



SANTA CHIARA
MARTIGNANO

Rev. e date	Verification, approval and release authorization
0 of 01/10/2024	Sole Director, Medical Director
1 of 13/11/2025	Sole Director, Medical Director
2 of 05/12/2025	Sole Director, Medical Director

SERVICE CHARTER

Outpatient rehabilitation center for people with
physical, mental and sensory disabilities and home
care for people partially, temporarily or totally non-
self-sufficient

“Istituto Santa Chiara Latina”

Registered office: Lecce (LE)

Address: Via Trinchese, 61/D

Phone: 07731752505

Email: latinariabilitazione@istitutosantachiara.it

PEC: santachiamartignano@pec.it

Website: www.istitutosantachiara.it

VAT Number: 05107920752

Sommario

THE SERVICE CHARTER AND FUNDAMENTAL PRINCIPLES.....	3
MISSION AND VISION	3
QUALITY MANAGEMENT SYSTEM	4
CUSTOMER SATISFACTION	4
RIGHTS AND DUTIES OF USERS	5
AGREEMENTS WITH BODIES AND ASSOCIATIONS.....	5
COMPENSATION AND MODALITIES OF USE BY THE USER	6
ETHICAL AND RELIGIOUS BELIEFS.....	6
LINGUISTIC-CULTURAL MEDIATION	6
ARCHITECTURAL BARRIERS / ROUTES	6
ACCESS FOR GUIDE DOGS	6
REHABILITATION CENTER FOR PEOPLE WITH PHYSICAL, MENTAL AND SENSORY DISABILITIES — OUTPATIENT SERVICE.....	7
WHO WE ARE	7
PRINCIPLES OF REHABILITATION ACTIVITY.....	7
INFORMATION ON SERVICES AND TAKING CHARGE	8
TREATMENTS OFFERED	9
MODE OF DELIVERY	9
PROFESSIONAL ROLES	9
RELATIONS WITH USERS.....	10
SERVICES FOR THE TERRITORY: SCREENING.....	10
CONTACTS AND OPENING HOURS	10
REQUEST FOR CLINICAL DOCUMENTATION	11
PATIENT HOME SERVICE	12
WHO WE ARE	12
OBJECTIVES.....	12
RECIPIENTS	12
TYPES OF SERVICES.....	12
PROFESSIONAL ROLES	12
ACCESS AND ACTIVATION PROCEDURES.....	13
REQUEST FOR CLINICAL DOCUMENTATION	15
QUALITY MANAGEMENT SYSTEM	15
CONTACTS AND OPENING HOURS	15

THE SERVICE CHARTER AND FUNDAMENTAL PRINCIPLES

The Decree of the President of the Council of Ministers of 19/05/1995 requires providers of public services to adopt their own “Service Charters”, which become a real agreement between health facilities and citizens. The Service Charter is an extremely useful tool to make the relationship between the service provider and the citizen/user more transparent. Within our Service Charter, which incorporates the quality objectives expressed by the organization, the following are defined:

- characteristics of the facility and territorial scope
- information on the rehabilitation service and types of services offered
- access and intake procedures
- quality standards of services

Our Service Charter is a dynamic tool and may be revised and integrated to improve its content.

The guiding principles on which our Service Charter is based:

Universality of the right to access. All users have the right to the same type of treatment regardless of sex, race, language, religion and political opinion. Equal treatment must be guaranteed regardless of different social categories or bands and different geographical areas of origin, even if these areas are not easily reachable.

Participation. The user's participation in the provision of the service must be guaranteed in terms of collaboration and protection of the right to correct delivery of the service. The user has the right to access information concerning the services provided by the Center, as provided by current legislation. The user may submit proposals, suggestions, observations and evaluations regarding the services provided.

Right of choice. In accordance with current legislation, the user has the right to choose services among the providers present in the territory.

Impartiality and Respect. Health and administrative staff must adopt objective, respectful, fair and impartial attitudes and behavior towards users. Similarly, the interpretation of sector regulations, the application of general and/or specific clauses and conditions must be conducted according to criteria of objectivity, fairness and impartiality.

