



## **Mission**

Through constant teamwork, the patient, the family and our professionals cooperate, in close synergy, to build suitable responses to the needs of those in need, guaranteeing appropriateness and quality of the care process. Medica Group provides health and social care services defined within an individual and customised care programme for the patient in compliance with the fundamental principles of dignity protection without any discrimination.

## **Foreword**

Through the development of integrated pathways with interventions of high health and social welfare value, and with long-term care programmes, we aim to guarantee an adequate response of care and assistance to the patients who access our facility. For each guest, we develop a specific care plan that also includes a pathway of support and help for family members.

Often the person who enters our facility, and their loved ones, have gone through a long and challenging medical journey also spent in different hospitals, between intensive care rooms and specialised wards, the Centre welcomes them in different care settings, proposing long-term post-acute care pathways that involve a major care commitment and intensive psychological support.

We pay particular attention to the training courses of our staff, who are in the healthcare area and therefore dedicated to care (doctors, nurses, physiotherapists, speech therapists, OSS, others). In order to achieve adequate quality standards for patient care, Medica Group prepares an annual training project for all healthcare workers. The facility employs a multi-professional team of trainers with proven experience and appropriate teaching skills in the development of educational projects.

### **Values in which we believe**

- focus on the sick person and their family and living environment
- respect for their dignity as a human being beyond the end of life
- defence of the person from any ethnic, religious, economic or social distinction or discrimination promoted by the condition of age and illness
- respect and acceptability of the level of quality of life perceived by the sick person
- effective implementation of the intervention project shared with the patient
- active involvement of and respect for family members even at the time of suffering
- promotion and implementation of an environment in which professionals can develop training and performance improvement paths

### **Where we work**

The Medica Group operates in the territory of the Municipality of Rome and in particular in the areas under the coordination of the Local Health Authority 'ASL Roma 2'.

The facility is located within an important care structure of 8000 square metres in Via Federico Calabresi 27 in Rome.

The facility, under regional authorisation and accreditation offers:

1. A R1 Intensive Care Unit - 20 beds
1. B Long-term care unit code 60 - 60 beds
1. C Residential Palliative Care Unit - 24 beds
2. C Home Palliative Care Unit - 96 places
1. D Integrated Home Care Unit - 1000 places for Integrated Home Care

### **1.A - R1 Intensive Care**

During the period of the pandemic crisis, Medica Group supported the Health System to take in NON-COVID patients coming from Intensive Care Units, with the aim of relieving the hospital wards and intensive care units in Rome engaged in this type of care, obtaining authorisation and provisional institutional accreditation with Decree No. U00045/2020 for the activity of residential care at the High Intensity level of performance for 20 beds. The Council Resolution No. 148 of 5/5/2023 granted authorisation and institutional accreditation for the RSA Intensive Care Unit - intensive level for 20 beds.

The R1 Medica Group Intensive Care Unit provides intensive residential care and functional maintenance services, with a high level of healthcare commitment, to persons with non-acute pathologies that, presenting a high level of complexity, clinical instability, symptoms with high variability, the need to support vital functions and/or very severe disability, require continuity of care with prompt medical availability and 24-hour nursing presence.

Our Unit provides services for patients in a vegetative state (V.S.), in a minimally conscious state (M.C.S.) and suffering from Locked-in Syndrome (L.I.S.), or suffering from Grave Acquired Cerebral Injury (G.C.A.).

We also take care of patients with other advanced neurodegenerative syndromes, patients with chronic diseases, who require respiratory assistance, tracheostomy carriers, artificial nutrition (enteral or parenteral).

Medical Group care in intensive care R1 is free of charge and paid for by the regional health system. Medicines, medical devices, aids, nutritional support and whatever is necessary are paid for by the SSR, according to the indication of the treating team.

The assistance activity is characterised by:

- nursing activities with physiotherapy for the maintenance of the conditions already achieved within the hospital and rehabilitation OUs of origin as well as the prevention of further complications from overlapping pathologies;
- continuous medical supervision appropriate to the 'status' of each individual patient by specialist medical staff;
- planning, in agreement with the medical-specialist team, of guided intervention and the collaboration of relatives in all those activities which, with familiar stimuli to the patient, aim to awaken a reactive awareness of the external environment and/or support the guest in relationships and communication.



It is located on the ground floor of the building and is equipped with:

- Double and single rooms and private bathroom, air conditioning and television.
- Occupational therapy and multi-purpose rooms where patients, family members and caregivers can engage in a variety of stimulating leisure activities;
- Medical and nursing offices;

Common socialisation areas, with a dining room where guests and family members have the opportunity to share their time.

