

Service charter

Outpatient rehabilitation center of Monte San Giusto





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AZIENDA PUBBLICA DI SERVIZI ALLA PERSONA

HISTORY

A.S.P. "Paolo Ricci" was founded in 1804 by priests and lay people by the name of "Female orphanage for recovery, maintenance and education of poor female orphans". It was initially located in locals near the "Santa Lucia" Civil Hospital of Civitanova Alta. Since 1968 the prevalent activity is assistance and rehabilitation of subjects with disability of orthopedic origin, neurologic neuropsychomotor, with ambulatory and home interventions or day hospitalization.

In the last few years the institution has amplified finality and sectors of interventions ranging from sanitary ambit to social, educational and formative ambits. With Deliberation n. 1083/2011 the Marche Region has approved the transformation of "Paolo Ricci" from **I.P.A.B. - Istituzione Pubblica di Assistenza e Beneficenza (Public institution of assistance and charity)** – to **A.S.P. - Azienda Pubblica di Servizi alla Persona (Public Agency of Service to the Person)** D.Lgs 207/2001 and L. R. 5/2008.

ORGANIZATION AND MANAGERS

Organization's register office: **Civitanova Marche, Piazza XXV Luglio, n.2**

Administrative headquarters in **Via Einaudi, n. 144.**

Coordinator of Ambulatory Centers – Dott.ssa Alberta Mengascini

■ **0733-7836221** ■ alberta.mengascini@paoloricci.org

Medical Director – Dott.ssa Alice Chiarici

■ **0733-7836223** ■ alice.chiarici@paoloricci.org

General Director – Dott.ssa Patrizia Zallocco

■ **0733-7836225** ■ patrizia.zallocco@paoloricci.org

DELIVERABLE SERVICES

In Monte San Giusto's ambulatory rehabilitation center are delivered the following lendings:

- ▶ **Speech therapy** (in agreement with SSN or for a fee): for adult and child users affected by phonoarticulatory, communication and learning problems;
- ▶ **Neuro-psichomotor treatment** (in agreement with SSN or for a fee): for children who present relational, affective, neuropsychological and neuromotor disorders;
- ▶ **Neurologic Visit** (through payment);
- ▶ **Physiatric visit** (through payment);
- ▶ **Speech therapy evalutation for articulation difficulties** (through payment);
- ▶ **Multi-professional evalutation in developmental age for diagnosis and certification for specific learning disorders DSA, dyslexia, dysgraphia, dysortography, dyscalculia** (through payment);
Provides:
 - **Five specialist visits** with administration of specific tests (psychologist, child neuropsychiatrist, speech therapist, neuropsychomotor therapist);
 - **Clinical restitution interview** with the parents to illustrate the results and suggest eventual treatments for the child;
 - Release of the **clinical report/DSA certification**

- ▶ **Multi professional developmental assessment** (through payment)

Provides:

- **Three specialist visits** with administration of specific tests (psychologist, child neuropsychiatrist, speech therapist, neuropsychomotor therapist);
- **Clinical restitution interview** with the parents to illustrate the results and suggest eventual treatments for the child;
- Release of the **clinical report**.

The services are provided in the following forms:

- ▶ **Ambulatory**: at the outpatient rehabilitation center in pre-established time slots agreed with the patient (individual / in small groups);
- ▶ **Home**: at the patient's home with the aim to help in the recovery of the autonomy of daily life;
- ▶ **Extramural**: primarily for subjects in school age taking place inside the school building. The service is agreed with the teaching staff and the school authorities in the most appropriate time slots.

METHODS AND CRITERIA OF ACCESS FOR SERVICES IN AGREEMENT WITH SSN

For citizens of the Marche region and other regions where the the free access regime was applied, as per national legislation (L. 502/92 e 517/93), access is given through suggestion or request – filled out on SSN forms – by the general practitioner, the general practitioner pediatrician or the specialist of SSN (hospital or outpatient).

Extensions and postponements of therapies, if necessary, are proposed by the health workers of the center based on the results achieved compared to those expected and on the protocols shared with the wider area.

For developmental age, access to the waiting list occurs:

- On the proposal of SSN specialist;
- On the basys of a relation by another Center in agreement with SSN;
- On the basys of the multiprofessional evaluation in developmental age at our rehabilitation center (*VDELIVERABLE SERVICES*).

TIMES OF ACCESS AND RECEPTION FOR SERVICES IN AGREEMENT WITH SSN

The rehabilitation ambulatory center is open, normally, Monday to Friday with the following timetable: **from 8 am to 7 pm**. The times can be subject to variations in relation to the needs of service (home treatments and/or outside home treatments).

Access to services occurs through a contract, even by telephone, with the Coordinator of the Outpatient Centers who, based on the patients needs, will share the most useful informations for the inclusion in the waiting lists and for the subsequent carrying out treatments and performances. The start of services is preceded by a specialist assessment visit from the Center's medical staff.

DOCUMENTS NECESSARY FOR ACCESS TO SERVICES IN AGREEMENT WITH SSN

1	Multydisciplinary Rehabilitation treatment	Request for general practitioner, pediatrician or other specialist from public structure on specific SSN modular (RED WRITING)
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Or in particular cases

1	Single-disciplinary Rehabilitation treatment	Authorization ASUR – Area Vasta 3, coupled with doctor's/pediatrician's request on specific SSN modular (RED WRITING).
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Coupled with

2	Self-certification of residence and attending physician
3	Consent to the processing of personal data
4	Consent to the rehabilitation treatment
5	Photocopy of the European health card
6	Complete documentation relating to the pathologist

RELEASE OF REPORTS AND CLINICAL DOCUMENTATION

Certificates and medical reports can be released, for performances in agreement with SSN, within the 15 days following the patient's or guardian's written request. The clinical report's copy can be released only after the resignation and prior request by the patient or guardian, not before 30 days since the request.

