

Patient and Family Handbook

VILLA DEI PINI NURSING HOME

Villa Pini Diagnostic Center

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Villa dei Pin in a “click”

The latest updated version of the Patient and Family Handbook is always available on the nursing home website

www.casadicuravillapini.it

On the other hand, paper printing is carried out at the beginning of each year and could therefore contain outdated information.

Dears,

Through the Patient and Family Handbook we would like to introduce you to the Private Nursing Home VILLA DEI PINI.

In fact, this document contains all the information necessary to allow you to learn about the services offered by the Nursing Home and how to use them, as well as the commitments undertaken by our structure to continuously improve the quality of the services themselves.

Our goal is precisely to involve you in continuous improvement through your suggestions, your reports, your advice and even your complaints. All of this will be seen by us as an opportunity for growth, as your contribution will allow us to improve the services offered and the satisfaction of our guests.

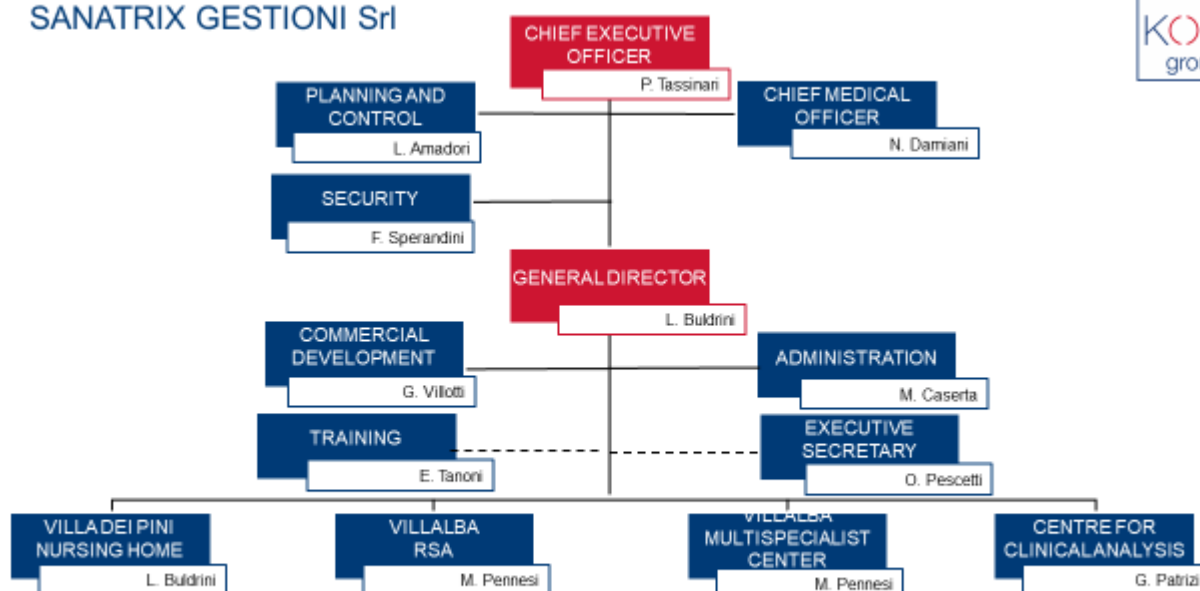
Thanking you in advance for your precious collaboration, we remain at your disposal for any clarification.

The Chief Executive Officer

Ing. Paolo Tassinari

NURSING HOME ORGANIZATION CHART

SANATRIX GESTIONI Srl



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SECTION ONE

Premise: what is the Patient and Family Handbook

The Patient and Family Handbook is the document by which each service provider undertakes a series of commitments to its users regarding its services, the methods of delivery and quality standards, and informs the user about the organizational and protection procedures provided. The introduction of the Charter of Services as an instrument of protection for citizens comes with the Directive of the President of the Council of Ministers of 27 January 1994 "Principles on the provision of public services".

In the Charter of Services, the Nursing Home declares which services it intends to provide, the methods and quality standards it intends to guarantee and undertakes to respect certain quality and quantitative standards, to monitor and improve the quality of the service offered.

1. Presentation of the Nursing Home

1.1 Who we are

The Villa Pini Nursing Home - Sanatrix Gestioni Srl is a private structure, affiliated with the SSN, founded in 1952 on the outskirts of the historic center of Porto Civitanova Marche, in a hilly area and surrounded by a large park of pine trees. Over the years the area has largely populated and today the Casa di Cura is surrounded by houses while maintaining a considerable area of greenery destined for private park with the presence of tall trees, including pines and holm oaks.

The structure is equipped with 119 beds authorized and accredited hospital type and 65 beds authorized and accredited by RSA.

The Nursing Home has over time become a reference for the population living in the area of Civitanova Marche, both for the medical area, functionally integrated into the network with the hospital of Civitanova Marche (for the management of the daily beds made available to the PS of Civitanova Marche, and for taking charge for transfer from departments of hospital acuity of the CAN of ATS3 in long-term beds), both for the surgical area, that over time has become a real reference for the province of Macerata, and not only, in particular for the volume of orthopaedic prosthetic activity.

In the structure there are:

- a Diagnostic Centre equipped with the services of Diagnostic Imaging, Digestive Endoscopy;
- a multi-specialist Polyclinic offering a wide range of outpatient specialist services listed in paragraph 10.1 below;

- a complex outpatient surgery unit;
- a Pathological Anatomy Service;
- an Analysis Laboratory, which performs services for external patients and in-patient patients.

The Villa Pini Nursing Home is managed by Sanatrix Gestioni Srl.

On 28 January 2010, Sanatrix Gestioni Srl was acquired and integrated into the Kos Group, a leading Italian health care group operating in social and health care and in residential chronicity, rehabilitation and psychiatry, in advanced technology applied to medicine and acute medicine.

The Kos Group is present with its facilities in 11 Italian regions and 2 foreign states, for a total of over 13,000 beds. Kos operates 108 facilities in Italy and 51 in Germany. In Italy there are 9,000 beds managed in 56 residences for the elderly, 16 rehabilitation centers, 12 psychiatric therapeutic communities, 7 psychiatric clinics and 2 hospitals. The Kos Group is also active with 15 outpatient rehabilitation and diagnostic centers in the Marche region and, in India, with 13 diagnostic and radiotherapy centers.

2.2 Values

The company Sanatrix Gestioni srl, of which the nursing home is part, operates and pursues its objectives in full respect of the principles of legality, loyalty, fairness, diligence, honesty, impartiality, good faith and transparency. The purposes or interests of the company can never be pursued and/ or achieved by violating or activating behaviors not in line with current legislation and the code of ethics (link). The company will not reserve any complacency or tolerance towards occasional or structural forms of non-compliance with the law, even if put in place for the benefit of the company itself.

Fundamental Principles:

EQUALITY

Every Citizen has equal rights regarding access to Health Services. In the provision of the service, no distinction may be made on grounds relating to sex, race, language, religion, political opinions and forms of physical and mental disability.

IMPARTIALITY

The Nursing Home is inspired by criteria of impartiality, that is, justice and objectivity. Every Citizen is owed a behavior that respects His dignity.

PARTICIPATION

The User has the right of access to information concerning him or her that is in the possession of the provider. This right of access shall be exercised in accordance with the provisions of Law No. 241 of 7 August 1990. The User may submit statements, documents and comments and make suggestions for the improvement of the service.