### **1. Long-term care unit code 60 - with 60 beds**

Medica Group was authorised by Regional Determination no. G09762 of 12 July 2017, as a facility providing in-patient services on a continuous cycle and/or day hospitalisation basis for post-acute long-term care for 60 beds.

The pandemic emergency led Medica Group to make available to the Regional Health Service initially 34 beds (regional note Prot. no. U.0873129 of 12.10.2020) and subsequently a further 16 beds, for the management of COVID positive patients.

The facility was accredited with the Regional Health Service for long-term care services by Regional Council Resolution 1002 of 30/12/2021.

Medica Group's post-acute long term care is an Operating Unit that provides in-patient services and is aimed at the assistance and functional recovery of patients who have passed the acute phase but need further evaluation and therapeutic interventions that cannot be efficiently provided in alternative regimes to hospitalisation.

Regional and national regulations indicate in the concept of 'completion of the therapeutic pathway' the need for these patients to be admitted to an environment where healthcare professionals can carry out and activate care pathways in order to favour the possibility for the patient to return home or, alternatively, residency in an RSA. This indication is consistent with the limited length of stay, which the Ministerial Decree of 14.7.1997 (as well as all subsequent regional acts) sets at 60 days the maximum limit for admission to long-term care.

The care activity is characterised by clinical, care and rehabilitation interventions mainly towards elderly persons from acute wards in the following areas:

- Area of senescence (partial or total limitation of self-sufficiency), with particular regard to persons suffering from chronic diseases with exacerbation of morbid states and coming from acute hospital facilities;
- Area of disability, referring to persons with functional neuromuscular handicaps, in conditions of considerable dependence or, who have undergone arthroplasty surgery or amputations;
- Area of mental distress, with dementia of various types in situations of clinical and functional complications (bed rest syndrome, marked dehydration, pressure lesions, malnutrition, etc.). Treatment goals are oriented towards maintaining and enhancing an acceptable quality of life for each individual person.

The treatment team consists of doctors who guarantee continuous H24 nursing and tutelary assistance (OSS) H24, the rehabilitation component with physiotherapists and speech therapists present in the morning 6 days a week, psychologist and social worker. In addition, specialist doctors intervene when necessary.

It is located on the 1st and 2nd floor of the building and is equipped with:

- Double and single rooms with private bathroom, air conditioning and television.
- Rehabilitation Gym and occupational therapy room where patients carry out the activities envisaged in the Individual Care Plan.
- Medical and nursing offices;

### **1.B Residential Palliative Care Unit, with 24 beds**

Medica Group was authorised by Regional Determination no. G09762 of 12 July 2017, as a Residential Centre for Palliative Care for no. 30 beds + no. 120 home treatments. The facility was also accredited by Decree of the Commissioner ad acta no. V00012 of 15.01.2018, as a Residential Centre for Palliative Care - Hospice for no. 24 beds + 96 home treatments and provides services paid for by the National Health Service in the territory of the Municipality of Rome.

Palliative Care is provided in a 'protected healthcare environment' and is considered a therapeutic process whose objective is the management and control of symptoms, promoting the best possible quality of life for people with an inauspicious diagnosis. Interventions are medical and non-medical with strong involvement of the family component where existing and compliant, of voluntary associations and of the care team present.

The elements characterising the therapeutic process are:

- focus on the patient and their needs, not only clinical but also psychological, socio-medical and relational.
- clinical and nursing treatments with palliative and symptomatic purposes
- attention to quality of life as well as the patient's residual life span
- family support
- operators in continuous training and updating
- protection and respect for the person's identity and dignity
- guarantee of the continuity of the therapeutic process up to the accompaniment of death and bereavement management.

The care team consists of specially trained doctors and nurses who guarantee continuous 24-hour care; there are also care workers and rehabilitation personnel, a psychologist and a social worker. The value of the intervention is realised through the manner in which care is provided to the patient and their family and the quality of this care. Care must be set up through team work in which the roles of the various operators are integrated, creating an effective network of professionalism and humanity.

It is located on the 3rd and 4th floor of the building and is equipped with:

- Single rooms equipped with an armchair bed for one guest and private bathroom, air conditioning and television;
- Kitchen with tea room;
- Medical and nursing offices;

### **1.C Home Palliative Care Unit - with 96 beds**

In the palliative care programme, it is possible to guarantee the patient, in a perspective of therapeutic continuity, through a close link between the hospital, healthcare facilities in the area, the patient and the family members, assistance at home.

