



Service Charter

Guide for the Patient





“Generally, the nine tenths of our happiness are based on health. With this everything becomes a source of enjoyment”

Arthur Schopenhauer

Service Charter
2019 Edition

Via Orto Sdanga, 90 - 71043 Manfredonia (FG)
Tel 0884.581116 - Fax 0884.583599
www.casadicurasanmichele.com
info@casadicurasanmichele.com
Sede Legale: Via Cozzoletto, 29 - 71043 Manfredonia
(FG)

Capitale Sociale € 350.000,00 Partita IVA
01374250718 C.F. 02709570721

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WELCOME LETTER FROM THE PRESIDENT

Dear Sir, Dear Madame,

I wish You, first of all, to resolve, soon and in the best possible way, the problems the caused Your hospitalization.

The Service Charter in Your hands highlights the commitments made by The Clinic and informs You about the services offered. I hope that can help You make Your stay easier.

I also please You to help us understand the extent to which this Service Charter responds to Your needs to clarity and transparency, and, also, to provide us with suggestions that can be used to improve the services offered. I assure You that they will be held in the highest consideration.

Dr. Potito F.P. Salatto
President of Daunia Medica S.p.a.
Casa di Cura San Michele

FIRST SECTION: PRESENTATION OF THE CLINIC AND FUNDAMENTAL PRINCIPLES

1. PRESENTATION OF THE CLINIC

ABOUT US

The Casa di Cura San Michele was founded in 1969 by Dr. Giovanni Ciliberti, on his return from the Casa Sollievo della Sofferenza in San Giovanni Rotondo, where he worked as an Otorhinolaryngology Surgeon. The structure has always been designed to offer a valid assistance to the inhabitants of the Gargano.

After repeated renovations and extensions, the Casa di Cura assumes the current capacity of 31 beds dedicated to Geriatrics.

An internal team of doctors, nurses and auxiliary staff grows and establishes itself year after year, supported by highly qualified external specialists.

The Casa di Cura San Michele adheres to the AIOP, the most important Association of Case di Cura (nursing homes) in Italy. In addition, the equipment and the organization have been renewed to guarantee the best possible care, the use of the most advanced technologies and diagnostic and therapeutic tools.

The Casa di Cura San Michele has as its mission the safeguarding of health, a fundamental good of the person. In fact, we chose to respond to the health needs of patients in a structure on a human scale, in which the person is at the center of every activity.

The Medical Director is Dr. Maurizio Maria Leone.

THE GUARANTEES OF QUALITY

The Casa di Cura San Michele is authorized for use and accredited by the Region Puglia. This means that:

- the patient should not pay anything for admission;
- the Casa di Cura may provide services on behalf of the National Health Service, because it complies with the criteria established by laws and regulations such as a public hospital.

Compliance with the regulations for the elimination of architectural barriers, prevention of environmental risks, hygienic control and the special care of the human relationship with regards to guests and their families have made possible to achieve high quality standards in all the activities of the Casa di Cura San Michele.

2. GUIDING PRINCIPLES

These principles are a guide for strategic and operational choices, operator's activities and relations with Citizens.

Equality

Citizens users are entitled to the same treatment, without any discrimination on grounds of sex, race, language, religion and political opinions. We are committed to taking the necessary steps to adapt the methods of providing the service to the needs of disabled patients.

Impartiality

Our behavior towards patients is based on criteria of objectivity, justice and impartiality regardless of any personal motivation that may interfere with the treatment of patients.

Continuity

Health services must be provided in a continuous, regular and uninterrupted manner. In case of irregular functioning or interruption of the service, we commit ourselves to adopt measures aimed at causing the Patients the least possible inconvenience.

Right to choose

The Citizen has the right to choose the structure in which he wishes to be cared for. This Charter of Services aims to make this choice as conscious as possible.

Participation

The participation of the Citizen is always guaranteed, both to protect the right to the proper provision of the service, and to encourage collaboration with us. The user can produce memories and documents, make observations, make suggestions for improving the service.

Efficiency and effectiveness

We adopt every measure useful to increase the efficiency and effectiveness of the service delivery, pursuing the constant improvement of the quality and economic performance.

