

REGIONE DEL VENETO



ULSS 1
DOLOMITI



Welcome to the Dolomites!

Your Health and Safety Guide



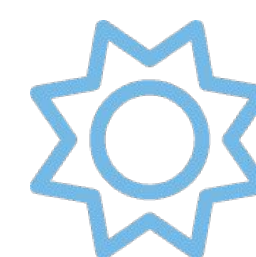
Emergency Response

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.

Summer 2026

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!

For information, contact:




















Public Relations Office (URP)



urp@aulss1.veneto.it



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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. **In addition to the permanent "Falco" helicopter in Pieve di Cadore, a second helicopter, "Falco 2" based in Belluno, is active from July 4 to September 20, 2026.** The service, active every day from 6:00 AM to 9:00 PM, is supported by as many as 65 night landing sites, 17 of which are near alpine refuges.



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

Furthermore, ground resources have been strengthened in areas with high tourist traffic (Alleghe, Alto Agordino, Auronzo, Cortina, Livinallongo).

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.





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**
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.
- 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>





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/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.



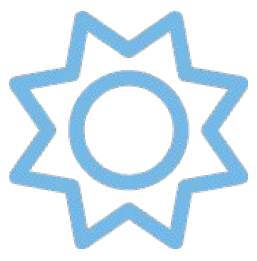
“1km al giorno nel tuo Comune”

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:

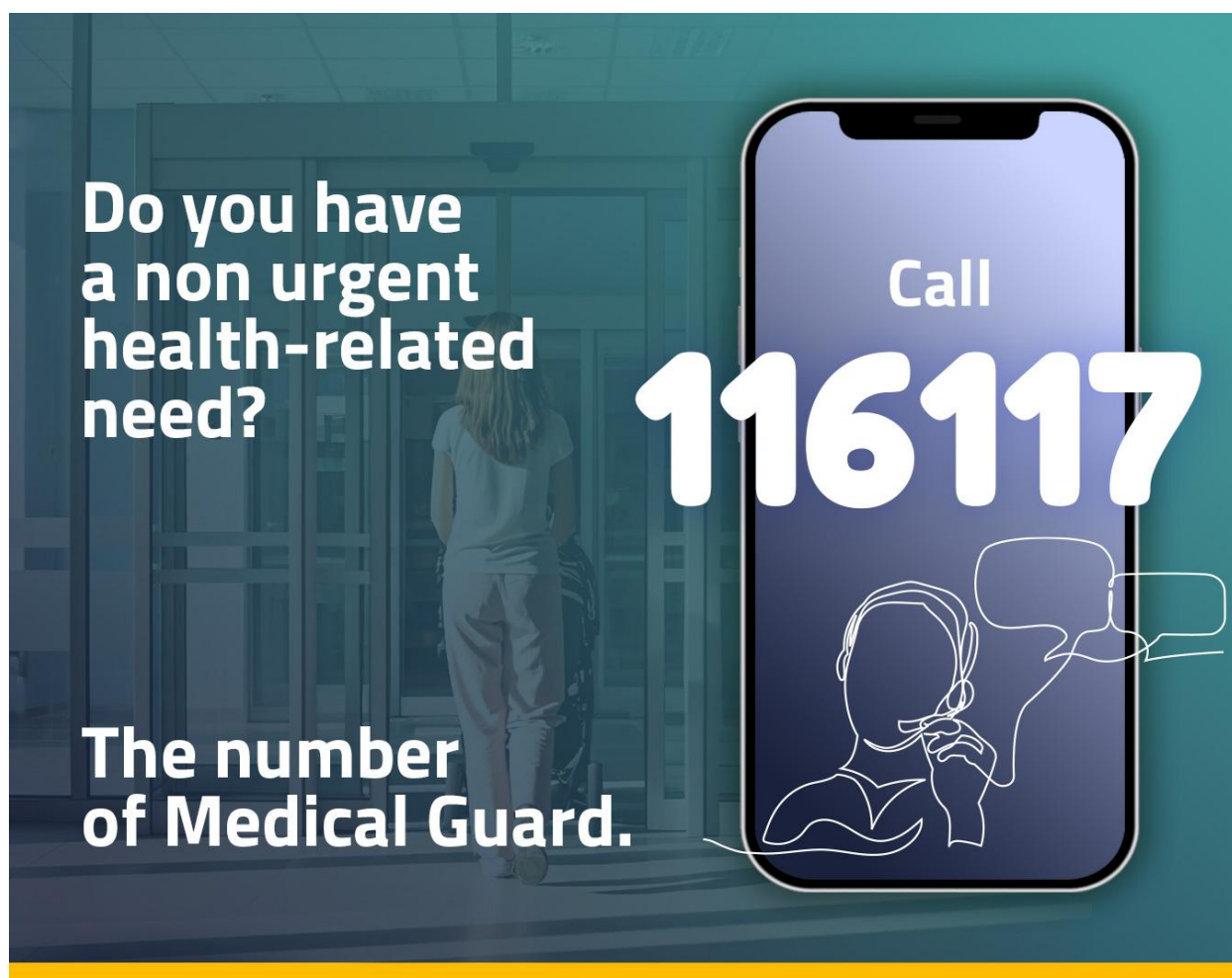
<https://www.aulss1.veneto.it/1-km-al-giorno-nel-tuo-comune>





