

Casa di Cura Salus Infirmorum

Service Charter

Rehabilitation

Long term in-patient care

Outpatients



Casa di Cura
Salus Infirmorum
Provincia Romana Camilliani

Accredited with Regione Lazio
Ente Provincia Romana Ordine dei
Chierici Regolari Ministri degli Infermi
Religiosi Camilliani





We ask the Lord for the grace to have a maternal love for our neighbor, so that we can serve him with true charity, both in soul and body.

With God's help, we want to be like a loving mother who cares for her child.

San Camillo de Lellis

This Service Charter was developed in collaboration with the entire staff of **Casa di Cura “Salus Infirmorum”** and approved by the Management, in compliance with national legislation and the Regione Lazio DCA n. U000311/2014 of 06/10/2014 relating to the “Guidelines for the development of the health services charter in healthcare companies and facilities in the Lazio region”.

The Service Charter describes Casa di Cura “Salus Infirmorum” thoroughly and aims to make available all the useful information for an in-depth knowledge of the facility, in line with the principle of transparency.



This document sets out the many aspects of our commitment to combining high-level healthcare responses with a primarily human approach, therefore essentially aimed at the person, sharing everyone's participation in achieving the Mission that our Organization aims to achieve.

In addition to the above, our primary objective is to involve you directly in the management of your health, **establishing a constant and high-quality dialogue and discussion centered on the principle of mutual loyalty**, to provide a continuously evolving, constantly improving service that is always tailored to your needs (“all is about people”).

We therefore invite you to provide us with any feedback you deem appropriate, any suggestions you may have, and any timely reports that will allow us to constantly improve the quality of our services and performance for our patients.

We thank you in advance for your valuable cooperation and remain available for any clarification necessary for a better understanding of the service charter and the structure itself.

The Service Charter is available on our website and in printed format at our Clinical Management office.

Direttore Sanitario
Dr. Maurizio Iacono

02 | About us

Order of St. Camillus

The Order of St. Camillus, was founded in Rome in 1584 by St. Camillus de Lellis and recognized by Pope Gregory XIV in 1591. The members of the Order, inspired by Christ, dedicate themselves primarily to works of mercy towards the sick, with priests offering spiritual and corporal assistance. The Order, in addition to the vows of poverty, chastity, and obedience, professes a fourth vow: service to the sick.

Strongly influenced by the preaching of Pope Francis, the Camillians aim to reach the existential outskirts, bringing the evangelical message of the Good Samaritan. Present throughout the world, the Camillians are active in 35 countries, including Italy, Argentina, Brazil, India, and the United States. In Italy, the Order is divided into three Provinces: Northern Italy, Rome, and Sicilian-Neapolitan.

Provincia Romana

From our guiding principles to the services offered, from technological equipment to access instructions, this document outlines the many aspects of our commitment to combining high-quality healthcare with a primarily human approach, one that is essentially focused on the individual, enabling everyone to participate in achieving the organization's mission. Beyond the above, our primary goal is to directly involve you in managing your health, establishing ongoing dialogue and dialogue of proven quality, centered on the principle of mutual loyalty, to provide a continually evolving and improving service that is always tailored to your needs ("all is about people").



Mission

Our mission is to witness and embody the saving, merciful, therapeutic, and healing action of Christ in the world of health and illness, combining the values of love and service to the sick and needy with the values of healthcare efficiency and effectiveness.

The organizational methods identified by the Provincia Romana Social and Health Services to pursue their mission are based on the following objectives:

- global care and centrality of the person;
- attention to quality of life, health promotion, and humanization in the relationship with patients;
- continuous dialogue with our other healthcare facilities to share best practices in the healthcare and assistance field;
- Introduction of a certified quality management system, compliant with the UNI EN ISO 9001:2015 standard, capable of maintaining a focus on the quality of service and performance, also with respect to the analysis of patient needs.

San Camillo De Lellis

la sua opera



1550

Birth of Camillo de Lellis

1568

Soldier of fortune

At 18 he began a military career following his father's wishes, but due to a wound on his leg he was forced to leave the army.

1571

From Infirmus to Infirmarius

To treat his wound, Camillo travels to San Giacomo Hospital in Rome. Here, to prolong his treatment and convalescence, he agrees to become a janitor, but his rude manners and uncontrollable passion for card games will get him dismissed from the hospital.

1575

Turning point

Reduced to begging, he was invited to work as a laborer at the Capuchin Convent of Manfredonia and it was here that he decided to embrace religious life.

1583

The religious order

His "Company" was recognized as a religious order by Pope Gregory XIV, who was impressed by the heroism with which Camillus and his companions had assisted the sick during the famine of 1590 in Rome. It expanded to Naples, Milan, Genoa, Palermo, Bologna, Mantua.

1582

Founding of Compagnia dei Ministri degli Infermi

At the Hospital of San Giacomo Camillo matured his vocazione all'assistenza dei malati e, con i primi cinque compagni, decise di dare vita alla "Compagnia dei Ministri degli Infermi".

1607

Resignation from the position of Director

Seriously ill, he leaves the direction of the Order but continues to assist the sick.

1614

Death of Camillo de Lellis

Due to the onset of kidney and gastric disease, Camillo de Lellis died in July of 1614.

1614

Beatification

Don Camillo de Lellis was beatified and proclaimed a saint by Pope Benedict XIV. He was later declared patron of the sick and hospitals by Leo XIII, patron of nurses by Pius XI, and special protector of Italian military healthcare by Paul VI.

