



NOSTRA SIGNORA DEL SACRO CUORE SERVICE CHARTER



REV. 5 OF 26/08/2025

SIGNATURE LEGAL REPRESENTATIVE
LUCIA DE CRISTOFARO

SIGNATURE RESPONSIBLE PHYSICIAN
GIANCARLO DI CROCE





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*The **charter of services** of the RSA Our Lady of the Sacred Heart has been prepared to provide you with information on the structure, the services offered and to make you aware of the principles to which the management is inspired.*

The route proposed to you must be as efficient as possible. To achieve this goal, it is necessary to establish a dialogue with you through which it may be possible to verify the degree of satisfaction of your expectations.

The cooperation that you will offer us in this regard will be invaluable to us.

- **Efficiency**
- **quality**
- **courtesy**

are the commitments we make to our patients in offering diagnosis and treatment services

Efficiency means good organization and planning of activities, coordination and integration of services, compliance with the agreed deadlines for the execution of services, transparency in relations with the public, constant effort for improvement.

Quality of diagnosis and treatment activities. This is the goal of our doctors, who employ modern diagnosis and treatment protocols with skill and experience, work in teams integrated with multidisciplinary skills, use the most modern tools and techniques, adapt to national and international guidelines and follow the updating of their respective disciplines.

Courtesy and respect for the Guest/Patient are priority commitments for all of us, doctors, nurses, technicians and administrative staff.

This charter of services has been drawn up with the contribution of the health specialists working in the facility and is subject to revision or integration also deriving from its suggestions.

The Legal Representative
Dr. Lucia de Cristofaro



**SECTION I - PRESENTATION OF THE COMPANY****1.1. PRESENTATION**

The RSA Nostra Signora del Sacro Cuore, active since 2009, offers services under institutional accreditation with the Lazio Region residential social and health care and multi-specialty outpatient clinics both in the accreditation regime and in the private sector.

The RSA Nostra Signora del Sacro Cuore is present in the territory of competence of ASL ROMA 1 and welcomes elderly people who are partially or totally not self-sufficient. The aim is to ensure physical health and mental well-being, promote personal autonomy, stimulate interests and social relationships, in support of the quality of life of the elderly who are not self-sufficient or no longer able to stay at home.

The reception units are exclusively intended for nursing homes with specifically qualified social-welfare and health personnel.

The RSA is divided into a single building, for a total of 110 beds, the section providing multi-specialist services is located on floor -1.

1.2. STRUCTURE AND SERVICES

From 392/2016 and 411 of 2013, following the transfer of 02.02.2022 n° resolution 26, the RSA Nostra Signora del Sacro Cuore is articulated as follows:

CARE FACILITY FOR NON-SELF-SUFFICIENT PEOPLE, INCLUDING THE ELDERLY - RSA
with a total of 110 beds divided as follows

- n. 50 p.r. Liv. Maintenance Assistance A (ex R2);
- n. 60 p.r. Liv. Maintenance Assistance B (ex R3);

SPECIALIST OUTPATIENT CLINIC WITH THE FOLLOWING BRANCHES:

- Angiology;
- Cardiology;
- Dermosiphilopathy;
- Diagnostic Imaging
- Endocrinology;
- Physical Medicine and Rehabilitation (Physiatry);
- Geriatrics;
- Gynaecology;
- Sports Medicine;
- Neurology;
- Ophthalmology;
- Orthopedics and traumatology;
- ENT;
- Paediatrics;
- Pneumology;
- Urology;

**1.3. FUNDAMENTAL PRINCIPLES
QUALITY POLICY**

This Policy expresses the wishes of the R.S.A. which, in full coherence with the company's strategic choices, by virtue of legal, financial and commercial regulations and inspired by the criteria of ethics to guarantee the provision of health services offered to protect the rights of its staff and users, considers its primary commitment to welcome the elderly for the maintenance and