All this makes it possible to safeguard the quality of interpersonal relationships and the best possible endurance of the degree of perceived suffering.

The therapeutic process of palliative care expressed in the preceding paragraph is guaranteed at the patient's home with the continuity of symptomatic and caring courses of treatment through interventions of:

- daily nursing care with H24 telephone availability
- weekly medical assistance with H24 telephone availability
- psychological assistance according to medical indication
- rehabilitation assistance according to medical indication

Palliative care considers dying as a natural event and, through appropriate care, patients and their families are accompanied, even in situations of extreme frailty, until the last moment. Doctors, nurses, volunteers, psychologists, socio-medical assistants, and spiritual assistants,

in close liaison with the family doctor, all together make up the care team.

The operations centre (call centre) with a medical manager and a nurse coordinator is located on the 4th floor of the building in Via Federico Calabresi 27 in Rome.

## **1. D Integrated Home Care Unit - 1000 places for Integrated Home Care**

Medica Group obtained authorisation to provide home care services for partially, temporarily or totally non self-sufficient people and services for terminal cancer patients and others, at the healthcare facility located in Rome, Via Federico Calabresi n. 27, with Regional Determination n. G15470 of 16 December 2020. Medica Group is authorised and accredited for the Integrated Home Care service.

Integrated Home Care is a set of social-health services and performances provided to the patient at home. It aims to avoid, as far as possible, the patient's recourse to hospital or other types of residential services. It is a home service capable of avoiding situations of discomfort for the patient and their family.

Integrated Home Assistance, which is completely free of charge, is provided by our Medica Group team on the instructions of the Local Health Authority ASL RM2 for residents through the application of an Individual Assistance Plan drawn up by the Local Health Authority personnel.

The professionals involved in the Plan for home interventions (physicians, nurses, physiotherapists, Social workers, psychologist, etc.) come to the patient's home coordinated by the Operations Centre present in the Medica Group structure. This makes it possible to respond effectively to the various needs of citizens, guaranteeing continuity and punctuality. All healthcare and non-healthcare professionals who intervene are in possession of high professional skills capable of managing the various care situations also through relational and empathic abilities.

Integrated Home Care is aimed at people with various disabilities who are not self-sufficient up to conditions of high clinical and care complexity that can be assisted at home. The condition for providing services in Integrated Home Care is collaboration with the carer/family, who must be integrated for organisational aspects and presence at the patient's home.

The hours of communication with the operations centre are as follows:

The operations centre is guaranteed to be open for 6 days in the time slot 8:00 - 18:00 from Monday to Friday and on Saturdays 9:00 - 13:00

The guaranteed nursing on-call hours in the Integrated Home Care service are as follows:

low intensity 8-20

medium intensity 7-22 24h

high intensity

## **Useful Information**

Visiting hours:

R1 Intensive Care Unit 3 p.m.-5 p.m. (3 times a week)