METHODS AND CRITERIA FOR ACCESSING PAID SERVICES

Access is given through contract, even by telephone, with the Outpatient Center Coordinator or with the reception operators who collect personal data and process the treatment requests. Furthermore, all the information is provided regarding the modes of provision of services and costs of service. Once the patient has been assigned to the single therapist, the therapist will contact the user again to agree on the therapy schedule.

1	SSN Specialist's proposal
or	
1	Written report of other Center in agreement with SSN
or	
1	Multi professional assessment drawn up by the rehabilitation centers of ASP Paolo Ricci

Coupled with

2	Consent to the treatment of personal data
3	Consent to the rehabilitative treatment
4	Complete documentation relative to the pathology

COSTS, TIMES AND MODES OF PAYMENT

The payment can be made through postal c/c, bank transfer or directly at the administrative headquarters of the institution, in Via Einaudi, n. 144 in Civitanova Marche, at the time of the execution of the visit or treatment.

The cost of the medical or rehabilitation performance is exposed at the entrance of the outpatient rehabilitation center.

MONTE SAN GIUSTO'S OUTPATIENT REHABILITATION CENTER

► Office

Via Kennedy, n. 75, Villa San Filippo, Monte San Giusto (MC).

► Times of access

The Rehabilitation Center is open, normally, Monday to Friday with the following timetable: from 8:00 am to 7:00 pm. The times can be subjects to variations in relation to the needs of service (home treatments and/or outside home treatments).

► Acceptance and booking and release of any reports

For any information and booking the user can directly speak to the Coordinator of the Outpatient rehabilitation centers or contact the reception staff. For the release of the reports there needs to be an agreement on times and methods in advance with the Coordinator of the Outpatient Centers (Monday to Friday 8:00 am – 7:00 pm, Monday and Thursday, 2:30 pm to 5:30 pm).

Coordinator of the outpatient centers: **Dott.ssa Alberta Mengascini**

■ 0733-7836221 | ■ 0733-7836200 | ■ alberta.mengascini@paoloricci.org | ■ www.paoloricci.org

Reception

■ 0733-7836210 | ■ 0733-7836200 | ■ info@paoloricci.org | ■ www.paoloricci.org

PATIENTS RIGHTS AND DUTIES

The activities in outpatient rehabilitation centers is inspired by and is catered to the most rigorous respect of ethical, moral, professional, sanitary and juridical norms inherent the exercise of medicine in all its forms.

The behaviour of the full staff adheres to the utmost respect for the code of ethics through the adherence to the fundamental canons of respect for universal human rights, the most complete knowledge of problems in the relationship between healthcare facilities and patients.

The rehabilitation ambulatory centers fully understand the contents of the current code of medical ethics, in the declaration of Helsinki 1964 and Tokyo 1975 of the World Medical Association and the codes of ethics for health and social professions and adopts the Charter of rights and duties to the sick user ensuring its maximum publication.

Equality and impartiality

The Ambulatory Rehabilitation Centers are committed to providing their services to a relationship with the user based on the principal of equality and respect, independently from race, gender, language, religion, political ideals. The service is granted to all citizens, and delivered in an objective and impartial manner.

Rights

The patient has right to:

- Be assisted and cured with care and attention, with respect to human dignity and its own philosophical and religious beliefs
- Always be identified by its own name and surname, instead of the number or the name of the disease;
- Be able to immediately identify the people who take care of the person;
- Obtain complete and comprehensive informations concerning the disease's diagnosis, the proposed therapy and the relative prognosis
- Receive news that allow the patient to express truly informed consent

before submitting to therapies or operations: said informations have to concern also the possible risks or inconveniences consequent the treatment. Where healthcare personnel reach the motivated conviction of the impossibility or inappropriateness of providing direct information, the same must be provided to family members or to those who exercise guardianship authority;

- Obtain that all data relative to its own disease and any other circumstance regarding it, remain secret;
- Submit complaints which must be promptly examined, and be promptly informed of the outcome of the same.

Duties

The sick citizen, when accessing a health facility, must:

- Behave responsibly in every moment, in respect and comprehension of the other patients rights, with want to collaborate with medical, nursing, technical staff and with the direction of the sanitary site in which it resides;
- Respect the surroundings, the machinery and the furniture inside the facility to allow the course of the normal therapeutic care activity;
- Avoid any behaviour that can create situations of disturbance or discomfort to others;
- Refrain from smoking. The respect of said disposition is an act of acceptance of the presence of others and an healthy personal lifestyle in the facility;
- Respect, under all circumstances, the organization and the expected times. In fact, the sanitary performances requested in incorrect times and modes determine a significant disruption to all users.

The citizen has right to a correct information about the organization of the health facility, but it's also its precise duty to inform themselves in the appropriate times and locations. The sanitary staff, as far as it is concerned, is invited to enforce the rules set out for the good progress of the Outpatient Rehabilitation Centers and Citizens well-being.

OTHER FACILITIES OF ASP PAOLO RICCI

Outpatient rehabilitation centers

- **Civitanova Marche**, Via Einaudi, n. 144 / 0733 7836210
- **Morrovalle**, via L. Brodolini, n. 25 / 0733.7836261 / 0733 7836262

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

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

Residential and day social health care

- **Multifunctional facility for the elderly "Villa Letizia"** / Civitanova Marche
Viale Matteotti, n. 170 / 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, snc / 0733 898628

Projects and training

- **Projects and training office** / Civitanova Marche, via Einaudi, n. 144 / 0733 7836226



E.C.M.



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www.paoloricci.org

0733 78361

  ASP Paolo Ricci