



SERVICES CHARTER

"CASA DI CURA PRIVATA CITTA' DI ROVIGO"



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FOREWORD

Dear User,

the brochure presented to you constitutes the 'Service Charter' of the 'Città di Rovigo' Treatment Centre.

The purpose of this document is to illustrate its structure and activities in order to provide the necessary information facilitate access to its services.

In addition to the quality standards of the services provided, the Service Charter also provides the improvement objectives that the company is committed to achieving, how to measure the results and the level of user satisfaction, in order to make the user an active participant by asking him or her to make any observations and suggestions.

The information in the Service Charter is current as of November 2024.

This information content is displayed and downloadable from the corporate website

www.cittadirovigo.it

The site is constantly updated according to changes in legislation and the variations and additions that follow organizational and functional evolution of the Treatment Centre and the services offered.

The Services Charter is also available to citizens in the leaflet racks located in the various areas of the facility.

In thanking you for your cooperation, please consider our staff at your disposal for any information and needs not covered in the Service Charter.

*The Management
Casa di Cura Città di Rovigo*

1. WHO WE ARE

The 'Casa di Cura privata Città di Rovigo' has been a well-established provider of healthcare services to the city's users since 1935.

Over the past few years, the Treatment Centre has constantly updated its activities, modulating them to meet the needs of the territory, in line with the health policies of the Regione Veneto and the Azienda ULSS 5 Polesana; this has led to the transition from a medical-surgical structure to a medical-rehabilitation one, arriving at the current one which has, in line with DRGV 2122/2013, a Rehabilitation vocation with a small Surgery section (multidisciplinary Day Surgery). The demographic evolution of the context in which it operates, with the improvement in the quality of life and the lengthening of the average life span of the resident population, has prompted the Treatment Centre to expand its offerings also in the social sphere with the creation of a Residential Centre for the reception of elderly people with the problems typical of this age.

The decision to expand its offerings also in the social sphere represented a challenge for the company, which entailed important choices, also from a financial investment point of view, culminating in the decision to regroup two structures with different functions in a single building: thus 'Città di Rovigo' S.r.l. was born.

This choice, unique in the Rovigo area, allows for the integration of functions that bring unquestionable benefits to the elderly residents of the out-of-hospital residence; the on-site availability of laboratory, radiology and specialist medical- surgical outpatient services is reflected in a high standard of safety for guests and in the elimination of the inconvenience involved carrying specialist services that, if required, inevitably require transport outside the guest's home.

The overall accommodation the entire facility is therefore 220 beds, covering an offer that ranges over all areas related to disability, whether temporary or permanent, providing solutions to return the person to his or her family unit or to contexts of different reintegration, such as protected residential solutions.

In this way, the hospital and rehabilitation vocation taking care of patients is enriched and perfected through interaction with the territorial social-health services, to achieve the 'full integration' that the Regional Planning has assigned to the Città di Rovigo.

2. COMPANY PROFILE

The structure consists of three floors:

- Ground floor → **SERVICE AREA:** Administrative, Diagnostic Imaging, Analysis Laboratory, Outpatient Clinic, Physical Rehabilitation Therapies, Day Surgery-Endoscopy, Operating Block.
- First floor → **SOCIAL AREA:** Service Centre for Non-Self-sufficient Elderly (Rest Home) with 100 beds.
- Second floor → **HEALTHCARE AREA**, with 81 beds accredited by the SSR/SSN as follows:
 - 40 P.L. of Rehabilitation,
 - 20 P.L. of long-term care,
 - 10 LTPs in the Surgical Area and 11 LTPs for patients from other regions;

The offer is completed by authorized beds for paying patients in the Rehabilitation area, the Medical area and the Surgical area. Thus, the health area offers a total of 100 beds.

In the regional planning, not only is the activation of a 20-bed core of Neurological Rehabilitation planned, but also the activation of a core of Intermediate Care, in the *Ospedale di Comunità*, for a total of 22 beds. This additional type of accommodation acts as a "bridge" between hospital care and home care in all those cases in which it is not possible to "return" the person immediately to his or her home, either for reasons linked to the family nucleus (need of time to set up/adapt the home for the return of the patient who presents a new and different condition of residual abilities that condition him or her autonomy) and for problems arising from the territorial receptive context when a return to the home is no longer possible (waiting for a bed in a sheltered facility) and/or palliative care that does not involve hospice eligibility is required.

3. MISSION Our principles

The mission of 'Città di Rovigo S.r.l.' is twofold: pursue excellence in the field of rehabilitation, treating in particular complex transient and permanent disabilities, in order to strive to be a reference point not only for provincial, but also regional and extra-regional users; to offer local users a non-hospital residential facility that can benefit from high standards of care not only aimed at personal care, but also ready to manage of the clinical instability that characterizes the guests. The management model of the "Città di Rovigo" Treatment Centre privileges the human relationship with the user; organized with care and efficiency, it is able offer high-level medical and care services in line with the best standards in order to favor

- effectiveness, quality and safety of care;
- the human relationship between users and health workers;
- the professional development of employees;
- hotel comfort;
- technological standards, bringing them up to the most advanced benchmarks;
- management efficiency.

In this scientific vision activity and training are considered essential elements to continuously improve the services provided and constantly strive for excellence.

The 'Città di Rovigo' Treatment Centre bases its activities on these fundamental principles:

Equality and impartiality

The conditions access to services are the same for all, without any distinction of sex, race, language, religion or political opinions. Health treatment is guaranteed equally to all users.

Continuity

The services offered, which are active every day of the year according to the rules governing center's activities, guarantee continuity of care also through protocols defined with ULSS 5 Polesana both for emergency and for the return of patients to their homes through connections with community health.

Confidentiality

All staff members are required to behave with absolute respect for the individual and to strictly observe professional secrecy and the provisions of the codes of ethics and 'privacy' legislation.

Quality

The Treatment Centre guarantees high quality standards care. With regard to perceived quality, it uses surveys and evaluation questionnaires administered to users. The healthcare staff inform patients and their families clearly and comprehensively about the treatments provided and collects their consent by informing them about the diagnostic and therapeutic process. The welcome given all users is characterized by the politeness and courtesy of the staff.

4. GENERAL INFORMATION

4.1 HOW TO REACH THE FACILITY

The 'Città di Rovigo' Treatment Centre is located within city centre of Rovigo, in via G. Falcone P. Borsellino n. 69 (ex Circonvallazione Ovest), in a panoramic position, adjacent to Curiel Park. The facility is easily accessible both by public transport (bus lines no. 6 and no. 9) and private transport via ordinary roads, State Road no. 16 and also via the A13 motorway (BO-PD)



4.2 PARKING

There are two car parks at the Treatment Centre: one is in front of the entrance, the second is at the side of the facility. Special spaces are reserved for disabled persons and emergency vehicles.