The providers periodically acquire the User's assessment of the Quality of the Service rendered.

EFFICIENCY AND EFFECTIVENESS

The activity of the Villa dei Pini Nursing Home is aimed at satisfying patients' health needs and continuously improving the quality of the services offered and the care provided.

To this end, and with reference to the fundamental principles set out above, the Nursing Home undertakes to ensure that:

- Employees, collaborators and consultants shall not engage in discriminatory behaviour which results from unequal treatment in the provision of services (for example by incorrect management of bookings, hospital agendas, waiting lists, etc.);
- Patients' personal information, including information about their state of health and possible diagnostic or therapeutic procedures, is treated in accordance with the right to privacy.

2.2.1 Value of Informed Consent

All employees, collaborators and consultants of the Nursing Home are required to provide patients with clear, simple and comprehensive information about the diagnosis of the disease and the proposed clinical protocols: In this way, a decision-making process and informed choice on the part of the patient is guaranteed, which is expressed in the so-called "**informed consent**".

The need to obtain the patient's consent to perform a given treatment is not only a principle enshrined in the Law, but also a fundamental ethical element in the relationship between patient and medical personnel. By signing the consent, the patient decides in full autonomy whether or not to undergo the proposed medical treatment following the full understanding of the diagnosis, the purpose of the treatment, any risks associated with it and possible alternatives.

In order to ensure maximum information transparency with users, therefore, the Nursing Home undertakes to:

- Provide the patient, or his delegate in the cases provided for by the Law, with the most complete and appropriate information on the diagnosis, prognosis, possible alternatives, prospects and foreseeable consequences/ complications of the choices made;
- Do not use any misleading or untruthful means of persuasion, scientific or otherwise;
- periodically check the reports received by the Public Relations Office (URP) to analyse any feedback and/or complaints from users.

2.3 Mission and Vision

The Villa Pini Nursing Home - Sanatrix Gestioni Srl is the first private health operator of the Marche Region, authorized and accredited, for what concerns the world of acute. Its location

and its activities as described above mean that the Nursing Home plays a central role in the province of Macerata, where it actively collaborates with the local civil hospitals.

Secondly, thanks to the integration with the other health facilities of the Kos Group (of which it is part), in particular with the Santo Stefano Institute, the Nursing Home occupies a central role in the panorama of health Marche.

The **mission** of the Nursing Home is to respond to the health needs of the population by providing an excellent health service that guarantees the appropriateness, safety and quality of care as required by national and regional health legislation, fully responding to user expectations. To do this, the Nursing Home is inspired by the following values:

- high quality of benefits provided;
- activity focused on the principle of patient centrality;
- focus on patient needs;
- strict adherence to the regulations and the corporate code of ethics;
- making the most of training processes for the professional development of staff;
- constant improvement of paths and processes aimed at increasing the levels of the service provided;
- propensity to innovation;
- attention to patient reception and care protocols;
- real sharing of Care Plans and Management Paths with patients and relatives;
- maximization of effectiveness and efficiency of all processes;
- development of the territory and strengthening of social legitimacy.

The company **vision**, which indicates the programmatic action defined by the Directorate General, is expressed in directing strategic choices towards a progressive process of integration with public health actors, aimed at overcoming the public-private dichotomy in the healthcare sector in favour of an organisational structure in which the two entities not only coexist but collaborate and operate in a synergistic way pursuing common objectives with the ultimate aim of patient welfare and whole community.

In particular, the following areas of intervention can be identified:

- transition towards a healthcare offer increasingly focused on the high specialty and complexity, agreed with the Region and with the institutional client, focused on the objective of combating passive extra-regional mobility;
- strengthening of the health network with the Hospital and with the territory of reference;
- modernisation of the building structure and technological innovation of plant and equipment;
- economic and financial sustainability and business continuity in the medium and long term.

2.4 Company Organization: Organization Chart and Function Chart

Annexes to this document (Annex 1 - Organisation chart; Annex 2 -Function chart) in detail.

3. For orientation



Address of the Nursing Home: Viale dei Pini 31 - Civitanova Marche (MC)

Parking: Free inside the nursing home and in the immediate circumstances

4. Introduction

4.1. The activity of the Nursing Home

The Villa dei Pini Private Nursing Home is a Healthcare Structure accredited and affiliated with the National Health Service, founded in 1952 on the outskirts of the historic town of Porto Civitanova Marche.

The Villa dei Pini Nursing Home deals with acuity and post-acupuncture, outpatient services and diagnostic services.

The Structure has 184 beds in total, of which 119 for acute patients in agreement with the SSN, 65 for patients in RSA.

The services of the Nursing Home are carried out on different lines of activity, both in hospital and outpatient, in both cases with short access times and response to the needs of the patient.

Area of programmed surgery: includes all admissions for surgery following a programming and ex-ante evaluation; also includes short surgery (week surgery), day (day-surgery) and complex outpatient surgery; in the part of the Structure dedicated to the surgical area there are 47

beds for patients in agreement with the NHS, with the possibility of opting for a single room during the stay, and 1 room equipped for intensive post-operative clinical monitoring. There are also 6 PLs for intensive hospital rehabilitation (post-surgical).

The **Operating Block** currently has 4 operating rooms and 2 surgical surgeries.

Medical area for acute: includes all medical type hospitalizations with a need for 24-hour or one-day continuous care (day-hospital), which in any case require a high intensity of health care; in the part of the Structure dedicated to the medical area there are 48 beds dedicated to internal medicine and oncology, with the possibility of opting for a stay in a separate room.

Postacupuncture lengthodegence: includes post-acupuncture hospital admissions but requiring 24-hour medical assistance; this area has 18 beds located in the medical area of the nursing home.

Area of Clinical-Diagnostic Services (Diagnostic Center Villa Pini): includes services and all intermediate activities of diagnostics and clinical-instrumental services, aimed at hospitalized and external patients: Diagnostic Imaging, Digestive Endoscopy Service, Laboratory Analysis, Pathological Anatomy Service, medical clinic with several specialist. In the Polyclinic activities are carried out that involve users at the beginning of their path of hospitalization (pre-hospitalization surgery) and activities for patients not admitted, including both simple outpatient services of different specialist, that coordinated paths with complex organizational levels (outpatient surgery, endoscopy, prevention activities and "packages" of check-ups for specific clinical-diagnostic profiles).

RSA: welcomes patients who are not self-sufficient and who need a period of care and rehabilitation after leaving a hospital or long-term department, either by admission in agreement from the Territory with the authorization of the Evaluation Unit of the Health District (UVI), or directly in the solvency regime. The RSA of the structure is divided into 2 modules: RSA 1 (22 beds), RSA 2 (43 beds).

4.2. Structural structure of the Nursing Home

The Nursing Home is structured as follows:

In the basement floor:

Diagnostic Center articulated in: Diagnostics for Images, Pathological Anatomy, Laboratory analysis, Specialized Polyclinics (Polo Diagnostico Villa Pini), Clinics for pre-hospitalization, Outpatient Clinic (Laboratory analysis), Bar/ newsstand, waiting and refreshment area.

On the ground floor:

Directorate General, Health Directorate, Administrative Offices, CUP, Admissions Office, URP, Switchboard/Information, Cardiology Clinic, RSA 1.

