



Welcome to the Dolomites!

Your Health and Safety Guide



Emergency Response

Information on available emergency and first aid services.



Mountain Safety

Advice for tackling trails in total safety.



Health and Wellness

Information on available services and tips for maintaining well-being during your stay.

Welcome

Dear visitors,

welcome to the magnificent Belluno Dolomites.

The ULSS 1 Dolomiti is here to guarantee you a serene and safe stay, offering a complete network of healthcare services designed also for those on holiday.

Experiencing the mountains is a unique emotion.

To fully enjoy your experience, it is essential to act with awareness, prudence, and attention. This means understanding where you are, what you can do, and what is best to avoid.

This guide aims to provide you with the main useful information to facilitate access to healthcare services.

Furthermore, we offer some preventive tips to spend your holiday in the Dolomites serenely.

Have a pleasant stay!

Giuseppe Dal Ben

Commissario Ulss 1 Dolomiti

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Contents



[Emergency and First Aid Services](#)



[The Triage System](#)



[The Emergency-Urgency Network](#)



[116117: Continuity of Care service \(formerly Medical Guard\) and Tourist Medical Guard](#)



[Dialysis on Holiday](#)



[Mindful in the mountains](#)



[Winter: Some Insights](#)



[Special Projects](#)



[Booking visits or diagnostic tests](#)



[Pharmacies at your service](#)



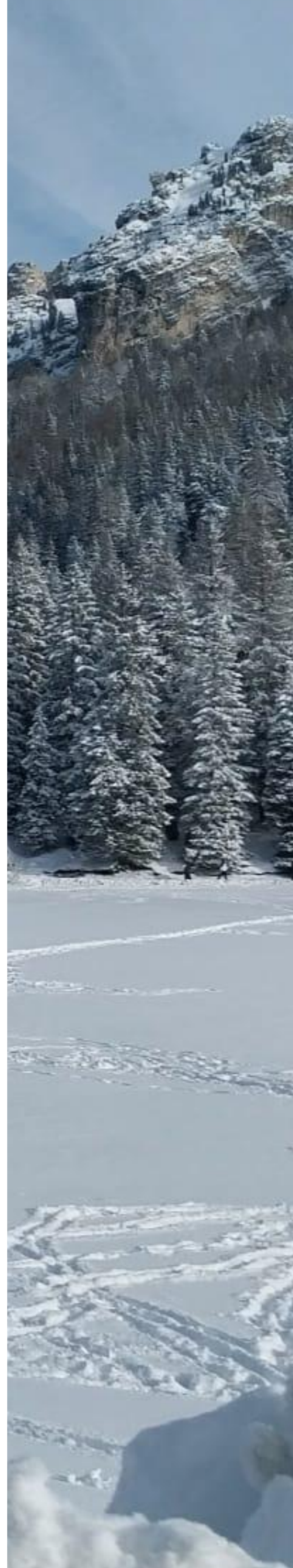
[5 key points for safe food](#)



[Tips for Your Four-Legged Friends](#)



[Foreign Tourists and Access to the National Health Service](#)





Emergency and First Aid Services

What to do in case of a health emergency?

If you find yourself in a health emergency, do not hesitate to ask for help.



The number to call is 118

The Operations Centre is active 24 hours a day, 7 days a week and will activate all necessary rescue resources.



The Emergency Rooms (Pronto Soccorso) and First Aid Points (PPI) are open **7 days a week and 24 hours a day**

On this website, you will find information on the number of people waiting in the various Emergency Rooms:

<https://salute.regione.veneto.it/servizi/situazione-nei-pronto-soccorso>

Emergency Rooms are located in the main Hospitals:

Belluno Hospital

Viale Europa, 22

Feltre Hospital

Via Bagnols sur Cèze, 3

Agordo Hospital

Via Fontana, 36

Pieve di Cadore Hospital

Via Cogonie, 30

First Aid Points (PPI):

Auronzo PPI

Auronzo Multifunctional Center
via Ospitale, 16

Cortina PPI

Putti Pavillion
Via Codivilla, 1



The Triage System

The primary purpose of the Emergency Room is the rapid recognition and initial treatment of health problems at risk of death or major short-term disability, or their definitive exclusion.

To best perform its function, **upon arrival, a code correlated to the urgency level is assigned to the user**, according to a method called **TRIAGE**.

The codes are:

Code 1 Red:

Current alteration of vital functions. Immediate care.

Code 2 Orange:

Normal vital functions, high evolutionary risk.
Rapid care.

