

# INTRODUCTION

SERVICES CHARTER, released according to the indications provided by the Italian law mentioned in the first page, is an available tool for the citizens using the present healthcare structure; it highlights its functional and structural features, so as to enable them to choose correctly and freely the more suitable location to receive healthcare assistance.

The presentation of the Nursing home represents, moreover, a tool for controlling the compliance between the service offered and the service actually provided, according to the transparency principle characterizing the Private Healthcare.

Although this document represents the tenth issue of the Charter, readers may find some mistakes or missing parts that, also thanks to the co-operation of users, shall be corrected in the following issues. Transparency and information allows the structure to involve the users, giving them the chance to express their opinion to the operators or filling in proper forms.

Information and reception services are granted both by the Services Charter and by phone from the operators of the Public Relations Office, the Reception Office, and the healthcare departments and services that will clearly introduce themselves when necessary.

## FIRST SECTION

### 1. PRESENTATION

#### **BOARD OF DIRECTORS**

<b>President</b>	<i>Mr. Massimo Calvani</i>
<b>Vice President</b>	<i>Mr. Fabrizio Calvani</i>
<b>Chief Executive Officer</b>	<i>Mr. Gabriele Geretto</i>

#### **ACCOUNTING DEPARTMENT**

<b>Accounting Manager</b>	<i>Mr. Gabriele Geretto</i>
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#### **HOSPITAL DIRECTORATE**

<b>Medical Director</b>	<i>Dr. Ugo Coli</i>
<b>Vice Medical Director</b>	<i>Dr. Martina Busato</i>
<b>Office for Private Practices</b>	<i>Mr. Claudio Socal</i>

**Education and Quality**

*Dr. Graziella Chiusso*

**Office for Medical Practices**

*Dr. Flavia Petrin*

## **1.2 HISTORICAL NOTES**

The first Nursing home was built during the 30s, between the First and the Second World War. At first, it was located in a Venetian villa built around 1880 and belonging to Ninni's family.

During the first World War, the building represented a lazaret that gave assistance, among other patients, to Ernest Hemingway.

The Villa was originally equipped with 20 beds and employed in the medical-surgery field.

In 1972, guided by Dr. Antonio Calvani, the nursing home was moved to a new building, having a capacity of 140 beds.

In 1984 it was finally moved to the actual building, having 170 beds (130 of them are partnered), including the following departments and operation units:

- Medical Department (General Medicine, Rehabilitation Long Term Care, Physical Medicine Rehabilitation)
- Surgery Department (General Surgery, Vascular Surgery, Urology)
- Orthopedy Department and Trauma Unit
- Multidisciplinary Day Surgery

The Nursing Home is the unique private healthcare structure "preaccreditata" for the diagnosis, care and rehabilitation, located in the area of Health District nr. 5 of U.L.S.S 5 (Local Care Authority) of Treviso, and available for numerous users living between the provinces of Treviso and Venice.

## **1.3 RECENT DEVELOPMENT**

With time, according to the evolution of the population's healthcare exigencies and with the purpose of integration towards public structures, the Nursing home has modified its orientation reaching the present configuration.

Here below a brief description of the main improvements of last year:

- The expansion of medical staff:
  - **Orthopedy Department:**
  - Dr. Roberto Corezzola, jointly Responsible Assistant
  - Dr. Ettore La Bruna, Assistant
  - Dr. Mirco Marchiori, Assistant
  - Dr. Francesco Zanetti, Consultant

- **Medical / Rehabilitation Department:**
- Dr. Francesca Greco, Assistant
- Dr. Giorgio Chiozzini, Consultant
- **Surgery Department:**
- Dr. Mario D'Iseppi, Consultant
- **Diagnostic Imaging:**
- Dr. Bernardino Spaliviero, Assistant
- The purchase of advanced technology related to Diagnostic Imaging:
  - Total Body MRI scan, open structure
  - Mammotest Mammogram
  - Mammotome Mammogram

Beginning from September 2009, the structure activated a Specialized Medical Centre offering private outpatients services. The centre, considered as part of the Nursing home, is located in Via A. Calvani, nr. 1 (facing the Nursing home).

It consists of 7 specialized outpatients departments: Dermatology, Aesthetic Medicine, Gynecology, Gastroenterology, Orthopedics, etc...