TODAY

His work continues

Provincia Romana Camilliani, a legal entity established in 1605, has always followed and practiced Rule 27 of the Order, which states: "We desire, with the grace of God, to serve all the sick with charity." Their goal is to visit hospitals and nursing homes, wherever there is a sick person in need of care, to offer a measure of human warmth to those who, in the difficult moments of suffering and death, desperately seek a face that makes them feel they are still human.

03 | Executive Team

Provincia Romana Camilliani

Mario Agasantis
Legal Representative

Michele Bellomo
Managing Director

Managing Director Staff

Giorgio Di Cerchio
Head of the protection and prevention service

Riccardo Leggeri
Data Protection Officer

Franco Bifulco
Risk Manager

Romina Colloca
Human Resources

Direzione Centrale

Stefano Grignaffini
Technical Director

Serena Paroli
Director of General Affairs

Gianluca Maculani
Finance Director



04 | Organizzazione

Casa di Cura “Salus Infirmorum”

La **Casa di Cura “Salus Infirmorum”** is located in the neighbourhood of Ottavia in Rome.

It was founded in 1964 by Father Primo Fiocchi on the ruins of Villa Serena, a healthcare facility that was part of the first Homes and Communities. The Camillian friar, former chaplain of the Forlanini Hospital in Rome, thanks to his charisma, profoundly influenced the destiny of the facility, thus transforming it into the current "Salus Infirmorum" Nursing Home.

Today the complex has a post-acute hospital rehabilitation department (Cod. 56) with 35 active beds and 3 slots for day-hospital rehabilitation, a department with 20 active long-term care beds (Cod. 60) and finally a specialist outpatient clinic with a range of services provided both within the Regional Health Service (SSR) contract and on a self-payment basis.

The outpatient clinic is composed by:

Laboratory and Radiology

Outpatient clinic:

Allergology, Angiology, Cardiology, Dermatology, Endocrinology, ENT, Geriatrics, Neurology, Neuropsychology, Orthopedics, Obstetrics and Gynaecology, Physical Medicine, Pneumology, Rheumatology, Sports Medicine

Physiotherapy

Direzione

Maurizio Iacono
Clinical Director

Laura De Vittoris
Operations Manager

Alessandra Romano
Clinical Direction Specialist

Responsabili

Vanessa Rosati
Director of Department of Physical Rehabilitation (Cod. 56)

Elisa Maiorana
Long Term Inpatient Managing Clinician (Cod. 60)

Benedetta Piacenti
Outpatients Managing Clinician

Elisabetta Papini
Lead Nurse



05

Assistance Settings

Casa di Cura “Salus Infirmorum”

Outpatient Physiotherapy	Floor -1
Outpatient Clinic	Ground Floor
Rehabilitation Day Hospital (cod. 56).....	Ground Floor
Post Acute In patient Rehabilitation	1 st Floor
Post Acute In patient Long Term Care	2 nd Floor

The facility provides 24-hour personal care and assistance.

- 35 beds

Post acute in patient rehabilitation
- 20 beds

Post acute in patient long term care
- 3 slots

Rehabilitation Day Hospital

Furthermore, the facility is equipped with a Specialist Outpatient Clinic which offers consultation both with the NHS or self-paying.

06

Outpatients



Services	-Laboratory -Radiology			
Outpatients Specialties	- Allergology - Angiology - Cardiology	- Dermatology - Endocrinology - Physical Medicine	- Sports Medicine - Neurology - Orthopaedics	- Obstetrics and Gynaecology - Pneumology - Rheumatology
Physiotherapy				
Other Services	- Neuropsychology - Pelvic Floor Rehabilitation			

07 | In patient treatments

Services

Identification of staff

At "Salus Infirorum", staff are identified by an identification badge on their gowns/uniforms, indicating: NAME - SURNAME INITIAL - TITLE.

How we provide assistance to patients

"Salus Infirorum" adopts a multidisciplinary approach to patient care and management. Care planning is essentially based on an initial patient assessment by a multidisciplinary team. The Individual Rehabilitation Plan (IRP) is developed together with the patient.

Multidisciplinary Équipe

The facility's working method is based on a multidisciplinary team, where each professional contributes to achieving the established treatment and care objectives, for the true well-being of patients. This translates into project-based work, under continuous review, which allows for effective personalized care. The multidisciplinary team, composed of doctors, psychologists, nurses, physiotherapists, occupational therapists, speech therapists, and social workers, works in an integrated manner to achieve the patient's functional recovery, develops general department projects and programs, and plans care activities for each patient. The team meets periodically to review results and revise objectives.



Individual Rehabilitation Plan (IRP)

The Individual Rehabilitation Plan (IRP) consists of a set of interventions proposed by the multidisciplinary team with the aim of improving patients' performance and acquiring the best possible functional autonomy.

The Individual Rehabilitation Plan (IRP):

- Defines the rehabilitation strategies decided by the multidisciplinary team and coordinated by the project specialist
- It comprehensively considers the patient's clinical and healthcare needs, as well as environmental, contextual, and personal factors.
- Defines the expected goals for reducing patient disability and the expected time frame.
- Defines the short, medium and long term objectives, actions and conditions necessary to achieve the desired outcomes.
- It constitutes the time reference for each intervention carried out by the team

The Individual Rehabilitation Plan can be modified, adapted, and shared again with the patient if there is a substantial change in its elements based on the project's timelines, actions, and the conditions previously defined and based on which it was developed.

