

SERVICES CARD

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Dear patients,

with this document we wish to present the services that our multidisciplinary team offers in the area, and more precisely at home, and illustrate the characteristics and objectives that our institution aims to achieve.

AA MEDICAL DIVISION SERVICE S.r.L. was born from the desire to create a specialized center for all those who need to rehabilitate and where professionalism and quality of service can peacefully support those who turn to our structure.

The idea stems from the awareness that anyone should be able to experience their rehabilitation process in compliance with their personal needs and characteristics.

Rome, 3/06/2024

Director

Dr. Prof. Anna Maria Coratella



The SERVICE CHARTER or STRUCTURE PROJECT, is the document through which any entity providing a public service identifies the standards of the services provided, declaring its objectives and recognizing specific rights with regard to patients.

Therefore, through the service charter, AA MEDICAL DIVISION SERVICE S.r.L. undertakes to comply with specific qualitative and quantitative standards with the aim of monitoring and improving the methods of supply and administration of the services covered by the service.

• VISION - THE SERVICE CHARTER AND THE FUNDAMENTAL PRINCIPLES

The adoption of its own "Charter of Services", in addition to being a constraint of the President of the Council of Ministers established on 05/19/1995, allows public service providers to make a real pact between health facilities and citizens.

The Charter of Services is an extremely valid tool for making the relationship between the service provider and the citizen/user who uses it as transparent as possible.

Within our Service Charter, which implements the quality objectives expressed by the structure, the following are defined, among others:

- characteristics of the structure and territorial scope;
- access mode;
- types and methods of delivery of services/services quality of services commitments and improvement programmes;
- protection and verification mechanisms (methods adopted for evaluating the services rendered, methods of presenting any complaints).

Our Service Charter is a dynamic tool and therefore, on the basis of any suggestions and observations from patients, it can be revised and integrated to improve its contents. It is based on the following guiding principles:

- **Continuity:** the provision of services is regular, continuous and uninterrupted;
- **Equality:** all users have the right to the same type of treatment regardless of gender, race, language, religion, etc.... This equal treatment must be guaranteed to all patients;

- **Participation:** the patient's participation in the provision of the service must be guaranteed in terms of collaboration and protection of the right to correct provision of the same. In fact, the patient has the right to access the information held by the facility as required by current legislation;
- **Right of choice:** in accordance with what is permitted by current legislation, the patient has the right to choose the services among the providers present in the area;
- **Right of access:** all citizens and users must have free access to the Center and its services;
- **Impartiality and respect:** healthcare and administrative personnel are required to adopt objective, respectful and fair attitudes and behaviors towards users;
- **Effectiveness and Efficiency:** the Organization must constantly strive to improve its levels of effectiveness and efficiency, in order to provide the user with an increasingly satisfactory service.

• **MISSION AND VALUES**

The possibility of being welcomed, listened to and understood from the beginning to the end of the path that is undertaken with our structure, thanks to professional and competent figures, is the ultimate goal of AA MEDICAL DIVISION SERVICE S.r.L..

The inspiring principles therefore identify the centrality of the user, the satisfaction of his needs, the recognition of his rights among the shared and sought-after values.

The patient represents a fundamental interlocutor in the organization and functioning of the services.

AA MEDICAL DIVISION SERVICE S.r.L. undertakes to ensure the involvement of people in all phases of the diagnostic-rehabilitative process by supporting their ability to choose and decide and acquiring informed consent regarding the objectives and treatment methods.

In order to promote this vision, it adopts and makes its own, formalizing them through the Charter of Services, the 14 rights set out in the European Charter of Patients' Rights, namely:

• **RIGHT TO PREVENTIVE MEASURES**

Everyone has the right to appropriate services to prevent disease.

• **RIGHT TO ACCESS**

Everyone has the right to access the health services that his state of health requires; health services must guarantee equal access to everyone, without discrimination on the basis of financial resources, place of residence, type of illness or time of access to the service.

- **RIGHT TO INFORMATION**

Every individual has the right to access all information concerning his state of health, health services and how to use them, as well as all information that scientific research and technological innovation make available.