4.3 RECEPTION AND INFORMATION POINT

The Welcome Point at the Treatment Centre is located at the main entrance and is open from Monday to Friday from 7.30 a.m. to 6.30 p.m. and on Saturdays from 7.30 a.m. to 12 noon. Here you can ask for help on how to get to the various areas of the facility and find a copy of the Service Charter.

Further information can be found at: www.cittadirovigo.it.

The user can also acquire the information by telephone on the number

0425-426111 (Switchboard)

Departments and Services are easily identifiable through the signage provided in the facility.

4.4 PANKS

Wheelchairs for disabled users or those with mobility difficulties are available at the entrance to the facility. To request a wheelchair, simply go to the reception and information point where, by handing in an document, you can collect the token required use; the ID document, kept in accordance with privacy regulations, will be returned at the end of the visit.
of use.

4.5 SINGLE RESERVATION CENTRE (CUP)

Reservations

The C.U.P. is located on the ground floor of the Treatment Centre; all specialist examinations and outpatient services can be booked and cancelled here.

Counter opening hours and telephone booking:

**Monday to Friday from 9 a.m. to 3
p.m. Telephone number: 0425/426207**

The documents required for booking are:

prescription-receipt issued by a General Practitioner or Specialist;

prescription form issued by the Specialist

Before entering the booking counter, collect the call number from the totem.

Should an outpatient booking be postponed for reasons of force majeure, the user will be notified of the change in good time, for which reason the user must provide a telephone number.

Appointment cancellations

For cancellation of appointments by the user it is necessary to call the number

0425/426207

or report to the counter **within 4 working days of** the date of appointment, under penalty of payment of the co-payment due for the service as per current regulations (DGRV n.626 of 04/06/2024).

4.6 FRONT OFFICE - ACCEPTANCE - TICKET COUNTER

Payment of co-payments and outpatient consultations is made at Central Admission, located on the ground floor of the Treatment Centre, before the service is performed at the following times:

**Monday to Friday from 7 a.m. to 6.30
p.m. Saturday from 7.30 a.m. to 12 p.m.**

Prior to the performance of each examination, it is necessary to go to the reception desk at least 15 minutes before the appointment time, after collecting the call number at the totem.

Once called, the user must go to the reception desk to complete the administrative paperwork equipped with:

prescription-receipt issued by a General Practitioner or Specialist;

health insurance card (EHIC: European Health Insurance Card);

Exemptions from the payment of co-payments by pathology are only applied if they are indicated on the prescription form by the prescribing doctor. Payments can be made in cash or via an ATM service.

4.7 INSURANCE CONVENTIONS

Inside the Treatment Centre, in addition to accredited activities, the cost of which is borne by the National Health Service and for which the user pays, if due, a cost-sharing fee (Ticket), activities in Libera Professione are also carried out. The cost of these activities is borne entirely by the citizen either directly (since the user decides to bear the expense in full) or indirectly (in which case the user obtains reimbursement of the expense from his or her insurance policy, if he or she has one).

The Treatment Centre is affiliated with the following insurances and health funds:

- ALLIANZ
- ASSIRETE
- AXA
- BLUE ASSISTANCE
- CESARE POZZO Mutual Aid Society
- FASCHIM
- GENERAL WELION
- MY ASSISTANCE
- POSTE WELFARE NETWORK
- PREVIMEDICAL
- UNISALUTE YES-HEALTH

4.8 ACCESSIBILITY AND SIMPLIFICATION OF PROCEDURES

The Treatment Centre undertakes to ensure transparent information on waiting times for each service by publishing the data on its website; it guarantees that the request of the citizen who turns to the CUP (Single Booking Centre) will be taken care of, even if this service is not able to immediately propose an appointment within the time indicated in the prescription.

The Treatment Centre also provides the possibility of booking certain services online via the website www.cittadirovigo.it in the booking section.

Dedicated booking telephone numbers have been set up for freelancers.

No services are provided at the Treatment Centre for children under 14 years of age

There is priority access to the service for the disabled and pregnant women. Through the website, the Treatment Centre ensures the extraction of reports of Laboratory Analysis examinations.

4.9 COLLECTION OF MEDICAL REPORTS

Reports of instrumental investigations are collected the special counter in the central reception area after collecting the serial number from the totem in the reception area.

Reports can be collected

Monday to Friday from 10 a.m. to 6 p.m.

Saturday from 10 a.m. to 12 p.m.

The reports can be collected:

by the person concerned, who will hand in the collection form at the time of collection.

by a delegated person, who will present himself with the form filled in and signed in the relevant part, attaching a photocopy of the delegating person's identity document and showing his own identity document. It is also possible to request home delivery of the report upon payment of a contribution towards postage costs.

Laboratory test reports can be downloaded online.

Users who fail to collect the report and do not cancel a service (examination or test) within 4 working days of the appointment date (DGRV n.626 of 04/06/2024) are required to pay for the service in full,

even if exempt.

4.10 REQUESTING MEDICAL RECORDS AND OTHER HEALTH DOCUMENTATION

To obtain copies of clinical documentation (medical records, diagnostic reports, diagnostic imaging CDs), a specific request must be made using the appropriate form that can be printed from the website www.cittadirovigo.it in the forms section.

There is a charge for this service.

REQUEST MODE:

- Directly at the Counter located in the central hall of the Treatment Centre, **Monday to Friday from 7.30 a.m. to 6 p.m. and Saturday from 7.30 a.m. to noon;**
- By sending a request **via FAX 0425 426215** (active H24);
- By sending a request to the e-mail address accettazione.ricoveri@cittadirovigo.it
- By sending a request by post to the address: Casa di Cura "Città di Rovigo" - Medical Records Office - via G. Falcone P. Borsellino, 69 Rovigo 45100.

WHO CAN REQUEST A CERTIFIED COPY:

- Holder of documentation if over 18 years of age
- Person delegated by the holder
- Legitimate or testamentary heirs
- Exercising parental responsibility or legal guardianship for minors, interdicts or incapacitated persons

REQUEST FOR A CLINICAL CARD can only take place after the patient has been discharged. The copy of the medical file is delivered within 7 days from the date of submission of the request.

4.11 CERTIFICATE REQUEST

At the Reception Office from Monday to Friday from 7.30 a.m. to 6 p.m. and on Saturdays from 7.30 a.m. to 12.00 noon you can request the following documents:

- the certificate of hospitalization;
- the discharge certificate;
- the certificate of attendance for the employer.

There is no charge for this service.

4.12 PUBLIC RELATIONS OFFICE (U.R.P.)

The U.R.P. receives reports of problems, inefficiencies, inconveniences, delays and irregularities in the provision of services that the Citizen-User has encountered in his relations with the Treatment Centre and the Staff working there.

