

Dear Sir, dear madam,

We wish to provide you with some useful indications to ensure that your stay is as comfortable as possible. In the ward, you will meet the health staff, which consists of doctors, the nursing coordinator, nurses, physiotherapists, healthcare operators, care assistants, technicians, social worker, trainees and volunteers, all identifiable through their I.D. badges. The organization of the ward is based on some simple rules described here below, which we request you to observe. The doctors will inform you of the diagnostic tests and treatments most appropriate for your disease; they will also ask for your consent to receive the scheduled treatments.

Thank you for your kind attention.

### **WHAT TO BRING FOR YOUR HOSPITAL STAY**

Upon admission, you must present an **identity document** and any available recent clinical documentation, which can be shown to the ward doctor (e.g. photocopies of clinical records of previous hospital stays, X-rays, tests, other specialist examinations, etc.).

Your clothing must be as plain as possible: a tracksuit and white socks (also during the summer). You can bring money in a limited quantity but you should avoid bringing jewels and other valuables.

You should provide the telephone number of a relative or person of trust to be contacted should the need arise.

### **WELCOMING PROCEDURE**

The Day Hospital services are divided in two shifts: one from 8.00 a.m. to 11.00 a.m. and the other from 11.00 a.m. to 2.00 p.m.. Admission entails the patient staying in the department of the nursing home for three hours.

The patients of the first shift must come to the department on the day of admission at 8.00 to have blood tests and an electrocardiogram. Once these activities in the ward have been completed, they must come to the Reception Office/PRO to open the patient record.

The patients of the second shift must come to the department on the first day of admission at 11.00 p.m.. They will then be requested to return at 8.00 a.m. another day after the first day of admission to have the blood tests and the electrocardiogram.

The patient is given the *Privacy* statement and is asked to sign the consent form for data processing and the informed

## LIFE IN THE WARD

consent form for medical treatment.

The patient is admitted to the ward by the nursing staff, who will provide all the necessary information about the stay. The patient is given a key to the wardrobe in which to keep personal articles and a cloth for use during administration of the treatment. The **staff** is easily recognizable from the uniform they wear: **Doctors** wear a white coat, **Nursing coordinators** wear a maroon uniform; **Nurses** have a light green uniform; **Physiotherapists** wear a white uniform with a dark green polo shirt; the **Healthcare operators** and **Care assistants** wear a sky blue uniform.

Each one of them has an **ID badge** with their full name and qualification attached to their uniforms.

Each patient is received by the Rehabilitation team, made up of several professionals (Medical director, specialist doctors, ward doctor, Nursing coordinator, nurses, physiotherapists, speech therapist, etc.). In the team there will be a reference **nurse** and **physiotherapist** assigned to the patient; the patient can, in any case, also be treated by the other members of the team.

All the staff will give the patient the very best treatment and care; it is therefore not necessary to offer tips or gifts of any kind.

In every ward there is a display case containing a **User satisfaction questionnaire**, through which to express an opinion, which will remain anonymous, on the quality of the care received.

For any **reports, complaints, positive and negative observations**, the Nursing coordinator can be asked for a form, which, once filled in, can be posted in one of the display cases present in every ward and at the main entrance of the nursing home or sent by ordinary post (to Direzione Sanitaria, Piazza del Campidano n. 6 - 00162 Roma) or by fax to the number 06 44 00 52 58.

## SMOKING

Smoking is strictly prohibited in all areas of the nursing home. The fines imposed are those laid down in the legislation in force. It should also be remembered that, due to the presence of smoke detectors, smoking in the nursing home may set off the fire alarm and trigger the emergency procedures.

## OTHER SERVICES

### BAR

The Bar, which is on the basement floor, is at the patients'

disposal from 7.30 a.m. to 7 p.m., Monday to Saturday; the Bar can be contacted on the telephone for room service by dialling **261**. The Bar can also be accessed from the external courtyard.

### RULES FOR PATIENTS

The organization of the ward is based on some simple rules described here below, which the patient is requested to observe.

- The patient is obliged **to respect the time of admission to the ward**, arriving preferably a few minutes early and waiting in the rest room. In case of a delay, **the cycle of treatment may not be provided** for organizational reasons; in exceptional cases, **tolerating a maximum delay of 10 minutes**, the patient may perform the cycle, remaining after the planned time and, in any case, for a time of no less than three hours.
- In respect of privacy, when entering and exiting from the medication room, the patients must enter one at a time and the door of the medication room must remain closed.
- The patient must wait to be called by their reference physiotherapist for their activity and must not enter the gym on their own initiative. To ensure respect of the rules of privacy, the patients must be called using their first name or, if more than one patient has the same name, with the initial of the surname or bed number.
- The patient must follow the indications received from the reference physiotherapist, not only with regard to the times and methods of the physiotherapy but also with regard to the pause between one therapy and another.
- During the pauses indicated by the physiotherapist, the patient must stay in the rest rooms and shall not enter the gyms where the other patients are receiving physiotherapy.
- If the patient wishes to take personal belongings from his wardrobe, which is situated in a room where other patients are receiving physiotherapy, he must ask a nurse to ensure that the rules of privacy are respected.
- To make rehabilitation therapy easier, the patient should wear a tracksuit and white cotton socks (even during the summer).

