

# **WELCOME CARD**

## **GUIDE TO SERVICES**

ORDINARY ADMISSION

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 reception area, by the staff who carried out the transfer from the sending facility, and welcomed by the Nursing and Medical staff 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), by fax to the number 06 44 00 52 58 or by e-mail [direzionesanitaria@policlinicoitalia.it](mailto:direzionesanitaria@policlinicoitalia.it)

## **VISITS FROM FRIENDS AND RELATIONS**

Arrangements for family members to access and visit are governed by specific operating instructions that take into account guidance from the Ministry of Health:

- visits can take place respecting social distancing and without physical contact between the patient and his family member / visitor;
- the family member / visitor who enters will fill in a self-certification in which he declares that he is not a subject potentially at risk and his body temperature will be measured at the entrance to the Nursing Home, which must not exceed 37.5 ° C;
- the family member / visitor must enter with the mask and must proceed to sanitize their hands at the entrance of the structure;
- access will be by appointment only.

In particular cases, the presence of a family member or loved one is allowed outside the scheduled visiting hours. In this case it is necessary to ask the Nursing Coordinator for permission, authorized by the ward doctor, which must be shown to the Switchboard every time the Caregiver enters outside the permitted hours. In this case, in addition to the above indications, the Caregiver must be in possession of the Green Pass.

## REGULATION FOR VISITORS

Visiting relatives and friends is a long-awaited moment for the patient during the days of hospitalization and is a source of comfort and an opportunity to socialize; however, Visitors are invited to behave respectfully.

Visitors are kindly requested to:

- respect the visiting hours agreed with the Nursing Coordinator
- respect the patients' need for peace
- not to hinder in any way the medical, nursing, auxiliary staff and physiotherapists in carrying out their activities with the Patients. Therefore it is not allowed to enter the gyms during physiotherapy, stay in the hospital rooms during the ward visit, patient care and hygiene operations and the administration of therapy
- do not bring food and drinks other than those permitted and indicated in the following paragraphs
- not to introduce children under the age of twelve into the wards;
- for hygienic reasons, it is not recommended to sit down, place bags or clothes on beds or tables, it is forbidden to use the toilets inside the rooms and to introduce plants and flowers into the hospital rooms.

**EXIT PERMITS** During the entire hospitalization, exit permits will be granted only in exceptional cases (check-ups, instrumental examinations, etc.). The permit must be requested from the Nursing Coordinator the day before the exit and is subject to the opinion of the ward doctor who must assess the possible presence of contraindications to the exit itself.

**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:

**BREAKFAST:** 7.30 a.m.   **LUNCH:** 12.45 p.m.   **DINNER:** 6 p.m.

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

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

- |                                                         |                                                                                                       |
|---------------------------------------------------------|-------------------------------------------------------------------------------------------------------|
| ▪ Bottled water                                         | ▪ Breakfast cereals (e.g. <i>Cornflakes</i> )                                                         |
| ▪ Closed fruit juices (single-dose only)                | ▪ Fruit in small quantities for immediate consumption (any leftover fruit must be given to the staff) |
| ▪ Canned drinks                                         | ▪ Dry fruit                                                                                           |
| ▪ Dry biscuits with no filling, in single-portion packs | ▪ Packaged chocolates and sweets                                                                      |
| ▪ Cakes with no filling (sponge cakes)                  | ▪ Jam (single portions only)                                                                          |
| ▪ Bread                                                 | ▪ Honey (single portions only)                                                                        |
| ▪ Crackers and bread sticks (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 patients of Catholic faith, Holy Mass is celebrated on holidays in the ground floor room of the RSA at 10.00. There is also a chapel on the ground floor of the Nursing Home. The Chaplain is available to all Patients; to contact him it is necessary to contact the Nursing Coordinator or the Switchboard.

The Nursing Home guarantees religious assistance to Patients of other religious confessions. Also in this case, the Nursing Coordinator is contacted.

**PRIVATE, ADDITIONAL NON-HEALTH CARE**

The Nursing Home guarantees direct assistance to hospitalized patients with its staff, but in particular cases, the presence of staff who continuously assists a patient may be authorized beyond the permitted visiting hours.

**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 AND CHIROPODIST**

Patients who intend to make use of the services of the hairdresser, podiatrist and manicurist, will be provided with the information "Private services to be paid by the Inpatients" (IO.72A.17), containing the indications relating to the tariff of the operators and the methods of providing the service. The definition of the appointment and the payment of the 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 personnel must therefore be considered excluded from the regulation of relations between the individual professional and the patients and/or family members of reference.

#### **LAUNDRY SERVICE**

Each patient or family member can use the laundry service, at his own expense; applicants will be provided with the information "Private services to be paid by Inpatients" (IO.72A.17), containing information on the tariff and the 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.

For family members who do not wish to use the service, the ward's Nursing Coordinator will give information, to patients and their respective family members, on proper hygiene practices, aimed at containing the risk of contamination.

Clean linen should be delivered inside a clear plastic bag. The pick-up attendant will sanitize the outside surface of the bag with 70% alcohol solution and place the sanitized bag in another transparent plastic bag. Soiled linen will follow the same treatment.

Information for patients and their family members on proper hygiene practices aimed at containing the risk of contamination: it is necessary for the family member to wash the Covid-19 positive resident's linen at 60-90°C with laundry sanitizing products, in addition to commonly used foaming products.

#### **BAR**

On the ground floor of Building A in the waiting area in front of the switchboard box, vending machines for snacks and drinks have been positioned. The bar in the basement is available to patients from 7.30 to 19.00 from Monday to Saturday.

#### **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 discharged patients, follow-up is guaranteed to be performed within 30/40 days of discharge. For information about the times and to arrange an appointment, the patient must contact the Outpatient Clinic.

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 € 42.00 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.

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.

## THE SPECIALIST OUTPATIENT CLINIC

### OTHER SERVICES PRESENT AT THE NURSING HOME

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.







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