In addition to negative reports of inefficiencies, the U.R.P. also welcomes praise for the work of the staff.

The U.R.P.. is located on the ground floor in the administrative offices.

The Right to Report can be exercised by filling in the appropriate form and handing it in as follows:

- In person at the URP office

Monday to Friday from 9 a.m. to 3 p.m.;

(in the absence of the contact person and at different times, please contact the Staff and Hospital Services Directorate)

- By letter on plain paper, duly signed;

Send an e-mail to urp@cittadirovigo.it.

- By FAX to **0425 426215**

The form is available in hard copy near central reception, and can also be downloaded from the website in the forms section.

It is important that the alternative ways of filling in the form include the personal data of the person making the report, the reason, the date and the signature.

Pursuant to Law 241/90 and subsequent amendments, a response shall be given to the User within 30 days from the date of the protocol; should preliminary investigation take longer than the time provided for by law, the interested party shall be notified of the extension of the preliminary investigation.

Suggestions and thanks do not necessarily imply a response to the user on the part of the Health Management.

The analysis of complaints, improvement actions and the results obtained will be used in the Quality System improvement plans.

4.13 PROTECTION OF PRIVACY

The processing of personal and sensitive data of users receiving the services and services provided is carried out in accordance with Articles 12 et seq. of EU Regulation 697/2016 as amended.

4.14 CATERING SERVICE

There is a bar located at the ground floor. The bar is open daily at the following times:

**Monday to Friday 7 a.m. to 6 p.m. Saturday
7.30 a.m. to 12 noon and 3 p.m. to 6 p.m.
Sundays and holidays from 9 a.m. to 11.30 a.m. and 3 p.m. to 6 p.m.**

During the night and closing hours, a hot drink vending machine located on the first and second floors can be used.

There is a newspaper and magazine sales service at the bar.

4.15 TELEPHONES

Mobile phone use in the facility is only permitted in corridors and waiting rooms: it is forbidden inside Wards and Services as it can interfere with electromedical equipment.

4.16 VALUABLES

The Treatment Centre is not liable for any damage to or loss of personal items or valuables.

4.17 SMOKING BAN

As per current regulations, please note that smoking is prohibited in all areas of the facility.

4.18 FIRE SAFETY












Pursuant to Decreto Legislativo 81/2008, the staff of the Treatment Centre are trained to correctly deal with emergency situations and protect the safety of users.

Plans and information with instructions to be followed in emergency situations are displayed at the entrance, in the Wards and at the Services of the Treatment Centre. It is important to read them.

In the event of a hazardous situation (fire, smoke, power failure, earthquake, etc.), one must remain calm and scrupulously follow the instructions of the staff.

4.19 HOW TO RECOGNISE OPERATORS

All professionals are identifiable by their tags and recognizable in their function within the staff by color-coded uniforms.

	MEDICO <i>CAMICE BIANCO – DIVISA BLU COBALTO</i>
	PSICOLOGO BIOLOGO <i>CAMICE BIANCO – DIVISA ROSA ANTICO</i>
	COORDINATORE INFERMIERISTICO E TECNICO <i>DIVISA TURKEY STONE</i>
	AUDIOMETRISTA LOGOPEDISTA ORTOTTISTA <i>DIVISA VERDE</i>
	INFERMIERE <i>DIVISA BIANCA CON PROFILO COLLETO BLU</i>
	PERSONALE DAY SURGERY - ENDOSCOPIA <i>DIVISA CARTA ZUCCHERO</i>
	FISIOTERAPISTA TERAPISTA OCCUPAZIONALE <i>DIVISA GRANATA</i>
	TECNICO DI RADIOLOGIA (TSRM) TECNICO DI NEUROFISIOPATOLOGIA TECNICO DI LABORATORIO BIOMEDICO <i>DIVISA VERDE</i>
	OPERATORE SOCIO SANITARIO (OSS) <i>DIVISA AZZURRA</i>
	MANUTENTORE <i>DIVISA GRIGIA</i>
	AUSILIARIO <i>POLO GIALLA – PANTALONE BLU</i>

5. SERVICES

6.1 DAY SURGERY

Medical Director: Dr Andrea Sartori.

Team: Dr. C. Ammendola, Dr. M. De Palma, Dr. P. Losavio, , Dr. P. Piovan, Dr. P. Pantaleoni, Dr. R. Calarco Piazza, Dr. F. Borri, Dr. A. Torreggiani, Dr. F. Vlassich, Dr. R. Testoni

Chief nursing officer: Maura Bressan.

The Day Surgery Service is located on the ground floor of the Treatment Centre.

The Treatment Centre has Day Surgery beds where multi-specialist services with anesthesia support can be provided.

The surgical specialties covered by the Multidisciplinary Day Surgery and Protected Outpatient Surgery are: General Surgery, Dermatology, Orthopedics, Ophthalmology, Gynecology, Urology.

GENERAL SURGERY:

repair of inguinal, crural and umbilical hernias; treatment of hemorrhoid pathology: removal with radiofrequency scalpel, mucoprolasectomy according to Longo, sinus, anal fissures; lipomas; cysts; breast biopsies.

ORTHOPAEDIC SURGERY:

knee arthroscopies, local removal and demolition of knee joint injuries, correction of hallux valgus and hammer toes with percutaneous technique, treatment herniated discs with percutaneous technique.

ORTHOPAEDIC SURGERY - TREATMENT OF PAINFUL CONDITIONS:

mini-invasive interventions on spinal pathologies (herniated discs, spinal arthrosis, major postural disorders).

HAND SURGERY:

carpal tunnel with endoscopic technique, bursectomies, plastic operations on the hand, removal of the means of the synthesis, De Quervain's syndrome, Dupuytren's disease, baseball-finger, snap-fingers, rhizo the arthrosis, shoulder tendinosis, fract the treatment of the fracture and the arthrotic thesis.

VASCULAR SURGERY:

ligation and stripping of veins, phlebectomies, haemodynamic correction of varicose veins (CHIVA).

EYE SURGERY:

extracapsular cataract extraction

ANDROLOGICAL SURGERY:

varicocele, hydrocele, scrotal surgery, andrological microsurgery,

SURGERY:

Phimosis and other minor surgeries.

DERMATOLOGICAL SURGERY:

removal of nevi, cysts, skin neoformations.

ACCESSIBILITY

Access to Day Surgery admission is subject to an outpatient specialist examination. The user who is a candidate for surgery will be placed on the waiting list and will be contacted later by Admissions Office staff to communicate day of surgery. For some types surgery, pre-admission is necessary, where routine surgical examinations are carried out for scheduled operations.

Telephone contact details

Booking outpatient visits:

0425-426207

Monday to Friday from 9 a.m. to 3 p.m.