### DISCHARGE

Every kind of disease requires an appropriate rehabilitation period, the length of which is established on the basis of international medical literature data (EBM – *Evidence Based Medicine*); the Rehabilitation team elaborates a Rehabilitation plan and the times necessary to implement it, taking account of the patient's basic medical conditions and any other concomitant diseases that may affect the duration of the stay  
**The medical director schedules the discharge** on the basis of this; the discharge date is communicated a few days earlier so that the patient, his/her relatives or caregivers can organize the patient's return to his/her normal daily and work activities.

The Patient will be given a **Discharge report** that summarizes all the medical services and rehabilitation received, the reports and results of examinations conducted; it also contains indications for a healthy lifestyle, any medical treatment and clinical and instrumental tests to be carried out later on, where necessary. For patients returning home, an appointment is fixed for the **follow-up** to be performed within 30 days of discharge. The ward physiatrist will inform the patient of the date and time of the appointment; the patient will have to contact the outpatient clinic for any other information.

If the patient asks to be discharged “*against medical advice*”, he/she will have to sign this request in his/her patient record so as to relieve the nursing home of all responsibility for this decision.

After two consecutive days of unjustified absence, the patient will be discharged automatically.

## THE CLINICAL RECORD

Once discharged, the patient can ask the Reception office/PRO for a **true copy of his/her patient record**.

The cost of the copy of the file is € 20.00 if it is collected from the Reception office/PRO and € 32.00 if the guest requests it be sent by post. The payment is to be made when this request is made.

The copy can be collected 30 days after the request exclusively:

- by the holder of the clinical record exhibiting a valid identity document;
- by a person with a valid identity document expressly delegated by the patient in writing;
- by the guardian or administrator, with a valid identity document and the necessary documentation;
- If the patient has deceased, by the persons entitled, exhibiting a valid identity document and the necessary documentation.

A copy of the X-rays performed during the stay and recorded on a CD, can be requested from the Reception office/PRO at a cost of € 20.00; the CD can be collected within seven workdays of the request again from Reception office/PRO.

The **admission certificate**, which may be necessary, for example, for work, is released by Reception/PRO.

**Admission and stay certificates** have to be requested on specific forms to the Reception Office/PRO.

**Admission certificates with a diagnosis** are to be requested on a specific form directly at the Day Hospital and will be issued by a ward doctor.

**Daily certificates** to justify absence from work can be requested directly in the ward.

## RECEPTION OFFICE/PRO

The Reception Desk/Public Relations Office is situated at the main entrance of the nursing home and is open Monday to Saturday from 8.30 a.m. to 1.30 p.m., except for holidays.

At the Reception Office/PRO, you can thus:

1. receive information about all the health services provided by the Nursing home
2. activate and pay for additional services
3. ask for the forms necessary for admission and the forms necessary for **paid stays** in ordinary admission and the Day Hospital
4. ask for and collect a copy of the clinical record
5. ask for a copy of the X-rays performed during the stay on a CD
6. make any reports, positive and negative observations, suggestions and complaints

You can contact the Reception Office/PRO by calling the number 06 44 00 53 00 or sending a message to the e-mail address [accettazione@policlinicoitalia.it](mailto:accettazione@policlinicoitalia.it)

## THE SOCIAL SERVICE

The Social Service may be used as a guide for the patient and his relations if they have social and care problems regardless of whether these problems are associated with the disease, admission and discharge, with a focus on the ill person, his/her family and humanization of the care facility.

The social worker is at the Patients' disposal on Mondays from 9.00 a.m. to 1.00 p.m., and from Tuesdays to Fridays, from 8.00 a.m. to 1.00 p.m.. To fix an appointment with the Social worker, simply contact the Nursing coordinator.

## OTHER SERVICES PRESENT AT THE NURSING HOME

### THE SPECIALIST OUTPATIENT CLINIC

The Specialist outpatient clinic provides private specialist services not covered by the National Health Service, to external patients. The **prices** and conditions of payment are indicated on the price lists, which can be consulted at the Reception office of the outpatient clinic.