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improvement of their state of health, through the social assistance and outpatient activities carried out, also aimed at improving the degree of autonomy of its guests and preventing the worsening of degenerative diseases, the R.S.A. imposes within it the respect and maintenance: compliance with the structural and technological requirements provided for by the regulations in force on the subject; the management of human and economic resources for social welfare and outpatient activities; the level of user satisfaction with the services provided in order to improve the factors that determine their quality; continuity of user care, even in the event of emergencies or unforeseen events (clinical, organizational, technological); the control of purchases and the adaptation to any new technologies for the improvement of social and health care; quality assurance (reproducibility, accuracy, completeness); any corrective actions to maintain the defined standards; the information system aimed at collecting, processing and archiving structure, process and outcome data; dissemination of data. The Management undertakes to fully comply with the laws and regulations in force on the subject, requiring all organizational levels operating in the structure to comply with the identified company standards and strategies for continuous quality improvement. It is the task of all company roles: to ensure that the services provided to the user, in the different contexts and situations, are adequate to the specific needs, in particular in terms of quality and congruent with the objectives of the higher organizational levels; ensure an approach oriented towards the prevention of problems and continuous improvement in terms of effectiveness and efficiency; Develop its performance of the services with a view to exceeding the user's expectations. These commitments are subject to periodic verification by the Management and are reformulated, in a verifiable and measurable way, through specific objectives and guidelines that the Management communicates and makes known every year. This Policy is made known, disseminated and shared with all operating personnel so that in the review of existing activities all the above-mentioned aspects are considered essential contents; all workers are trained, informed and sensitized to carry out their duties safely and in quality and to assume their responsibilities within the governance system of the structure; The entire company organization (managers, supervisors and workers), each according to their own responsibilities and skills, participates in the achievement of the company's objectives and undertakes to operate with ethics and transparency while safeguarding all stakeholders.

A) - RIGHTS

- 1) The right to respect for personal dignity and moral, political and religious convictions, ensuring:
 - Protection from any pressure – direct or indirect – on the beliefs of the hospitalized citizen, as a basic condition for a relationship of trust between the patient and health professionals.
 - Confidentiality in the execution of visits and treatments.
 - Environmental conditions, in the provision of hotel and health services, such as to avoid any depersonalization and isolation due to hospitalization.
- 2) Right to freedom of choice, ensuring:
 - Freedom of choice of medical team and treatment techniques.
 - Access to the facility in a timely manner, even in the case of more economical hospitalization choices.
 - Possibility of rejecting the diagnostic and therapeutic method.
- 3) Right to quality of care, ensuring:
 - Attention to safety in the practice of medicine, in the execution of treatments and in the care of patients.
 - Quality performance.
 - Updating and application of scientific advances in the medical, diagnostic and therapeutic fields.





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- Possibility for the Doctor to have at his disposal all the means necessary in the context of his activity of diagnosis and treatment and respect for his professional independence, with the sole limitation of the ethical imperatives inherent in the profession.
- Basic and specialized training of medical and nursing staff, also through refresher courses.
- Activation of the internal process for quality control.

4) Right to information, ensuring:

- Adequate information on the characteristics of the healthcare facility, on the services provided, on the methods of access, on the internal organization.
- An unbiased indication of the possibility of further investigations and treatments that may be available at other facilities.
- An appropriate and comprehensible update on diagnoses and therapeutic acts, in order to be able to express an effectively informed consent.
- The confidentiality of data relating to the person of the patient and his or her medical history.
- Easy identification of internal staff.
- Precise information on the hotel conditions applied or other services related to greater comfort.
- The possibility, on the part of relatives, to make use of the right to information, if the Patient is not able to fully exercise it.

5) Right to lodge a complaint, ensuring:

- The ability to file complaints.
- Precise information on how complaints are transmitted.
- Specific communications regarding the outcome of complaints.
- The opportunity to express one's opinion on the quality of the services.

6) Right to privacy

For the concrete implementation of the legislative principles on respect for Privacy (EU Regulation 2016/679 and subsequent amendments) the patient can, by signing the appropriate forms available at the reception office:

- arrange for complete anonymity to be maintained for your hospitalization;
- identify the persons to whom your state of health may be communicated, to the exclusion of others;
- know the procedures for the release of the medical record and for everything related to the delivery of reports.

7) Processing of personal data

In application of the regulations in force on the subject, the Nursing Home guarantees all users the utmost confidentiality on the personal and health data that it acquires by virtue of obligations deriving from the law.