#### **1.4 DESCRIPTION OF THE STRUCTURE**

##### ***Location - entrance.***

The Nursing home is located in Monastier, near Treviso, Via Giovanni XXIII, 7.

The above-ground 5-floor monobloc structure that houses the rooms, the departments and accounting offices, is easily reachable from the "Strada Provinciale SP" Monastier – Ponte di Piave.

The entrance can be easily seen by proper indication signals.

A wide car park with trees is available in front of the structure and two more parks are situated at the back of the building for people entering the Rehabilitation service.

The structure can be reached by the public transport that stops in the above-mentioned parking area. It is possible to use the bus services connecting Roncade – Monastier – Meolo and Treviso - San Donà di Piave.

The entrance to offices, rooms and departments consists of wide stairs, but it is comfortable also for people with disabilities thanks to a ramp for cars that allows a brief stop in front of the entrance door. The entrance of the Rehabilitation and Cardiology service is at the ground floor, at the back of the building.

The front office will provide all the information concerning the itinerary to reach the structure from different locations – telephone number 0422 – 8961.

***The structure.***

As said before, the modern building of the Nursing home consists of five above-ground floors that include:

**a. GROUND FLOOR:** with entrance from the West side (at the back of the main building)

- Rehabilitation, Physiotherapy
- Cardiology with departments of Electrocardiography and Echocardiography.
- Diagnostic Imaging (CT, MRI, Bone Densitometry, Echography)
- Rehabilitation Day Hospital
- Sport Medicine
- Otolaryngology
- Vascular Disease
- Drug store
- Mortuary (with entrance from the East side)

**b. FIRST FLOOR AND RAISED GROUND FLOOR**

- Analysis Laboratory
- Specialist's Departments
- Reception
- Medical Care Office
- Dental Care
- Traditional Radiology Service
- Chapel
- Hospital Directorate
- Accounting Department
- Healthcare Practice
- Training and Quality Office
- Public Relations Office
- Technical Department
- Gastrointestinal Endoscopy and Gastroenterology departments

- Preoperative examination departments
- Day Hospital
- Coffee area and newspaper shop

**c. SECOND FLOOR**

- Surgery Department (General Surgery, Vascular Surgery, Urology, Ophthalmology)
- Medical-surgical multidisciplinary Day Hospital
- Day Surgery
- Operating rooms
- Semi-Intensive Care Unit

**d. THIRD FLOOR**

- Orthopedy Department

**e. FOURTH FLOOR**

- Medical/Rehabilitation Department (General Medicine, Long Term Care, Physical medicine and Rehabilitation)

Rooms are equipped with 3 beds. Rooms reserved for stays that are to be paid partially or totally by the patients are equipped with 1 or 2 beds.

All rooms are equipped with air conditioning and bathroom with WC and shower.

Waiting rooms are equipped with TV set.

Operating rooms are equipped with direct videoconference connection to the near Conference Rooms of the Villa Fiorita Park Hotel.

Nursing home Giovanni XXIII is “Preaccreditata”, meaning that both hospitalization and outpatients department services are granted directly, without prior authorization, and freely, except for the implementation of the rules related to the participation of the citizens at the prescription charges for outpatients department services, within the limits of the budget established from the ASL (Local Healthcare Authority). This happens according to the principle of the free choice of the citizen concerning the more suitable location to receive healthcare assistance.

The Nursing home moreover provides services that are not included in the direct assistance regime and that are submitted to a specific tariff.

## **2. MAIN PRINCIPLES**

According to the directive of the Prime Minister issued on 27th January 1994, the organization and the activity of the Nursing home are based on the following main principles:

## **2.1 EQUALITY AND IMPARTIALITY**

Equality and impartiality are granted to users, both for hospitalized patients and outpatients. It is ruled, moreover, by severe directives based on official laws and concerning the training of the staff employed in the public relations service.

## **2.2 CONTINUITY**

The organization assures the continuity of the service thanks to proper shifts.

The present principle does not contradict the interruption of elective surgery activities - consisting in those activities that are not urgent or that can be scheduled - during August or Christmas holidays, according to calendar notified to waiting list patients.

The doctors of the structure shall provide specific assistance activities for patients requiring such treatments in co-operation with the healthcare service organization offered by the nearby area.