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.

Protection of confidentiality. The Center guarantees respect for the privacy of users and operators in implementation of current legislation (EU Regulation 2016/679).

MISSION AND VISION

By statute, the institute's aims and commitments are directed towards:

- Promoting and supporting study and research activities in the fields of Neuropsychiatry, Neuropsychology, Speech Therapy and Psychotherapy in all their aspects and applications;
- Addressing issues relating to definition, teaching and dissemination of scientific, clinical and social themes and problems of Developmental Age and Adulthood in all their articulations and applications through training courses, scientific and popular publications, organization of conferences, awarding of scholarships;
- Carrying out clinical activities of diagnosis, treatment and consultation for Neuropsychological and Neuropsychiatric disorders according to clinical protocols based on evidence;

- Developing tools and experimental protocols for assessment, diagnosis and treatment;
- Promoting contacts and cooperating to achieve common objectives with other organizations and institutions, nationally and internationally;
- Collaborating with professionals who carry out activities consistent with the aims of the Center.

At the base of the Company's activity is the idea that good clinical practice cannot exist without research and training, which can improve the quality of clinical practice both in assessment and rehabilitation phases, through the use of protocols indicated by national and international guidelines.

QUALITY MANAGEMENT SYSTEM

The Quality System consists of all the resources available to an organization and the activities it implements in order to ensure the achievement of its objectives.

The quality policy of Istituto Santa Chiara Latina is oriented to guarantee the satisfaction of customer requirements and the needs of all interested parties (both inside and outside the organization) and to improve its performance.

For this reason, Management has established an organization such that the technical, administrative and human factors that influence quality are kept under control and monitored.

MAINTAINING STANDARDS

To maintain high quality standards in the services provided, Santa Chiara Martignano srl favors, among the various strategies implemented, flexibility and transparency. A flexible approach allows the intervention plan for the person receiving the service to be modified during the course of a project.

ALSO, the following are constantly preserved:

- The RELATIONSHIP and COLLABORATION with the A.S.L. managers to ensure continuity of service.
- PARTICIPATION in the training of its operators and in the education of the patient's family on safety procedures, in order to minimize the risks associated with the care provided.
- ESTABLISHMENT AND MAINTENANCE of an accurate data archiving service relating to the services provided to the patient.

CUSTOMER SATISFACTION

In order to learn the opinions of users and their caregivers about the services offered, they are invited to collaborate in collecting data on satisfaction with the services provided by filling in the praise/complaint form available at each site at reception or requestable by email. When completing the forms, the user may be assisted by a person of their trust. The Quality Management office undertakes to produce an annual report on customer satisfaction and to publish a summary of its results on the institutional website. The same report can be requested for viewing from that Office.

The activity verification system is an integral part of our organization and crosses every aspect of the Service periodically. It analyses both procedural and organizational aspects and elements of service impact capacity, such as, where possible: reduction of user isolation; increase in autonomy, self-esteem and ability to organize one's life; increase in recreational-cultural interests, etc. The constructed system also takes into account the difficulties inherent in measuring performance in personal services, which are classically defined as intangible and therefore more difficult to subject to quantitative and qualitative estimates.

Users are also provided with a satisfaction questionnaire to be completed anonymously and returned in a special box that can only be opened with a key, located at the entrance of the facility. This allows the

collection of both quantitative and qualitative data and monitoring of service trends. The user can express their level of satisfaction with the service in general, with specific services, and with the staff.

RIGHTS AND DUTIES OF USERS

Right to confidentiality

Santa Chiara Martignano srl guarantees punctual compliance with the regulations concerning the protection of patients' personal data.

To this end, upon admission to the facility or prior to outpatient services, the User (or the family member/guardian of the minor or incapacitated user) signs:

- the form providing information on the processing of personal data, pursuant to art. 13 of EU Reg. n. 2016/679, possibly giving specific consent to the processing of data for purposes other than care;
- the informed consent in which the information relating to the treatment the patient intends to undergo is formalized.

