



iNOC
ISTITUTO NAZIONALE
ONCOLOGICO CANDIOLO

PATIENT CHARTER



IRCCS
Istituto di Ricovero e Cura
a Carattere Scientifico

CCC
Comprehensive
Cancer Centre



Patient Charter

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WHO WE ARE

A Leading Cancer Centre, Where Research Becomes Care

INOC - Istituto Nazionale Oncologico Candiolo is a **specialised cancer centre dedicated to the diagnosis and treatment of cancer**. Since its inauguration in 1996, thanks to the commitment of the Allegra Agnelli Foundation for Cancer Research ETS, it has become a nationally and internationally recognised centre of excellence in oncology.

Recognised by the Italian Ministry of Health as an **IRCCS** (Scientific Institute for Research, Hospitalisation and Healthcare) in 2013, INOC is a **research hospital** where clinical care and scientific research are fully integrated. This close collaboration enables the Institute to provide increasingly effective treatments based on state of the art technologies, evidence based clinical practice, and the continuous professional development of its staff.

Since 2008, INOC has been part of the Piedmont and Aosta Valley Oncology Network. It joined the Italian Cancer Network (Alleanza Contro il Cancro – ACC) in 2016 and, since 2022, has

been a Full Member of the European Organisation of Cancer Institutes (OEI) and recognized as a **Comprehensive Cancer Centre with Research Excellence**.

INOC is currently a member of **EUNetCCC** (European Network of Comprehensive Cancer Centres), a European Joint Action aimed at establishing and strengthening a **network of Comprehensive Cancer Centres across Europe**. The Institute also participated in the **European Joint Action CCI4EU** (Comprehensive Cancer Infrastructures for Europe), now concluded, which focused on enhancing regional cancer infrastructures and reducing inequalities in access to cancer care.

Each year, INOC provides care for more than **35,000 patients**, offering personalised treatment pathways through both day hospital and inpatient services. Clinical care is provided both within the Italian National Health Service (Servizio Sanitario Nazionale – SSN) and on a private basis.



MISSION

Providing better care every day
through research



At INOC, research and clinical care continuously strengthen and inspire each other. Our goal is to treat cancer with ever greater precision and effectiveness, improving the quality of life of every patient.

To support this mission, the Institute has established an **oncology biobank**, which lies at the heart of **BioLife**, an integrated translational research platform under development that aims to link biological samples and patient data with advanced models and cutting-edge technologies. The Biobank collects **patient-donated samples** to deepen the understanding of tumours, identify new therapeutic targets, and advance increasingly precise diagnostic approaches. Once fully operational, it is expected to become the **largest oncology biobank in Italy**, further accelerating cancer research and the development of personalised medicine.

Participation in **national and international clinical trials** also allows our patients to access **promising investigational treatments**, often years before they become widely available.

PARTNERS

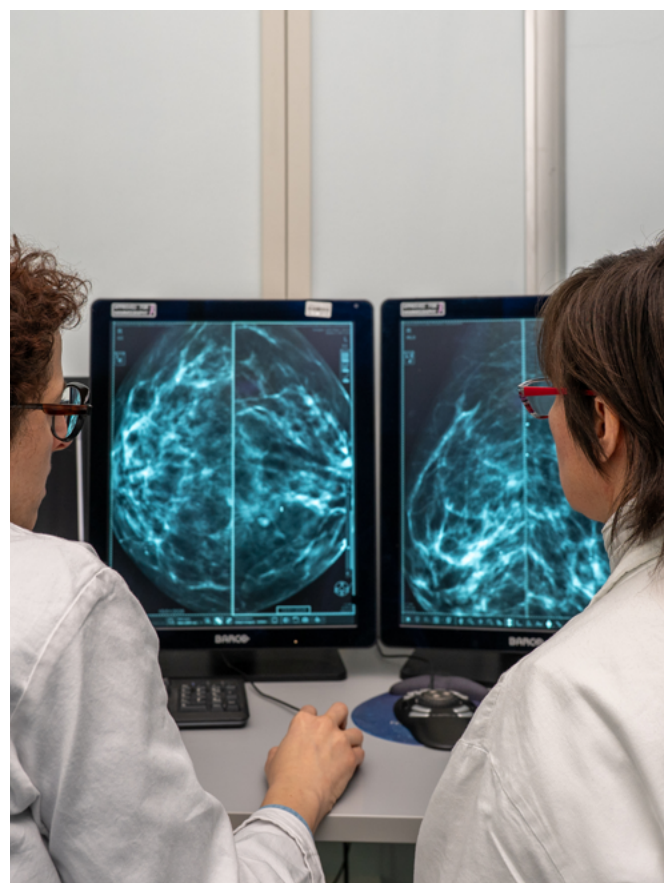
A network for education, knowledge sharing
and research

INOC works in close collaboration with the **University of Turin** and the **Italian Institute for Genomic Medicine (IIGM)**.