This confidentiality is guaranteed:

- through the application of a specific policy document, provided for by EU Regulation 2016/679 and subsequent amendments;
- a punctual and constant monitoring system;
- compliance with the relevant provisions developed by the Health Directorate, adopting all the measures that may be appropriate to ensure the widest respect for the fundamental rights and freedoms and dignity of the persons concerned.

The attention that is paid to data protection is also realized through specific staff training moments, organized by the Nursing Home.

B)-DUTIES:





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- Each patient within the facility has the duty to behave responsibly, at all times, respecting and understanding the rights of other patients and with the willingness to collaborate with the medical, nursing, technical staff and with the Health Management;
- It is the duty of every patient to promptly inform the health professionals of his intention to renounce scheduled health services and treatments so that waste of time and resources can be avoided;
- The patient is required to respect the environments, equipment and furnishings found within the health facilities, considering them everyone's heritage and therefore also their own;
- In the consideration of being part of a Community, it is advisable to avoid any behavior that may create situations of disturbance or discomfort to other patients (noise, lights on, loud television, etc.);
- The smoking ban must be respected; this is not only due to the provisions of the law but above all for the respect of one's own health and that of other patients;
- The patient has the right to correct information on the organization of the health facility, but it is also his duty to obtain information at the appropriate times and in the appropriate places;
- It is necessary to respect the schedules and visits established by the Health Management, in order to allow the normal care activity to be carried out and to promote the peace and rest of the other patients present;
- The entire staff, as far as they are competent, is invited to ensure compliance with the rules set out for the proper functioning of the department and the well-being of all patients.

1.4. MISSION AND VISION

VISION

The R.S.A. intends to pursue continuous improvement in the quality and safety of the social welfare services provided and in the human relationship between users and health professionals, following an increasingly careful analysis of its organization, capable of experimenting and responding effectively to the needs of the target audience.

The R.S.A. operates in full respect of individual autonomy and personal confidentiality and encourages the participation of guests and their families in community life. It also fosters relations with the territorial reality of the city, favoring moments and opportunities for meeting. In full compliance with current regulations, it welcomes the collaboration of volunteers (groups, associations and individuals), integrating it into its programs.

MISSION

The raison d'être of the RSA, based on the values it inspires, is the following:

1. provide basic health care for the maintenance and improvement of the state of health and the degree of autonomy of elderly people;
2. provide specialist assistance and rehabilitation treatments planned on the assistance needs provided for in the individual plan;
3. provide protective assistance to the person for the performance of activities of daily life in relation to the objective level of personal autonomy (hotel assistance, personal hygiene, dressing, feeding, walking, etc.);
4. organize socialization activities for the maintenance of relational life within the structure and social context.





1.5. PRIVACY

The RSA Nostra Signora del Sacro Cuore guarantees respect for the privacy of users by complying with the provisions of EU Regulation 2016/679 "Code regarding the protection of personal data".

All information relating to users, both common and sensitive, is collected in compliance with the fundamental principles enshrined in the legislation, guaranteeing its lawfulness, correctness and confidentiality.

The Privacy Policy is provided to you at the time of your receipt in our facility in a clear and complete manner, exhaustively highlighting the purposes for which your data is collected and processed. It is also posted on the notice boards in the corridors.

Collection and processing are subject to written consent; this consent, which always "follows" the patient during the clinical phases in the facility, is kept in his or her personal medical record;

The storage of personal information in databases (electronic and paper) is characterized by the use of technologically advanced tools, whose security (IT and logistics) is guaranteed by the use of suitable measures that are always monitored and technologically updated, in accordance with the provisions of current legislation;

All staff in force are subject to the "Internal Procedures for the Guarantee of Privacy"; these procedures are constantly monitored and updated throughout the year through specialised audits;

The right to access the information of the data subject is guaranteed in accordance with the provisions of the law (EU Regulation 2016/679).

