

year 2021

# service charter

## Rehabilitation Centre San Raffaele

Accredited with the Rome  
regional healthcare service  
- via della Pisana, 216  
00163 - Rome

**The information contained in this document is current as of June 2021.**

**It may happen that after this date changes occur about which you can enquire by calling the numbers indicated in the document.**

**The contents of the Service Charter can also be consulted on [www.sanraffaele.it](http://www.sanraffaele.it)**

# Rehabilitation Centre San Raffaele

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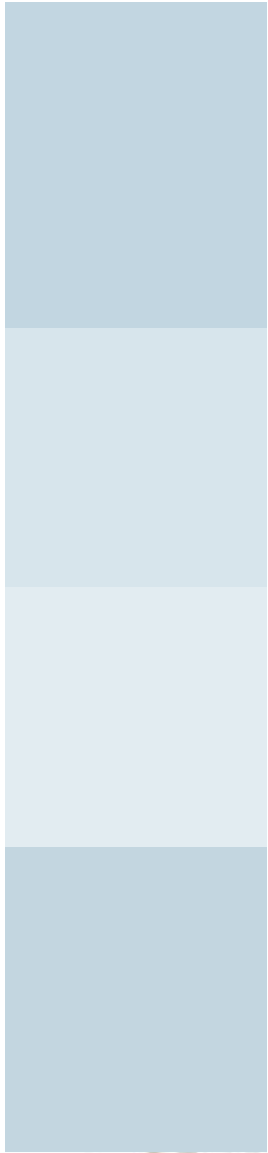
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**First Section**  
Centre presentation and fundamental  
principles

## 1. Presentazione Centro di Riabilitazione San Raffaele

Dear Guest,

I am pleased to present to you the Health Services Charter of our Centre, the purpose of which is to make you aware of the activities and services that are available and how to access them.

The "Charter" is also and above all the commitment to attend to those who come to our Centre with professionalism, competence and experience.

We are well aware that any Rehabilitation Project, due to its duration, the expectations of recovery of lost abilities, fears, hopes and the involvement of family members, is such as to require greater soft skills and also particular attention to human relationships, to the psychological implications of a gesture or a word, in other words to "personal care."

We also pay a great deal of attention to the organisational aspects, in the knowledge that we can still improve further thanks to the participation and collaboration of you and of those who, reading this document, will kindly let us know about any difficulties encountered. It will be our commitment to evaluate the suggestions received and use them to continue on our pathway of patient care, assistance and research, aimed at offering a better quality of life to our patients.

**Medical Director**

# 1. Presentazione Centro di Riabilitazione San Raffaele

## 1.1 Institutional purposes and organisation

The Rehabilitation Centre provides rehabilitation services aimed at the recovery and integration and/or social reintegration of disabled people with the goal of carrying out a socio-educational programme for each individual, with the objective of recovering residual physical and individual abilities to improve their interpersonal skills and level of social integration.

The guests of the Centre are closely followed up on an outpatient basis.

A tal fine sono previsti:

- Specialised outpatient services
- Educational interventions
- Integrated educational, reablement and rehabilitation patient care interventions
- Support and involvement of the family in the socio-educational work to avoid the institutionalisation of the disabled person
- Integration of the disabled person in the external social environment.

The observation and orientation activities refer to:

- Education of the patient on personal autonomy
- Maintenance of the patient's residual mental, sensory, motor and manual abilities
- Improvement and development of logical and operational linguistic skills, critical and aesthetic thinking, as well as motor and manual skills
- Integration of users in the local context
- Creation of individualised programmes with short- and long-term objectives, in collaboration with the competent local healthcare services
- Creation of group relationships with supervision and verification of relational dynamics



# 1. Presentazione Centro di Riabilitazione San Raffaele

## Authorisation and Accreditation Acts

Acting commissioner decree n. 469/2017

## Telephone numbers

switchboard 06 661305001

## Opening hours

From Monday to Friday from 8:00 to 18:00 and on Saturday from 8:00 to 14:00.

## Location and getting here

The address of the Rehabilitation Centre is via della Pisana 216 00163 Rome.

The Centre is located in the west of the capital and is also easily accessible from the Leonardo Da Vinci Airport.

The whole area is also served by an excellent and convenient public transport network.

## Where to find us

From the GRA exit 32 - Pisana continue for about 5 km towards the centre.