Code 3 Yellow:

Normal vital functions, low evolutionary risk. Short and monitored wait.

Code 4 Green:

No priority risk; high suffering. Early pain treatment, limited waiting but subordinate to higher codes.

Code 5 White:

No priority risk or suffering. The waiting time must not divert resources from higher codes.

What to bring with you?

To facilitate registration procedures and diagnostic assessment, it is good practice, when possible, to bring with you:

- **Identification document**
- **TEAM card** (European Health Insurance Card)
- **Any certificate of exemption from healthcare costs**
- **List of medications taken for chronic therapy and/or recently**

⊗ **Attention:** Users accessing the Emergency Room are required to pay for the services provided if the outgoing triage code is white. The criteria for assigning this code are regulated by DGR n. 1513 of August 12, 2014.



The Emergency-Urgency Network

In the mountains, rapid intervention is essential. For this reason, in the summer and winter months, ULSS1 Dolomiti doubles the helicopter rescue service and strengthens ground resources available in collaboration with the National Alpine and Speleological Rescue Corps and Volunteer Associations.



The number to call in case of need is always 118, which will assess the situation and, if necessary, activate helicopter rescue.

Helicopter rescue

In addition to the permanent "Falco" helicopter in Pieve di Cadore, from December 5, 2025, to March 18, 2026, a second helicopter, "Falco 2", is active with its base in Belluno.



Operations 8:00 - 20:00 - after sunset NVG-single pilot with searchlight.



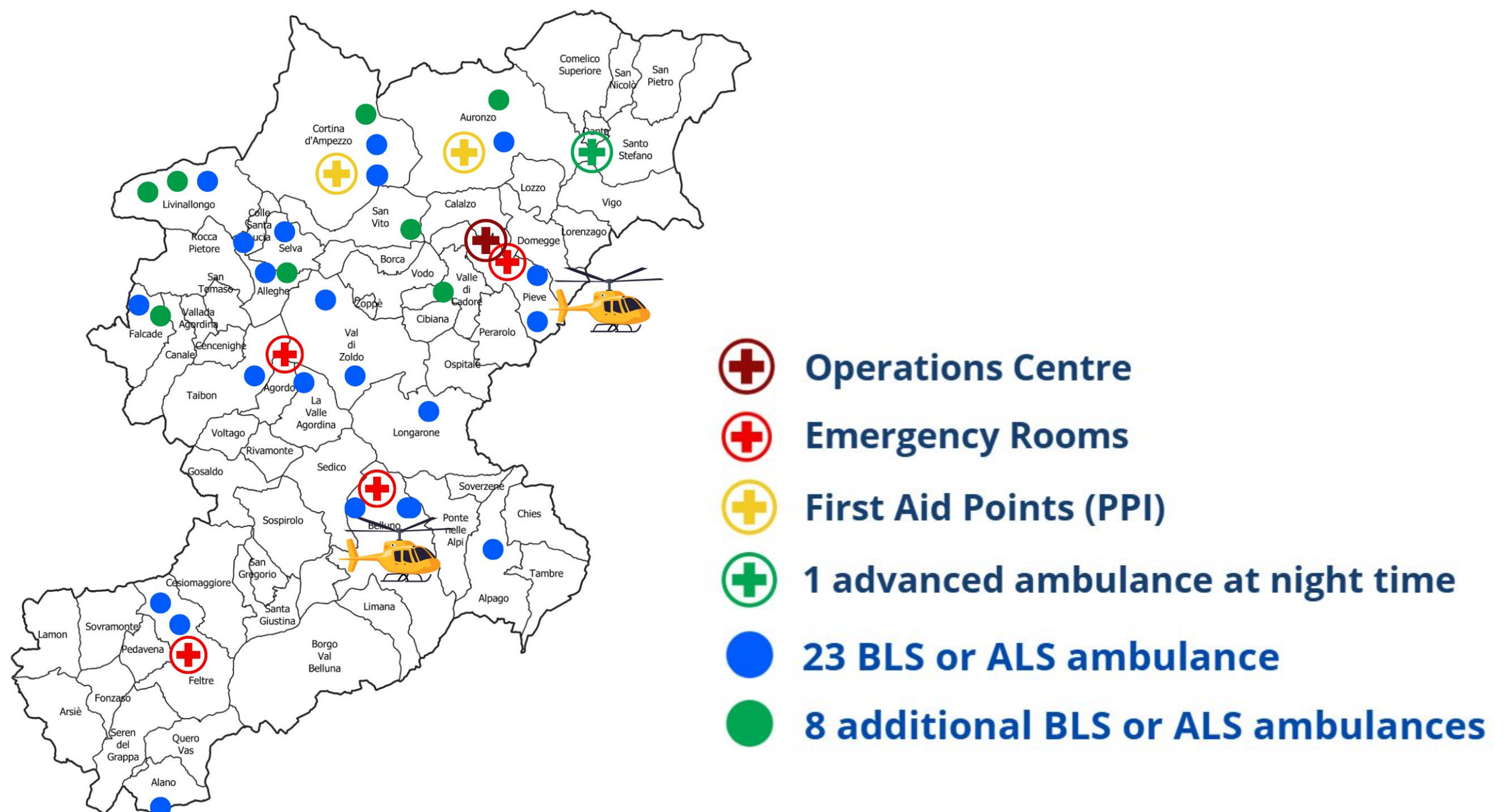
Canine unit for avalanche search (operational during daylight hours) in collaboration with the National Alpine and Speleological Rescue Corps and Guardia di Finanza.



