

Service Charter

Ambulatory rehabilitation center of Civitanova Marche





AZIENDA PUBBLICA DI SERVIZI ALLA PERSONA

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HISTORY

A.S.P. "Paolo Ricci" was founded in 1804 by priests and laypeople under the name "Female Orphanage for the Shelter, Maintenance and Education of Poor Orphan Girls."

Its original headquarters were located in the premises adjacent to the Civil Hospital "Santa Lucia" in Civitanova Alta.

Since 1968, the main activity of A.S.P. has been the assistance and rehabilitation of individuals with orthopedic, neurological, and neuro-psychomotor disabilities, through outpatient, home-based, or day-care services. In recent years, the Institution has expanded its mission and areas of intervention from the healthcare sector to the social, educational, and training fields.

With Resolution No. 1083/2011, the Marche Region approved the transformation of "Paolo Ricci" from I.P.A.B. (Public Institution of Assistance and Charity) into A.S.P. (Public Service Agency for the Individual), pursuant to Legislative Decree 207/2001 and Regional Law 5/2008.

ORGANIZATION AND MANAGEMENT

The Institution's legal headquarters are in Civitanova Marche, Piazza XXV Luglio No. 2, and its administrative offices are located in Via Einaudi No. 144.

Medical Director – Dott.ssa Alice Chiarici

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General Director – Dott.ssa Patrizia Zallocco

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Coordinator of Outpatient Centers – Dott.ssa Alberta Mengascini

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DELIVERABLE SERVICES

The following services are provided at the Civitanova Marche Outpatient Rehabilitation Center:

- **Physical therapy** (through payment)
 - Aimed at users suffering from the consequences of traumatic or degenerative pathologies of the osteo-articular system
 - Laser therapy
 - Electrical currents – diadynamic
 - Kotz (electrostimulation)
 - electrical currents – faradotherapy
 - electrical currents – galvanotherapy
 - electrical currents – iontophoresis
 - Hydrogalvanotherapy basins
 - Low-intensity, high-frequency magnetotherapy
 - Ultrasound therapy
 - Pulsed currents
 - Segmental mobile ultrasound
 - TENS
 - Tecar
 - Occupational therapy
 - **Massage therapy** (through payment)
 - Aimed at users with local muscle contractures secondary to traumatic or degenerative pathologies affecting the osteoarticular system or lymphedema of the limbs secondary to venous insufficiency or surgical outcomes
 - Massage therapy

- Connective tissue Massage therapy
 - Lymphatic drainage (also in agreement with SSN)
 - Pompage
- **Physiotherapy treatment** (in agreement with SSN or through payment):
Aimed at users with simple or complex disabilities secondary to orthopedic pathology (surgery outcomes, trauma outcomes), to outcomes of lesions of the central and peripheral nervous system (traumatic, vascular, degenerative, tumoral), COPD
 - Neuromotor rehabilitation
 - Respiratory rehabilitation
 - Physiokinesitherapy
 - Global postural rehabilitation
 - Functional rehabilitation
- **Speech Therapy** (In agreement with SSN or fee-paying)
For adults and children with articulation disorders, communication problems, and learning difficulties.
- **Neuropsychomotor treatment** (in agreement with SSN or fee paying): For children with relational, affective, neuropsychological and neuromotor disorders
 - **Neurological examination** (fee paying)
 - **Physiatric Visit** (fee paying)
 - **Speech therapy evaluation for articulation difficulties** (fee paying)
 - **Multi-professional assessment in developmental age for diagnosis and certification of specific learning disabilities - DSA** (fee paying)

Provides:

- five specialist visits with specific tests (child psychologist/neuropsychiatrist, speech therapist, neuropsychomotor therapist);
- clinical feedback interview with parents to explain the results and recommend any treatments that may be beneficial for the child;
- issuance of the clinical report/DSA certification.

● **Multi-professional assessment in developmental age** (fee paying)

Provides:

- three specialist visits with specific tests (child psychologist or neuropsychiatrist, speech therapist, neuropsychomotor therapist);
- clinical feedback interview with the parents to explain the results and recommend any treatments that may be beneficial for the child;
- issuance of the clinical report.

