



# SERVICE CHARTER

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Welcome

*HEALTH DIRECTOR*

*Nomentana Hospital s.r.l.  
Largo Nicola Berloco, 1  
00013 Fonte Nuova (RM)  
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*Dear Madam,  
Dear Sir,*

*we are pleased to present you the “Service Charter” of our Hospital drawn up under the “DPCM del 19 maggio 1995 e delle Linee Guida n. 2/1995.”*

*The Service Charter is the document that the Italian law wanted to be realized in the process of innovation of relations between institutions and citizens to guarantee the quality and quantity of services provided and through which the institution declares to its citizens/patients the ways and the time for the provision of services.*

*In particular, in the health sector, it is the way to protect citizen’s right to health.*

*Reading the Service Charter you will acquire all the info concerning our health facility, our services, our objectives, the verification mechanism adopted in order to assure you the best levels of quality of care.*

*Also with your kind and precious collaboration and your suggestions, we will be facilitated to achieve our goal to improve the quality of the services offered.*

*We want to thank you for your active participation and please consider the staff at your disposal for any information and requirement not taken into consideration in this Service Charter.*

*Best regards.*

**CHAIRMAN OF THE BOARD**  
Prof. Avv. Desiderata Berloco

## 1. PRESENTATION OF "NOMENTANA HOSPITAL"

"Nomentana Hospital" founded in 1954 by Prof. Nicola Berloco with the aim to give life to a dream that today is a wonderful reality that continues to grow and improve every day thanks to the commitment and the passion of the whole working community that every day is committed to patient care.

Nomentana Hospital has then gradually developed to reach its current configuration of the largest accredited hospital of the Lazio Region composed of over 550 hospital beds, of which 90% definitively accredited with the SSR, the Regional Health Service, becoming at the same time the largest company in the area and among the largest in the Roman province with its more than 800 operators.

The Hospital is managed by the company "Nomentana Hospital s.r.l." Unipersonale and is located in the Municipality of Fonte Nuova (Rome) in Largo Nicola Berloco n.1.

The hospital stands on an area of 30.620 square meters in a triangular shape, completely delimited by three streets (Largo Nicola Berloco - Via due Giugno - Via IV Novembre).

The structure is surrounded by a large park and garden of 16,500 square meters; the area, well structured, with tall trees, flowerbeds, paths and benches is accessible to all visitors and residents of the structure.

The hospital is also equipped, with its 9.811 square meters, with large parking areas for both staff and customers of the structure as well as a lecture hall for conferences and seminars, a therapeutic pool, five gyms for neuromotor rehabilitation, 2 for occupational therapy and one for cardiorespiratory rehabilitation, a multi-purpose room where films are projected and theatrical activity are performed and a multipurpose room (Social-Care).

The current structure of the complex was carried out in compliance with current sector regulations (DCA No. 90/2010 and 8/2011 and s.m.i.) with the aim of increasing and expanding the range of health services present in the area.

To the functionality of the Health Presidium contributes the rationalization of accesses and routes within the complex and the general distribution structure. The configuration of the structure has in fact enabled a rational distribution of the functional sectors, with a clear distinction between the areas of hospitalization, the areas of residency, areas for evaluation and treatment, areas of socialization and general and support areas.

*The Hospital, with the following decrees of the Commissioner to Acta (DCA) n. U00282 of 27.06.2013, U00530 of 23.12.2013 and U00457 of 26.10.2017 obtained, from the Lazio Region, the final institutional accreditation.*

Nomentana Hospital is certified:



GENERAL MANAGER

*Prof. Mario D'Ambrosio*

## 1.2 MAIN TELEPHONE NUMBERS AND EMAIL ADDRESSES:

**Phone.: 06. 90017 1 - Fax: 06.905.9055**  
**Reception: 06.90017.114**  
**URP: 06.90017.223 – [urp@nomentanahospital.it](mailto:urp@nomentanahospital.it)**

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[nomentanahospital@pec.it](mailto:nomentanahospital@pec.it)

## **SPECIALISTIC POLYCLINIC:**

**Time:** from monday to friday (8:00 - 20:00); saturday (8:00 - 14:00)

**Phone:** Tel.: 06.90017.124/240/401 **Fax:** 06.90017.126 - [poliambulatorio@nomentanahospital.it](mailto:poliambulatorio@nomentanahospital.it)

## **2. INSTITUTIONAL PURPOSES**

The mission of the hospital is the provision of health services of excellence, through a comprehensive and integrated approach, always placing at the center the needs of the patient (ie the person in all his psycho-physical dimensions) and his family members privileging the relationship human.