08 | In patient post-acute rehabilitation (cod. 56)

Ward

Dr.ssa Vanessa Rosati
Director of Department of
Physical Rehabilitation (Cod. 56)

Milena Bileva Atanasova
Lead Nurse

Dominique Sanges
Lead Therapist

For more information

Casa di Cura "Salus Infirmorum"
06.302511 - dial 3

for Social Services contact the following email
address:
assistente.sociale.sal@provinciaromanacamilliani.it

Purpose of the service

In-patient Rehabilitation is an intensive post-acute rehabilitation unit aimed at the recovery and functional re-education of patients requiring rehabilitation supported by 24-hour nursing care and continuous medical monitoring. Rehabilitation allows us to identify the most appropriate pathways with the goal of improving patient performance and achieving the greatest possible functional independence.

In addition to the medical, nursing and rehabilitation staff, the overall care of the patient is provided by the multidisciplinary team composed of:

Social Services Psychologist Neuropsychologist Occupational Therapist Speech Therapist

The rehabilitation services offered are the following:

- Individual functional recovery and rehabilitation exercises
- Specific functional re-education of patients with joint prostheses of the hip, knee, shoulder and after-effects of orthopedic trauma
- Neuromotor rehabilitation for patients with sequelae of cerebrovascular disease (ischemic or hemorrhagic) or neurosurgical sequelae
- Neuromotor re-education according to Kabat, Bobat, Perfetti
- Rehabilitation of amputees
- Individual motor re-education (proprioceptive-exteroceptive)
- Gait training (training in the use of aids and/or prostheses)
- Cognitive, behavioural and speech therapy
- Instrumental physical therapy (electromedical)
- Psychotherapy
- Occupational therapy

09 | Post Acute In patient Long Term Care Ward

Dr.ssa Elisa Maiorana
Managing Clinician

Michelle De La Cruz
Lead Nurse

Dominique Sanges
Lead Therapist

For more information

Casa di Cura “Salus Infirorum”
06.302511 - dial 3

for Social Services contact the following email address:
assistente.sociale.sal@provinciaromanacamilliani.it

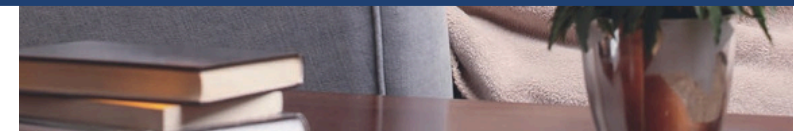
Purpose of the service

The post-acute long-term care unit provides inpatient care for non-self-sufficient patients from various medical or surgical care settings. Care and rehabilitation, planned and managed by a multidisciplinary team, is aimed at patients with unstable clinical conditions, persistent functional limitations with reduced independence, and chronic, unstabilized, or terminal disability. Rehabilitation interventions are aimed at functional recovery and the prevention and treatment of involuntal and degenerative processes.

The facility provides 24-hour medical surveillance, nursing care, and rehabilitation. Care and rehabilitation typically last for 60 days after admission. The facility provides specific consultations and all other services necessary for each patient. Hospitalization in the ward also allows for the identification of the most appropriate subsequent pathways.

In addition to the medical, nursing and rehabilitation staff, the overall care of the patient is provided by the multidisciplinary team composed of:

Social Services Psychologist Neuropsychologist Occupational Therapist Speech Therapist



Post Acute In patient Long Term Care Ward

Accessing the Service

Admission to post-acute care units occurs upon request, using a specific form, from the physician of the hospital unit of origin to the Admissions Office. The Admissions Office, subject to confirmation from the heads of the operating units, promptly notifies the hospital unit of origin of the availability of the bed. Upon admission, it is necessary to complete the admission procedures at the assigned operating unit.

Documents you will need

- Valid ID
- National Health Card (If for Italian citizens only)
- TEAM/STP card for foreign citizens

During your stay

It is essential to bring all previous tests or medical records, as well as any medications you are currently taking. Clothing should be as basic as possible, including: nightgown or pajamas, socks, closed slippers, tracksuit, sneakers, a complete set of underwear (at least three changes), and a personal toiletries bag (toothbrush, toothpaste, etc.). It is recommended that you do not bring valuables or excessive sums of money. The "Salus Infirmorum" Nursing Home is in no way responsible for any theft or loss of property left unattended.

Visiting hours

Family members are provided with contact information for medical and nursing staff. Visiting patients is permitted every day (Monday to Sunday, including holidays) from 5:30 PM to 6:30 PM. Only ONE family member per patient is allowed in. In compliance with current regulations, please note that surgical masks are mandatory in the wards.

Food and Meals

The quality of the catering service is constantly monitored to ensure the hygiene and quality of the food served to patients. Breakfast is served at 7:30 a.m., lunch at 12:00 p.m., and dinner at 6:00 p.m. Special diets are available upon medical prescription for clinical needs. Vegetarian patients or patients with religious or ethnic dietary restrictions may report their needs to the Nursing Coordinator.

Religious Services

A chapel dedicated to Catholic worship is open to the public, and located on the ground floor near the Outpatient Clinic. Religious services are held at the times and days indicated on the noticeboard at the entrance. The chaplain can be contacted by speaking to the ward staff.

Exit permits

Permissions to leave the facility are authorized by the Medical Director, when valid reasons are found by the ward's Head Physician or his delegate, following an assessment of the patient's clinical condition.

Discharge

The patient's discharge date is communicated in good time to arrange their return home. If the patient is not in suitable physical or mental condition for discharge, the facility staff will work to establish contact with other local facilities. Before leaving the ward, the patient is given a discharge letter signed by the ward's physician. This letter summarizes all information regarding the hospitalization, any subsequent check-ups, and any pharmacological therapies to be administered at home for referral to the attending physician.