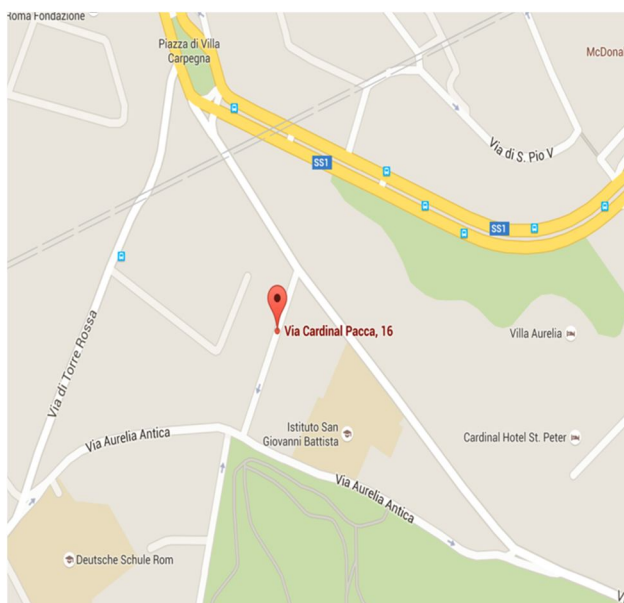
1.6. WHERE WE ARE

The property is located in Rome in Via Cardinal Pacca, 16 between Via Aurelia Antica and Piazza di Villa Carpegna.

It can be reached by car and has ample internal parking.

By public transport, you can take the bus line 984, or metro exit Cornelia, distance 1 km from the RSA.

The property is barrier-free.





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OPENING HOURS AND USEFUL NUMBERS:

For information on the services and benefits provided by RSA Nostra Signora del Sacro Cuore as well as for a report that you deem appropriate to make to us, you can contact us in the following ways:

SWITCHBOARD

TEL: 066621751 - Switchboard hours: every day from 8:30 am to 7:00 pm
Fax +39 06.6621751

RSA

Phone +39 06.6631161
Fax +39 06.6631161

SPECIALIST OUTPATIENT CLINIC

Phone +39 06.6621798
Fax +39 06.6621798

ADMINISTRATION AND PERSONNEL OFFICE

Phone +39 06.6638986
Fax +39 06.6638986
Administration and personnel office hours: Monday to Friday from 9:00 a.m. to 1:30 p.m.

Website: www.casadicurasacrocuore.it

Mail: direzione@casadicurasacrocuore.it

PEC: rsanostrasignorasacrocuore@legalmail.it

SECTION II – PERFORMANCE

2.1. AUTHORISED-ACCREDITED HEALTH SERVICES PROVIDED

The current structure of the RSA Our Lady of the Sacred Heart, following Decree Da 392/2016 and 411 of 2013, following the transfer of 02.02.2022 n° resolution 26 is as follows:

CARE FACILITY FOR NON-SELF-SUFFICIENT PEOPLE, INCLUDING THE ELDERLY - RSA
with a total of 110 beds divided as follows (Authorized and accredited by the NHS)

- n. 50 p.r. Liv. Maintenance Assistance A (ex R2);
- n. 60 p.r. Liv. Maintenance Assistance B (ex R3);

SPECIALIST OUTPATIENT CLINIC WITH THE FOLLOWING BRANCHES:

- Angiology (Angiology)
- Cardiology (Authorized and accredited by the NHS)
- Dermosiphilopathy (Authorized)
- Diagnostic Imaging (Authorized and accredited by the National Health Service)
- Endocrinology (Licensed)
- Physical Medicine and Rehabilitation (Physiatry); (Authorized)
- Geriatrics (Licensed)
- Gynecology (Authorized)
- Sports Medicine; (Authorized)