On the first floor:

Surgical Area, with beds dedicated to orthopaedics and general and specialist surgery and intensive orthopedic rehabilitation.

On the second floor:

Medical area with beds dedicated to internal medicine, oncology, Lungodegenza, RSA 2.

5. Information and access to services

5.1 CUP (Centralized Booking Center)

The Centralized Booking Center of the Nursing Home is a Front Office, integrated with the Istituto S. Stefano Diagnostic Center, where you can book all outpatient services, complex outpatient services, check-up can be made at the Villa Pini Nursing Home or at the Medical Policlinic of Villalba.

It is active on the following days and times:

DAYS	TIMETABLES
From Monday to Friday	8:00 am 7:00 pm
Saturday	8:00 am 2:00 pm

CUP Telephone Service:

DAYS	TIMETABLES
From Monday to Friday	8:30 am 5:00 pm
Saturday	9:00 am 1:00 pm

The reservation can be made, at the same times, also by phone, calling the following numbers: 0733 1930310 and the toll-free number 800131852 for all services related to the entire Diagnostic Center of the Istituto S. Stefano (traditional radiology, TAC - Computerized Axial Tomography, RMN - Nuclear Magnetic resonance, dental service). You can also proceed to the reservation and payment of services directly from the website casadicuravillapini.it, while the service "zero queue" allows in a few steps access to administrative counters without waiting at the established time.

5.2 Acceptance and Cashier

Outpatient services may be provided either on a voluntary basis or on a voluntary basis (total solvency). In all three cases, before receiving any type of service you must go to the counter to provide for acceptance and possible payment, or - alternatively - you can proceed directly through the online services (polodiagnostico.it/villa-dei-pini, or kos.zerocoda.it from the "skip the queue" page of the site of the structure).

The **CUP front office** (1st floor) is open on the following days and times:

DAYS	TIMETABLES
From Monday to Friday	8:00 am 7:00 pm
Saturday	8:00 am 1:00 pm

Blood Draws Point (Basement):

DAYS	TIMETABLES
From Monday to Saturday	7:30 am 9:30 pm

5.3 Delivery of reports

At the time of use of the outpatient service, the user is informed about the methods, times and times of collection of the reports. The reports, unless otherwise indicated by the health care professional, are usually distributed at the switchboard of the Nursing Home every working day from 7.30 am to 7.30 pm, and holidays from 9.00 am to 1.00 pm, and from 2.00 pm to 6.00 pm.

5.3.1 Delivery time of the reports

The delivery times for diagnostic reports are shown in the following timetable:

Type of diagnostic performance	Report delivery time* (in days)
Traditional Radiology	4
TAC - Computerized Axial Tomography	5-7
RMN - Nuclear Magnetic resonance	5-7
Cardio Tac	7
MOC - Computerized bone mineralometry	7
Breast cancer (breast ultrasound and mammography)	Immediate delivery
Ultrasonography	Immediate delivery
Pap test	15
Histological examination	15

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Holter pressorio	1

* *excluding emergencies*

5.4 Admissions Office

For the surgical area, the Admissions Office is the office where the administrative acceptance of patients is carried out on the day of pre-admission. Once you have presented your ID and health card, essential to be admitted to the Hospital, the patient will be directed to the actual pre-hospitalization path located on the floor minus 1 (Surgery 18).

The office is open from 7.00 to 13:00. At later times the function is performed by CUP staff.

For patients of medical area, long-term care and RSA, however, acceptance will be made directly in the ward on the day of admission (always upon presentation of ID and health card).

Telephone Number: 0733 - 786390

Hours: LU-VE: 08:00 - 19:00; SA: 08:00 - 14:00

5.5 Request for a copy of the Medical Record

The request for a copy of the health documentation at the Nursing Home can be made:

Directly at the CASSA counter at the times indicated above;

By sending a request by email to the address ufficio.ricoveri@casadicuravillapini.it ;

By sending a request by post to the address: *viale dei pini 31 - Civitanova Marche.*

In all these cases it is always essential to show or attach the identity document in the process of personal validity and/ or the delegate.

Who can request a certified copy:

- Holder of the documentation if of age;
- Delegated person with a copy of the patient's ID (presenting his ID) + written delegation of the patient;
- Legitimate heirs or wills;
- Exercising parental authority or legal protection for minors, disabled or incapacitated.

6. The life in structure

6.1 How to recognize Staff

All the health care staff of the clinic wear a badge with the name and qualification of the employee. The colour and shape of the uniforms allow operators to be brought back to a professional group:

White coat: medical

White with blue border suit: nursing coordinators

White suit: nurses

Lilac suit: OSS

Bordeaux suit: Diagnostic Imaging Technicians

Dark blue suit: pathological anatomy technicians

6.2 Visiting hours for relatives admitted

It is possible to visit relatives admitted in the following days and times:

Hospitalization *	Working Days		Public Holidays	
	AM	PM	AM	PM
Medical Area	12:15 am - 1:30 pm	6:15 pm - 7:30 pm	12:15 am - 1:30 pm	6:15 pm - 7:30 pm
Surgical Area		7:30 pm - 8:15 pm		7:30 pm - 8:15 pm
RSA	11:00 am - 1:30 pm	5:30 pm - 7:30 pm	11:00 am - 1:30 pm	5:30 pm - 7:30 pm

* For special needs, related to the clinical and/or psychological conditions of the patient, the visiting hours can be extended and managed in a personalized way with medical authorization

At the time of the visit, the relatives of the patients are accommodated in their rooms (no more than 1 visitor per patient at the same time).

Access to patients by visitors/relatives are subject to possible changes in time and procedure by the health department, for reasons of biological safety in the event of activation of epidemiological emergency protocols, or for clinical reasons-infectious with individual patients or small epidemic clusters of any nature.

6.3 Hotel services

According to medical advice, guests of the Villa dei Pini Nursing Home can choose their meals from the daily menu. Accompanying persons who have opted for a single room can also take advantage of the meal, upon reservation.

All rooms in hospital are equipped with television; for patients in the most comfortable rooms are available minibar, televisions with Sky and free wireless.

Each floor also has at least one cupboard for hot drinks and snacks, for the use of patients and their visitors (as well as staff).

Meal times are as follows:

Braekfast	Lunch	Dinner
07.15 am	11.45 am	6.45 pm

6.4 Separate rooms (single rooms)

The hotel treatment reserved for patients who have opted for the separate room provides for the possibility to spend the entire period of hospitalization (in any area/ setting care) alone or in the company of a relative/ personal assistant. The treatment therefore includes hospitality in a single room with a bed for the companion, wi-fi, pay tv and canteen service.

Towels are provided by the property.

6.5 Religious service

With respect for all religious confessions, the Management ensures freedom of worship in the Nursing Home. As for the Catholic Religion, the Chapel is located on the first floor of the structure.

6.6 Bar - News Stand

In the basement of the structure is located the Bar that also carries out the Newsstand service. Times are follows

TIMETABLE	
Working Days	7:00 am - 7:00 pm
Public Holidays	7:00 am - 2:00 pm

The bar can be contacted by phone at 0733 786478.

6.7 Private Supplementary Assistance

At the office of the nursing coordinators of each department, a list of persons exercising the activity of caregiver is available. In order to ensure the smooth running of the service, the Health Department of the Nursing Home has prepared a special regulation, aimed at the clinical safety of patients.

