

**Finding your way around
the European University Institute
and Florence**

Arrival in Florence, initial moves

Transportation, retail, restaurants

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Other services

Telephone directory

Library

Academic publications

*Emergency number for contacting the
Institute/EUI management outside normal
Institute office hours: 055 4685 999*

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1. Counselling and medical services at the Institute

1.1 General Information

www.eui.eu/Servac/

This section has been drawn up to introduce you to the EUI research student health support service. It describes briefly how to get round the initial problems of understanding unfamiliar health services (the national Italian ASL scheme and the EUI's private health insurance scheme). It also gives you useful information on how to get into contact with doctors, specialists, counsellors and psychotherapists who work directly with, or in conjunction with, the above health schemes and with the EUI.

Nothing can be more frustrating when you are sick or unhappy than feeling it's impossible to contact a doctor because of a seemingly insuperable barrier, e.g. the language difficulty or ignorance of how the local system works.

This is therefore meant to give you a quick overview of the possibilities offered by the Institute and to help make the medical services in Florence more accessible.

1.2 EUI services, staff and students involved

Further information on any of the above can be obtained at Academic Service where there are two staff members actively involved in welfare issues. They are:

055 4685 322, Ken Hulley, ken.hulley@eui.eu

055 4685 371, Françoise Thauvin, francoise.thauvin@eui.eu

For some years now, both these staff members have had dealings with the health services in Florence and with public and private health schemes.

Françoise Thauvin can be contacted for more specific information on doctors/specialists and the Institute's private health insurance cover, while Ken Hulley for questions of a more general nature.

Research students may also wish to contact the research student welfare representative(s) who can be reached on 055 4685.304 (reps office), or via the general rep e-mail repmail@eui.eu.

1.3 General practitioners/specialists at the EUI

www.eui.eu/Servac/PracticalInformation/StudentServices/Medical.shtml

Once a week, during term time on Wednesday morning at the Badia, two doctors (one specialist – a gynaecologist, and one general practitioner – a GP) are available for consultation. Both doctors may be consulted by previous appointment only. Their consulting room is in a building next to the Library, access to which is via the pathway that leads from the cloister through the garden. At the bottom of the path, turn left and look for the Sala Medica sign.

Reimbursement of the costs for visits to these doctors will be in accordance with the usual EUI health insurance scheme conditions. The cost for a consultation for research students is €45 per general visit and €80 per specialist visit.

On Wednesdays, 9:00 a.m. to 10:30 a.m., the doctor (GP) available by previous telephone appointment will be:

..... Dr. Stephen Kerr

Dr Kerr's medical training was in Britain and he is now registered in Italy. A general practitioner, he has experience in various fields, including urology, paediatrics, obstetrics & gynaecology and psychiatry. He speaks English and has a good knowledge of Italian.

If you need to contact him for an appointment at his consulting room in Florence (Piazza del Mercato Nuovo 1, 4th floor-near Piazza Signoria), his phone numbers are:

office: 055 288055 (also fax)

mobile: 335 836.1682

E-mail : kerr@iol.it

www.dr-kerr.com

Up-to-date info can be found at the website

www.dr-kerr.com/eui.htm;

The phone number at the medical clinic at the Badia is 055 4685 352, or 2352 from inside the Institute (only on Wednesday when Dr Kerr is at the Institute).

Patients who need to see Dr Kerr and have Van Breda medical insurance need only pay their 20% of the fee. That is €9. The rest can be collected by Dr Kerr directly from Van Breda. Please bring your Van Breda card to the consulting room.

On Wednesdays (again, by previous appointment only), from 9.00/9.30 a.m. to 10.30 a.m., the specialist is:

Dott.ssa Maria Rosa Scibilia Vielmo

Dr. Scibilia trained in Italy and has been involved with the Italian national health system for several years. She is a specialist in gynaecology and obstetrics.

She speaks Italian, French, English, Dutch and some German. Contact her in advance for an appointment either at her clinic in Florence, or at the Badia, by phoning

Office: 055 0510076

Mobile: 347 6195975

1.4 *Counselling Services*

www.eui.eu/Servac/PracticalInformation/StudentServices/Counselling.shtml

For one reason or another, your academic or personal life may suffer ups and downs while you are at the Institute. Some of the concerns people address in counselling may be connected with study, relationships, family bereavement, anxiety, depression, feelings of inadequacy, low self-esteem, sexuality issues, eating disorders or the transition to Italy, or perhaps with something else entirely. You may have problems which have led to an acute crisis or which have been there for some time.

You may then feel that you want to talk things over with someone who is separate from your daily life at the Institute – a counsellor. The EUI offers a Counselling Service providing short-term counselling to EUI research students, fellows and staff.

Counselling is about getting objective help from a counsellor who is experienced in a wide range of problems. It is about creating a space where you can talk freely in a completely confidential way with respect for one's personal values, choices and lifestyle.

We can help you find a better understanding of yourself in situations that cause you to feel distressed, unhappy, anxious and even stuck. Together we can explore ways of managing the issues involved, allowing for decisions, choices or changes to be made that are right for you.

Don't wait until a problem has grown very serious – we would much rather you came when something is relatively minor, so that it can be resolved more quickly. For an appointment, you can visit the counsellors in person or contact them at:

Counselling.service@eui.eu (general e-mail address)

The Counselling Service is located in the 'Sala Medica'
(at the Badia)

..... Katia Soboul

(mobile) 333.6211895

katia.soboul@eui.eu

Speaks French, English

..... Bernadette van Boxel bernadette.

(mobile) 329.6118121

vanboxel@eui.eu

Speaks English, Dutch, German, Italian

Appointments

Monday

14.00-15.00: no appointment needed

15.15-17.00: by appointment only

Thursday

10.00-11.00: no appointment needed

11.15-13.00: by appointment only.

Also part of the Institute support team are two psychiatrists who may be contacted for appointments at their offices in Florence:

..... Dr.ssa Julieta Hardoy

Via G. D'Annunzio, 75 , Florence

mobile: 347 9485668

e-mail: julieta000@hotmail.it

Dr.ssa Hardoy speaks Spanish, French, Italian,
and English.

