

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 BRING IN THE RSA

At the moment of the shelter it's necessary an **identity document, tax identification number, the sanitary booklet and photocopy of the exemption ticket** 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.

The Host must carry the **personal equipment**; it is good norm that every head of delivered clothing is marked with the name or the initial name of the Host, to facilitate the belongings identification. The relatives must supply to reintegrate the equipment in case of emergency.

The referring relative of the Host is held to communicate eventual variations of the address and of the telephones numbers, so not to render the contact between the structure and the same relative impossible. The lacked signalling raises the Structure from every responsibility of forehead to eventual dispute.

He is preferable to keep money in limited amount and not to hold with himself valuables (clocks, jewels, etc).

## ACCEPTANCE MODALITY

The income of the Host, preventively agreed, can happen from monday to saturday in the morning and also on tuesday and on thursday afternoon. At the moment of the income there will be a **talk** with the Responsible Doctor and the Managing Nurse to the aim to know the necessities of the same one and the family so as to collect information useful to assist in adequate way the Host during its permanence in the Structure.

At the moment of the income there will be a medical visit from the Responsible Doctor who provide to the opening of the Personal Folder and to the collection of all the useful information to the charitable organization. To the Host is delivered the Confidentiality Informative (Privacy), comes asked to underwrite the form of consent to the treatment of the data and the consent informed to the medical action.

## LIFE IN RSA

The structure has rooms with 1, 2 or 3 beds all with a bathroom directly accessible from the room and with air conditioning system; there are moreover present in every floor bathes equipped, a local endowed stay of television and one for lunch. Flat floor is present also the gym for the rehabilitative activities, the room of the occupational therapy and a wide polyvalent room for the animation activities.

The allocation of the room can not be definitive and, for organizational necessities, the Host can be transferred in an other room.

The **staff** is easy recognizable from the uniform that wears: **Doctors** have white coat, **Managing Nurse** wears a white uniform with one red wraps on the pocket; **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 necessity case, 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 black bell).

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

The typical day is organized indicatively as it follows, firm remaining the various characteristics and requirements of the Hosts:

- 🕒 7,00 – 9,00: awakening, rising, hygiene of the morning, clothing, breakfast and therapy;
- 🕒 9,00 – 11.45: several activities (according tot eh charitable program of every host): medical animation, physiotherapy, visits, talks, bath/showers, etc;
- 🕒 11.45 – 13.00: lunch and therapy;
- 🕒 13.00: cleaning face/hands and oral hygien. Sleeping;
- 🕒 16.00: animation activities/eventually programmed physioterapy;
- 🕒 18.00 – 18.30: dinner and therapy;
- 🕒 20.30 – 22.00: therapy; cleaning face/hands and oral hygien; getting ready for the night.

Every Host, directly or through a legal representative or person delegate, can obtain all the information necessary in order to know pathologies in course and the relative treatments of rehabilitation, the plan and the therapeutic program by the **Responsible Doctor**.

The timetable of the Responsible Doctor to the public is the following one: Tuesday from the 11,00 until 13,00 and Thursdays from 14,30 until 16.30.

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

In the entrance of the RSA an exhibitor is present 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 Managing nurse a module that, once compiled, can be introduced in the expository presents in entrance of the RSA, 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**

The access to the Structure for the visits to the Hosts is concurred every day of the year in the following timetable:

- **from 10.00 to 20.00**

Outside such wrap hour, in case of details or urgent necessity, the visit timetable could be preventively agreed with the Responsible Doctor and the Managing Nurse in relation to the single requirements.

During the visit, in order to respect the organizational necessities and the ordered development of the job in structure, the visitors are invited to use the appropriate premises stay. Every visitor is held to a right behavior to the style of life of the RSA and for the tranquillity of the Hosts, let to inquire itself near operating of eventual prescription the details for the single Hosts to protection of their health and safety.

## **EXIT PERMISSIONS**

The Hosts can demand allowed exit for re-enter in family or for other reasons. If the permission does not preview the night's passing outside the structure, the Host or its relative will have to demanded to the Responsible Doctor at least 24 hours before. If, instead, the night's passing outside the structure is previewed, it will have to make demanded at least three days before, preventively authorized from Territorial Valutative Unit of ASL RM/A.

The permissions with night's passing outside the structure cannot, however, to exceed the two consecutive days and can be a maximum of 10 total days in the course of the year.

In case of absences determined from shelters in hospitals structures, the Host straight has the

conservation of the place in order at least for 3 days and, upon request, till a maximum of 10 days. In case of a hospital shelter for more than 10 days, the Host has straight of priority in re-enters in RSA.