- **RIGHT TO CONSENT**

Everyone has the right to access all information that can enable them to actively participate in decisions affecting their health. This information is a prerequisite for any procedure and treatment.

- **RIGHT TO FREE CHOICE**

Every individual has the right to freely choose between different procedures and providers of health treatments on the basis of adequate information.

- **RIGHT TO PRIVACY AND CONFIDENTIALITY**

Every individual has the right to the confidentiality of information of a personal nature, including information concerning his state of health and possible diagnostic or therapeutic procedures; just as you have the right to the protection of your privacy during the implementation of diagnostic tests, specialist visits and rehabilitation treatments in general.

- **RIGHT TO RESPECT THE PATIENT'S TIME**

Everyone has the right to receive the necessary medical treatments in a short and predetermined time. This right applies to each stage of the processing.

- **RIGHT TO COMPLIANCE WITH QUALITY STANDARDS**

Every individual has the right to access high quality health services, based on the definition and observance of precise standards.

- **RIGHT TO SECURITY**

Everyone has the right not to suffer damage deriving from the malfunctioning of health services and has the right to access health services and treatments that guarantee high safety standards.

- **RIGHT TO INNOVATION**

Everyone has the right to access innovative procedures, including diagnostic ones, in line with international standards and regardless of economic or financial considerations.

- **RIGHT TO AVOID UNNECESSARY SUFFERING AND PAIN**

Every individual has the right to avoid as much suffering as possible, at every stage of his illness.

- **RIGHT TO PERSONALIZED TREATMENT**

Everyone has the right to diagnostic or therapeutic programs that are as suitable as possible to their personal needs.

- **RIGHT TO COMPLAINT**

Everyone has the right to make a claim whenever they have suffered damage and to receive a response.

- **RIGHT TO COMPENSATION**

Every individual has the right to receive adequate compensation, within a reasonably short time, whenever he has suffered physical, moral or psychological harm caused by health services.

Duties of the user

Direct participation in the fulfillment of certain duties is the basis for making full use of one's rights. Personal commitment to duties is a respect for the social community and the services used by all citizens. Complying with a duty also means contributing to improving the quality of the services provided, therefore:

- the patient must promptly inform the coordination of his possible intention to give up planned treatments and/or health services;
- the patient is required to respect the Organization and the established therapy times, inquiring about the organization of the services;

WHO WE ARE - (Presentation, organization and territorial scope)

Engaging strength and energy in rehabilitation work is equivalent to realizing a project of full and total realization of the person, a desired and due result both from an ethical point of view and in terms of social well-being.

AA MEDICAL DIVISION SERVICE S.r.L. (ex ANAFI Associazione) is an organization born 40 years ago with the aim of promoting social solidarity through the assistance, care and rehabilitation of disabled or otherwise disadvantaged people.

The headquarters are located in Rome in via Giulio Aristide Sartorio n. 79 and is authorized, in the territory of the ASL RM2, to provide rehabilitation treatments pursuant to art. 26 of Legislative Decree 833/78 in a home regime.

The Center operates according to the directives of the DGR 583/02 as regards the global management, and makes use of a multidisciplinary team composed of specialists with proven competence and belonging to the various branches of reference for the pathologies treated and qualified operators in accordance with current regulations.

The Legal Representative of the structure is Dr. Anna Maria Coratella, founder of the structure.

The Health Directorate is entrusted to Dr. Carlo Franco Gentile, registered in the order of doctors of Rome at no. 66933 specialized in Hematology.

In order to better protect patients and improve the service offered, the company organization has adopted a quality management system (**ISO 9001:15**) which has involved the definition and formalization of procedures and documents that regulate the main activities.

It also has the following quality certifications:

- ISO 45001, OCCUPATIONAL SAFETY MANAGEMENT SYSTEM;
- ISO 27001, INFORMATION SECURITY MANAGEMENT SYSTEM;
- ISO 14001, ENVIRONMENTAL MANAGEMENT SYSTEM;
- SRS (SA) 8000, SOCIAL RESPONSIBILITY MANAGEMENT SYSTEM.