ARTVA device specifically developed for use with the helicopter (possibility to search for any buried people - themselves equipped with an ARTVA device - in large areas and rapid times).



Ground rescue



Rescue on the slopes

Thanks to the collaboration with Law Enforcement, rescue teams are permanently present on the Belluno Dolomites slopes, ready for every need. **Activation is always possible by calling 118.**

Psychological support service

For critical events of particular severity, a **psychological support service** is available.

For information: psicologia.emergenza@aulss1.veneto.it

⊗ **Attention:** In some specific cases (uninjured, extreme sports), the cost of the intervention is charged, as provided by DGRV 1411 of September 6, 2011.





116117: Continuity of Care service (formerly Medical Guard) and Tourist Medical Guard

116117 is the new public number to call to access the **Continuity of Care service (formerly Guardia Medica)** and **territorial services, including the Tourist Medical Guard.**



Free 24 hours a day, 7 days a week.
All services available from a single phone number.



REGIONE DEL VENETO



Servizio Socio Sanitario Regionale



REGIONE DEL VENETO
ULSS1
DOLOMITI



116117

HOW DOES IT WORK?

Call the free number

116117

active 24 hours a day

7 days a week

The service allows you to get in touch with an adequately trained operator who will offer direct assistance, or guide and accompany you to the most suitable service to take charge of your health need.

For assistance in case of emergency, it is necessary to contact 118.

In some regional border areas, due to overlapping telephone cells, the call to number 116117 might not be enabled. In these cases, it is necessary to call the toll-free number 800 311 330.



Dialysis on Holiday

ULSS Dolomiti offers a dialysis service also to non-residents, at the centers in **Belluno, Feltre, Agordo, and Pieve di Cadore.**

i To use dialysis on holiday, it is necessary to **send an application as soon as possible** specifying:

- Name, surname, date of birth, and address
- Holiday period and location
- Exact number of dialyses required

For information:

nefrologia.bl@aulssl.veneto.it





Mindful in the mountains

The "Montagna consapevole" (Mindful in the mountains) project, a result of the collaboration between important local entities such as CAI, Soccorso Alpino Dolomiti Bellunesi, Alpine Guides, Dolomiti UNESCO Foundation, Dmo Dolomiti Bellunesi Foundation, Refugists Association, ULSS 1 Dolomiti and the Province of Belluno, aims to spread useful advice to all those who frequent the mountains.

- Plan your excursion carefully on paper**
Plan the route carefully before setting off.
- Consult the weather service and avalanche bulletin**
Get informed about weather conditions before setting off.
- Never alone and always inform where you are going**
Always communicate your itinerary to someone.
- Start early in the morning**
Avoid being in the mountains after dark.
- Layered clothing and suitable shoes**
Dress appropriately to cope with temperature changes.
- Organized and complete backpack**
Bring all necessary items for the excursion with you.
- Every activity has its specific equipment**
Use equipment suitable for the activity you are performing.
- Protect yourself from the sun**
Use sunscreen, a hat, and sunglasses even in winter.
- ARTVA**
Always carry ARTVA device, shovel and probe on snow excursions.
- For emergencies call 118**
Memorize this number for any emergency.
- Know when to give up the excursion**
If conditions are not suitable, postpone the excursion.