Medical Records

You can request a copy of your medical records following admission to the facility. To complete the request form, please contact the Admissions Office Monday through Friday, 8:30 a.m. to 4:00 p.m. For information on requesting a copy of your medical records, please call 06-30251206 or 06-30251235. The first copy of your medical records is free, while there is a €15.00 charge for subsequent copies. You can also request home delivery of your medical records; this service costs €15.00.

Funeral Services

In caso di decesso, la salma sarà collocata nella camera mortuaria della struttura fino all'intervento della Società di Onoranze Funebri individuata dai familiari del deceduto.

10 | Rehabilitation Day Hospital Ward

Dr.ssa Vanessa Rosati

Director of Department of
Physical Rehabilitation (Cod. 56)

Milena Bileva Atanasova

Lead Nurse

Dominique Sanges

Lead Therapist

For more information

Casa di Cura "Salus Infirmorum"

06.302511 - dial 3

for Social Services contact the following email
address:
assistente.sociale.sal@provinciaromanacamilliani.it

Purpose of the service

The Rehabilitation Day Hospital (DH) is an intensive rehabilitation unit. The project involves daily access during the week while patients will be returning home after treatment. The Day Hospital's functions are primarily aimed at patients with pathologies and disabilities that do not require hospitalization, but need daily management in order to carry out basic life activities.





| Outpatients

01 | Outpatients Department

Dr.ssa Benedetta Piacenti
Clinical Manager

Dr. Massimo Pellegrino
Laboratory Technical Director

Dr.ssa Jessica Petrone
Radiology Director

Elisabetta Papini
Lead Nurse

For more information
Casa di Cura “Salus Infirmorum”
06.302511 - dial 1
Bookings and information

Purpose of the service

Our Outpatient Clinic offers both NHS and self-pay services. The department draws on the experience of highly qualified physicians specializing in the treatment of a wide range of pathologies, practicing evidence-based medicine and considering the patient as a whole through engagement and information about treatments.



Services

Laboratory:

Accredited by the regional health service, it offers its patients a wide and comprehensive range of blood tests; the laboratory is equipped with the most modern and automated analytical technologies and is staffed by highly qualified personnel.

Radiology:

The imaging department is equipped with cutting-edge instruments designed to diagnose diseases or critical conditions in the human body.

Our radiology department offers, among other services: diagnostic ultrasound exams, traditional radiology, and mammography, as well as a complete package dedicated to breast cancer prevention.

All patients must register on the same day of the booking at our registration listed on page 35.

Both NHS and self-pay bookings can be taken according to the procedures already offered: introduction of sophisticated innovations that complement the services renovations, both structurally and technologically, thanks to the

The entire radiology department has recently undergone major

02 | Diagnostic Imaging - Radiology

Outpatients

Mammography with Tomosynthesis

MAMMOMAT REVELATION, SIEMENS

- In depth high definition and wide angle technology.
- Direct measurement of breast density
- Equipment with customized compression function to ensure maximum comfort during the exam

Bone density scan

STRATOS, DMS

Bone density measurement for diagnosis and treatment of osteopenia and osteoporosis.

- Safe and effective diagnosis
- Support during and after the exam
- State-of-the-art equipment for comfortable examinations.

Radiology (X-Rays)

MULTIXIMPACT C, SIEMENS

Highest quality imaging and examinations

Equipment fitted with features designed for patient comfort:

- Safe and effective diagnosis
- Support during and after the exam
- State-of-the-art equipment that allows the exam to be performed in complete comfort



03 | Services and specialities

Outpatients

Allergology

- Consultation
- Follow up
- Patch test
- Prick test
- Foods and inhalants allergy testing

Gynaecology

- Consultation - Follow up
- Pelvic ultrasound
- Transvaginal ultrasound
- Smear test

Endocrinology

- Consultation
- Follow up
- Thyroid ultrasound
- Thyroid color doppler

Physical Medicine

- Consultation
- Follow up
- Mesotherapy
- Intra-articular injections
- Baropodometric examination

Laboratory

- Clinical chemistry and immunometry
- Autoimmunity - Oncology - Tumor markers - Microbiology and bacteriology **"Prevention Packs"**

Cardiology

Cardiological and internist diagnostics

- Consultation - Follow up
- Electrocardiogram - Echocardiogram
- 24h blood pressure monitor - 24h ECG monitor - Color Doppler ultrasound of the supra-aortic trunks at rest - Color Doppler ultrasound of the upper or lower limbs or of the arterial district - Color Doppler ultrasound of the upper or lower limbs or venous district - Abdominal aorta color Doppler ultrasound

Orthopaedics

- Consultation
- Follow up
- Traumatology
- Intra-articular injections

Physiotherapy

- Simple motor re-education
- Complex motor re-education
- Individual postural therapy
- Group postural therapy
- Laser therapy - Tecar therapy
- Magnetotherapy - Gait training
- Manual and aquatic ultrasound
- District and global massage therapy
- Manual lymphatic drainage

Pneumology

- Consultation
- Follow up
- Spirometry
- Walking test
- Overnight pulse oximetry
- 24h pulse oximetry

Sports Medicine

- Consultation
- Certificates for non-competitive sports

Rheumatology

- Consultation
- Follow up
- Articular ultrasound

Neurology

- Consultation
- Follow up
- Electromyography
- Electroneurography

Ear Nose & Throat

- Consultation
- Follow up
- Pure tone audiometric examination
- Fibrolaryngoscopy

Dermatology

- Consultation
- Follow up
- Cryotherapy
- Epiluminescence with Videodermatoscopy
- Diathermocoagulation (DTC)

04 | Contacts and Information

Casa di Cura “Salus Infirmorum”



06 302511
Dial 1



cup.sal@provinciaromanacamilliani.it



Monday to Friday:	07:30-19:00
Saturday	07:30-12:45

Booking Team

Patient Registration

Patients must register for diagnostics and consultation at our booking and registration desks from 07:30 to 19:00, Monday to Friday and from 07:30 to 12:45 on Saturdays.