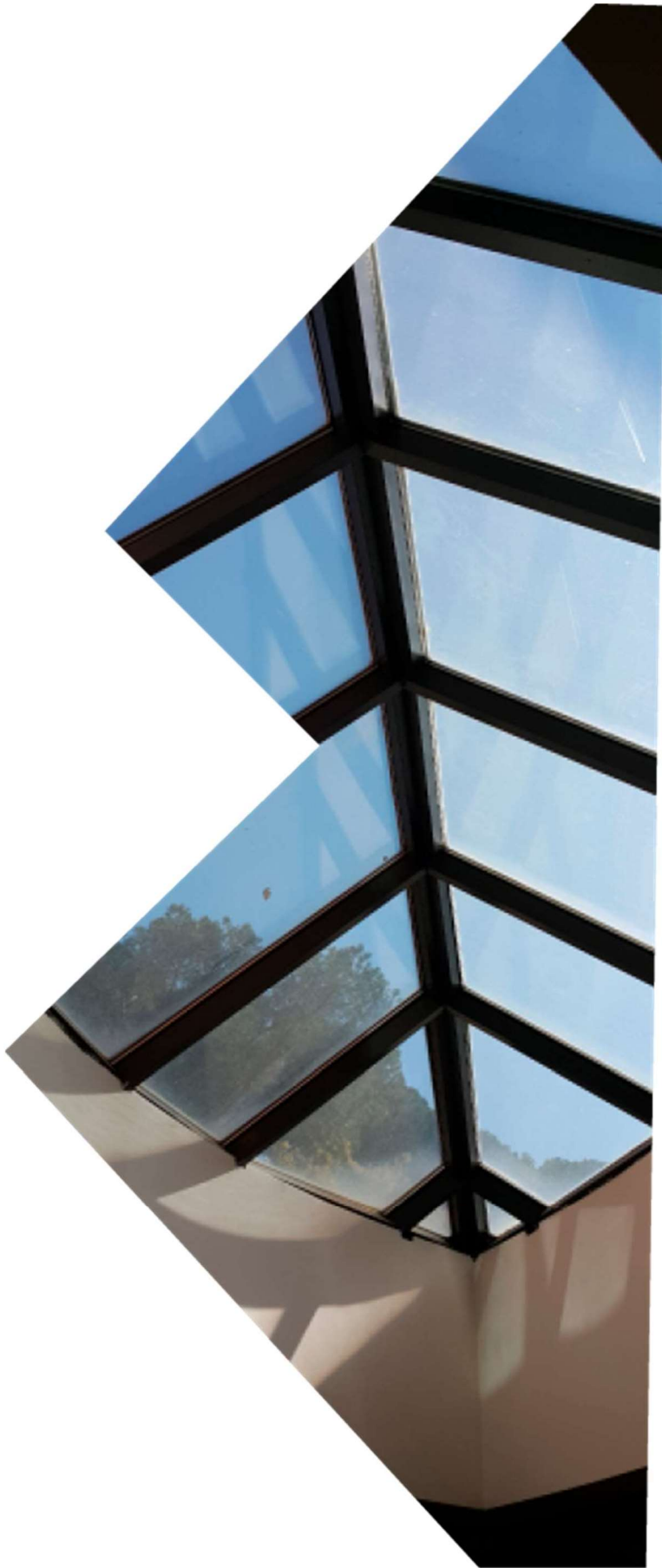
O.U. Long-term care 4.00/5.00 p.m.

O.U. Palliative Care personalised entrance 24 hours a day

### **In the building there is:**

- Wi-Fi network: the entire facility is covered by a Wi-Fi network.
- A place of worship that is always accessible and available to guests, where respect for all religious denominations is ensured;
- a training room to update skills and refine guidelines for the global treatment of patients,
- a library and reading room;



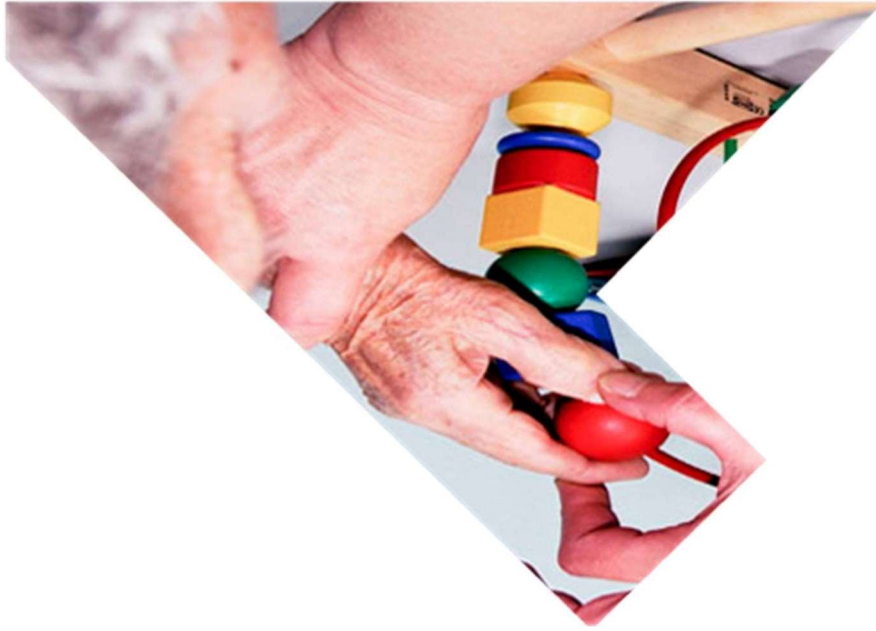


## The Staff

Each professional member of the Medica Group team is indispensable for the achievement of the planned therapeutic objectives. For this reason, the patient taken into care is assisted by the professional figures indicated as necessary during assessment and during the course of care.