#### 1.1. SPECIALIST VISITS

Medical examinations in the following fields can be performed at the outpatient clinic: **Cardiology, Geriatrics, Otorhinolaryngoiatry and Phoniatics, Gastroenterology, Dermatology, Ophthalmology, Urology, Endocrinology, Pulmonology, Orthopaedics.**

### 1.2. DIAGNOSTIC AND INSTRUMENTAL EXAMINATIONS

The diagnostic and instrumental examinations that can be conducted at the outpatient clinic are:

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#### **Radiology (Conventional X-rays)**

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##### **US SCAN**

Internal medicine	Endocrinology
Muscles and tendons	Urology
Cardiology: Colour Doppler echocardiography	
Vascular: Colour Doppler ultrasound of the limbs and epiaortic vessels	

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#### **CLINICAL TESTS**

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##### **CARDIOVASCULAR DIAGNOSTICS LABORATORY**

Electrocardiogram – Echocardiogram-Holter cardiac and pressure monitor

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##### **NEUROLOGICAL DIAGNOSTICS LABORATORY**

Electroencephalogram – Electromyography – Electroneurography

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### 1.3. PHYSIATRY OUTPATIENT DEPARTMENT (DIAGNOSIS AND TREATMENT)

The Physiatry outpatient department (diagnosis and treatment) provides the following services:

- Orthopaedic, neurological, cardiological and respiratory rehabilitation
- Postural re-education
- Manual treatment: Massage therapy • Lymphatic drainage • Myofascial release and connective tissue massage • Osteopathy, etc.
- Therapy with physical means: Tecar therapy® • Ionophoresis • Ultrasound • Magnetotherapy • Laser therapy • TENS, etc.
- Ozone therapy

### 1.4. MOTION ANALYSIS LABORATORY

The Motion analysis laboratory is equipped with the SMART D system, designed for use in the rehabilitation and orthopaedic department for the kinematic assessment of motion in general and is used for the three-dimensional reconstruction of motion through the acquisition of the data concerning kinematics, surface electromyography and dynamics. The data obtained in this way are completed and compared instantly with a database of normal data from the population and the resulting

assessment is important to customize the treatment and rehabilitation.

### **1.5. BOOKING OUTPATIENT EXAMINATIONS**

Specialist examinations and instrumental tests can be booked Monday to Friday, from 8.00 a.m. to 5.00 p.m.:

- on the telephone, to the number 06 44 00 52 64
- in person, at the Reception desk of the outpatient departments, on the ground floor beside the telephone exchange.

All the information about the outpatient activities can be obtained by sending a message to the e-mail address [poliambulatorio@policlinicoitalia.it](mailto:poliambulatorio@policlinicoitalia.it)

No prescription from your general practitioner is necessary to make the booking. On the contrary, a medical prescription is indispensable to book an X-ray examination.

The specialist examination can be paid at the outpatient clinic in cash or using a debit card or credit card.

## CHARTER OF PATIENTS' RIGHTS

### The patient has the right:

- To be assisted and cared for with kindness and attention, in respect of the ethical principles and human dignity, regardless of their nationality, sexual orientation, political opinions and religious beliefs;
- Always to be identified with their name rather than the number and name of his/her disease, according to a practice that is no longer tolerable. He/she also has the right to be called, in Italian, using the polite "Lei" form;
- To obtain information from the health facility about the services it provides, the methods of access to them and the responsibilities for them. The patient also has the right to be able to immediately identify the persons responsible for caring for him/her;
- to obtain from the healthcare operator responsible for caring for him/her complete and comprehensible information about the diagnosis of the disease, the treatment proposed and related prognosis;
- to be able to refuse a diagnostic or therapeutic treatment;
- To receive news that enable him/her to express effectively informed consent, except in urgent cases in which a delay may pose a health hazard, before being subjected to treatments or procedures; this information must also concern the possible risks and discomfort resulting from treatment. Where the healthcare operator is convinced that direct information is contraindicated, it can be supplied to relatives or those who exercise parental authority over the patient unless the patient expresses his disagreement;
- To receive the best care available and to be informed of the possibility of conducting alternative investigations and treatments, even if they can be provided at different facilities. If the patient is not able to make his/her own decisions, the same information can be given to the persons indicated in the previous point
- to maximum confidentiality of his/her personal details, including information about health, the examinations conducted and treatments received;
- To make observations, praise and complaints, which are to be examined without delay, and be promptly informed of their outcome.

COMPANY CERTIFIED IN ACCORDANCE  
WITH THE



UNI EN ISO 9001:2015 STANDARD  
CERTIFICATE NO.: 9122.PLCL