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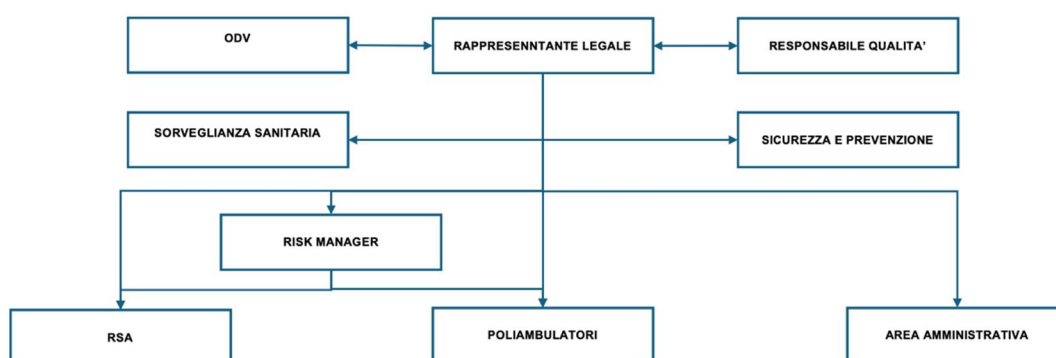
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- Neurology (Licensed)
- Ophthalmology; (Authorized and accredited by SSN)
- Orthopedics and traumatology; (Authorized and accredited by SSN)
- ENT; (Authorized)
- Paediatrics; (Authorized)
- Pneumology; (Authorized)
- Urology; (Authorized)

2.2. ORGANIZATIONAL CHART



ORGANIGRAMMA AZIENDALE



2.3. DATA PROCESSORS

The legal representative and Administrative Manager is Dr. Lucia de Cristofaro

The Physician in Charge is Dr. Giancarlo di Croce

The Head of the outpatient clinics is Dr. Nicola Capozza

The risk manager is: Dr Bruno Lucio Giofrè

The Coordinating Physician is Dr. Giuseppe Calbi

The head of Diagnostic Imaging is Dr. Bruno Giovinazzo

The head of the Ophthalmology clinic is: Dr. Silvia Conflitti

The head of the orthopaedic clinic is: Dr. Giuseppe Mazzitelli

The head of the cardiology clinic is: Dr. Giancarlo di Croce

SECTION III – THE SERVICES

3.1. HEALTH SERVICES

3.1.1 RSA

The RSA is divided into a single building, for a total of 110 beds: on the 1st floor there is the ward with a nucleus of 20 beds; on the 2nd floor there is the R.S.A. ward divided into 3 nuclei: 1st nucleus 17 p.l., 2nd nucleus 13 p.l. and 3rd nucleus 20 p.l. on the 3rd floor there is the ward with





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two nuclei of 20 beds. The patient rooms have 1, 2, 3 and 4 beds with toilets. Each unit meets the requirements of the law and is furnished in a sober style to offer a safe and comfortable environment. All the rooms of the RSA and the common services are air-conditioned and each room is equipped with TV and telephone on request.

In the RSA, all the services that contribute to the maintenance of the residual capacities of the guests, or to the recovery of autonomy in relation to their pathology, are guaranteed, in order to achieve and maintain the best possible level of quality of life:

- respect for personal dignity and freedom, privacy, individuality and religious convictions;
- the continuity of social relationships and social life;
- a living environment as similar as possible to the community of origin in terms of schedules and rhythms of life, as well as the personalization of one's residential space;
- socialization within the structure, also with the contribution of volunteers and other external bodies;
- a global and interdisciplinary intervention carried out by qualified operators;
- the participation and empowerment of families in the intervention plan or of people who, outside of family relationships, have emotional relationships with the guest.

In particular, the following are provided:

- general medicine, specialist and pharmaceutical services under the conditions and in the manner provided for the general public;
- nursing services; rehabilitation services;
- dietetic advice and control;
- personal help and guardianship services;
- prosthetic, complete dental and podiatric services under the conditions and in the manner provided for the generality of citizens;
- prevention of immobilization syndrome with maximum reduction of time spent in bed;
- hotel-type services including accommodation, food and general services in relation to the particular conditions of the guests;
- activities of occupational and recreational animation, integration and connection with the family and social environment of origin;
- transport, accompaniment and eventual assistance for the use of health services outside the R.S.A.;
- personal care services (barber, hairdresser, etc.) at the request of guests and at their own expense;
- religious and spiritual assistance by encouraging the presence of different religious assistants depending on the confession of the guests.

How to access:

Access takes place after the multidimensional assessment, after inclusion in a specific waiting list, which each A.S.L. has.