5.2 DIAGNOSTIC IMAGING

Director: Dr. Francesco Centanni

Medical Team: Dr. Paolo Alberto Quaglio, Dr. Lorenzo Rubin, Dr. Giancarlo Rosina, Dr. Alessandro Drudi, Dr. Marco Gasparetto, Dr. Laura Pavanello

TSRM coordinator: Sara Fusetti

The Diagnostic Imaging Service is located on the ground floor of the Treatment Centre.

- **SPECIALIST SERVICES OFFERED**

The following services are performed at the Diagnostic Imaging Service:

- **NUCLEAR MAGNETIC RESONANCE (RMN)**

APERTO LUCENT (0.4) is the 'Open' medium-field MRI device that enables accurate diagnosis through high-quality imaging.

Its open structure is also suitable for claustrophobic patients.

Investigations performed include: cervical , lumbosacral spine, pelvis and joints (shoulder, elbow, wrist-hand, knee, ankle, foot).

doctor's prescription and the completion of an anamnestic questionnaire are required to perform these examinations.

The most important contraindications include pace makers, intracranial metal clips, metal- ferrous implants and the state of presumed or established pregnancy in the first three months.

- **ECOGRAPHY**

There are two ultrasound rooms in the service.

It is a non-invasive diagnostic method that uses ultrasound emitted by a probe placed on the patient's skin to study: the thyroid gland, neck, salivary glands, musculoskeletal and tendon structures, penis and testicles (no

preparation). Ultrasound is also to study abdomen and abdominal aorta (fasting required), uterus, ovaries, bladder and prostate (the patient must present with a full bladder).

The following interventional procedures can be performed under ultrasound guidance:

Thyroid needle aspiration

Mammary needle aspiration and biopsy.

- **SENOLOGY**

This area consists of two interconnected rooms, differentiated by investigation method. In the first one there is an ultrasound scanner dedicated to senology, while in the second one there is a Senographe Pristina TM mammographer that allows high quality 3D images to be obtained.

The services performed are:

mammograms, breast ultrasounds and breast examinations;

needle aspiration and ultrasound-guided biopsies.

No preparation is needed for all the above procedures. It is advisable not to apply creams and talcum powder to breasts and armpits before the examination; proper personal hygiene is sufficient.

- **CONVENTIONAL RADIOLOGY**

It is equipped two halls:

- in the first there is a direct digital remote-controlled device for studying the skeleton, chest, abdomen, lower limbs under load and scoliosis columns.
- in the second there is a Digital Orthopantomograph (OPT) for studying the dental arches, telecranium and temporomandibular joints.

- **3D CONE BEAM DENTAL CT**

The Newtom VGievo is a latest-generation device for studying the dental arches in 3D, which has the great advantage of significantly reducing the radiation dose absorbed by the patient. This method is used in the planning of implant-prosthetic operations and extractions.

The examination is only performed on a private basis.

- **COMPUTED AXIAL TOMOGRAPHY (CT)**

The Service is equipped with a TOSHIBA low-radiation tomograph. The investigations performed include direct examinations of the skull/brain, facial massif, ear, spine, thorax, abdomen, upper and lower limbs.

- **BONE DENSITOMETRY**

With the Lunar Prodigy Primo bone densitometer, it is possible to assess a patient's bone health with integration of the trabecular bone score (TBS) index.

This device allows the two most significant sites for osteoporosis pathology, the column and femur, to be measured with low X-ray emission.

The examination is only performed on a private basis.

NB: *state of presumed or established pregnancy is a contraindication to all examinations involving ionising radiation.*

Accessibility to examinations

Private and affiliated examinations are carried out by telephone booking at the CUP on **0425/426207** or directly at the booking office from Monday to Friday from 9 a.m. to 3 p.m. Radiological examinations can also be booked privately via the website www.cittadirovigo.it in the booking section.

Prior to performance of each examination, it is necessary to go to the reception desk at least 15 minutes before the appointment time.

For examinations in agreement with the National Health Service, it is necessary to be in possession of a National Health Service referral; for private services, however, a request from a general practitioner or specialist is required.

The Radiology service is open Monday to Friday from 8 a.m. to 6 p.m. and on Saturdays from 8 a.m. to 13.00. Reports can be collected at the dedicated desk, in reception, from 10 a.m. to 1800 Monday to Friday, Saturdays from 10.00 to 12.00.

As rule, Mammography and Ultrasound reports are delivered immediately to the user; X-rays and bone densitometry after 2 working days, and MRI and CT scans after 5 working days.

Telephone numbers:

CUP: 0425-426207

Monday to Friday from 9 a.m. to 3 p.m.

Radiology: 0425/426208

Monday to Friday from 1 p.m. to 2 p.m.

5.3 LABORATORY ANALYSIS

Director: Dr. Eliana Tagliati

Team: Dr Eliana Tagliati

- **Accessibility to examinations**

The Analysis Laboratory Service is located on the ground floor of the Treatment Centre.

All examinations, both contracted and private, can be booked by telephone on 0425/426207 or by contacting the booking office directly from Monday to Friday from 9 a.m. to 3 p.m.

- **Withdrawal schedule**

Samples are taken at the following times: Monday to Friday from 7 a.m. to 9 a.m. and on Saturdays from 7.30 a.m. to 9 a.m. for private examinations only.

- **Acceptance**

The user checks in at the counter on the ground floor, where the prescription is registered. They take precedence:

- people with disabilities;
- pregnant women.

- **Access to the withdrawal room**

acceptance, the user is given a shift number with which he/she will be called to the collection room. The technical staff will provide directions for taking the sample and collecting the report.

- **Withdrawal of reports**

The reports can be downloaded online by following the instructions handed out at check-in together with the pick-up sheet. You can also pick up a copy at the counters from Monday to Friday from 10 a.m. to 6 p.m.; Saturdays from 10 a.m. to noon.

- **Authorizations:**

Basic Laboratory - Microbiology and Seroimmunology Speciality Section. Hematology and Coagulation tests are performed in our laboratory.

Our laboratory carries out Regional External Quality Control (VEQ) and internal quality control. For examinations that are not performed directly by our laboratory, collaborate with the Analysis Laboratory of the "Madonna della Salute" Treatment Centre in Porto Viro and the Synlab Clinical Analysis Centre in Brescia.

Telephone numbers:

CUP: 0425-426207

Monday to Friday from 9 a.m. to 3 p.m.

Analysis Laboratory: 0425/426209

Monday to Friday from 11 a.m. to 12 noon.

5.4 POLYCLINIC

Medical Director: Dr Katia Montanari

Chief nursing officer Cristina Cicchiello

The Outpatient Clinic is located on the ground floor of the Treatment Centre.

