="text-align: center;">Ospedale Monaldi Via Leonardo Bianchi, 1, 80131, NA N40.869618, E14.210953</p>	<p style="text-align: center;">Ospedale Moscati Via Vito di Jasi, Aversa, CE N40.958138, E14.208738</p>	<p style="text-align: center;">Ospedale Pausilipon Via Posillipo, 226, 80123, NA N40.812808, E14.205727</p>
<p style="text-align: center;">Presidio Ospedaliero S. Maria Delle Grazie Via Domitiana, 80078, Pozzuoli N40.849017, E14.073228</p>	<p style="text-align: center;">Presidio Ospedaliero S. Maria Della Pietà Via S. Rocco, 9, 80026 Casoria, NA N40.904802, E14.293218</p>	<p style="text-align: center;">Ospedale Santobono Via Mario Fiore, 6, 80123, NA N40.848941, E14.231650</p>
<p style="text-align: center;">Studio Di Radiologia "EMICENTER" Via Taverna Rossa, 169, 80029 Casavatore, NA N40.892985, E14.279928</p>	<p style="text-align: center;">Studio Fisioterapico, Solfatara Via Solfatara, 101, 80078 Pozzuoli, NA N40.829406, E14.131306</p>	

Patient Liaisons are in Room 1319 on the ground floor; Monday-Friday, 8 a.m. to 4:30 p.m.

**** If you need a patient liaison after hours (Monday-Friday after 4:30 p.m. and on weekends), please contact the USNH Naples Communications Center at 081-811-6155 and ask them to contact the on-call patient liaison, who will return your call. ****

Emergency Contact Numbers

Off-Base: 118

On-Base: 911

Security: 081-811-4269

USNH Naples Communication Center: 081-811-6155

USNH Naples Quarterdeck: 081-811-6006