..... Dr. Giovanni Stanghellini

Via Don Minzoni, 45 , Florence

055.582637 , mobile: 347.3790707

e-mail: giostan@libero.it

Dr Stanghellini speaks Italian and English.

Policy on Confidentiality

Everything in the content of all counselling sessions is confidential. Under all normal circumstances, nothing will be revealed to anyone outside the service without your express permission.

In very rare circumstances the counsellors reserve the right to break confidentiality. This would only be when there appears to be a serious and imminent risk to your own and to others' safety.

1.5 Emergency numbers – where to get help

Medical Services Emergency: 118

This is a public service number for ambulance and first-aid (pronto soccorso) services, or for Doctor-on-call, 24/24 hours throughout the year.

Guardia Medica Doctor-on-call (hours: 20h00 to 08h00 daily; 14h00 to 08h00 Saturdays; 24hrs/24hrs Sundays & holidays):

055.599140 Fiesole

055.679293 Florence (north)

055.2339456 (Centre)

055.215616 (Oltrarno)

Medical Assistance (within EUI health support service):

Dr. Stephen Kerr (GP)

055.288055 (tel/fax), 055.5528302, 335.8361682

Dr. Maria Rosa Scibilia Vielmo (gynaecologist)

office: 055.0510076, 347.6195975

Counselling/ Assistance:

see Section 1.4 above

*Other useful services and phone numbers**Medical Service*

055.475411	Via L. Il Magnifico 59, Florence
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Specialist Clinics

055.4277420	Alcohol abuse: Careggi Hospital
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055.2496512	AIDS: Hospital of S. Maria Annunziata, Via dell'Antella 58, Bagno a Ripoli
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Specialist Groups

055.2478666	Crisis line/Samaritans (Voce Amica)
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055.353625/710091	Alcoholics Anonymous - English-speaking
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055.671296	Italian section
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055.291230	Drugs Anonymous (Narcotici Anonimi)
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055.281990 or	HIV-AIDS
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055.4489780	
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Psychiatric help is available at the following Clinics/Hospitals

055.4279488	Ponte Nuovo (Careggi)
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055.27581	Santa Maria Nuova
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055.71921	Ospedale S. Giovanni di Dio
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055.24961	Santa Maria Annunziata
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050.592626	Psychiatric Clinic, Pisa (c/o University of Pisa) Clinica psichiatrica, Facoltà di Medicina, Università di Pisa, Via Roma 67, Pisa (although 1 hour by train from Florence, the latter is listed because of its excellent reputation)
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1.6 *Medical services, specialists and organizations in Florence*

The specialists and organizations in Florence that cater specifically for certain stress-related problems are listed at length in sections 2 ('Emergency Numbers') and 4 ('Doctors and Specialists') below, respectively.

1.7 *First aid*

In case of accident on the Institute premises

There is no full-time resident doctor or nurse at the Institute. Should there be an accident on Institute premises, the porters must be alerted immediately, an ambulance called, and the injured person transported to one of the emergency hospitals:

118 *First Aid / Ambulance/
Pronto Soccorso / Ambulanza*

For minor ailments not needing professional advice, please note that there are First-Aid cabinets (stocked with basics, e.g. sticking plasters and antiseptic cream) situated in the following offices at the Institute:

<i>At the Badia</i>	<i>Porters' Office/reception; porters' office/Library corridor; Bar Fiasco; Library; the Theatre; the Logistics Service</i>
<i>At the Convento</i>	<i>Porters' Office; in Villa Malafrasca; in the Scuola</i>
<i>At Villa Poggiolo</i>	<i>Porters' Office</i>
<i>At Villa Schifanoia</i>	<i>Porters' Office; Villino; Crèche; Casale; Raimondi;</i>
<i>At Villa San Paolo</i>	<i>Porters' Office and V. S.Paolino</i>
<i>At Villa La Fonta</i>	<i>Porters' Office.</i>

Tampons and sanitary towels can be found in a dispenser placed near Bar Fiasco at the Badia.

2. Emergency / Emergenza

(English / Italian)

Emergency calls/ chiamate di emergenza

(See also front of telephone directory)

112	Emergency/ Soccorso Pubblico (general number)
055.4685 999	EUI Security services (emergency number for when EUI is closed)
118	First Aid/Ambulance / Pronto Soccorso / Ambulanza
118	First aid station/ Guardia Medica: doctors on call (night/holiday service)
055.500.1664	Fiesole

*See further down in this section for the phone numbers
of the Guardia Medica in various areas of Florence (*)*

Ambulance / Ambulanza

For ambulance stations at

055.212222	Centre of Florence Misericordia (Piazza Duomo)
055.59213	Fiesole (Misericordia)
055.5040090	Fiesole (Caldine - Fratellanza Popolare)
055.571333	Firenze – nord (Misericordia, Via Faentina)
055.711111 / 055.331111	Humanitas
055.215555	Fratellanza militare
055.311311	Fratellanza popolare

Useful numbers

	AIDS (see section 1.5 (above) or section 3.6 (below))
055.671296	Alcoholics Anonymous / Alcolisti anonimi
055.6540351	Alcohol dependence group
055.2398624	Blood transfusion centre / Centro Trasfusionale Sangue AVIS
167.420707	Chemists open/ Farmacie di Turno <i>Chemist open 24hrs / day:</i>
055.216761	Stazione Santa Maria Novella
055.211343	All'insegna del Moro (P.zza S. Giovanni / P.zza Duomo)
800.196196	Drogatel (Drug abuse emergency number – M-F, 9h – 20 h)
055.291230	Drugs Anonymous/ Narcotici Anonimi
800.437631	Information for the disabled
055.475411	Medical Service/24-hour service (fee paying)
055.214444	Mobile heart unit / Unità Coronarica Mobile
055.2478666 19696	Samaritans/ Voce Amica - 24-hour service Telefono Azzurro / Prevention of cruelty to children

Guardia Medica - First Aid stations and Doctors-on-call

Every day from 20h00 to 8h00, Saturdays from 14h00 to 20h00, Sundays and holidays 24 hrs/24hrs.