The guiding principle is the centrality of the patient in the path of care.

The commitment of the operators is, in fact, constantly aimed at putting the patient at the center of attention, guaranteeing quality, safety of service and respect for his rights as well as researching and planning interventions aimed at continuously increasing the reliability and effectiveness of the service.

The satisfaction of patients' expectations and needs, as well as the evaluation of the environmental variables that can influence them, is one of the fundamental stimuli for the organization of our hospital.

Our commitment is therefore to provide the services with punctuality, efficiency and reliability, in compliance with the principles of correct business management, applying a quality policy based on:

1. the best care of our patients;
2. full satisfaction of the regional health system;
3. the direct involvement of all staff through information and accountability;
4. updating and continuous training of personnel;
5. the constant adaptation of structural and technological resources;
6. the constant improvement of internal organizational procedures;
7. the constant improvement of communication relationships with our patients and their families.

The Hospital has also adopted the 14 inalienable rights of the patient enunciated in the European Charter of the Rights of the patients:

**1. Right to preventive measures.** Everyone has the right to appropriate services to prevent the disease.

**2. Right to access.** Everyone has the right to access the health services that his health requires. Health services must guarantee equal access to everyone, without discrimination on the basis of financial resources, place of residence, type of illness or time of access to the service.

**3. Right to information.** Everyone has the right to access all kinds of information about his health and health services and how to use them, and to all those that scientific research and technological innovation make available.

**4. Right to consent.** Everyone has the right to access all information that can enable him to participate actively in decisions concerning his health. This information is a prerequisite for every procedure and treatment, including participation in scientific research.

**5. Right to free choice.** Everyone has the right to freely choose between different procedures and providers of health care based on adequate information.

**6. Right to privacy and confidentiality.** Everyone has the right to the confidentiality of information of a personal nature, including those concerning his state of health and possible diagnostic or therapeutic procedures, as well as the right to the protection of his privacy during the implementation of diagnostic tests, specialist visits and medical-surgical treatments in general.

**7. Right to respect for patients' time.** Everyone has the right to receive the necessary health treatments in a fast and predetermined period of time. This right applies to each phase of treatment.

**8. Right to compliance with quality standards.** Everyone has the right to access high quality health services based on the definition and compliance with specific standards.

**9. Right to security.** Everyone has the right to be free from damage resulting from the malfunctioning of health services, from malpractice and medical errors and has the right to access health services and treatments that guarantee high safety standards.

**10. Right to innovation.** Everyone has the right to access innovative procedures, including diagnostic procedures, according to international standards and regardless of economic or financial considerations.

**11. Right to avoid unnecessary suffering and pain.** Everyone has the right to avoid as much suffering as possible, at every stage of his illness.

**12. Right to personalized treatment.** Everyone has the right to diagnostic or therapeutic programs as much as possible suited to his personal needs.

**13. Right to claim.** Everyone has the right to claim every time he or she has suffered damage and has the right to receive a response or other kind of reaction.

**14. Right to compensation.** Everyone has the right to receive sufficient compensation in a reasonably short time whenever he has suffered physical, moral and psychological damage caused by treatment of a health service.

### **3. FUNDAMENTAL PRINCIPLES**

The activity of the Hospital is carried out in compliance with the following fundamental principles enshrined in the directive of the “Presidente del Consiglio dei Ministri del 27/01/94 e dal DPCM del 19/05/1995”:

- **Equality**

Every person has the right to receive the most appropriate medical care and treatment, without discrimination of sex, race, language, religion, political opinions and socio-economic conditions.

- **Impartiality**

The behaviors of the operators towards the user are inspired by criteria of objectivity, justice and impartiality.

- **Continuity**

The Institute ensures continuity and regularity of care. In case of irregular operation or interruption of service, the hospital must take measures to create as little discomfort as possible for the user.

- **Right to choose**

When permitted by the law, the user has the right to choose the provider deemed the best suited to his needs.