SECOND SECTION INFORMATION ON SERVICES AND STRUCTURES

1. TYPE OF PERFORMANCE PROVIDED

HOSPITALIZATION IN GERIATRICS

The hospitalization in the Geriatric Department is indicated for people who are 65 years old, fragile, and who have acute pathologies of an internist type that put them at risk of unfavorable outcomes.

Patient management is oriented towards problems typical of elderly patients, such as the presence of alterations affecting several organs and the risk of loss of functional autonomy.

MEDICAL TEAM

The inpatient ward is managed by a highly professional medical team that guarantees the care of the patient and the multi-professional management of the pathologies treated.

The team is completed with the contribution of various professionals who give their specialist advice allowing, on that way, to face the patient's problems in their entirety and complexity.

HOW TO BOOK A HOSPITALIZATION

Inpatient stay che be booked as follows:

- by phone, contacting 0884.581116 from Monday to Saturday, between 8.30 AM and 13.30 PM;
- by visiting our Reception, located on the ground floor of the Casa di Cura San Michele, from Monday to Saturday, between 8.30 AM and 13.30 PM;
- by e-mail writing to info@casadicurasanmichele.com

If the patient is unable to reach the structure by his own means, it's available, by request and for a fee, an ambulance affiliated with the Casa di Cura.

NECESSARY DOCUMENTS FOR THE ACCEPTANCE VISIT

At the time of the acceptance visit are necessary:

- identification document
- health insurance card

- fiscal code
- request written, on the regional recipe book, by the family doctor (prescription)
- any previous health documentation.

WHAT TO BRING

We advice you to bring a few things: a dressing gown, personal linen with al least one change, pajamas or nightgown, slippers, towels, the necessary for the personal hygiene, a bathrobe. It's better not to bring precious objects or excessive amounts of money with you.

HOSPITALITY

The assignment of the bed is established by the health personnel, taking into account the internal organizational needs and the Patients health conditions. At the time of admission it is necessary to provide the telephone numbers of one or more trusted persons to refer to for any communication.

CONTINUOUS ATTENDANCE AT THE BED OF THE NON SELF-SUFFICIENT PATIENT

The continuous presence at the bed of the Patient can be authorized only in the first week of hospitalization, for company, psychological comfort, or for handling of small commissions, such as the purchase of newspapers and drinks. The presence at night of family members or other persons at the bedside of the Patient must be authorized by the nursing coordinator or the responsible doctor.

WAITING LIST

At the time of booking, the Casa di Cura San Michele provides for the insertion of the Patient's name in a special waiting list. The staff of the Casa di Cura will inform the person concerned, with adequate notice, of the day and time of the Hospitalization.

The management of the waiting lists takes into account the time of booking and the priority class that is assigned to each Patient.

PAID SPECIALISTS OUTPATIENT ASSISTANCE

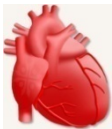
The Patient, for the performance of visits and instrumentals diagnostics, can choose to rely on one of the Doctors who perform professional activities in the Casa di Cura San Michele.

Visits and services are subject to charges. This means that:

- the family doctor's request is not required on a regional recipe (medical prescription);
- the Patient pays the service according to the rate that will be communicated in advance.

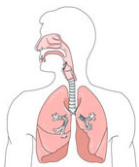
This is because the outpatient activities are not yet accredited with the National Health Service, although they are regularly authorized as they meet the health and hygiene requirements established by law.

Paid Outpatient Assistance includes visits and specialist services in the areas of:



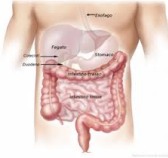
Cardiology

Cardiology deals with the functioning and diseases of the heart and blood circulation.



Pulmonology

Pulmonology studies respiratory diseases (lungs and airways).



Gastroenterology

Gastroenterology studies the specific diseases of the gastrointestinal tract also thanks to the use of digestive endoscopy methods, which allows, through the use of advanced technological tools, the study of the digestive tract or lower tract.