## **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 must however observe some simple rules.

To the visitors is asked to:

- respect the visit timetable, that goes from 10.00 until 20.00 everyday comprised the festive ones;
- respect the needs of quiet of the Host, avoiding, where possible, to entertain itself in the rooms, staying instead in the rest rooms or in the polyvalent room during the afternoon rest;
- don't hinder in any way the medical, nurse and auxiliary staff and the physiotherapy in their activities with the Hosts. Therefore it is not concurred the income in the gym and in the polyvalent room during the physiotherapy and the group activities, the permanence in the rooms during the unit visit, the operations of cure and hygiene of the Hosts and the administration of the therapy;
- don't bring food and drinks if not those concurred and indicated after;
- 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 induments 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.

## **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, if not before authorized by the managing nurse.

## SMOKING

In all the atmospheres of the RSA 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.

## PERSONAL ROOMS

The structure allows and encourages the personalizing of the rooms, provided that they are embellished in nice way and they respected the safety regulations. However it is prohibited to introduce and to use electrical equipment not authorized or with gas because they could cause accident.

## FOOD

The diet represents an important aspect of the therapeutic and rehabilitative route during the stay in RSA. Our Dietetic Service, after learning the alimentary habits of the Host and the important clinical information from the responsible doctor, create the more adapted dietetic plan for every person. For details necessity, the Doctors of the unit will prescribe "special food" (particular food, integrator, etc.).

Food during the day are served during this timetable:

**Breakfast:** from 8.00

**Lunch:** from 12.30

**Dinner:** from 18.30

The meal happens in the eating rooms (on every floor); for the Hosts who cannot leave the bed is previewed the service in room. It is important that the Hosts do not consume foods or drinks carried from home, as the diet supplied from the RSA is created and measure for every Host and constitutes one of the moments of the therapeutic process.

## 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 RSA 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 managing nurse or the dietician.

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

**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 Hosts of catholic faith, the mass is celebrated in the festive days at the flat floor of the RSA at 10.00 a.m. The Chaplain is on hand of all the Hosts; in order to contact it is necessary to address to the Managing Nurse or the telephone exchange. The RSA guarantees the religious attendance to the patients of other religious confessions. Also in this case addresses to the Managing Nurse.

### **NOT SANITARY PRIVATE INTEGRATING ATTENDANCE**

The Hosts or the relatives who needs the requirement, can take advantage themselves of the presence of private assistants who lend their work in favor of a single Host: the eventual expense and all the economic relation, providential and insurance type are to cargo of the assisted Host or its family, without any obligation or responsibility of the "Policlinico Italia S.r.l. ".

The work of the private assistants must be authorized from the Responsible Doctor, must be imprinted by the requirements of professionalism, correctness and respect of the rules of the structure and is rendered in integrating form and/or substitutive to that familiar and it **is not integrating and/or substitutive to the sanitary** one who is guaranteed and distributed to the Hosts of the RSA from the medical staff and nurse present in the structure.

For being authorized to having an integrating attendance it is necessary to ask the appropriate forms to the Secretariat of Sanitary Direction, to compile it and to deliver it to the same office.

### **TELEPHONE AND TELEVISION IN ROOM**

The Hosts can receive telephone calls through the telephone exchange to the telephone apparatus that is on bedside table. In order to carry out telephone calls outside is possible to demand the activation of own telephone in room paying monthly exclusively the cost of



the carried out releases equal to 0,10 (+ Vat) /release for city and interurban calls and 0,30 (+ Vat) /release for calls to the cellular phone. The public telephone is placed to the flat floor of the structure.

Moreover, the Host, if wishes, can put a television set in own room without the burden of some additional cost.

### **CORRESPONDENCE**

The Host can receive mail (letters, registered letters, packages, etc). The correspondence goes sent to the Sanitary Residence Charitable Policlinico Italia (Piazza del Campidano n. 6, 00162 - Rome) specifying the nominative case of the Host. The Host will be able moreover to send the correspondence from the RSA addressing to the Managing Nurse.

### **HAIRDRESSING SALON, BARBER, CHIROPODIST AND MANICURE**

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

### **LAUNDRY SERVICE**

The Host can demand the service of laundry for its personal linen. The activation of the service can be demanded the Managing Nurse who will put the host in contact with the external company that is taken care to withdraw, to wash and to give back the personal clothes. The cost of the established service is that one from the company that distributes the service.