## **2.3 RIGHT TO CHOICE**

This principle represents the base of the Nursing home activity that always allows the free choice of doctors by the patients.

## **2.4 INVOLVEMENT**

Comments, criticisms, suggestions are considered an essential contribution to the improvement of the service. For this reason, proper questionnaires are periodically distributed with the aim of encouraging the notification of inefficient services or some suggestions to improve the organization (See attached files nr. 1 and 2).

## **2.5 EFFICIENCY AND EFFECTIVENESS**

The structure constantly investigates to improve its efficiency, in order to provide a rational service without losing time and without affecting the effectiveness of the service offered, or better the achievement of the expected results.

# **SECOND SECTION**

## **3. INFORMATION ABOUT THE STRUCTURE AND THE SERVICES OFFERED**

### **3.1 TYPE OF THE SERVICES OFFERED AND ADMISSION**

#### **3.1.1 URGENT ADMISSION**

It represents an exception because the activity of the nursing home is based on elective interventions, meaning that it is addressed to those diseases where the therapeutic diagnostic treatments can be scheduled. However, it may be necessary to organize urgent admissions according to the doctor on duty or to the specialist.

### **3.1.2 ORDINARY ADMISSION**

It represents the most common admission. It has to be required by the family doctor who shall fill in the admission sheet. Usually, there is no waiting time for the General Medicine Department, while short waiting time is needed for Rehabilitation Long Term Care, according to the disease.

Some agreements with ASL 9 guarantee the admission of patients coming from the Emergency of Treviso Hospital.

When required, waiting time of other departments are given by the Reception that realizes the booking of outpatients department (OPD) special services and admissions.

For ordinary admissions, the users shall be present at the hospital in the morning of the established date on an empty stomach, before 8 a.m. provided with:

- request for admission by the family doctor
- admission form filled in by the family doctor
- health card
- identity card
- personal effects according to the duration of the stay in hospital
- any healthcare document received before the admission

It is important that the patients give advance notice of any sudden obstacle to the admission at the established date to the Reception in order to guarantee the bed to other waiting list patients.

### **3.1.3 DAY HOSPITAL**

The structure has officially activated the daily admission (Day Hospital), consisting in therapeutic-diagnostic or rehabilitation services offered during the day, for one day only or for more days. The required examinations and visits for scheduled surgery operations can be done before the admission in OPDs, in order to reduce the duration of the stay. These services are free, exempt from prescription charges.

### **3.1.4 OPD SERVICE**

With the prescription of the family doctor and against payment of the prescription charge according to the law in force - exemption not included, it is possible to receive the outpatients department services detailed in the following lines. For the majority of the services there is no waiting time. The booking office will be informed of possible waiting lists.

Some professionals are available only for private practices (their names are listed in the following pages).

### 3.1.5 PAID SERVICES

Besides free services offered according to the direct assistance regime, as stated above, it is possible to receive paid services; moreover, by request the structure offers a special hospital service (private room, with air conditioning, bath and shower, minibar and telephone).

Tariffs and terms of payment for services related to the stay are available at the Reception, while information about OPD services can be found at the booking points.

### 3.2 DEPARTMENTS AND SERVICES

Here below the list of all departments, services and their managers:

#### 3.2.1 HOSPITALIZATION DEPARTMENT

Hospitalization departments are organized in rooms according to the rational and economic management of available spaces and staff.

<b>MEDICAL / REHABILITATION DEPARTMENT Manager: d'Aquino Dr. Maurizio</b>	<b>MEDICAL STAFF</b>	<b>Nr. of beds</b>
General Medicine	<b>Manager:</b> d'Aquino Dr. Maurizio <b>Equipe</b> Bellio Dr. Fabiana Greco Dr. Francesca Maselli Dr. Filomena Pagan Dr. Giorgia Salinas Dr. Freddy	<b>35</b>
Physical Medicine and Rehabilitation	<b>Manager:</b> Rusconi Dr. Silvio <b>Equipe</b> Priore Dr. Marco	<b>33</b>