6.8 Hairdresser and Barber

To activate the service, please contact the Nursing Coordinator.

6.9 Mortuary

The Nursing Home does not directly organize funeral services but makes available to family members, at the ward infirmaries, the switchboard and the mortuary a list of funeral agencies operating in the territory.

Visiting hours at the Morgue

DAYS	TIMETABLE
All Days	8:00 am - 8:00 pm

7. Relations with the Public

7.1 URP (Public Relations Office) and Customer Satisfaction

At the Nursing Home there is an URP Desk (tel. 0733 7863165) dedicated to listening to users, a direct contact point that allows the patient and his family members to submit observations, complaints, suggestions, to solve any problems in the treatment path.

The opening hours of the URP are:

timetable	AM
Working Days	10:00 am - 12:00 am

If the problem is not resolved immediately, the head of the counter, in direct collaboration with the Health Department, will take care to give a concrete answer to the problem reported, and to provide the user an informative return of what happened.

In the event that the report/complaint requires a series of investigations and verifications, the Health Department investigates the complaint, involving the operating units concerned or the Administrative/Health Services, in order to provide the user with an adequate response, as per National legislation n. 241 of 07/08/1990.

How to report:

Users of the Care Home who wish to express their comments, regarding complaints (and/or commendations) can do so through:

Interview with the operator of the counter (who will then proceed to compile a brief report on the case, to be sent to the Health Department);

Letter in plain paper;

Reporting by mail (urp@casadicuravillapini.it);

By telephone (no. 0733/786260)

7.1.1 How the complaint is handled:

At the end of the year a final report is made on the totality of the reports received by the URP Office, in which the cases are statistically analyzed, in relation to the type of disservice, the area of origin, the nature of the possible causes (analysis included in the annual report on clinical risk, published on the website of the clinic).

To assess the perceived quality of the users (Customer Satisfaction) a constant internal monitoring activity is organized, through the administration of ad hoc questionnaires for the hospitalization and outpatient pathways, aimed at a process of constant improvement of the efficiency and effectiveness of the services offered and the organizational paths.

In addition, special totems dedicated to measuring the level of user satisfaction are available in both the inpatient and outpatient areas.

The reports, derived from the reports of fixed workstations, are analyzed analytically on a monthly basis after aggregation and statistical analysis of the data collected, in order to monitor the quality of care and the quality perceived by users in relation to clinical pathways,

7.2 Voluntary Associations

The Villa dei Pini Nursing Home guarantees and ensures the participation of Voluntary Organizations and the Protection of Rights in accordance with the provisions of current legislation, according to a defined procedure relating to access to the wards.

At the moment, due to the epidemiological situation covid-related, all voluntary activities and animation (at RSA) are suspended for reasons of biological safety.

7.3 Clinical Risk Management

Our goal is to obtain quality, effective and safe care, reducing the risk of incurring secondary damage to the treatment offered to the patient.

It's very important that in this process all the players are involved: health professionals, managers and users. For this reason, the collaboration of the patient and those of his loved ones is essential to achieve the goal of "safe hospital".

7.3.1 Some Rules of Safety:

- It is important to always report to any new doctor;
- Patients are advised not to bring valuable items and large sums of money to the Nursing Home for safety reasons; otherwise the Nursing Home is not liable for any shortages;

- The patient undergoing surgery is given a special wristband in which the identifying personal data are transcribed;
- It is the right of the patient to have information on his or her state of health; the doctor must explain in a clear and comprehensible way all that concerns him;
- It is often important to ensure careful hand hygiene;
- It is essential to always report allergies or intolerances;
- It is a good precaution to use closed slippers, fasten your pajamas and dressing gown to avoid tripping and falling; in the case of past falls in your medical history, it is important to report this to your doctor and nurses (for the prevention of falls a specific ad hoc procedure is implemented to identify in advance patients potentially at risk and to protect their safety through specific preventive measures).

Clinical Risk Management represents the set of all those complex actions put in place to improve the quality of healthcare services and ensure patient safety, starting from the assumption that the process of continuous improvement can only pass from the analysis and understanding of the mechanisms that have generated errors to modify and improve the care and/or organizational processes.

The error is defined by the Ministry of Health as the "failure in the planning and/or execution of a sequence of actions that determines the failure to reach, not attributable to the case, the desired objective".

The Clinical Risk Management System is in fact an integrated system in which they collaborate: Health Department, SAI Office, Clinical Department Managers, Pharmaceutical Service Manager, CCICA (Infection Control Committee Associated with the assistance)URP, Management Control, Clinical Engineering, Claims Assessment Committee (CVS), Quality Manager and Accreditation.

7.3.2 Clinical Risk Measurement and Analysis Tools:

To monitor and measure the level of risk present in the various settings of the Nursing Home, the following controls have been implemented:

- Adverse Event Reporting System (Incident Reporting): since 2019, an anonymous reporting system has been implemented, after the compilation of a special card, of all those events that actually happened or were about to occur (the so-called "near-miss" or "almost-events") that had the potential to cause harm to the patient or to health workers, and to report any actual sentinel events, as defined by the Ministry of Health:
- Collection and analysis of data derived from the processing of the reporting forms drawn up by the URP Office;

- Collection and analysis of active infection surveillance data, with particular attention to the surveillance of the dreaded prosthetic infections and analysis of congruity to pre-operative prophylaxis protocols, compared to national and international guidelines
- Collection and analysis of Laboratory data on the incidence and prevalence of multi-resistant germs (so-called germ alerts) in all hospital settings.

All these possible critical areas are monitored by appropriate surveillance systems and are subject to qualitative and quantitative evaluation according to specific indicators (reported in the relevant reports). A summary of the monitoring activities of the supervised areas is reported in the **Annual Clinical Risk Assessment Report**, published on the Nursing Home website.

8. User's Rights and Duties

8.1 User's Rights

Article 1

The patient has the right to be assisted and cared for with care and attention, with respect for human dignity and their ethical and religious convictions, in mutual respect for all religious faiths.

Article 2

In particular, during the hospital stay you are entitled to be identified with your name and surname rather than with the number or name of your illness.

You also have the right to be consulted with the pronominal particle "You".

Article 3

The patient has the right to obtain information from the healthcare facility regarding the services provided by the same, the methods of access and the related competences.

The same has the right to be able to immediately identify the people who have him in treatment.

Article 4

The patient has the right to obtain from the health care provider comprehensive and comprehensible information on the diagnosis of the disease, the proposed therapy and the prognosis.

Article 5

In particular, except in cases of urgency in which the delay may endanger the health, the patient has the right to receive information that allows him to give an effectively informed consent before being subjected to therapies and interventions: such information must cover the advantages, alternative strategies and also the possible risks or inconveniences resulting from the treatment.

Article 6

The patient also has the right to be informed about the possibility of investigations and/or alternative treatments, even if carried out in other healthcare facilities.

Article 7

The patient has the right to obtain that the data relating to his illness, and any other circumstance concerning him, remain secret. The patient has the right to maximum confidentiality and respect from medical, technical, nursing and administrative personnel.

Article 8

The patient has the right to propose written observations and complaints by sending the documentation to the medical manager of the department and/ or to the Medical Director, taking care to specify events, circumstances, dates, times and protagonists. The documents sent will be promptly reviewed and the user will be promptly informed of the outcome of the same.