Duties of users

Users, when accessing the Institute, are expected to behave responsibly at all times, respecting and understanding the rights of other Users, willing to collaborate with health and technical staff and with Management.

Users must not undertake therapies other than those prescribed by the clinicians who care for them and recorded in the medical record.

The use of telephones and audio devices must be such as not to disturb others.

Users and their relatives are forbidden from interfering with health staff regarding methods of assistance. Any serious service disruptions occurring between Users and health staff or between health staff and relatives must be reported promptly and exclusively to the Medical Direction.

Protection of users

Istituto Santa Chiara Latina is available to listen to, accept and record any complaints and reports of malfunctions or failure to comply with commitments made in this Service Charter. Any praise/complaints must be submitted in documented form on the specific form available at the Secretaries of each location. This form can also be requested by email to the various facilities according to the indications reported in this Charter and in the "Contacts" section of the company website.

By appointment, it is possible to obtain, from our staff, support in filling out and handling the complaint or report procedure.

Istituto Santa Chiara Latina reserves the right to assess the validity of the complaint and to provide a response within 15 days from receipt.

AGREEMENTS WITH BODIES AND ASSOCIATIONS

Istituto Santa Chiara Latina, always aiming to offer quality services, promotes offers and opportunities on certain services reserved for members through partnered Bodies and Associations. Upon receiving a request for an agreement from the Body or Association in person or by email to latinariabilitazione@istitutosantachiara.it, staff will select and evaluate the request and, after a positive

opinion, proceed to the stipulation of the Agreement. Each Body or Association determines, together with the Institute, the method of requesting the service (e.g., presentation of a valid membership card for the current year, etc.). Members can stay informed about new agreements on the website in the "Agreements" section. All agreements and arrangements on our site are constantly verified and updated: this is to always present advantageous and current agreements.

COMPENSATION AND MODALITIES OF USE BY THE USER

If a malfunction occurs or equipment is out of order, the user has the right to be informed of the inability to perform the service and, in any case, has the right to rescheduling with preferential procedures.

If the user has already paid for the service and it has not been fully enjoyed, they are entitled to reimbursement, via a credit note, proportional to the amount of service not provided.

If the patient arrives later than the scheduled start time for treatment, they must pay the full cost of the scheduled service, respecting the planned end time of the intervention.

ETHICAL AND RELIGIOUS BELIEFS

The patient has the right to be assisted and cared for with diligence and attention, respecting human dignity and their own philosophical and religious convictions. All activities of our Institute respect the broadest religious pluralism. In particular cases, it is possible to request, through the Secretariat offices, a meeting with the desired minister of worship without charges for the Facility.

LINGUISTIC-CULTURAL MEDIATION

Users and staff of the service can, if necessary, make use of linguistic-cultural mediators to support clinical-care activities, so as to facilitate communication between foreign patients and healthcare personnel.

Mediators must present themselves on site with an appropriate identity document and authorization by the patient.

ARCHITECTURAL BARRIERS / ROUTES

At the Istituto Santa Chiara Latina site, architectural barriers have been removed and/or overcome.

Visitor routes are guided by clear signage. The signage system present has been implemented as simply and understandably as possible, to enable users to reach the various locations and consequently the wards, gyms, outpatient clinics and other services without difficulty.

ACCESS FOR GUIDE DOGS

"The blind person with a guide dog may enter all places open to the public" — this is Article 37 of Law 1974, updated by Law 60 of 2006, which allows and regulates access for guide dogs on public transport. The Ordinance of the Ministry of Health of 6 August 2013, in Article 5, expressly excluded the use of muzzles and leashes "for dogs trained to support persons with disabilities."

Blind people may be freely accompanied by their dog in any public environment, with motivated exceptions concerning prevailing general values such as health, safety and hygiene of a plurality of people.