By public transport  
line 892 terminus Viale Valle Aurelia  
line 881 terminus Viale Paola  
line 808 terminus Via del Capasso  
line 792 terminus San Giovanni Eudes - Porta San Giovanni  
line 981 terminus Circonvallazione Cornelia - Candoni / Magliana

From Termini station:

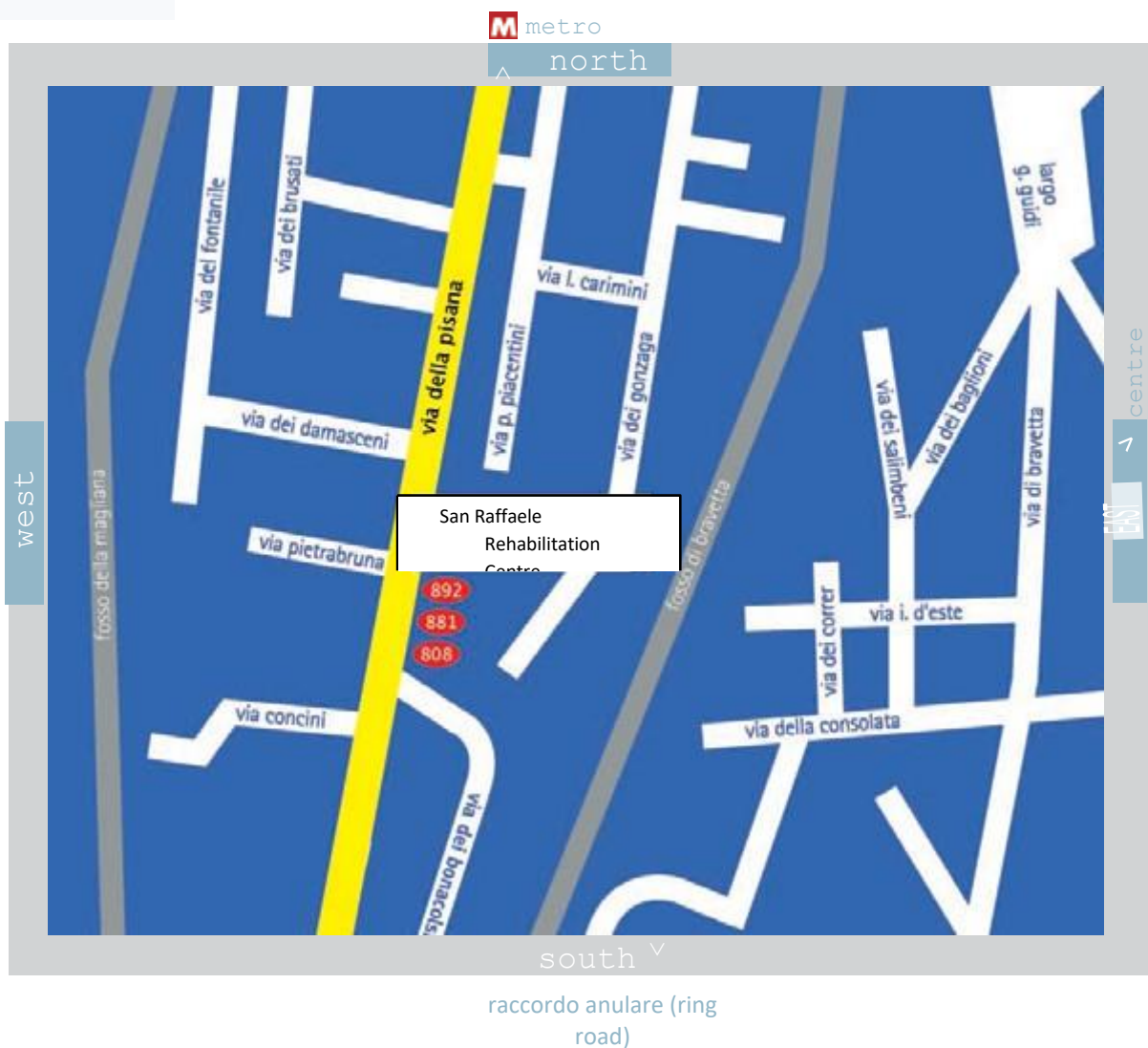
Metro A  
get off at the Cornelia stop, go to the Circonvallazione Aurelia/Cornelia bus stop and take the 892; or get off at the Baldo degli Ubaldi stop and continue with line 892.