- **Participation**

The Institute guarantees the user participation in the provision of the service through correct, clear and complete information, with the possibility of expressing its own assessment of the quality of the services provided and of sending complaints or suggestions for improving the service.

- **Efficiency and effectiveness**

The service is provided in order to guarantee an optimal relationship between resources used, activities carried out and results obtained.

### **1. Distribution and functional structure of the Hospital**

In the table here below, you can find a brief description of the distribution and functional set-up of the premises of the Hospital:

<b>Building</b>	<b>Floor</b>	<b>Services</b>
<b>Main Building (A1-2)</b>	<i>Basement</i>	The kitchen and related services; the thermal power plant and the electric cabin; physiotherapy gym and related services; therapeutic pool with related changing rooms; local general services; mortuary service with attached chapel; union hall; data processing center and health acceptance
	<i>Ground floor (Main entrance)</i>	Gyms and associated services; administrative and acceptance services; the rehabilitation inpatient area (code 56) 23 accredited beds; the area of extensive rehabilitation wards - ex art. 26 (23 beds + 6 beds of accredited Day Hospital); Bar; Health Directorate; Nursing Directorate; Rehabilitation Day Hospital (30 beds); Analysis and Polyclinic Laboratory
	<i>First floor</i>	The area of hospitalization of "Lungodegenza" (Long-term care) - code 60 - (98 accredited beds); the area of R.S.A. (healthcare residence) "R2" - High Maintenance - (80 beds accredited residence): Core 1 (20 residential beds); Core 2 (20 residential beds); Core 3 (20 residential beds); Core 4 (20 residential beds).
	<i>Second floor</i>	The center of Hemodialysis (23 accredited beds); the area of Hospice hospitalization (9 accredited beds + 8 authorized beds); the area of R.S.A. (healthcare residence) "R3" - Low maintenance - (106 residential accreditation beds); Core 1 (20 residential beds); Core 2 (20 residential beds); Core 3 (20 residential beds); Core 4 (16 residential beds); Core 5 (15 residential beds); Core 6 (15 residential beds).
	<i>Third floor</i>	The area of rehabilitation hospitalization (87 accredited beds) and the area of rehabilitation for paying patients (14 authorized beds)
<b>Building A5</b>	<i>Basement</i>	Storage rooms, cloakrooms and archives
<b>Building B</b>	<i>Basement</i>	The dirty linen deposit and hospital waste disposal and exhausted materials
<b>Building C</b>	<i>Basement</i>	The Multipurpose Living Room, the staff changing rooms and the water services

	<i>Ground floor</i>	The multipurpose living room (main hall), the marketing office and the pharmacy
<b>Building D</b>	<i>Basement</i>	The Diagnostic Imaging Center: CONVENTIONAL RADIOLOGY - 64 SLICES CARDIOTAC - OPEN MAGNETIC RESONANCE - MOC - ECOCARDIOGRAPHY – ECOCOLORDOPPLER - MAMMOGRAPHY - GENERAL ECOGRAPHY and Administrative Services
<b>Building E</b>	<i>Basement</i>	Deposit of materials
	<i>Ground floor</i>	Warehouse
<b>Building F</b>	<i>Ground floor</i>	Administrative services

### 1.1 List of activities of the Hospital (DCA U00457 - 26.10.2017)

Specialties	In accreditation system	In authorization system*
Lungodegenza Medica (code 60)	98 beds	
Riabilitazione (code 56)	110 beds	14 beds
Riabilitazione ex art. 26 L. 833/78	23 beds	
Day Hospital for Riabilitazione ex art. 26 L. 833/78	6 beds	
Prestazioni Domiciliari giornaliere - Riabilitazione ex art. 26 L. 833/78		6 beds
Trattamenti ambulatoriali ex art. 26 L. 833/78		19 treatments
RSA Healthcare Residence R3 (Valle dei Corsi A)	106 beds	
RSA Healthcare Residence R2 (Valle dei Corsi B)	80 beds	
Hospice	9 beds	8 beds
Hospice domiciliare	36	32
Day Hospital for Riabilitazione		30
Dialysis	23 beds	
<b>Total number of beds</b>	<b>491</b>	<b>90</b>
<b>Total</b>		<b>581</b>