8.2 User's Duties

Direct participation in the fulfilment of certain duties is the basis for full enjoyment of your rights.

Personal commitment to duties is a respect for the social community and the health services enjoyed by all citizens; fulfilling a duty means improving the quality of the services provided by health services.

Article 1

The sick citizen when entering a health facility is invited to behave responsibly at all times, respecting and understanding the rights of other patients, with the will to collaborate with medical, nursing, technical staff, auxiliary and with the management of the nursing home.

Article 2

Access to a hospital or other healthcare facility expresses a relationship of trust and respect for the health care staff, which is an indispensable prerequisite for a proper therapeutic and care program.

Article 3

It is the duty of every patient to inform health professionals in a timely manner of their intention to give up, according to their will, scheduled health care and services so that waste of time and resources can be avoided.

Article 4

The citizen user is required to respect the environments, equipment and furnishings that are located inside the hospital, occupying only the bed, the wardrobe and the bedside table assigned.

Article 5

Anyone who is in a health facility (hospital, nursing home, clinic, etc.) is required to respect the schedules of visits established by the Health Directorate, in order to allow the conduct of normal care activity, therapeutic and promote the rest and rest of other patients. It should

also be remembered that for reasons of hygiene - health and respect for other patients in the hospital room is essential to avoid crowding around the bed.

Article 6

For reasons of hygienic safety - health towards children we do not recommend hospital visits for children under 12 years. Exceptional situations of particular emotional implications can be taken into account by addressing the medical staff of the department.

Article 7

In situations of particular need, visits to patients, outside the fixed time, must be authorized with written permission issued by the head of the department or by the Medical Director or by a person delegated by him. In this case, the authorized family member must comply with the rules of the department and be respectful of the hospital environment while encouraging maximum collaboration with health professionals.

Article 8

In the consideration of being part of a community it is advisable to avoid any behavior that can create situations of disturbance or discomfort to other patients (noise, lights on, radio - tv with high volume, etc.)

Article 9

It is necessary to respect the daily and night rest of the other patients. For those who wish to carry out any recreational activities, there are the living rooms located within each department.

Article 10

No smoking in the hospital. The respect of this provision, in addition to being a respect of the current legislation, is an act of acceptance of the presence of others and a healthy personal style of living in the hospital.

Article 11

The organization and the scheduled times in the health facility in which you access, must be respected in all circumstances. The health services required in incorrect times and ways determine a significant disservice for all users.

Article 12

It is appropriate that patients and visitors move within the hospital using the paths reserved for them, directly reaching the locations of their interest.

Article 13

The medical staff, as far as competence, is invited to enforce the rules laid down for the good performance of the department and the welfare of the sick citizen.

Article 14

The citizen has the right to a correct information on the organization of the sanitary structure, but it is also his precise duty to inform himself in the times and in the opportune centers.

Article 15.

The citizen must always request permission to leave the nursing home, signing the appropriate form entered in the medical record and after obtaining the relevant authorization, specifying

the time of exit and return. The nursing home has no responsibility for any event that occurs outside the health facility.

Article 16.

In case of voluntary resignation, the user can leave the nursing home after signing such a request in the appropriate model contained in the medical record.

SECTION TWO: The Diagnostic Center

9. General information

For information on the opening hours of the CUP counters and withdrawal point see section 5.1.

For information on acceptance and booking and checkout, see section 5.2.

For information on the delivery of reports see paragraph 5.3.

9.1 Performance Access and Waiting List Management

9.1.1 Request for specialist examination and/or diagnostic and/or therapeutic services in agreement with the SSR (Regional Health Service)

In order to obtain a specialist visit or a diagnostic or therapeutic service, the user must be provided with the doctor of general medicine (MMG) on a national prescription and contact the facility directly as it is affiliated/ accredited.

The doctor's request must contain the following information:

Surname, first name and age of the patient with indication of the Local Health Insurance Company of residence;

Health record and tax identification number of the patient, with the specification of any rights of exemption from payment of the benefit;

Type of service requested;

Diagnostic question;

Stamp and signature of the doctor with indication of the regional code of the same.

In the case of exemptions for pathologies it is necessary to present the documentation attesting the right to the exemption (the "exemption card") that in photocopy must be attached to the request of the primary physician.

Reservation of the visit or service and management of waiting lists:

Reservations can be made by phone or in person at the property's CUP (see section 5.2) or at the regional CUP. The booking of the visit or diagnostic service is normally issued immediately with the notification of the time and place of the visit or reservation.

The management of waiting lists for requests for outpatient services is managed directly by the regional CUP for all services in agreement.

If, only for the first visits and/or first accesses, the regional CUP or the CUP of the Nursing Home could not guarantee the execution of the performance within the timeframes provided for specific priority class (U, B, D, P), the same requests will be included in the lists of the Guarantee Lists of AST, in order to ensure the execution of the same with the correct timing, in the clinic available in the first instance (Therefore, execution under the Convention at the Nursing Home cannot be guaranteed, since the management of the Guarantee lists and the CUP Lists is managed directly by the regional CUP).

As for the management of the waiting lists of controls, they are managed in the following ways: the Regional Cup or the Cup of the Nursing Home will check within the system the availability that will be communicated to the user.

In order to ensure timely information on the timing of booking/ execution of outpatient services in agreement, the user can contact the Regional Cup by phone asking for information on the booking times of the Nursing Home, by calling the number of the Nursing Home Cup or by personally showing up at its counters.

Payment of the specialist or diagnostic service or the relevant ticket:

Payment of the prescribed sums, at a fixed, reduced or full rate, for specialist visits and diagnostic services, must be made before the performance of the service, except in cases where the type of service does not allow it (eg: digestive endoscopy with biopsy), presenting and delivering to the health care provider a copy of the receipt of payment or acceptance.

With the presentation at the place and time indicated in the booking, the customer must be submitted without delay to the requested service, with the guarantee of therapeutic continuity, if necessary.

Cancellation of the visit/performance:

The user, in case of impediment to present himself to the visit, the diagnostic examination or treatment, must communicate his absence promptly also by phone at the CUP.

Failure to provide services for impediments of the Nursing Home:

Any impediments of the structure to the execution, on the day and time established by the reservation, will be promptly communicated to the user, with the commitment to reschedule in agreement with the same the new reservation, in the shortest possible time and in compliance with the required timing (possible urgency of the performance).

9.1.2 Request for a specialist examination and/or for the provision of diagnostic and/or therapeutic treatment in a solvency regime

In case of request for a specialist visit or diagnostic or therapeutic services for solvent patients, it will be possible to access the service in the following ways:

By direct access to the CUP;

By telephone reservation;

By request from your insurance company.

In the case of a diagnostic investigation involving exposure to ionizing radiation, as required by national legislation, the patient will have to go to the CUP provided with a prescription, also on a white prescription book, of a doctor (not necessarily affiliated with the NHS); in case of absence of any medical prescription, the execution of the radiological survey should be evaluated in advance by the radiologist present in the Nursing Home, who will evaluate the clinical indication on the same day and validate (or not) the examination itself (process of validation of the required performance) in order to ascertain the actual consistency between the request for performance and the clinical picture, in the interests of protecting the patient's health.