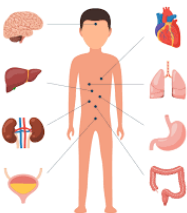
Laboratory medicine

Laboratory medicine investigates the patient's clinical condition through the study of biological material, through the use of instruments and laboratory environments.



Diagnostic imaging

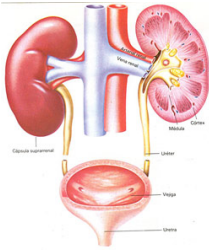
The diagnostic imaging allows to investigate the patient's clinical conditions through the production of radiological images and the subsequent interpretation of them for diagnostic and therapeutic purposes.



Internal Medicine

Evaluate the Patient as a whole. Take on

diagnostic paths and cure hepatological and hematological disorders, the endocrine pathologies and the others clinical problems that do not need of surgical approach.



Urology

Study and cure problems affecting the urinary tract of both sexes and the male reproductive system.

The fee schedule of the services, the names of the Doctors and the times of the visits are available at the Acceptance.

HOW TO BOOK

The visit can be booked:

- by phone, at 0884.581116 from Monday to Saturday, from 8.30 AM to 1.30 PM;
- by visiting the clinic Acceptance, on the ground floor, from Monday to Saturday, from 8.30 AM to 1.30 PM;
- by e-mail, at info@casadicurasanmichele.com

At the moment of booking the Unified Reservation Centre employee communicates any indications of preparation for the required exams.

COST OF THE SERVICE

After the visit you must go to the Acceptance, present the appropriate model filled in by the Doctor, pay the fee and collect the invoice.

It is possible to pay from Monday to Saturday from 8.30 AM to 1.30 PM

NECESSARY DOCUMENTS

At the time of the visit are necessary:

- identification document
- Health Insurance Card
- any previous health documentation.

HOW TO WITHDRAW THE RESULTS

The report, that is the result of the assessment performed, is generally delivered at the end of the service. In cases where this is not possible, all information on withdrawal times and procedures is provided to the patient.

The report can only be given to the person concerned or the person delegated by him (upon presentation of a written proxy and an identity document of the delegator and of the delegate).

The withdrawal of the reports is made at the Acceptance, from 8.30 AM to 1.30 PM.

2. THE GYM

The Casa di Cura San Michele offers to Patients a large gym equipped for rehabilitation activities.

3. RELIGIOUS ASSISTANCE SERVICE

The religious service in the Casa di Cura is carried out by a Priest of Manfredonia who celebrates Mass in the Casa di Cura and, upon request, guarantees spiritual assistance to individual patients.

Inpatients of different religions can request religious assistance, providing the head nurse with the necessary information, so the head nurse can contact other Ministers of worship.

4. GENERAL INFORMATION

HOW TO REACH THE CASA DI CURA SAN MICHELE

The Casa di Cura San Michele is located in a central district of Manfredonia, in Via Orto Sdanga, 90 and it is easily accessible both by public and private means.

TRAIN

Arrival at the railway station of Manfredonia.

BUS

Ferrovie del Gargano and Sita bus lines: connects Manfredonia with Foggia and with most of the municipalities of the Province.

To know stops and times, call the numbers 0884.561020 and 0881.725188 from Monday to Saturday.

CAR

A14 from Milan to Bari, with exit at Foggia. Continue with the fast road to Manfredonia.

TIME OF ACCEPTANCE

The Casa di Cura has an information point (Acceptance) located in the main entrance, where you can receive an initial orientation on hospital stays and services. The Acceptance is open from Monday to Saturday, from 8.00 AM to 8.00 PM.

BANK COUNTERS / BANKING ATMOS

The nearest bank counter, equipped with an ATM, is that of Banca Apulia, in Via Scaloria.

REFRESHMENTS POINTS

On the first floor there is an automated refreshment point.

For other requirements it is possible to address the following exercise:

Bar Fiore - Via Scaloria, 136 - Tel 0884.534898 - distance 20 m

NEWSPAPERS AND MAGAZINES

The Casa di Cura staff is available to purchase newspapers or magazines on behalf of guests.

PARKING LOTS

Near the Casa di Cura there are free unattended parking spaces.

