

Sistema Socio Sanitario



Regione  
Lombardia

ASST Cremona

Service Charter

# PATHWAY TO A HEALTHY BIRTH

Edited by Rete Integrata Materno Infantile



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## INTRODUCTION

As Law 23/2015 came into force, **the need to integrate hospital and territorial healthcare processes has become a priority** for the new companies (ASST and ATS). The *Rete Integrata Materno-Infantile* (Maternal & Child Health Network) is part of the Direction for Health and Social Care Services to which the two counselling facilities of ASST Cremona (Cremona and Casalmaggiore) report, and is built on an organisational model aimed at responding to the need for integration and continuity of care. It offers continuity of care and diagnostic-therapeutic pathways for users in the maternal-infantile area to ensure the best connections between the nodes of the network, whether they are within the ASST organisation in Cremona (Cremona and Casalmaggiore hospital unit and territorial services), or outside it (e.g., accredited family care and planning services, local social services, third sector, etc.).

The *Rete Integrata Materno Infantile* is the framework containing all the services provided, according to a method more functional to the needs of the single individual and its family, through horizontal processes of connection between local services in the territory and hospital wards. For several years now since the approval of Regional Law No. 23/2015, ASST Cremona has been working on integrated organisation as the only system for taking charge of fragile people, whose cornerstones are:

- a multidimensional assessment that defines the users' needs and guarantees guidance on and access to the service network while protecting the principle of free choice of citizens;
- a multi-professional approach in managing integrated pathways for fragile people.

**The focus of the organisation is undoubtedly the creation of a Pathway to a Healthy Birth where hospital and territorial services are integrated**, according to regional guidelines and those from the Pathway to a Healthy Birth Committee at ATS Val Padana. The Pathway to a Healthy Birth is the general framework containing the following elements:

- pathways of care continuity for the mother and child after discharge following childbirth with special attention to premature infants who remain separated from their mothers for a long time, and to perinatal depression;
- childbirth preparation courses;
- initiatives addressed to new parents through individual or group meetings on different topics (such as vaccinations, prevention of domestic accidents and first aid, breastfeeding and newborn care, infant massage, child-pet cohabitation, newborn sleep patterns and family well-being, the legislation in force for working mothers, etc.), while ensuring integration between the services provided by ASST Cremona and those from the other Network nodes.

In particular, in the perspective of greater appropriateness of the care services included in the Pathway to a Healthy Birth, and with the aim of reducing the number of C-sections, a pathway that differentiates physiological and risk pregnancies will be offered.

The global management of women, their babies and their families is the result of preventive, diagnostic, therapeutic, social, psychological and educational activities offered as an integrated program by the hospital and territorial teams. This approach allows network services, adapted to individual situations, to offer **global and individual support to people**, where and when needed (at the hospital or at home).

As for the Pathway to a Healthy Birth, it is characterised not only by the integration of individual paths, but also by the timely **sharing of diagnostic-therapeutic and care pathways** (PDTA), of the Guidelines for support to Physiological Pregnancies.

In order to protect the health of women and their babies, the Family Care and Planning Services also collaborate with the Territorial Social Services for the global management of situations that concern **specific social fragilities**.

# INFORMATION ON SERVICES AND THE FACILITIES PROVIDING THEM

## Cremona ASST offer

The operative units and the facilities involved in the Pathway to a Healthy Birth offered by Cremona ASST are the following:

### CREMONA HOSPITAL

Largo Priori 1, 26100 Cremona

Switchboard Tel. + 39 0372 4051

Public relations office (URP) Tel. +39 0372 405550 Email: [urp@asst-cremona.it](mailto:urp@asst-cremona.it)

- Second-level Operative Unit of Obstetrics and Gynaecology
- Second-level Operative Unit of Neonatology and Neonatal Pathology with NICU (neonatal intensive care unit) – Regional reference HUB.

### How to get there

BY BUS | The following bus lines will all get you to Cremona Hospital: Line D, Line E, Line F, Line G, Line G2, Line M. Tickets can be purchased at newsstands and tobacco shops. A bus stop is also located just outside the train station.

### OGLIO PO HOSPITAL

Via Staffolo 51, 26041 Vicomosciano di Casalmaggiore (CR)

Switchboard Tel. +39 0375 2811

Public relations office (URP) Tel. +39 0375 281552 Email: [urp.op@asst-cremona.it](mailto:urp.op@asst-cremona.it)

- First-level Operative Unit of Obstetrics and Gynaecology
- Reference HUB: Second level Operative Unit of Obstetrics and Gynaecology at Cremona Hospital
- First-level Operative Unit of Paediatrics (Neonatology)
- Reference HUB: Second-level Operative Unit of Neonatal Pathology with NICU (neonatal intensive care unit) at Cremona Hospital.

### How to get there

BY BUS | Some buses run by the companies KM S.p.A. and APAM S.p.A. stop at via della Repubblica, 31 - via N. Bixio - via Trento - Largo Marinai d'Italia, which are 500 to 900 metres from Piazza Garibaldi. Tickets can be purchased at newsstands and tobacco shops.

BY TRAIN | The Brescia-Parma railway line allows you to reach Casalmaggiore also by train. From Casalmaggiore train station you can reach the Hospital, which is 5 km away, by renting a car with driver.

### FAMILY CARE AND PLANNING SERVICE (CONSULTORIO) IN CREMONA

Via S. Sebastiano 14, 26100 Cremona

Tel. +39 0372 497791 Email: [consultorio.salutedonna@asst-cremona.it](mailto:consultorio.salutedonna@asst-cremona.it)

### How to get there

BY BUS | The following bus lines will all get you to the family planning clinic in Cremona: Line D, Line E, Line G stopping at via Tonani or via Giuseppina, which are 250 to 650 metres from via S. Sebastiano, 14. Tickets can be purchased at newsstands and tobacco shops. A bus stop is also located just outside the train station.

BY TRAIN | Several railway lines allow you to reach Cremona also by train. From Cremona railway station you reach the Consultorio, which is 1.8 km away, on foot, or you can rent a car with driver.

