

# Service Charter

Ambulatory Rehabilitation Center of Morrovalle



ASP  
PAOLO  
RICCI

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**

☎ 0733 7836212 ✉ [alice.chiarici@paoloricci.org](mailto:alice.chiarici@paoloricci.org)

**General Director – Dott.ssa Patrizia Zallocco**

☎ 0733 7836225 ✉ [patrizia.zallocco@paoloricci.org](mailto:patrizia.zallocco@paoloricci.org)

**Coordinator of Outpatient Centers – Dott.ssa Alberta Mengascini**

☎ 0733 7836221 ✉ [alberta.mengascini@paoloricci.org](mailto:alberta.mengascini@paoloricci.org)

## DELIVERABLE SERVICES

The following services are provided at the Morrovalle Outpatient Rehabilitation Center:

- **Physical therapy** (through payment)

Intended for patients with the aftermath of traumatic or degenerative diseases of the osteoarticular system

- Laser therapy
- Electric currents – diadynamic
- Kotz (electrical stimulation)
- Electric currents – faraday therapy
- Electric currents – galvanotherapy
- Electric currents – iontophoresis
- Hydrogalvanotherapy basins
- Low-intensity/high-frequency magnetotherapy
- Ultrasound therapy
- Pulsed currents
- Mobile ultrasound by segment
- Tens

- **Massage therapy** (through payment)

Intended for patients with localized muscle contractures secondary to traumatic or degenerative diseases of 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) or outcomes of lesions of the central and peripheral nervous system (traumatic, vascular, degenerative, tumoral), BPCO
- Neuromotor rehabilitation
- Respiratory rehabilitation
- Physiokinesitherapy
- Global postural re-education
- Functional rehabilitation

- 
- **Speech therapy treatment** (in agreement with SSN or privately):  
aimed at adult and pediatric patients with speech articulation and communication disorders
  - **Neurological examination** (through payment)
  - **Physiatric examination** (through payment)

Services are provided in the following forms:

- **Outpatient:** at the Rehabilitation Outpatient Center during scheduled time slots agreed with the patient (individual / small group)
- **Home-based:** at the patient's home, with the aim of supporting the recovery of independence in daily living activities
- **Extramural:** mainly intended for school-age individuals and carried out within the school setting. The service is arranged with teaching staff and school authorities at the most appropriate times.

## MODES AND CRITERIA OF ACCESS TO SERVICES IN AGREEMENT WITH SSN

For citizens of the Marche Region and other regions where free access has been implemented, pursuant to national legislation (Laws 502/92 and 517/93), access is granted upon proposal or request—completed on a National Health Service (SSN) form—from a general practitioner, pediatrician, or NHS specialist (inpatient 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.

Access to the waiting list occurs:

- 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 (or pediatrician), 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 usually open **from Monday to Friday** with the following hours::

| monday        | tuesday       | wednesday     | thursday      | friday        |
|---------------|---------------|---------------|---------------|---------------|
| 08.00 – 17.30 | 08.00 – 19.00 | 08.00 – 17.30 | 08.00 – 19.00 | 08.00 – 13.00 |

Opening hours may vary depending on service needs (home and/or extramural treatments)

Access to the services occurs through contact, including telephone, with the Coordinator of the Outpatient Rehabilitation Centers who will arrange an appointment with the Medical Director for the assessment visit and to prescribe, if necessary, any rehabilitation intervention..

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

## DOCUMENTS NECESSARY FOR ACCESS TO SERVICES IN AGREEMENT WITH SSN

|   |                                                |                                                                                                                                         |
|---|------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Multi disciplinary or rehabilitative treatment | <b>Request from a general practitioner, pediatrician, or public health specialist using the appropriate NHS form (red prescription)</b> |
|---|------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|

or, in particular cases

|   |                                              |                                                                                                                                                             |
|---|----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Single-disciplinary rehabilitation treatment | <b>Authorization from ASUR – Area Vasta 3, accompanied by a referral from a general practitioner/pediatrician on a specific NHS form (red prescription)</b> |
|---|----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|

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, within 15 days of the patient's or guardian's written request.