The documents required for such a multidimensional assessment are:

- application drawn up on the appropriate form available at the territorially competent reception centres, accompanied by a proposal from the general practitioner or the hospital or the local services of the A.S.L.;
- photocopy of a valid identity document.

The documents required for inclusion on the waiting list are:





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- application on the appropriate form available at the R.S.A. Admissions Office, accompanied by an assessment of the competent territorial evaluation unit;
- photocopy of a valid identity document;
- photocopy of the document of registration with the S.S.N. (health card)

The application must indicate the only choice, if any, for a specific R.S.A., otherwise it is considered valid for all structures and therefore included in a single list. The waiting lists are divided by residence (Rome 1 residents and non-Rome 1 residents), are public and can be viewed at the competent office of the A.S.L., in compliance with privacy regulations, managed according to transparency criteria. The general call criterion is the progressive one, identified from the date of the insertion protocol.

Discharge procedure:

Any request for resignation, or transfer, not established by the UVT of ASL RM 1 to another service and/or structure of the territorial network, in line with the planned care program, can be made in writing by the guests or family members.

Guests may also be temporarily discharged for hospitalization in another health facility or for return to their families, with the right of readmission on the scheduled date, without prejudice to the provisions of articles 24, paragraph 5, letter f) and 25 of Regional Regulation no. 1 of 6 September 1994 regarding the daily allowance due to the R.S.A. during the period of the guest's absence.

Temporary outings for family re-entry, or for other reasons, must be authorized in advance by the Physician in Charge; they cannot last more than two days with the right to keep the place and must not exceed a total of 10 days during the year.

For absences due to hospitalizations, the R.S.A. is required to keep the place for 3 days, or up to 10 days at the request of the guest or family member; However, the guest is always required to pay the fee at his own expense. In cases where the hospitalization exceeds 10 days, the patient will still have the right of first refusal to return to the R.S.A.

Tuition and guests' contribution to the cost

The participation in the expense through a daily allowance is established by current legislation (Regional Law of 6 September 93 no. 41 and DGR no. 98/07 – DGR no. 790/16) and the commitment of expenditure by the guest is signed at the ASL competent for the territory (RM 1).

The fee includes all the services provided for by the regulations, with the exception of:

- medicines not dispensed by the NHS,
- parapharmaceuticals,
- washing of personal clothes,
- barber
- hairdresser
- podiatrist
- funeral expenses,
- specialist medical examinations,
- clinical and instrumental investigations,
- Additional services (telephone, TV, single room).

The costs to be borne by guests include agreed and subscribed rates that can be paid in cash, by debit or credit card during the opening hours of the Administration.

Drugs

All the medicines that the guest will need during his/her stay are prescribed by the personal GP.

Entertainment





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Meal times are as follows:

- Breakfast: 8.00 a.m. - Lunch: 12.00 p.m. - Dinner: 6.00 p.m.

Meals are served in special trays and prepared specifically for the guest according to the type of diet prescribed by the family doctor.

Visiting Hours

Weekdays and holidays: 10.30 - 12.30 - 15.30 - 17.30:

Non-welfare activities

Within the RSA , recreational activities or maintenance of cognitive mental abilities are carried out, depending on the degree of autonomy of the guest:

- in the various living rooms on the floors
- Ground floor living room
- in the garden
- directly to the bed.

Currently, the following activities are planned:

- Orthotherapy
- Music Therapy
- Handicrafts: Sewing, cooking, drawing
- reading
- Film Therapy
- Recreational Encounters

3.1.2 OUTPATIENT CLINIC

At the Secretariat located at the entrance of the Outpatient Clinic there is a Reception service available to users to provide all the information required and available for reservations, which can also be scheduled by calling 06.6621751. ***The clinic is open from 8:30 a.m. to 1:00 p.m. and from 2:30 p.m. to 8:30 p.m.***

How to book

Specialist visits are carried out by appointment, upon presentation of a medical request, by agreeing date and time with the Secretary's Office.

It is also possible to book online by accessing the Website (www.casadicurasacrocuore.it)


In order to provide services under an agreement with the NHS, the user must present a suitable referral containing:

- name, surname, tax code, any specification of the right to exemption from the payment of the service;
- specification of the required services;
- Doctor's stamp and signature and date of prescription.