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.



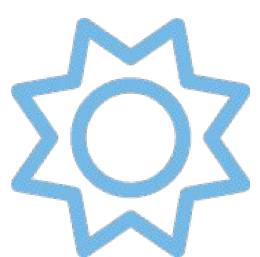
HOW DOES IT WORK?

**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**.

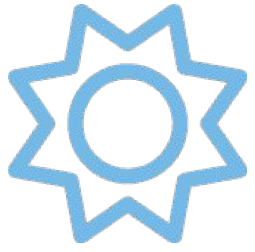
To use dialysis on holiday, it is necessary to send an application as soon as possible specifying:

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

For information:

nefrologia.bl@aulssl.veneto.it





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
area

79 Bed capacities



Lamon Hospital

Provincial
rehabilitation
facility

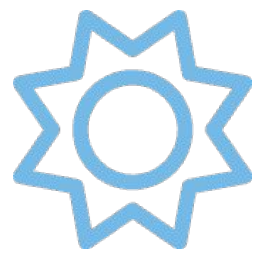
70 Bed capacities



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-di-turno>

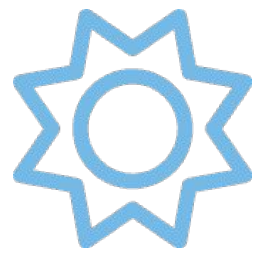
In case of need for particular medications, write to:

farmaceuticateritoriale@aulss1.veneto.it

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

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. A complete list of the services offered also for non-residents is available at local pharmacies.





How to store medicines in Summer

Appearance of medicines

If you notice changes in colour, odour, or consistency, consult your doctor or pharmacist.

Exposure to heat and storage in a cool place

Brief exposures to temperatures above 25 degrees Celsius do not compromise quality, but avoid prolonged exposures. Keep medications at temperatures below 25 degrees Celsius, avoiding heat sources and direct sunlight.

Appropriate containers and vital medications

Use only specific containers for transporting medications and keep each medication in its original container. During travel, use **thermal containers** to transport medicines, avoiding leaving them in hot cars. Transport medications in the air-conditioned passenger compartment and in hand luggage on airplanes. Store insulin and other essential medications in the refrigerator or in thermal containers.

Pressurized medications

Avoid exposing sprays and pressurized medications to the sun.

Diagnostic test strips

Store them in cool, dry places, away from humidity and heat, to avoid incorrect readings.