The agreement with the University strengthens the Institute's commitment to research and education: physicians, researchers and students work side by side, promoting the translation of scientific knowledge into clinical practice.

The partnership with IIGM integrates the most advanced genomic research into the patient care pathway, transforming discoveries related to the tumour genome into practical tools for increasingly precise diagnosis and treatments.

These synergies contribute to making INOC a European recognised centre of excellence, combining basic and translational research, technological innovation and patient care within an integrated model of personalised medicine.



TECHNOLOGIES

State of the art tools serving patients



At INOC, patients have access to the most advanced diagnostic and therapeutic technologies currently available in Italy. These include:

- the **GE Omni Legend PET scanner**, providing superior quality imaging with reduced acquisition times;
- the **Da Vinci** robotic surgical system for highly precise minimally invasive procedures;
- two **Tomotherapy Radixact X9** systems — among the few centres in Italy equipped with this technology — enabling intensity modulated radiotherapy with real time image guidance and treatment adaptation;
- the **Apoteca** robotic system for the automated and safe preparation of chemotherapy drugs.

CANCER TYPES

A specialised response for every diagnosis

At INOC, every tumour is managed through a multidisciplinary and integrated approach, from diagnosis and treatment to follow up. For each cancer type, a GIC (Interdisciplinary Care Group) is responsible for defining a personalised treatment plan based on the characteristics of the disease and the individual patient, ensuring comprehensive care and direct collaboration with the Institute's researchers. This approach is supported by the use of the most advanced technologies available in oncology throughout every stage of the care pathway.

Reproductive and Genitourinary Cancers

Cervical cancer · Endometrial cancer · Endometriosis · Uterine fibroids · Breast cancer · Ovarian cancer · Prostate cancer · Testicular cancer · Bladder cancer · Vulvar cancer

Internal Organs

Colorectal cancer · Oesophageal cancer · Liver cancer · Pancreatic cancer · Peritoneal cancer · Lung cancer · Kidney cancer · Gastric cancer · Head and neck cancers · Thyroid and endocrine gland tumours

Skin, Blood and Soft Tissue Cancers, and Rare Tumours

Acute leukaemias · Lymphomas · Melanoma · Mesothelioma · Central nervous system metastases · Myeloma · Myelodysplastic

and myeloproliferative neoplasms · Sarcomas and rare tumours · Bone tumours

ADVANCED DIAGNOSTICS

Diagnostic Imaging and Nuclear Medicine provide state of the art examinations for diagnosis, staging and disease monitoring, including PET/CT, multiparametric MRI and virtual colonoscopy. The Pathology Department identifies the molecular characteristics of each tumour, a fundamental element for developing personalised treatment strategies.

MINIMALLY INVASIVE AND ROBOTIC SURGERY

INOC is a reference centre for minimally invasive and robotic cancer surgery. Three Da Vinci robotic systems enable procedures with high definition three dimensional vision and submillimetre precision, reducing complications and recovery times. Applications include gastroesophageal, thoracic, colorectal, urological, gynaecological and thyroid surgery.

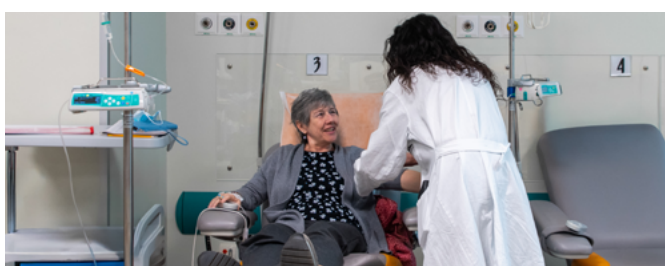
MEDICAL ONCOLOGY AND TRANSPLANTATION

Medical Oncology provides state of the art treatments for all cancer types, including chemotherapy, immunotherapy, targeted therapies, hormone therapy and supportive care. Where appropriate, patients have the opportunity to participate in clinical trials involving innovative treatments. INOC also hosts a Haematopoietic Stem Cell Transplantation and Cellular Therapy Centre, providing care for major haematological cancers and selected solid tumours.

