



OUTPATIENT REHABILITATION CENTER

Health Director Dr. D. De Grandis – Regional Health Code 050514

SERVICES CHARTER

Center for the functional rehabilitation of
of psychic, physical and sensory disabled people
with prevalence of the outpatient part
accredited with the National Health Service
and confirmed with Regional Government Resolution
no. 1201 dated 14th August 2019

Approved during the Directorate Review, in continuity with the previous one, on the 3rd of March 2021

WHO WE ARE

The inspiring principles and the mission

The Outpatient Rehabilitation Center is a facility established according to art. 26 of law 833/78 accredited with the National Health Service according to the Regional Government Resolution no. 1201 of 14/08/2019 (health facility classified "B/C4 - Centers and facilities for functional rehabilitation of psychic, physical and sensory disabled persons – with prevalence of the outpatient part") by virtue of art. 17, 3rd paragraph, of Regional Law 3/96 and operates since 1972 in the territory of the province of Verona in compliance with the guidelines for the rehabilitation activities of the Ministry of Health dated 07/05/1998, implemented by the Veneto Region and described in the Regional Government Resolution 253/2001.

It provides extensive rehabilitation health services and welcomes subjects in the developmental and adult age, affected by neuromuscular diseases (such as muscular dystrophies, muscular atrophy, amyotrophic lateral sclerosis, etc.) and / or other disabling diseases.

The multidisciplinary team is available for examinations aimed at taking care of the patient.

For accepted patients, individual intervention plans are set up that take into account the disabled person as a whole.

It is managed by the "Fondazione Speranza ONLUS" an organization established pursuant to articles 14 and following of the Civil Code as foundation of participation, by UILDM Verona OdV in order to provide the Outpatient Rehabilitation Center with its own autonomous legal subjectivity as requested, on the 14th of June 2011, by the Veneto Region with Executive Decree no. 131 which, in confirming the registration in the Regional Register of the association, has made the confirmation subject to "the acquisition of legal personality and the definition of the transfer of the management of the Outpatient Rehabilitation Center to another legal entity". The Steering Committee of the association appoints the president and the majority of the members of the Board of Directors of the Fondazione Speranza ONLUS.

The Center continues the activity started by UILDM Verona ONLUS, a voluntary association registered in the Regional Register under no. 0059, established in Verona on the 05.05.1971 and which in 1972 obtained the first agreement with the Ministry of Health for the provision of rehabilitation treatments.

Since the first treatments of physiokinesitherapy, over the years, the activity has expanded and is now able to ensure the rehabilitation of patients at home.

UILDM association continues its social activity through the promotion of scientific research, contributing to the maintenance of the disabled person in his/her family and social environment and to his/her integration, ensuring adequate information to families, stimulating the potential of the person with disability, organizing various meetings / events, allowing mobility through the organization of the transport service.

The bodies

According to the Articles of Association, the bodies are:

- the President,
- the Board of Directors,
- the College of participants (to be activated with the entry of new members)
- the Single Auditor.

The offices are renewed every three years.

The pro-tempore President is Dr. Piero Bresaola who acts as General Manager of the Center.

(See sheet no.1 for the functional organization chart).

The headquarters

Since 1993 the Center has its headquarters in the building of Via Berardi n. 51, inside the park of Villa Pullè in Chievo, an extremely pleasant environment, with outdoor and functional green areas and adequate parking areas.

Thanks to a couple of contributions by the Cassa di Risparmio di Verona Foundation, the site has undergone restructuring and expansion, taking into account all the criteria for eliminating architectural barriers.

To date, therefore, it has spaces that qualify it for administrative and health needs and it offers to users enjoyable and usable environments for the various activities organized there.

The facility includes:

waiting rooms;
premises used as offices and administration;
office of the psychologist and social worker;
n. 3 clinics;
n. 5 rehabilitation premises;
meeting room equipped with audiovisual media;
large multipurpose room for social activities;
2 lifts with adequate access;
adequate toilets on the two floors.

How to access

Any person affected by neuromuscular pathology and/or other invalidating disease in possession of the certification of invalidity can access the services offered by the Center upon request of the interested person, of the family (if minors) or upon sending by the general practitioner, by the pediatrician or other specialist.

If the person is accepted, the prescribed treatment plan is authorized and paid for by the National Health Service.

STAFF

Health Director: Dr. Domenico De Grandis

The clinic is dedicated to carrying out the multi-professional assessments that underlie the acceptance and the verification of the individual rehabilitation project, necessary to elaborate and verify the objectives and the program related to the rehabilitation projects of the individual person assisted. The activity carried out is accredited by the National Health Service.