### FAMILY CARE AND PLANNING SERVICE (CONSULTORIO) IN CASALMAGGIORE

Palazzo delle Opere Pie

Piazza Garibaldi 3, 26041 Casalmaggiore (CR)

Tel. +39 0375 284161-82 Email: [consultorio.casal@asst-cremona.it](mailto:consultorio.casal@asst-cremona.it)

## How to get there

BY BUS | Some buses run by the companies KM S.p.A. and APAM S.p.A. stop at via della Repubblica, 31 - via N. Bixio - via Trento - Largo Marinai d'Italia, which are 500 to 900 metres from Piazza Garibaldi. Tickets can be purchased at newsstands and tobacco shops.

BY TRAIN | The Brescia-Parma railway line allows you to reach Casalmaggiore also by train. From Casalmaggiore train station you can reach the Consultorio, which is 1.11 km away, on foot or you can rent a car with driver.

## Transferring the care of mother and baby in emergency situations

### Transferring the mother

If conditions exist that make it more appropriate for a woman to deliver in a higher-level centre, the transfer of the pregnant woman is activated. The transfer is carried out by ambulance, where a gynaecologist and a midwife, depending on the case, and, if necessary, a paediatrician/neonatologist are also present.

### Transferring the newborn

The neonatal intensive care unit is located in Cremona, and is part of the ASST Obstetrics facility in Cremona, to guarantee the mother and the newborn a high level of clinical health care.

Where required:

1. from the delivery room a key is activated to call a resuscitator and the nurse (who have both attended the PBLS course) and inform them of the need to intervene immediately.
2. From the moment the emergency is reported, during all the time in the delivery room and during transport, clinical-health care is continuous and, in fact, it breaks the distance.

## Numbers

	<b>CREMONA HOSPITAL</b> <i>from 01/01/2019 to 30/06/2019</i>	<b>OGLIO PO HOSPITAL</b> <i>from 01/01/2019 to 30/06/2019</i>
<b>Obstetric outpatients</b>	4278	140
<b>Patients from the emergency room</b>	1690	100
<b>Patients admitted to the obstetrics ward</b>	599	-
<b>Number of births</b>	567	-
<b>Eutocic vaginal deliveries</b>	369	-
<b>Operative vaginal deliveries</b>	33	-
<b>Deliveries with analgesia</b>	108	-
<b>Labour inductions</b>	167	-
<b>Preterm births</b>	43	-
<b>Scheduled Caesarean births</b>	59	-
<b>Emergency Caesarean births</b>	108	-
<b>Annual maternal mortality rate</b>	0%	-
<b>Annual neonatal mortality rate</b>	0%	-
<b>Professionals made available and guaranteed per shift</b>	1 Gynaecologist, 1 Paediatrician and 1 Anaesthesiologist h24; 1 Gynaecologist on call; 3 Midwives in the morning and afternoon, 2 Midwives at night; 1 Nurse h24.	1 Gynaecologist from 8.00am to 05.00pm on weekdays and 1 Gynaecologist on call from 05.00pm to 8.00am on weekdays and from 8.00am on Saturday morning to 8.00am on Monday morning and on holidays.

## Organisation of the healthcare network integrating local and hospital services for the management of pregnancy

For the promotion and improvement of quality, safety and appropriateness of healthcare services as part of the *Pathway to a Healthy Birth*, the network of health and social services of Cremona ASST **offers all women and couples a specific pregnancy support program**, which guarantees continuity, support and attention to the needs of participants, from pre-conception consultations to the first year of a child's life.

Networking, the result of ongoing relationships, is a reference point for mother-child care and guarantees high level complex multidisciplinary solutions to meet the needs of women, children, couples and families.

**Family Care and Planning Services and hospital units work together in integrated way** to assess pregnancies. If it is a low-risk pregnancy, the family care and planning service or the other outpatient clinics dealing with physiological pregnancies can continue to provide support to the patient; if it is a high-risk pregnancy, it is managed by the hospital operative units.

## Availability of intra-moenia professional activities

The list of specialists is available on the company website [www.asst-cremona.it](http://www.asst-cremona.it).

Patients can make an appointment at the CUP offices of the Company, or call at +39 0372 405417, Monday to Friday from 9:00am to 02:00pm.

## “Medically assisted pregnancy” reference facilities

Cremona Hospital – O.U. of Obstetrics and Gynaecology is equipped with a first-level outpatient clinic of Physiopathology for reproduction, recurrent miscarriage and endocrinology.

## Reference facilities for the diagnosis and treatment of rare and highly complex neonatal disorders

The Operative Unit of Neonatal with NICU at Cremona Hospital offers a wide range of diagnostic solutions able to meet the needs of newborns suffering from endocrine-metabolic and cardiovascular diseases and malformative syndromes.

# PATHWAY TO A HEALTHY BIRTH

## DESIRE FOR PREGNANCY

### Preconception health

#### **FAMILY CARE AND PLANNING SERVICES (CONSULTORI) IN CREMONA AND CASALMAGGIORE**

Activities include information, consultations and healthcare for women and couples who are planning to conceive.

#### **Services provided**

- introductory and illustrative consultation with the woman and the couple;
- gynaecological examination;
- prescription of free laboratory tests and Pap test according to the national protocol;
- referral, when required, to second-level specialised centres.

#### **How to access this service**

The service can be accessed by scheduling an appointment directly at the clinic or over the phone.

The GP referral is required only for gynaecological examinations (fees are not charged, as per MMO national protocol).

#### **Required documents**

National health system card and fiscal code card, if the new electronic health card is not available. This is a **free** service.

### Infertility and sterility

#### **FAMILY CARE AND PLANNING SERVICES IN CREMONA AND CASALMAGGIORE**

Activities include information, consultations and healthcare for women and couples who are trying to conceive.

#### **Services provided**

- introductory and illustrative consultation with the woman and the couple;
- gynaecological examination;
- referral to a urological/andrological examination;
- prescription of special laboratory and diagnostic tests;
- referral, when required, to second-level specialised centres.

#### **How to access this service**

The service can be accessed by scheduling an appointment directly at the clinic or over the phone. The services are provided after a preliminary phase aimed at learning more about the couple, providing information, and defining individual needs.