5. COMFORT

TYPE OF ROOMS AND BATH-ROOMS

The rooms of the Casa di Cura San Michele are either single or 2-bed rooms. All rooms are equipped with private bathroom (with shower or bathtub), air conditioning, piped music, call button, multifunctional bedside table, wardrobe.



HOW TO RECOGNIZE THE STAFF

Inside the Casa di Cura, the various professional figures deal with the health and comfort of the Patients. Each operator is required to display his identification tag, with name and qualification, to ensure maximum transparency.

SIGNPOSTING

The internal signage is simple and understandable and has the objective of guiding its reader in the paths helping him to identify areas, accesses and exits.

PHONE

A public telephone is available on the ground floor.

To contact a Patient in the clinic, simply call 0884.581116 and indicate the room number. Patients can receive phone calls from 1.30 PM to 15.30 PM and from 7.00 PM to 8.30 PM.

The health personnel of the Casa di Cura can not provide telephone information on the Patient's health status.

The use of mobile phones is allowed only in waiting areas, hallways and corridors as they can create interference to biomedical equipment.

MEALS

The food service is provided on the basis of a prevention plan for the hygienic safety of the foods. The service is carried out by a Certified Catering Provider.

The **dietetic list** is set according to various types of menus, based on specific needs:

basic menù: “free diet” for Patients without special dietary/nutritional needs;

dietetic menù: aimed at Patients with conditions requiring a particular diet;

special diets: specially formulated diets individual Patients depending on particular needs/conditions.

Please refer to the “Puglia Region Hospital Catering Guidelines”.

Meals are served in the rooms, on customized trays, at the following times:

BREAKFAST: at 8:00 AM

LUNCH: at 12:30 PM

DINNER: at 7:00 PM

The menù offers daily the possibility to choose (for Patients on a “free diet”) between three first plates and two second plates and provides, every day, different dishes.

The department personnel collect, daily, the preferences for meals for the next day, directly from Patients hospitalized. On a medical prescription, special dietary regimes are guaranteed (as indicated in the dietetic list).

Lunch and dinner, in the summer, are postponed for half an hour.

VISITING HOURS

Each Patient can receive visits from relatives and friends at the following hours:

from 12.00 AM to 3.00 PM
from 5.00 PM to 8.30 PM

Group visits are to be avoided in respect of other Patients.

Visits outside the established hours are allowed only in situations of particular need and authorized by the Health Director or by a person delegated by him.

Access to minors under age of twelve is prohibited.

HAIRDRESSER

Hairdressing service for men and woman is available on request.

6. HEALTH INFORMATION TO THE PATIENT

Healthcare personnel is required to provide the Patient with information on the nature of his/her illness (diagnosis), on the therapeutic prospectives, on the times and ways of healing or evolution of the same, when healing is not possible, on the expected benefits and on the possible risk linked to the proposed treatment or its non-acceptance.

Information to relatives is allowed only if the interest party allows it; in such cases it is advisable that information on the health of the Patient be collected by a single relative or by the designed person. The Health Director, Dr. Maurizio Maria Leone, receives the family members by agreement with the Secretariat.

MEDICAL VISITS

Medical visits are daily. Medical and nursing assistance is continuous for 24 hours a day.

At any time of the day or night, the medical, nursing, auxiliary staff and a Head Nurse are available to provide all the necessary assistance and care.

INFORMATIVE MATERIAL

The Casa di Cura provides for the production of brochures and posters in order to inform Patients on the provision new services and how to access existing ones.

INFORMED CONSENT

WHAT IS IT

Before every medical treatment (a diagnostic examination, a therapy, a transfusion, a surgical opera-

tion) the Patient must give her/his consent: she/he must declare if she/he accepts to perform the proposed service.

In order to be able to make decisions consciously, the doctor must give to the Patient all the informations that are necessary to understand procedures, risks and consequences, for example:

- How serious is my illness?
- What should I do to treat myself?
- What chances of recovery do I have?
- What risks do I run?
- Do I have alternatives to the treatment you propose to me?
- What can happen if I refuse treatment, assessment or operation?

WHAT IS IT FOR?