REHABILITATION CENTER FOR PEOPLE WITH PHYSICAL, MENTAL AND SENSORY DISABILITIES — OUTPATIENT SERVICE

WHO WE ARE

The Rehabilitation Center for people with physical, mental and sensory disabilities “Istituto Santa Chiara Latina” provides outpatient services. It performs healthcare activities aimed at the “functional and social recovery of subjects suffering from physical, mental and sensory impairments, dependent on any cause” (as indicated by art. 26 of Law 833/78), using, for treated patients, a comprehensive approach. The Center is authorized to operate with DETERMINATION – GSA n. G09250 of 10/07/2024.

PRINCIPLES OF REHABILITATION ACTIVITY

The fundamental principles of the Center's rehabilitation activity are:

- reception: the patient is, above all, a person who asks to be welcomed and not only for their pathology. The relationship that is established with the patient and their family from the very first contact is therefore fundamental;
- continuity: services are provided continuously and any interruptions will be regulated based on current regulations, always protecting the patient;
- equality: all users have the same rights, without distinction of sex, race, nationality, religious or political beliefs, psycho-physical and economic conditions;
- professionalism: characterizing the work of the entire Center's healthcare staff, distinguished by competence, thoroughness and appropriate professional training;
- quality of care: in all dimensions, both technical and relational. It translates into care for every aspect of the work carried out for and with the patient, in the search for a path that meets their specific needs and in respect of ethical and deontological values toward all patients; the proposed rehabilitation path aims to achieve objectives useful for improving quality of life.

The services provided, therefore, according to the process logic implemented in the continuous improvement system, are based on:

Evidence: all treatments carried out at the facility are characterized by evidence-based practice: “evidence-based practice... is given by the integration of research with clinical practice, respecting patient characteristics, culture and opinions.” (Definition of Evidence-Based Practice of the Presidential Task Force - 2006, p. 273) which is part of the American Psychological Association (A.P.A.). The Evidence-Based Practice approach opposes rules based on “common sense,” identifying evidence supporting a specific treatment and evaluating its scientific validity. Its goal is to eliminate harmful or excessively risky treatments in favor of those yielding better results. In this context the three levels of scientific evidence are also defined (Kendal & Beidas, 2007).

Guidelines: primarily aim to provide directions for organizing the service network. They provide professionals with the institutional framework and identify processes and procedures related to therapeutic practice.

The rehabilitation intervention is oriented towards four objectives:

- Recovery of a functional competence that has been lost for pathological reasons;
- Evocation of a competence that did not appear during development;
- The need to halt functional regression by attempting to modify the natural history of chronic-degenerative diseases by reducing risk factors and controlling progression;

- The possibility of finding alternative facilitating formulas;

Rehabilitation intervention begins from the very moment the damage occurs. The end is defined by an accurate balance between stabilization of outcomes and the presence of potential for recovery.

Multidisciplinary team: the rehabilitation process concerns not only strictly clinical aspects but also psychological and social aspects. To achieve a high level of effectiveness any rehabilitation project, for any individual, must aim at multiple objectives planned in an orderly manner so that the autonomy achievable in the various domains can translate into overall personal autonomy and improved quality of life. To promote, support and organize such a project, several professionals are involved and constantly interface. The physician remains the coordinator of the team, the point of agreement with the team and with all structures involved in the rehabilitation/therapeutic path.

The fundamental principles of the training activity of Istituto Santa Chiara Latina are:

- Encourage constant updating of knowledge, skills and core, technical-professional and transversal competencies of those directly and/or indirectly dealing with neurodevelopmental disorders;
- Personalize training paths considering individual professional profiles and stakeholder needs;
- Facilitate and strengthen access to training for all interested parties, responding to new training and organizational needs posed by advances in medical and scientific fields;
- Keep constant attention to the needs expressed by training beneficiaries.