#### **Required documents**

National Health Service card and fiscal code card, if the new electronic health card is not available. The GP referral is required only for gynaecological examinations. The service is provided upon **payment of the prescription charge (ticket)**

#### **CREMONA HOSPITAL**

First-level outpatient clinic of Physiopathology for reproduction, recurrent miscarriage and endocrinology. The outpatient clinic defines medical procedures that support or compensate for one or more aspects of the procreative function in order to allow or increase the chances of conception and implantation.

#### **How to access the services provided by the outpatient clinic?**

You can go directly to the CUP offices of the Health Organization or call at 800.638.638 (toll-free number, from a landline), + 39 02 999599 (from mobile), Monday to Saturday from 8:00am to 08:00pm, excluding holidays.

The service is provided upon **payment of the prescription charge (ticket)**



# PREGNANCY

## Low-risk pregnancy

For pregnant women, access to care is timely, and all the examinations and tests required throughout pregnancy are immediately scheduled. Checks are run at the family care and planning service or at the hospital outpatient clinics.

### The program includes:

- a first **introductory and illustrative consultation**, during which the stages of the *Pathway to a Healthy Birth* are illustrated, information on pregnancy is delivered (diet and lifestyles, infections during pregnancy, prenatal diagnosis, vaccinations, post-delivery discomfort, childbirth preparation courses, epidural analgesia, cord blood donation, ICARO project), the first blood tests are prescribed and the first gynaecological examination is scheduled;
- a **first meeting with the midwife to assess the health state**, possibly within the 10<sup>th</sup> week, during which a schedule of prenatal examinations and tests is prepared and delivered, an accurate medical history is taken, the obstetric examination and risk assessment are carried out, and routine diagnostic and blood tests are scheduled;
- if the obstetric risks of pregnancy are low, the patient will be examined by a midwife every 4/6 weeks, up to the 36<sup>th</sup>-38<sup>th</sup> week, when the Maternity Ward will take care of the pregnant woman;
- if it is a high-risk pregnancy, the patient will be always examined by a gynaecologist in the presence of a midwife.

At Cremona Hospital, pregnant women and their newborns can access the services provided by the Operative Unit of Obstetrics and Gynaecology and the Operative Unit of Neonatal Pathology with NICU, which work in close collaboration to ensure the highest levels of comfort and safety. Pregnancy ultrasounds and any additional specialist consultations can be booked at the Cremona Hospital and/or the Oglio Po Hospital. To access these services, a medical request by the relevant outpatient clinics or by the General Practitioner (GP) is required.

To schedule examinations and tests you can call at 800 638 638 (toll-free number, from a landline), +39 02.99.95.99 (from mobile), Monday to Saturday from 8:00am to 08:00pm, or you can go to the CUP offices.

## Assessing obstetric risks

The first examination, the obstetric risks are assessed (regardless of the gestational age) is carried out by a midwife who decides the care path (low-risk or NON low-risk pregnancy).

### How to access the services provided by the outpatient clinic?

#### CREMONA HOSPITAL

- call at +39 0372 405638, Monday to Friday, from 2.00pm to 3.30pm;
- directly at the *front office* of the Outpatient Obstetrics and Gynaecology clinics (7<sup>th</sup> floor Unit E), from Monday to Friday. The GP referral must have the following lettering: *Bilancio di salute ostetrico – 1° visita* (Obstetric examination - 1<sup>st</sup> appointment).

**The scheduled appointment must be confirmed to the CUP.**

#### OGLIO PO HOSPITAL

With the GP referral, you can schedule your appointment at the CUP offices or you can call at 800.638.638 (toll-free number, from a landline), +39 02 999599 (from mobile), Monday to Saturday from 8:00am to 08:00pm, excluding holidays.

## **FAMILY CARE AND PLANNING SERVICE (CONSULTORIO) IN CREMONA**

- with the GP referral, you can call at +39 0372 497813, Monday to Friday, from 12.30pm to 02.00pm;
- with the GP referral, directly at the front-office of the family planning clinic (Via S. Sebastiano, 14), Monday to Friday.

## **FAMILY CARE AND PLANNING SERVICE (CONSULTORIO) IN CASALMAGGIORE**

- with the GP referral, you can call at 0375 284161-82, Monday to Friday, from 8.30am to 12.30pm;
- with the GP referral, directly at the front-office of the family planning clinic (Via S. Sebastiano, 14), Monday to Friday.

## **NON low-risk pregnancy**

**NON low-risk pregnancies** are monitored by a gynaecologist and a midwife at the family care and planning service or at the hospital outpatient clinics, with multi-disciplinary collaborations and application of specific prenatal diagnosis protocols.

## **Genetic counselling, prenatal screening, prenatal and postnatal diagnosis**

Genetic counselling is a medical-clinical process that aims at defining the diagnostic path in the event of a suspected genetic disorder.

The resulting informative and communicative process is addressed both to the individual affected by or at risk of a genetic disorder and to his family members, and includes the description of the disease, types of transmission, the risk of recurrence and possible treatments, including reproductive options.

## **Prenatal screening for Down syndrome and neural tube defects**

Prenatal screening programs require a multidisciplinary approach, involving gynaecologists, sonographers, laboratory technicians and geneticists. The role of the laboratory is to determine markers in maternal blood, using immunometric methods capable of providing accurate and precise information. Subsequently, the analytical data are converted into Multiples of the Median (MoM) by gestational age.

Risk assessment is performed using multi-parametric methods according to Wald. First- and second-trimester Down syndrome (DS) screening and second-trimester screening for neural tube defects (NTDs) are performed as follows:

- **First trimester** (combined test) between the 10<sup>th</sup> and 12<sup>th</sup> week by ultrasound evaluation of nuchal translucency (NT) and quantification of maternal serum levels of PAPP-A and free  $\beta$ -hCG.
- **Second trimester** between the 15<sup>th</sup> and 18<sup>th</sup> week, by quantification of maternal serum levels of two substances: beta fraction of human chorionic gonadotropin (free  $\beta$ -hCG) and alpha-fetoprotein (AFP).

### **Each screening test does not provide a diagnosis, but an estimate of individual risks.**

In the event of positive prenatal screening, the diagnosis is confirmed by invasive prenatal testing, and in particular by examining the foetal karyotype (Amniocentesis and Chorionic villus sampling).

