



Private Nursing Home
“City of Rovigo”
www.cittadirovigo.it



SERVICE CHARTER



Dear clients, Welcome to our Nursing Hospital.
It is our pleasure to offer you the best facilities for a restful and dignified stay, which is essential in order to recover quickly.

The purpose of this leaflet is to allow an understanding of the establishment, so that the user can take full advantage of the services that are on offer.

For any information or observations you may contact the Director of Health who is present at the Nursing Home from Monday to Friday, from 9.30 am to 4.30 pm (by appointment).

We are sure we can count on your cooperation.

The Health Director
M.D. Angelo Degaetano



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Premise – CHARTER OF SERVICES

The “Rovigo City” Nursing Home, credited to the SSR, is located in the town centre of Rovigo at 69 Via G. Falcone P. Borsellino, near the Lisieux Park; it has a **switchboard provided with an automatic search system, 0425/426111** (five numbers), **bookings: 0425/426207** and **Tele-Fax: 0425/426215**. It is authorized to conduct outpatient and inpatient activity, to provide diagnostic and therapeutic services in the fields of Medicine, Rehabilitation and Surgery, providing a modern, complete and efficient hospital.

The Nursing Home adopts, in the execution of its work, the following basic principles: a rigorous respect for the person and for the freedom of choice regarding the different kinds of care; the application of the Regional Model for the Patients’ Safety in the practice of medical care, in the application of treatments and in the surveillance of the patients; the application of a system of quality control that involves not only the general care standards, but also the organisational models of the work of all the operators, as well as the availability of up to date resources and technologies, which are necessary for the correct diagnosis and treatment. For those services that the Nursing Home does not provide, it has agreements with other facilities.





Information about the services provided in the Nursing Home

The Nursing Home “City of Rovigo” has 100 beds. It provides diagnosis and care services, both through regular hospitalisation and day hospital in the following areas:

MEDICAL AREA

- General Medicine
- Geriatrics
- Oncology

REHABILITATION AREA

- Intensive rehabilitation
- Extensive rehabilitation/long-stay

SURGICAL AREA

-Day Surgery activities and ambulatory surgery in the following specialties:

General surgery and endoscopy, orthopaedics, hand surgery, anaesthesia and pain treatment, urology, ophthalmology, dermatological surgery, gynaecology.

There are extra beds for patients who wish to pay privately or through private insurance or private funds (with the option of a single room).

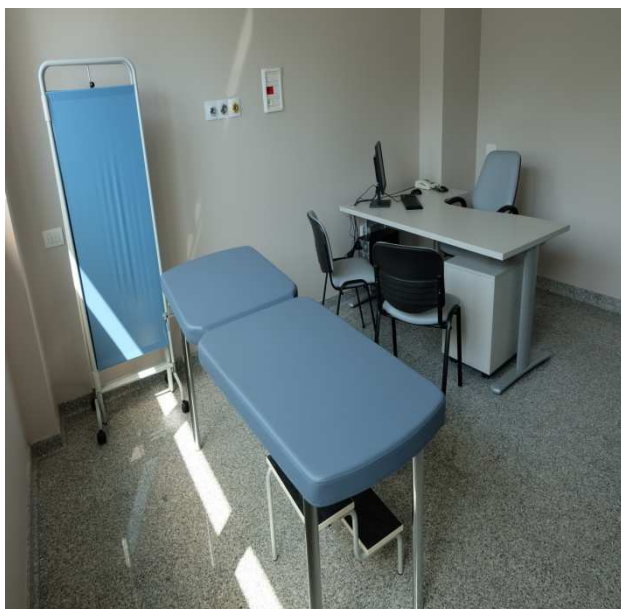
On the ground floor of the main building there are **the laboratory for analysis and diagnostic imaging services.**

The **outpatient services** are distributed between the ground floor and the first floor:

ALLERGOLOGY Services provided: allergological check-ups, both public and private, skin prick testing for inhalation and food-patch testing.

PSYCHOLOGY AND SPEECH THERAPY CLINIC Services provided: psychological discussions, administration of tests.