Laboratory tests (blood tests and/or other tests) are available through walk-in access every day from 07:30 to 10:30. NHS patients must have a prescription from the General Practitioner.



Bookings

Consultations and diagnostic tests can be booked:

- Calling Regione Lazio **RECUP** on 06.9939 Monday to Friday from 07.30 to 19.30 and on Saturdays 07.30 to 13.00 (NHS appointments only)
 - Calling **Casa di Cura “Salus Infirmorum”** on 06.302511 dial 1 “**Centro Unico Prenotazione**” or directly at our booking desks, Monday to Friday from 10.30 to 16.45, on Saturdays from 10:30 to 12:45
 - Sending an **email** to prenotazioni.sal@provinciaromanacamilliani.it or by filling the form on our website www.salusinfirmorum.it “**Prenota una Visita**”.
- Email booking requests are for self-paying patients only.

Physiotherapy bookings

Our Physiotherapy service can be accessed by joining our waiting list. or in person to the Single Booking Center counters at the Nursing Home, Monday to Friday from 10:30 am to 4:45 pm.

Test results

Test results for lab analysis and imaging can be accessed:

- Online on our website www.salusinfirmorum.it
- At our booking desks Monday to Friday from 10:30 to 19:00 and on Saturdays from 10:30 to 12:45

05 | Contacts and Information

Reaching us

The facility is easily accessible by car or public transportation.
Here are some quick directions:



By car

- GRA exit 4 Trionfale towards Ipogeo degli Ottavi, Ottavia-Primavalle, Roma-Centro. - Continue on Via della Lucchina, n. 41 – 00135 (RM).



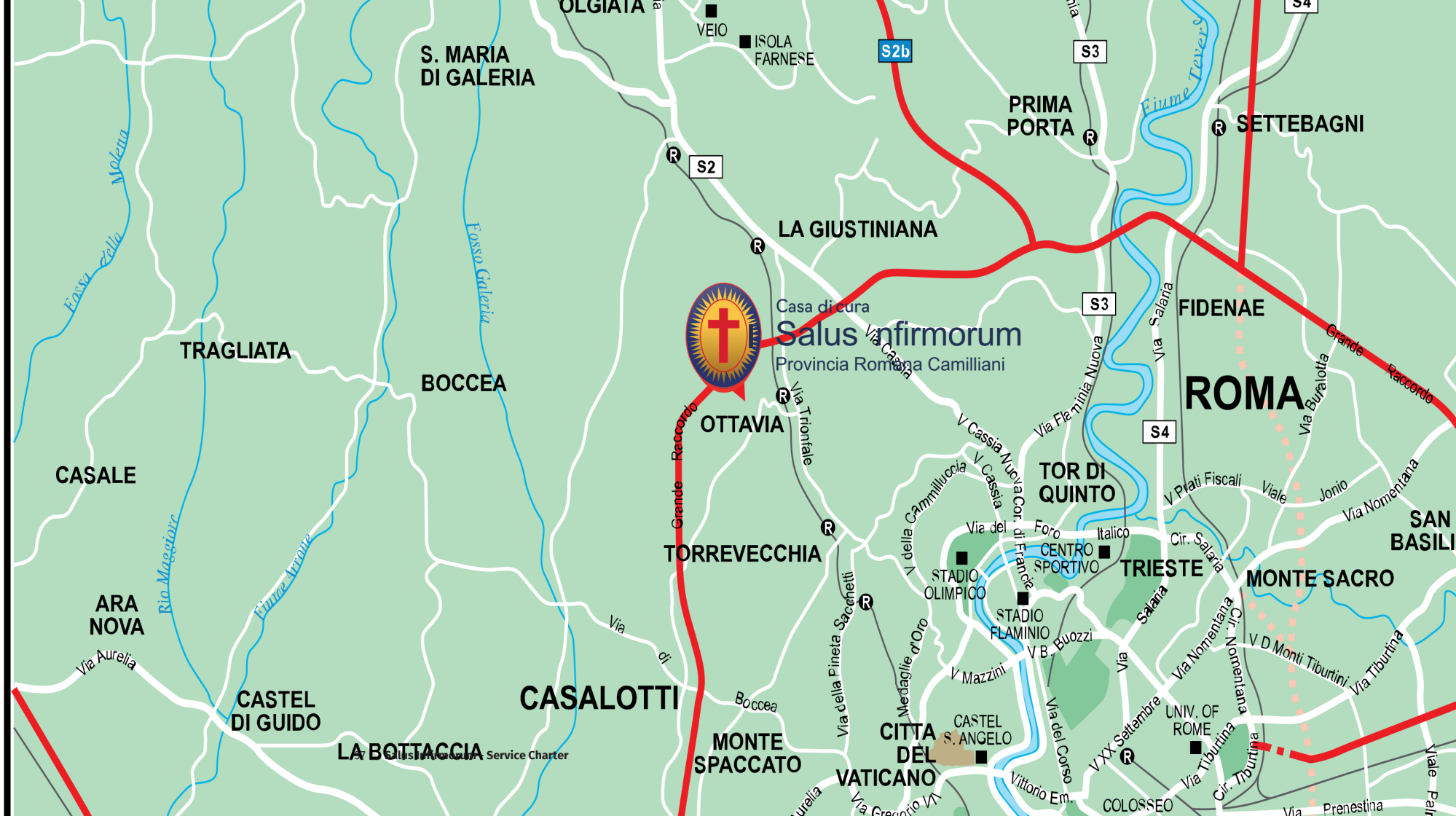
By underground

Metro A stop Valle Aurelia,
Change for National Rail FL3, exit at stop Ottavia.