## **Prenatal cytogenetics**

Prenatal cytogenetic testing is performed on amniotic fluid cells or chorionic villi taken with Amniocentesis and Chorionic villus sampling techniques. These tests are mainly aimed at detecting the presence of chromosomal anomalies.

The test is suggested in the following cases:

- maternal age (35+);
- previous pregnancy with a chromosomal abnormality;
- chromosomal abnormality detected in one of the parents;
- positive screening tests;
- foetal abnormalities detected by ultrasound.

## Postnatal cytogenetics

Karyotype is a test performed on peripheral blood lymphocytes. Postnatal cytogenetic analysis is recommended in the event of:

- suspected chromosomal disorder;
- parents of children with chromosomal defects;
- malformation/dysmorphic syndrome;
- mental retardation;
- patients with non-syndromic mental retardation;
- recurrent miscarriage;
- couple infertility;
- patients with oligo-azospermia.

## Anti-D immunoprophylaxis outpatient clinic

According to recent national and international guidelines, Anti-D immunoprophylaxis is recommended for RhD-negative mothers at 28 weeks of pregnancy.

The therapeutic plan is prepared by a hospital specialist and the medicine, being a haemoderivative product, must be administered at the hospital.

The treatment plan is prepared after the patient has given her informed consent.

### How to request the treatment plan

Anti-D immunoprophylaxis is subject to the submission of the following test results:

- Rh negative blood type test;
- negative indirect Coombs test.

### CREMONA HOSPITAL

You must schedule an appointment by calling at +39 0372 405638, Monday to Friday, from 2.00pm to 15.30pm.

### OGLIO PO HOSPITAL

You must schedule an appointment by calling at +39 0375 281501.

## Psychological well-being during pregnancy and after birth

Special attention is paid to the early identification of situations of fragility and emotional distress that can occur during the perinatal period according to well-defined methods and schedules, and extended to all pregnant and puerperal women, in collaboration with the Cremona ASST Mental Health Department.

## Childbirth preparation courses

Birth preparation courses aimed at promoting family well-being, at balancing information on changes during gestation and feelings, and at helping couples to interpret those feelings. Usually, couples attend birth preparation courses between the 5<sup>th</sup> and 7<sup>th</sup> month of pregnancy.

### Services and modalities

- 2-hour group meetings on specific topics, held by different professionals, to offer information based on up-to-date scientific evidence on issues related to pregnancy, childbirth and welcoming the baby ;
- creating a space where pregnant women can discuss and grow;
- activating energies and resources for childbirth, through body work;
- learning simple and effective relaxation techniques to be used during pregnancy, during labour and in the months after birth;
- meetings for couples on new parenthood and role changes;
- after-birth meeting with the group of participants for exchanging experiences.

Birth preparation courses consist of several group meetings, with a theoretical and a practical part; work methods differ according to the locations where the courses are held (e.g., water courses, active methodology).

These services are free (no prescription charge).

Birth preparation courses are aimed at creating spaces where pregnant women can share thoughts and experiences, collect information about pregnancy, childbirth, puerperium and breastfeeding, and get ready to deliver by working on their body with the help of a midwife.

Post-birth meetings are moments that allow the couples to share their childbirth experiences and reprocess them, and are also an opportunity for the family care and planning service operators to see the participants again and meet their babies, and to allow the new parents to share efforts, emotions and joy after birth.

### Find out more about birth preparation courses

#### **FAMILY CARE AND PLANNING SERVICE (CONSULTORIO) IN CREMONA**

You can call at +39 0372 497798, go directly – from Monday to Friday – to the family planning clinic (Via S. Sebastiano, 14) or send an email to: [consultorio.salutedonna@ast-cremona.it](mailto:consultorio.salutedonna@ast-cremona.it).

#### **FAMILY CARE AND PLANNING SERVICE (CONSULTORIO) IN CASALMAGGIORE**

You can call at +39 0375 284161-82, go directly – from Monday to Friday – to the family planning clinic (Palazzo delle Opere Pie, Piazza Garibaldi 3), or send an email to: [consultorio.casal@ast-cremona.it](mailto:consultorio.casal@ast-cremona.it).

#### **CREMONA HOSPITAL**

You can call at +39 0372 405225 every day, from 4.00pm to 8.00pm.

#### **OGLIO PO HOSPITAL**

You can call at +39 0375 281501 on weekdays from 8.00am to 5.00pm.

## Cord blood donation

At our facility, cord blood can be collected for donation of stem cells to be used by other people who may need it or by the donor.

### **Donation to a public cord blood bank**

Donating cord blood to a public cord blood bank is voluntary and anonymous, and is important because it provides anyone in need of a stem cell transplant with cord blood.

Cord blood can be donated, in Italy, only to public banks and free of charge. The Operative Unit of Obstetrics at Cremona Hospital collaborates with the Cord Blood Bank in Pavia.

How to donate cord blood? You must schedule an appointment at the Blood Transfusional Centre for an examination, during which the blood test carried out during pregnancy will be checked to see if you can be a donor. Other tests will be prescribed between the 34<sup>th</sup> and 36<sup>th</sup> week. At the time of delivery, if the woman can be a donor, her cord blood can be collected according to the procedures in force, unless some exclusion criteria emerge at the time of labour or delivery.

### How and where to book an appointment at the Transfusion Medicine Unit

#### CREMONA HOSPITAL

Monday to Friday, from 9.30am to 15.30pm – telephone number +39 0372 405461

#### OGLIO PO HOSPITAL

Monday to Friday, after 11.00am - telephone number +39 0375-281485

### Cord blood donation for personal use

In Italy, you can donate your baby's cord blood for free to public banks for his or her own use (to treat diseases identified at the time of birth or in the prenatal period), or for use by a family member, for whom "the use of stem cells from cord blood is scientifically supported and clinically appropriate, subject to the submission of proved clinical and health documentation".

The request must be made directly to the Medical Director of the Hospital who will initiate the procedure.

## Full term pregnancy

### Outpatient pregnancy clinic at the 38th week of pregnancy (Transfer of care)

After the 38<sup>th</sup> week, the management of full-term pregnancies is transferred to the outpatient clinic at the Cremona Hospital, so as to guarantee maternal-foetal well-being until spontaneous onset of labour after the 40<sup>th</sup> week of pregnancy.