The above, together with the adoption of therapeutic protocols recognized and validated by the international scientific community, constitute protection to guarantee the services provided effectively and in a controlled manner. **The functional organizational chart of the company** is shown below.

Health director Dr. C.G.	Physiotherapy Coordinator Dr. R.M.
Specialized doctor Dr. R.F.	Administrative coordination Ms L.C.

Nursing coordination Dr. E.C. SOCIAL WORKER Dr. D. D. D.	PSYCHOLOGIST Dr. D. L. D.
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Contacts:

For detailed information on the type of services offered or for any other need, you can visit our website at the following address <https://www.aamds-adi.it> or call 06/5138231 or write to the email address coordinamento@mds-adi.it.

The operations center is open from Monday to Friday from 8.00 to 18.00 and on Saturday from 8.00 to 13.00.

Home service and services offered

- Home-based treatments pursuant to Article 26 of Legislative Decree 833/78

Rehabilitative health services are provided at home and the following table shows the types of services that can be provided.

Types of performance	Treatment regimen
Physiotherapy Speech therapy Neuropsychomotor therapy Psychological support Neuropsychological therapy Cognitive behavioral therapy Neuromotor rehabilitation Occupational therapy Motor re-education	HOME CARE

The HOME REHABILITATION service provides for the patient's overall rehabilitation taking charge through the elaboration by the multidisciplinary team of a personalized rehabilitation project (PRI) and shared with the **patient** and the **caregiver**.

In accordance with current legislation, the treatment is aimed at patients suffering from complex pathologies.

Rehabilitative management is global and, following the definition of the PRI, its implementation takes place through one or more defined rehabilitation programmes.

The multidisciplinary team is made up of the doctor in charge of the project, the social worker, the psychologist and the rehabilitation technicians necessary for carrying out the rehabilitation programme.

PURPOSE AND RECIPIENTS

Patients, adults or minors, with complex disabilities, often multiple, with possible permanent outcomes in stable clinical conditions who cannot access outpatient facilities due to particular clinical and/or social conditions are eligible for home rehabilitation treatment. The treatment is aimed at allowing permanence in one's socio-family environment by reducing institutionalization and hospitalization. The treatments aim to promote the recovery and/or maintenance of potential and the improvement of the quality of life, in a constant process of empowerment and autonomy, with the involvement of family members or caregivers, who will be instructed on the correct management of the patient in daily life

The **PATHOLOGIES** most frequently subject to HOME intervention are:

- Multiple sclerosis and demyelinating syndromes;
- Outcomes of cerebrovascular pathologies;
- Parkinson's disease and Parkinsonisms;
- Neuromuscular diseases;
- Alzheimer's disease;
- Outcomes of cranial-brain traumatism;
- Outcomes of limb amputations;
- Outcomes of femur fractures;
- Outcomes of prosthesis surgery;

- Outcomes of infantile cerebral palsy.

Access to benefits

Access to the HOME service takes place after a multidimensional assessment carried out by the competent services of the ASL of the patient's residence (UVMD - CAD) and listed as follows:

Phase	HOME SERVICE pursuant to Art.26 Lg.833/78
UVM rating	Opening rehabilitation folder
ASL user residence	Privacy information and informed consent
Authorization	
Assignment and taking charge of AA MEDICAL DIVISION SERVICE S.r.l.	Assignment to the Physician in charge of the project (M.R.P.) and Rehabilitation technicians (Physiotherapists, Speech therapists, etc.)
	Meeting of team and UVMD for drafting of the Individual Rehabilitation Project (P.R.I.)
Treatment start	Administer standardized tests for diagnosis, initial assessment and goal setting
Execution	THERAPIES (Physiotherapy, Speech therapy, etc.) 50 min. Periodic reports Periodic specialist visits Test administration (final evaluation)

End of P.R.I.	Evaluations of the outputs of the rehabilitation process and conclusions
RESIGNATION	Report of discharge and delivery to interested parties

Duration of treatment

For ADULTS, the duration of the Individual Rehabilitation Project (P.R.I.) is contained in a maximum of 90 working days, except for justified continuation of the treatment, authorized by the competent services of the ASL of the patient's residence (UVM) which carry out the re-evaluation of the assistance need on the basis of the P.R.I.