By Bus

- Lines 546, 993, 998 e 999



Concierge	Public Relations Office	Admission Office	Medical Records
06 30251242 Monday to Sunday 07:00-21:30	urp.sal@provinciaromanacamilliani.it The Public Relations Office (URP) facilitates communication between users and the Nursing Home. Users can write us an email to: Receive information about our services Report any malfunctions or critical issues Offer feedback about our inpatient departments or outpatient clinic	06 30251206 06 30251235 ricoveri.sal@provinciaromanacamilliani.it Monday to Friday: 07:30-16:45 Saturday: 07:30-12:45	Medical Records can be obtained: At our Admission Office, Monday to Friday from 08:30 to 16:00. Requesting a delivery by filling the designated form

Lifts and Access

The facility has signage to help patients and their families reach the departments and services. Salus Infirmorum has one elevator to access the departments, located in the Outpatient Clinic area. All internal walkways are very wide and barrier-free.

Parking

The facility has internal parking available to both patients and visitors. From 7:00 AM to 1:00 PM, entry is permitted only to those displaying a disability badge and authorized vehicles. From 1:00 PM to 8:00 PM, parking is free, subject to availability.

Quieteness

It is essential to respect the serenity of the departments and in particular during the following time slots: 13:00 - 15:30 and 20:00 - 07:00.

Staff call systems

Each bed in the hospital wards has a button panel with which it is possible to request the intervention of one of our healthcare workers.

Smoking

Smoking is strictly prohibited in all enclosed spaces and in the vicinity of the facility, in accordance with current legislation. Please note that smoking in areas where this is prohibited may trigger the alarm and prompt the relevant authorities to be notified.

Sicurezza Security

In case of emergency (fire, smoke, power outage, earthquake, etc.), please remain calm, contact your department staff, and follow their instructions. Staff have been trained to handle emergencies. Fire safety regulations are posted in the corridors and common areas. It is important to read them. In the event of a risky situation, do not use the elevators.

Hygiene and sanitation

The quality levels of hygiene and sanitation services are constantly monitored in order to guarantee hygienic safety for all patients and all users in general.

Personal items

Management assumes no responsibility for the loss or theft of valuables. Patients are advised not to keep valuables (jewels, electronic devices, and money) with them. Information regarding these items will be provided upon entry to the department.

Gifting

All staff are available to assist and care for patients in the best possible way. These tasks are part of the specific duties of their various professional roles, and therefore no healthcare worker is authorized to accept money. Any irregular behavior must be reported to the Health Management for possible action.

08 | Citizens' Rights

Right and access to information

Our users have the right to receive information about their health status and the progress of their illness from all healthcare personnel.

Each department has a designated time and telephone number for meetings with the Doctor in Charge.

Informed consent

Patients and their family members/legal guardians are informed upon admission of the treatment plan.

Information includes: the clinical diagnosis, the diagnostic, therapeutic and rehabilitative needs appropriate to the health conditions, the prognostic forecasts, the medical and rehabilitative therapeutic needs, the advantages and risks that such services may determine, as well as the risks that could arise in the absence of the above-mentioned measures.



The principles on which this Service Charter is based include, as a priority, a commitment to respecting patients' rights.

As per the European Charter of Patient Rights, the Service Charter of the Facility adopts the following principles:

Equality

Salus Infirmorum salus infirmorum is committed to ensuring equal treatment in the provision of services to all citizens without distinction of age, sex, race, language, nationality, religion, political opinions, customs, physical conditions, mental conditions, economic conditions and personality structure.

Continuity

Salus Infirmorum is committed to ensuring the qualitative and quantitative continuity and regularity of services, therapies, and care within the rehabilitation program,

according to the guidelines and in compliance with the criteria for access and appropriateness of care. Should any irregularities or interruptions in service occur, the Facility is committed to minimizing inconvenience to patients.

Efficiency and effectiveness:

Salus Infirmorum pursues the continuous improvement of the quality and efficiency of services by adopting every suitable measure to achieve these objectives, keeping the patient and his needs at the centre and following the relevant national and international guidelines.

Right to choose:

Every citizen has the right to choose, within similar services, the facility to which they turn. At the same time, healthcare and support personnel provide patients with comprehensive, clear, and understandable information about their health status, possible care options, and their effectiveness.

Impartiality

Salus Infirmorum is committed to ensuring fair and impartial behavior for all citizens, both with regards to the services offered and with regards to the staff working in the facility.

Participation

Salus Infirmorum guarantees to all people the possibility to co-operate with personal observations and suggestions for the correct provision of the service and the improvement of the service provided by the facility and, by privileging information and the most appropriate choice of treatments and therapeutic methods. Salus Infirmorum guarantees that the principles set out in this Service Charter are shared and re-examined through the suggestions that come from the various parties (Users, Patients, Associations, Local Authorities, etc.)

09 | Patients' Rights

Right to preventive measures:

Every individual has the right to appropriate services to prevent and treat illnesses.

Right of access:

Everyone has the right to access the health services their health requires. Health services must guarantee equal access to everyone, without discrimination based on financial resources, place of residence, type of illness, or time of access.