At the Polyclinic Service of the Treatment Centre, the following specialist services are provided appointment under the agreement and/or on a freelance basis:

- Allergology
- Cardiology
- Surgery
- Dermatology
- Vascular echodoppler
- Ultrasound
- Endocrinology
- Digestive endoscopy
- Physiatrics
- Gastroenterology
- Gynaecology
- Physical Medicine and Rehabilitation
- Internal Medicine
- Legal Medicine
- Neurology
- Neurosurgery
- Nutrition and Dietetics
- Ophthalmology
- Otolaryngology (ENT)
- Pneumology
- Clinical Psychology
- Orthopaedics
- Pain Therapy
- Urology

6.4.1 Access times for services

The Treatment Centre undertakes to respect, in accordance with Regional Law 30/2016, the maximum waiting times for the provision of services in the various clinical priority classes.

TYPE OF SERVICE	CLASS VENETO REGION	RECIPE CLASS	WAITING TIMES REGIONAL STANDARD
Visits	A	B	10 days from the date of contact with the CUP
Instrumental services	A	B	30 days from the date of contact with the CUP
Visits	B	D	30 days from the date of contact with the CUP
Instrumental services	B	D	30 days from the date of contact with the CUP
Visits and instrumental services	C	P	90 days from the date of contact with the CUP

The Treatment Centre does not perform U-class services. For control services, there is no priority class.

Information on how to book/reserve services, pay co-payments and collect reports can be found in this Service Charter in sections 4.5, 4.6, 4.7. and 4.8.

6.4.2 ACCREDITED SERVICES PROVIDED UNDER AGREEMENT

DISCIPLINE	PERFORMANCE	PROFESSIONAL
Cardiology	Examination, ECG, Cardiac Echocolor Doppler, Dynamic Holter, Holter Pressure, Exercise Test	Dr. MOHAMAD ALI AL BUNNI Dr. ADOLFO BADIN Dr ENRICO BARACCA Dr CARLO CANOVA Dr ANDREA FIORENCIS Dr OMAR GHIRARADELLO Dr MASSIMO RINUNCINI
General surgery	General surgical examination, Proctological examination	Dr. ANDREA SARTORI
Vascular Surgery	Vascular echocolor Doppler (venous and arterial) limbs upper and lower TSA	Dr. MASSIMILIANO DE PALMA
Dermatology	Examination, minor outpatient surgery, cryotherapy, diathermocoagulation, digital videodermoscopy for nevi mapping	Dr SANDRO MARTINA Dr STEFANO TRIMURTI
Diagnostic Imaging	CT (without contrast medium), MRI (joint, spinal),	Dr. MARCO GASPARETTO Dr. ALESSANDRO DRUDI Dr. LAURA PAVANELLO Dr. LORENZO RUBIN
	Mammography, Clinical Instrumental Breast Examination, Conventional Radiology (X-ray)	Dr FRANCESCO CENTANNI Dr PAOLO ALBERTO QUAGLIO Dr LAURA PAVANELLO
Ultrasound	Abdominal	Dr PAOLO ALBERTO QUAGLIO Dr LAURA PAVANELLO
Gastroenterology	Oesophago-gastro-duodenoscopy, pancolonoscopy, Biopsies, polypectomies and rectoscopies	Dr. STEFANO CARNIATO
Physiatrics	Physiatric examination	Dr MASSIMO IANNILLI Dr LAURA GIURIATI Dr GIULIA BERTO
Gynecology	Obstetric and gynaecological examination, pelvic and transvaginal ultrasound scans, Pap smears, thin prep and viral typing, vaginal swabs, colposcopies, biopsies, intrauterine device insertion, HPV vaccination	Dr ALICE BOLOGNA Dr CINZIA POLO Dr MARCO MAFFIOLINI
Neurology	Neurological examination	Dr. FLAVIO VERDELLI Dr. LINO PASQUI
	Electromyography	Dr FAUSTO BRAZZO
Ophthalmology	Examination, fundus oculi examination, tear duct specillation, photo-metry, small surgery, tonometry, endothelial microscopy	Dr ADRIANA BORTOLI Dr STEFANO BIASIN
Orthopedics	Orthopedic examination	Dr PAOLO PIOVAN
Orthopedics Pain therapy	Pain therapy and palliative care visit	Dr FRANCESCA VLASSICH
Otolaryngology (ENT) - Audiology	ENT examination, Ear Irrigation Tone and speech audiometry, Impedance testing,	Dr. NABEEL BASSAL Dr. GIOVANNI BRAGGION
	Tone and speech audiometry, Impedance testing,	Dr MARINA SGARBI
Urology	Urological examination, Uroflowmetry, minor surgery, andrological examination with instrumental activity (testicular ultrasound)	Dr ROSARIO CALARCO PIAZZA Dr CIRO AMMENDOLA

6.4.3 PRIVATELY PROVIDED ACTIVITY

DISCIPLINE	PERFORMANCE	PROFESSIONAL
Allergology	Allergy examination, visit+ prick	Dr. STEFANO CASOTTO
Cardiology	Examination, ECG, Cardiac echocolor Doppler, Holter pressure monitor, Dynamic Holter, Exercise test	Dr. MOHAMAD ALI AL BUNNI Dr. ADOLFO BADIN Dr ENRICO BARACCA Dr CARLO CANOVA Dr ANDREA FIORENCIS Dr. OMAR GHIRARADELLO Dr MASSIMO RINUNCINI
General surgery	Examination: general surgery; vascular surgery; proctology; minor surgery with anesthesia coverage are performed for self-payers.	Dr. ANDREA SARTORI
Surgery Vascular	Vascular echocolor Doppler (venous and arterial) upper and lower limbs, TSA, Bariatric examination	Dr. MASSIMILIANO DE PALMA
Dermatology	Examination, cryotherapy, nevi mapping, Diathermocoagulation, Epiluminescence.	Dr. SANDRO MARTINA Dr. STEFANO TRIMURTI
Diagnostic Imaging	CT (without contrast medium), MRI (joint and spinal),	Dr. MARCO GASPARETTO Dr. ALESSANDRO DRUDI Dr. LAURA PAVANELLO Dr. LORENZO RUBIN
	Mammography, Clinical Instrumental Breast Examination, Conventional Radiology (X-ray), Bone Densitometry, 3D Cone Beam Dental CT	Dr FRANCESCO CENTANNI Dr PAOLO ALBERTO QUAGLIO Dr LAURA PAVANELLO
Ultrasound	Abdominal ultrasound, neck, soft parts	Dr FRANCESCO CENTANNI Dr PAOLO ALBERTO QUAGLIO Dr MARCO GASPARETTO Dr ALESSANDRO DRUDI Dr LAURA PAVANELLO
	Breast ultrasound	Dr FRANCESCO CENTANNI Dr PAOLO ALBERTO QUAGLIO Dr LAURA PAVANELLO
Endocrinology	Visit	Dr MICHELA ARMIGLIATO
Gastroenterology	Gastroscopy, Colonoscopy	Dr. STEFANO CARNIATO
	Visit	Dr GIULIANO CARLI
Physiatrics	Physiatric examination	Dr. MASSIMO IANNILLI Dr LAURA GIURIATI
Gynaecology	Examination, Pap-test, Colposcopy, Gynaecological ultrasound	Dr ALICE BOLOGNA Dr CINZIA POLO Dr. MARCO MAFFIOLINI
Internal Medicine	Internist visits	Dr MICHELA ARMIGLIATO Dr MARIA TERESA BOSCARATO Dr OMAR GHIRARDELLO Dr. FULVIO FIORINI
	Liver diseases	Dr GEORGIOS ANASTASSOPOULOS
Legal Medicine	Driving licence renewal examination	Dr GABRIELLA ROSSI

