

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 Doctor, 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 you 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 THE 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 the most essential possible: nightgown or pigiama, dressing gown, coveralls, personal linen, stockings and slippers sluces, the necessary for personal hygiene, etc.

It's better if you don't keep much money with you, jewels and valuables.

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

MODALITY OF ACCEPTANCE

At the moment of the shelter the patient and/or its relative will have to go to the office **acceptance/URP from 9,00 a.m. until 10,00 a.m. from Monday to Saturday** to open the clinical folder.

To the patient it is delivered the *Confidentiality Informative* (Privacy) and it will come demanded to underwrite the form of consent to the treatment of the data.

The patient is received in the unit from the staff that will supply to him/her and to the family the relative information to the stay in hospital.

LIFE IN THE UNIT

All the **rooms in the hospital** are with 2 beds, with the exception of some single payment rooms. The allocation of the stay in hospital room cannot be definitive and, for organizing necessities of the unit, the patient can be transferred in an other rooms.

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; the **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.

To the head of the bed a button is connected with which it can be called, in case of necessity, the staff (red push-button) and to switch the light of the head bed (yellow push-button) and of the room.

In the bathroom, near the flat shower, a push-button with pulling call to concurs to inform the staff in case of necessity (rope with red bell).

Near the income door a button for the staff , therefore not to used.

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.

The pharmacologic therapies are prescribed from the doctors and administrated from the nurses; **under no circumstances it is concurred with the patient to manage in own the therapy.**

The unit doctor is on hand for the patients every day from Monday to Saturday, from 12,00 a.m. until 13.00 a.m. For the appointments with the specialists you can ask to the ward sisters.

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 an exhibitor is present who 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 ward sister a module 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.

**VISIT OF
RELATIVES AND
FRIENDS**

Timetable of income visitors is the following one:

MONDAY/SATURDAY	morning:	from	12.00	un	14.00
				til	
	afternoon:	from	16.30	un	19.00
				til	
SUNDAY/HOLIDAYS	Morning:	from	10.00	un	14.00
				til	
	afternoon:	from	16.00	un	19.30
				til	

In details cases it is concurred the presence of a relative or a person beloved outside the previewed timetables of visit. In this case it is necessary to demand to the ward sister a **permission**, authorized from the unit doctor, that it must be exhibited to the telephone exchange every time that the visitor enters outside of the concurred timetables.

RULES FOR VISITORS

The visit of relatives and friends is for the patient a moment very attending during the days of shelter and is reason of comfort and occasion of socialization; the visitors however are invited to hold a respected behaviour.

To the Visitors it is kindly request to:

- to respect the exposed timetables of visit to the income of the House of Cure and in every unit

- to respect the needs of quiet of the patients
- not to hinder in any way the medical, nursery, auxiliary staff and the physiotherapist in the development of their activities with the patients. Therefore it is not concurred the income in the gym rooms during the physiotherapy, the permanence in the in hospital rooms during the unit visit, the operations of cure and hygiene of the patients and the administration of the therapy
- don't carry food and drinks if not those concurred and indicated to pag. 6
- not to crowd the stay in hospital rooms (advises maximum the presence of two visitors for patient)
- do not introduces in the units children of inferior age of twelve years; the income of the children is concurred in the common spaces presents at the ground floor
- for hygienic reasons, it is advised not to be based, to support bags or clothes on the beds or the tables, it is prohibited to use the hygienic services insides the rooms and to introduce plants and flowers in the hospital rooms.

EXIT PERMISSIONS The Patient, for justified reasons and preferably on Sunday and in the holidays days, can ask to exit from the House of Cure using a short permission exit. Such permission cannot be longer than six hours and the entrance back does not have however to happen beyond 20.00 p.m. The permission have to be demanded to the ward sister the day before of the exit and is subject to the opinion of the Doctor of the unit that must estimate the eventual presence of contraindications to the same exit.

SILENCE It is important to observe silence and to respect the tranquillity of the unit, above all in the hour bands that goes from 13,00 until 16,00 and from 22,00 until 7.00. A limited use is recommended also of cellular telephones making more attention to maintain the sound with the volume more low possible. It is preferable that the patients don't remain outside of the respective rooms in hospital beyond 22.00 p.m.

CLEANING

It is important to maintain the room clean and ordered in hospital; the personal linen and objects goes in the cabinet or the bedside table, in order to facilitate the cleaning operations. It is preferable not to hold in the rooms chairs or deckchair, flowers and plants, that can represent useless blocks.

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.

FOOD

Food represents an important aspect of the therapeutic and rehabilitative route during the stay in hospital. Our Dietetic Service, after learning the alimentary habits of the patient and the important clinical information, create the more adapted dietetic plan for every person. For details necessity, the Doctors of the unit will prescribe "special food".

Alimentary requirements tied to religious reasons go marked to the ward sister in such way that is possible to satisfy also this type of necessity. The meal of the day come served in the following timetables:

BREAKFAST:	7.30	LUNCH:	12.30	DINNER	18.00
				:	

RULES FOR THE PATIENTS AND GUEST

(in observance of the D.L. 155/97 – Hygien of the alimontary)

For protecting the health of the patients shelter in the House of Cure is necessary to limit the amount and the typology of the alimony supplied from relatives and friends.

