



SERVICE CHARTER





VILLA VALERIA

CASA DI CURA



Dear user,

The fundamental principle on which the service provided by "Villa Valeria" Nursing Home is based, is enhancing the "centrality of the Patient" by finalizing the structural, technological and professional resources to solve the users' health problems, guaranteeing correct information on the organization and on the access to services, on the necessary diagnostic and therapeutic interventions, ensuring the greatest environmental and welfare comparison during the hospitalization.

Our commitment will be to transfer to healthcare and non-healthcare personnel a set of values whose fundamental pillar is "the Patient at the centre", taking care of his care needs as much as possible. We therefore invite you to provide us with suggestions and reports that will allow us to improve. Thanking you in advance for your precious collaboration, we remain at your disposal for any clarification.

The Health Director

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1.MISSION

The Villa Valeria Nursing Home places itself at the service of patients by committing itself to offer an adequate and efficient medical assistance and a peaceful stay full of human relationships. The Personnel, humanly and professionally qualified, is committed to create a care model combining synthesis of scientific rigour and humanization of therapies, placing themselves at the service of the user without any discrimination.

2.PRINCIPLES

INFORMATION AND PARTICIPATION

We believe that a clear and correct information on the state of health and on the proposed therapies allows the user to consciously decide about his own health and quality of life. We also guarantee the active participation of each guest by promoting the opportunity to express opinions and provide suggestions and observations. For this reason we have prepared a satisfaction questionnaire that we deliver to the user during their stay, and that we invite to fill in and deposit , in the appropriate container upon their discharge.

User protection and participation are also guaranteed by the possibility of making complaints about any disservices, through:

a) the prepared form which can be requested from the Hospitalization Department or collected directly from the counters or Reception;

b) plain paper letter sent to the Health Directorate or delivered personally;

The Health Department will work to resolve the reported problem by informing the user as soon as possible.

RESPECT FOR THE PERSON

Respect for the individual means attention to lifestyle and privacy, minimizing waiting times and formalities, enhancing interpersonal relationships, especially the doctor-patient relationship, and taking care of comfort to create a hospitable and familiar environment. Performances excellence.

PROFESSIONALISM AND TECHNOLOGY

HIGH PROFESSIONAL ISM

Our structure stands out for the high specialization of the staff, a high professional level that we value and support through periodic training and refresher courses.

Cutting-edge technologies

Our structure ensures the most advanced diagnostic and therapeutic technologies.

3. THE STRUCTURE

Villa Valeria Nursing Home, with headquarters in Piazza Carnaro, 18 – 00141 in Rome, is authorized for Hospitalization Activities for Functional Hospitalization Units with both Ordinary and Day beds and for Outpatient Activities.

The health offer

The structure has **beds, both in the Surgical Area and in the Medical Area with Functional Units of Ordinary Hospitalization and Day-Surgery and Day-Hospital** and is made up of **Functional Units such as: General Surgery, Orthopedics and Traumatology, Ophthalmology, Cardiology and Endocrine Diseases**.

In particular, the following are foreseen per branch:

Surgical area

- General Surgery with ordinary beds and Day-Surgery beds
- Orthopedics and Traumatology with ordinary beds and Day-Surgery beds
- Ophthalmology with ordinary beds and Day-Surgery beds

Outpatient Surgery Department

Medical area

- Cardiology Ordinary Beds and Day-Hospital Beds
- Endocrine Diseases Ordinary Beds and Day-Hospital Beds

The operating block consists of **three Operating Rooms**, dedicated to surgical activity, plus **two Operating Theaters dedicated to PC2-type surgical activities**.

"Villa Valeria" Nursing Home has Authorized Outpatient Activities for the branches of:

- Angiology
- Ophthalmology
- Orthopedics and traumatology
- General surgery
- Urology
- Otorhinolaryngology
- Endocrinology
- Gynecology
- Plastic surgery
- Gastroenterology
- Rheumatology
- Sports Medicine
- Physical Medicine and Rehabilitation
- Neurology
- Allergology
- Dermatology
- Nutrition Sciences
- Pneumology
- Psychiatry

The Nursing Home "Villa Valeria" has services such as:

- Analysis Laboratory
- Digestive Endoscopy
- Diagnostic imaging: Magnetic Resonance, multilayer CT, 3D Mammography with Tomosynthesis, MOC bone mineralometry, Ultrasound; traditional radiology

• Cardiology: Cardiological Examination with E.C.Gramma, Cardio-Vascular Stress Test, Dynamic Electrocardiography with 24h Holter, Cardiac Eco-Color-Doppler.

For laboratory tests

The programmed reservation takes place through the Acceptance but it is also possible in urgent cases to arrive fast in the morning, from Monday to Saturday from 8.00 to 10.30, subjected to administrative acceptance.

Delivery of reports

The reports are delivered to the patient, or to another formally delegated person, or sent to home, with costs to be borne by the recipient, in compliance with the legislation relating to the processing of sensitive data.

4. HOSPITALITY MANAGEMENT

Hospitalization Office

Admissions are managed by the appropriate office on the basis of established protocols.