# 1. Presentation of the San Raffaele Rehabilitation Centre

## Our Location



## 2. Fundamental principles to protect the user

The activity of the Centre is carried out in compliance with the fundamental principles enshrined in the directive of the President of the Council of Ministers of 27/10/94 and by the DPCM (prime ministerial decree) of 19/05/95 relating to:

### Equality

Everyone has the right to receive the most appropriate medical assistance and treatment, without discrimination based on sex, race, language, religion, political opinion and socio-economic level

### Impartiality

The behaviour of the staff towards users is informed by criteria of objectivity, fairness and impartiality.

### Continuity

The Center ensures the continuity and regularity of care. In the event of irregular operation or disruption of service, it must take measures to create as little inconvenience as possible for the user.

### Right of choice

Where permitted by the regulations in force, the user has the right to choose, among the persons that provide the service, the one they think best meets their needs.

### Participation

The Centre guarantees the user participation in the service through correct, clear and complete information, with the possibility of expressing their own evaluation of the quality of the services provided and of forwarding complaints or suggestions for improving the service.

### Efficiency and effectiveness

The service is provided in such a way as to guarantee an optimal relationship between resources employed, activities carried out and results obtained.





## **Second Section** Information on the Centre and the services provided

## 1. Type of services provided

The San Raffaele Rehabilitation Centre pursuant to art. 26 of Law 833/78 is aimed at assisting individuals of developmental age and in adulthood suffering from physical, mental and sensory disabilities.

Customised rehabilitation projects are developed for each patient, carried out by various teams composed of child neuropsychiatrists, psychiatrists, neurologists and specialised psychologists who make use of rehabilitation therapists (physiotherapists, speech therapists, occupational therapists, neuro-psycho-motricity therapists for patients of developmental age) for the development, maintenance and strengthening of neuromotor, psycho-motor, psycho-social and communication skills as well as cognitive and learning faculties.

The Centre is authorized to carry out 100 daily treatments on an extensive outpatient basis, at the expense of the regional health service.

The San Raffaele Rehabilitation Centre has:

- spaces where the following recovery activities are applied: psychomotor skills, speech therapy, play, motor and expressive activities.

These activities are provided on the basis of the rehabilitation projects planned by Medical Specialists, Psychologists, Social Workers and by the Care Team

- a gym where rehabilitation and physiotherapy services are carried out.



## 2. Access

### 2.1 How to access

Access to the Centre is subject to the patient's evaluation by their local healthcare authority which authorises the commencement of the rehabilitation project.

#### **For the adult outpatient modality:**

Access takes place, both for patients from health facilities and from home, through a visit to the referring specialist doctor for the specific disability or a Doctor specialised in rehabilitation on request from the General Practitioner.

#### **For the outpatient modality in patients of developmental age:**

- **Multidimensional assessment and authorisation for the opening of the project by the department**

The child or adolescent's local TSMREE (Protection Of Mental Health And Rehabilitation in Children and Adolescents)

- **Visit of the referral specialist for disability on request from the freely chosen Paediatrician who indicates the issue to be assessed.**



## 2. Access

### 2.2 Required

**When attending the centre, the user must bring with them:**

- Project authorisation form
- Health card issued by the local healthcare authority
- Identification document
- Tax Code
- Any clinical documentation including that relating to previous hospital admissions.



### 3. Care

The patient is managed in a holistic fashion. Each patient benefits from a 360° rehabilitation project starting from the referral from another centre or home, to the drafting of the rehabilitation project up to the intervention itself. Management is carried out by a multidisciplinary team made up of specialist medical staff with a coordinating role and rehabilitation technicians.

The activity of the multidisciplinary team already begins during the phase of requesting the inclusion of the patient by the sending facility or the family member, in order to be certain of the appropriateness of the patient's access to the centre and the feasibility of the rehabilitation project. At this stage, the patient's access requirements and social situation are verified.

The patient is cared for by a multidisciplinary team composed of: specialist psychiatrist, child neuropsychiatrist, neurologist, psychologist, rehabilitation therapists, social worker. Based on the clinical situation, an Individual Rehabilitation Project (IRP) is drawn up.

The progress of the project is constantly evaluated and monitored with periodic assessments that allow the team to optimise the intervention up until its completion. For the Adult Outpatient Service, the Rehabilitation Project involves attendance of about two hours for three days a week for a maximum duration of 60 days, unless there is a justification for continuance of the treatment authorised by the competent local healthcare service.

## 3. Care

### 3.1 Completion of the rehabilitation project

Rehabilitation treatment can be temporarily interrupted or suspended for hospitalisation to another health facility, for return to the family or for other reasons with the right of readmission on the scheduled date when possible.