In determining the levels of assistance of the NHS, the services whose use is subject to the payment of a ticket, as a share of the cost by the citizen, and the services outside the agreement are established.

Payment of benefits



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To provide services under the non-affiliated regime, the dedicated tariff is available at the Secretariat.

The payment of the service, or of the ticket where applicable, takes place at the time of acceptance and can be made, in addition to cash, also by debit and credit cards during the opening hours of the Secretariat.

Special cases

In the case of traditional radiology services requiring exposure to ionizing radiation, a prescription from a specialist doctor is required. (principle of justification).

Services provided

Ophthalmology:

Eye Examination *
Visit Orthoptics
Fundus
Tonometry
Pachymetry
Schirmer's Test
Corneal topography
Corneal washes
Consultation visits for cataract, glaucoma, myopia surgery

Cardiology:

Specialist cardiology examination
Electrocardiogram*
Exercise electrocardiogram
Echocardiogramcolor Doppler
Dynamic Holter ECG
Ambulatory blood pressure monitoring
Arterial and venous Doppler ultrasound of upper and lower limbs
Doppler ultrasound of the epiaortic vessels
Abdominal and thoracic aorta Doppler ultrasound

Orthopaedics:

Orthopaedic examination*
Joint infiltrations*
Orthopaedic Surgery Consultations
Specialized clinic for spinal problems

*in agreement with the NHS

3.2 OUTPATIENT WAITING TIMES

The purpose of the waiting list is to ensure that access to the services provided takes place according to criteria of accessibility, fairness, transparency and protection of patients' rights. The Management aims to keep the process constantly under control in compliance with the relevant regulatory provisions.

The request for inclusion on the waiting list is managed according to a schedule shared with the Doctor.



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Class U (Urgent) - Service to be performed within 72 hours

Class B (Short) - Service to be performed within 10 days.

Class D (Deferred) - Service to be performed within 30 days for examinations and within 60 days for specialist examinations

Class P (Scheduled) - Performance to be performed without priority

On the basis of the clinical question and the clinical condition, a reasonable waiting time is agreed upon in order to obtain a service without compromising the prognosis. The order of priority can be changed:

- If the patient's clinical condition changes
- At the request of referral by the patient for personal reasons

The patient who, contacted with adequate notice (one week in advance), refuses the service will be removed from the waiting list; If the patient alleges serious health reasons, he or she may be reinstated in the aforementioned list, subject to consent, respecting the chronological criterion. The booked user may ask for information regarding his/her location, upon request to be made at the relevant Reception.

3.3 COPY OF HEALTH RECORDS

A copy of the medical record shall be issued after discharge, upon request of the parties concerned, no later than 30 days from the request. The copy of the medical record, as well as any other documentation on the patient's state of health, will be delivered in compliance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27/04/2016 and according to the provisions of the Ministry of Health. Documentation that is not collected within 90 days of the maximum expected delivery date is discarded. The medical record is kept indefinitely.

A copy of the outpatient health documentation can be requested by calling the switchboard directly, indicating name, surname, health service and, if possible, the day of booking the visit. The delivery of the copy of the documentation is provided within 15 days of the request directly by the interested party by showing the identity document at the reception desk. Outpatient reports are kept for 1 year from the time of reporting.

3.4 SERVICES PROVIDED IN EXTERNAL SERVICE

- Laundry
- Mortuary
- Disinfection
- Disinfection
- General Cleaning
- Kitchen

SECTION IV – MECHANISMS/FORMS/INSTRUMENTS OF PROTECTION

4.1 CONVENTIONS

- POSTE Italiane (Outpatient)

4.2 INSURANCE PROTECTION

The RSA is insured against accidents that may occur to patients and visitors within the facility. In the event of an accident, it is necessary to immediately notify the medical staff of the Department or Outpatient Clinic for the consequent obligations;





4.3 VOLUNTARY ASSOCIATIONS AND RIGHTS PROTECTION ASSOCIATIONS

The Nursing Home is committed to fully implementing the principle of "participation" enshrined in Law no. 833/78 and recognizes that Voluntary Associations and Organizations will be able to access the Facility upon signing a specific agreement prepared by the Company Management. Voluntary associations must submit to the Legal Representative the documentation required by the Lazio Region and the project of the activities to be carried out at the RSA.

