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#### Greetings from the Asl Bat Chief Executive

Dear citizens,

this is the first "Health Service Charter" in aid of convicts in the Asl Bat. Through this simple reference tool, we'll show you the diagnosis, prevention, treatment's paths. **We are committed to protect** your right to health, to welcome your opinions and to let you share more in what we do. Our aim is improving the health care's quality inside penal institutions.

Dr. Rocco Michelangelo Canosa  
Asl Bt Chief Executive

#### Other references:

Dr. Francesco Paolo Polemio, Head of Medical Unit Asl Bt  
Dr. Stefano Porziotta, Penitentiary Health Manager  
Dr. Aldo Leo, Trani social-health district Manager  
Dr. Francesco Monterisi, Health Manager For Penal Institutions Asl Bt



### Guest's Rights

This is a specific Health Services Charter for convicts and inmates. The ASL BT and Penal Institution's board fostered consultations with convicts and inmates delegations and with voluntary organizations, that safeguard citizens rights, to draw up the charter.

It's important to remember that convicts and inmates are still registered on National Health Service, they deserve all assistance services, including generic medical care provided by doctors working in penal institutions. Besides, if the convict lives in the country, it's up to the Health Service to pay for his treatments and medical care.

Foreigners are registered on National Health Service as long as they are incarcerated in the penal institutions. They deserve equal treatment and full equal rights to free citizen, despite the fact that they have or they don't have residence permit.

Convicts and inmates don't have to share expenses for medical care provided by National Health Service.



### Convicts and inmates right to health

Convicts and inmates have right to receive effective and appropriate prevention, diagnosis, treatment and rehabilitation services, like other free citizens, as indicated by National Health Programme, by Regional Health Programmes, by Local Health Programmes and their general targets, their special health targets, their basic and level health care standards.

The National Health Service provides convicts and inmates with:

- Performance levels equal to those offered to free citizens; performances on the same grade to those guaranteed to free citizens;
- protection, information and learning's services to develop individual and collective responsibility about health;
- complete report on their state of health, updated when they are incarcerated, when they are released and during the term of detention;
- prevention, treatment and support services for psychic and social malaise;
- pregnancy and maternity health care, including basic and effective prevention, early diagnosis and treatment's services for convicted or interned women;

- pediatric care and nursing services for kids of convicted women who live with their mother in penal institutions during the babyhood, to avoid that prejudices, limitations or discriminations affect children's balanced growth and personality development, due to environment and social relation;
- local Emergency Medical Service, that operates in person or on the phone in case of deferrable emergencies, will offer its own medical health assistance activity/work;
- 118 service is a public service, it is the official emergency telephone number. In case of emergency, the service always guarantees the prompt incoming of emergency vehicles. The call is free for both mobile and land line, it doesn't require area code. You must call 118 only if you need urgent intervention: serious illness, accident during sport, work or prison activities and in possible or certain risk of life. When you call 118 you should be able to give correct information about the emergency.



### Newcomers reception

Each new convict must be examined by the doctor who works in the institute that provides health care, even in case of emergency. The convict who needs care can ask penitentiary police a medical examination, preferably in the morning, and he will be examined by the same day.

Each new convict has right to be treated by his trusted doctor, but he must pay fee by himself.



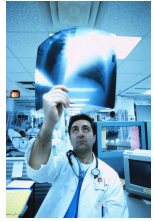
### Institutions internal structure

The aim of this booklet is informing and educating about health care and making easy implementation of prevention, diagnosis, treatment and rehabilitation measures, as indicated by National, Regional and Local Health Programmes.

The health care for convicts and inmates is planned in conformity with principles of whole intervention on the causes of health injuries, uniformity of service and performances, social and health care integration and treatment continuity.

All specialist services, required by the authorized doctor, are provided to convicts worker and to the penal institutes staff, in compliance with the laws in force about workers safeguard.

Health care is provided by the Asl Bat, while security measures for convicts and inmates are provided by the penitentiary authorities.



### Assistance for specific problems

Currently the health institutions ensure the following medical specialties:

Trani institutions grant weekly access to Dentistry, Orthopedic surgery, Dermatology, General Surgery, Otolaryngology, Radiology, Gynecology, Psychiatry, Ophthalmology, Infectious disease, Cardiology; while the Penal Institute of Spinazzola grants weekly access to Psychiatry, General Surgery, Urology, Neurology, Otolaryngology, Infectious disease, Dentistry, Dermatology, Endocrinology.

Moreover all institutions offer everyday physical examination by the doctor in charge and by emergency medical service.

All the services that are not granted in the penal institutions are granted in the health structures in charge for those services. Additional need may be requested to the relevant district and hospital through the health staff.

Actually in the institutes are ensured the following Medical Specialties:

in the Trani Institutes, with weekly access, Dentistry, Orthopedic surgery, Dermatology, General Surgery, Otolaryngology, Radiology, Gynecology, Psychiatry, Ophthalmology, Infectious disease, Cardiology, instead in the Penal Institute of Spinazzola, with weekly access, Psychiatry, General Surgery, Urology, Neurology, Otolaryngology, Infectious disease, Dentistry, Dermatology, Endocrinology.

Beside, in the institutes, every days it's possible to avail of physical examination by the doctor in charge and by Emergency Medical Service.

Everything is not guaranteed in Penal institutes, it's assured in health structures in charge of these services. In addition to these services, other necessities may be requested to District and Hospital through health staff.



**Hospital: when you need it and what you have to know about it**

Hospitalization can be suitable for diagnostic screen, surgery or long and complex treatment.

Hospitalization can last one day (day hospital and day surgery), several days (standard) or more days. It's important to report to department doctor on medication you usually take.

When you are discharged, doctors give you all the information you need to carry on the treatment, in agreement with penitentiary doctors.

### Taking care of your health



- Get some exercises, fitness training, even only a walk
- Eat a variety of foods and moderate portions
- Reduce sugars and animal fat intake
- Avoid or reduce alcohol
- Avoid or reduce smoking
- Learn to recognize your body's signals, avoiding to take always medication
- Check often blood pressure and run tests regularly



### Conclusions

Asl, in conformity with the laws, guarantees to guests instruments of protection and information through the responsible organizations.

This offer is carried out through mechanisms of participation (such as the "Joint Consultative Committee", representing an organization of participation to the health service quality control by citizens and consisting of representatives appointed by the assemblies of voluntary associations) and protection mechanisms. For "protection mechanism" we intend the set of actions, measures and procedures that guarantee the citizen to be heard, to find comprehensive answers, to have the possibility to complain and even ask for alternative solutions to the problems presented.



## "HEALTH SERVICE CHARTER" FOR CONVICTS IN THE ASL BT

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