(*) Addresses and telephone numbers of the Guardia Medica (by area / quartiere).

118 General number for all quartieri
N.B. use this number only
in case of emergency

 Florence Q1

055.2339456	Centre/ Centro storico, S. Iacopino,
055.215616	Fortezza da Basso, S. Maria Novella, Duomo day/night service at the Misericordia in Piazza Duomo
055.215616	South: Arcetri, Cascine del Riccio, Due Strade, Porta Romana, San Frediano, San Gaggio, San Niccolò, S. Spirito day/night service at the Fratellanza militare

 Florence Q2

055.679293	North: Le Cure, Trespiano, Faentina, Bolognese Campo di Marte: Bellariva, Madonnone, Oberdan, San Salvi, Coverciano, Rovezzano, Sant'Andrea, Settignano, Varlungo, Salviatino, Campo di Marte & S. Gervasio day/night service, Fratellanza militare, P.za S.Salvi 3
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 Florence Q3

	South East: Gavinana, Sorgane, Badia a Ripoli, Bandino, Nave a Rovezzano, Ponte a Ema, Ricorboli, Villamagna
055.6536899	day/night service at the Misericordia di Badia a Ripoli
055.2320082	day service at the Misericordia del Galluzzo

Florence Q4

South West: Isolotto, Legnaia, Monticelli,
Pignone, Soffiano, La Casella, Mantignano,
Ponte a Greve, San Bartolo a Cintoia, San
Quirico, Le Torri, Ugnano

055.700536 day/night service Humanitas

Florence Q5

West: Brozzi, Novoli, Peretola, Quaracchi

055.315225 day/night service at the Fratellanza
popolare di Peretola

Firenze Nova, Lippi, Ponte di Mezzo

055.419779 day/night service at the Misericordia
di Ponte di Mezzo

North West: Castello, Il Sodo, Le Panche,
Serpiolle, Tre Pietre, Montughi, Poggetto,
Romito, Vittoria

055.42691 day/night service at the Misericordia
di Rifredi

118 Bagno a Ripoli / Impruneta

055.5001664 Fiesole

055.7301333 Scandicci

055.4200050 Sesto Fiorentino

055.407704 Vaglia

3. Health and Medical Services

See the telephone directory under heading 'Azienda Sanitaria' and Misericordia and the TuttoCittà supplement to the telephone directory under heading Pronto Soccorso and Servizio Informazioni Sanitarie. Also call the "Pronto Salute" information line on 055.287272. You can also consult the websites: www.asf.toscana.it, www.asf.toscana.it/download/inglese.pdf or www.asf.toscana.it/download/francese.pdf.

118 Emergency number:
 First aid / Pronto Soccorso: Doctor on
 call at night/weekends/holidays.

3.1 First Aid / Pronto Soccorso

The following first-aid stations are open day and night.

055.212222	Arciconfraternita della Misericordia, Piazza Duomo 20.
055.430583	Misericordia di Rifredi
055.412000	Via delle Panche 41
055.215555/ 26021	Fratellanza militare 'Firenze' Pzza S.M. Novella 17

3.2 Hospitals / Ospedali

See also in telephone directory under the headings Azienda Sanitaria di Firenze and Ospedali, or call 'Pronto Salute',

055.27581 (www.asf.toscana.it)

N.B. There is first aid/casualty/emergency at all these hospitals

055.794111	Ospedale di Careggi, Viale Pieraccini, 17 Emergency Hospital
055.7947235	Medical/Surgery
055.7947260	Eye
055.7947989	Ear, nose, throat
055.7948077	Accident
055.27581	Ospedale di S.M. Nuova,

Piazza S.M. Nuova, 1
Emergency Hospital in the centre
of Florence

055.71921 Ospedale Nuovo di S. Giovanni di Dio,
3, Via di Torregalli
(towards Scandicci, SW Florence)

055.24961 Ospedale S. Maria Annunziata,
Via dell'Antella,
Ponte a Niccheri, Bagno a Ripoli

055.4279488 Ospedale Ponte Nuovo
(psychiatric hospital) Via delle Oblate

055.84511 Nuovo Ospedale del Mugello,
Viale della Resistenza
Borgo San Lorenzo

Pediatrics / pediatria

055.56621 Ospedale Pediatrico Meyer, Villa
Ognissanti, viale Pieraccini 24 (Careggi)
www.meyer.it/

Ophthalmic / Oftalmico

055.65771 Palagi, Viale Michelangelo 41
(eye clinic open for urgent treatment
from 8:00 a.m. to 8:00 p.m.,
7 days per week)

International hospitals (in Rome)

06.2255.1 Rome American Hospital,
Via Emilio Longoni, 69
00155 Rome

06.659759 European Hospital,
Via Portuense 696
00149 Rome

3.3 *Private Clinics*

See the telephone directory and the Yellow Pages under the heading Case di Cura.

3.4 *Poliambulatori*

Surgeries or consulting rooms where several specialist fields are covered. Check telephone directory under Azienda Sanitaria di Firenze. Usually each quartiere of the city has its own poliambulatorio e.g.:

In the centre of Florence, Centro Storico:

055.27581 Poliambulatorio Ospedale S.M. Nuova,
Piazza Santa Maria Nuova, 1

- chirurgia generale/general surgery
- ortopedia/traumatologia/orthopaedics
and accident surgery
- angiologia/angiology
- medicina interna/internal medicine
- cardiologia/cardiology
- centro antidiabetico/diabetes centre
- anestesologia/anaesthesiology
- otorinolaringoiatria/ear, nose and throat
- radiologia/radiology
- oculistica/oculistics
- prelievi di sangue, analisi/blood samples and tests
- dermatologia/dermatology
- malattie trasmesse sessualmente /
sexually transmitted diseases

For Fiesole, check with

055.575807 Ospedale di Camerata, Via della Piazzola 68
577464 San Domenico di Fiesole

3.5 *Gynaecological assistance – the Consultorio*

This provides quite a broad range of services where gynaecological medical assistance and advice are concerned, but no clinical or surgery assistance is possible.