Right to information:

Every individual has the right to access all information regarding their health status, health services and how to use them, as well as all information made available by scientific research and technological innovation.

Right to freedom of choice::

Every individual has the right to choose freely between different health care procedures and providers on the basis of adequate information.

Right to consent:

Every individual has the right to access all information that may enable them to actively participate in decisions affecting their health. This information is a prerequisite for any procedure or treatment, including participation in trials.

Right to privacy and confidentiality:

Every individual has the right to the confidentiality of personal information, including information concerning his or her state of health and possible diagnostic or therapeutic procedures, as well as the right to the protection of his or her privacy during diagnostic tests, specialist visits and medical-surgical treatments in general.

Right to respect and modesty:

Each individual must be addressed by their first and last name and their privacy and sense of modesty must be respected.

Right to respect for patients' time:

Every individual has the right to receive necessary health care within a timely and predetermined period. This right applies to every stage of treatment.

Right to compliance with quality standards:

Every individual has the right to access high-quality health services, based on the definition and compliance with well-defined standards.

Right to security:

Every individual has the right not to suffer “harm” resulting from the poor functioning of health services or from medical errors and has the right to access health services and treatments that guarantee high standards of safety.

Right to avoid unnecessary suffering and pain:

Each individual has the right to avoid as much suffering as possible, at every stage of his or her illness.

Right to innovation:

Every individual has the right to access innovative procedures, including diagnostic ones, in line with international standards and regardless of economic or financial considerations.

Right to tailored treatment:

Every individual has the right to diagnostic or therapeutic programs that are as tailored as possible to their personal needs. Right to complain: Every individual has the right to complain whenever they have suffered harm and to receive a structured response.

Right to refunds:

Every individual has the right to receive adequate compensation, within a reasonably short time, whenever he or she has suffered physical, moral or psychological harm caused by health services.

10 | Patients' Rights

Fundamental principles and duties of citizens

When visiting Salus Infirmorum, patients are encouraged to behave responsibly at all times, respecting and understanding the rights of other patients, and demonstrating a willingness to cooperate with the medical, nursing, and technical staff, as well as the Clinical Management. Visiting Salus Infirmorum signifies a relationship of trust and respect for the healthcare staff, a prerequisite for developing an appropriate therapeutic and care program.

Therefore:

- Users and their family members are prohibited from interfering with healthcare personnel regarding the methods of assistance;
- Patients may not undergo any treatments other than those prescribed by the doctors in the facility, as per the prescription archived within the medical records. Any therapies performed at home before admission must be reported to the ward's Head Physician upon admission for possible continuation during the patient's stay.
- Personal medication not authorised by the attending physician are immediately withdrawn by the Nursing Coordinator to be returned upon discharge.

It is the duty of every patient to promptly inform healthcare providers of their intention to voluntarily opt out of scheduled healthcare treatments and services, so as to avoid wasting time and resources.

Users are required to respect the environments, equipment and furnishings found within the healthcare facility, considering them to be everyone's property and therefore also their own.

Anyone staying at Salus Infirmorum is required to respect the visiting hours established by the Clinical Management, in order to allow normal therapeutic care activities to be carried out and to promote the peace and rest of other patients.

In cases of particular necessity, visits to patients outside of established hours must be authorized with written permission issued by the Clinical Director or the ward's Doctor.

In this case, the authorized family member must comply with the rules of the department and show appropriate attitude towards the environment of the healthcare facility, while at the same time promoting maximum collaboration with healthcare workers.

Considering that we are part of a community, it is advisable to avoid any behavior that could create situations of disturbance, discomfort or danger for other patients.

- It is a duty to respect the daily and night-time rest of other patients
- Smoking is forbidden in all areas
- The use of any electrical equipment or household appliances is prohibited. The use of open flame appliances is absolutely prohibited.

Guests have the right to correct information with regards to the internal organization of the healthcare facility, but it is also their duty to obtain information at the appropriate times and places.

11 | Patients' Rights

General provisions

The facility respects the rights set forth in the European Charter of Patients' Rights (Brussels, November 15, 2002).

Please remember:

- We encourage the use of common social spaces for visiting relatives and friends
- Don't offer tips or gifts to staff. You can show your appreciation by simply treating the staff with kindness.

Attention to patients' needs

Patients have the right to:

- Receive assistance and care while respecting one's personality and one's philosophical and religious beliefs.
- Choose an authorized healthcare provider to supply prosthetics or orthopedic aids prescribed by the facility's specialists.
- Request meals while respecting one's religious beliefs and culture.
- Receive adequate attention in case of vulnerability.
- Receive information about one's health status, tests, and treatments to which one will be subjected with consent, respecting the confidentiality of such information.
- Maintain social relationships with the outside world and involve one's family members in organizing one's life within the facility.



12 | Quality commitment

Casa di Cura “Salus Infirmorum”

Quality commitments, standards and related indicators, verification tools

Salus Infirmorum quality policy is based on a comprehensive approach to caring for each individual, based on a spirit of service, attention to their needs, and the ability to manage fragility, weaknesses, and suffering.

The aim of our Management is to establish and implement actions that allow for:

- Analyze and evaluate the facility's ability to respond to the provision of established services.
- Formulate coherent responses to identified needs, respecting its values and available resources.
- Monitor and measure the effectiveness and efficiency of initiatives undertaken with appropriate qualitative and quantitative indicators.
- Continuously engage with the other health facilities within the Provincia Romana to share best practices.