Transfer to the outpatient clinic allows to:

- assess obstetric risks;
- show patients how to access the ward at the time of admission after the onset of labour;
- decide how delivery will take place after a previous C-section: options, information and consent;
- schedule pre-admission tests and a C-section;
- get medical records as accurately as possible;
- send the future mother to the Nursery to get the baby's medical records;
- monitor the psychological well-being of the mother through a screening process;
- request, if necessary, the support of the Service of Psychology by booking a consultation.

### How to access the services provided by the outpatient clinic?

To access this service, you need a GP referral with the following lettering: *Visita Ostetrica di controllo* (Prenatal Visit). You must call at +39 0372 405 638 from 02.00pm to 15.30pm.

### Full term pregnancy clinic

To access this service, you need a GP referral for: Cardiotocography (CTG), amniotic fluid assessment, prenatal visit.

Booking: directly at the CUP offices of the Health Organization or by calling at 800.638.638 (from a landline), +39 02 999599 (from mobile), Monday to Friday, from 8.00am to 08.00pm, excluding holidays.

During each visit, if there is no active labour and no disease is detected, additional prenatal visits every other day are scheduled until the end of a full term (41<sup>st</sup> week and 5 days).

## Scheduling a C-section

One of the aims of the outpatient clinic at the 38<sup>th</sup> week of pregnancy is to identify any possible risks to decide when and how the baby should be delivered, and schedule a C-section.

C-sections are scheduled based on the instructions given by the gynaecologist.

## Emergency obstetric consultation

At the Emergency Room, after triage done by a specialised triage nurse, patients are sent to the ward for an obstetric consultation, available 24 hours a day, in a dedicated room.

If hospitalisation is not required, the patient is monitored and therefore remains at the hospital for intensive short-term observation (O.B.I.).

If the patient has to be hospitalised, she is accompanied by the health workers to the ward or directly to the delivery area.

## At time of admission

Procedure:

- obstetric evaluation;
- Cardiotocography;
- routine tests, if required;
- additional checks, if required.

## Resources

### CREMONA HOSPITAL

The Operative Unit of Obstetrics and Gynaecology includes the following resources: 1 Director, 11 Doctors, 1 Midwifery Coordinator, 1 Nursing Coordinator, 17 Midwives, 17 Nurses and 6 Social-Healthcare Operators.

The Operative Unit of Neonatology and Neonatal Pathology with NICU includes the following resources: 1 Directors, 6 Doctors, 1 Nursing Coordinator, 33 Nurses/Paediatric Nurses.

### OGLIO PO HOSPITAL

Outpatient obstetrics-gynaecology clinic: 1 Gynaecologist from 8.00am to 05.00pm, 1 Gynaecologist available at night and on holidays, 1 Midwife, from 8.00am to 05.00pm on weekdays.

The Paediatric Operative Unit includes the following resources: 5 Doctors, 1 Nursing Coordinator, 22 Nurses, 2 Assistants.

## CHILDBIRTH

### Support during labour and childbirth

The support model offered to all women includes different paths, depending on whether it is a low-risk or non low-risk pregnancy – with the patient re-assessment during labour and based on the protocols in force - managed by the midwife and monitored by a doctor.

The midwife stays by the patient's side to offer emotional support, which has been associated with improved childbirth experiences, but also to identify any obstetric risk factors and deviations from physiological standards on time.

The delivery rooms are equipped with instruments such as: cardiotocographs, telemetry, multifunctional beds, double bed, birthing pool, stools, balls, music system, shower, pillows and mats.

If a C-section is required, the operating room is located next to the delivery rooms.

### Access to and presence of a family member or a friend in the labour and delivery room

Every woman is free to choose the person who will support her during labour/childbirth, while this is not possible only in the event of a C-section.

### Types of birth available

Women are given the opportunity to give birth in different ways, based on individual needs:

- water birth;
- alternative birthing positions (on all fours, birthing chair, vertical positions... );
- traditional lithotomy position;
- induced labour and speedup (medical techniques to speed up delivery, when required);

- analgesia during labour: it is used to relieve pain without causing loss of consciousness, so as to ensure an active participation of the mother while giving birth.

## Epidural analgesia

Pain threshold and pain tolerance are not the same for all women. So, women may choose whether to get epidural analgesia or not. Epidural analgesia is one of the techniques used to relieve the pain of labour and delivery, without affecting skin sensitivity, motor skills, and, above all, the perception of uterine contractions. This is one of the services provided by the National Health System during hospitalization.

Anaesthetists are available 24 hours a day to meet all the needs arising in the delivery room and during C-sections.

## How to get an epidural?

### CREMONA HOSPITAL

To get an epidural, you must schedule a pre-admission screening appointment (32<sup>th</sup> week) by calling COPAC at +30 0372 405696, Tuesday to Friday, from 12.00pm to 1.00pm.

On the scheduled day, pregnant women must go to:

1. the Cardiology O.U. (ground floor) waiting room no. 4 for an ECG;
2. Phlebotomy (separate building) using service desk no. 7 for blood tests (fasting is not required);
3. the secretary's office of the Surgical Pre-Admission Operative unit (6<sup>th</sup> floor left side of the single unit), with their health cards and personal documentation, to meet the anaesthetist who will provide information about the procedure.

## Anonymous birth

Childbirth is an extraordinary event for a woman, with remarkable effects on her practical, emotional and relational life. **Not all women are able to deal with and accept motherhood**, due to very complex reasons that must be taken into account, understood and recognised.

During pregnancy, especially in difficult situations, or in the event that the mother is not able to adequately meet the future needs of her child, special care is required for the mother in order to protect her and her baby, so as to avoid hasty and often dramatic decisions made during childbirth. This is why women are supported, accompanied, informed, so that they can make free, aware and responsible decisions. And this is also why relational aspects are very important factors in our Pathway to a Healthy Birth.

Therefore, at the hospital, at the time of delivery, high confidentiality is guaranteed, to ensure - even after the patient is discharged - that the birth remains anonymous.