Information about the services provided in the Nursing Home

ANAESTHESIA - Services provided: check-ups for pain therapy and palliative care.

CARDIOLOGY – Services provided: Color Doppler Echocardiogram, Holter ECG, ambulatory blood pressure monitoring, exercise stress testing, ECG and medical examinations.

SURGERY – Services provided: general surgical examinations, vascular surgical examinations, proctological examinations; payment required by patients undergoing small surgical interventions under anaesthesia.

HAND SURGERY – Services provided: Examinations, infiltrations, medications and small surgical procedures.

DERMATOLOGY – Services provided: Examinations, small ambulatory surgeries, cryotherapy and diathermy, digital dermoscopy for mole mapping (prevention of melanoma).

VASCULAR ULTRASOUND – Services provided: venous and arterial sonography, upper and lower limbs, Carotid Doppler Sonography.

ULTRASOUND

ENDOCRINOLOGY – Services provided: examinations.

DIGESTIVE ENDOSCOPY – Services provided: esophagogastroduodenoscopy, pancolonscopy, biopsies, rapid test for the detection of Helicobacter pilorii, polypectomy, anoscopy and rectoscopy.

PHYSIOTHERAPY – Services provided: Physical examinations, lasertherapy, ultrasound therapy, magnetic therapy, analgesic electrotherapy, ionophoresis, galvanotherapy, interference currents, simple and complex functional rehabilitation and deambulatory and pace training, radartherapy, marconitherapy, presstherapy (for mechanic lymphatic drainage), muscular electrostimulations.



Information about the services provided in the Nursing Home

GYNAECOLOGY – Services provided: obstetric and gynaecological examinations, pelvic and transvaginal scan, pap smear, colposcopy, biopsy, IUD insertion, administration of HPV vaccine. In collaboration with physiotherapy, pelvic floor rehabilitation is soon to be activated.

OCCUPATIONAL MEDICINE – Services provided: examinations, spirometry.

LEGAL MEDICINE – Activities of the service not operating within the public health system are provided by prior appointment only.



NEUROLOGY – Services provided: examinations, electromyography, electroencephalography, evoked potentials.

OPHTHALMOLOGY – Services provided: check-ups, examination of the fundus oculi, clearance of the lachrymal ducts, photometries, visual fields, orthoptic evaluation, minor surgery, tonometry, endothelial microscopy, O.C.T..

ONCOLOGY – Services provided: examinations.

O.R.L. AUDIOLOGY – Services provided: examinations, cleaning, nasal-farngo-laryngoscopy, audiometry, vestibular tests, tests for prosthesis insertion. In collaboration with physiotherapy, we offer a service of vertigo and vestibular diagnostic and rehabilitation. The audiology laboratory can be found in the external building.

ORTHOPEDECS – Services offered: examinations, infiltrations, oxygen-ozone therapy and small surgery.

PNEUMOLOGY – Services offered: examinations, spirometry.



UROLOGY – Services offered: urological examinations, urinflowmetry and minor surgery, andrology examinations and tests (testicular scans, pharmaceutical erection testing, dynamic Eco-color-Doppler of the penis) and minor surgery.



Service of Diagnostic Imaging

In our Nursing Home we provide the following services:

- **CONVENTIONAL RADIOLOGY:** thorax, skeleton (limbs, skull, spine, etc...) and abdomen.
- **STUDY OF THE TIMES OF INTESTINAL TRANSIT**
- **ARTICULAR MAGNETIC RESONANCE (RMN):** specific for the osteoarticular apparatus which can examine all of the distal articulations, including the shoulder and the knee.
- **MAMMOGRAPHY/CLINICAL CHECK-UP OF THE BREAST** (breast examination, mammography and bilateral mammary x-ray)
- **DENSITOMETRY**
- **ORTHOPANTOMOGRAPHY**
- **TELERADIOGRAPHY OF THE SKULL** (for cephalometry useful for orthodontics)
- **X-RAYS:**
 - **INTERNAL MEDICINE:** upper abdomen (liver, pancreas, spleen and kidneys) and lower abdomen (bladder, male and female genitals)
 - **NECK** (salivary glands, thyroid)
 - **SOFT TISSUE**
 - **MAMMOGRAM**
 - **PEDIATRIC X-RAY** (to diagnose the dislocation of the hip)
 - **ECHO-GUIDED NEEDLE ASPIRATION** (thyroid, soft parts and breast)