Pursue continuous improvement and strive for excellence

Provincia Romana Camilliani's Management is committed to complying with current applicable legislation and maintaining institutional accreditation requirements as an organization operating within the Lazio Regional Health Service. For this reason, Provincia Romana has launched a training program aimed at conveying to staff the logic of a risk-based process approach. The aim is to demonstrate how a correct perception of risk exposure in healthcare and technical-administrative processes fosters greater awareness and therefore accountability for the operational methods followed in carrying out their activities. Each facility operator must constantly strive to improve their own and their colleagues' methods of operation for the benefit of the health of users and the organization itself. Excellence is achieved only with a constant commitment to maximum efficiency, effectiveness, and quality of the services provided.

Require integrity of behavior from all operators

The actions of those involved in the activities carried out by the healthcare facility, including occasional workers and suppliers, must be based on compliance with the rules of the Organizational Model pursuant to Legislative Decree 231 and the Code of Ethics of Conduct and on the endorsement in daily practice of the values that distinguish the organization.

13 | Quality commitment

Casa di Cura “Salus Infirmorum”

Standards

Salus Infirmorum adopts Service Quality Standards:

Moreover:

- It publishes these standards and any short- and medium-term improvement commitments or programs, informing users of them.
- It undertakes to periodically verify the adoption and compliance with the standards and recognizes the user's right to verify them.
- It verifies guest satisfaction.
- It ensures that users have the right to complain in all cases where it can be demonstrated that the service provided is below the declared standards or that the guiding principles of the service charter and the guest's rights have been violated.

Verification tools

Salus Infirmorum periodically conducts a user satisfaction survey through the analysis of anonymous evaluation questionnaires. All patients and family members visiting the healthcare facility are asked to complete an anonymous evaluation questionnaire to determine their level of satisfaction. The information gathered through this process allows us to develop statistics that can be used to optimize and improve the functionality and quality of the services offered.

The results that emerge from such anonymous feedback are discussed with the Doctors in Charge of the departments and with the Health Management.

A working group will be convened at least once a year to review this Service Charter.

Complaints

Every user has the right to:

- Being able to report disruptions both in writing and verbally.
- Request protection of one's rights.
- Report irregularities and inappropriate behavior to management and receive a prompt response.

The healthcare facility guarantees the protection citizens, including through the possibility for them to file a complaint following a poor service, act, or behavior that has denied or limited the use of services.

Points of contact with users

CUP: write to cup.sal@provinciaromanacamilliani.it or visit in person Monday through Friday, 7:30 AM - 7 PM, and Saturday, 7:30 AM - 12:45 PM.
URP: write to urp.sal@provinciaromanacamilliani.it

Functioning

The office receives comments or complaints from guests and, pursuant to the Prime Ministerial Decree of 19/05/1995, carries out any necessary investigations.

Complaint procedure

Observations and complaints must be submitted to the competent office exclusively in writing or by email to the following address: urp.sal@provinciaromanacamilliani.it

Response to complaints

The Clinical Manager responds to each and every complaint in writing within 5 working days taking appropriate action. If the Clinical Manager has not reached his/her conclusions regarding the resolution of the complaint within 5 days, he/she will communicate the status of the investigation and provide information on the timeframe for its conclusions.

14 | Privacy

Casa di Cura “Salus Infirmorum”

Salus Infirmorum guarantees the right to respect for the personal dignity of patients, citizens and users.

It also guarantees confidentiality in terms of privacy and data processing, as per the European Regulation GDPR 679/2016 on privacy.

The European Regulation GDPR 679/2016 has established very specific rules on the use of personal data.

In this regard, upon admission, the citizen user signs a form authorizing the Social Health Facility to process personal data exclusively for institutional purposes in full compliance with the provisions of the Law and which provides for the possibility of not having the operators communicate to other people the presence of the citizen user hospitalized in the Facility.

Therefore, the personal data of citizen users cannot be used for any purpose other than that indicated above.

At the same time, patients (their families, their Guardians, Curators, Administrators) undertake to respect the regulations regarding privacy that concern them directly, such as the prohibition of using cell phones inside the facility, not taking photographs or audio/video recordings inside the “Salus Infirmorum” Nursing Home.

Impegni per il miglioramento

On October 17, 2022, Salus Infirmorum completed the process of defining and implementing its quality management system for the services it offers, achieving ISO Certification in accordance with the UNI EN ISO 9001:2005 standard on quality management systems.

The aim to achieving Certification, as well as representing the final result of a journey, symbolizes and expresses the Organization's intention to pursue objectives and goals aimed at continuously improving performance and the services offered, verifying their compliance with the relevant sector regulations and, last but not least, obtaining certification.



14 | Our health facilities

Provincia Romana Camilliani



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Strada Sammartinese65/a - SanMartinoalCimino (VT)

Tel: +39 0761 29251 Mail:

centralino.vi@provinciaromanacamilliani.it



Casa di Cura "Salus Infirmorum"

Via della Lucchina 41,00135Roma

Tel: +39 06 302511

Mail: urp.sal@provinciaromanacamilliani.it



Centro di Riabilitazione "Villaggio Eugenio Litta"

Via Anagnina,13 - Grottaferrata,Roma.

Tel: +39 06 945412

Mail: centralino.vel@provinciaromanacamilliani.it



Dasa-Rägister
UNI EN ISO 9001:2015
IQ-1025-08



Casa di cura
Salus Infirmorum
Provincia Romana Camilliani

Casa di Cura “Salus Infirmorum”

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Accredited with Lazio Region as
per DCA n U00505 - 13/12/2019

The Service Charter was created in
compliance with the Lazio Region's
D.C.A. no. U00311/2014 of 06.10.2014
"Guidelines for the development of
the health service charter in
healthcare companies and facilities
in the Lazio region"

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