Separate multidisciplinary teams intervene in the service.

The facility also employs staff with administrative tasks and collaborates with: a Management Representative, Head of Prevention and Protection Service, Labor Consultant, Accountant.

THE SERVICES PROVIDED

The services provided within the rehabilitation and health area are:

- specialist medical checks:
 - cardiology,
 - physiatrics,
 - neurological,
 - gastrointestinal,
 - orthopedic,
 - pneumological,
- **physiokinesitherapy services – nursing services**
- **speech therapy services**
- **psychomotric performance**
- **psychological counseling**
- **social worker advice**

INTERVENTION METHODS

The Outpatient Rehabilitation Center operates in the following ways:

- assessment examinations ("first examination").
- check-up examinations also for the prescription and testing of prostheses, orthoses and aids.
- diagnostic daily services: specialist advice (specialist check-ups) and instrumental examinations (spirometry, echocardiogram and electrocardiogram, lectromyography, nocturnal saturimetry monitoring).
- outpatient and inpatient rehabilitation services of: physiokinesitherapy, speech therapy, nursing assistance, psychomotricity.

The process of acceptance

The Health Secretary is available for those who need general information on the services offered and on how to access them. For further information, the President is available upon appointment.

The activation of the diagnostic procedure consists of a first physiatrics examination, when it is necessary to present the medical documentation in possession of the applicant and the request of the general practitioner (or of the pediatrician of free choice in case of minors).

In the event of lack of neurological diagnosis, the same is done by the Rehabilitation Center.

Following this examination, the specialist physiatrist will prepare an individual rehabilitation plan to be approved by the general practitioner or pediatrician of free choice.

After the approval of the individual rehabilitation plan, the patient will undergo specialist examinations by the members of the rehabilitation team, as necessary.

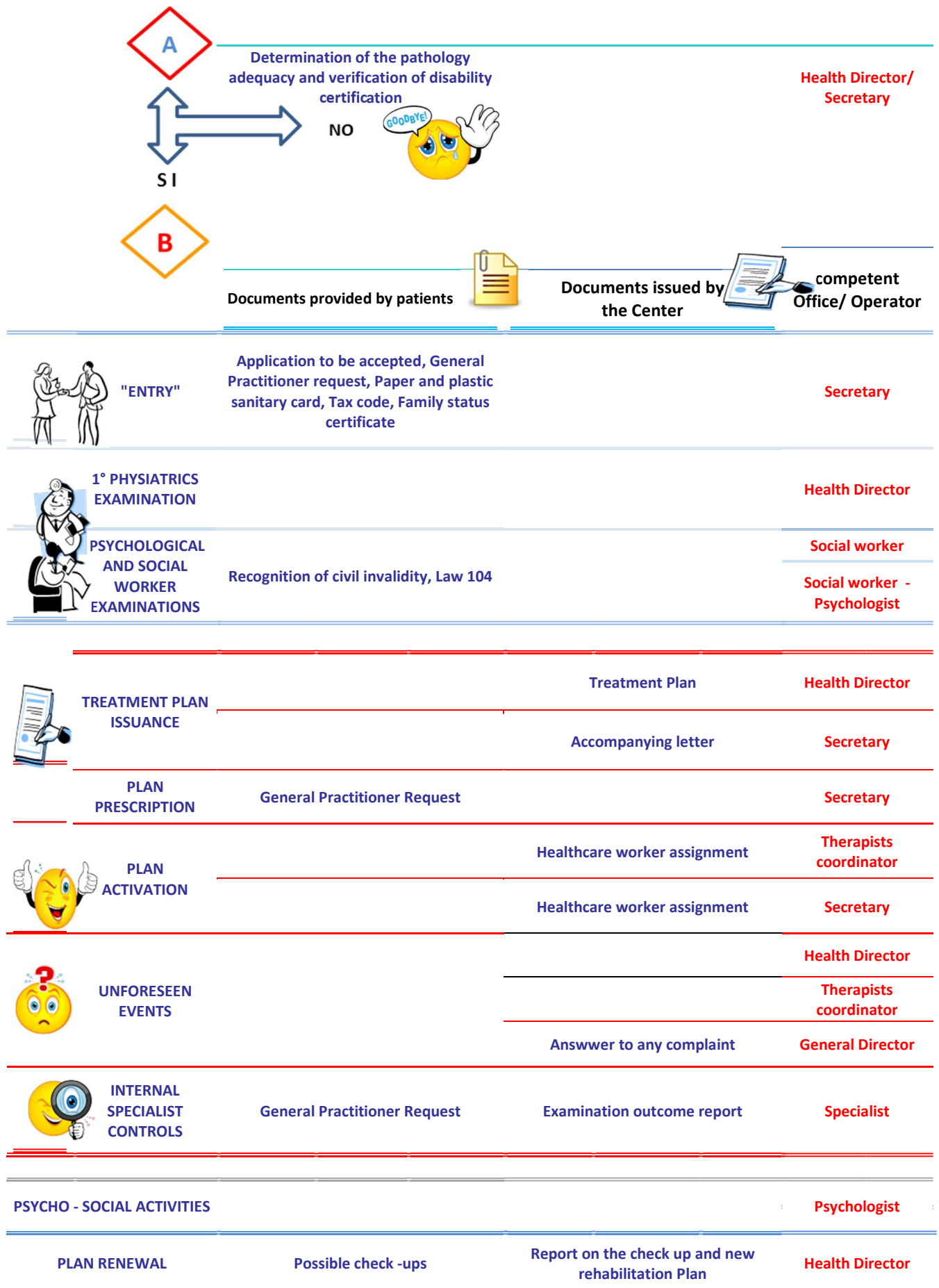
During the rehabilitative treatment the patient will undergo examinations scheduled and/ or as deemed appropriate by the health workers, also for the prescription of aids and/or electromedical equipment or instrumental examinations, and will have the right to request visits in turn.