A copy of the medical record may be issued only 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 granted by contacting the Outpatient Center Coordinator or the reception staff (0733/78361), 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

### Documentation necessary

|   |                                                        |
|---|--------------------------------------------------------|
| 1 | Request from the general practitioner <b>or</b>        |
|   | Specialist's proposal <b>or</b>                        |
|   | Written report from another Center accredited with SSN |

Coupled with

|   |                                                  |
|---|--------------------------------------------------|
| 2 | Consent to the treatment of personal data        |
| 3 | Consent to the rehabilitative treatment          |
| 4 | Complete Documentation relative 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.

## AMBULATORY AND REHABILITATION CENTER OF MORROVALLE

### Site

Via Brodolini, n. 25 – Morrovalle (MC)

### Times of access

The Ambulatory Rehabilitation Center is active, normally, **from Monday to Friday** with the following time:

| monday        | tuesday       | wednesday     | thursday      | friday        |
|---------------|---------------|---------------|---------------|---------------|
| 08.00 – 17.30 | 08.00 – 19.00 | 08.00 – 17.30 | 08.00 – 19.00 | 08.00 – 13.00 |

Hours may vary depending on service needs (home and/or extramural treatments).

### Acceptance and booking and issuing of any reports

For information and reservations, users can contact the Coordinator of the Outpatient Rehabilitation Centers directly or contact the reception staff.

To obtain medical reports, schedules and procedures must be agreed upon in advance with the Coordinator of the Outpatient Rehabilitation Centers, available at the Civitanova Marche Outpatient Center at the following numbers::

☎ 07337836221

✉ alberta.mengascini@paoloricci.org

📄 07337836200

💻 www.paoloricci.org

### Reception

☎ 073378361

📄 07337836200

✉ info@paoloricci.org

💻 www.paoloricci.org

### Dott.ssa Alberta Mengascini

Coordinator of Outpatient Rehabilitation Centers

#### monday

08.00 – 14.00  
14.30 – 17.30

#### tuesday

08.00 – 14.00

#### wednesday

08.00 – 14.00

#### tuesday

08.00 – 14.00  
14.30 – 17.30

#### friday

08.00 – 14.00

## PATIENTS RIGHTS AND DUTIES

The activities of the Outpatient Rehabilitation Centers are inspired by and directed towards 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 adheres to the utmost respect for 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**

The Outpatient Rehabilitation Centers are committed to providing their services based on the principles of equality and respect for their clients, 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.
- poter identificare immediatamente le persone che la hanno in cura.
- be able to immediately identify the people who are treating the person

- obtain complete and understandable information from the healthcare personnel treating the person regarding the diagnosis of the disease, the proposed treatment and the related prognosis.
- Receive information that allows her to give truly informed consent before undergoing therapies or procedures: this information must also concern the possible risks or discomfort resulting from the treatment. If healthcare professionals are convinced, with good reason, that direct information is impossible or inappropriate, this information must be provided to family members or those exercising guardianship.
- Obtain that data relating to her illness and any other circumstances affecting her remain confidential.
- Submit complaints, which must be promptly examined, and be promptly informed of their outcome

## Duties

When visiting a healthcare facility, a 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 performance 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 hours at all times. Indeed, healthcare services requested at incorrect times and in incorrect ways result in significant disruption to all users.

A patient has the right to accurate information on the organization of the healthcare facility, but it is also their precise duty to obtain information at the appropriate times and places.

Healthcare personnel, within their scope of competence, are encouraged to enforce the rules set forth for the proper functioning of the Outpatient Rehabilitation Centers and the well-being of citizens.

## OTHER FACILITIES OF ASP PAOLO RICCI

### Ambulatory Rehabilitation Centers

- **Civitanova Marche**, via Einaudi, n. 144 – 0733/78361
- **Monte San Giusto**, via Kennedy, n. 75 – Villa San Filippo – 0733/7836271

### 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, 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, scn – 0733/898628

### Family Center

- **Civitanova Marche**, via San Silvestro - 0733/893542



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[www.paoloricci.org](http://www.paoloricci.org)

0733.78361



ASP Paolo Ricci