

MEDICAL/EMERGENCY POLICY AND PROCEDURES

RESPONSIBLE ADMINISTRATOR:

Quality Assurance & Head of Prevention Manager Office Manager

ORIGINALLY ISSUED:

November 2001

REVISION DATE:

November 2013

OBJECTIVES:

It is the policy of DA Siena to ensure the safety of its constituents in case of a medical emergency, and to this end, specific procedures must be established and guidelines followed.

APPLICABILITY:

This policy applies to all DA Siena faculty and staff whether full-time, part-time, or temporary, students, alumni, visitors and any other persons on the property.

EMERGENCY PHONE NUMBERS:

Emergency (equivalent to 911):

Medical Emergencies: **118**

Police (Carabinieri): **112**

Police (Polizia di Stato): **113**

Fire Department: **115**

DA Siena President Sonia Di Centa available 24/7: (+39) 335 7020007

DA Siena Student Affairs Director Luca Bonomi available 24/7: (+39) 333 8468116

US CONSULATE FLORENCE

Lungarno A. Vespucci, 38

Tel: 055 266951 – Emergency Number for US Citizens Only

Fax: 055-215550

uscitizensflorence@state.gov

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TAXI IN SIENA:

0039 0577-49222

VISITING A DOCTOR

Studio Medico

DA Siena has an agreement with a local Medical Office Studio Medico and students may show up at the Medical Office without an appointment from Monday to Friday from 8:30am to 7:30pm.

Address:

Via Pantaneto, 105 53100 Siena

Phone number: 0039 0577-42173

Students must present their valid passport at the time of visit. The fixed cost for each visit is €30.00 which must be paid in cash. No checks or credits/debit cards will be accepted.

Guardia Medica

For non-life threatening **night-time emergencies** from Monday to Friday from 8:00pm to 8:00am and on weekends from Saturday 10:00am to Monday 8:00am:

Call 118 and if deemed necessary a doctor will be sent to your address. Please make sure you know the address you are at the time of the call. If not, you may be instructed to go directly to the Guardia Medica to see a doctor. You may also go directly to the Medical office during visiting hours without calling first.

Address:

Via Roma, 56 53100 Siena

Students must present their valid passport at the time of visit. The cost of the visit is €25.00 which must be paid in cash. No checks or credits/debit cards will be accepted.

MEDICAL EMERGENCY

In the event of a sudden unexplained or possibly life threatening medical situation or a severe illness or injury, please dial 118 or 0-118 if calling from school phones for Medical Emergences. Examples of life threatening conditions may include, but are not limited to, the following: choking, severe chest pain and/or shortness of breath, loss of consciousness, uncontrolled bleeding,

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debilitating injuries and violent behavior. After calling 118, the following key contacts must be informed: Quality Assurance & Head of Prevention Manager, Office Manager.

ASSISTING IN A MEDICAL EMERGENCY

You can always do something to help in any emergency.

- Take appropriate safety precautions for yourself and the safety of others. Be alert to possible dangers at the scene. Move a victim only if the victim's life is endangered.
- Communicate effectively, giving specifics on what, where, when, and the number of persons involved. Ask a conscious victim for permission before giving care; provide necessary information to Emergenza Sanitaria (medical emergency) personnel upon arrival.
- Organize to the extent possible. Comfort the victim as well as bystanders. Keep the area free of unnecessary traffic and help protect the victim from possible dangers.

SPECIAL ACTIONS BY INJURY TYPE

Bleeding

Stop the bleeding at once and send promptly for an ambulance or a doctor. Control by direct pressure and elevate the limb if possible. Apply the pad of sterilized dressing(s) (in the first aid cabinet) and bandage firmly. It may be necessary to apply a second pad on top of the first one. Where such dressings are not available, arterial bleeding may be controlled by pressing the artery against the underlying bone with the finger or thumb.

Burns

If serious, send promptly for an ambulance or a doctor. If possible, run affected area under cold water for 10 minutes if skin is intact. Do not burst blisters, and do not try to remove clothing sticking to the burn or scald. With chemical burns, remove contaminated clothing and flush the burn with plenty of cold water.

Cardiac arrest (heart attack) - suspected

Call 118. Perform Hands-only CPR which calls for uninterrupted chest presses — 100 a minute — until paramedics take over. This action should be taken only for adults who unexpectedly collapse, stop breathing and are unresponsive.

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Collapse

If the casualty is unconscious, but is still breathing and has a pulse, place him or her on their left side (coma position) and call an ambulance. Cover with a light blanket or clothing – but no hot water bottles. Do not give anything to eat or drink by mouth.

Concussion

After a blow on the head, especially when there is interference with consciousness, a doctor should see the casualty. Neither you nor the casualty can decide the importance of this.

Electrical shock

Act quickly. Switch off the current. If this is not possible, free the person by using something that will not conduct electricity - DRY, folded newspaper, wood, cloth or rubber. Do not touch the individual - you may get a shock yourself. If breathing is failing or stopped, apply artificial respiration - use the Resusitube if necessary - do not waste time. Get help and send for an ambulance.

Eye injuriesChemical in the eye or chemical burn

Flush the open eye at once with clean cold water for at least 15 minutes. Send the casualty for medical attention immediately.

Foreign body in the eye

Send the casualty to a doctor or hospital immediately.

Fractures

Do not attempt to move a casualty with broken bones or injured joints unless he/she is in immediate danger.

PEOPLE WITH SPECIFIC NEEDS

People's needs may vary in emergency situations. There may be people who are frail; have a visual or hearing impairment; have mobility problems and use walking aids or wheelchairs; have limited walking or standing ability; are pregnant; have heart conditions or asthma or are prone to panic attacks; or they may get claustrophobic.

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Responsibility of the person with a disability

Whether your disability is of a temporary or permanent nature, wherever possible it is important that you know what your needs are and plan ahead for emergency situations and/or evacuation.

1. If you are an occupant of the DA Siena building or regular visitor and have specific needs, take the initiative to speak with the Quality Assurance & Head of Prevention Manager and the Office Manager and consult them regarding your needs.
2. Consider who you might ask for help and communicate your needs.
3. Know the Exit routes in the buildings that you frequent, and check these for suitability, even if they are not your normal route of travel.
4. Remember, you are encouraged to specify what assistance (if any) you may require from other people during an emergency. Do not assume that people around you will know what to do. If you are confident in giving instructions it can prevent being hindered by others offering inappropriate assistance.

Assisting people with physical disabilities

1. Do not provide physical guidance, hold, lift or carry a conscious person without their permission. This includes pushing someone in a wheelchair, or 'hurrying a person along' by pushing them.
2. Ask what assistance the person requires (such as clearing the path before them, walking alongside or behind on steps). Try to avoid offering advice or pre-empting what the person needs if you do not know the person.
3. If a person is reliant on a wheelchair for mobility and there is no access available to get down stairs, another person should wait with them in a fire isolated stairwell until emergency services arrive, as it is the safest place. Ensure that the Quality Assurance & Head of Prevention Manager and the Office Manager are advised.
4. If someone needs to be transferred or assisted from the floor, requiring a full body lift, it is best to get Fire and Rescue Services involved. Try providing a chair for the person to climb up on to. Do not try to lift them up unless you are trained to do so.
5. Do not carry a person in their wheelchair down stairs. Either wait for their advice on how to proceed (minimum of two people required) or wait for emergency personnel.

People who may be disoriented or having a panic attack

1. Reassure the person by talking calmly to them. Tell them that you will stay with them.
2. Get the person to control their breathing. Breathe in and breathe out in unison to the count of three. Use your hands in an up and down motion to signal the tempo. Maintain eye contact.

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