### 3.2 Request for medical records

At the end of the project it is possible to request the clinical documentation or the personal file containing the complete details, the initial diagnosis, the family and personal history, the physical examination, the treatment plan including the rehabilitative aspects, the results and the after-effects, as well as any treatment interruptions.





## 4. Accessory and Comfort Services



### Important

All the staff of the Centre are dedicated to complete patient care, each to the extent of his or her competence and as such no healthcare worker is due recognition.

Eventuali comportamenti difformi Any appropriate behaviour must be communicated to the Health Department for the necessary measures.



### Safety rules for users and visitors

As required by current legislation, all the staff of the Institute are adequately trained to intervene in the event of an emergency and safety regulations are present inside the centre. Therefore, visitors and patients are asked to strictly follow the instructions provided by the staff in the event of need.



### Smoking

It is absolutely forbidden to smoke, including electronic cigarettes in the closed environments of the Institute: this is due to legal provisions and above all for the protection of the health of the patients and staff of the facility.



### Recognition of staff

The Centre's staff are recognisable through their uniform and the special badge that shows the name and qualification of the operator in question.



### Use of mobile telephones

It is forbidden to use mobile phones on the wards because they can cause disturbance and malfunction of the electric medical equipment.

## 5. How we welcome patients

**The patient is monitored by the staff at every stage of their stay at the Centre so that all their needs can be met and the services provided are functional, efficient and effective.**

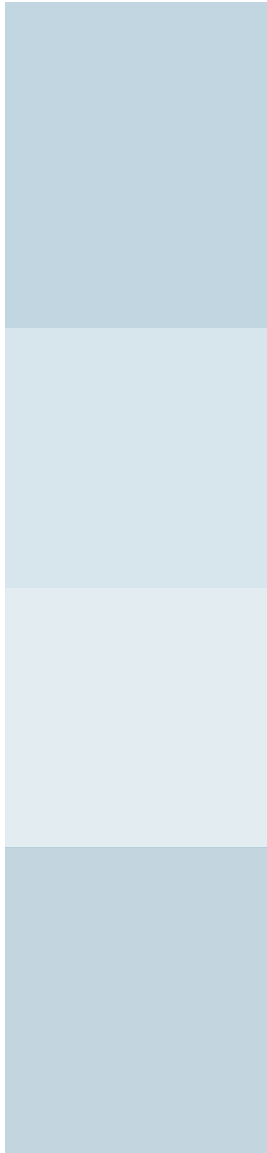
**The commitment to provide clear and understandable information is pursued through the production of complete and updated communication material on the activities carried out. Access to the Rehabilitation Centre is organized according to the Sars Cov 2 Epidemic Prevention Procedures by checking the Body Temperature, and filling in the updated Triage form according to current legislation.**



## 6. Social Assistance Service

**Within the Centre, a Social Assistance Service is available every day to support the User and their family members in dealing with social, family and behavioural problems through interventions, in synergy with the local Health and Social Services of the region, aimed at continuity of healthcare/assistance to support the User throughout their rehabilitation process from the Rehabilitation Centre to their home.**

**Social Assistant: Federica Sartori  
06 661305001**



## Third Section

### Protection and verification mechanisms

# 1. Rights and obligations of users

## 1.1 Right to information - informed consent

The patient has full right to be informed of the diagnostic and therapeutic process, expressing their will by signing the "informed consent" form. They have the right to receive all the clarifications they deem appropriate from the healthcare staff

## 1.2 Right to confidentiality

Upon entering the Centre, consent is required for the processing of sensitive data in accordance with the provisions of Legislative Decree 196/03 (consolidated text on privacy and EU GDPR 679/2016). Medical confidentiality is guaranteed with regard to all information of a private and personal nature that emerges during the admission, to the diagnosis made and the therapies administered.

Under no circumstances will telephone information be provided. Doctors are authorised to provide information to referring physicians only

## 1.3 User obligations

Staying inside the Centre requires compliance with the common rules of conduct, hygiene and manners. Each user has the duty to cooperate with the health staff of the Centre. Carers are not allowed to stay in the gym and in the rooms while the rehabilitation treatments are being performed.

## 1. Rights and obligations of users

### 1.4 Charter of rights and obligations

**The Charter, available at the Centre and posted in the common areas, offers accurate information on the rights and obligations of the Patient.**



## 2. Complaints

**The management of the Centre ensures protection of the user in the event of inefficiency or poor service at the Centre.  
Person responsible for receiving complaints:  
Dr. Federica Sartori Social worker.**