9.2 Rates.

Times and rates of outpatient services may be subject to change, and for this type of information please contact the relevant staff directly

9.3 Method of payment

Payment of benefits can be made in cash (within the limits set by current law), or by credit card, ATM or cheque.

9.4 Agreements

The Villa Pini Diagnostic Centre has a direct and indirect agreement with the main funds, assistance funds, insurance bodies that manage policies and other forms of supplementary assistance for the reimbursement of benefits and with local companies.

9.5 Accessibility for people with disabilities

The Villa Pini Diagnostic Centre is designed to be accessible to people with physical disabilities, as there are wheelchair-free entrances.

In particular:

For access to the CUP/acceptance area, the passage takes place through door A (blue door), while the passage to the basement is after the use of the lift dedicated to users.

For Block C, instead, there is a dedicated access from door C (yellow) on the side of the parking (see map).

The parking lot of the house of Cura is obviously equipped with places dedicated to users and staff with disabilities: these places are positioned in order to make the path to the building and services as simple and short as possible.

10. The Diagnostic Center: Services and Specializations

10.1 Villa Pini Diagnostic Center Services

10.1.1 Service of Diagnostic Imaging:

The Diagnostic Imaging Service uses the latest diagnostic technology to support the activities of doctors and healthcare professionals. Precision diagnosis in respect of the patient's health.

Medical Director: Dr. Lucio Baffoni

Location: basement floor

Services provided: the services provided are those of traditional radiology, echotomography, multilayer TAC, cardio-CT, high-field RMN and Open Articulate RMN (Magnetic Resonance Nuclear), mammography, orthopantomography, contrast examination, MOC.

Access to the service: reservation via CUP (Centralized Booking Center)

10.1.2 Analysis Laboratory:

Laboratory Director: Dr. Maurizio Giorgi

Location: basement floor

Services provided: the laboratory is open every day except public holidays for taking samples and/or swabs and for the collection of biological samples (urine, faeces, excreted, sperm, swabs, etc.) and access is not required for reservation. For the execution of the withdrawals, the User must be fasted from midnight.

Access to service: direct access to the CUP

10.1.2.1 External Sampling Points

The Analysis Laboratory of Villa Pini-Sanatrix Gestioni Srl is organized as a network of which some collection points located in the territory are part, integrated from an IT, management and organizational point of view:

- Gamma Analysis Laboratory and Sampling Point: locate in Fano Via Gabrielli Gabrielangelo, 46
- Delta Sampling Point: located in Porto Recanati in Via degli Orti n. 24
- Salus Sampling Point: located in Macerata in via Piave n. 36/38/40
- Biemme Sampling Point: located in Castelraimondo in via G. Matteotti n. 9
- Treia Sampling Point Treia: located in Treia in via Vignati n. 23

10.1.3 Pathological Anatomy:

Medical director: Dr Camelia Tinca

Location: basement floor

Services provided: pathological anatomy performance.

10.1.4 Endoscopy of digestion:

Medical Director: Dr. Alberto Damiani

Location: basement floor

Benefits provided: specialist gastroenterological examination, esophagus-gastroduodenoscopy also with trans-nasal access, colonoscopy, rettosigmoidoscopia, pep-test. Endoscopic services can be performed in sedation (upon reservation of the service).

Access to the service: reservation via CUP.

10.1.5 Service of Dermatology:

The Service is also linked to day surgery activities for surgical resection in a protected environment (operating room) of cancerous or pre-cancerous lesions, and is organized in close collaboration with other Professionals for the management of complex cases.

Medical Director: Dr. Gino Mattutini

Location: Block C (yellow access); Villa Pini Multispecialist Center(basement)

Services provided: Diagnosis and treatment of skin neoplasms, snow mapping, cryotherapy with liquid nitrogen. Laser therapy. Aesthetic assessment, vulnology nursing surgery for difficult wounds.

Access to the service: reservation via CUP.

10.2 Outpatient Services

The following list is to be understood as indicative, as the individual clinics may undergo changes in time or name of the Professional. Therefore, for an up-to-date and timely list see the website of the Poliambulatorio Villa Pini at the following link: www.casadicuravillapini.it/specialita

- **Cardiology** (dott. Anselmo Garipoli): Specialist examination, Echocardiography, basal and stress ECG, cardiac Holter, Holter pressorio;
Hours: Monday, Wednesday and Friday from 3:00 pm to 7:00 pm
- **Endoscopy** (Dr. Damiani Alberto, Dr. Ferrini Luciano, Lorenzini Lorenzo): specialist examination, colonoscopy, esophagostroduodenoscopy);
Hours: from Monday to Friday from 8:30 am to 7:00 pm
- **Pneumology** (dott. Piero Paggi): specialized examination, spirometry, polysomnography;
Hours: Monday and Thursday from 8:00 am to 1:00 pm
- **Nephrology** (Dr. Massimo Concetti): specialist visit;
Hours: Wednesday from 5:00 pm to 7:00 pm, Friday from 4:30 pm to 7:00 pm

- **Phlebology and Ecocolor-doppler TSA, Lower Limbs Abdominal Aorta** (Dr. Gabriele Amicucci; Dr.ssa Valeria Amicucci): specialist visit, ecocolorDoppler arterious and venous, sclerotic injections;
Hours: Monday from 3:00 pm to 6:00 pm, Tuesday from 3:00 pm to 7:00 pm, Thursday from 9:00 am to 1:00 pm, Friday from 9:00 am to 12:00 am.
- **Ecocolor Doppler TSA, Lower Limbs, Abdominal Aorta** (Dr.ssa Nicoletta Governatori)
Hours: Thursday from 4:30 pm to 7:00 pm, Tuesday from 4:00 pm to 7:00 pm
- **Endocrinology for thyroid pathology** (dott. Ernesto Brianzoni): specialist examination, needle aspirated thyroid
Hours: Thursday from 2:00 pm to 7:00 pm
- **Neurology** (dott. Luigi Chiaramoni; dr. Domenico Lo Giudice; dr. Michele Paniccia): specialist visit, EMG Upper and Lower Limbs
Hours Dr Michele Paniccia: Thursday from 2:30 pm to 7:00 pm
Hours Dr Luigi Chiaramoni: Wednesday from 3:30 pm to 7:00 pm
Hours Dr Domenico Lo Giudice: Monday from 4:30 pm to 7:00 pm, Tuesday from 3:30 pm to 7:00 pm
- **Proctology** (Dr. Conti Andrea)
Hours: Friday from 2:00 pm to 6:00 pm
- **Urology/Andrology** (dott. Gabriele Mammana, Dr. Nicolantonio Sacco, Dr. Gioacchini Andrea: specialist examination and combined ultrasound (renal, bladder, penile, suprapubic prostatic and transerral ultrasound and post-urination residual study evaluated ultrasographically)
Hours dr. Mammana: Thursday from 3:30 pm to 7:00 pm,
Hours dr. Sacco: Wednesday from 4:00 pm to 6:00 pm
Hours dr. Gioacchini: Tuesday from 9:00 am to 1:00 pm, Friday from 9:00 am to 12:00 am
- **General surgery** (dott. Giuseppe Musolino): specialist visit, small outpatient interventions, dressings
Hours: Monday from 11:00 am to 12:15 am, Tuesday from 4:00 pm to 6:00 pm, Friday from 11:15 am to 12:15 am
- **Vascular surgery** (dott. Marco Massi): specialist visit
Hours: Tuesday from 3:30 pm to 6:00 pm