The following are covered: medical, psychological and social consultancy services for maternity, infancy, pregnancy and abortion, preparation for birth, sexual and contraception information, cancer smears.

The visits are free (though the hospital administration/clinic may insist on seeing your Italian national health card, which you can get using your own national insurance extended through the EHIC (European Health Insurance Card) or E106 form). No special appointment is necessary. Go early in the morning at about 8 a.m. and wait to see the doctor on duty.

Here is a list of some of the consultori in town. More exist in other areas of Florence, so check with the medical service of your quartiere (marked 'Q' below) just in case (see telephone directory, under the heading Azienda Sanitaria di Firenze).

Florence Q1

055.2285500	(information)
055.2758340	Pizza SS Annunziata 13
055.312021	Piazza Dalla Piccola
055.216669	Via S. Monaca, 37

Florence Q2

055.6264901/900	(information)
	Via G. D'Annunzio 29

Florence Q3

055.658371	(information)
	Via di Ripoli 96

Florence Q4

055.22851 (information)
Via Chiusi 4/2

Florence Q5

055.2285300 (information)
055.455811 Via R. Giuliani 250

Florence Q7

(Zona NW) Sesto Fiorentino,
Fiesole, Vaglia

055.2758478 Via della Piazzola, 68 (Camerata)

055.409401 Via Fiorentina, 38, Vaglia

055.4498420 Via Gramsci, 561, Sesto Fiorentino

Florence Q9 (Zona SE)

055.630220 / Bagno a Ripoli
632327 Via Roma 176/A

055.50121 Centro per lo studio e prevenzione
oncologica
Viale A. Volta 171 (FI)
pap test, colposcopic visits
tests for breast cancer, general advice

3.6 *HIV-AIDS*

055.249 6512	Unified hospital clinics
167-822150	ALA (Associazione Lotta all'AIDS)
06.44234782	ANLA (Associazione Nazionale Lottacontro l'AIDS)
055.281990	AIDS volunteers/ volontari AIDS (Florence)
055.4368851	Assistenza speranza e Solidarietà AIDS
055.4489780	HIV-AIDS Advice/Consulenza HIV-AIDS
055.666303	HIV+ assistance/Associazione Toscana Sieropositivi
055.2479013	LILA (Lega Italiana contro l'AIDS) - Florence section
02.510023	LILA (Lega Italiana contro l'AIDS) - national coordination

3.7 *International Vaccinations*

055.2285504	Borgognissanti 20
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4 Doctors and specialists / Medici e specialisti

4.1 List of doctors (by specialization)

N.B. The list of doctors which follows has been drawn up on the basis of recommendations from staff and students over the years and every patient is entitled to his/her own opinion. It should therefore be clear that you are under no obligation to visit these doctors or specialists. Most of them are private and therefore require a fee for any consultation.

For the purposes of the Van Breda insurance, you may visit any doctor, dentist or specialist and for reimbursement it will be sufficient to produce a receipt of payment for the consultation. A vast list of doctors and specialists may be found in the yellow pages of the telephone directory under medici chirurgi generici and medici chirurgi specialisti.

Before seeing a specialist, you are advised to check on the fee, as some are quite expensive. Fees vary from about €30 on the lower end of the scale for a G.P. visit to about €80 for a specialist visit – and they may even go up to €150/200).

4.1.1 General Practitioners / medici chirurgi generici

055.288055	Dr. Stephen KERR
055.288055 fax	Piazza del Mercato Nuovo 1 (4th floor)
335.8361682 cell	e-mail kerr@iol.it
055.211698 fax	appointments - weekday mornings; without appointment - weekdays, 3-5 pm, €45 per visit. speaks English

N.B. Consulting room at the Badia, Wednesday mornings 9-10.30 a.m. (by previous appointment). Dr. Kerr has a special arrangement with the Van Breda Company whereby EUI researchers or fellows (insured with the same company) pay only the difference between the cost of the visit and the company's reimbursement (€9.00).

055.6813357 home	Dott. Giampaolo Menegazzo
055.574344	surgery: 3 p.m.-6 p.m., Mondays, Wednesdays at 'Ultramicroanalysis Laboratory' Viale G. Mazzini 16, Florence Dr. Menegazzo is also a specialist for illnesses related to the heart, blood, digestive system and rheumatism.
055.540361	Dott. Emanuele Croppi Via Faentina, 239 specialista in Nefrologia, Ipertensione Pian del Mugnone (surgery)
055.470606	Via del Giuggiolo, 10 (home)
055.59214	and c/o Farmacia Perna, Piazza Mino, Fiesole Tuesday 18-19 hrs.
	Dott. Glauco Facchini speaks English, French and Spanish
055.672653	Via del Guarlone, 51 Settignano
055.697230	Misericordia
055.496973	Via Bolognese, 2
055.474257	
055.287383	Dott.ssa Gabriella Friedl speaks English,
349.7319461 cell	Italian, French and German
055.580333 private	Piazza dell'Unità Italiana, 7 Firenze (above the chemist) Monday/Fridays, 2-4 p.m.
055.217753	Dott.ssa Nicoletta Niccolini does not speak English Via Cavour 31
055.604575	Dott.ssa Monica Pacini Via Cento Stelle 24
055.499125	Dott. Vieri Wiechmann speaks English and French Viale Milton 29

055.572556 Dott. Salvo Mori (studio)

055.574344 Via Cherubini, 8

Medical Service

English, French, German and Spanish-speaking general practitioners (GPs) and specialists covering, amongst others, the following:

allergies, heart, stomach skin, gynaecological, eye, ear-nose-throat, mouth and dental complaints, psychiatry, homeopathy and paediatrics

..... Home visits by GP

..... 24 hrs on call throughout the year

Office hours (secretaries speak English and French)

Mon-Fri 11-12 and 17-18; Sat 11-12

..... Open all year round

..... Recommended for medical certificates, €30 approx.

..... Fees: Office visit €40

..... Home visit (daytime) €70

..... Home visit (nights/weekends) €100

Conventions with various Italian and international insurance companies.