The examination results are usually delivered **after 3 days from Monday to Friday from 11 am to 3 pm, on Saturday from 11.00 to 2 pm** (the only exception is the RMN). The radiology service can count on the collaboration of professionals that take care of the protection from x-rays and of the quality control checks.



Laboratory Analysis Service

The service is open **from Monday to Friday from 7.30 to 8.45 o' clock**, both for referred and self-pay patients. Test **results** can be picked up from Monday to Friday **between 10.00 a.m. and 5.00 p.m.**; on Saturday **between 10.00 a.m. and 12.00 a.m.** at the RITIRO REFERTI help desk.

AUTHORIZATIONS: basic laboratory – microbiology section and serum immunology. In our laboratory we perform chemistry-clinical, haematology, coagulation, immunometrics, microbiology and serum immunology. To be booked: skin allergy tests (PRICK and PATCH). Our laboratory performs External Regional quality tests (VEQ) and an internal quality check for chemistry-Clinical, haematology, coagulation, tumor markers, endocrinology, Microbiology. We collaborate with the Synlab – Brescia, that inquires about molecular biology, toxicology, histology, cytology, in collaboration with the German centre “Synlab” from Leinfelden.

Bookings. Specialist outpatient activity.

The daycare services are made upon the request of the general practitioner, for the activities operating within the public health service. In this case the regional rate will be applied, with the legal exemptions for those who have the right for free assistance. For those activities that do not operate within the national health service, or if there is no request by the general practitioner, the tariffs applied are the ones shown in the enclosed table. In order to obtain the appropriate outpatient service it is advisable to make a booking at the reception desk, also by phone (**Tel.: 0425 426207**), from 9am to 3pm from Monday to Friday. The reception desk will provide all relevant information about specialists and the hours of every outpatient service, as well as the tariffs of each service.

Patients (even those ones who are exempt) who do not cancel a booking at least 48 hours prior to the scheduled date of the examination will be charged for the whole cost of the examination (DGRV 600/2007).



Service centre

TICKET DESK

Ticket desk and information counters are located in the reception area. The ticket desk is open **from Monday to Friday from 7.00 am to 6.00 pm and Saturday from 7.30 am to 12.30 am.**

Booking times for specialist outpatient visits: **from 9.00 am to 3 pm from Monday to Friday.**

Examination results can be collected **from Monday to Friday from 10.00 am to 5.00 pm. and Saturday from 10.00 am to 12.00 am**

If the patient fails to collect the examination result within 30 days from the date of its availability **he/she will be charged for the** whole cost of the service provided (Law 299/06 comma 796, punto R).

If it is not possible to collect the result personally, another person can do it on his/her behalf. In this case it is necessary to show both a signed authorization and a photocopy of the patient's and of the authorized person's identity cards (Privacy art.13, Legislative Decree 196/2003).

In this centre it is also possible to:

- request a copy of the medical record or medical documentation using the forms provided
- request the tariffs for both private services and services operating within the national health service.

The office for public relations (URP) can be found at the reception desk between 9 am and 3 pm from Monday to Friday. It is supported by the management of the nursing and technical-sanitary services (which can be found in the building next to the main one) during the other time frames.

The URP is under the responsibility of the board of sanitary management.

Alternatively it is always possible to fill out the URP complaints form, which can be posted in the appropriate box at any time.

We welcome the completion of the questionnaires on "the patients' opinions" for the improvement of the services provided. The questionnaires can be found in the relevant case on each floor. Once they are completed, they can be inserted in the relevant boxes.