### The following professionals work:

- Medical Director: is responsible for the clinical and therapeutic procedure and protocols;
- Medical Co-ordinator: is responsible for the clinical management of the patient and the co-ordination of the medical staff;
- Doctors: our doctors are available for assistance 24 hours a day, 365 days a year;
- Nursing Manager: is responsible for the care, rehabilitation and hotel organisation;
- Nursing coordinator: is responsible for the correct management of the ward and the socio-assistance staff working there, which she manages in agreement with the medical coordinator and the nursing manager;
- Nurses: Our nurses, all of whom have a Bachelor's degree, are experts in intensive care. They are at your disposal for care, 24 hours a day, 365 days a year;
- Psychologist: psychological intervention aims to help the patient and their family to cope with and manage possible situations of distress at different stages of the illness;
- Physiotherapists and speech therapists: they follow the patient and their task is to help the patient recover and maintain as much autonomy as possible through the functions of prevention, rehabilitation and treatment.
- Social worker: responds to all the social welfare needs of the patient and their family, handling relations with health and territorial structures (public bodies, ASLs, hospitals, town halls) to help the patient and their family move through the difficult world of bureaucracy, to see their rights recognised, such as the paperwork relating to disability or pension claims. They work to facilitate access to care for patients without a family network or other nationalities (EU and non-EU);
- Social and health workers: they take care of the patient's basic and social assistance. They provide help and support in hygiene care and for all daily needs;
- Occupational therapist: works with the team to recover or maintain the skills that guarantee the patient's autonomy in activities of daily living; helps patients feel useful and rediscover their passions and habits by carrying out manual and recreational activities;
- Receptionists-healthcare secretary: receptionists are trained to receive requests for help with attention to the needs of the patient and their family. The health secretary mainly carries out administrative tasks. It is your intermediary for the activation of care.
- Spiritual assistant: there is a place of worship that is always accessible and available to guests, where respect for all religious denominations is ensured.
- Doctors and specialists at the request of the unit
- Family: for the best implementation of the patient's global care programme, a harmonious agreement between the Intensive Care team and the family unit is indispensable, in order to avoid any conflicts that would be detrimental to the patient's quality of life. The family remains the patient's point of reference and their well-being depends to a large extent on it.













## **Smoking Ban**

Please note that smoking is strictly prohibited on all Centre premises.

## **Money and valuables**

The Management is not responsible for valuables or money in the possession of patients. It is therefore advisable not to bring them into the Centre or leave them unattended.

## **Informed Consent and Privacy**

The right to personal dignity, confidentiality and privacy is protected at every stage of the care process. In order to protect and confirm the information received, reference will be made to the adoption of written procedures regarding Informed Consent and the Legislative Decree of the Personal Data Protection Code (Legislative Decree 196/2003), as well as the new European privacy regulation (GDPR 679/2016).



## **HEALTH DEPARTMENT**

The Office of the Health Department has the task of ensuring that users exercise their rights to information, access and participation.

in particular:

- facilitates citizens' access to services, through the management of information on the company's structure, services provided and access methods, both directly and through publications and external communications
- by listening to citizens and through internal communication, it implements processes to verify the quality and satisfaction of services, through tools such as complaints, reports and customer satisfaction questionnaires.

The main activities carried out are:

- corporate, internal and external communication;
- processing complaints and reports;
- user satisfaction surveys, in cooperation with the Psychological Service.

### Office opening hours

The Head of the Public Relations Office is open every weekday from 09.00 to 13.00. Reports can be submitted:

- personally to the health department
- at the e-mail address: [info@medicagroup.info](mailto:info@medicagroup.info)

The Health Secretariat Office is located on the 4th floor.





## **Complaint Management**

The complaint, formalised by the user, is collected and handled within 30 working days. The complaint can be sent by the following means:

- Writing to the email address [reclami@medicagroup.info](mailto:reclami@medicagroup.info)
- By calling 06 232 598 500

## **User satisfaction surveys**

The measurement of user satisfaction has the following objectives:

- to enable and promote a two-way communication flow between the Centre and the users of the different services;
- to know what users think about the services they receive and how they are provided, in order to move from sharing information to building solutions;
- managing expectations when they do not exceed the purposes of the organisation. The Centre ensures the implementation of user satisfaction surveys by promoting, the administration of a suitably prepared questionnaire. The completed questionnaires may be placed in the appropriate boxes, located at various points in the Centre.



## COMMITMENT TO QUALITY

The quality policy is to be found in the approach of taking charge of the person as a whole, based on the spirit of service, attention to their needs, and the ability to manage fragility, weakness and suffering. In particular, three macro-quality objectives, common to all the activities carried out in the Centre, derive from this. These objectives can be summarised as follows.