055.475411 Main office

055.47498359 fax Via Lorenzo il Magnifico

e-mail. medserv@tin.it

www.medicalservice.firenze.it

4.1.2 Specialists / Medici chirurgi specialisti

Dentists/Dentisti

055.280021	Dott. De Leo speaks English	Via Ariento, 4
055.588470	Dott. A. Farnararo	Via Cavour 104
0574.582948	Dott. D. Korthals (Dutch) speaks English, Italian, Dutch, German and French	Viale della Repubblica 193, Prato
055.218594	Dott.ssa M. Leena Peltonen Portman speaks English	Via Teatina 2
055.2047074	Dott.ssa Grazia Pisano speaks English	Via del Podestà, 102 H Firenze
0574.632037	Dott. Maurizio Pieretti	Via Davanzati 19 Prato (studio)
055.576183	Dott.	Via Marconi 82
055.2398471	M. Caramanico	Via Tornabuoni 1
055.670892	Dott. Andrea Malacarne speaks English	Via Frati Bigi 4
055.240853	Dott. Giovanni Soldani Mon. 9-13; Wed. 9-13, 15-20; Fri. 9-13, 15-20	Via dei Della Robbia 6 Bus no. 14
055.289084	Studio Odontoiatrico Dott.ssa Alessandra Santi English and French spoken open for emergencies Saturday afternoon and Sunday	Borgo Ognissanti 35

055.5520634	Dott.ssa Ornella	Via Goito, 32
338.6842956 cell	Taddei	(Ground floor)
	Studio Cirrincione	
055.8456686	Studio Barletti	Piazza Dante 47
	Borgo San Lorenzo	

Dermatology/Dermatologia

055.572380	Dott. Pietro Cappugi	Via Borghini 1
055.660235	Dott. Damiano Degl'Innocenti	Via Lungo L'Affrico 82
055.6800287	Dott. Piero Lombardi	Via Salutati 2
055.588804	Prof. Giuliano Zuccati	Viale Matteotti 9
055.2478351	Clinica Dermatologica Ospedale Santa Maria Nuova	Via della Pergola 58-60/r Via degli Alfani 37

Book for appointments for the beginning of the next month: ring mornings, Monday to Friday.

You must have a request from an ASL-registered doctor and the local health authority as this is a state/public clinic.

055.59213	Misericordia di Fiesole	Via Marini 7
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dermatologist has surgery two afternoons per week, Tuesdays and Thursdays, and on Saturday mornings

Ear, nose and throat/Otorinolaringoiatri

055.4277989	Ear, nose, throat clinic, hospital of Careggi (Otorinolaringoiatria) also for first aid	
055.6818214	Dott. Alessandro	Via G. dalle
055.631936 (home)	Norberti	Bande Nere 19
055.7947309	Dott. Lucio Rucci	Ospedale di Careggi ambulatorio
055.4804018		Studio Michelangelo
055.484129		V.le Lavagnini

Gastroenterologists/Gastroenterologi

055.572556 Dott. Salvadori Presso Villa Cherubini
Via Cherubini

Gynaecologists/Ginecologi

055.575329 Dott.ssa Antonella Via Lamarmora 26

055.2477980 (home) Aloisi Curcio

055.0510076 (clinic) Dott.ssa Maria Via Vittorio

347.6195975 (cell) Rosa Scibilia Emanuele II, 297

Vielmo

speaks Italian,

French, English,

Dutch and German

€80 per visit; available at the EUI

clinic on Wednesday mornings by

appointment: 9:30-10:30

055.483463 For antenatal Via Locatelli 71

classes

and for assistance

from a midwife:

‘Il Marsupio’

055.8705707 Valeria Castagna

338.346.0161 (cell) Ostetrica libera-

professionista,

speaks English

055.84511 For those Via della Resistenza

planning to give

birth in Florence:

Ospedale Nuovo del

Mugello, Borgo

San Lorenzo

See also ‘Gynaecological assistance – Consultori’ (see 3.5), and
‘List of doctors by language’ (see below, 4.2).

Heart specialists/Cardiologi

055.59220/597251	Dott. Franco Baroncelli	Via Mantellini 12, Fiesole
055.434783	Dott. Sabino	s.berardino@dfc.unifi.it
347.6263049 cell	Berardino Medicina interna / internal medicine; speaks English	
055.820657	Prof. Ruggero	Via S. Piero II
336.683854 cell	Lapicciarella	
055.574344	Dott. Giampaolo	at 'Ultramicroanalysis
055.580280	Menegazzo	Laboratory'
055.6813357 home	surgery: 3 pm - 6 pm, Mondays and Wednesdays	Viale G. Mazzini 16, Florence
055.572556	Dott. Salvo Mori	Casa di Cura
055.574344	(medicina generale, cardiologia) Studio speaks English / French	Villa Cherubini, Via Cherubini 8

Homeopath/Omeopata

055.2398313	Dott.ssa Carmela Antonelli	Via Cavour
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Oculists/Oculisti

055.65771	Ophthalmic Hospital on Viale Michelangelo, 49 (Ospedale Oftalmico Fiorentino)	
	Eye Clinic at Careggi / Pronto Soccorso oculistico (emergency)	
055.4277260	Day/Diurno	

055.4277256	Night/Notturmo	
055.2344569	Dott. Stefano Esente	Via Fossombroni 2
055.243442		
055.6540501	Dott.ssa Francesca	c/o Salus Medica
055.6540538 fax	Pereyra	Via Arrigo
055.858024 home		da Settimello

Orthopaedist/Ortopedico

055.6777384	Dott. Massimo Mondanelli	Presso IOT Viale Michelangelo, 42
055.486937 home	Dott. Enrico Rosati	
055.2381634	at Istituto Prosperius speaks English and Dutch	

For orthopaedic appliances, such as crutches, wheelchairs, orthopaedic shoes etc., for hire or purchase, see the Yellow Pages under Ortopedia e Sanitarie (eg. Vergelli, Tutto per noi).
NB: Academic Service also has crutches! See Ken Hulley or Françoise Thauvin.