Data as at DECEMBER 2024

6.4.4 PRIVATELY PROVIDED ACTIVITY

DISCIPLINE	PERFORMANCE	PROFESSIONAL
Neurology	Visit	Dr FLAVIO VERDELLI Dr LINO PASQUI
	Upper limb and lower limb electromyography	Dr FAUSTO BRAZZO
Neurosurgery	Neurosurgical examination	Dr PAOLO BUFFATTI Dr FOTIOS KALFAS Dr STEFANIA PADOVAN
Nutrition and Dietetics	Nutrition examination	Dr SILVIA DAL VECCHIO Dr IVAN ZUCCONELLI
Ophthalmology	Visit	Dr ADRIANA BORTOLI Dr PAOLO BORDIN Dr STEFANO BIASIN Dr MARIO BONANDINI
	OCT	Dr ADRIANA BORTOLI Dr ALBANO PARESCHI
	Field of vision	Dr. MARIA GIOVANNA BUONO
ENT-Audiology	ENT examination, ENT examination with allergy tests Tone and speech audiometry, Impedance testing, Fibrolaryngoscopy, Ear Irrigation	Dr. NABEEL BASSAL Dr. GIOVANNI BRAGGION
	Tone and speech audiometry, Impedance testing,	Dr MARINA SGARBI
Orthopaedics	Orthopaedic examination	Dr PAOLO PIOVAN Dr ORESTE ARDUIN Dr. MARCO RANELLUCCI
	Osteoarticular examination	Dr MARIA TERESA BOSCARATO
Orthopaedics Pain therapy	Pain therapy and palliative care visit	Dr FRANCESCA VLASSICH
Pneumology	Visit	Dr GIANFRANCO MILANI
Clinical Psychology	Psychological counselling	Dr PAOLA BALDO
Urology	Urological examination, Uroflowmetry, Ultrasound scrotal, transrectal prostate ultrasound.	Dr ROSARIO CALARCO PIAZZA Dr. CIRO AMMENDOLA

Data as at DECEMBER 2024

Further information is available [at www.cittadirovigo.it](http://www.cittadirovigo.it)

6.4.5 REHABILITATION SERVICES FOR EXTERNAL USERS

Medical Director: Dr Massimo Iannilli

Technical Staff Coordinator: Daniza Dominietto

The rehabilitation gyms are located on the ground floor.

LIST OF THERAPIES THAT CAN BE CARRIED OUT UNDER CONTRACTUAL AND/OR PRIVATE ARRANGEMENTS

REHABILITATION TREATMENT

- Functional rehabilitation
- Motor rehabilitation
- Postural Exercises
- Step Training
- Back-School *
- Proprioceptive Exercises

PHYSICAL ENERGY THERAPIES

- Diadynamics
- Electrostimulation
- Interferential
- Power Laser*
- Laser Therapy
- Magnetotherapy
- Tecar*
- T.E.N.S.
- Ultrasound Therapy

* Fee-only services

We would like to remind you that the USL recognizes 1 cycle per year of physical therapy in convention, not intended as a calendar year, but calculated from the last cycle performed. The therapies that are always recognized are Magnetotherapy and all rehabilitation treatments.

Telephone numbers:

CUP: 0425-426207

Monday to Friday from 9 a.m. to 3 p.m.

Rehabilitation Gyms: 0425/426254

Monday to Friday from 9 a.m. to 12 noon.

6. REHABILITATION WARD AREA

INTENSIVE REHABILITATION AND POST-ACUTE LONG-TERM CARE

Medical Director: Dr Massimo Iannilli

Medical team: Dr. Giulia Berto, Dr. Alessia Incao, Dr. Alessandra Strukel, Dr. Silvia Nasi, Dr. Paolo Chioatto

Chief nursing officer: Valeria Schirone

Rehabilitation technician coordinator: Sara Sambo

The specific mandate of the CDC's Rehabilitation Ward is to carry out, in ordinary in-patient care, both extensive (Level I: code 60) and intensive (Level II: code 56) assessment and rehabilitation treatment activities for patients suffering from disabling pathologies of various origins. Admission may take place in continuity of time with respect to admission to another hospital unit, or from home or out-of-hospital facilities.

Persons taken into care in an in-patient setting may have the following conditions:

- **Disabling diseases of the nervous system, such as:** Stroke, nervous system trauma, multiple sclerosis, Parkinson's disease, peripheral nerve diseases
- **Disabling pathologies of the muscular articular and skeletal system, such as:** Recent outcomes of orthopaedic surgery, disabling fracture outcomes, limb amputation outcomes, degenerative joint diseases
- **Disabling diseases of oncological origin**
People with oncological diseases that are not terminal, with declining functional status, neurological deficits, multiple associated pathologies for which a multi-professional approach is required are received
- **Disabling conditions of multifactorial origin**

Long-term care / extensive rehabilitation:

People are admitted to acute medical and surgical units who have overcome the acute phase of the disabling illness and who require internist and/or rehabilitation treatment with global or multidisciplinary approach. Admission requires a prior specialist assessment by the physiatrist (outpatient visit or specialist consultation during hospitalisation elsewhere).

Divisional outpatient clinic activities take place from Monday to Friday. Reservations for outpatient activities can be made by calling 0425- 426207, Monday to Friday from 9 a.m. to 3 p.m.

Doctors' hours:

The medical staff is available for information to family members at the following times: **Monday to Friday from 12.00 to 13.00 and from 15.30 to 16.30** by appointment.

Inpatient visiting hours

In the Department **every day from 12 noon to 1 p.m. and from 4.30 p.m. to 6.30 p.m.**

The Inpatient Rehabilitation Area is located on the second floor.

People requiring intensive or extensive rehabilitation are admitted, mainly for orthopaedic and neurological diseases. During the years 2021-2022, a specific rehabilitation pathway dedicated patients with COVID-19 disease outcomes was also activated, in agreement with the Hospital of Trecenta of ULSS5 Polesana.