Further information:

<https://www.visitdolomitibellunesi.com/it/landing-pages/montagna-consapevole>

APP Move - hike and bike:

<https://play.google.com/store/apps/details?id=it.moveapp.move&hl=it>





Winter: Some Insights



Sun exposure

Even in winter, always use protection with sunscreen (50+) and suitable clothing (the cream must always be applied before leaving in the morning and renewed during the day, especially if sweating a lot). Use sunglasses: at high altitudes, protective lenses with sun shield 4-5 are necessary.



Cold exposure

Have adequate clothing, carry spare clothes and also a thermal blanket.



Stops

The main rule to maintain high performance is to make stops every hour or so, with salty snacks, dates, dried figs, dehydrated apricots, as well as dried fruit or bars.



Lunch in a hut

A light, digestible meal is preferable, especially if physical activity is also performed in the afternoon.



Hydration

Must be done continuously at intervals of about 30 minutes. Hot tea with honey and lemon is excellent for recovering fluids lost through sweating.



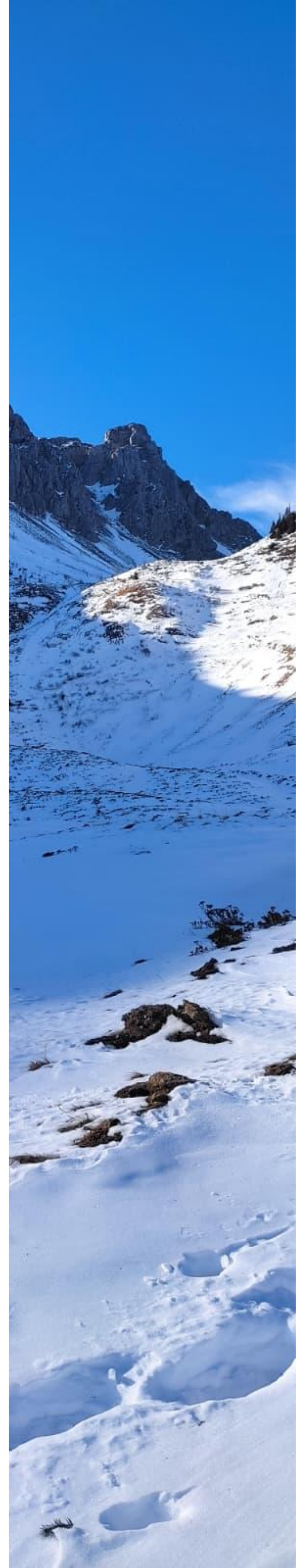
Alcohol

For good performance, it is appropriate not to consume alcoholic beverages.



Children and mountains

Do not ascend/descend quickly with small children to/from altitudes above 1500m (e.g., with ski lifts). Avoid prolonged exposure to cold temperatures.





Special Projects

“Rifugi Sani e Sicuri”

We are proud of the **“Rifugi Sani e Sicuri” (Healthy and Safe Refuges)** project, which aims to **improve the quality and health safety of alpine refuges**. Refuges that participate obtain a quality sticker if they meet standards such as the presence of a defibrillator, first aid training, menus for allergies/intolerances, controlled water, indications for melanoma prevention, and the possibility of measuring blood pressure.

Certified refuges can be found at this link:

<https://www.aulss1.veneto.it/service/progetto-rifugi-sani-e-sicuri/>



“Montagna Sì, Melanoma NO”

In ULSS Dolomiti, the health promotion campaign **“Montagna Sì, Melanoma No”** (Mountain Yes, Melanoma No) is also active. The campaign has foreseen various awareness-raising actions on **melanoma prevention** in schools, workplaces, and also in refuges, including the printing and distribution of placemats for meals with drawings made by primary school children that emphasize the importance of using sunscreen in the mountains.



“1km al giorno nel tuo Comune”

The **“1km al giorno nel tuo Comune”** (1 km a day in your town) initiative aims to **promote movement among all citizens**, facilitating physical activity through a 1 Km pedestrian path, marked by specific signage, accessible and usable by anyone, safe and free. Walking along this path is a first "step" to stay active and healthy; it is an easy activity to perform, requiring no particular athletic preparation, and can be done at any time, without specific equipment.

The **list of towns** where the paths are available can be found at this link:

<https://www.aulss1.veneto.it/1-km-al-giorno-nel-tuo-comune/>





Booking visits or diagnostic tests

ULSS1 Dolomiti is committed to offering you quality services: your safety and well-being are our priority.