Informed consent is the most important moment in which the Patient, previously and accurately informed, participates in the decisions about their health.

It is therefore an expression of the autonomy of the Person and of individual freedom.

WHEN IT MUST BE IN WRITTEN FORM

Consent is generally expressed in written form and it is obligatory in the cases provided by the law (blood transfusion, clinical trials, test for the diagnosis of AIDS, use of ionizing radiation, transplantation of organs and tissues) and when the diagnostic investigation or medical therapy can have serious consequences for the health of the person (anesthesia, surgery, endoscopic investigation, etc).

OUR PROFESSIONALS AT YOUR SERVICE

All the Doctors and Nurses of the Casa di Cura San Michele are available to the Patient, to answer all questions, doubts and requests before any medical treatment.

PROCESSING OF PERSONAL DATA

The personal and sensitive data, collected during access to the structure are treated, used, in compliance with the regulations on privacy, professional secrecy and office secrecy. Data processing is essential for the management of the hospitalization in its various types and for the provision of health services.

At the moment of admission, the forms with the policy informative and the consent to the processing of personal data, are given to each Patient.

The policy informative clearly indicate the purposes for which the data are processed (health protection, administrative activities related to the care episode, epidemiological and statistical activities, obligations required by law and regulations, etc.), the subjects to whom the data may be communicated, the retention time, the methods of their use and the rights of the data subject provided for by the privacy code.

The consent form is signed by the Patient in order to:

- authorize the processing of personal data;
- authorize communication to third parties (family members, Family Doctor) about the news related to their state of health;
- express eventually desire to not provide information on the Patients stay in the hospital.

MEDICAL RECORDS

The Medical Record contains all the health informations related to a hospitalization (admission exams, clinical and state tests, diagnosis and health services given to the assisted person).

It is possible to **request a copy of the Medical Record** by filling out the appropriate form that can be collected at the Acceptance Office of the structure or by printing it directly from the website.

The **request form of the copy of the Medical Record**, accompanied by the identification document, can be delivered directly to the Acceptance Office of the

Casa di Cura San Michele, or sent by fax to the number or by e-mail on the following address: info@casadicura-sanmichele.com

The copy of the Medical Record **can be delivered** to the concerned person as follows:

- pick up at the Acceptance Office of the Casa di Cura;
- sending to the address of the applicant;
- sending by e-mail.

The cost of the copy of the Medical Record is regulated as follows:

- **Urgent Copy** (with delivery within 7 days, with the clinical documentation available) € 25,00 (plus eventually shipping costs with registered mail with a return receipt of € 6,00);
- **Ordinary Copy** (with delivery within 30 days) € 15,00 (plus eventually shipping costs with registered mail with a return receipt of € 6,00).

The applicant can arrange **to make the payment** by bank transfer to:

Banca Unicredit, filiale di Manfredonia

IBAN: IT 45 D 02008 78451 000401338759

CODICE BIC SWIFT: UNCRITM1H29

specifying in the reason for the transfer “Request for a copy of the Medical Record and the name of the applicant”

The applicant can **also arrange for payment** directly to the Acceptance Office at the time of the request (in cash, by debit card or by credit card).

The average **waiting time for the delivery** of the copy of the Medical Record is a maximum of 30 days.

For the delivery of the copy of the Medical Record to a **person other than the interested party**, it must be shown that the delegate has a proxy signed by the holder of the Medical Record and a photocopy of an identity document of the delegator and of the delegate.

The request can also be submitted by an heir or by a legal representative.

Request and collection of copies of the Medical Records from Monday to Saturday from 8.30 AM to 1.30 PM

CERTIFICATES (HOSPITALIZATION AND DISCHARGE)

Hospitalization or discharge certificates are issued to the interested party or his delegate by the Acceptance Office.

DISCHARGE

After the period of hospitalization, the reference Doctor informs the Patient about the results obtained

with the treatment and suggests the behaviors to be followed later to maintain the improvements achieved.

At the time of discharge, a discharge summary is issued by the department unit, addressed to the attending physician (Family Doctor) and containing the diagnosis, results of the most significant examinations, directions and informations on the hospitalization and on post discharge care.