INFORMATION ON SERVICES AND TAKING CHARGE

The outpatient rehabilitation service aims to take charge of users with physical, mental and sensory disabilities in developmental age and adulthood. For each user who accesses the service an initial specialist visit is carried out for the opening of the project that will identify the patient's needs. The Secretariat enters the new user's demographic data into the management system. The physician is responsible for providing accurate and precise information on the proposed treatments in order to involve the family and the patient in the care process. At the end of the explanation, the physician requests the signing of the informed consent and privacy forms by the patient/parent/family member or their representative. The physician opens the clinical record and records the result of the first visit in the appropriate sections. In detail, they write the medical history, collect rehabilitation/clinical history documentation, perform the specialist objective examination and decide which further assessments should be performed by therapists, in compliance with the adopted guidelines and administering the tests required for the various care pathways. The physician assigns responsibility for subsequent assessments to therapists and psychologists by completing the "Monitoring Form", indicating the names of the appointed professionals. The Secretariat, based on the physician's instructions, schedules appointments for further assessments, entering the appointments in the Management System. If the family/patient consents, the rehabilitation intervention is implemented and each therapist works to achieve the objectives set out within the Individual Rehabilitation Plan (PRI).

The PRI, based on the biopsychosocial model, is proposed and implemented by a multidisciplinary team that, in agreement with the family, defines objectives, resources, times, interventions and monitoring and verification methods.

The PRI requires continuous modulation of interventions in response to adaptive changes in the clinical profile resulting from various therapeutic interventions. These are therefore necessarily integrated interventions concerning the patient and their life context.

TREATMENTS OFFERED

Within the scope of rehabilitation activity, a comprehensive approach to the patient through the involvement of a multidisciplinary team is fundamental, in order to guarantee a correct therapeutic intervention modulated according to the detected needs.

Pathologies treated in adult patients are those related to significant impairments and/or disabilities, often multiple, with possible permanent outcomes and a high degree of disability in ADLs (activities of daily living).

These disabilities involve alterations of multiple functions secondary to Central Nervous System – CNS lesions, severe polyneuropathies, traumatic fractures involving at least two limbs or one limb and the spine, chronic inflammatory non-degenerative rheumatic disease (rheumatoid arthritis and connective tissue diseases), oncological pathology.

Pathologies treated in developmental age patients are neurological and neuropsychiatric in nature and include psychomotor delays, language delays, learning delays, attention and/or hyperactivity disorders, pervasive developmental disorders, behavioral disorders, intellectual disability, genetic syndromes and autism spectrum disorders.

For each patient, the Center aims to provide:

- Clinical and rehabilitative activity with highly qualified rehabilitation personnel;
- Psychological support activities;
- Parent and teacher training activities.

Healthcare services provided

- Initial specialist visit required for taking charge
- Speech therapy
- Neuropsychomotor therapy
- Occupational therapy
- Neuropsychological treatments
- Physiotherapy

MODE OF DELIVERY

Outpatient treatments are carried out according to the content and frequency set by the PRI, on days and times proposed by the Secretariat in agreement with the family/patient, compatibly with the organizational needs of the Center.

PROFESSIONAL ROLES

The working group consists of a multidisciplinary team, responsible for the quality of interventions and coordinated by the presence of the Medical Director. Currently on staff at the Center are:

- Specialist physicians responsible for patient care
- Psychologist
- Healthcare professionals
- Speech therapists
- Physiotherapists

- Occupational therapists
- Therapist of Neuro and Psychomotricity of Developmental Age

RELATIONS WITH USERS

The relationship with users (and/or their relatives) and the Center is based on sharing the project and rehabilitation program proposed by the responsible physician, in agreement with the multidisciplinary team.

Therapy appointments set at the start of the project must be respected and cannot be changed during the duration of the project. Failure to accept them entails renouncing treatment. The facility reserves the right, for service needs, to change times with prior prompt communication to users.

Any LATE ARRIVAL or ABSENCE will be handled as per the Internal Regulation signed.

Being a comprehensive taking charge, the project does not consist solely of therapies, but also includes a series of interventions and visits present in the PRI; such visits cannot always coincide with therapy days and times, but being an integral part of the project, they must be strictly respected and carried out.