PRECISION RADIOTHERAPY

Radiotherapy treatments are delivered using the latest generation technologies: two Tomotherapy Radixact systems and one TrueBeam linear accelerator, ensuring precision and safety in every treatment.

For detailed information on the care pathway for each cancer type: inoc.it



■ CLINICAL DEPARTMENTS

Medical Director: Dr Piero Fenu

Medical Departments

- **Internal Medicine** — Director: Prof. Alberto Milan
- **Medical Oncology** — Director: Dr Giovanni Grignani
- **Haematopoietic Stem Cell Transplantation and Cellular Therapy Centre** — Director: Dr Fabrizio Carnevale Schianca
- **Day Hospital** — Director: Dr Giovanni Grignani
- **Oncology Immunotherapy** — Director: Prof. Dario Sangiolo
- **Monviso Hospice** — Director: Dr Francesco Bona

Surgical Departments

- **Anaesthesia and Intensive Care** — Director: Dr Alessandro Cerutti
- **Breast Unit** — Director: Dr Corrado Lauro
- **Ovarian Cancer Centre** — Director: Dr Luigi Carlo Turco
- **Cancer Surgery** — Director: Dr Felice Borghi
- **Reconstructive Plastic Surgery** — Director: Dr Riccardo Carnino
- **Thoracic Oncology Surgery** — Director: Dr Andrea Droghetti
- **Skin Cancer Surgery** — Coordinator: Dr Marco Rubatto
- **Urological Surgery** — Director: Prof. Francesco Porpiglia
- **Breast Surgery** — Director: Dr Antonio Toesca
- **Gastroenterology and Digestive Endoscopy** — Acting Head: Dr Cristiana Laudi
- **Gynaecological Oncology and Hereditary Cancer Unit** — Director: Dr Riccardo Ponzone
- **Otorhinolaryngology (ENT)** — Director: Dr Stefano Bondi

Diagnostics and Clinical Services

- **Pathology** — Director: Prof. Caterina Marchiò
- **Technical Healthcare Directorate** — Director: Dr Claudio Bassi
- **Pharmacy** — Director: Dr Fiorenza Enrico
- **Medical Physics** — Coordinator: Dr Sara Bresciani
- **Clinical Laboratory** — Dr Mauro Pagliarino
- **Nuclear Medicine** — Coordinator: Dr Alessio Rizzo
- **Diagnostic Imaging** — Acting Director: Dr Delia Campanella
- **Radiotherapy** — Director: Dr Marco Gatti



Outpatient Specialist Consultations

- **Cardiology** — Coordinator: Dr Nicola D'Adduogo
- **Clinical Dietetics and Nutrition** — Coordinator: Dr Marilena Rinaldi
- **Medical Genetics** — Coordinator: Dr Flavia Palermo
- **Pneumology** — Coordinators: Dr Daniela Boaro, Dr Mario Salio
- **Psychology** — Coordinator: Dr Manuela Manfredi
- **Pain Management and Palliative Care** — Coordinator: Dr Veronica Perlo
- **Additional specialist consultations include:** orthopaedics, allergy and immunology, psychiatry, dentistry, endocrinology, speech therapy, neurology, neurosurgery and physical medicine and rehabilitation.

Clinical Research

- **Clinical Research and Innovation** — Director: Dr Vanesa Gregorc
- **Phase I Clinical Unit**
- **Clinical Research Unit (CRU)**

HOSPITAL ADMISSIONS

Information for patients and their families

How to access inpatient care

Hospital admission is arranged and activated by the Institute's treating physician. The ward staff will contact the patient to provide all the necessary information and instructions.

Visitors' access

Family members and visitors may visit patients in the wards during the designated visiting hours, while respecting any infection prevention and control measures indicated during the pre-admission process and displayed at the ward entrance.



PATIENT SERVICES

Beyond medical care

Social Support Services

The Institute provides social support and counselling services for patients and their families. The social worker assists patients in accessing welfare and social security services, coordinates supported discharges and transfers, facilitates communication with local healthcare and social services, municipalities of residence, and provides support in situations of greater vulnerability.

Volunteers

Every day, volunteers from the ANAPACA and BARCOLLO MA NON MOLLO associations support patients across the Institute, including outpatient clinics, hospital wards and the Hospice. They provide listening, guidance within the facility and practical support.

