

Dear Lady, dear gentlemen,

We would like to introduce you some useful information to make your period in hospital more comfortable. In the department you will find the sanitary staff composed of doctors, ward sister, nurses, physiotherapists, socio-sanitary auxiliary, expert technician, social assistant, staff in formation and even volunteers, all identifiable ones through the card of acknowledgment. The unit is organized with some simple rules here described, that we ask you to follow. The doctors will inform you about the diagnostic examinations and the more appropriate therapy for your pathology; they will even ask you to give your consent for the execution of the programmed therapy.

Thank you for your attention.

WHAT TO CARRY AT THE MOMENT OF THE SHELTER IN HOSPITAL

At the moment of the shelter it's necessary an identity document and, if you have, the recent clinical documentation (as an example photocopies of clinical case sheet of precedence shelters, x-rays, analyses, other specialized examinations, etc.) in order to show it to the unit doctor.

Clothing will have to be most essential possible: it's advised a coveralls and white socks (even during summer time). It's better if you don't keep much money with you, jewels and valuables.

It is opportune to supply the telephone number of a relative or of a confidence person to contact in case of emergency.

MODALITY OF ACCEPTANCE

The patients of the **turn of the morning** must arrive, the first day of shelter, at 8.00 a.m. in the unit in order to carry out the withdrawal of the blood and the electrocardiogram. After this activity in the unit they have to go to the acceptance office/URP to open the clinical folder.

The patients of the **turn of the afternoon** must arrive, the first day of shelter, at 13.00 a.m. in the acceptance office/URP to open the clinical folder. Successively they will be invited to introduce themselves in the morning in order to carry out the withdrawal of the blood and the electrocardiogram.

To the patient it's given the informative of *Privacy* and it's asked to underwrite the module of consent to the treatment of the personal data.

LIFE IN THE UNIT

The patient is received in unit from the medical staff who supplies all the relative information of the stay in hospital. To the patient it is given the key of the cabinet in which it can put personal effects and a towel to use during the development of the therapy. The **staff** is easy recognizable from the uniform that wears: **Doctors** have white coat, **ward sister** wears a white uniform with one red wraps on the pocket and the veil; **nurses** have the uniform completely white; **physiotherapist** wear a white uniform with one blue wrap on the pocket; the **auxiliary** wear a celestial uniform.

Everyone wear on the uniform an **identification card** with name, last name and qualification.

Every patient is taken in cargo from the rehabilitation team, composed from more professional (primary, specialized doctors, unit doctor, ward sister, physiotherapist, etc.). In the team there is a **referent of the physiotherapist** to which the patient it's entrusted; the patient can also be treated from other component of the equip.

All the staff is on hand in order to assist and to cure the customer in the best ways; it is not therefore necessary neither concurred to give tips or gifts of no nature.

In every unit there is an exhibitor that contains the **questionnaire of satisfaction of the customers**, with which it is possible to express a judgment, that it will remain anonymous, on the quality received from the attendance. For eventual **signalling, claims, observations of approval and praises**, can be demanded to the ward sister a form that, once

compiled, can be introduced in the expository presents in every unit and in the entrance of the Cure House, even by mail (Sanitary direction, Piazza del Campidano n.6 – 00162 Roma) or via fax at the number 06 44 00 52 58.

SMOKING

In all the atmospheres of the Cure House is absolutely prohibited to smoke. The administrative endorsements are those previewed from the enforced norm. To remind, moreover, that smoking inside the structure, for the presence of smoke signallers, can involve the activation of the relative fire alarm and the procedures of emergency.

RULES FOR THE PATIENTS

The unit is organized with some simple rules, that the patient is invited to observe.

- The patient is held to respect the timetable of income in unit, possibly arriving with some minute of advance and sitting in the rest room.
- In the respect of the privacy, during the exit and income operations in the medical room, the patient must enter one at the time and the medical rooms have to be close.
- The patient has to wait to be called from the physiotherapist to start the activities and can't enter in the gym room alone. In order to guarantee the respect of privacy the patients will be called with their name of baptism or, in case of omonimia, also with the first letter of the last name or with the number of the bedroom place.
- The patient must respect the indications received from the physiotherapist of reference, not only regarding times and modality of the physiotherapy but also regarding the necessary moments of pause between a therapy and the next one.
- During the moment of pause indicated by the physiotherapist, the patient have to stay in the resting room and can't absolutely get in the gym room where other patients are doing physiotherapy.
- During the shelter the patient does not have to go away from the unit, just, in case, after perceived the staff.
- In case the patient wished to get from the own cabinet personal effects and such cabinet was placed in a room where it is in course the physiotherapist with other patient, it must ask to the nursery staff in order to

guarantee the respect of the privacy.

- In order to facilitate the rehabilitation therapy it is better to wear a coveralls and white socks (even during summer time).

OTHER SERVICES

PUBLIC PHONES

A Public telephone is present in unit and another one is available at the flat floor in the main entrance hall.

BAR

The bar is in the flat floor and open for the patients from 8, 00 a.m. until 14, 30 p.m. and from 16, 00 p.m. until 18, 30 p.m., from Monday to Saturday.

RESIGNATION

Every type of pathology needs an appropriated rehabilitation period, whose length is established basing from the data of international medical literature (EBM- Evidence Based Medicine); the rehabilitation staff elaborates the **rehabilitation plan** and the times necessary in order to realize it, taking care of the medical conditions of the patient and the eventual co-existence of other pathologies that can influence on the duration of the shelter.