<b>SURGERY DEPARTMENT</b> <b>Manager: Busolin Dr. Roberto</b>	<b>MEDICAL STAFF</b>	<b>Nr. of beds</b>
General Surgery	<b>Manager:</b> Busolin Dr. Roberto <b>Equipe</b> Piazzolla Dr. Pasquale	<b>100</b>
Vascular Surgery	<b>Equipe</b> Gianni Dr. Trevisin Bisetto Dr. Giancarlo D'Iseppi Dr. Mario	
Urology	<b>Equipe</b> Felici Dr. Enrico Gianfranco Dr. Zanocco	
Ophthalmology	<b>Manager:</b> Cossu Dr. Fabrizio	
<b>MULTIDISCIPLINARY DAY SURGERY</b> <b>Manager: Bisetto Dr. Giancarlo</b>	<b>MEDICAL STAFF</b>	
General Surgery	Busolin Dr. Roberto Piazzolla Dr. Pasquale	
Vascular Surgery	Gianni Dr. Trevisin Bisetto Dr. Giancarlo D'Iseppi Dr. Mario	
Ophthalmology	Cossu Dr. Fabrizio	
Orthopedy	Cavatore Dr. Guido Corezzola Dr. Roberto Fattori Dr. Antonino Genova Dr. Angelo La Bruna Dr. Ettore Lenghi Dr. Pierfrancesco Tamburino Dr. Arturo Toffolo Dr. Massimo Vianello Dr. Roberto Zanetti Dr. Francesco	
<b>ORTHOPEDEY DEPARTMENT</b>	<b>MEDICAL STAFF</b>	
<b>Manager: Callea Dr. Carlo</b>	<b>Equipe</b> Corezzola Dr. Roberto Genova Dr. Angelo Di Leo Dr. Mauro La Bruna Dr. Ettore Marchiori Dr. Mirco Zona Dr. Massimo	
<b>SEMI-INTENSIVE CARE UNIT</b>	<b>MEDICAL STAFF</b>	<b>Nr. of beds</b>
<b>Coordinator: De Stefani Dr. Roberto</b>	<b>Equipe</b> Cancemi Dr. Angela Maria De Bianchi Dr. Enrico Domini Dr. Stefano Ortalli Dr. Luigi Silvestri Dr. Antonio	<b>2</b>

### 3.2.2 OPDs AND SERVICES

DIAGNOSIS AND HEALTHCARE SERVICES	MEDICAL STAFF
<b>Cardiology with OPDs of Electrocardiography and Echocardiography</b>	<b>Manager:</b> Prezioso Dr. Gaetano <b>Equipe</b> Modarres Dr.ssa Sima
<b>Vascular Echodoppler</b>	Bonvicini Dr. Carlo D'Iseppi Dr. Mario Menegolo Dr. Mirco
<b>Diagnostic Imaging</b> Traditional Radiology Multislice Spiral Tomography Diagnostic procedure of breast Total Body MRI scan Ecography Bone Densitometry	<b>Manager:</b> Di Toma Dr. Francesco <b>Equipe</b> Spaliviero Dr. Bernardino Bussoli Dr. Luigi Di Bello Dr. Aldo Bodanza Dr. Carmelo Marchetto Dr.ssa Sabrina Tripodi Dr. Giuseppe Visentin Dr. Ezio Wolf Dr. Paolo
<b>Gastrointestinal Endoscopy</b> Esophagogastroduodenoscopy Colonoscopy	<b>Manager:</b> Maurizio Dr. d'Aquino <b>Equipe</b> Chinello Dr. Lovero Chiozzini Dr. Giorgio Greco Dr. Farncesca Senzolo Dr. Marco
<b>Laboratory</b>	<b>Manager:</b> Pasini Dr. Luciano <b>Equipe</b> Callea Dr. Maria Rossana Schiavon Dr. Marisa Marchesini Dr. Carlo Giacometti Dr. Cinzia
<b>Neurology</b> Electromyography/ Electroencefalography	<b>Manager:</b> Salvato Dr. Gaetano
<b>Odontostomatology</b>	<b>Manager:</b> Salvi Dr. Diego <b>Equipe</b> Buffolo Dr. Fabiano Carlot Dr. Massimo Carniato Dr. Laura De Faveri Dr. Angela Franco Dr. Lucrezia Gottardi Dr. Alessandro Greco Dr. Clelia Innocentini Dr. Andrea Mantesso Dr. Francesca Ranguelova Dr. Paraskeva Sartorato Dr. Luigi Vincenzi Dr. Giovanni
<b>Orthodontics</b>	Pitteri Dr. Carlo
<b>Otorhinolaryngology</b>	<b>Manager:</b>