Booking admissions:

Tel: 0425-426288

Monday to Friday from 11 a.m. to 1 p.m.

E-mail: richieste.ricovero@cittadirovigo.it

7. USEFUL INFORMATION FOR ADMISSION

Admission can take place in the following ways:

- **Scheduled hospitalization**

The proposal for planned hospitalization may come from a Medical Specialist at the Treatment Centre, or from Doctors at other health facilities or from General Practitioners.

- A further access modality is also envisaged, regulated by specific agreements with ULSS5 Polesana of Rovigo, which envisages direct transfer from the acute OUs of the Civil Hospital to the Rehabilitation Area of the Treatment Centre.

The proposal is always assessed by the Medical Director of the accepting Operative Unit, who arranges for the patient to be admitted as an ordinary patient. In the event of non-immediate availability, if clinical conditions permit, the patient is entered in special hospitalization planning registers in compliance with national and regional provisions on waiting lists.

In the event of a need arising from language, cultural and religious requirements, the nursing home undertakes to contact interpreters, cultural mediators and ministers of religion.

7.1 HOW TO PREPARE FOR HOSPITALISATION

In order to ensure the most adequate hospitalization possible, there are certain rules that must be adhered to:

- Upon admission, it is advisable to inform the Medical and Nursing Staff of any illnesses you are suffering from, any ongoing medical treatment and any allergies;
- it is very useful to bring along all the reports of any specialist examinations carried out previously, hematological examinations, images and reports of instrumental examinations (X-rays, CT scans, MRIs, electromyography, etc.) already carried out, and copies of the medical records of any previous hospitalizations;
- When entering the Operating Unit, it is recommended that you only bring the strictly necessary items with you: , toothpaste, shaving kit, comb, personal underwear, pajamas or nightgown, closed slippers, dressing gown or jacket;
- It is recommended to wear tracksuits and shoes for rehabilitation activities in the gym;
- it is not advisable to keep large sums of money and valuables in the room with you;
- it is recommended that you keep your host environment clean;
- telephone calls using the Center's lines are not permitted except in cases real necessity;
- The use of mobile phones should be limited as much as possible, and in any case is prohibited in vicinity of electro-medical equipment;
- it is not permitted to leave the ward area without informing the ward staff;
- it is forbidden to take drugs not administered by the nursing staff of the nursing home.

7.2 VISITS TO IN-PATIENTS

Visits to patients are permitted

**all weekdays and public holidays
from 12 noon to 1 p.m. and from 4.30 p.m. to 6.30 p.m.**

Outside these hours, the presence of family members is not permitted on the ward, with the exception of continuous assistance by a family member or other person entrusted with the task, for specific cases and in any case with the prior authorization of the Chief nursing officer.

It is advisable to distribute personal visits on different days to avoid overcrowding in the rooms during visiting hours, also because the complexity and severity of some pathologies make it advisable to reduce the presence of people in the in-patient room to a minimum; as a rule, one visitor per in-patient; for larger numbers, the visit can take place in the central living area. Visits by children under the age of 12 are not normally permitted.

7.3 SUPPORTIVE ASSISTANCE

Integrative Non-Health Care Assistants (family members or other persons commissioned by the patients), who perform personal, relational and emotional support activities for the hospitalized person, are authorized. Such persons must comply with the Nursing Home's internal regulations, which can be requested from the Nursing Coordinator.

Regulation on Supplementary Non-Health Care (A.I.N.S.):

1. the activity of A.I.N.S. is completely unrelated to and not managed by the nursing home;
2. A.I.N.S. is prohibited from performing any health-related services;
3. the health management allows the following to be present in the Wards outside visiting hours persons practicing A.I.N.S., by agreement with the Nursing Coordinator, who provides for the issuing of an appropriate identification card.
4. persons exercising the activity of A.I.N.S. also undertake to:
 - not to obstruct the smooth running of healthcare activities by their presence;
 - behave with the utmost respect and safety towards the patient, other patients and nursing home staff;
 - to leave the rooms at times reserved for medical examinations and during all health-related activities;
 - stay only in the assisted person's room;
 - do not use any of the facility's equipment (gloves, soap, wheelchairs or loose beds of patients) during the activity;
 - to observe secrecy, confidentiality regarding the health conditions of the patients and other information to which they become privy during their stay in the wards.

7.4 RELIGIOUS ASSISTANCE

The right to express one's own religious principles and beliefs with respect for the equal right of others is recognized. For Christian Catholic worship there is a chapel on the ground floor.

It is our obligation for any other religious worship to make contact with ministers of religion, at the user's indication and request.

7.5 TELEVISIONS, MAIL AND PERSONAL SERVICES

Each room is equipped with a freely usable television set.

Patients who wish to send correspondence and/or faxes may contact the Nursing Coordinator who will take care of the Service through the Administrative Staff.

8 RIGHTS AND DUTIES OF THE SICK PERSON

(extract from Prime Ministerial Decree of 19 May 1995)

8.1 RIGHTS

1. Patients have the right to be cared for and treated with care and attention, respecting human dignity and their philosophical and religious convictions.
2. In particular, during his hospital stay he has the right to always be identified by his first name and surname rather than, according to a practice that must no longer be tolerated, by the number and name of his illness.
3. The patient has the right to obtain information from the healthcare facility about the services it provides, how to access them, and what are responsible for. The same has the right to be able to immediately identify the persons treating him/her.
4. The patient has the right to obtain full and comprehensible information from the treating health care provider regarding the diagnosis of the illness, the proposed treatment and its prognosis.
5. In particular, except in cases of urgency in which delay might endanger health, the patient is entitled to receive information that enables him to express effectively informed consent before undergoing therapies or interventions; this information must also concern the possible risks or discomforts resulting from the treatment. If the health care provider reaches the reasoned conviction that direct information is inappropriate, it must be provided, unless the patient expressly refuses, to family members or those exercising guardianship.
6. The patient has the right to be informed about the possibility of alternative investigations and treatments, even if they can be performed in other facilities. If the patient is unable to determine this for himself/herself, the same information must be provided to the persons mentioned in the previous article.
7. The patient has the right to have data concerning his or her illness and any other circumstances concerning him or her kept secret.
8. The patient has the right to make complaints, which must be promptly investigated, and to be promptly informed of the outcome.

8.2 DUTIES

Direct participation in the fulfilment of certain duties is the basis for taking full advantage of one's rights: personal commitment to duties is a respect for the social community and the health and social services used by all citizens. Fulfilling a duty also means improving the quality of the services provided by the "Città di Rovigo" Treatment Centre.