**\* FOR PAYING PATIENTS**

SPECIALIST Health Center (List of health services provided)	In accreditation system	In authorization system*
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Pneumology - Diseases of the respiratory system		✓
Basic general laboratory		✓
Cardiology		✓
Diagnostic imaging- Radiology diagnostics		✓
Outpatient surgery and invasive diagnostics (Small surgery with local anesthesia)		✓
Endocrinology		✓
Gastroenterology - Surgery and digestive endoscopy		✓
Neurology		✓
Endocrine diseases and diseases of the nutrition		✓
Physical and rehabilitative medicine	✓	
Allergology		✓
Pediatrics		✓
Rheumatology		✓
Urology		✓
General medicine		✓
Magnetic resonance		✓
Dentistry and stomatology		✓
Orthopedics and traumatology		✓
Obstetrics and gynecology		✓
Neurology (Neurology with EEG)		✓
Psychiatry		✓
Ophthalmology		✓
Oncology		✓
Geriatrics		✓
Dermatology		✓
Otolaryngology		✓
Nephrology		✓
Occupational medicine		✓
Sports medicine		✓

\* for paying patients



GENERAL SERVICES	Structural services	Auxiliary services
Bar		✓
Warehouse (Canteen service)		✓
Religious service		✓
Personal services (Podology, Barber and Hairdresser)		✓
Centralized locker rooms		✓
Education / Training		✓
Newspaper Services		✓
Mortuary Service		✓
Direction		✓
Warehouse	✓	
Social service	✓	
Technological Services	✓	
Kitchen/Canteen Service	✓	
Disinfection	✓	
Laundry service	✓	
Sterilization service	✓	
Pool	✓	
Gyms	✓	
Medicines and health material management	✓	
Administrative services	✓	
Quality services	✓	
Technical services	✓	
Blood bank refrigerator	✓	

## 2. HEALTHCARE ACTIVITIES IN ACCREDITATION SCHEME

### 2.1 “LUNGODEGENZA POST-ACUZIE (COD. 60)“ – LONG-TERM CARE POST-ACUTE CARE (Code 60)

	BEDS	DEPARTMENTS	BEDS FOR DEPARTMENT
LUNGODEGENZA POST-ACUZIE	98	DSM 21 DSM 22	49 49

### 2.2 “RIABILITAZIONE (COD. 56)“ – REHABILITATION (CODE 56)

	BEDS	DEPARTMENTS	BEDS FOR DEPARTMENT
RIABILITAZIONE	110	DSR 10 DSR 11 DSR 12	23 34 53
TYPOLOGY		NEUROLOGIC RESPIRATORY CARDIOLOGICAL OSTEOMUSCOLAR	

## **Methods of access in ordinary hospitalization**

Methods of access in ordinary hospitalization

Hospitalization at the hospital takes place through the Accredited Administrative Acceptance office (phone: 06. 900171 - fax: 06.905.9055 - info@nomentanahospital.it).

The office is open from Monday to Saturday from 8:00 am to 8:00 pm and on Sunday from 9:00 am to 5:30 pm. The appropriate admission form is available on the website and can be requested by fax or e-mail. The form must be completed by the hospital Institute of origin.

Hospitalization applications are evaluated immediately upon receipt of the request. The outcome will be communicated by fax to the requesting hospital and, if the admission request is accepted, the patient will be placed on the waiting list.

## **Waiting lists management**

The hospital is committed to guarantee the patient the most appropriate assistance in compliance with the criteria for access to the facility. The request for admission is promptly assessed by the Health Department in order to identify the admission procedures and the department suitable for the best treatment of the patient.

## **Documents necessary for admissions**

At the time of admission the patient must bring

- Identity document;
- Health insurance card;
- Any clinical documentation related to previous hospitalizations in other hospitals and a copy of the recent exams;
- Discharge letter specifying the diagnosis and therapy in progress.

## **Discharge**

The date of discharge is communicated by the doctors in advance in order to make it easier for the family members to organize the exit from the ward.

The patient, on the day established for the discharged, will be invited to leave the room by 10:00 (unless otherwise agreed with the head of the medical department) to allow the restoration of the environment before the admission of a new patient.

At the time of discharge, a letter stating information about the hospitalization and any therapies to be performed is delivered, as well as indications to the attending physician.

Each patient will also be asked to fill an evaluation form of the hospitalization carried out. The evaluation form is an instrument aimed to a constant improvement of the perceived quality.