- Promoting the centrality of the person, safeguarding their dignity, enhancing their potential. The management of every activity and process must place the person at the centre, meaning attention to the external party (user/guest), the internal party and the people who work for the organisation in various capacities. Attention to the external subject is manifested through the continuous search for effective, appropriate and safe methods and approaches in responding to their explicit and implicit needs. Attention to the internal subject is manifested through a willingness to collaborate and a spirit of service, putting the final interest of the result before any personal considerations and interests. Attention to human resources is aimed at freeing the capacity and initiative of the individual, enhancing the design capacity of the various operational aggregations.
- Pursuing continuous improvement and strive for excellence. The working style must be made explicit through the identification of 'distinctive elements', linked both to transversal management processes and to those of performance and service delivery. The 'distinctive elements' must become the operational and action characteristics, which reflect the ethical principles, values and professional content in everyday actions, in this acquiring the best of existing practices.
- Requiring integrity of conduct. The actions of those engaged in the activities carried out, even in the capacity of occasional workers and suppliers, must be marked by respect for internal and external rules (see organisational model Legislative Decree 231 and code of ethics) and the application in daily practice of the values that distinguish the organisation. A company Quality Manager has been established who, reporting directly to the Management, guarantees, in collaboration with the various company functions, the implementation of the Quality System, periodically checking its application and maintenance.

## **RIGHTS AND OBLIGATIONS OF THE USER**

The activities of the Medica Group are carried out in accordance with the fundamental principles laid down in the Prime Minister's Directive of 27 January 1994 and the Prime Minister's Decree of 19 May 1995.

### **RIGHTS**

Dignity of the person and respect for differences

Users have the right to be assisted and cared for with care and attention, respecting human dignity and their cultural, philosophical and religious beliefs.

#### **Right to choose**

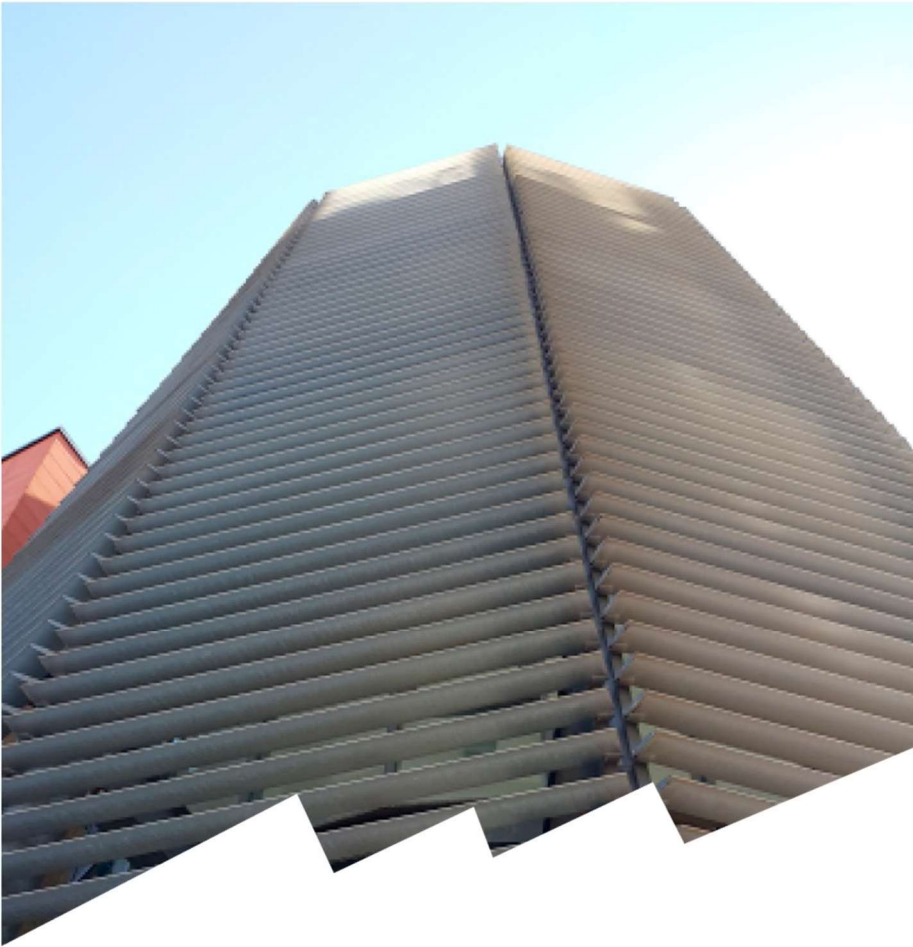
Where permitted by the regulations in force, the user has the right to choose, from among the service providers, the one he feels best meets his needs.