The services are provided in the following forms:

- **Outpatient:** at the Outpatient Rehabilitation Center during pre-established time slots agreed upon with the client (individual/small group)
- **Home-based:** at the client's home with the aim of helping them regain independence in daily living.
- **Extramural:** primarily aimed at school-age children and is provided within the school facility. The service is coordinated with the teaching staff and school authorities during the most suitable time slots

MODES AND CRITERIA OF ACCESS TO SERVICES IN AGREEMENT WITH SSN

For citizens of the Marche Region and other regions where the free access regime has been applied, as per national legislation (Laws 502/92 and 517/93), access is granted upon proposal or request - completed on a SSN form - from the general practitioner, pediatrician, or SSN specialist (hospital or outpatient). Treatment extensions and postponements, if necessary, are proposed by the Center's healthcare professionals based on the results achieved compared to those expected and the protocols shared with the Wider Area.

For **children and adolescents**, access is granted:

- upon recommendation from a National Health Service specialist
- based on a report from another National Health Service accredited Center
- based on a multi-professional evaluation during developmental age at our Rehabilitation Center (see SERVICES PROVIDED)

For **adults**, access to the waiting list is granted:

- upon recommendation from a National Health Service specialist
- based on a report from another National Health Service accredited Center
- upon recommendation from a general practitioner, in cases covered by the protocols shared with the Wider Area.

TIMES OF ACCESS AND RECEPTION TO SERVICES IN AGREEMENT WITH SSN

The Outpatient Rehabilitation Center is generally open **Monday through Friday** from 8:00 a.m. to 7:00 p.m. Hours may vary depending on service needs (home and/or outpatient treatment).

Access to services is through contact, including telephone, with the Outpatient Rehabilitation Center Coordinator, who will schedule an appointment with the Medical Director for a check-up and, if necessary, to prescribe any rehabilitation interventions.

Following the visit and after agreeing on treatment times and frequency with the Coordinator, the patient will be assigned to the appropriate rehabilitation service.

DOCUMENTS NECESSARY FOR ACCESS TO SERVICES IN AGREEMENT WITH SSN

1	Multidisciplinary Rehabilitative treatment	Request from a general practitioner, pediatrician, or public health specialist using the appropriate NHS form (red prescription)
or, in particular cases		
1	Monodisciplinary Rehabilitative treatment	Authorization from ASUR – Area Vasta 3, together with a referral from your general practitioner/pediatrician on a specific NHS form (red prescription)

Coupled with

2	Self-certification of residence and attending physician
3	Consent to the processing of personal data
4	Consent to rehabilitation treatment
5	Photocopy of the European Health Insurance Card
6	Complete documentation relating to the pathology

MEDICAL REPORTS AND CLINICAL DOCUMENTATION

Medical certificates and reports may be issued, for services covered by the National Health Service (SSN), within 15 days of the patient's or guardian's written request.

Copies of medical records may only be issued following discharge and upon request by the patient or guardian, no earlier than 30 days from the date of the request.

MODES AND CRITERIA OF ACCESS TO PAID SERVICES

Access is through contact, including telephone, with the Outpatient Center Coordinator or the admissions staff, who will collect personal data and process treatment requests. They will also provide all the information regarding the service delivery method and costs. Once the patient has been assigned to an individual therapist, they will contact the patient to schedule the therapy.

For patients in **Delevelopmental age**

1	Proposal from the NHS specialist or
	Written report from another Center accredited with the NHS or
	Multi-professional assessment prepared by the Paolo Ricci Rehabilitation Centers

coupled with

2	Consent to the processing of personal data
3	Consent to rehabilitation treatment
4	Complete documentation relating to the pathology

For **adult patients**

1	Request from the general practitioner or
	Proposal from the NHS specialist or
	Written report from another Center accredited with the SSN

Coupled with

2	Consent to the processing of personal data
3	Consent to rehabilitation treatment
4	Complete documentation relating to the pathology

COSTS OF SERVICES

The cost of medical or rehabilitation services is displayed at the entrance to the Outpatient Rehabilitation Center.

TIMES OF PAYMENT

Payment is made at the time of the visit or treatment.

MODES OF PAYMENT

Payment for services can be made by debit or credit card at the cashier's desk at Via Einaudi, 144 in Civitanova Marche, or by PagoPA payment slip attached to the invoice.

THE AMBULATORY REHABILITATION CENTER OF CIVITANOVA MARCHE

Location

Via Einaudi, 144 – Civitanova Marche (MC)

Opening Hours

The Outpatient Rehabilitation Center is generally open **Monday through Friday from 8:00 a.m. to 7:00 p.m.** These hours may vary depending on service needs (home and/or outpatient treatments).