## **Medical record**

At the time of discharge, the patient may request a copy of the medical record from the Accredited Administrative Acceptance office, subject to payment of € 25.00. The clinical record, delivered with the timeline required by current legislation, can be sent, on request, by post, for a cost of € 35.00 (urgency supplement + € 10.00).

The copy can be collected at the specialist polyclinic (from Monday to Friday from 8:00 am to 8:00 pm and on Saturday from 8:00 am to 2:00 pm). It can be withdrawn personally or by a patient's delegate upon delivery of a specific proxy complete with a photocopy of the identity document of the delegator and of the delegate.

The copy of the medical record can be withdrawn no later than the 60th day of the request, after this time, the hospital may proceed with the destruction of the document.

## **2.3 RIABILITAZIONE EX ART. 26 L. N. 833/78**

RIABILITAZIONE EX ART. 26 L. 833/78 DISABLED PEOPLE - CNR	BEDS/TREATMENTS	RIABILITAZIONE COMMITMENT/ ASSISTANCE COMMITMENT
REGIME RESIDENZIALE: ATTIVITÀ RIABILITATIVA DI MANTENIMENTO	23	HIGH/LOW
REGIME SEMIRESIDENZIALE	6	EXTENSIVE
REGIME DOMICILIARE	6	
REGIME AMBULATORIALE	19	

## 2.4 RESIDENZE SANITARIE ASSISTENZIALI (R.S.A.)

RSA	PERFORMANCE LEVELS	BEDS
VALLE DEI CORSI "A"	R3 - Low Maintenance -	106
VALLE DEI CORSI "B"	R2 - High Maintenance -	80

Healthcare Residence are residential health and social care facilities, organized by departments aimed at providing hospitality, health services, assistance for functional recovery and social inclusion, as well as for preventing the aggravation of functional damage due to chronic illnesses against non self-sufficient people, people not curable at home and that do not require hospitalization in facilities..

Healthcare Residence are also organized according to the following performance levels in line with the indications of the “Commissione Ministeriale LEA Prestazioni Residenziali e semiresidenziali (May 2007)”:

### Criteria and access mode

The proposal for access to the Healthcare Residence must be presented to the “ASL” of residence of the "Guest" through a request to be filled out by the same, or, in the case of incapacity to understand and will, by those who exercise protection or care, by a family member, or by the “medico di base – primary care doctor”, by the local services of the “ASL” or, in case of dismissal from the hospital by the head of the Hospital division, and by the municipal territorial services office. The evaluation of the access in Healthcare Residence is carried out by the “U.V.G.” (Geriatric Evaluation Unit) of the “ASL” that transmits the results of the assessment to the “CAD” (Home Affairs Coordination) of residence of the person. Within the “CAD”, the “U.V.T.” (Territorial Evaluation Unit) predisposes the inclusion in the waiting list and access to our hospital in case of availability of the bed. The inclusion in the list provides that the Territorial Evaluation Unit (UVT) of the competent ASL, examined the case:

- It has expressed a favorable opinion;
- It has acquired, from the patient or his family members, the commitment to pay the portion for which they are responsible;
- Or it has sent to the municipality of residence of the assisted person communication that the same or his family members are not able to pay all or part of their quota.

The first entry is considered authorized for n. 60 days, within 60 days the “U.V.T.” will have to check the conditions of the person asking for his discharge or by extending his stay in the Healthcare Residence.

According to the current Regional Regulations the daily rate of the Healthcare Residence is charged to the Regional Health System for 50% (healthcare part) and for the remaining 50% charged to the Guest (hotel fee) who, according to the patient's income situation ("ISEE"), can ask the contribution of the municipality of residence.

The acceptance of the guests must be agreed with the Accredited Administrative Acceptance office (phone: 06. 900171 - fax: 06.905.9055 - [info@nomentanahospital.it](mailto:info@nomentanahospital.it)).

Upon admission, the Guest will present in Reception:

- authorization for admission, issued by the Admissions Office of the "ASL RM 5";
- personal identity document;
- copy of the health card;
- possible exemption from payment of the health ticket;
- any invalidity report.

Also will be required:

- authorization to process personal data pursuant to Legislative Decree 196/2003;
- possible practice of replacing the primary care doctor;
- expenditure commitment to the payment of the fee charged to the Guest.