Required documentation

For hospitalization the following are essential:

- the health card
- identity document

At the time of hospitalization, it is advisable to bring with you any health documentation relating to previous hospitalizations or tests and the medicines usually taken.

Useful information for your stay

The user is advised to bring along the clothing and objects necessary for personal care and hygiene, in particular:

- pajamas or nightgown possibly in natural fibers (wool or cotton) with any spare;
- dressing gown and slippers (it is possible, if preferred, to wear a sports suit);
- personal toilet items;

It is recommended not to bring large sums of money or valuables. The Management of the structure declines all responsibility for any shortages or damages.

Pre-hospitalization exams

Respecting the user's time, the Nursing Home guarantees facilitated paths for the execution of outpatient and diagnostic services strictly connected to hospitalization. Upon confirmation of the date of hospitalization, the staff in charge provides all the information about the preventive services to be performed based on the type of intervention. Thanks to this procedure, hospitalization takes place either the day before the operation or on the day itself.

Resignation

On the day of discharge, the ward Doctor delivers the Discharge Letter, addressed to the general practitioner (family doctor) and containing indications and information relating to hospitalization, with therapeutic indications and the date for the first check-up, if foreseen.

The Medical Record

By filling in the appropriate form and paying the relative fee, the user can request a copy of the Medical Record from the Acceptance Office which can be delivered to the patient or to another person formally delegated, in compliance with the legislation on sensitive data processing.

The time required to receive a copy of the medical record is one week up to a maximum of 30 days from the request should any additions be received.

5. COMFORT

Hospitality

At the entrance, the personnel in charge, provide the information necessary to direct the user correctly, while in the ward the Matron and the staff on duty implement procedures aimed at making the stay as comfortable as possible.

Services

For a more comfortable stay, there are vending machines for drinks (hot and cold) and snacks.

Hotel Services

The structure is equipped with single-bed hospital rooms with independent toilets, wardrobe, bedside table, headboard with independent lighting system, staff call device, table for meals, satellite TV service, internet. The single rooms are also equipped with an independent telephone.



There are no architectural barriers as access to "Villa Valeria" Nursing Home is guaranteed to the disabled via an elevator directly from Piazza Carnaro or via a platform stairlift for entry to the Clinics. There is a second Platform Stairlift in the Radiology department which can also be reached from the Reception with the use of a Lift-Elevator.

Religious Service

"Villa Valeria" Nursing Home guarantees the maximum respect for all religious faiths. An assistance service is ensured at the request of the patients religious and social.

"Villa Valeria" nursing home also has a Chapel.

Relatives and Acquaintances visits.

Visits to patients are allowed from 9.00 to 20.00.

NB: Visitors cannot remain next to patients during medical visits, room cleaning, as well as during nursing procedures.



Participation of Users and Visitors in the Comfort of the Structure

Users and visitors are invited to:

- do not smoke inside the hospital and in the perimeter of the structure as required by law - do not take photographs
- use mobile phones sparingly also to avoid interference with equipment
- do not place objects, foods or anything else on the windowsills, for safety reasons
- respect the visiting hours and leave the hospitalization area during the medical visit and in case of treatment nursing
- always behave respectfully towards other patients and operators - do not crowd the rooms and respect the instructions of the staff
- moderate the tone of voice, the volume of televisions, radios and cell phones.

At the Nursing Home "Villa Valeria" the information service is active from Monday to Saturday from 8.00 to 19.00.

For reservations, contact the telephone number 06.872721 and it is also possible to request an appointment by sending an e-mail to info@villavaleria.it; cup@villavaleria.it and be contacted or recalled by Acceptance for confirmation.

6. QUALITY SYSTEM

"Villa Valeria" Nursing Home places the person at the center of its work and considers organizational quality as a determining element of all the management of activities carried out in the provision of services in order to achieve the objectives set through the creation of General Procedures, Instructions Operations and Forms with periodic checks and updates.

A.I.O.P

Italian Association of Private Hospitals following its directives, quality, welfare and organizational standards.

SAFETY AND PROTECTION

The procedures developed to manage safety in the company are integrated within the Quality System.

- **Security and protection of the correct processing of personal data**, in application of EU Regulation 2016/679 on privacy:
 - the user is given the information and consent to the processing of personal data is requested;
 - no clinical information about users is provided over the phone;
 - a copy of the health documentation is issued personally to the user or to a delegated contact person.
- **Safety and protection of users and visitors** through structural plant equipment, periodic drills and fire evacuation simulations.
- **Safety and protection of workers**, in compliance with Legislative Decree 81/2008 and subsequent amendments, through the elaboration of the risk assessment document and the adoption of the foreseen prevention and protection measures.
- **Safety and protection of public health and the environment**, in compliance with European standards regarding the recycling and disposal of waste

PARTICIPATION IN EQA PROGRAMS AND ANALYSIS LABORATORY SELF-CHECKS

The analysis laboratory present in the structure takes part in external checks every three months, using the "EQA" system, while internal checks are carried out every day by the internal staff of the analysis laboratory.