- **Neurosurgery:** (Dr. Antonio Paolo Fabrizi, Vincenzo Magliani)
Hours: dr. Fabrizi Monday from 12:00 am to 2:00 pm
Hours: dr. Magliani Friday from 5:00 pm to 6:00 pm

- **Ophthalmology** (dr. Lucio Marcaccio, dr. Gabriele Poloni; dr. Massimo Tallei; dr.ssa Margherita Benedetti; dr. Giovanni Iacono; dr. Fabrizio Mennecozi, dr. Barbadoro Francesca): Fundus, Biometria, Perimetry, Fluorangiography, OCT ocular coertomography, Yag Laser
Hours dr. Mennecozi Monday from 12:00 am to 19:00, Wednesday from 11:00 to 13:00, from 12:15 to 13:30
Hours dr. Marcaccio Tuesday from 14:00 to 19:00
Hours dr. Tallei Wednesday from 14:00 to 19:00
Hours dr. Poloni Thursday from 14:30 to 19:00
Schedule dr. Benedetti one Tuesday a month from 14:45 to 18:00
Schedule dr. Iacono Friday from 14:20 to 18:00
Hours Dr Barbadoro Saturday from 8:00 to 13:00

- **Orthopaedics** (dr. Nicola Gentili; dr. Pierluigi Giansante; dr Leonidas Kontochristos, Dr. Lagorio Matteo, Pignati Maria Gabriella): specialist visit, dressings;
Hours: dott. Gentili Tuesday from 8:00 to 12:00
Hours: Dr. Giansante Thursday from 9:00 to 13:00
Hours: Dr. Kontochristos Tuesday from 10:00 to 14:00
Hours: Dr. Lagorio Thursday from 14:30 to 17:00
Hours: Dr Pignati from 15:00 to 19:00

- **Maxillofacial surgery** (Dr. Franco Carlino, Dr Vittorio Dallera, Dr.ssa Elisabetta Sarti, Dr. Gianluca Colapinto): specialist visit;
Hours: Dr. Carlino Thursday and Friday from 9:30 to 13:30
Hours: Dr. Dallera and Dr Sarti one Friday a month from 9:00 to 13:00
Hours: Dr. Colapinto Thursday from 14:30 to 18:30

- **Oncology:** (Dr. David Mariani)
Hours: from Monday to Friday from 9:00 to 10:00

- **Dermatology** (Dr. Andrea Mazzoni, Dr. Mattutini): specialist visit, snow mapping, cryotherapy with liquid nitrogen, aesthetic evaluation;
Hours: Dr. Monday morning, Tuesday and Wednesday from 8:00 to 13:00
Hours: dr. Mazzoni Wednesday from 8:00 to 12:00

- **Podiatry** (Dr. Enrica Pagliari): specialized visit, study of posture and step, preparation of orthosis;
Hours: Saturday from 8:30 to 12:30
- **Psychological counselling** (Dr Katia Marilungo): specialist visit
Hours: Wednesday from 9:00 to 12:00
- **Nutritional advice** (Dr Federica Sanges): specialist visit
Hours: Friday from 15:00 to 19:00
- **Analgesia** (Dr. Mauro Proietti): specialist visit, antalgic therapy
Timetables: reservations managed by the professional
- **Otolaryngology** (Dr. Fasanella Luigi, Dr. Caldarelli Enrico, Dr. Falcone Gianluca, Dr. De Carlo Franco, Dr. De Carlo Andrea, Dr. Re Massimo, Dr. Vitali Paolo)
Hours: Dr. Fasanella Tuesday from 14:30 to 19:00
Hours: Dr. Caldarelli Monday from 13:00 to 19:00
Hours: Dr. Falcone Friday from 15:30 to 18:30, Saturday from 9:30 to 12:30
Hours: Dr. De Carlo Franco Thursday from 16:00 to 19:00
Hours: Dr. De Carlo Andrea Thursday from 16:00 to 19:00

SECTION THREE: The Clinical Analysis Laboratory

11.1 General Information

The Patient and Family Handbook is an informative and communication tool with the customer through which the laboratory promotes collaboration for a continuous improvement of the service itself. The customer, in fact, is not only a user of the analysis service, but, basically, is a protagonist of the same and, as such, contributes to its quality over time.

The quality of the service of the laboratory depends significantly on the contribution and behavior of the client who plays an active role, as individual behaviors such as clarity in requests, compliance with pre-analytic requirements (food, time and methods of sample collection) and generally compliance with the rules of behaviour and contract contribute significantly to the quality of the work process and consequently of the service provided.

The Analysis Laboratory carries out its activity inside the house of Cura Villa Pini with the aim of carrying out chemical-analysisclinical, bacteriological and immunological in compliance with the regulations of good laboratory practice and pursuing the aim of providing its customers with a prompt and safe response to their needs. The use of the laboratory analysis is both internal (aimed at the healthcare provided to patients admitted) and external for citizenship. The main interest of the laboratory is the satisfaction of its customers, which is achieved by providing controlled analytical responses in order to ensure that the quality is congruent with

the client's clinical situation, in compliance with the timing of the analysis and therefore the related responses.

The aim of the laboratory is to provide the best possible service, paying extreme attention to all processes, in the different phases of sample processing:

Pre-analytic phase: the reception with a large waiting room and the possibility of making reservations by phone, the disposition of staff in reception, clinical assistance (behavior to be held before collection), medical during the sampling phase. In the interests of transparency, the laboratory is responsible for providing all the information relating to the contractual arrangements (response times and costs). You can make payments with POS

Analytical phase: the quality of the working process of the laboratory through: the choice of qualified suppliers, the participation and the formation of the staff, the sanitization and the maintenance of the structure and the instrumentation necessary for the analytical tests and finally, the use of computer systems, allowing controlled manipulation of data and results, enrolment in internal and inter-national control programmes to monitor the quality of the structure and to ensure the accuracy and precision of the analytical data.

Post-analytical phase: the control of the analytical results at the end of each session, the clarity of the report to be given to the customer, the assistance in the delivery phase of the response for greater comprehensibility of the data and the traceability of the examinations over time.

11.2 The Services

The laboratory offers its customers a service of monitoring the health and well-being of the person, through in vitro chemical-clinical diagnostic investigations that are carried out with the execution of chemical examinations, immunological and bacteriological on biological samples of human origin aimed at the rapid and accurate detection of abnormal and/or pathological states, which, if addressed early with appropriate treatment, can be resolved or at least contained, with the least possible damage to the body.

The examinations performed in the facility are:

clinical chemistry - immunometry - bacteriology - haematology - coagulation.

A list of the services provided is available on request for further information.

The staff in reception provides all the information related to the opening hours, the payment of services (cash or POS) the methods of sample collection and collection and diagnostic investigations.

Acceptance: the prescription must contain:

- Name, surname, age of the patient (date of birth)
- Health card number and/or tax number of the patient, with the specification of any rights of exemption from payment of the service.
- Type of service requested
- Diagnostic question. Each appointment must not contain requests for more than 8 exams.

- Doctor's stamp, signature and date.