Avoid freezing

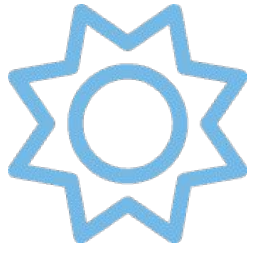
Do not store medications at temperatures below 2 degrees Celsius.

Correct medication storage

Do not mix different medications in a single package to avoid confusion about expiry date, type of medication, and dosage. Keep each medication in its original container.

Consult your pharmacist or doctor for further advice and information.





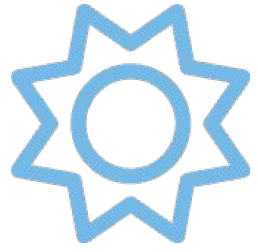
Safe excursions: beware of ticks

Ticks are small "spiders" that feed on blood. They do not fly or jump, but attach themselves to you (or animals) when you pass near grass or bushes where they reside. They are most active from spring to autumn, especially during the hottest hours, and are often found in areas with woods, humidity, undergrowth, and tall grass, especially below 1000 meters.

How to protect yourself from a tick bite:

- Walk on beaten paths, avoiding areas with tall grass, bushes, and undergrowth. Do not sit directly on the grass.
- Wear light-coloured clothing that covers the body well: long sleeves, long trousers tucked into socks/stockings, closed shoes, and a hat. The light colour will help you spot them more easily.
- You can use insect repellents on skin and clothing, always following the instructions for use.
- Do not leave backpacks or blankets directly on the grass and shake clothes before returning home.
- Upon returning, carefully check your body (yours and children's) and clothing. Look carefully at armpits, groin, legs, navel, neck, and head. In children, they often hide at the hairline, behind the ears, or in the folds of the neck.
- Treat your pets with specific repellent products.





What to do in case of a tick bite

1

Removal

Use tweezers like those for eyebrows (or specific tools found commercially). Grasp the tick as close as possible to the skin and gently pull perpendicularly to the surface. If a fragment remains embedded, do not worry: it will detach on its own in the following days. DO NOT put substances like oil, ether, alcohol, or ammonia on the tick before removing it.

2

Disinfection

Use a common disinfectant on the bite area.

3

Observation

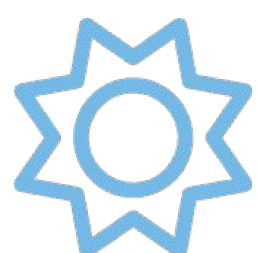
A small reddening in the first two days is normal. Note the date of the bite: if fever and widespread pain or a spreading skin rash appear within 3-30 days, consult your doctor. It is not necessary to do laboratory tests or take antibiotics for prevention.

Ticks can transmit diseases such as **Lyme Disease** (which initially manifests as a ring-shaped skin rash) and **Tick-Borne Encephalitis (TBE)**, which affects the nervous system.

The Vaccine against TBE

There is a vaccine against TBE. It is given with an initial cycle of 3 doses and boosters every 3-5 years. For those living in the province of Belluno and for some at-risk categories (e.g., Alpine Rescue volunteers, CAI), **vaccination is free**. For non-residents, it is subject to a fee.

For information and bookings, you can call **0437 514525** (Monday to Friday 8:00 AM - 3:30 PM) or write to vaccinazioni.bl@aulssl.veneto.it

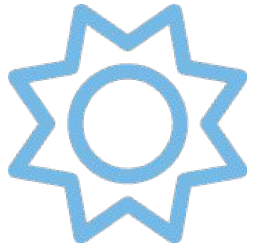


How to protect yourself from mosquitoes

Prevention is based on avoiding mosquito bites:

- **Use skin repellents** and, if necessary, apply them also on clothe;
- **Avoid stagnant water**, where mosquitoes can lay their eggs;
- Use larvicide products in private areas.





Managing Viper Bites

Encounters with Vipers: How to behave

In the ULSSI Dolomiti territory, it is possible to encounter vipers, a venomous snake. It is important to know how to act in case of a bite for your safety and for rapid medical intervention.