For ADULTS, the duration of the P.R.I. is defined by the multidisciplinary rehabilitation team of AA MEDICAL DIVISION SERVICE S.r.L in accordance with the ASL services T.S.M.R.E.E. of residence of the patient, who carry out the assessment of the assistance need.

Criteria for discharge and recovery of benefits

Discharge is performed according to regional guidelines, and the clinical criteria are:

- full functional recovery;
- stabilization and fixation of the picture;
- need for interventions in other areas;
- only for developmental age, age limits for continuing treatment.

For the developmental age, at the time of discharge (which is always agreed with the T.S.M.R.E.E. of the user's ASL) an interview is held with the family and a clinical report is issued which describes the rehabilitation process carried out and the state patient's current.

The team reserves the right to discharge the patient early in the following cases: if there is poor therapeutic continuity (due, for example, to frequent absences); if the patient refuses to undergo all the interventions foreseen in the individual rehabilitation project prepared by the multidisciplinary team and signed by the patient at the beginning, with consequent difficulty in sharing the objectives and strategies to achieve them.

While for the home service, in **the absence of the therapist**, the therapies can be **recovered**.

Refusal to recover will be considered patient absence and, therefore, non-recoverable.

Protection and verification mechanisms

Performance verification

The verification of the performance and quality of the service is carried out through multiple tools and activities. The main verification mechanisms used are as follows:

- periodic administration, to all users, of a satisfaction questionnaire;
- periodic meetings of the multidisciplinary team to evaluate the progress of the assistance offered;
- periodic specialist visits to reevaluate users.

Suggestions and Complaints

AA MEDICAL DIVISION SERVICE S.r.L, consistently with the desire to make the user and/or his family members participate in the assistance process and to guarantee adequate protection with respect to any disservices and/or acts or behaviors that may deny or limit the usability of performance, has defined tools and channels that allow users, and/or whoever takes their place, to communicate simply and effectively with the Center's managers.

Suggestions and complaints can be:

- Minutes, telephone or in person, directly to the coordination staff;
- Written, on plain paper or through the appropriate forms, available on our website, or in our offices and by e-mail, addressed to the coordination staff.

All suggestions and complaints will be forwarded to the competent managers who, once examined, will define the possible consequent actions.

Request for Information and Communication

The patient who wishes to have additional information on their conditions, in relation to the treatments in progress, with respect to those that can be obtained from the therapists, must request it (verbally or in writing) from the Rehabilitation Area Coordinator.

Release of a copy of the Rehabilitative Clinical Record, Clinical Reports and Certificates of Attendance

The copy of the Rehabilitation Clinical Record is issued to the patient or, in the case of minors, to the parents, following a specific and motivated request with a simple signature, accompanied by a valid identity document.

The request must be delivered to the coordination of AA MEDICAL DIVISION SERVICE S.r.L. and the relative Medical Record can be collected after 7 days, during the opening hours of the structure.

Privacy

AA MEDICAL DIVISION SERVICE S.r.L guarantees patients adequate confidentiality in compliance with EU regulation 679/2016 (GDPR) on the processing of sensitive and personal data and the conservation of clinical documentation within its archives for the time required by law and with appropriate methods to maintain the necessary privacy.

Third party liability insurance

AA MEDICAL DIVISION SERVICE S.r.L., is provided with insurance coverage for civil liability towards third parties and for civil liability towards workers pursuant to article 27, paragraph 1-bis, of Law Decree 24 June 2014, n°90, converted, with amendments, by law n° 114 of 11 August 2014 also for damages caused by personnel in any capacity operating at the facility (art.10 Law n° 24 of 08 March 2017)

Further information on the structure's civil liability policy is available on the company website.

Center opening hours:

The office is open to the public every day from Monday to Friday from 8.00 to 18.00 and on Saturdays from 8.00 to 13.00.

Patients can request a private interview with each of the reference figures of the AA MEDICAL DIVISION SERVICE by agreeing methods and times with the secretariat.