According to law, the mother has the right not to recognise her child and to leave him/her in the hospital where he/she was born (Presidential Decree 396/2000, art. 30, paragraph 2), so as to protect her from a legal point of view and to support her. The mother's identity remains undisclosed, and the birth certificate will have the following lettering: " nato da donna che non consente di essere nominata" (*born of a woman who does not allow her identity to be disclosed*). The woman who does not recognise her child and the newborn are the two subjects legally protected and considered as distinct persons, each with their own rights.

## THE BABY IS HERE!

Once the baby is born and after cord clamping, the obstetrician collects blood from the cord for pH testing, blood typing and - if requested - for cord blood donation. The medical team evaluates the health conditions of the newborn and, if there are no problems, the baby is placed belly-down, directly on the mother's chest to promote skin-to-skin contact, and, as soon as possible, the mother can attach her baby to the breast.

Then, a neonatologist and his team are entrusted with the care of the newborn.

At the time of birth, in the delivery room the patient will be supported by: a Midwife a Gynaecologist, a Nurse, a Neonatologist, a Paediatric Nurse and, if analgesia is requested, an Anaesthetist.

### First neonatal care by the neonatologist and his team

In addition to checking the general health conditions of the newborn, the parameters that will be constantly monitored during subsequent paediatric visits are recorded in the delivery room, as they are important for monitoring the development of the newborn. Within two hours after his/her birth, the baby is treated prophylactically for haemorrhagic disease, gonococcal infection and bacterial conjunctivitis.

### Two hours after childbirth

Monitoring the mother in the first two hours after childbirth and promoting early attachment to the breast are recommended for the prevention and early detection of any abnormal bleeding.

The cornerstones of postpartum haemorrhage treatment are: maintaining uterus contractility obtained by physical or pharmacological means and promoting blood circulation by providing hydration.

After these two hours, the new mother is checked once again to assess her health conditions, and then she is transferred to the ward.

### The baby's first two hours of life

At birth, the newborn - in case of physiological birth - is wiped and placed, wrapped in a warm towel, on the mother's chest to promote for **skin-to-skin contact**; if there are no issues, this situation lasts for about two hours, or for the time the mother is monitored in the delivery area. During skin-to-skin contact with the newborn, pulse is monitored, oximetry is detected by means of a non-invasive sensor, to see if the baby is adapting to extra-uterine life without difficulty.

At the same time, the newborn is identified and registered. After the two hours, the baby is examined by the neonatologist in the adjacent neonatal area, where he/is also treated prophylactically before being dressed to be transferred immediately, together with his/her mother, to the assigned room for *rooming-in*.

If the mother needs or request it, or if he/she must be monitored, the newborn can stay a few hours in the Nursery.

In some cases, but not in the event of eutocic birth, the neonatologist will examine the newborn in the neonatal area at birth; then, the baby will be brought to his/her mother for skin-to-skin contact, unless other diagnostic tests or examinations are needed, which may require the transfer of the newborn to the Neonatal Pathology Unit.

### Neonatal disorders requiring intensive care (NICU)

The Cremona hospital is a reference facility in the province for health care for both full-term babies suffering from serious diseases and preterm newborns whose weight at birth is less than 1500 grams (very low weight) and less than 1000 grams (extremely low weight).

The Unit offers a wide range of diagnostic services to meet the needs of newborns suffering from endocrine-metabolic and cardiovascular diseases and malformative syndromes.

Neonatal, pregnancy and childbirth care are well integrated with each other, with teams able to guide the family along the entire path.

If some specific clinical conditions are met, the neonatology team can be supported by the expertise and collaboration of specialists, and care may be provided, even after discharge, by planning a multi-disciplinary follow-up.

In 2006, the Regione Lombardia appointed the hospital as the main facility in the region for the care of Extremely Premature Infants needing Intensive Care, and in 2011 the facility was included in the list of the regional Hubs for Neonatal Intensive Care.

**Clarifications.** The Operative Unit of Neonatology has a room available to mothers (mothers of hospitalised high-risk newborns) equipped with two beds and the following : telephone, TV, night light for reading, call system. Common areas are equipped with the following: lounge/ kitchen/reading room (sink, microwave oven, flatware, table, storage room, refrigerator) available to mothers and parents.



## Operative Unit of Child Neuropsychiatry

### Follow-up of newborns at neurological risk

The Operative Unit of Child Neuropsychiatry at Cremona ASST offers the following services:

- Neuropsychiatric examination during neonatal follow-up appointments from 0 to 12 months and referral to the staff of the UONPIA work group, when required: this group may intervene for monitoring and rehabilitation through consultations at the hospital, for patients of the Neonatal Intensive Care Unit or at the UONPIA outpatient clinic closest to the patient's home.
- Neuropsychiatric examination at 18, 24, 36 months and referral to the staff of the UONPIA work group, when required.
- Neuropsychiatric examination at 4, 5, 6 years and referral to the staff of the UONPIA work group, when required.

For appointments up to 36 months there is no waiting list, as these are follow-up visits, which have priority over other services.

In subsequent years, patients will be placed on a waiting list according to the ordinary triage procedure.

During the visit, specific procedures are implemented and special tests are run. During each visit, the Child Neuropsychiatrist decides whether to refer the patient and/or the family to other services/professionals such as a physiotherapist, a neuro-psychomotor therapist, a speech therapist, a psychologist, a family-planning clinic, an otolaryngologist, ophthalmologist, etc., inside or outside the work group, or not.

Health workers and coordinators are responsible for deciding whether to schedule a consultation or an appointment at outpatient clinics.

## AFTER CHILDBIRTH

### Rooming-in

When a newborn and his/her mother are together, immediately after childbirth, they both benefit from a special hormonal situation, which promotes mutual recognition and that special bond between a mother and his baby "falling in love" on the part of the mother for the little one who was born. In the very first hours after birth, **oxytocin, known as the love hormone** (which enters the bloodstream also during sexual intercourse and promotes the ideal conditions for childbirth), reaches its highest levels. Mother-infant proximity facilitates the attachment process and has a stabilising effect on the mood of the new mother. Conversely, separation can promote the onset of postpartum depression. For the child, suddenly catapulted into a new and unknown world, **being close to his/her mother promotes a better adaptation to extra-uterine life.**

### Many benefits for the baby...

What has been said about the first few hours after giving birth also applies to the days that usually a mother and her baby spend in the hospital. A baby needs his/her mother to feel good and safe.

