

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** 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 nightdress or pyjamas, dressing gown, tracksuit, underwear, socks and closed slippers, personal hygiene items, etc.

Patients should bring little money with them and avoid bringing precious objects (watches, jewels, etc.).

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

### WELCOMING PROCEDURE

The Patient is accompanied directly to the ward by the staff who made the transfer to the sending facility, and is welcomed into the ward by the Nursing and Medical team who will provide all the information relating to the hospital stay.

The patient is given the *Privacy statement* and will be requested to sign the *consent form to data processing* and the informed consent to treatment.

## LIFE IN THE WARD

All rooms have 2 beds, except for some single rooms available at a fee. The assignment of the room may not be definitive and the patient may be moved to a different room for organizational needs.

The **staff** is readily identifiable from the uniform they wear and their **badges**: the **doctors** wear a white coat, the Nursing coordinators wear a maroon uniform; the **nurses** have a light green uniform; the **physiotherapists** wear a white uniform with a green polo shirt; the **healthcare operators** and the **care assistants** wear a sky blue uniform. At the head of the bed there is a **pushbutton panel** that you can use, when necessary, to call the staff (red pushbutton) and turn on the bed head light (yellow pushbutton) and the room light.

Inside the bathroom, there is a pull button near the shower tray for calling the staff if the need arises (cord with a red bell).

There is a pushbutton panel near the entrance door for use by the staff, so it is not to be used by the patient.

Each patient is received by the **Rehabilitation team**, made up of several health professionals (head physician, specialist doctors, ward doctor, nursing coordinator, nurses, physiotherapists, speech therapist, etc.). The team includes a **reference nurse and physiotherapist** assigned to the patient; the patient will be also be managed by the other members of the team.

The pharmacological treatments are prescribed by the doctors and administered by the nurses; **the patient will not be allowed to handle his/her own treatment under any circumstances.**

The ward doctor is available for **interviews** on Mondays, Wednesdays and Fridays, from 12.30 a.m. to 2 p.m.. Interviews can be arranged with the specialists through the nursing coordinator.

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.

### **VISITS FROM FRIENDS AND RELATIONS**

As early as March 6, 2020, access to relatives and visitors was forbidden at the Polyclinic Italy Nursing Home, while taking care to ensure the possibility for the latter to be able to interface with the Doctors to get news about their family members.

Contacts with patients are maintained through the use of computer media.

### **EXIT PERMITS**

During the entire hospitalization, no exit permits will be granted.

### **SILENCE**

The rule of silence and tranquillity of the ward must be respected, above all between 1 p.m. and 4 p.m. and between 10 p.m. and 7 a.m. of the following day.

Mobile phones should also be used as little as possible, paying particular attention to keeping the ring volume as low as possible. Patients should not remain outside their rooms after 10 p.m.

### **CLEANING**

It is important to keep the room clean and tidy; underwear and personal articles are to be placed in the patient's wardrobe or beside cupboard, to make cleaning easier. Deck chairs, flowers and plants should not be kept in the rooms as they occupy precious space.

### **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.

**MEALS** Having learned the patient's eating habits and the relevant clinical information, our *Dietary service* elaborates the most suitable diet plan for each patient. For special needs associated with the patient's needs, the ward doctors will prescribe "*special meals*".

Religious dietary requirements are to be promptly reported to the nursing coordinator so that this kind of need can be satisfied.

The day's meals are served at the following times:

<b>BREAKFAST:</b>	7.30 a.m.	<b>LUNCH:</b>	12.45 p.m.	<b>DINNER</b>	6 p.m.
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### **RULES FOR PATIENTS AND THEIR VISITORS**

(in observance of EC Reg. 178/2002 and EC Reg. 852/2004– Food hygiene)

In order to safeguard the health of patients staying in the nursing home, the amount and type of food brought by friends and relations must be limited.

In fact, failure to preserve the food may lead to toxic infections and/or food poisoning.