All volunteers are carefully selected and trained to work in

an oncology setting, in close collaboration with healthcare professionals.

Candiolo Cares

Thanks to donations collected by the Allegra Agnelli Foundation for Cancer Research, INOC offers patients and their caregivers a range of free services aimed at supporting physical and emotional wellbeing throughout the care pathway:

- **Smoking Cessation Service:** Personalised programmes with medical and psychological support to help patients stop smoking. Contact: stopalfumo@inoc.it
- **Sexual Health Service:** Free counselling to address changes in sexual wellbeing related to cancer treatments, provided by a multidisciplinary team including sexologists, urologists, gynaecologists, endocrinologists and psychologists. Contact: salutesessuale@inoc.it
- **Mindfulness:** sessions led by psychologists to help manage stress, anxiety and emotional difficulties related to illness through mindfulness and relaxation techniques.
- **Pet Therapy:** At Monviso Hospice, sessions involving trained animals and specialised operators to reduce stress and improve psychological and physical wellbeing.
- **Psychological Support for Caregivers:** Individual and group support services for those caring for a patient, with structured programmes addressing anxiety, fatigue and stress management. Contact: servizio.psicologia@inoc.it



PATIENTS' RIGHTS AND RESPONSIBILITIES

Patients' Rights

Every patient has the right to:

- **Care and personalised support:** Equitable access to healthcare services and inclusion in the care pathways defined by the Institute, in line with those established by the Piemonte and Valle d'Aosta Oncology Network.
- **Quality and safety:** Effective healthcare services based on scientific evidence and provided in safe environments.
- **Equality:** Care and treatment that respect the dignity of each person and their ethical, moral and religious beliefs.
- **Accessibility and inclusion:** Equal access to services and care pathways for all individuals, including those with disabilities or specific needs, through the implementation of appropriate organisational measures to ensure accessible, equitable and inclusive care;
- **Information and transparency:** Clear information about diagnosis, treatment options and access to healthcare services;
- **Informed consent:** The opportunity to make informed decisions, with full respect for the choices and wishes expressed by the patient.
- **Confidentiality:** Protection of personal data and access to one's own clinical records.
- **Continuity of care:** A coordinated care pathway ensuring integration between hospital services and community healthcare.
- **Respect and humanisation of care:** Attention to the dignity, pain management and individual needs of each person.
- **Participation and protection:** The possibility to submit complaints, suggestions or compliments by contacting the URP – Public Relations Office: urp@inoc.it



Patients' Responsibilities

Patients are expected to:

- **cooperate** by providing accurate information and following the clinical instructions received;
- **respect scheduled appointments** and communicate cancellations within the required timeframe;
- **maintain respectful behaviour** towards other people, the healthcare environment and equipment;
- **comply with the safety and hygiene regulations** in force within the Institute;
- **act responsibly** to protect their own health and the health of others.

LOCATION AND DIRECTIONS



Candiolo (TO)
Viale della Ricerca 7
Approximately 15 km from the centre of Turin

How to reach us

By train + free shuttle service

Take the SFM2 railway line from Torino Porta Susa to Candiolo railway station. From the station, our free shuttle service connects with train arrival and departure times and takes patients and visitors directly to the Institute. Service available Monday to Friday, 7:30–18:30. Train timetables: sfmtorino.it

By bus

The bus stop is located directly in front of the Hospital, along the SS142 road.

Information on routes and timetables: extrato.it

From Turin Caselle Airport

Take the SFMA railway line to Torino Porta Susa, then the SFM2 line to Candiolo, followed by the free shuttle service to the Hospital.

Alternatively, direct bus services to Turin are available with Arriva Italia (from Piazza Carlo Felice) and Flibco (from Corso Vittorio Emanuele II, 131).

INFORMATION AND APPOINTMENTS

We are here to help



Website

Italian version: inoc.it

English version: inoc.it/en

Appointments through the Italian National Health Service (SSN)

- Telephone: +39 011 9933777
- Opening hours: Monday to Friday, 9:00–12:30 / 13:30–15:30
- First floor reception desks: Monday to Friday, 8:00–16:45

Private appointments, healthcare funds and insurance providers

- Appointments can be requested through the website
- libera.professione.fpo@inoc.it
- Teephone: +39 011 9933772
- Opening hours: Monday to Friday, 10:00–17:00
- First floor reception desks: Monday to Friday, 10:00–17:00



INOC - Istituto Nazionale Oncologico Candiolo

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