Documentation to be presented to the ward at the time of admission:

- report of the attending physician and / or discharge letter if coming from another healthcare facility;
- copy of exams, medical records and health documentation in general, concerning the last year.

In the case of ongoing therapies, it is advisable to provide a quantity of medications useful for one week, in order not to interrupt the therapies in place.

## 2.5 HOSPICE (Palliative Care Center) - "Il Girasole"

<b>HOSPICE</b>	
<b>Palliative care in Hospice</b>	<b>9 beds in accreditation scheme 8 beds authorization scheme</b>
<b>Palliative care in House assistance</b>	<b>36 treatments in accreditation scheme 32 treatments in authorization scheme</b>

The Center is aimed at patients suffering from oncological and non-oncological diseases (cardiovascular, neurological, pneumological, chronic-degenerative), who have reached an end stage of the disease with an irreversible trend, no longer susceptible to therapeutic treatments aimed at healing.

The request to take care of the patient arrives at our operative unit from primary care doctor or from an hospital and must be approved by the competent "ASL". As soon as the patient enters in the Hospice, our interdisciplinary team prepares the Individual Care Plan which, based on the needs of the patient, defines the therapies and interventions to be taken and the necessary professional figures. The Plan, included in the patient's medical record, is reviewed every week during the team meetings, which verifies which care objectives have been reached and make any therapeutic changes.

## 2.6 DIALYSIS CENTER

<b>DIALYSIS</b>	<b>23 beds</b>
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The Center is accredited and authorized for 23 beds all equipped with bed-weight scales and state-of-the-art automatic machines that allow the application of advanced techniques for new therapies. The medical and paramedical staff is specialized, valid and efficient, with great availability and many years of experience. The center consists of three rooms, one of which is a prescription for patients with hepatitis B.

The activity is divided into three shifts (of 4 hours per day). The Dialysis Center documents patient care through a specific medical record.

<b>ACTIVITIES IN AUTHORIZATION SCHEME (FOR PAYING PATIENTS)</b>	
<b>RIABILITAZIONE</b>	<b>14 beds</b>
<b>DAY HOSPITAL for RIABILITAZIONE</b>	<b>30 beds</b>
<b>TRATTAMENTI AMBULATORIALI EX ART. 26</b>	<b>19 treatments</b>
<b>RIABILITAZIONE EX ART. 26 (DOMICILIARE)</b>	<b>6 treatments</b>
<b>HOSPICE</b>	<b>8 beds + 32 home treatments</b>

#### **4. SOCIAL ASSISTANCE SERVICE**

At the hospital there is a free social assistance service. The aim is to offer psycho-social counseling, in situations of need, in order to be able to build a path of help to overcome the difficulties for all our patients and their families and for all those who are interested in a hospitalization at our hospital

#### **5. OTHER AVAILABLE SERVICES AND COMFORT**

- **PERSONAL CARE**  
(Podology, Barber, Hairdresser, Laundry)
- **BAR**
- **RELIGIOUS SERVICE**
- **NEWSPAPER AND MAGAZINE SERVICE**
- **PARAPHARMACY PRODUCTS DISTRIBUTOR**

## ▪ **MORTUARY SERVICE**

### ✓ **Smoking**

It is absolutely forbidden to smoke inside the hospital: this is required by law and for the protection of health, patients and internal staff.

### ✓ **Safety regulations for patients and visitors**

As required by current legislation, in compliance with the safety rules, all the staff of the Health Department is adequately trained to intervene in case of emergency. Therefore, all visitors and patients, in case of need, must scrupulously follow the instructions provided by the personnel in charge.

### ✓ **Informed consent and hospital discharge**

Healthcare professionals provide the patient and his / her family members with complete, clear and comprehensible information on the state of health, on possible pathways and assistance interventions and on the clinical course.

Health personnel, unless exceptions to the obligation of informed consent provided by law, do not carry out diagnostic tests or therapies without first providing the patient with all available information on his health and on possible treatments and outcomes.

In case the patient refuses or decides to interrupt the treatment, the healthcare staff informs the patient and his / her family about the rights and the consequent responsibilities.

For hospital discharge requested by the patient or his family members "against the opinion of the doctors", a specific declaration must be signed, reported in the health record of the Clinical Record, which removes the hospital from any responsibilities.