Admission, Booking, and Issuance of Reports

For information and bookings, patients can contact the Outpatient Rehabilitation Center Coordinator directly or the admissions staff. To obtain reports, schedules and procedures must be agreed upon in advance with the Outpatient Rehabilitation Center Coordinator (Monday through Friday from 8:00 a.m. to 2:00 p.m., Monday and Thursday from 2:30 p.m. to 5:30 p.m.).

Outpatient Rehabilitation Center Coordinator – Dr. Alberta Mengascini

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PATIENTS RIGHTS AND DUTIES

The activities of the Outpatient Rehabilitation Centers are inspired and directed by the strictest adherence to the ethical, moral, professional, health, and legal standards inherent in the practice of medicine in all its aspects.

The conduct of all staff is in accordance with the Code of Ethics through adherence to the fundamental principles of respect for universal human rights and a thorough understanding of the issues surrounding the relationship between healthcare facilities and patients.

The Outpatient Rehabilitation Centers fully adopt the provisions of the current Code of Medical Ethics, the 1964 Helsinki Declaration and the 1975 Tokyo Declaration of the World Medical Association, and the codes of ethics of the health and social professions. They also adopt the Charter of Rights and Duties of Patients, ensuring its maximum publicity.

Equality and Impartiality

Outpatient rehabilitation centers are committed to providing their services and establishing relationships with their users based on the principles of equality and respect, regardless of race, gender, language, religion, or political views. Services are guaranteed to all citizens and are provided objectively and impartially.

Rights

The person receiving care has the right to:

- be cared for and treated with care and attention, respecting human dignity and their philosophical and religious beliefs.
- always be identified by their first and last name, rather than by their number or the name of their illness.

- be able to immediately identify the people caring for the patient.
- obtain, from the healthcare professionals treating the patient, complete and comprehensible information regarding the diagnosis of the illness, the proposed treatment, and the related prognosis
- receive information that allows to give truly informed consent before undergoing therapies or interventions: this information must also concern the possible risks or discomfort resulting from the treatment. If healthcare professionals are justified in believing that direct information is impossible or inappropriate, this information must be provided to family members or those exercising guardianship.
- ensure that the data relating to the illness and any other circumstances affecting the patient remain confidential.
- file complaints, which must be promptly examined, and be promptly informed of the outcome of any complaints.

Duties

When visiting a healthcare facility, the patient must:

- behave responsibly at all times, respecting and understanding the rights of other patients, and willingly cooperating with the medical, nursing, and technical staff and the management of the healthcare facility where they are located.
- respect the facilities, equipment, and furnishings to allow for the provision of normal therapeutic care.
- avoid any behavior that may disturb or inconvenience others.
- refrain from smoking. Compliance with this provision is an act of acceptance of the presence of others and a healthy lifestyle within the facility.

- Respect the organization and scheduled schedules at all times. Indeed, healthcare services requested at incorrect times and in incorrect ways cause significant disruption to all users.

Citizens have the right to accurate information about the organization of the healthcare facility, but they also have a specific duty to obtain information at the appropriate times and in the appropriate places. Healthcare personnel, within their scope of responsibility, are encouraged to enforce the rules established for the proper functioning of the Outpatient Rehabilitation Centers and the well-being of citizens.

OTHER FACILITIES OF ASP PAOLO RICCI

Ambulatory Rehabilitation Centers

- **Monte San Giusto**, via Kennedy, n. 75 – Villa San Filippo – 0733/7836271/272
- **Morrovalle**, via Brodolini, n. 25 – 0733/7836261-262

Residential and day rehabilitation for the disabled/Socio-educational and rehabilitation community

- **Civitanova Marche**, Piazza XXV luglio, n. 2 – 0733/7836410

Residential and day-time social and health care

- **Multifunctional structure for the elderly “Villa Letizia”**, Civitanova Marche, Corso, n. 2 – 0733/7836316

Residential community for adults in difficulty

- **Civitanova Marche**, via Conchiglia, n. 114 – 0733/774824

Nursery schools

- **Il Cavalluccio marino** – Civitanova Marche, via Regina Elena, n. 22 – 0733/813634
- **Il Grillo parlante** – Civitanova Marche, via Saragat, n. 4 – 0733/771088
- **La Lumachina** – Civitanova Marche, via Quasimodo, n. 9 – 0733/811229
- **Il Pesciolino d’oro** – Civitanova Marche, via Vecellio, scd – 0733/898628

Projects and training

- **Project and training office** - Civitanova Marche, via San Silvestro - 0733/893542



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www.paoloricci.org

0733.78361



ASP Paolo Ricci