11.2.1 Confidentiality

Upon acceptance, the patient is also informed by means of posters, pursuant to Legislative Decree 196/03, about the processing of sensitive data. The laboratory staff is available for any information concerning the legal provisions on confidentiality.

11.2.2 Complaints

or any inconvenience documented please contact the staff who can arrange an appointment with the head of the field of competence; it is always possible to contact the URP Office for any complaint/ criticality found in the clinical path of the patient in relation to health and/ or administrative services carried out at the sampling point or for disputes about the activity of the laboratory itself.

11.2.3 Payment of services

Payment must be made before the performance of the services. Non-exempt users are required to pay specialist outpatient medical care according to current rates, up to the amount provided for by current legislation. For services in the liberal profession is available to the citizen, at the acceptance of the laboratory the relevant fee. Staff will provide any necessary clarification.

11.2.4 Waiting lists

For some performances, in the impossibility of an immediate delivery for the laboratory programming needs, waiting lists can be created.

11.3 Method of collection Samples

Subjects undergoing drug therapy or frequent use of analgesic and anti-inflammatory drugs are asked to report this before collection or before delivery of the sample. Below we want to give some information for a correct execution of the collection and the methods of collection of biological samples. Biological samples (faeces and urine) not collected and/or stored otherwise than as described below may be rejected if it is not possible to ensure the proper performance of the analysis and the validity of the response.

Blood: fasting for at least 12-14 hours from the collection is granted water - in the days before the collection avoid particular stress (physical and emotional) abuse of particularly fatty food substances and difficult digestion.

Urine: collect the urine exclusively in the morning that must be delivered within two hours. Use a clean container that does not contain residues of other substances; it is preferable to use non-sterile disposable containers purchased from pharmacies. Treat the sample carefully

during transport. Avoid the evening before harvesting the intake of foods rich in minerals (cooked vegetables and fruits).

Urinoculture: follow the same procedure as described in the previous paragraph, taking care to use a sterile container and to collect only the central part of the urination, discarding the beginning and the end. It is preferable for women to sanitize the external genitalia, avoiding the use of aggressive and bactericidal products that can alter the microbial load of urine. Transport the sample to the laboratory within one hour of collection to avoid excessive bacterial growth. If you are undergoing antibiotic therapy, give prior notice.

Urine 24 hours: use a large container (2-3 liters) capable of collecting the urination of 24 hours. Specific recommendations are given according to the type of analyte to be determined. At the start of collection, empty the bladder, from now collect all the urine emitted for all the following 24 hours.

Faeces collection: Collect the sample in a suitable sterile container without mixing with urine. If samples are not delivered within one hour of collection, they should be refrigerated. Follow the recommendations below for different analysis needs.

Feces for parasites: Collect the sample in a suitable container without mixing with urine. Fresh collected sample, **Faeces for occult blood:** Collect the sample in a suitable container without mixing with urine. Any local inflammations shall be reported in advance.

Co-production: Collect the sample in a suitable sterile container without mixing with urine. Avoid taking antibiotics for at least 5 days.

Urethral, vaginal, ocular, auricular and pharyngeal tampons: do not take antibiotics and topical disinfectants. For the pharyngeal buffer, it is also preferable not to take food before the collection in order to avoid emetic stimuli. For the tampon to the uro-genital apparatus, avoid the use of internal washings during the 12 hours preceding the withdrawal and refrain from having sex for the previous 24 hours.

Pregnancy test: The immunological urine pregnancy test should be performed on morning urination or urine that has been in the bladder for at least 5/6 hours.

Seminal fluid: Use sterile container if analysis involves sperm culture. Delivery times must be within 30 minutes of collection, avoiding thermal shock.

When the analysis is carried out for the determination of fertility, a continence period of 3 days should be maintained before collection. Semen should only be collected by masturbation. If the analysis provides for the detection of infections, no continence period is required.

Glycemic curve: Fasting

Saliva and sputum: Wash mouth, clean teeth and gargle, rinse very well with water. Collect saliva or sputum in a sterile container. The collection of the excreta should be performed immediately after waking up in the morning.

Removal from skin injury: Do not apply ointments and various medications for the previous 12 hours.

12. QUALITY STANDARDS, COMMITMENTS AND PROGRAMMES

12.1. Quality standards, quality indicators and commitments

12.1.1. Hospitality and Comfort

Fields	Standards/Commitments
Clear identification of staff role	Identification card; divided with different colors according to professional profile; presence of identification tag
User's comfort	<p>Bars and restaurants:</p> <p>At the bar of the Nursing Home you can enjoy these services</p> <p>Newsstand:</p> <p>The bar also offers this service</p> <p>Convenience store:</p> <p>The bar also offers this essential service</p>

12.1.2. Appropriateness of performance

Telephone booking	Every user can book by phone outpatient services by calling the CUP service; if it was not possible to answer the call directly, the user who has left his address will be contacted by phone during the same day or at the latest in the next
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Indications for the correct execution of diagnostic investigations	At the time of booking are provided with appropriate forms all the necessary information to ensure the success of the health service; in case of telephone reservation information will be communicated verbally.
Administrative simplification	Availability at the CUP counter of the acceptance service and possibility of payment by ATM and credit card. Possibility to make the booking of visits, payment and check in on the day of the service on a special totem placed at the entrance of the nursing home.
Waiting time	The waiting times for the first visits with binding comply with the regulatory requirements by priority class reported by the General Practitioner on the binding, and are verifiable at the CUP counter. For control visits with demanding waiting time depends on availability of lists provided by the region. Waiting times for solvent performance are minimized and vary depending on the availability of the individual professional specifically requested.
Release of reports	The reports of the medical specialists per visit are released at the same time as the visit. Laboratory and Diagnostic Imaging examination reports are released within the following timeframes: Magnetic resonance imaging: 5 days Rx: 4 days Tac: 7 days Cardio Tac: 7 days Moc: 7 days Breast cancer (breast ultrasound and breast ultrasound): immediate report Ultrasound: immediate report Pap test: 15 days Histological examination: 15 days Dynamic holter: 5 days Pressure holter: 1 day non-cervical vaginal biopsies within 6 working days
Timeliness	With the presentation in the place and time indicated in the booking, the customer must be submitted without delay to the required service, except in any exceptional situations due to the need to make urgent services for patients admitted.
Volumes of performance	Ci si pone come obiettivo la soddisfazione dei bisogni sanitari della popolazione residente nel territorio. The aim is to satisfy the health needs of the population living in the territory.

12.1.3 Information, participation and protection

Quality Factors	Quality indicators
Information on services provided by the Nursing Home	<p>Patient and Family Handbook:</p> <p>Available at the entrance of the hotel and in the wards, the Service Charter provides all the necessary information to users</p> <p>Reception:</p> <p>At the reception of the nursing home you can have all the necessary information directly from an internal operator</p> <p>Home Nursing Web site:</p> <p>www.casadicuravillapini.it</p> <p>https://polodiagnostico.it/villa-dei-pini</p>
the participation of users	Issue of a satisfaction questionnaire specifically developed for the outpatient path
Protection of the citizen	<p>The user has the possibility of filing complaints in the appropriate URP office; following the complaints, a survey is carried out to analyze and possibly correct the procedures and paths, and will be given back information to the user himself;</p> <p>Implementation of improvement paths based on complaints/suggestions and the results of customer satisfaction surveys.</p>