During these days, **the newborn learns to know and recognise his/her mother**. It was observed that mother-infant proximity promotes the stabilisation of the baby's respiratory rate and gastrointestinal adaptation, strengthens the immune system and reduces stress sensitivity. If the baby is in the cradle next to his/her mother, he/she cries less because she is ready to comfort him/her, take him/her in her arms, and breastfeed him/her.

### ... and his/her mother

Just as the baby experiences an intense need to be comforted and reassured, the mother experiences the intense need to protect her baby. **The operators support and help the mother to take care of her baby**, always encouraging and reassuring her about her skills, so that once she gets home she feels capable and confident. Having the opportunity to "practice" in the hospital, when, if there are doubts, the new mother can ask the staff for help, is very important.

In order for rooming-in to be experienced as an opportunity and not as an imposition that prevents the new mother from resting, it must be well organised. Women must not be abandoned when they have to take care of a child without receiving any help. The staff assists the new mother while taking care of her baby. The rooms in the ward are equipped with baby-changing tables and all the necessary equipment.

### Important for breastfeeding

Another benefit of **rooming-in is that it promotes early initiation of breastfeeding**. If the baby is with his/her mother, she can respond to her baby's feeding cues.

## Breastfeeding

The ASST Cremona breastfeeding and infant feeding policy is based on the WHO/UNICEF guidelines "Ten Steps to Successful Breastfeeding" and "Seven Steps to a Breastfeeding Family-friendly Community".

The healthcare workforce, properly trained on the WHO/UNICEF guidelines, **promotes natural childbirth and breastfeeding**, offers all the help needed to give birth and attach the baby after finding a suitable position, provides all the information needed for immediate mother-baby proximity and skin-to-skin contact, and promotes breastfeeding on demand; does not recommend the use of dummies, teats and nipples shields during the breastfeeding adjustment period, because when using them babies can miss feeds; encourages breastfeeding up to six months and recommends continuing up to 2 years of age and beyond if the woman and the baby wish to do so.

**At ASST Cremona, women are welcomed to breastfeed their babies in all common areas**, but there are also some dedicated areas - for those who prefer getting more privacy - called "Baby Pit Stop", both in the hospital and in the services in territory.

## Arriving on the ward

The hospital has rooms with one or two beds. The environmental conditions of the rooms (optimal air-conditioning, ideal light, changing tables available with everything mothers may need) are designed so that the new family can almost feel like home.

Relatives and friends can visit the ward, as long as they respect visiting hours and the privacy of new mothers and their babies' needs.

### Visiting hours

Weekdays: 11.30am-12.30pm; 19.00pm-08.00pm

Public holidays: 05.00pm-07.00pm

Outside of visiting times, only fathers or a reference person may enter the ward.

## ICARO “Born and registered” PROJECT

Icaro is a project by Regione Lombardia, in collaboration with the Municipalities that joined the project, which includes the **registration of the newborn at the registry office**, the **assignment of the tax code**, the **issuance of the National Health Services Card** and the **possibility of selecting the paediatrician for the newborn directly at the hospitals in Cremona and Crema**. Parents just need to go to the dedicated desks, with a valid ID, in the hospital where their child was born, within the first three days after childbirth.

The operator will send the declaration of birth to the commune in the municipality where the parents, who can also request the tax code of their child and choose the paediatrician, reside. The Local Administration (Comune) will transcribe the birth certificate and register the child with the Civil Registry Office (family status).

## Discharge

Early discharge of the mother and the baby after childbirth is becoming very common, especially when there are no complications. One of the cornerstones of the new guidelines for maternity wards is to reduce the length of pregnancy and post-natal hospital stays, to make these events as natural and spontaneous as possible.

The mother and the newborn are **discharged on the third day after childbirth**, on the fourth day in the event of a C-section.

Shortly before discharge, hospital obstetricians describe to mothers the services offered by the Family Care and Planning Services (Consultori) after childbirth, both in the health and psychological-social areas: support during the early stages of breastfeeding, neonatal care, information for the management of the newborn, psychological and social support. With the mother's consent, the midwives from the Consultori will do home or outpatient visits to offer their support. Together with the parents, they will assess the need for support from other health and social workers (social workers, psychologists, health workers).

**At the time of discharge, the newborn medical report addressed to the Paediatrician will be delivered.** This report contains clinical data collected during hospitalisation, the therapy administered and recommended, the tests run and those still in progress, indications on any medical checks and/or additional diagnostic tests or prescribed therapies.

## ONCE HOME

### Support to the mother and the newborn

#### FAMILY CARE AND PLANNING SERVICES IN CREMONA AND IN CASALMAGGIORE

At home, the new parents can receive information, advice, support, also for the mother in the post-birth period, according to methods that guarantee continuity of care as specified by the project *A casa Insieme" (Home together)*. Tips, suggestions and support for newborn care with a focus on breastfeeding, an activity carried out also at the home of the new mother, if necessary. Infant Massage Courses. Individual or group meetings on perineal rehabilitation.

With the consent of the new parents, the following services are offered:

- Free home visits in the days after childbirth by midwives and health workers;
- Scheduled visits and consultations at Spazio Mamma-Bambino, at the offices of the family care and planning services;
- Postpartum telephone consultations;
- Individual and/or group breastfeeding and/or formula feeding support;
- Infant massage courses;
- Psychological support of the new mother and family;
- Gynaecological examination and post-birth contraception (free in the eight weeks after childbirth);
- Multi-topic meetings (correct use of car seats, perineum, first aid, etc.);
- Parenting support (sibling relations, newborn sleep patterns and family well-being, games and books for children, etc.);
- Information and advice on legal rights of pregnant women.

### **How to access this service**

The service can be accessed by scheduling an appointment directly at the service or over the phone. Home visits are available only for women/families living in the areas where the family services are located. Those coming from outside the region or outside the province, if they wish, can go to the services.