1. Sick citizens, when entering the "Città di Rovigo" Treatment Centre, are invited to behave responsibly at all times, respecting and understanding the rights of other patients, with a willingness to cooperate with the medical, nursing and technical staff and with the management of the health facility where they are.
2. Access to hospital or other health facility expresses a relationship of trust and respect on the part of the citizen-patient towards the healthcare staff, a prerequisite for setting up a proper treatment and care programme.
3. It is the duty of every patient to inform healthcare professionals in good time of his or her intention to opt out, according to his or her wishes, of planned treatment and healthcare

services so that wasted time and resources can be avoided.

4. Citizens are obliged to respect the environment, equipment and furnishings in health care facilities, considering them the heritage of all and therefore also their own.
5. Anyone who is in a healthcare facility (hospital, polyclinic, etc.) is called upon to respect the visiting hours established by the Medical Directorate, in order to allow normal therapeutic care activities to be carried out and to favour the quiet and rest of other patients. Please also note that for hygienic-sanitary reasons and to respect the other patients in the room hospital it is essential to avoid crowding around the bed.
6. For reasons of child safety and hygiene, visits to the hospital by children under the age of twelve are not recommended. Exceptional situations of particular emotional impact may be taken into consideration by contacting the medical staff of the operating unit.
7. In situations of particular necessity, visits to the resident outside the prearranged hours must be authorized by written permission issued by the Chief of Staff or a person delegated by him. In this case, the authorized family member must comply with the ward rules and have a attitude appropriate to hospital environment, while fostering maximum cooperation with health workers.
8. Considering that we are part of a community, we should avoid any behavior that may cause disturbance or discomfort to other residents (noise, bright lights, loud radios, etc.).
9. It is a duty to respect the daily and nightly rest periods of other residents. For those wish to carry out any recreational activities, the living rooms located within each department.
10. Smoking is prohibited in the hospital. Compliance with this provision is an act of acceptance of the presence of others and a healthy personal lifestyle in the hospital.
11. The organization and timetable provided in the healthcare facility where one is admitted must be respected under all circumstances. Health services requested at incorrect times and in incorrect ways result in a significant disruption all users.
12. Patients and visitors should move around the hospital using the routes reserved for them, directly reaching the sites of their close interest.
13. Health care staff, to the extent of their competence, are called upon to enforce the rules set out above for the smooth running of the department and the welfare of the sick citizen.
14. The citizen has a right to correct information on the organization of the healthcare facility, but it is also his or her duty to be informed at the appropriate time and in the appropriate places.

9 QUALITY

The Management, in collaboration with the Internal Committees, guarantees the commitment of the "Città di Rovigo" Private Treatment Centre to quality standards, periodically verified through surveys, controls and questionnaires on the degree of user satisfaction. The Service Charter is a document that is constantly evolving: the information it contains is therefore updated over time, also because of the growth in quality levels achieved.

9.1 CLINICAL RISK MANAGEMENT INITIATIVES

Clinical Risk Management represents a set of activities aimed at identifying, assessing and reducing the current and potential risks present within a facility, in order to ensure quality and safety of care services. In the Treatment Centre there is a working group coordinated by the Risk Manager who has the specific task of implementing initiatives and promoting actions aimed at reducing risks and improving healthcare quality standards. Actions include: - In-hospital emergency health care, through specific staff training and the dissemination of the inter-agency procedure, by means of posters put up in the corridors of wards and services. - Frequent hand washing and disinfection with alcohol gel by staff and gel dispensers in the corridors of wards available to all, because hand hygiene is an important measure to prevent infections. - The identification bracelet, which is attached to the arm at the time of admission, is of fundamental importance to avoid identification errors. - The fall risk assessment and consequently the implementation of measures to prevent this possibility. In addition to these, which are the most visible, many other procedures are in place to protect patient safety: More information is available on the Website: www.cittadirovigo.it - The Operating Room Check List to prevent errors during surgery. - The Single Therapy Sheet and Therapeutic Reconciliation to avoid errors in the prescription and administration of therapy. - The assessment of the risk of pressure ulcer formation and procedures to avoid them. - The prevention of the risk of embolism in surgical interventions through the adoption of treatment protocols. - The surveillance system for monitoring care-related infections - The control and treatment of pain.

9.2 QUALITY INDICATORS AND STANDARDS

The Care Home places the patient and his or her needs at the center of its attention.

To this end, it undertakes to provide a fully satisfactory service, characterized by the effectiveness of the services, the humanization of the clinical-welfare model and the efficiency of the organizational processes, while respecting the dignity of the person and the regulations in force, making the most of its resources.

Quality Policy and Indicators

In relation to the company's mission, taking into account the regulatory framework, the main objectives that the Treatment Centre sets itself are as follows:

- Safety of patients/users and operators
- Provision of services and benefits tailored to users' needs
- Efficient and effective organization of activities
- Accessibility and fair treatment
- Pursue maximum satisfaction of both users/patients and staff
- Pursuing continuous improvement in the quality of services provided

In the pursuit of this policy, general objectives are identified and a series of INDICATORS are defined to monitor the progress and verification of the commitments made, recording the achievement or non-achievement of the expected results, in order to be able to identify specific areas and actions for improvement.

The commitments relate in particular to the following categories:

- Information and Communication
- Humanization
- Timing and accessibility
- Hotel aspects and comfort
- Patient safety
- Protection and listening

The Treatment Centre constantly monitors the objectives pursued through the following procedures:

- Complaint Analysis and Non-Compliance
- Customer satisfaction
- Periodic collection of waiting times
- Checking the completeness of health documentation
- Regular meetings with staff
- Activation of training plans
- Periodic Auditing Activities
- Safety plan, reporting and monitoring of adverse events

The data are processed periodically and available at the Quality Office of the Treatment Centre.

10 USEFUL NUMBERS

CENTRALISATION 042542611

Bookings/Cancellations

(Services paid for by the SSN/SSR
p.m. and private chargeable services)

0425426207

from 9 a.m. to 3

Public Relations Office (OPR)

0425426218

from 9 a.m. to 3 p.m.

SERVICES

Diagnostic Imaging

0425426208

from 1 p.m. to 2 p.m.

Laboratory Analysis

0425426209

from 11 a.m. to 12 noon

Ground Floor Gyms

0425426254

from 12 noon to 1 p.m.

DEGENCIES

Surgical Area

0425426111

from 9.30 a.m. to 1.30 p.m.

Rehabilitation Area

0425426288

from 11 a.m. to 1 p.m.

DIRECTION

Health Management

0425426111

from 11 a.m. to 3 p.m.

Staff and Hospital Services Directorate

0425426111

1.30 p.m. to 3.30 p.m.

Quality and Training Directorate

0425426111

from 11 a.m. to 1 p.m.

Administration

0425426111

from 11 a.m. to 3 p.m.