SERVICES FOR THE TERRITORY: SCREENING

In recent years significant attention has been paid to studying solutions capable of improving public health and well-being, broadening the concept of health from a purely clinical meaning to a wider and more complex socio-health definition, open to social repercussions (discomfort, psychological malaise, relational issues, etc.). These solutions have also ensured safeguarding the need to rationalize health spending. The two needs find an answer in preventive and early diagnosis interventions.

The Center carries out screening activities for the early recognition of specific difficulties in school and preschool age. Specifically, it operates in the following ways:

- Designing screening activities
- Identifying schools in the territory
- Contacting schools
- Presenting the screening project
- Administering the tests provided by the project
- Scoring the administered tests
- Identifying children with specific difficulties
- Reporting the results obtained for each child
- Monitoring the school path of children with specific difficulties.

CONTACTS AND OPENING HOURS

Istituto Santa Chiara Latina is located in Latina at Viale Le Corbusier, number 393.

It is open Monday to Friday from 08:00 to 20:00 and on Saturday from 08:00 to 14:00.

Our telephone number is: 0773-1752505

You can also contact us at: latinariabilitazione@istitutosantachiara.it indicating the type of request in the subject.

Our PEC is: santachiaramartignano@pec.it

REQUEST FOR CLINICAL DOCUMENTATION

After discharge the User may request clinical documentation (copy of clinical records, certification requests, clinical reports, etc.) by going to our front office desk and completing the specific form: this form can be requested and sent by email.

The first copy of the clinical record is free.

Copies of the clinical record subsequent to the first or requested certificates may have a cost that will be specified on the form to be completed, since it varies depending on the request and use.

Payment will be made upon collection of the copy; said payment includes a fixed fee up to 100 pages of the clinical record, with a subsequent increase in cost for additional pages divided into groups of 200.

Within 30 days of the request, the clinical record can be:

- received at home by mail, upon written request by the User;
- collected personally by the User (or by a parent in the case of minors) or by a person delegated in writing (showing an identity document of the User even in photocopy).

PATIENT HOME SERVICE

WHO WE ARE

The Centro Istituto Santa Chiara Latina provides its socio-health home care services at the patient's home and, where necessary, in public or contracted facilities, in suitable and reserved environments, after authorization of activities and drafting of the DUVRI (Single Document for the Assessment of Interference Risks).

The Operational Headquarters of reference for the ASL of Latina is located in Latina (04100), Viale Le Corbusier n. 393, and is reachable by public transport (stop about 500 meters away). Email addresses: adimartignano@istitutosantachiara.it – latinariabilitazione@istitutosantachiara.it

OBJECTIVES

The home care service has the following objectives:

- support the permanence at home of the non-self-sufficient person
- prevent or reduce the recourse to improper hospitalizations
- maintain and, where possible, enhance residual autonomy
- support the family and caregiver in the care burden
- promote the quality of life of the person in their habitual living context.

RECIPIENTS

The service is intended for:

- people partially, temporarily or totally non-self-sufficient
- residents in the territory of ASL Latina
- with documented care needs (health and/or socio-assistance) assessed by the competent services.

TYPES OF SERVICES

Services are defined based on the Individualized Care Plan (PAI) and may include:

Socio-assistance services, such as:

- help with activities of daily living (personal hygiene, dressing)
- assistance with feeding and hydration
- mobilization, positioning and small transfers
- support in managing the domestic environment related to personal care (making the bed, tidying the room, etc.)
- support in social life and managing daily routines.

Healthcare services, such as:

- basic nursing care (simple dressings, medication therapy, vital sign checks)
- rehabilitative services (physiotherapy, speech therapy, etc.)
- health education for the person and family.

PROFESSIONAL ROLES

The Home Care service is staffed by a multidisciplinary team composed of:

- Medical Director;
- Coordinating/Intensive Care Physician;
- Rehabilitation healthcare professionals (Physiotherapists, Speech therapists, Occupational therapists)
- Nurses (including one nurse coordinator with a master's degree in home care)
- Social and Health Workers (OSS)

ACCESS AND ACTIVATION PROCEDURES

How the service is activated

Access to the service can occur through:

- referral by ASL/PUA or other territorial services
- referral by municipal Social Services
- direct request by the person concerned or by relatives

The request is recorded by the Secretariat which:

- collects demographic data and the contact of the family representative
- requests available health and social documentation
- schedules the initial assessment at home or another agreed location.