Audiometry/ Impedance analysis		Drusian Dr. Andreina	
Physiotherapy		<b>Manager:</b> Rusconi Dr. Silvio	
Pulmonology Spirometry		<b>Manager:</b> Abate Dr. Stefano	
Anaesthesia		<b>Coordinator:</b> De Stefani Dr. Roberto <b>Equipe</b> De Bianchi Dr. Enrico Domini Dr. Stefano Cancemi Dr. Angela Maria Silvestri Dr. Antonio Ortalli Dr. Luigi	
SPECIFIC OPDs	NHS	Private Practice	MEDICAL STAFF
Allergology	Yes	Yes	Bertollo Dr. Lorella
Cardiology	Yes	Yes	Prezioso Dr. Gaetano
	Yes	Yes	Modarres Dr. Sima
General Surgery	No	Yes	Busolin Dr. Roberto
	Yes	Yes	Piazzolla Dr. Pasquale
Vascular Surgery	No	Yes	Trevisin Dr. Gianni
	Yes	Yes	Bisetto Dr. Giancarlo
	Yes	Yes	D'Iseppi Dr. Mario
Dermatology	Yes	Yes	Fadel Dr. Adriano
	No	Yes	Corazzol Dr. Anna Chiara
Diabetology	No	Yes	Bellio Dr. Fabiana
Dietetic Service	No	Yes	Englaro Dr. Piera
Vascular Echodoppler	Yes	Yes	Bonvicini Dr. Carlo
Endocrinology	No	Yes	Englaro Dr. Piera
Physiatry	Yes	Yes	Rusconi Dr. Silvio
Gastroenterology	Yes	Yes	Salinas Dr. Freddy
	Yes	Yes	Greco Dr. Francesca
Gynaecology	No	Yes	Di Taranto Dr. ssa Gabriella
Speech Therapy	Yes	Yes	Zerbinati Dr. Giovanna
Internal Medicine	No	Yes	d'Aquino Dr. Maurizio
Sport Medicine	No	Yes	Prezioso Dr. Gaetano
Psychotherapy	No	Yes	Zanatta Dr. Gioia
Ophthalmology	Yes	Yes	Cossu Dr. Fabrizio
Orthopedy and Trauma Unit	No	Yes	Callea Dr. Carlo
	Yes	Yes	Cavatore Dr. Guido
	Yes	Yes	Corezzola Dr. Roberto
	Yes	Yes	Di Leo Dr. Mauro
	No	Yes	Genova Dr. Angelo
	Yes	Yes	La Bruna Dr. Ettore
	Yes	Yes	Lenghi Dr. Pierfrancesco
	Yes	Yes	Marchiori Dr. Mirco
	No	Yes	Tamburino Dr. Arturo
	No	Yes	Toffolo Dr. Massimo
	Yes	Yes	Zanetti Dr. Francesco
	No	Yes	Zona Dr. Massimo

<b>Arthroscopic Orthopedy</b>	No	Yes	Fattori Dr. Antonino
	Yes	Yes	Corezzola Dr. Roberto
	Yes	Yes	Cavatore Dr. Guido
	No	Yes	Genova Dr. Angelo
	Yes	Yes	La Bruna Dr. Ettore
	Yes	Yes	Vianello Dr. Roberto
<b>Otorhinolaryngology</b>	Yes	Yes	Drusian Dr. Andreina
<b>Urology</b>	Yes	Yes	Felici Dr. Enrico
	Yes	Yes	Zanocco Dr. Ganfranco

### 3.3 RELIGIOUS ASSISTANCE SERVICE

Religious assistance is in charge of a priest (Don Alberto Mistrorigo) who is available for conversation and Confession, both for patients and their families. Mass is celebrated in the Chapel located at the first floor. A religious assistant co-operates with the priest and guarantees her presence, also to the near Retirement Home, contributing to the relief of the patients.

Timetable and other information are indicated in the attached sheet (See attached nr. 4 ).