### ✓ **Recognizability of the staff**

Hospital staff is recognizable through the appropriate clothees and their badge.

### ✓ **Meals**

The meal is an important moment for the user. The food is prepared by a specialized company based on weekly menus suitable for different seasons.

The Diet service ensures a balanced diet for each Guest, also according to his / her family habits / preferences and in consultation with the doctor. Patients with special clinical conditions benefit from personalized diets, both in the composition and in the presentation of food and of supplements that are necessary. It is strongly not recommended to introduce food from outside, duly authorized by the medical staff.

### ✓ **Visitors entrance**

Every day there is a schedule of visits from 4.30 pm to 7.00 pm from Monday to Saturday and from 11.00 am to 7.00 pm on public holidays. Visitors are invited to respect the needs of medical and nursing activities and to respect the need for peace and quiet of all hospitalized guests. The access and the possible permanence outside the permitted hours must be authorized by the Health Director upon request of the Head of the medical department.

### ✓ **Patient rooms**

The patient rooms are all air-conditioned, comfortable and patient-friendly, in full compliance with current regulations regarding to structural requirements.

✓ **Furniture**

The furnishings are all strictly up to standard and are chosen according to criteria of functionality and hygiene maintenance.

✓ **Common spaces**

Common areas are available to guests destined for:

- multi-purpose hall;
- great hall;
- gyms;
- swimming pools;
- garden;
- ambulatories.

✓ **Cleaning of premises**

The cleaning of all the rooms and the common areas of the Hospital is meticulous and carried out by personnel identified with a special uniform and badge of recognition.

✓ **Parking**

Suitable and large parking are available inside the hospital. Cars must be parked in the specific areas indicated.

## **1. RIGHT TO INFORMATION - INFORMED CONSENT**

The user has full right to be informed of the diagnostic and therapeutic process expressing his will by signing the "informed consent" form. The user has the right to receive all the clarifications that deem appropriate from healthcare personnel and non healthcare personnel.

## **2. RIGHT TO CONFIDENTIALITY**

Upon entry into the hospital, consent to the processing of sensitive data is required according to the provisions of Legislative Decree 196/03 ("Testo Unico sulla privacy").

Professional secrecy is guaranteed for all private and personal information that emerge during hospitalization, diagnosis and treatment. Doctors are authorized to provide information only to contact persons previously authorized by the user.

## **3. DUTIES OF USERS**

The permanence inside the hospital involves the respect of the common norms of behavior, hygiene and education:

- Guests and their family members are therefore invited to behave responsibly at all times, respecting and understanding the rights of other guests;
- Every user has the duty to collaborate with the health personnel;
- Respect of visiting hours is important in order not to interfere with welfare activities. In case of need, after evaluation of the department team, permits may be authorized outside the established times;
- Guests and their families are required to respect the furnishings and equipment inside the hospital, as well as the external common areas;
- Users can not practice other therapies in addition to those prescribed by the doctors who have them treated and reported in the medical record; therapies carried out at home or in another health facility before entering in the hospital must be communicated to the responsible doctor at the time of admission;
- The introduction of food from the outside must be limited and in any case authorized by medical personnel;
- The use of telephone and radio-television sets must be carried out in such a way as not to disturb other patients.

## **4. COMPLAINTS**

Nomentana Hospital ensures the function of protection towards the user also through the possibility to make a complaint following a disservice, act or behavior that has denied or limited the usability of the services.

Any complaint can be presented at the Public Relations Office (hereinafter URP).

The **URP** performs listening and reporting functions and contributes to the communication of information regarding the organization and provision of services. In order to guarantee users compliance with the acts and behaviors relating to health services as well as the right to the service itself, the URP is responsible for collecting reports and surveys of any disruption but also of consents.

In particular, its role is expressed in the following activities:

- - receive comments or complaints;
- - analyze the questionnaires related to the survey of the degree of user satisfaction;
- - prepare a complaint and classification report.

### **Handling complaints**

Complaints, in verbal or written form, can be presented by the interested party, by relatives of the patients contacting the URP directly by telephone (06.900.17.223) or by mail (urp@nomentanahospital.it). The URP will guarantee the immediate start of the investigation on the case and will be given information to the user on the state of investigation, at the end of the internal investigation.