Initial assessment

The initial assessment includes:

- evaluation of the level of non-self-sufficiency
- analysis of the home context and family support
- identification of health, care and social needs
- joint definition of care objectives.

Individualized Care Plan (PAI)

Following the assessment, the PAI is drafted, which defines:

- type of services
- frequency and time slots of home visits
- professional roles involved
- expected duration of the intervention and methods of reassessment
- roles of family/caregiver.

The PAI is shared with the assisted person and/or family members, who receive a copy.

Access of operators to the home

Visits are scheduled according to the PAI, with a weekly schedule communicated to the family.

Any changes to the times are agreed upon, where possible, with due notice.

Operators arrive at the home wearing identification badges, respect hygiene and safety rules, record activities carried out in the care diary, and report any significant clinical or social changes to the coordinator.

In the event of planned or unexpected absence of the operator, the Center guarantees, as far as possible, replacement with staff of equal qualification; the family is informed of the substitution or any schedule changes.

Urgency management

The service does not replace the emergency medical service (118), but:

- in case of sudden deterioration, the operator, in agreement with the family, contacts emergency services
- critical situations are communicated to the attending physician and/or services of reference.

Discharge

The end of the patient's Home Care Pathway is represented by discharge which may occur due to:

- patient improvement;
- change of residence: patient's entry into facilities such as RSA, protected facilities, Hospice and Hospital.

Evaluation of the transition to another form of care must always be integrated among team operators, the patient, family members and reference structures.

Rights and duties of the assisted person and family

Rights

The assisted person has the right to:

- receive clear and understandable information about the service and their PAI
- be treated with respect, dignity and confidentiality
- express consent or informed dissent to services
- request clarification on activities carried out by operators
- submit reports or complaints without suffering discrimination.

Duties

The assisted person and family members commit to:

- provide correct information about health conditions and family situation
- ensure access of operators to the home at agreed times
- respect the role and competencies of operators
- promptly communicate changes of contact, address or clinical conditions
- correctly use the provided contacts for ordinary communications and for any non-medical emergencies.

REQUEST FOR CLINICAL DOCUMENTATION

After discharge the User may request clinical documentation (copy of clinical record, certification requests, clinical report requests, etc.) by going to our front office desk and completing the specific form: this form can be requested and sent by email.

The first copy of the clinical record is free.

Within 30 days of the request, the clinical record can be:

- received at home by mail, upon written request by the User;
- collected personally by the User (or by a parent in the case of minors) or by a person delegated in writing (showing an identity document of the User even in photocopy).

QUALITY MANAGEMENT SYSTEM

The facility adopts a Quality Management System compliant with the UNI EN ISO 9001:2015 Standard, certified for home health services.

This system ensures:

- flexibility and personalization of assistance;
- integration and humanization of care pathways;
- traceability of every performed service via the company information system;
- continuous monitoring of technical and organizational quality, with performance indicators (activation times, user satisfaction, reduction of avoidable hospitalizations).

CONTACTS AND OPENING HOURS

Istituto Santa Chiara Latina is located in Latina at Viale Le Corbusier, number 393.

It is open Monday to Friday from 08:00 to 20:00 and on Saturday from 08:00 to 14:00.

Our telephone number is: 0773-1752505

You can also contact us at: latinariabilitazione@istitutosantachiara.it indicating the type of request in the subject.

Our PEC is: santachiaramartignano@pec.it

The location of the Center is close to important road junctions, such as S.S. 148 served by public transport, allowing easy access to the facility even for those without a private vehicle.

For users using private transport, a free parking lot is available on the ground floor of the facility. There are also numerous street parking spaces.

The facility is located on the second floor; easy, barrier-free access is guaranteed for users.

Amministratore Unico
Santa Chiara Martignano srl.
Dott.ssa Francesca Torretti