### **BAR**

The Bar is situated to the flat floor of the adjacent House of Cure and is on hand of the Hosts from 8,00 until 14,30 and from 16,00 until 18,30, from Monday to Saturday; for the service in room Bar typing 261 can be contacted by telephone. At the flat floor of the RSA, in the polyvalent room, is present a warm and cold drink and food machine.

## RESIGNATION

The resignations of the Host can be voluntary or decided from Valutativ Territorial Unit of the CAD of ASL RM/A. In case the Host means to discharge itself voluntarily in order to return in family or to move themselves in other structure, must be given to warning to the Administration at least 10 days before, except corresponding in alternative the sum correspondent to the days of lacked warning to cargo the region Host and/or Municipality residence. The resignations of the Host give start to the procedure of reunion of the issues sanitary and charitable, that are archivist and on hand to the enforced norm in matter.

To the Host 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.

The Direction can demand to the U.V.T of the CAD the removal of the Host, also without prior notice, in case these hold an incompatible conduct with the communitarian life or not doesn't pay the straight and/or extra expenses.

## THE CLINICAL FOLDER

After the resignation, the Host 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 Host, from having straight, with

a valid document of identity and necessary documentation.

**The certificates of shelter** (simple or with paid the eventual amount of the per diem one or with the diagnosis), are released from the Responsible Doctor.

**The certificates with diagnosis** can be released also from own Doctor of base.

## ACCEPTANCE OFFICE/URP

**The Accettazione/URP** Office is a service dedicated to the acceptance and to listen to the citizen-customers; it has moreover the task to guarantee the information, the protection and the participation, thus like illustrated in the successive paragraphs. The Office is situated to the main income of the adjacent House of Cure and observes the following timetables: from Monday to Saturday from 8,30 until 12.00; closed Thursday and the holidays.

The adresses of the service are all those who must be oriented inside the structure and that want to know all the performances distributed from the RSA.

At the Office is also possible:

- to demand and to withdraw the copy of the personal folder;
- to demand in vision the x-rays carried out during the permanence;
- to have 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);
- 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](mailto:urp@policlinicoitalia.it)**

## PAPER OF THE RIGHT OF THE OLD PERSON

The old person represent a patrimony for the society, not only because they have cultural memory of a population, but also

because more and more they constitute an active human resource, a contribution of energies and experiences of which the society can be taken advantage.

This new role emerges from the clinical and social search that give the ascertainment of an always greater number of persons of advanced age and in good psycho-physical conditions. However exist the conditions in which the old person is still a fragile person, physically and psychically , for which the protection of its dignity it needs greater attention in the observance of the rights of the person sanctioned for the generality of the citizens.

The valorisation of the role of oldest and of their culture is found on the education of the population to the acknowledgment and the respect of their rights, beyond the punctual implementation of a series of duties from the society. Of these the first one is the policies realization that guarantee to an old person to continue to being active part in our society, that they share the social, civil and cultural life of the community.

The paper of the rights of the old person is an instrument useful to favour the action of education to the acknowledgment and the respect of the rights of the person and in particular of the old person.

The old person has the right:

- to the respect like individual, to being called with own name and “she” “he” and not with you or euphemism like “grandfather”, etc;
- to the constant presence, in lack of self-sufficiency, of a relative, like integrating support to the charitable task;
- to a tidy attendance that respect silence in rest timetables;
- to consume the meal seated to a table, when they concur it to the conditions, and in not far timetables from the customary habits;
- to the timely attendance for physiological needs and to the change of the linen every time is necessary;
- to use the hygienic services also in case of difficulties movements;

- to being informed on the procedures done on its body (injections, medications, washing) without endure some type of treatment carried out in silence of the operator;
- to being listened also when it has deficit expression;
- to always receive an answer to the questions places;
- to the exact and punctual execution of the therapy;
- to the respect of own discretion;
- to the aid for the feeding, the personal cleaning and mobility;
- not to be labelled as a “lunatic” “arteriosclerotic”, “chronic irrecoverable”, but to being considered as a “person”;
- not to be deride if involutes or psychically physically unskilful;
- to conserve the freedom to choose where to live;
- to being attended to and cured in the atmosphere that better guarantees the recovery of the function injured;
- to live with who it wishes;
- to having a relation life;
- of being put in condition for expressing own personal attitudes, own originality and creativity;
- of being safeguarded from every form of physical and/or moral violence;
- of being put in condition for enjoying and for conserving own dignity and own value, also in cases of partial loss or total of own autonomy and self-sufficiency.



AZIENDA CERTIFICATA



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