#### **Information**

The user has the right to obtain information from the healthcare facility about the services it provides, how to access them, and what they are responsible for. The same has the right to be able to immediately identify the persons treating them. The user has the right to obtain complete and comprehensible information from the health care provider treating them regarding the diagnosis of the illness, the proposed treatment and the relevant prognosis.

#### **Respect and impartiality**

Behaviour towards the patient must be inspired by criteria of respect, objectivity, justice and impartiality. During their stay, the resident has the right to always be identified by their first name and surname. They also have the right to be addressed with the pronoun "You".



## **Information and consent on health treatment**

Except in cases of urgency in which delay could endanger health, the user is entitled to receive information that enables them to express effectively informed consent before undergoing treatment or intervention; this information must also concern the possible risks or discomforts resulting from the treatment. If the doctor reaches the reasoned conviction that direct information is inappropriate, it must be provided, unless the patient expressly refuses, to those exercising guardianship or to family members (in cases of necessity and urgency). The user also 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 for themselves, the same information must be provided to the persons indicated above.



## **Confidentiality**

The user has the right to obtain that data relating to their illness and any other circumstances concerning them remain confidential. To this end, the user, when accessing the Centre, signs a form authorising the processing of personal and sensitive data exclusively for institutional purposes, in compliance with the law (Legislative Decree 196/2003 as well as the new European privacy regulation GDPR 679/2016). In the event that the user is unable to sign, consent to data processing will be collected from the next of kin.

## **Right to respect for quality standards**

Everyone has the right to access high quality health services, based on the definition of and compliance with precise standards, verified annually by the facility.

## **Complaints**

The Centre guarantees the user's protection function also through the possibility for the user to lodge complaints following inefficiencies or behaviour that have denied or limited the use of services.

## **OBLIGATIONS**

The user, when accessing the Medica Group Centre, is invited to behave responsibly at all times, respecting and understanding the rights of other patients, with the willingness to cooperate with the medical, nursing and technical staff and with the management of the healthcare facility where they are.

Access to the health facility expresses on the part of the citizen-user a relationship of trust and respect towards the health personnel, an indispensable prerequisite for setting up a correct therapeutic and care programme.

The user is entitled to correct information on the organisation of the healthcare facility, but it is also his precise duty to be informed at the appropriate times and in the appropriate venues.

In respect of the environment, Medica Group strives for correct waste disposal. We therefore also ask our guests to cooperate in this respect.

For the protection of citizens' rights in health and welfare services:

Patients' Rights Tribunal  
Regional Office  
Viale Angelico, 28  
postcode 00195 Rome

tel 06/3729924 - fax 06/6385881

E-mail: [roma@cittadinanzattiva.it](mailto:roma@cittadinanzattiva.it)

## **Useful references**

RECEPTION AND HEALTH SECRETARY

accettazione@medicagroup.info

### **Medica Group srl**

Legal Office: Via F. Calabresi 27

00169 – Rome

Fiscal Code – VAT Number : 13254021002

Certified electronic mail: medicagroupsrl@pec.it

Email: info@medicagroup.info

www.medicagroup.info

Health Centre for

- palliative care/hospice,
- long-term care/post-acute care
- Intensive R1
- Operations Centre for Integrated Home Care