Rehabilitation area

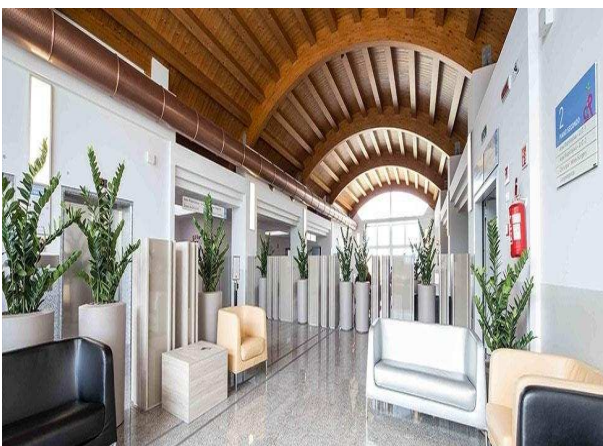
It is located on the second floor.

The ordinary rehabilitation hospitalisation can be defined as an educational process for the solution of the problems of the patient who suffers from physical, functional, social and emotional disability, with the ultimate goal to grant him the best possible level of life with the least restriction of his/her operational choices, even within the scope of the limitation caused by his/her condition and the quantity of the available resources; a process which, in the case of serious disabilities it has to involve also the relatives and the people who are close to him.



The rehabilitation process is performed by an inter-professional team, which is formed by stable members (doctors, nurses, physiotherapists and OSS) and by variable members for specific duties (neuropsychologist, psychologist, speech therapist and dietician).

The inter-professional team members will provide to outline the rehabilitation project and to the implementation of the programme to realise it. The team members share values and goals during their meetings and take part to the evaluation, planning and implementation of the project-programme of the patient in order to help him/her to reach the highest possible recovery and autonomy level before going back home.



For the types of treatment organized during the hospitalization period it is necessary to wear comfortable clothes and strapped shoes for the activities in the gym.

RETURNING HOME: going back home during the week-end is part of the rehabilitation programme whenever the patient's condition permits.

It is possible to visit the patients every day from **12.00 am to 1pm and from 5pm to 8.00 pm.**

From Monday to Friday from 12.00 to 13.00 and from 17.00 to 17.30, Saturdays from 12.00 to 13.00 the relatives of patients can always contact the ward doctors to get an update on the state of health of the patients. Additional times are available by appointment. The department manager provides all the necessary information on the OU, preferably at the following times: from Monday to Friday from 12.00 to 12.45; further times are available by appointment.



Day Surgery

It is located on the ground floor.

The Nursing Home has Day Surgery beds where patients can be provided with different kinds of services under anaesthesia. The following surgeries are performed:

-GENERAL SURGERY: inguinal, crural and umbilical hernia repair, haemorrhoid treatment, removal with radiofrequency scalpel, treatment of rectal prolapse, THD, sinus, lipomas, cysts and breast biopsy.

-ORTHOPEDIC SURGERY: arthroscopies of the knee; removal or local destruction of knee injuries.

-HAND SURGERY: carpal and tarsal tunnel, bursectomies, plastic surgeries on the hand, synthesis removal, De Quervain syndrome, Dupuytren's contracture, baseball-finger, hallux valgus, hammer finger, Morton's neuroma.

-VASCULAR SURGERY: veins ligation and stripping, phlebectomy, hemodynamic correction of varicose veins (CHIVA).

-OPTOMETRIST SURGERY: removal of extensive injury of the eyelid, extracapsular cataract extraction, blepharoptosis correction, glaucoma, ectropion, entropion, strabismus, intravitreal injections.

-ANDROLOGY SURGERY: varicocele, hydrocele, scrotal surgery, andrological microsurgery.

-UROLOGY SURGERY: cystoscopies and other small surgeries.

-GYNAECHOLOGY SURGERY: cervix polypectomies, cone biopsy, neoplasm removal

-DERMATOLOGY SURGERY: nevus removal, cysts, cutaneous neoplasm removal.