How to recognize a viper bite:

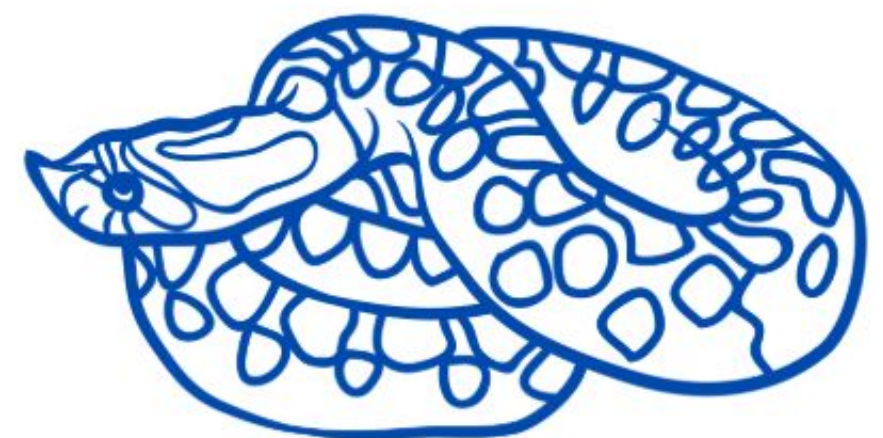
It usually presents with two small holes, similar to pinpricks, spaced between 0.5 and 1 cm. A reddish liquid (blood and serum) may come out of these holes.

What to do immediately:

- Stay calm: Panic can accelerate the spread of venom.
- Immobilize the bitten limb: It is essential to keep the limb still and, if possible, in a lower position relative to the body (downwards) to slow down venom absorption.
- Remove rings, watches, or tight clothing from the affected area, as swelling could make removal difficult later.
- Seek immediate medical assistance.

What NOT to do (Important!)

- DO NOT cut or incise the wound.
- DO NOT try to suck out the venom.
- DO NOT apply tight ligatures (tourniquets).
- DO NOT apply ice or heat to the wound.
- DO NOT administer alcoholic beverages or stimulants.
- DO NOT administer anti-venom serum.

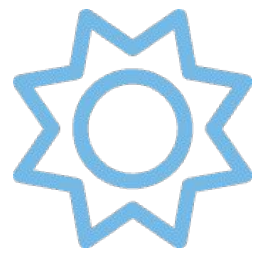


Who to contact and how:

In case of a suspected viper bite, it is essential to act immediately:

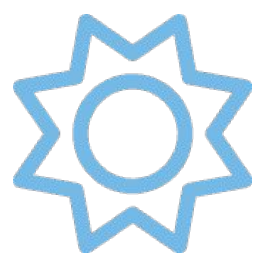
- Call the single emergency number **118 (SUEM)**. Describe what happened and carefully follow the instructions given to you.
- If you are close, you can be driven to the nearest hospital Emergency Room. The medical staff will assess the clinical risk and the most appropriate treatment.

i It is important to know that a "viper bite" does not always mean "viper venom poisoning". Sometimes, the venomous fangs may not have injected venom (it's a "dry bite") or may have injected it only superficially. However, **every bite must be evaluated by qualified healthcare personnel.**



Heat... what to do?

- **Drink plenty of water** at room temperature, even if you are not thirsty.
- **Eat light meals:** choose foods rich in water and mineral salts, such as fruits and vegetables.
- **Consume fruit between meals**, rich in water and mineral salts.
- **Reduce physical activity.**
- **Be careful with air conditioners.**
- **Darken windows** facing the sun.
- **Take frequent baths and showers.**
- **Cover your head** when going outdoors and **wear sunglasses.**
- **Wear light clothing.**



Against the heat... what NOT to do?

- Do not expose yourself to the sun.
- Avoid iced drinks.
- Do not consume strong alcoholic beverages.
- Moderate wine consumption.
- Avoid fatty foods like fried foods or overly elaborate and spicy foods, or foods too rich in sugar.
- Avoid strenuous physical activity.
- Avoid long journeys.