7. QUALITY STANDARDS

"Villa Valeria" Nursing Home has set indicators and objectives for all key processes, both managerial and clinical.

"Villa Valeria" Nursing Home ensures the following specific quality standards:

Correct and clear information

information on the services offered is provided through the Service Charter which is available both on the structure's website and at the main entrance near the Reception Centre, in the Outpatient Clinics and Departments.

Each healthcare worker can be recognized by a special identification tag showing name and function Users are welcomed at the entrance by dedicated staff.

Respect for Personal Time

For surgery The average time between hospitalization and surgery is about one day, while the waiting time to receive a copy of the medical record is one week, maximum 30 days from the request.

Average waiting times for access to outpatient services one week.

Meals are served in the room at the following times:

Breakfast: ore 7,00-8,00

Lunch: ore 12,00-12,30

Dinner: ore 18,00-18,30

Possibility Of Complaint

Possibility to complain in the ways already defined in Chapter 2. PRINCIPLES (Information and Participation)

Respect for the dignity of the person

The comfort of the hospital rooms is guaranteed by the presence in each room of toilets, personal wardrobe, call device, individual light and adjustable backrest of the bed, servant tables.

The cleaning frequency of the patient rooms is once a day.

Professionalism and Technologies

The professionalism and training of the nursing, technical and auxiliary staff is assessed on the basis of the requirements established by the standards of the Lazio region, through the selection of the nursing and technical staff by passing the selection tests:

- curriculum evaluation, interview
- evaluation during the insertion period.

The updating of the nursing and administrative staff follows an annual program of refresher courses with training events and ECM credits.

Connection with the City

The "Villa Valeria" Nursing Home, surrounded by a garden, stands in an elevated position on Piazza Carnaro, in the Monte Sacro area, and this allows hospitalization in a healthy environment, far from any form of urban pollution. It is accessed through two entrances located on Piazza Carnaro, in the immediate vicinity of Via Nomentana (C.so Sempione height). The Villa Valeria Nursing Home can be easily reached using the following public transport: **336, 90, 60, 211, 86, 311, 342, 84, 69, 63, 80, 38** and near the "Villa Valeria" Nursing Home in Piazza Conca D'oro there is the **Metro Line B station**. A permanent Taxi parking is also available 100 meters from the "Villa Valeria" Nursing Home The "Villa Valeria" Nursing Home provides its customers with free parking within two hours at **Garage Sempione, Via Moncenisio n°3**.



8. HEALTH SERVICES

“Villa Valeria” Nursing Home provides health benefits and services through:

- **Ordinary hospitalization**, is a form of assistance that provides for several days of hospitalization (hospitalization with at least two nights' accommodation)
- **Day-Surgery**, is an assistance modality in the **surgical field** which provides for the clinical, organizational and administrative possibility of carrying out surgical interventions, invasive and semi-invasive diagnostic and/or therapeutic procedures in a hospitalization regime limited to daytime hours only (and in some cases with the possible overnight stay: One Day Surgery), practicable under local, loco-regional, general anesthesia and/or analgesia.
- **Day-Hospital** is an assistance modality in the **field of Medicine** which provides for the clinical, organizational and administrative possibility of carrying out diagnostic and/or therapeutic procedures in a hospitalization regime limited to daytime hours only.

It is possible to pay for the services by **cash (with limitations set by current regulations), bank cheques, debit cards or credit cards.**

The structure guarantees the presence of staff able to communicate in English.

9. INSURANCES

Supplementary Health Funds, Health Insurance, Institutions and Mutual Funds

Indirect refund

The service is invoiced and paid directly by the user according to a tariff agreed between our structure and the institution, which subsequently reimburses it.

Direct refund

The service is invoiced directly to the institution which has an agreement with the structure, on the basis of the agreed tariff, except for any deductibles to be paid by the user.

The main insurance companies and supplementary mutuals in the category with which they have agreements: Allianz , Axa Assicurazioni Assirete , Blue Assistance , AON , Assidai , Axa Caring , Caspie MPS, Faschim , Fasdac , Fasi , Fasi Open , Generali , Health Assistance MBA , Ipazia MapfreWarranty , Youna , MED 24, My Rete , Myassistance , Poste Assicura , Poste vita , Previmedical , Progesa for ALL , RBM (Bank of Italy) , Unisalute , Unipolsai Vambreda (Cigna since 02/02/2015) , Winsalute In compliance with current legislation DGR - number 34 of 28-01-2021; DGR - number 132 of 03-16-2021.

The updated lists of Insurance Companies, Entities and Associations with which the hospital structure has agreements and the related agreements are available at the Reception Office - Cashier.

In compliance with current legislation

DGR – number 34 28-01-2021;

DGR – number 132 16-03-2021.

An abstract network diagram composed of numerous blue circular nodes of varying sizes, interconnected by thin, light blue lines. The nodes are distributed across the page, with a higher concentration in the center and bottom, and some smaller clusters in the top right and left. The overall shape of the network is irregular and sprawling.

Health Director

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