The Doctors of the Casa di Cura San Michele, who followed the Patient during the hospital stay, remain at the disposition of the Family Doctor for all the necessary information.

Medical Record: the Patient may request a copy of the Medical Record which, depending on their preferences, can be sent or delivered in person within 30 days from the date of the request (there is also a possibility to request an urgent copy, available within 7 days from the date of request).

Payments can be made in cash, by debit card, by credit card or by bank transfer.

For more information you can consult the Medical Record section, on page 35 of the Service Charter.

THIRD SECTION

QUALITY STANDARDS, COMMITMENTS AND PROGRAMS

The Service Charter standards represent the direction, the “route” of improvement on which entire Casa di Cura is engaged. They are a reference point for Citizens when they have to choose the healthcare facility they are addressing to.

The commitments represent the actions, the processes and the behaviors that the Casa di Cura intends to adopt in the short term in order to guarantee some quality factors of the service or their improvement.

The programs refer to changes on the structural or organizational side that can not be guaranteed immediately; the programs inform Citizens about current initiatives but do not assume the value of a service guarantee.

1. QUALITY STANDARDS AND COMMITMENTS

WAITING TIME

The Casa di Cura guarantees access to services and performances in a timely manner that respects the needs and conditions of Citizens.

QUALITY REQUISITES	QUALITY INDICATORS	STANDARD
Waiting time for the programmed hospitalization	Time between booking and admission	Average time: 2 days
Waiting time for priority admission	Time between the request of the Hospital Department and the admission	Immediate or at most 1 day
Waiting time for paid specialist services	Time between the booking and the visit	Average time: 2 days
Waiting time for paid diagnostic services	Time between the booking and the exam	Average time: 2 days
Waiting time to release reports	Time between the exam and the delivery of the report	Immediately after the exam
Waiting time to release Medical Record	Time between the request and the delivery of the Medical Record	Average time: 15 days

QUALITY REQUISITES	QUALITY INDICATORS	STANDARD
Waiting time for a reply to a complaint	Time between collection and response to a complaint	Maximum time*: 5 days

* Max 15 gg, ex Dlgs. 502/92, art. 14

COMPREHENSIBILITY AND COMPLETENESS OF INFORMATION

The Casa di Cura undertakes to offer written and verbal information to the user about functioning of the structure and on the ways to access the services, thanks to:

- presence of the Public Relations Office
- evident and understandable signage
- dedicated telephone lines
- existence of procedures and forms for complaints
- existence of forms for informed consent and data processing.

SIMPLICITY OF THE PROCEDURES

The Casa di Cura undertakes to offer simplified procedures by reducing the number of steps (accesses) that a user must face before obtaining the requested service.

This is feasible thanks to :

- possibility to book by phone or by e-mail;
- possibility to request information by telephone, contacting Public Relations Office;
- possibility of filling a complaint by telephone or e-mail.

ORIENTATION AND HOSPITALITY

The hospitality in the structure is a fundamental moment of the user experience. The Casa di Cura is committed to providing information, not only about the services, but also about the hotel organization and logistics.

QUALITY REQUISITES	QUALITY INDICATORS	STANDARD
Courtesy and accuracy of the personnel	Verification of user satisfaction through questionnaires on perceived quality	At least 1 monitoring every 12 months

COMFORT AND CLEANLINESS

The Casa di Cura undertakes to provide the user with comfortable, clean, heated rooms, with the possibility of living and waiting areas.

It, also, undertakes to restore, in a timely manner, in the event of disruption, the structures or equipment on which the comfort of the hospital depends (toilets, beds, etc.).

QUALITY REQUISITES	QUALITY INDICATORS	STANDARD
Cleaning of the environments (rooms, bathrooms, common places)	Number of daily interventions	At least 2 times a day, except for further needs
Regularity of linen changes	Frequency of linen changes	At least 1 time a day, unless further needs are required
Signs and plans to ensure safety	Predisposition of signs on designated areas	100%

QUALITY REQUISITES	QUALITY INDICATORS	STANDARD
Possibility of communication with the outside of the Casa di Cura	Numbers of floors where you can receive phone calls in case of bedside immobility/number of floors	100%
Possibility of choosing menus for Patients non subject to diet ("free diet")	Number of menus among which you can choose	3 prime dishes 2 second dishes

PERSONALIZATION AND HUMANIZATION

The Casa di Cura San Michele undertakes to guarantee the user a relationship that has the characteristics of courtesy and availability, which is personalized and oriented towards the context. It also ensures the confidentiality of the disease, respect for privacy and human dignity.