For further information, the free number 116117 is available 24/7 24 hours a day, 7 days a week.

In the event of a sudden illness or serious emergency, call 118.

Heatstroke

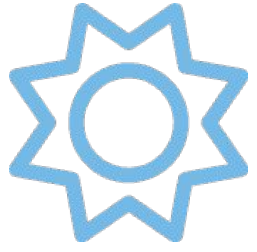
What to observe:

- The person (often an elderly person or an athlete under exertion, exposed to the sun) is **confused, delirious**, behaves strangely, or becomes unconscious.
- Body temperature exceeds 40°C.
- The skin is hot to the touch, sometimes not sweating.

What to do immediately:

1. Immediately call the **emergency number 118.**
2. Start cooling the person immediately: this is the most important thing!
 - Remove all clothing.
 - Spray lukewarm water on the skin and ventilate continuously.
 - Apply ice packs to the neck, groin, and armpits.





Mushrooms: Know Them to Avoid Risks

If you are passionate about mushrooms, remember that only consume those you know well and are sure are edible. ULSS1 Dolomiti, with the Mycological Association Bresadola, offers a **counter with mycological experts to check if the mushrooms you have collected are safe.**

How it works

The service is available by appointment.



from 05:00 PM to 06:00 PM



Belluno Hospital

Near the entrance of the prefabricated building next to Block F

To book

Contact the Food and Nutrition Hygiene Service



0437 516910

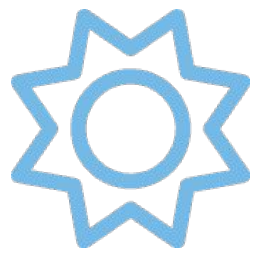
from Monday to Friday

from 9:00 AM to 12:00 PM

Golden rules for collecting and consuming mushrooms:

- Inform your family members about the area where you are going to collect and bring a charged mobile phone.
- Collect whole mushrooms, in good condition (not damaged, moldy, too old).
- Avoid areas that could be polluted (landfills, road edges).
- ALWAYS have the collected mushrooms checked by ULSS mycologists.
- Cooking DOES NOT eliminate toxins from poisonous species.
- Do not give mushrooms to the elderly, small children, pregnant or breastfeeding women, or people with intolerances or digestion problems.
- Even edible mushrooms are hard to digest: don't overdo the quantity.





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.

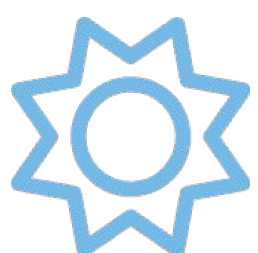
Temperature

Refrigerate perishable foods immediately.

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:

Heatstroke

Be aware of the risk of overheating, especially on hot days. Make sure your dog always has fresh and clean water, avoid the hottest hours, and NEVER leave them locked in the car, not even in the shade. Symptoms include rapid breathing, excessive panting, lethargy. If you notice these signs, cool them down and contact the veterinarian.

Ticks

In the mountains, dogs are highly exposed. Use specific antiparasitic products (pipettes, collars, sprays) recommended by the veterinarian and carefully check the dog's fur (ears, paws, neck, armpits) after every walk. If you find a tick, remove it with specific tweezers, without squeezing it and without using oil or nail polish.

Excursions

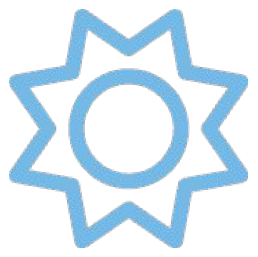
Always keep your dog on a leash, especially along trails and near refuges or mountain pastures where grazing animals are protected by guardian dogs. Using a GPS can be useful. If your dog gets lost, notify local authorities and the Belluno Dog Pound - 0437/940183..

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!**