Upon renewal of the rehabilitation plan and if necessary, the patient is invited to interviews that may also take place at home with the social worker or the psychologist. When the conditions of the patients do not allow their transport, the visits are made to their home in the same manner.

What to bring to the first examination

1. PRESCRIPTION OF THE GENERAL PRACTITIONER
2. SANITARY CARD
3. TAX CODE
4. FAMILY STATUS CERTIFICATE ON UNSTAMPED PAPER
5. INVALIDITY CERTIFICATE
6. ANY HEALTH DOCUMENTATION SUCH AS A CLINICAL DOSSIER

OPERATING PROCEDURE



QUALITY POLICIES

The Foundation has specific quality policies based on the following priorities:

- absolute priority for the patient well-being and quality of life; rehabilitative health intervention, aimed at the recovery and preservation of residual motor and respiratory skills, always accompanied and intertwined with psychological and social support interventions, also addressed to families;
- application and periodic review of the Services Charter;
- prevalent rehabilitative activity performed at home in consideration of the difficulties and discomforts encountered by most people with disabilities (with severe motor impairments and forced wheelchair) to reach the clinics;
- organization of conferences and training courses also as Organizing Body of the Veneto ECM Training system;
- strengthening of relations with the Veneto Region, for the organizational and financial management of the rehabilitation service, through the "Coordination of Rehabilitation Centers";
- continuous improvement in the services organization, provided through the annual review of operating policies and procedures and the intervention with ongoing improvement plans, when identified as urgent;
- use of the Regional Institutional Accreditation System for the specific aspects of the health service;
- activation of qualitative improvement plans through the introduction, starting from an experimental level, of forms of virtual rehabilitation and of home-based services integrated with the hospitals.

Quality indicators

TIME: The waiting time for the first examination is of about 20 days, while the acceptance takes place in about 40 days except for extraordinary situations, for example, if the ceiling of the budget authorized by the Veneto Region is exceeded.

DOCUMENTS: Upon acceptance a rehabilitation plan is prepared by the physiatrist specialist physician and handed over to the patient and to his/her doctor.

SATISFACTION: Patients are given periodically a satisfaction questionnaire to check the quality of the service provided and if there is any item that could be improved.

UILDM Verona ONLUS association has created the "*solidarity fund for social and health emergencies*" to give real hope to the disabled and their families who live in serious situations of need. Through the "*solidarity fund for social and health emergencies*" the Foundation can help, with professionalism, the most disadvantaged people, integrating the services provided through the contribution of the National Health Service.

For information on the various activities, please contact the respective contact persons at the addresses and in the manner indicated in sheet 2.

RIGHTS AND OBLIGATIONS OF USERS

RIGHTS

- **Respect** of one's dignity and the need for health.
- **Equality:** all users are equal without distinction of sex, race, language, religion and political opinions. Equality is understood as a prohibition of unjustified discrimination and not as uniformity (with the exception of the general aspects of care) of the services in terms of personal and social conditions.
- **Impartiality** understood as an inspiring principle of behavior towards the user, which must be based on criteria of objectivity and justice.
- **Customization,** humanization and continuity of the assistance, aimed at ensuring its provision in relation to individual health conditions, as part of a special rehabilitation project.
- **Free choice** among the subjects that provide the same services, where permitted by the legislation in force.
- **Clear and appropriate information** on the services provided, on how to access services, on the health status and on the release of copies of health records.
- **Participation** in the development and improvement of the activities of the Foundation.
- **Respect and courtesy.**
- **Quality** of care and appropriateness according to the specific needs of everyone.
- **Confidentiality** on everything related to personal and health data.