QUALITY REQUISITE S	QUALITY INDICATOR S	STANDARD
Existence of a procedure for h a n d l i n g complaints	P r e s e n c e / Absence	Presence

2. PROGRAMS

In the coming months, the Casa di Cura is committed to improve the conditions of information, orientation and hospitality thanks to:

- updating and expansion of the contents of the company website;
- preparation of a “Guide for the hospitalized Patient”, a brochure with preventive information on admission, hotel organization and logistics;
- drafting of “Patient Data Sheets” differentiated by pathology containing information on the treatments to be performed.

3. VERIFICATION TOOLS FOR THE RESPECT OF QUALITY STANDARDS, COMMITMENTS AND PROGRAMS

To verify whether or not the commitments are met, the Casa di Cura San Michele uses the following verification tools:

SATISFACTION SURVEYS

Self-compiled questionnaires for the sample survey of the user's perception, which are analyzed every 12 months in comparison with the expected standards and the historical results achieved.

FOURTH SECTION MECHANISMS OF PROTECTION AND VERIFICATION

1. COMPLAINTS

If the Patient encounters disservices, acts or behaviors that prevent him from receiving the necessary health care services, he can contact the Public Relations Office to present observations, oppositions, complaints, as well as suggestions.

The Public Relations Office provides immediate response to the user for reports and complaints that can find immediate solutions; if not, it communicates the appropriate steps to overcome the problems encountered; in the second hypothesis he prepares the reply letter to the user.

PUBLIC RELATIONS OFFICE

The Public Relations Office is located on the ground floor of the Casa di Cura San Michele. The Head of this office is Ms Elisa Castigliego.

In addition to receiving and responding to complaints, the Public Relations Office is available to provide further

detailed informations on the structure, performance and methods of access and use.

OPENING TIME

The Public Relations Office is open to the public from Monday to Saturday, from 8:30 AM to 1.30 PM

CONTACTS

0884.581116

info@casadicurasanmichele.com

MODE OF PRESENTATION OF THE COMPLAINT

1. Letter in plain paper, addressed and sent to the Casa di Cura San Michele, on the following addresses:

Public Relations Office

Casa di Cura San Michele

Via Orto Sdanga 90

71043 Manfredonia (FG)

info@casadicurasanmichele.com);

2. Letter in plain paper delivered directly to the Public Relations Office;

3. Compilation of a specific model, signed by user, distributed at the Public Relations Office;

4. Direct or telephone conversation with the staff of the Public Relations Office and subsequent subscription.

The reports, observations, objections and complaints may be presented, in the way listed above, within 15 days from the moment in which the person concerned has become aware of the act or behavior detrimental to his own rights¹.

The exhibits presented after this deadline are also examined, but in any case no later than 60 days, if the delay is justified by the environmental or personal conditions of the person entitled to the right to protection.

The Casa di Cura can, however, evaluate complaints submitted after this deadline, provided that it is possible to proceed with the verification of the facts.

2. VERIFICATION OF COMMITMENTS AND ORGANIZATIONAL ADJUSTMENTS

¹As established by art. 14, paragraph 5, of Legislative Decree 502/92, amended by legislative Decree 517/93.

REPORT ON THE STATE OF THE STANDARDS

The Casa di Cura guarantees the verification of the implementation of the standards through an annual report on the results achieved and gives it adequate publicity.

3. CARD OF THE RIGHTS AND DUTIES OF THE PATIENT

THE RIGHTS



ARTICLE 1

The Patient has the right to be assisted and treated with the care and attention, respecting human dignity and his philosophical and religious convictions.

ARTICLE 2

During the hospital stay has the right to be, always, identified with his own name and surname, instead of the number or the name of his disease.