Switchboard: +39 06 232 598 500

Fax: +39 06 232 598 519



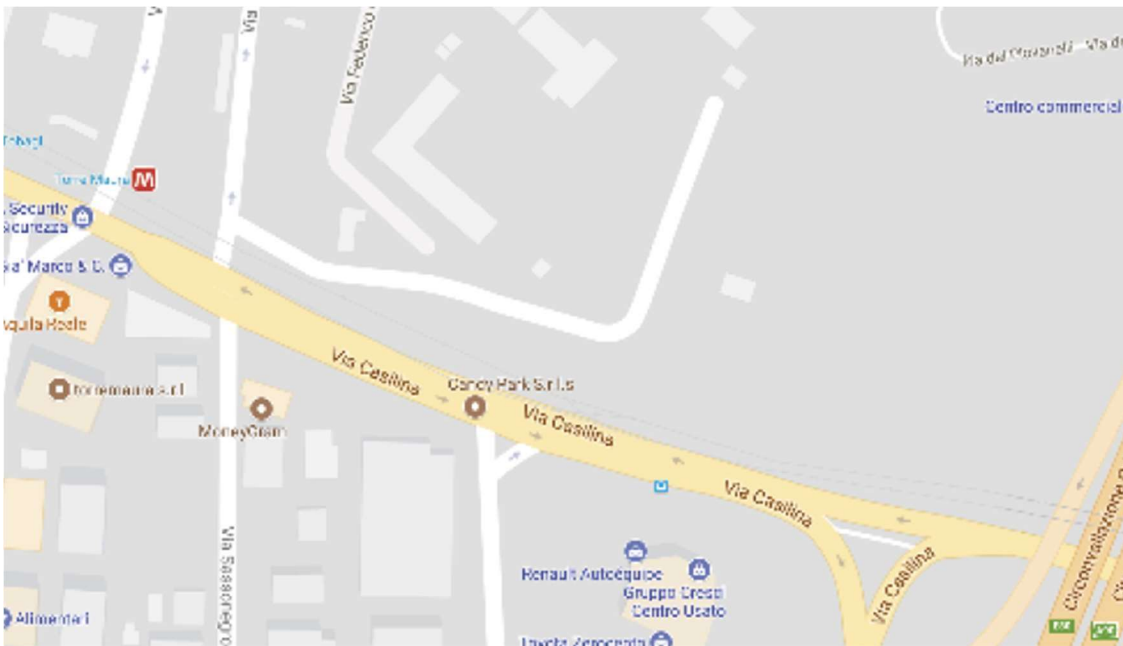


**Medica Group**  
Presidio Sanitario

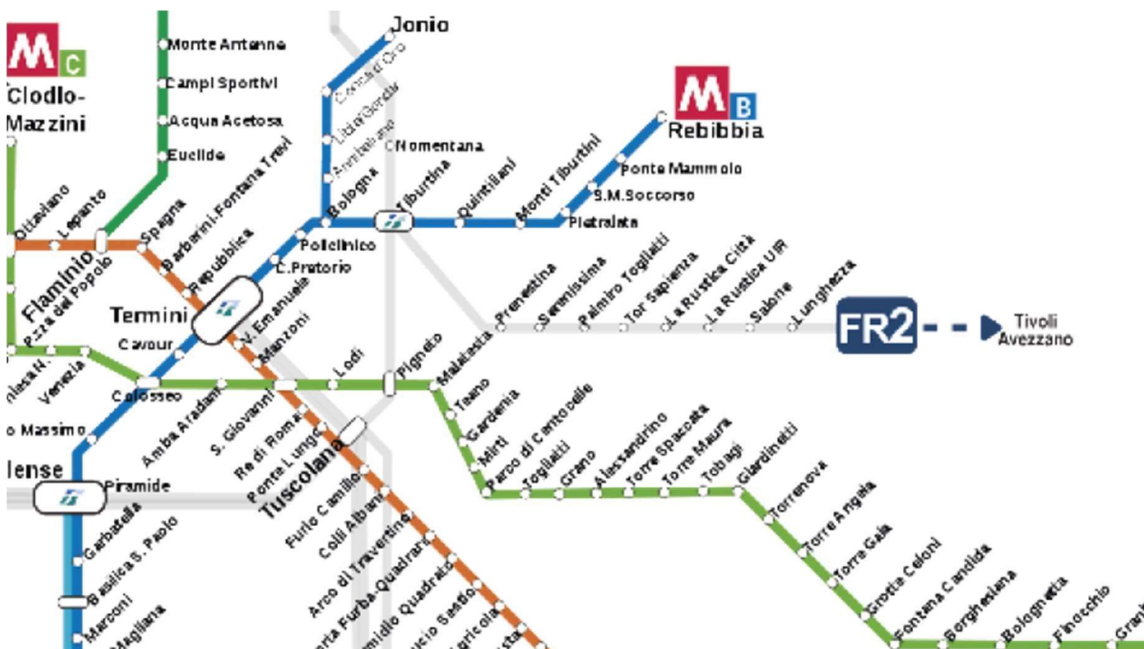


## HOW TO REACH US

**BY CAR:** from the street *Grande Raccordo Anulare* Exit 18, at the traffic lights cross the tracks and take the first right, go back to the hospital



**PUBLIC TRANSPORT:** Metro C, Torre Maura Station







**Medica Group**  
Presidio Sanitario