By request, the structure offers the possibility of contacting ministers of different religions able to give religious assistance to hospitalized non-Catholic patients.

### 3.4 SUPPLEMENTARY SERVICES

The coffee area inside the hospital, with incorporated magazines and newspaper shop, guarantees the following timetable:

Monday to Friday:	7.15 a.m. – 7.30 p.m.	
Saturday:	8.00 a.m. - 1.00 p.m.	3.00 p.m. - 6.00 p.m.
Sunday:	9.00 a.m. - 1.00 p.m.	3.00 p.m. - 6.00 p.m.

When the coffee area is closed, a hot drink and food dispenser is available in the hall of the first floor near the Chapel.

Each floor is provided with public telephones.

Although the Nursing home guarantees the assistance to its guests, patients can ask for the assistance of their family members or other nearest people. Obviously, people providing private assistance services shall respect severe rules and abstain from realize assistance activities that can be performed exclusively by qualified staff. (See attached nr. 5).

Patients can receive visits every day according to the following timetable:

<b>Monday to Saturday:</b>	3.00 p.m. - 5.00 p.m.	7.00 p.m. – 8.00 p.m.
<b>Sunday and holy-day:</b>	10.30 a.m. - 11.30 a.m.	3.00 p.m. - 5.00 p.m.      7.00 p.m. – 8.00 p.m.

Visitors shall limit the number and duration of their visits, in particular when there are more patients in the same room, so as to avoid annoying the patients themselves and other hospitalized people.

It is important to remember that crowd inside the room will cause a dangerous stale air.

Meals are served at the following time:

**Breakfast** 7.45 a.m. - 08.15 a.m. **Lunch** 11.45 a.m. - 12.30 a.m. **Dinner** 5.45 p.m. – 6.30 p.m.

Patients can choose between 2 first courses, 3 main courses and several vegetables.

Anyway, when entering the hospital, both patients and their families will be informed about the main rules of hospitalization, as well as its available services. (See attached nr. 6)

Each room is equipped with its own toilet .

## THIRD SECTION

### 4. QUALITY STANDARD, COMMITMENT AND PROGRAMMES

#### 4.1 HOSPITALIZATION

According to national and regional implementation lines, the Nursing home commits itself to reduce to minimum the **hospitalization time**, giving a complete assistance to the exigencies of the patients.

The structure has activated a preoperative assistance for patients submitted to hip replacement implant in order to solve possible concomitant vascular diseases which will affect waiting times of the above-mentioned intervention.

As regards **waiting time for admission**, a great limit is represented by the management of the budget that does not allow a free self-regulation.

During visits and medical interventions, patients will be informed about their therapeutic treatments. Doctors will be constantly available for conversation with the families during the hospitalization of the patients; some doctors are available during fixed days and time (time, day and name of the doctor are published inside the department).

The informed content is required in all cases of surgery operations, invasive treatments and blood and hemoderivatives transfusions.

It is allowed to assist terminally ill patients in any moment of the day; when possible, families can use a private room with two beds.

When the patients are discharged, doctors will fill in and issue a medical report addressed to the family doctor.

The patients will receive an original copy of the medical documentation before 30 days for non-urgent requests according to the rules of the Healthcare Directorate.

When booking an operation, the user will receive a reminder that provides all necessary medical documentation to be required to the family doctor in order to realize the hospitalization, as well as other

information concerning the preparation of the patients at home during the days that precede the hospitalization.

Here below the approximate waiting time (November 2009) between the operation booking date and the admission date for the major operations realized at the Nursing home:

<b>SURGERY OPERATION</b>	<b>MEDIUM WAITNG TIME</b>
Hip replacement implant	60 days
Knee replacement implant	60 days
Arthroscopy	30 days
Cataract	60 days
Neoplasia of the Breast	within 30 days

*Control tools for the conformity of hospital admissions' standards*

- Bookings and Reception Offices realize a systematic survey of waiting times.
- Each department realizes a daily control of the medical documentation inside the medical record. A control of the discharge is realized before closing and recording the medical record.
- The Hospital Directorate annually guarantees the correct procedure of issuing medical records.

