ABSTRACT

The nursing assistance is not merely a practice profession, made up of gestures and tasks, it also has a strong relational nature, as mentioned in Section 1.2 of the Professional Profile of Pediatric Nurse, so the welcome is a very important responsibility. It will pose the basis for all future communications, which may affect more or less positively on the disease experience of the small patient and his family.

All this buys more importance when users come into contact with a ward critical as the onco-hematology ward; the desperation for a diagnosis so heavy is combining at the anxiety of suddenly being in a completely unknown situation, world. Nurse's task is to avoid additional sources of stress to the assisted, making the most delicate possible the transition from an existence conduct until then "normally" to the new and difficult life of the patient with cancer.

To do so can return useful information tools, as the reception book; in December 2007 the new department onco-hematology dell'OIRM has been inaugurated and it was therefore necessary to revise the previous reception book: in fact it may be a valuable means to provide key information in a clear and sustained manner in a period of great confusion. Moreover, a translated version can make easier the access of the foreign patients who face not only the pain of the disease, but also the fear of being alone in an unknown country.