Central Booking Office (CUP)

To book visits or diagnostic tests, you can contact the ULSS1 Dolomiti CUP at the single number:



0437 184 99 00

Hours:

- Monday to Friday from 8:00 AM to 6:00 PM
- Saturday from 8:00 AM to 12:00 PM

Methods:

- By phone
- At physical counters (in the Belluno and Feltre hospitals)

Bookings for people with sensory disabilities

Deaf or blind people can send an email to cup.accessibile@aulss1.veneto.it, attaching the referral with the prescription. A CUP operator will handle the booking and provide feedback to the user via email.

Our Hospitals



Belluno Hospital

Provincial HUB

292 Bed capacities



Feltre Hospital

Spoke Hospital
Extra-regional
reference for
Primiero

264 Bed capacities



Agordo Hospital

Basic hospital in a
disadvantaged
area

73 Bed capacities



Pieve di Cadore Hospital

Basic hospital in a
disadvantaged
areaa

79 Bed capacities



Lamon Hospital

Provincial
rehabilitation
facility

70 Bed capacities



Cortina Hospital

Accredited Private

For information on the available specialties/services: www.aulss1.veneto.it



Pharmacies at your service

Pharmacies at your service 24 hours a day

ULSS1 Dolomiti coordinates 76 affiliated pharmacies to guarantee continuous pharmaceutical assistance, 24 hours a day, thanks to a shift system.

How to find the on-duty pharmacy?

It's very easy! You can consult the updated list and hours on the ULSS1 Dolomiti website: <https://www.aulss1.veneto.it/farmacie/>

In case of need for particular medications, write to:
farmaceuticateritoriale@aulss1.veneto.it

The "Service Pharmacy": much more than just a purchase!

Our pharmacies are not just places to buy medicines. They are part of an innovative model called "service pharmacy", particularly useful in a mountainous territory like ours. These are the main services available also for non-residents in participating pharmacies:



Screening for hypertension and hypercholesterolemia

Preventive checks for cardiovascular health



Monitoring of therapeutic adherence

For type 2 diabetes and COPD medications



Cardiological examinations

Electrocardiogram, Holter cardiac and blood pressure monitoring



Vaccinations

Flu and anti-COVID vaccines

For info: <https://www.aulss1.veneto.it/service/farmacia-dei-servizi/>





5 key points for safe food



Separation:

Keep raw foods separate from cooked foods.

Cleaning:

Wash hands, utensils, and surfaces.

Cooking:

Cook food thoroughly, especially meat.

Temperature

Immediately refrigerate foods that spoil easily.

Raw materials:

Use only safe water and ingredients, checking labels.

Ulss Dolomiti and Confcommercio Belluno Dolomiti have established a partnership to ensure high hygiene and health standards in the tourist accommodation facilities in the area.



Tips for Your Four-Legged Friends



If you are traveling with your dog, here are some important tips:

Excursions

Always keep your dog on a leash, especially along trails and near refuges or mountain pastures where grazing animals are protected by guardian dogs. Using a GPS can be useful. If your dog gets lost, notify local authorities and the Belluno Dog Pound - 0437/940183..

EU Travel

Your dog must be vaccinated against rabies (at least 21 days before departure) and travel with a passport issued by the Veterinary Services. Some countries may have more restrictive specific health requirements for re-entry. Inform yourself before departing or contact the Sanitary Dog Shelter at 0437940183 well in advance.

For information on local veterinarians:

<https://www.fnovi.it/ordini-provinciali/iscritti-ordine/Belluno?id-ordine-prov=10>



Foreign Tourists and Access to the National Health Service

Foreign tourists insured in an European Union State or in one of the other EFTA States (Iceland, Liechtenstein, Norway, and Switzerland) who, during a temporary stay in Italy, need medically necessary healthcare, have the right, by presenting their **TEAM card (European Health Insurance Card)**, to obtain services directly from public and affiliated private structures of the National Health Service. Healthcare services are provided, as for Italian citizens, free of charge, except for the payment of a ticket (contribution to costs) which remains at their own expense.

Foreign tourists from some non-EU states that have stipulated agreements/conventions with Italy enjoy particular and facilitated access to the National Health Service. The countries involved are: Argentina, Australia, Brazil, Cape Verde, Vatican City, Macedonia, Serbia, Montenegro, Bosnia-Herzegovina, Principality of Monaco, San Marino, Tunisia.

Other foreign tourists can access healthcare services in Italy, but are considered private payers and, therefore, pay the full cost of the services performed. For more information, it is advisable to consult the website of the Ministry of Health: www.salute.gov.it.





**Have a pleasant stay
in the Dolomites!**