### **Family care and planning service (Consultorio) in Cremona**

Via San Sebastiano, 14

Tuesday, from 10.30am to 12.00pm and Friday from 8.30am to 11.00am

Tel. +39 0372 497819

Email [consultorio.salutedonna@ast-cremona.it](mailto:consultorio.salutedonna@ast-cremona.it)

### **Family care and planning service (Consultorio) in Soresina**

Via Inzani, 4

Monday and Thursday from 8.30am to 11.30am

Tel. +39 0374 342085

Email [consultorio.salutedonna@ast-cremona.it](mailto:consultorio.salutedonna@ast-cremona.it)

### **Family care and planning service (Consultorio) in Casalmaggiore**

Palazzo delle opere Pie - Piazza Garibaldi, 3

Tel. +39 0375 284161-82

Email [consultorio.casal@ast-cremona.it](mailto:consultorio.casal@ast-cremona.it)

**This is a free service.**

## **Health promotion meetings for new parents**

### **FAMILY CARE AND PLANNING SERVICES IN CREMONA AND CASALMAGGIORE**

Open group meetings for new parents and family members, focused on single topics of major interest: baby's cries, sleep patterns, games, breastfeeding and complementary feeding, maternal bond, SIDS prevention, prevention of domestic accidents, correct transportation of newborns and children, child-pet cohabitation. Individual counselling on specific issues.

### **Services provided**

- group meetings on specific topics lasting one/two hours, held by experts, aimed at learning and understanding the proposed topics and encouraging participants to share their experiences;
- some meetings will be attended by qualified professionals and specialists from the Health Organization or outside it, considered as points of reference at the local level;
- some family care and planning services offer the possibility of requesting individual meetings for guidance on and access to the service network.

### **How to access this service**

To learn more about the events and when they are held, you must go directly to the clinics or call them.

This is a free service.

## SUPPORT SERVICES

### Linguistic and Cultural Mediators

A cultural mediation service is available. To access this service, please contact the Social Service by calling at +39 0372 405633 or send email to: [servizio.sociale@asst-cremona.it](mailto:servizio.sociale@asst-cremona.it).

### Social service

The Social Service ensures the global management of users and their individual situations, in order to positively affect the well-being of the users.

The Social Service:

- promotes helping relationships with patients and their families in order to identify, assess and change situations of discomfort and social exclusion;
- provides information and advice on current social legislation for the protection of citizens' rights;
- provides information and guidance on territorial resources, on usability requirements and related access procedures;
- takes care of patients/users and family members who need guidance and social support and for whom customized projects are designed and implemented;
- ensures continuity of care in the postpartum period and organises home visits, when required;
- collaborates with and facilitates access to local social services and public, private and non profit organisations.

### CREMONA HOSPITAL

Ground Floor (right wing)

Opening hours: Monday to Friday, from 9.00am to 03.00pm

Tel. +39 0372 405401-633

email: [servizio.sociale@asst-cremona.it](mailto:servizio.sociale@asst-cremona.it)

### OGLIO PO HOSPITAL

1<sup>st</sup> floor, Medical Directorate

Opening hours: by appointment only

Tel. +39 0375 281649

Email: [servizio.sociale@asst-cremona.it](mailto:servizio.sociale@asst-cremona.it)

### Spiritual support

The hospital provides the spiritual support of Catholic priests, who are available for Confessions, and administration of the Sacraments, while respecting the patients' thoughts, worship, belief and religion. Patients who need the presence of a priest can ask the nurses. Patients whose religion is different from the Catholic religion can, directly or with the help of the nursing staff, contact the ministers of their religion.

### Professionals involved in the Pathway to a Healthy Birth

- Anaesthetist
- Neonatologist
- Health Worker
- Child Psychiatrist
- Social worker
- Midwife
- Gynaecologist
- Primary care Paediatrician
- Nurse/paediatric nurse
- Psychologist/Psychiatrist
- GP (general practitioner)
- Psychomotor specialist
- Medical specialist.

# FEEDBACK, PROTECTION AND WEB INFORMATION

## Public relations office (URP)

Users can submit their feedback and complaints in person, by letter or email, through the media, the website and social media.

### How to contact the public relations office (URP)?

#### CREMONA HOSPITAL

Raised floor, main building entrance

Opening hours: Monday to Friday, from 9.00am to 01.00pm; Wednesday from 9.00am to 04.30pm

Tel. +39 0372 405550 Fax +39 0372 405163 [urp@asst-cremona.it](mailto:urp@asst-cremona.it)

#### OGLIO PO HOSPITAL

Hospital entrance

Opening hours: Monday to Friday, from 9.00am to 01.00pm; Wednesday from 9.00am to 04.30pm

Tel. and Fax +39 0375 281552 [urp.op@asst-cremona.it](mailto:urp.op@asst-cremona.it)

## Customer satisfaction

Customer Satisfaction is an important tool that allows operators to identify the weak points of the organization and, consequently, direct efforts and energy to design improvement actions.

Customer Satisfaction surveys aims at learning more about the expectations and the degree of satisfaction of the citizens who benefit from health services offered by the hospital and the outpatient clinics. At the Cremona Hospital and the Oglio Po Hospital, customer satisfaction surveys, to be filled out anonymously, are available in all hospital wards and outpatient clinics. Satisfaction surveys are collected in the appropriate boxes located in the corridors.

You can also fill out the [online customer satisfaction survey](#).

## Reference websites

Any communications and information are provided online through two main tools:

### 1. Health Organization website

The website [www.asst-cremona.it](http://www.asst-cremona.it) describes Cremona ASST and its services and professionals, **the hospital and local units in Cremona and in Casalmaggiore as a single, perfectly integrated network**.

The information provided by the website is divided into thematic areas and "intuitive" menus: users can browse the different sections of the portal or search for the desired information by entering the keywords in the top search engine on the homepage (magnifying glass icon).

The homepage also contains the section dedicated to **["Mamma e Bambino"](#) (Mother and child)**: a space created by our professionals to answer the most frequent questions asked by women, from the moment they start trying to conceive, to childbirth and to the moment they return home. There is also specific information on the services offered by ASST in Cremona and company projects dedicated to mothers and fathers.

**The website can be accessed from a PC, tablet or smartphone.** It is also equipped with a Read Speaker system for visually impaired people that allows them to listen to and enlarge texts published on each page.

### 2. Social media

Cremona ASST has three official accounts on Facebook, Twitter and Youtube. Follow us to stay up to date on the latest company initiatives and news!