The food and drinks received from outside must be kept exclusively in the bedside cupboards and not in the wardrobes. The nursing coordinator or health director can be asked for further explanations and indications.

### **FOODS TO BE AVOIDED AT ALL COSTS**

- Tomato sauce
- Other sauces
- Cream
- Cream-filled cakes and biscuits
- Cold cuts
- Milk
- Yogurt
- Fresh and seasoned dairy products (cheese)
- All cooked foods (meat, pasta, etc.)

### **FOODS THAT CAN BE GIVEN TO PATIENTS WITHOUT ANY RISKS**

- Bottled water
- Closed fruit juices (single-dose only)
- Canned drinks
- Dry biscuits with no filling, in single-portion packs
- Cakes with no filling (sponge cakes)
- Bread
- Crackers and bread sticks (single-portion only)
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- Breakfast cereals (e.g. *Cornflakes*)
- Fruit in small quantities for immediate consumption (any leftover fruit must be given to the staff)
- Dry fruit
- Packaged chocolates and sweets
- Jam (single portions only)
- Honey (single portions only)
- Homogenized foods (once open, any leftovers must be given to the staff for disposal)

**Patients on special diets must contact the ward doctor or dietician before eating food brought by friends and relations.**

## **OTHER SERVICES**

### **RELIGIOUS ASSISTANCE**

For precautionary reasons, related to the epidemiological emergency from Covid-19, in order to protect patients and operators, the voluntary activities present in the Nursing Home, as well as religious functions, are suspended.

### **PRIVATE, ADDITIONAL NON-HEALTH CARE**

The Nursing Home guarantees direct assistance to hospitalized patients with its staff. Due to the limits imposed by the current emergency situation, it will not be possible to authorize the entry of private assistance personnel.

### **ROOM TELEPHONE, TV**

A telephone connection can be activated in the room at a cost of € 2.60 a day. It is also possible to bring a television into the room at a daily cost of € 2.60. 10% VAT is to be added to these costs.

The request to activate these services should be made to Reception office/PRO; upon activation of these services, an account of € 26.00 plus 10% VAT (equivalent to 10 days of use) must be paid.

### **INTERNET CONNECTION**

The Reception office can be requested for a Wi-Fi internet connection without any additional cost.

### **CORRESPONDENCE**

Patients can receive post (ordinary letters, registered letters, packages, etc.). All correspondence should be addressed to the Nursing home (Piazza del Campidano, 6 - 00162 Roma), indicating the name of the intended recipient. Patients can also send correspondence from the nursing home, by contacting the Nursing coordinator.

### **SINGLE ROOM**

The nursing home has some single rooms. A patient can ask the Reception office/PRO for a single room, which costs € 70.00 per day (plus 10% VAT).

### **HAIRDRESSER, CHIROPODIST, MANICURE AND LAUNDRY SERVICE**

Each Patient or family member of reference can only activate the laundry service, at his own expense; applicants will be provided with the information "Private services to be paid for

by Inpatients" (IO.72A.17), containing information on the rates and methods of providing the service.

Payment for services must be made exclusively by the patient or his family member / contact person.

The relevant invoice / receipt must be paid directly to the Professional at the end of the service.

All staff must therefore be considered excluded from the regulation of relations between the individual professional and the patients and / or family members of reference.

The possibility of delivering comfort items for patients and the delivery of personal linen for patients who have not activated the laundry service is guaranteed. The collection of dirty linen and the delivery of clean linen for patients by family members are limited to days and times established on Monday - Wednesday for patients hospitalized on the 2nd and 3rd floor and Tuesday and Thursday for patients hospitalized on the floor 4th, in the time slot from 13.00 to 14.00.

The family member delivers the clean linen and collects the dirty one while waiting outside the main entrance. A person in charge collects the clean linen and delivers the dirty one. Clean linen must be delivered by family members inside a transparent plastic bag. The collector must sanitize the outer surface of the bag with 70% alcohol solution and insert the sanitized one in another transparent plastic bag. Dirty laundry will follow the same treatment.