In the ward

Dear guest, upon your arrival at the ward, you will be accompanied to your allocated room by a staff member of the section. All sanitary operators take part in the implementation of the diagnostic and therapeutic program outlined by the medical staff, according to the best of their skills and courtesy in order to provide you with the most comfortable stay. Any problems related to the caring and catering aspect of the hospitalisation must be submitted to the nursing co-ordinator (head of the ward) of the Unit. In order to better meet the several aspects of the users' demands (hospitality, therapeutic, environmental, etc. ...) we will hand you an opinion card to enquire about the quality of the services provided during your stay at the hospital. Please, complete the card anonymously and deposit it in the relevant boxes which can be found in the hallway. This research is carried out during certain periods of the year. In order to facilitate the comprehension of the services offered, we will list the different areas that characterise the hospital stay:



DOCUMENTS -National insurance number, -Health care card, -Identity card, -Proposal of hospitalisation signed by the General Practitioner. Personal clinical documentation: letter of resignation, any medical records of previous admissions, examinations and diagnostic tests already performed (blood tests, x-rays, check-up results, etc. ...). Moreover it is important for the physicians to be informed of the current treatments; therefore it is useful to bring along the packaging of the drugs that are being used.

FOR THE STAY YOU SHOULD BRING

-Sleepwear: pyjamas, night gown, bathrobe, slippers, etc. ... -Underwear, towel... -Tracksuit and non-slip shoes (in Rehabilitation) -Toiletries: toothbrush, toothpaste, comb, soap...

TELEPHONE

Mobile phones can be used in our hospital only upon request to the sanitary personnel, in order not to interfere with the electro-medical equipment.

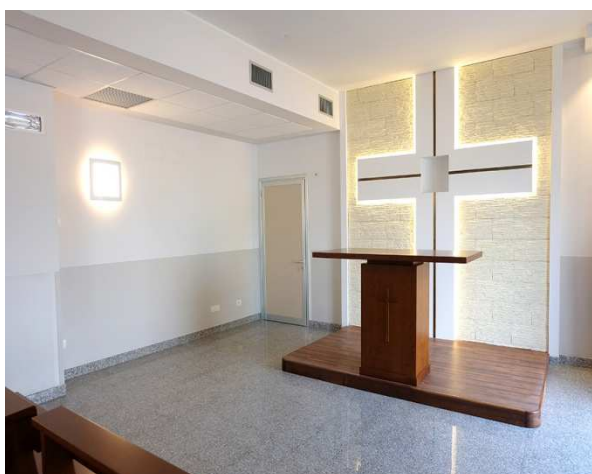




HOSPITALITY TREATMENT

Meals, which first have to be booked by the user, are prepared in the Nursing Home kitchen, placed in personalised trays and then transferred to the wards with thermal-refreshing carts. There are planned menus with a different choice that changes every two weeks according to a rotation system. We put particular care in the selection of seasonal food and local products. We take the patient's individual dietary needs very seriously, according to the medical prescription. We therefore provide special diets based on the patient's pathology, for coeliac patients and because of religious beliefs.

Breakfast at 8.00 am, lunch at 12.00 am, tea at 4pm, dinner at 7.00.



RELIGIOUS PRACTICE

According to the principles of respect towards religious diversity patients can request to contact ministers of different cults by providing the nurses coordinator with the necessary information. For the catholic cult there is a chapel located on the first floor. Masses are celebrated on weekdays from Tuesday to Saturday at 5pm, preceded by the recitation of the rosary at 4.30 pm. On festive days the Mass is celebrated at 10.30 am.

CAFETERIA

Automatic vending machines that provide hot and cold drinks and sweet and salty snacks can be found on the ground floor. In the wards automatic venders provide hot drinks only.



AFTER HOSPITALIZATION

At the time of discharge the patient is given the release documentation which needs to be transferred to the general practitioner as soon as possible, as it provides information on diagnostic tests and on the current therapy, to be possibly continued at home. Transportation to go back home is meant to be by one's own means. Only in certain circumstances and upon request of the ward doctor it is possible to return home by ambulance which will be paid by the Health Care Service; in every other case it is possible to request the transportation by ambulance, but the patient will be charged for it.