The Management, having verified compliance with the regional legislative requirements and evaluated the project presented, will contact the association to define the times and methods of access to the RSA for volunteer activities subject to the stipulation of a special agreement.

The Company and the voluntary organizations collaborate in the implementation of initiatives aimed at establishing a relationship with the user in order to guarantee and alleviate their discomfort, enabling them to express their needs and facilitate them in the use of the services provided within the structure.

In order to ensure the constant adaptation of the structures and services to the needs of citizens, also through their participation in quality control, the Company undertakes to periodically convene the representatives of the voluntary and rights protection organizations that adhere to the following instruction.

The staff of the voluntary association must be provided with an identification card, mark the time of entry and exit on the appropriate register managed by the heads of the Operational Units.

The level of services offered by the RSA is subject to periodic audits to assess the standards, in order to improve them.

The quality, efficiency and effectiveness of care are a deontological and contractual duty of doctors.

Since the administration's objective is to constantly improve the quality of the services offered to customers, the suggestions provided by the same are considered extremely useful for comparing the consistency between existing expectations and the level of services actually received.

Each hospitalized patient is then asked to fill in a special questionnaire delivered upon entry into the RSA, the analysis of which is intended to measure the level of perceived satisfaction and to identify any problems and their priority.

This, in order to implement the necessary interventions to improve the overall efficiency of the company.

This questionnaire is absolutely anonymous; if signed by the compiler, it is treated with the utmost confidentiality (according to the Privacy Protection Act).

In any case, the data collected in this way are protected by statistical confidentiality and can therefore only be used in aggregate form.

4.4 COMPLAINTS

The RSA of Our Lady of the Sacred Heart guarantees the protection of the patient hosted, through the possibility of making complaints about inefficiencies that have arisen before, during and after insertion into the facility.

The reports will be used to learn about and better understand existing problems. On the basis of these reports, actions will be taken to improve the service provided.

If, for any reason, the patient/guest believes that he or she has not received adequate assistance, he or she is requested to express his/her observations to the Medical and Nursing staff.

The complaint may be lodged orally or in writing, to which the Management of the RSA undertakes to provide a prompt reply in the same form.





SERVICE CHARTER

SQ 00

A complaint can be made by:

- internal forms made available by the management
- by e-mail to direzione@casadicurasacrocuore.it
- in oral form to any health or administrative worker working in the facility.

As a rule, complaints are answered no later than 10 working days.

4.5 IMPROVEMENT OBJECTIVES

Quality improvement refers to the set of actions undertaken by the facility to increase the effectiveness and efficiency of activities and processes and bring additional benefits to the facility itself and its users

In creating the conditions for improving the quality of the service, it is necessary to:

- encourage and support a directional style that is supportive;
- Promote values, attitudes and behaviours that encourage improvement
- define clear goals for quality improvement;
- encourage effective communication and teamwork;
- recognize successes and achievements;
- Educate and train for improvement.

The improvement arises from the planning and involvement of the operational staff so that the identification and reporting of services or situations different from the planned (non-compliant) become the duty and responsibility of each member of the structure).

However, it must make every effort to identify potential non-conformities of the service) become the duty and responsibility of each member of the structure.

4.6. QUALITY STANDARDS

In order to comply with the provisions in force (D.P.C.M. 19 May 1995, n. 163), the RSA has adopted a system of indicators capable of measuring the level of quality of the services provided. Parameters have been defined, both for inpatient and outpatient services, in order to make the survey as accurate as possible and better able to represent the organizational reality with which the user interfaces on a daily basis.

Each care path followed by the user has been divided into its main parts and from each of them a quality factor relevant to the user's perception of the quality of the service has been drawn, from which, then, a whole series of qualitative and quantitative indicators of process, structure and outcome can be derived.

In addition, in order to build a dynamic management system, capable of monitoring the quality levels achieved over time, quality standards (expected values) have been defined on which to set subsequent goals and evaluate deviations.