Chiropractors and osteopaths/Chiroterapeuta

335.6847266	Dianne Bailey	Viale Giovanni Milton, 27/29
055.574972	Ahmet-Ral Belig	Via Marconi 29
055.574972	Nathalie Belline	Via Marconi 29
055.574972	Therese Belline	Via Marconi 29
055.576943	Bettina Binazzi	Via Mameli, 58/60
055.2381634	Claudia Butler	Viale Fratelli Rosselli, 62
055.2381634	Paul Butler	Viale Fratelli Rosselli, 62

055.332001/2	Louis Kinnard, Doctor of Chiropractic speaks English, US-trainingStudio	(c/o STATIC: Centro Chiroterapeutico di Firenze) Viale Belfiore 50
055.2302723	Antony McDuggall	Piazza della Stazione, 1
055.6540501	Luca Nannetti	Via A. Settimello, 5/B
349.3918196	Tina Carrari	Via San Francesco, 3 Fiesole
Paediatricians/Pediatri		
055.4220750	Dott. G. Rapisardi speaks English	Via Palazzo Bruciato 25
055.59245	Dott. Massimo Sanfilippo	Via del Bargellino 5/a, Fiesole
055.222036	Dott. Porro studio (c/o Medical Service) English speaking	Via San Francesco di Paola, 20
Physiotherapy and rehabilitation/Fisioterapia e riabilitazione		
055.5001465	Istituto Prosperius	Via Masaccio 127
055.2381634		Viale F.lli Rosselli, 62
055.332001/2; 055.333170	Static, Centro Chiroterapeutico di Firenze	Viale Belfiore 50
368.3347011	Stefano Paolini	Viale Ponte all'Asse, 19

Psychiatrics/Psychotherapist/Psicoterapia

347.9485668 cell Julieta Hardoy (*) 1° floor, via G.
speaks Italian, D'Annunzio 75
French, Spanish
and English
julieta000@hotmail.it

055.582637 home Giovanni Viale Don
347.3790707 cell Stanghellini (*) Minzoni 45
speaks Italian, English
giostan@libero.it

329.6118121 cell Bernadette van Boxel (*)
Counselling: speaks Dutch,
German, English, Italian
bernadette.vanboxel@eui.eu;
counselling@eui.eu

333.6211895 cell Katia Soboul (*)
Counselling: speaks French, English
katia.soboul@eui.eu;
counselling@eui.eu

(*) special arrangement with EUI:

see section 1.4 above, or www.eui.eu/Servac/

[PracticalInformation/StudentServices/Counselling.shtml](#)

055.632666 Fiorenza Bernardoni Via Pandolfini 20
Psychologist and Florence
psychotherapist
Piaget school and
training in the Swiss
psychoanalytical society.
Good knowledge of French

055.9910092	Stephanie	studio: Via delle
055.9910092 fax	Cunningham	Terme, Florence
	Psychotherapist, US-training in expressive psychotherapy; speaks English dguidi@val.it	home: Il Colombaio, Montebenichi, Ambra (AR)
055.680721	Mary Ann Santoro	studio: Lungarno
055.680721 fax	Bellini	Cellini, 25, Florence
	Psychologist. Individual and couples therapy, cross-cultural counseling, hypnotherapy; speaks English e-mail: maryasan@tin.it	
328.8583257 cell	Bert Schmitz	Via di
	Psychologist- Psychotherapist- Individual and Couples Psychotherapy- Workshops in Bodymindfulness; Speaks English, German, Dutch, Italian; Member of the Ordine degli Psicologi della Toscana e-mail: bert@bodymindfulness.eu	Spedaletto 24 50012 Grassina- Bagno a Ripoli
055.470900	Alessandro	Via Vittorio
337.3286858 cell	Vannucci	Emanuele II, 49
	head of Gestalt psychotherapy clinic	

Respiratory problems/Pneumologia

349.7319461	Dott.ssa Gabriella	Piazza dell'Unità
055.287383 cell	Friedl Monday /	Italiana, 7
055.580333 private	Fridays, 2-4 p.m.	Firenze
	speaks English,	(above the
	French and German	chemist)
055.499125	Dott. Vieri	Viale Milton 29
	Wiechmann	
	speaks English	
	and French	

Rheumatologists/Reumatologi

055.570305	Dott. Umberto Serni	Viale Matteotti 9
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Shiatsu

335.5797512	Claire Mueller	Via G. Verdi, 40
055.597246 cell	English, Italian	
328.7587114	Alexa J. Hupp	Via delle
	Alexa.hupp@web.de	Palazzine 17
		San Domenico
		di Fiesole

Urologists/Urologi

055.50975	Dr. Carini	Villa Donatello,
	or Dr. Lapini	Piazza
		Donatello 14

Vaccinations: for cholera, yellow fever, etc.

055.2285504	International	Borgo
	vaccination	Ognissanti 20
	certificates issued	
	at this office.	
	Tuesday -	
	Saturday 8.30-11.30	

4.1.3 *Special Clinics*

055.50121 5012247	Centro per lo studio e la prevenzione oncologica (pap. test, colposcopic visits, breast scanner)	Viale A. Volta 171
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Tests/Analisi

055.49701	Istituto Fanfani	Piazza Indipendenza 18/b
055.24871	Istituto 'Leonardo da Vinci'	Via P. Colletta 22r
055.2381634	Istituto Prosperius	Viale Fratelli Rosselli 62
055.574344 580280	Ultramicroanalysis Laboratori	Viale G. Mazzini, 16

4.2 *List of doctors (by language)*

Medical Service

055.475411	General practitioners and specialists speaking English and French 24-hour home visit service	Via Lorenzo il Magnifico 59
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Médecins de langue française

055.283472 home	Dott. Sergio Balatri	
055.661385 055.661385 fax 055.660867	Dott. Guy Brière (Université de Paris) (médecin général et pédiatre)	Lungarno del Tempio 40
055.820657 336 683854 cell	Prof. Ruggero Lapicciarella (cardiologue)	Via S. Piero II