The not suitable conservation of the alimony in fact can cause to cough and/or alimentary poisonings. The alimony and the received drinks from outside must be conserved exclusively in the bedside tables and not in the closets. Ulterior clarifications and indications can be demands to the ward sister or the Sanitary Direction.

ALIMONY TO AVOID IN ABSOLUTE WAY	ALIMONY WHOSE SUPPLY TO THE PATIENTS DOES NOT INVOLVE RISKS
<ul style="list-style-type: none"> ▪ Gravies ▪ Sauces ▪ Cremes ▪ Cookies and biscuits with creams ▪ Products of delicatessen ▪ Milk ▪ Yogurt ▪ Fresh and seasoned food (cheeses) ▪ Any cooked food (meat, pasta, etc.) 	<ul style="list-style-type: none"> ▪ Water in bottle ▪ Fruit juce (monoportion) ▪ Drinks in can ▪ Dry biscuits without creams, monoportion ▪ Sweet without creams ▪ Bread ▪ Crackers and grissini (just monoportion) ▪ Cereal (as <i>corn flakes</i>) ▪ Fruit in small portion to eat immediatly (the quantity not used must be given to the staff) ▪ Dry fruit ▪ Manufactured chocolates and candies ▪ Marmellate (just monoportion) ▪ Honey (just monoportion) ▪ Homogenized (after openig eventually rest must given to the staff to be eliminated)

The patients subordinates to details dietetic regimes must address to the doctor of unit or the dietician before consuming the alimony supplied from friends or relatives.

OTHER SERVICES

Religious assistant

For the Patients of catholic faith, the mass is celebrated in the festive days at the flat earth of the RSA at 10.00. There is moreover a Nail head to the flat earth of the House of Cure. The Chaplain is on hand of all the patients; in order to contact it is necessary to address to the ward sister or the telephone exchange. The House of Cure guarantees the religious attendance to the patients of other religious confessions. Also in this case addresses to the ward sister.

Not sanitary private integrating attendance

The House of Cure guarantees with it's own staff the directed assistance to the patients, but in some cases the presence can be authorized, beyond the timetables of visit, of staff who assists always a patient.

Telephone in the room, internet, Television

The activation of telephones in own room can be demanded and to use the telephone taken ones for the connection to Internet at the cost of € 2,60 at day and € 0,10/relase day for city and interurban calls and € 0,30/relase for calls on the cellular phones. It is possible, moreover, to carry with himself during the shelter a television apparatus with a every day cost of € 2,60. To the aforesaid costs it goes added 10% of Vat. The activation of these services goes demanded to the acceptation/URP Office; for these services it will have to be poured, at the moment of the activation, an equal account to € 26,00 more Vat to 10% (equal to 10 days of use).

Public telephones

For the patients there are public telephones in every plan of the House of Cure.

Correspondence

The patient can receive mail (letters, registered letters, packages, etc). The correspondence has to be sent to the House of Cure (Piazza del Campidano n. 6 - 00162 Rome) specifying the nominative of the patient. The patient will be able moreover to send the correspondence from the House of Cure addressing to the Ward sister.

Single room

The House of Cure has at its disposal some single rooms. In order to use a single room it can be demanded the acceptance/URP Office; the room has a cost of € 65,00 per day (more 10% than Vat).

Hairdressing salon, Barber, Chiropodist and Manicure

The demand for hairdressing salon, barber, chiropodist and manicure can be made to the Ward sister. The cost of the established service is that one from freelance who distributes the service.

Bar

The Bar on the flat floor is on hand of 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; for the room service Bar typing 261 can be contacted by telephone.

Warehouse valuables

It can be demanded the guard of valuables and/or money to the Acceptance office at the moment of the shelter. The service is free.

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.

The patient have to organize his/her return back home by it self.

In some cases where, for pathology reason, or where a complete recovery was not possible, the same patient and its relatives/assistants will have to plan the return to house previewing also the opportune structural modifications to the domestic atmosphere (bath, wc, bed, distances, etc).

In cases in which the return to house it is not possible and the patient must be entrusted to another charitable structure, the relatives/assistants will be able to address to the Social worker for having greater information.

The resignations from the unit happen of rule within 8,30 a.m. of the established day.

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 they have been used payment services which as an example room of single stay in hospital, television set and telephone in room, the payment must be carried out, **before leaving the House of Cure**, to the

acceptation/URP Office. In case the patient asks for being discharged “*against the opinion of the sanitary ones*”, will be necessary that she/he underwrites such demand in the clinical folder in such way to raise the House of Cure from every responsibility connected with such decision.

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.

ACCEPTANCE OFFICE/URP

The acceptance/URP office it is situated in the main entrance of the Cure House and observes the following 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-to 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-having 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.
- 9- To introduce the compiled form for the ordinary shelter and the day hospital and to approach the medical commission.

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

- it 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 right to:

- 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