Management of complaints

In order to favor a constructive collaboration with those who collaborate in various capacities, it is possible to present observations, suggestions, complaints through a special form available at the entrance of the Facility.

The form is registered by the general secretary and assigned for the solution to the person concerned. Once identified, the solution is recorded and communicated to the complaining party, if not anonymous.

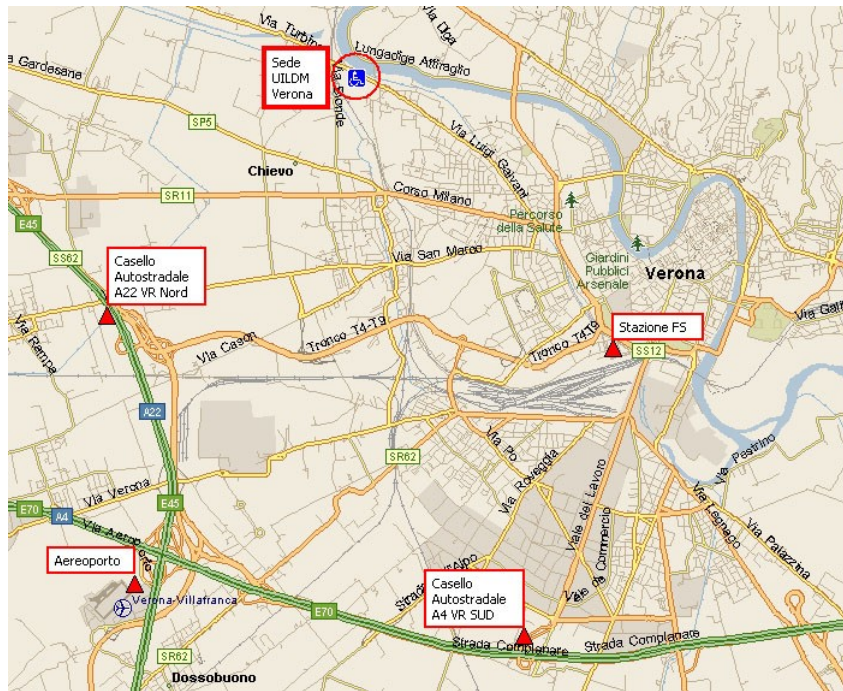
OBLIGATIONS

- **Responsible and respectful behavior.** In particular, those who access the health services are committed to collaborate with doctors and rehabilitation staff and to respect the schedules by reporting at least 24 hours before (except for emergencies) any changes and waivers to care and health services and/or scheduled examinations.
- **Respect** for environments, equipment and furnishings and avoidance of behaviors that may create disturbing situations for staff and other patients.
- **Respect for one's own health and for others.** Therefore, according to current legislation, it is absolutely forbidden to smoke inside the premises.
- **Obligation** to inform the Health Director of the intention to undergo specialist visits not provided for in the individual rehabilitation plan and to deliver a copy of the clinical documentation issued.

ABSOLUTE PROHIBITION to take advantage of the same rehabilitation treatments at other facilities affiliated with the National Health Service.

WHERE WE ARE

Outpatient Rehabilitation Center
Managed by Fondazione Speranza ONLUS
Via Aeroporto Angelo Berardi, 51
37139 Verona (Chievo) – Italy