055.0510076 clinic	Dott.ssa Maria Rosa	Via Vittorio
347.6195975 cell	Scibilia Vielmo (gynécologue)	Emanuele II 297

055.499125	Dott. Vieri Wiechmann (pneumologia)	Viale Milton 29
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Dentistes de langue française

0574.582948	Dr. D. Korthals (Dutch)	Viale della Repubblica 193, Prato
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055.289084	Dott.ssa Alessandra Santi, Studio Odontoiatrico	Borgo Ognissanti 35
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English-speaking doctors

055.288055	Dr. Stephen Kerr	Piazza del Mercato
055.288055 fax	appointments:	Nuovo 1
335.8361682 cell	weekday mornings;	(4th floor)
055.5528302 home	without appointment: weekday afternoons, 3 – 5 pm; consulting room at the Badia: (by previous appoint- ment) for Wednesdays: 9-10.30 a.m. kerr@iol.it	

055.786694	Dr. R. Montanelli (gynaecologist)	Via Pisana 814/816
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055.572556	Dr. Salvo Mori	Casa di Cura
055.574344 studio	(medicina generale, cardiologia)	Villa Cherubini, Via Cherubini 8

055.244867	Dr. Giuseppe Nati (obstetrician and gynaecologist)	Viale Gramsci 56
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055.293248	Dr. Maria Nepi Fontana (English-German)	Borgo Ognissanti 88
055.4220750	Dr. Gherardo	Via Palazzo
055.2774734	Rapisardi c/o Ospedale Meyer (paediatrician)	Bruciato 25
055.486937 home	Dr. Enrico Rosati (orthopaedics)	
055.0510076 clinic	Dott.ssa Maria	Via Vittorio
347.6195975 cell	Rosa Scibilia Vielmo (gynaecologist)	Emanuele II, 297
055.359935	Dr. Antonio Weber	Via Porte Nuove 20
055.499125	Dr. Vieri Wiechmann (respiratory and asthma)	Viale Milton 29
English-speaking dentists		
055.2398471	Dr. M. Caramanico	Via Tornabuoni 1
055.670892	Dr. Andrea Malacarne	Via Frati Bigi 4
0574.582948	Dr. D. Korthals (Dutch)	Viale della Repubblica 193, Prato
055.218594	Dott.ssa M. Peltonen Portman	Via Teatina 2
055.2047074	Dott.ssa Grazia Pisano	Via del Podestà, 102 H – Galluzzo Firenze
055.289084	Dott.ssa Alessandra Santi Studio Odontoiatrico, open for emergencies Saturday afternoon and Sunday	Borgo Ognissanti 35

Deutschsprechende Ärzte

055.293248	Dr. Maria Nepi Fontana (Deutsch-Englisch)	Borgo Ognissanti 88
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055.359935	Dr. Antonio Weber	Via delle Porte Nuove 20
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055.573488	Dr. Alessandro Weber	Viale Volta 10
Wohnung	anrufen zw. 14-15 und 20-21 Uhr	

Deutschsprechende Zahnärzte

0574.582948	Dr. D. Korthals	Viale della Repubblica 193, Prato
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5. Health insurance schemes: Van Breda and Italian ASL

5.1 The Van Breda-EUI health insurance scheme

For all details concerning the Van Breda health insurance policies and/or claims, please contact Françoise Thauvin, Academic Service (055-4685.371; fax 055-4685.444; E-mail: francoise.thauvin@eui.eu).

The Van Breda Company International, Antwerp, Belgium is the broker for several policies in use at the EUI:

5.1.1 Basic Health Policy (Soins de Santé):

Assurances Generales de France, No. 10.002.761.

Code 909187. For complete details, refer to the EUI Web-page www.eui.eu/Servac/PracticalInformation/StudentServices/VanBredaInfo.shtml .

..... Premium covered by a grant-awarding authority.

The premium is automatically covered by certain grant-awarding authorities where requested by the student of that authority, i.e.: Belgium, Ireland, Poland, Portugal, Sweden, United Kingdom; EUI for fourth-year scholarship-holders and Institute grant holders; Vasco da Gama programme (not Italian citizens).

..... Premium paid by the individual.

All other students who join the EUI scheme must do so at their own expense: €41.81 per research student per month; €41.81 per adult dependant per month; €20.91 for each child per month.

The premium for the insurance is to be paid every 6 months in advance via bank transfer. This is done towards mid-September and the end of February every year. A reminder will be sent out at the time the premium is due.

Please note the EUI's bank number for this:

Conto

'Istituto Universitario Europeo'

CRF 69156/00

IBAN: IT75Z0616002800000069156C00

SWIFT: CRFIIT3F

Persons in the self-insured category of the Van Breda scheme are to hand in Form 2 of the insurance registration document to the Academic Service. The form may be downloaded from the Van Breda web page www.eui.eu/Servac/PracticalInformation/StudentServices/VanBredaInfo.shtml

..... Persons insured through another policy

Students or Fellows who are already adequately insured, e.g. through another private policy or through a national, public scheme with the extension of their medical rights to Italy, must complete Form 3 of the health insurance document. This declaration is to show that they have an alternative, adequate health insurance cover and absolve the Institute of all responsibility for any costs arising from sickness during their stay.

5.1.2 *Claims and reimbursement*

Request forms for claims are available from Françoise Thauvin and on the EUI website at www.eui.eu/Servac/PDF/VanBredaClaimsform.PDF. Hand them in to Academic Service. The Academic Service will send completed claims to the insurance company twice a month.

N.B. Each claim must be accompanied by the original receipted bills and invoices, which must also mention the diagnosis. It is also important to note that medical or pharmaceutical expenses will not be reimbursed without a prescription.

Reimbursement is based on the current sickness insurance policy and claims are not necessarily met to the maximum percentage if they are above a certain ceiling or are considered excessive. A sensible precaution is to ascertain before receiving treatment what the doctor, dentist or clinic is likely to charge and what level of reimbursement can be expected. The insurance company has undertaken to transfer the amounts to be repaid to the Institute within two weeks of receipt of the supporting documents.