*The Public Relations Office manages possible claims expressed by the patients/users or their families by gathering the suggestions in order to improve the services offered..*

*Suggestions coming from hospitalized users are managed in real time.*

## **4.2 OPD SERVICES**

The financial budget agreed by ULSS 9 allows the Nursing home to satisfy waiting time for specific treatments according to their priority and in conformity with the regional directive in force.

The structure is equipped with four booking/reception points for:

- Radiology
- Laboratory
- Cardiology – Physical medicine and rehabilitation
- Specialist's OPD services

The decentralization allowed the reduction of waiting times at the desk.

The medium time at the desk for a booking and/or reception and the payment of prescription charge is about 10 minutes.

It is possible to book also by phone.

For specialist's visits and diagnostic procedures the users are given a booking sheet with time and date of the visit and other information necessary for receiving the specific visit required.

The Nursing home recently reviewed its website where the users can find information about the structure and send messages or claims by e-mail.

*Control tools for the conformity of standards applied for the services offered and OPDs*

- The control of waiting times at the desk for the booking and payment of the due amount is realized through time surveys during the more crowded periods by the employee in charge and by possible claims of the users.
- The control of waiting times for specific OPD services is done through a monthly computerized survey according to the regional directive in force.
- The computerized control of medical report delivery is done systematically.

#### 4.3 STAFF TRAINING

Staff training for the present year developed the following courses:

TITLE	ADDRESSEES
<b>Organization of the security: risk management methods and tools in the healthcare field</b>	All medical staff
<b>Falls in hospital: risk management and prevention</b>	Nurses, Physiotherapists, Doctors
<b>Nursing documentation: form and content</b>	Nurses
<b>Optimization of radio-protection in PC Radiography</b>	Radiologists, Technicians for Medical Radiology
<b>The dimension of the assistance</b>	Nurses
<b>Theoretical-practical course of manual therapy: the foot</b>	Doctors, Physiotherapists
<b>Theoretical-practical course of manual therapy: cervical diseases</b>	Doctors, Physiotherapists
<b>The management of the samples: the acceptance of the medical report</b>	Radiologists, Technicians for Medical Radiology
<b>Alcohol-related diseases: an ecological and social approach</b>	All medical staff

## FOURTH SECTION

### 5. CONTROL AND PROTECTION MECHANISMS

#### 5.1 INFORMATION FOR USERS

All patients have the right to be informed about their health conditions, examinations and therapeutic, diagnostic and assistance treatments required, and they also have the right to accept or reject the medical-assistance program suggested.

The medical staff of the Nursing home commit themselves to provide all the necessary information in compliance with the rights, values, cultural differences and comprehension capabilities of the numerous

types of patients, with reference to specific rules (Law 176/1991 Modification and Implementation of the Convention on the Rights of the Child).

The consent of the patients or their representatives is an essential condition for the execution of any medical treatment. Some treatment require a written consent in proper forms.

The consent shall be an informed consent, meaning that it shall be expressed after clear explanations about the importance of the treatment, expected results, possible risks, consequences due to the non-execution, chance of alternatives provided by the doctor.

## **5.2 EVALUATION OF THE SATISFACTION**

Satisfaction degree for the service received is periodically checked through multiple choice questionnaires delivered to the patients including detailed information about the main aspects of the assistance service. (See attached nr. 1 and 2).

Questionnaires are evaluated and represent a useful tool for the directorate in order to reflect about troubles reported.

## **5.3 CLAIMS**

The presentation of claims is possible in any moment, both in written or oral form (See attached nr. 3). Public Relations Office was created inside the Hospital Directorate for this purpose too. If necessary, the medical director is always available for meeting the patients or their representatives.

Claims sent by e-mail will receive a reply within 30 days.

## **5.4 RIGHTS OF THE PATIENTS**

The above-mentioned points guarantee some important aspects for the rights of the patients.

It is important to add the right to privacy, involving both the patients and all related documents according to Law 196/2003 and further corrections and integrations.

Rights of underage patients are guaranteed according to the reference rule (Law 176/1991 Modification and implementation of the Convention on the Rights of the Child).

When entering the hospital, the patients receive a form explaining the rules about privacy.

When the patients are discharged, they receive a letter addressed to their family doctor containing a brief documentation about the treatments they were submitted to and about the recovery or treatment continuity at home.

The patients have the right to ask for a copy of their medical report against payment of the due amount by personal or home delivery.