The Patient, has, also, the right to be consulted with the pronominal particle “You”.

ARTICLE 3

The Patient has the right to obtain informations from the health structure regarding the services provided by the same, the methods of access and the related skills.

The same has the right to be able to identify immediately the persons who are treated him.

ARTICLE 4

The Patient has the right to obtain complete and comprehensible information from the health care provider regarding the diagnosis of the disease, the proposed therapy and its prognosis.

ARTICLE 5

In particular, except in cases of urgency in which the delay may entail a danger to health, the Patient has the right to receive information that allows him to express an informed consent before being subjected to therapies or interventions; the said information must also concern the possible risks or inconveniences resulting from the treatment.

If the health professional reaches the motivated conviction of the unsuitability of direct information, the same must be provided, unless expressly refused by the Patient, to the family members or to those who exercise guardianship authority.

ARTICLE 6

The Patient has also the right to be informed about the possibility of investigations and alternative treatments, even if they can be performed in other facilities.

If the Patient is not able to determinate himself the same information, must be provided to the persons referred to in the previous article.

ARTICLE 7

The Patient has the right to obtain that the data related to his disease and any other circumstance that concerns him, remain secret.

ARTICLE 8

The Patient has the right to propose complaints that must be promptly examined, and to be promptly informed about the outcome of the same.

THE DUTIES

ARTICLE 1

When the sick Citizen access a health structure, she/he is invited to behave responsibly at all times, respecting and understanding the rights of the other Patients, with

the desire to collaborate with the medical, nursing, technical staff and with the management of the health head-quarter in which it is located.

ARTICLE 2

Access to the hospital or other healthcare structure expresses a relationship of trust and respect for health personnel on the part of the Citizen-Patient, a prerequisite for setting up a current therapeutic and care program.

ARTICLE 3

It's a duty of every Patient to promptly inform healthcare professionals about their intention to renounce, according to their own will, the planned healthcare and healthcare services so that waste of time and resources can be avoided.

ARTICLE 4

The Citizen is required to respect the environments, equipment and furnishing that are located within the hospital, considering the same assets of everyone and therefore also their own.

ARTICLE 5

Anyone who is in the health facility is called to respect the hours of visits established by the Health Department, in order to allow the conduct of normal therapeutic care and encourage the quiet and rest of the other Patients.

It should also be remembered that for reasons of hygiene and respect for the other Patients present in the hospital room, it is essential to avoid crowding around the bed.

ARTICLE 6

For reasons of sanitary safety for children, the visits to the hospital of children under the age of twelve are not recommended.

Exceptional situations of particular emotional impact can be considered by contacting the medical staff of the department.

ARTICLE 7

In a situation of particular need, visits to the Patient, outside the pre-established time, must be authorized by written permission, issued by the Health Director or by a person delegated by him.

In this case, the authorized family member must comply with the rules of the ward and have a proper respect for the hospital environment, while at the same time favoring maximum collaboration with the healthcare personnel.

ARTICLE 8

In the consideration of being part of a community it is advisable to avoid any behavior that may create disturbing or uncomfortable situations for other Patients (noise, lights on, radios with high volume, etc.).

ARTICLE 9

It is our duty to respect both the daily and the nocturnal rest of the other Patients.

For those wishing to carry out any leisure activities, the living rooms located within each department are available.

ARTICLE 10

Smoking is not allowed in the hospital.

Compliance with this provision is an act of acceptance of the presence of others and a health personal style of living in the hospital.

ARTICLE 11

The organization and the times set out in the health structure in which it is accessed, must be respected in all circumstances.

The health services required in incorrect times and methods determine a considerable disservice for all users.

ARTICLE 12

It is advisable for Patients and visitors to move inside the hospital using the path reserved for them, reaching directly the locations of their interest.

ARTICLE 13

Healthcare professionals, as far as they are competent, are invited to enforce the rules set out for the good per-

formance of the ward and the well-being of the sick Citizen.

ARTICLE 14

The Citizen has the right to a correct information on the organization of the health facility, but it is also his precise duty to inform himself in due time and place.