TIMETABLE

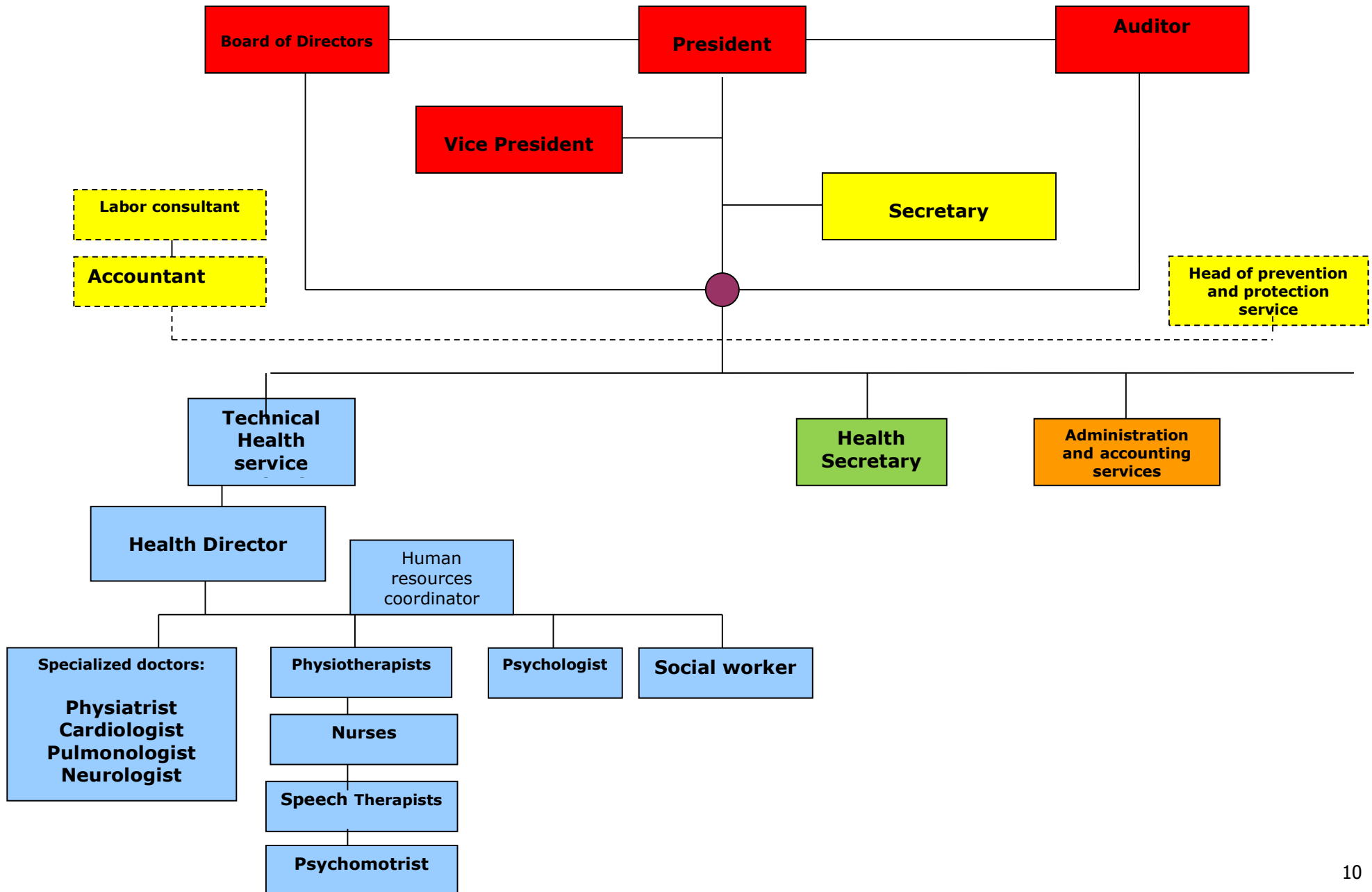
Monday to Friday from 8.30 a.m. to 1.30 p.m. and from 3.00 pm to 5.30 pm

During these times it is possible to receive information and/or book medical examinations

FOR INFORMATION

Telephone 045.8101650 – Fax 045.8101655
E-mail: segreteria@centroriabilitativo.org

Sheet 1 – Functional organization chart



Sheet 2 – Contacts

Telephone no.: 045/8101650 during opening hours

Services	Contact person	Notes
Health Secretary	Sonia Nardi Michele Ninfali	For appointments, examinations with the healthcare staff
Psychological support for patients and families	Rossella Avesani Chiara Castiglioni <i>(Psychologists)</i>	By previous telephone appointment through the secretary
Social secretariat and handling of paperwork	Anna Maria Cossino <i>(Social Worker)</i>	By previous telephone appointment through the secretary
Meetings with the President - General Director	Piero Bresaola	By previous telephone appointment through the secretary
ECM Training	Michele Ninfali	

Support activities	Contact person	Notes
Accounting services	Enrico Tommasi	
Social activities office: - Transport - Tourism for young people and families - Cohabitation week - Youth group - Other projects	Giuseppe Fiorio	The transport request must be submitted by the day of Monday of each week to allow the service to be scheduled (from Wednesday to the following Tuesday). Transport will be guaranteed, according to the availability of vehicles and drivers.