The Nursing Coordinator of the ward informs patients and their families on correct hygiene practices, aimed at containing the risk of contamination. For this reason it is necessary for the family member to wash the linen of the Covid-19 positive patient at 60-90 ° C with sanitizing products for the laundry, in addition to commonly used foaming products.

### **BAR**

Currently, in order to guarantee the maximum protection of the patient, this service is temporarily suspended due to the known emergency situation.

### VALUABLE ITEM DEPOSIT

Valuable items and/or money can be held in safe custody by Reception office upon admission. The service is free of charge.

### 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 head physician schedules the discharge** on the basis of this; the discharge date is communicated a few days earlier so that the relatives or caregivers can organize the patient's return to his/her normal daily and work activities. The patient must organize his/her return home in a private vehicle.

In some special cases in which, due to the disease, it is not possible for the patient to make a full recovery, he/she and his/her family/caregivers must plan the return home, making any necessary structural modifications to the home environment (bathroom, toilet, bed, routes, etc.). If the patient cannot return home and is to be taken to another care facility, his/her family/caregivers can contact the social worker for further information.

Patients are normally discharged from the ward in the morning before 9.30 on the established day. 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 and good health, 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 use has been made of paid services, such as a single room, television and telephone in the room, the payment must be made, **before leaving the nursing home**, to Reception office/PRO.

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

## 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 and with a photocopy of the latter;
- 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.

## 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 Reception office/PRO, you can:

1. receive information about all the health services
2. activate and pay for additional services
3. request and/or deliver the forms necessary for admission
4. ask for information and the forms necessary for paid stays
5. ask for and collect a copy of the clinical record
6. ask for a copy of the X-rays performed during the stay on a CD



7. make any reports, positive and negative observations, suggestions and complaints

You can contact the Reception office/PRO at the telephone number 06 44 00 53 00 during its opening times or by sending a message to the e-mail address [accettazione@policlinicoitalia.it](mailto:accettazione@policlinicoitalia.it)

## **THE SOCIAL SERVICE**

The Social Service is available to guide the Patient and his family members in case of problems of a social and welfare nature connected or not with the disease, hospitalization and discharge, with a focus entirely on the sick person, his family and to the humanization of the hospitalization facility.

Through interviews and meetings with people or families in difficulty, the Social Worker makes an in-depth analysis of the problems presented by them, arriving at a social study of the case and a diagnosis or assessment of the situation, as a basis for the formulation and implementation of an intervention plan and favors the good use of the resources present in the area of reference for the patient, who is favored in the continuity of care at the time of discharge.

This occurs through a coordinated action of resources around the problem highlighted, as well as through the verification of the results obtained in relation to the solution of the problem itself.

The Social Assistant is available for interviews with users every day, from Monday to Friday from 10.00 to 12.00, unless otherwise agreed upon. To make an appointment with the Social Assistant, simply contact the Nursing Coordinator of your department.

## OTHER SERVICES PRESENT AT THE NURSING HOME

### THE SPECIALIST OUTPATIENT CLINIC

The Outpatient clinic of the nursing home 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**

Bookings for specialist and instrumental examinations can be made Monday to Friday from 8.00 a.m. to 5 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 on the outpatient activities can be obtained by writing 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 service can be paid for at the outpatient clinic in cash, using a debit card or a credit card.

The reports of instrumental and laboratory examinations can be given exclusively:

- to the person they concern;
- an expressly delegated person with an identity document, a proxy and identity document of the delegating person;
- for a minor, to the person concerned with a valid identity document or to the person who exercises parental authority;
- to a guardian or administrator equipped with a valid identity document and the necessary documentation.

The X-rays performed, recorded on a CD, can be obtained from the Reception office of the outpatient clinic, by paying a sum of € 20.00; the CD can be collected, again from the Reception office within seven workdays of the request.

## 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