The insured will be reimbursed by direct transfer in Euro on the policy holder's bank account.

5.1.3 Accident insurance

Policy: 'Royale Belge' No. 719753405/A, Assurance individuelle-collective personnel non-statutaire.

An accident insurance policy has been taken out by the EUI on behalf of its research students and Fellows, as well as its visiting professors, experts, collaborators on mission, candidates for employment and researcher posts, and trainees (though it is to be noted that spouses, companions, children and dependants are not included under this policy).

Premium

For the above-mentioned categories, the premium is paid for by the EUI.

Brief description

The policy covers accidents anywhere in the world which may affect the above-mentioned group of persons, both in the exercise of their duties and in their private life.

Exclusions

Illnesses, attacks of epilepsy and apoplexy, faints, congestions, hernias, sunburn, frostbite (or other effects of temperature to which the insured is exposed other than by consequence of an accident), pregnancy, childbirth, abortion, false pregnancy, over-tiredness, lumbago, consequences of operations self-performed by the insured. Persons affected by certain infirmities or illnesses during the insurance (or indeed before the insurance) cannot be or remain insured (i.e. blindness, deafness, epilepsy, venereal disease, diabetes).

Persons older than 70 and younger than 18 cannot be insured on this accident policy. The insurers shall not be responsible for the consequences of a derangement of the mental faculties or of sleepwalking, of suicide or attempted suicide, of brawling or fighting (except for cases found to be of self-defence), of participation in crimes or offences, of accidents intentionally caused or provoked by any of the beneficiaries of the policy, of accidents resulting from races, competitions, matches, except in certain cases, of accidents caused directly or indirectly by war..., of consequences of drunkenness or use of narcotics. Not covered are accidents resulting from mountain climbing, alpinism or rock climbing, or from submarine navigation in any form.

Cover

The terms of the policy are currently being renegotiated. Further information on these conditions will be distributed later.

Claims

Claims on the accident insurance policy (from research students, Max Weber and Jean Monnet Fellows) must be addressed to the Van Breda Company via the Academic Service within 8 days of the accident; contact Françoise Thauvin.

5.1.4 *Complementary health insurance cover*

Extra cover for Hospital and Surgery Expenses, Allianz Belgium. Since one can never be sure of how much hospitalisation and surgery will cost, research students should seriously consider taking out this secondary policy, which goes under the name of: Policy: no. BCVR-8672. “Gros Risques”, Van Breda & Co. International as broker.

The Van Breda Company can offer this further health insurance cover, complementing some of the clauses of the standard Van Breda health insurance policy, so that a further portion of the medical costs which is not reimbursed will be covered by the company.

The extra premium for “High Risk” categories, i.e. solely hospitalization and surgical operations, amounts to €98.10 per annum (and €68.15 for children under 26).

In view of the high cost of hospitalization, covered up to 100% by the “Soins de Santé” policy, you are invited to give serious consideration to taking the complementary cover as well.

All categories of research student, Fellow or staff can obtain further details on the complementary cover by writing personally to the insurance brokers:

e-mail: eurprivileges@vanbreda.com

and by contacting Françoise Thauvin (Academic Service, ext. 2371; francoise.thauvin@eui.eu).

5.2 *National health insurance and the Azienda Sanitaria di Firenze*

5.2.1 *The EHIC (European Health Insurance Card)*

The EHIC card entitles the holder to state-provided medical treatment within the EU country they are visiting.

The service provided will be roughly the same as that covered by the person's national health insurance scheme in the home country.

Reminder: Local residence registration for EU citizens:

Please note that EU citizens staying longer than 3 months should register at the local town hall ('comune') and make an official declaration of their stay at the 'anagrafe' office.

General information (in English) on this procedure is available at: www.poliziadistato.it/articolo/10930

The length of time for which one may be covered depends on the issuing office. It can vary from 3 to 12 months. It is advisable therefore to a) contact, and apply for your card at, the Overseas Branch of the national insurance office in the country where you are normally resident and b) check what is covered through the Italian national health insurance system for EHIC card-holders (and through other European health forms such as the E106) on your consular/embassy web site. Normally, the EHIC card will give you access to essential and emergency medical services in Italy.

5.2.2 *The E106 form and access to the Italian SSN (Servizio Sanitario Nazionale)*

It may come about that your home national insurance office issues you with an E106 form for your stay in Italy.

This implies that national insurance contributions are being paid by your employer in the country where you are employed and that you are an employee seconded to Italy. Students attending a course in Italy may – depending on the issuing country – be eligible for this form.

As in the case of seconded employees, registration with the local health office (ASL - Azienda Sanitaria Locale) will then be necessary and one must apply for a tessera sanitaria to the local ASL, after first having registered for residence with the local town hall (the ‘anagrafe’ office of your local ‘comune’). See below for the addresses and web site of the ASL offices in Florence.

If you obtain an E106 and then the Italian ‘tessera sanitaria’, most medical and hospital treatment in Italy will be free-of-charge, though there are set prescription charges and fees for certain types of specialist treatment, or laboratory tests, for example.

Consider that without EHIC or E106 cover, public hospital fees in Italy amount to approximately €310 per day for normal care and about €1250 per day for intensive care. In the absence of these European insurance cards or forms, the hospital will charge the amount to you or to the private insurer.

5.2.3 Azienda Sanitaria Locale offices:

www.asf.toscana.it

Florence

055.2285517 AS Firenze, Ufficio Stranieri, Borgo Ognissanti,
20, Firenze

hrs: 8.00-12.00 Monday-Friday

Fiesole

055.577464 Presidio Ospedaliero di Camerata, via della Piazzola, 68, Fiesole

hrs: 8.00-12.00 Monday-Wednesday & Friday-Saturday, 8.00-10.00 Thursday

Vaglia/Pratolino

055.59814 Via Fiorentina, 38 Pratolino

Hours: Mon.Wed.Fri. 8.30 -12.30

If you do register with the Italian health scheme, ask for the list of doctors who operate in your local health district since you have to register with one. Consult the telephone directory under 'Azienda Sanitaria di Firenze' for all local health offices.

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