

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.

Patients must show up on the first day of admission at 08:00 for the first shift, and at 11:00 for the second shift, with a urine sample, and be fasting for blood sampling and the electrocardiogram.

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

LIFE IN THE WARD

The patient is admitted to the ward by the nursing staff, who will provide all the necessary information about the stay. There are special dedicated spaces inside the gyms where you can store your personal effects and the towel to use

during the course of the therapy. 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, 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 department, there is a display containing the User Satisfaction Questionnaire, through which you can provide feedback and anonymously evaluate the quality of the care you received.

For any **reports, complaints, feedback, or compliments**, you can request a form from the Nursing Coordinator. Once filled out, you can either drop it into the designated boxes located in each department and at the main entrance of the healthcare facility, send it via regular mail (to the Health Directorate, Piazza del Campidano n. 6 - 00162 Rome), via email to direzionesanitaria@policlinicoitalia.it, or via fax at 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 located on the basement floor is accessible to patients during the following hours:

- **Monday to Friday:** 7:00 AM - 7:30 PM
- **Saturday:** 7:30 AM - 4:00 PM
- **Sunday:** 7:30 AM - 1:30 PM

For in-room service, the Bar can be contacted by dialing **261**. The Bar is also accessible from the outdoor 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, during the entry and exit operations that take place in the medical center, patients must enter one at a time.
- 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.
- 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. Follow-up is provided for discharged patients to be performed 30 days after discharge. For information regarding the schedule and to arrange the appointment, the patient should contact the Outpatient Clinic.

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 and not communicated absence, the patient is automatically discharged. Absences for clinical reasons are considered justified against a medical certificate to be presented upon return.

THE CLINICAL RECORD

After discharge, the Patient may request a certified copy of their medical record from the Admissions Office/URP.

The first copy of the medical record, provided in a digital format on a USB stick, is free of charge and must be collected from the Admissions Office/URP.

For a second copy, which can be collected from the same office, the cost is **€15.00** in digital format and **€35.00** in paper format. If shipping is requested, an additional fee of **€15.00** will apply. Payment must be made at the time of the request.

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 € 25.00; 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

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 or by email servizio.sociale@policlinicoitalia.it.

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

In the Specialist Outpatient Clinic, it is possible to undergo medical examinations for the following specialties: Cardiology, Physiatry Neurology, Orthopedics and Traumatology, Otorhinolaryngology and Phoniatics, Dermatology, Ophthalmology, Endocrinology.

1.2. DIAGNOSTIC AND INSTRUMENTAL EXAMINATIONS

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

Radiology (Conventional X-rays)

US SCAN

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

CLINICAL TESTS

CARDIOVASCULAR DIAGNOSTICS LABORATORY

Electrocardiogram – Echocardiogram

NEUROLOGICAL DIAGNOSTICS LABORATORY

Electromyography

1.3. PHYSIATRY OUTPATIENT DEPARTMENT (DIAGNOSIS AND TREATMENT)

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

- Orthopaedic and neurological.
- Individual postural reeducation (Mézières and Souchart).
- Massage therapy • Lymphatic drainage.
- Therapy with physical means: Theal Therapy • Tecar therapy® • Ionophoresis • Ultrasound • Magnetotherapy • Laser therapy, including high-frequency as well • TENS, etc.
- Hydrokinesiotherapy.

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

Appointments for specialist visits and instrumental exams can be scheduled from Monday to Friday, from 8:00 AM to 7:00 PM:

- By phone, at the number 06 44 00 52 64.
- In person, by visiting the Outpatient Acceptance Office, located on the -1 floor.

All information related to outpatient activities can also be requested at the email address poliambulatorio@policlinicoitalia.it.

For booking appointments, it is not necessary to have a referral from your primary care physician. However, for X-rays, a medical prescription is essential.

At the Specialist Outpatient Clinic, it is possible to make payment for specialized services using **BANCOMAT** and **CREDIT CARDS**.

Reports for instrumental and laboratory tests can only be handed over to:

- The individual concerned.
- A person expressly delegated, provided with identification documents, a delegation letter, and identification documents of the delegator.
- In the case of a minor, to the minor themselves with valid identification or to the legal guardian.
- To the guardian or curator with valid identification and the necessary documentation.

X-rays taken are recorded and delivered on a CD.

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.

