

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 or by the family member, and welcomed by the Nursing and Medical staff who will provide all 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 the **rooms** have 2 beds, except for some **single rooms**, **available at a higher price**.

The **staff** is readily identifiable from the uniform they wear: the **doctors** wear a white coat, the Nursing coordinators wear a maroon uniform; the **nurses** have a green uniform; the **physiotherapists** wear a white uniform with a dark green polo shirt; the **healthcare operators** and the **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.

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 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 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 by e-mail direzionesanitaria@policlinicoitalia.it 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

Arrangements The access and visitation rules for family members are determined by each Operational Unit based on organizational and care needs. For this reason, it is important to inquire about the visiting hours of the relevant department and to encourage relatives and friends to strictly adhere to them. Therefore, visitors should not insist with the department staff, who are required to comply with these regulations.

Visitors should avoid gathering in large numbers at the same time. It is advisable for family members to take turns visiting so that each patient can have some company without overcrowding. Too many people in a ward can create unpleasant situations of noise and disturbance for both patients and healthcare staff. More importantly, it can also increase the risk of infections, which are particularly dangerous for the most vulnerable individuals.

It is recommended to avoid bringing children to the hospital, as they are more susceptible to infections. Additionally, exposure to severe suffering may have a negative psychological impact on them. Any individual exemptions must be authorized by the Responsible Physician of the department. In such cases, children must be closely supervised by their accompanying adults.

In special cases, the presence of a Caregiver outside of the designated visiting hours, including at night, is allowed. In this case, a permit must be requested from the Nursing Coordinator of the department and approved by the ward doctor. This permit must be presented at the Reception Desk each time the visitor enters outside of the permitted hours.

RULES FOR VISITORS

Visits from friends and relations represent a long-awaited moment for the patients during their stay, giving them encouragement and an opportunity to socialize; visitors are however requested to behave respectfully.

Visitors are kindly requested:

- To respect the visiting hours exhibited at the entrance;
- To respect the patients' need for peace and quiet;
- Not to obstruct in any way the doctors, nurses, care assistants or physiotherapists during their activities with the patients. Visitors are therefore not allowed to enter the gym during physiotherapy, to stay in the rooms during the ward rounds, patient care and washing operations and administration of the treatment;
- not bring in food and beverages other than those permitted and indicated in the following paragraphs;
- do not bring children under the age of twelve into the wards;
- for hygienic reasons, it is inadvisable to sit, place bags or clothing on the beds or tables, it is forbidden to use the toilets inside the rooms and to bring plants and flowers into the inpatient rooms.

EXIT PERMITS

The Patient, for justified reasons and preferably on Sundays and public holidays, after completing the prescribed physiotherapy session, i.e., after 12:00 PM, may request to leave the Clinic with a short-term permit. These permits cannot exceed six hours, and the return must take place no later than 8:00 PM.

The permit must be requested from the Nurse Coordinator on the day before the outing (Saturday) and is subject to the approval of the ward doctor, who will assess any potential contraindications to the outing.

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, 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:** 12.30 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

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|---|---|
| ▪ 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 Catholic patients, Mass is celebrated on holidays in the room on the ground floor of the nursing home at 10.00 a.m.. There is also a chapel on the ground floor of the nursing home.

The chaplain is at patients' disposal; he can be contacted through the nursing coordinator or the operator.

The nursing home also provides religious assistance to patients of other religions. Also in this case, the nursing coordinator should be contacted.

PRIVATE, ADDITIONAL NON-HEALTH CARE

Through its staff, the Nursing home provides direct care to the

patients but, in special cases, the presence of staff that provide a patient with continuous care outside visiting hours can be authorized.

ROOM TELEPHONE, INTERNET CONNECTION,

You can request the activation of the telephone in your room only to receive calls from outside and the activation of this service must be requested from the Nursing Coordinator. A Wi-Fi internet connection can be activated free of charge by asking for one at the Reception Office, who will provide a password.

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 solvent department has some single rooms at its disposal. To occupy a single room, without a guest, you can request the Reception Office/PRO; the room costs € 80.00 per day (plus 10% VAT). Use of the single room **with a guest** costs € 120.00 per day (plus 10% VAT), without meals for the guest and € 150.00 per day (plus 10% VAT) with meals for the guest.

HAIRDRESSER, CHIROPODIST AND LAUNDRY SERVICE

Any Patient or designated family member who wishes to use the aforementioned services at their own expense must be provided with the information sheet "Private Services at the Expense of Hospitalized Patients" (IO.72A.17), which includes details on the service providers' fees and the service delivery procedures.

The appointment scheduling and payment for these services must be handled exclusively by the Patient or their designated family member/person of reference.

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

All hospital staff are to be considered excluded from any regulation of relations between individual professionals and patients and/or their families.

For patients under Active Surveillance, the possibility of

receiving comfort items and, for those not using the Laundry Service, the delivery of personal linen is guaranteed.

The collection of dirty linen and the delivery of clean linen by family members is regulated according to predefined days and times:

Monday and Wednesday for patients hospitalized on the 2nd and 3rd floors

Tuesday and Thursday for patients hospitalized on the 4th and 5th floors,

during the time slot 1:00 PM - 2:00 PM.

GUIDELINES ON PROPER HYGIENE PRACTICES FOR PATIENTS AND FAMILY MEMBERS

To reduce the risk of contamination, the laundry of patients under active surveillance must be washed by family members at a temperature between 60°C and 90°C, using specific sanitizing laundry products in addition to regular foaming detergents commonly used.

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.

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. 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, any medical treatment and clinical and instrumental tests to be carried out later on, where necessary. If use has been made of paid services, such as a single room or a room telephone, the payment must be made, **before leaving the nursing home**, at the 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**.

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 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 € 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.

RECEPTION OFFICE/PRO

The Reception Office/PRO is situated at the main entrance of the Nursing home and is open: Monday to Saturday 8.30 a.m. to 1.30 p.m., excluding holidays.

At Reception office/PRO, you can:

1. receive information about all the health services
2. activate and pay for additional services
3. ask for the forms required 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
8. submit the forms filled in for ordinary admission and the day hospital and access the medical commission.

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**

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..

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

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
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

Specialist examinations and instrumental examinations can be booked Monday to Friday from 8 a.m. to 5 p.m.:

- on the telephone, to 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.

CERTIFIED COMPANY

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