In consideration of this, **the primary program the resignations**; the date will be communicated with some days of advance, so that the patient, the relatives or assistant can organize in the best way the return to the daily and working activities.

To the patient it will be delivered a **relation of resignations** that reassumes all the medical and rehabilitative performances, the reports and the answers of studies done, contains also indication for good habits of life, on eventually medical therapy and clinical-instrumental checks, to do if necessary even after a longer period.

If the patient asks to be discharged against the "*opinion of the doctors*" it will be necessary that it underwrites such demand in the clinical folder so to

raise the house of cure from any responsibility connected with such decision.

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

THE CLINICAL FOLDER

After the resignation, the patient can ask to the acceptance office/URP a **copy of the clinical folder**.

The cost of the copy of the folder is of € 20, 00 and the payment at the moment of the demand. It is possible to ask to send the copy of the clinical folder by mail and the supplement is of € 5.00.

The copy can be retreat after 15 days from the demand just in this following cases:

- from the registered person on the clinical folder with a valid identity document.

- from express delegated person from the patient written with a valid document of identity;

- from a tutor with a valid document of identity and the necessary documentation;

- in case of passed away patient, from having straight, with a valid document of identity and necessary documentation.

The x-rays done during the shelter, can be taken in vision and withheld for a week, for example in order to show them to the own doctor; the request must be introduced at the acceptance/URP office giving a bail of € 50,00 that will be given back when given back the exams.

The stay in hospital and shelter certificates must be demands, on appropriate form, to the acceptance/URP office.

The certificates of shelter with diagnosis must be demands, on an appropriate form, directly in Day Hospital and will be given by a unit doctor.

The every day receipt for working needs can be asked directly in the unit.

ACCEPTANCE

The acceptance/URP office it is situated in the main entrance of the Cure House and observes the following

OFFICE/URP timetables: Monday to Saturday from 8.30 a.m. until 12.00 a.m.; close on Thursday and holidays.

The addressees of the service are all those who must be oriented inside the Cure House and want to know everything about the performances of the structure.

At the acceptance/URP office is possible:

1-receive all information about the sanitary performances of the Cure House

2-activate and knit payment services

3-ask for the necessary forms for the ordinary and day hospital shelter

4-ask information and necessary forms for **payment, ordinary and Day Hospital shelter**

5-ask and withdraw the copy of the clinical folder

6-ask in vision the x-rays done during the shelter

7-have general information and orientation of the services offered by the territory (availability of other sanitary structures, in convention or payment, domiciliary services, etc.)

8-Communicate eventual recommendation, observations, suggestions, claims and observations of approval.

It's possible contact acceptance/URP office calling the number 06 44 00 53 00 or sending an e-mail at urp@policlinicoitalia.it

SOCIAL SERVICE

The social service is on hand to guide the patient and its relatives in case there are problems of social and charitable nature connected or not to the disease, the shelter and the resignations, with an attention all oriented to the sick person, to the family and the humanity of the structure.

The social service:

- supplies information of generic character and guideline on the services offers from the territory (availability of other sanitary structures, in convention or payment, domiciliary services, etc.)

- it generally offers advising for the charitable and bureaucratic practical (demand for garrisons to the ASL,

transport for various skilful persons, acknowledgment of the civil invalidity and indemnity of accompaniment, etc.)

-offer information of the social service open on the territory of residence of the patient, to the protect re-enters at domicile

- addresses the relatives of the patients to structures of acceptance close to the House Cure (hotels, religious homes, etc.)

The social assistance is on hand for the patient in the unit from Monday to Thursday, from 8.00 a.m. until 13.00 a.m., and on Friday from 9.00 a.m. until 13.00 a.m.

In order to fix an appointment with the Social Assistant is sufficient to ask to the ward sister.

PAPER OF THE RIGHT OF THE SICK PERSON

The patient it has the right:

- to be assisted and cured with hurries and attention, in the respect of the ethical principles and the human dignity, of the nationality, of the sexual guideline and own religious convictions of thought and religion;
- to be always characterized with own name rather than, second a praxis not more tolerable, with the number or the name of own disease;
- to obtain from the sanitary structure relative information of the performances distributed, the modalities of access and the relative competences. The same one has the right of being able to identify immediately the persons that have in cure;
- To obtain from the Sanitary Doctor complete and comprehensible information with respect to the diagnosis of the disease, to the proposed therapy and the relative prognosis;
- to be able to deny a diagnostic or therapeutic treatment;
- to receive the news that allows it to express a consent effectively informed, except the urgency cases in which the delay can involve health problems, before being subordinate to therapies or operation; the said information must concern also the possible risks or consequent uneasiness to the treatment. Where sanitary catch the motivated convincement of the inopportunity of direct information, the same one will have to be supplied, except expressed refusal of the patient, to the relatives or to those who exercise them tutorial authority;
- to receive the better cures and than to be informed on the possibility of research and alternative treatments, even in other structures. Where the patient is not in a position to

determining independently the same information will have to be supplied the persons of which to the previous point.

- to the maximum confidentiality of the personal information, included those which regard its state of health, the assessments and the treatments receipts.
- to propose observations, commendation and protest, that they must be promptly examined, and to be timely informed on the outcome of the same ones.

AZIENDA CERTIFICATA



UNI EN ISO 9001:2008

N. CERTIFICATO: 9122.PLCL

