



Via Don Giustino M. Russolillo 63 00138 Roma
Tel 06.8802846 FAX 06.8802005

Accreditato con il SSN

INFORMATION SERVICE

COMPANY INTRODUCTION

PIGREGO OMNIA SALUS S.R.L. (P.O.S.) is a Dialysis Center accredited with SSN (deliberazione n. 1089) located in Via Don Giustino Maria Russolillo nr. 63 - 00138 Rome (Loc. Fidene)

Structure Schedule: Mon-Wed-Fri.: 06,00 – 22,00

Tue-Thu-Sat.: 06,00 – 22,00

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STRUCTURE

The structure is equipped with 24 places of dialysis and 1 of this is reserved for HbsAg positive patients with bathroom and locker room dedicated. HCV + patients that are potentially infected are dialyzed in dedicated machines.

The structure provides the following services:

- Bicarbonate dialysis with very biocompatible membranes
- Hemodiafiltration (HDF on-line)
- Isolated Ultrafiltration

The Center is directed by a specialized doctor in nephrology, and his presence is guarantee every day.

The clinics therapy follow the guidelines of the “Società Italiana di Nefrologia” e the most prestigious Internation Associations.

Every room is equipped with air conditioning hot/cold, LCD Television with earphone for each single place and Wi-Fi.

The cleaners staff provide every day for the cleaning of the room with the current legislations.

The Center has a large waiting room with bathrooms and vending machine.

Our center offer to the patients that come three times a week a psycological assistance service.

ORGANIZATION

Healthcare Director :

Dott.ssa Simonetta Vastano

Doctors :

- Dott. Domenico Di Donato
- Dott.ssa Vincenza Mariano

- Dott.ssa Vesna Vujovic
- Dott.ssa Mira Fustar

Psychologist:

- Dr. Vincenzo Florio

Nurse Coordinator:

Alessandro Zucchetti

Nurses :

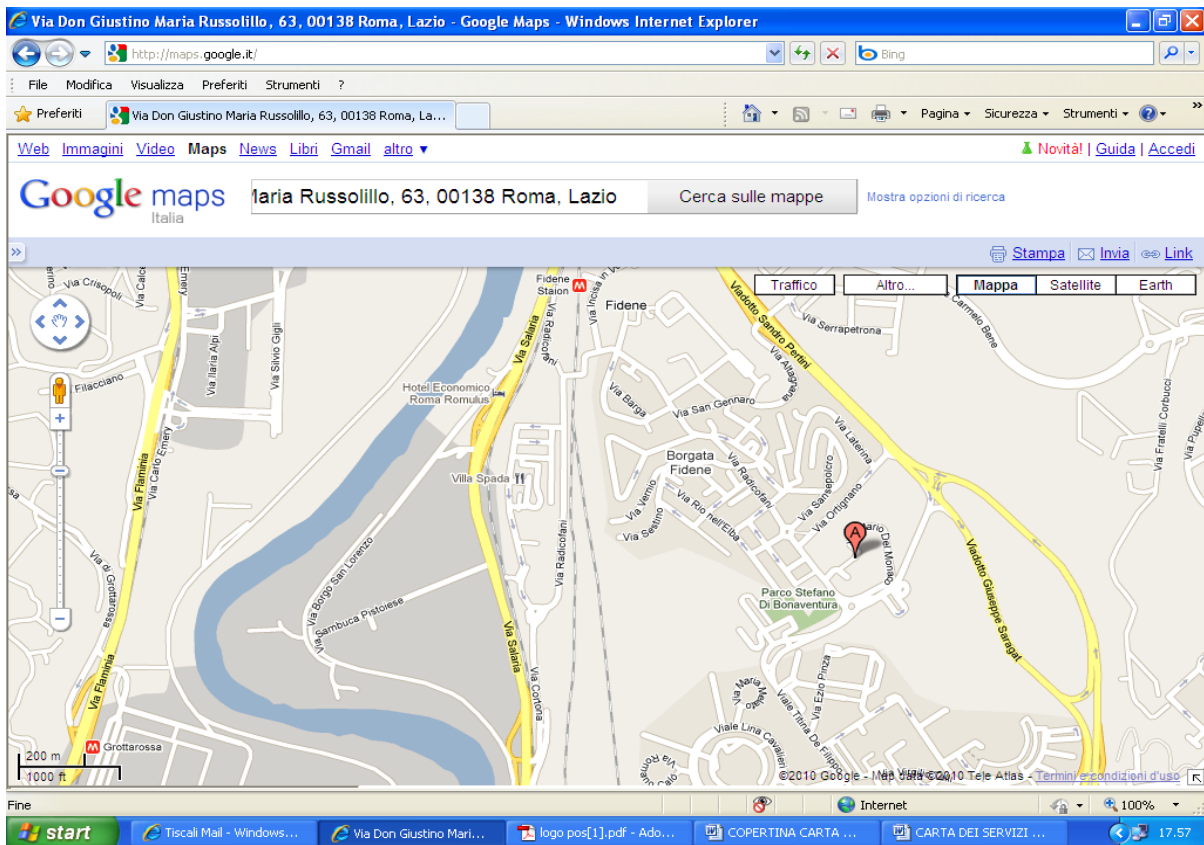
- Eleonora Labate
- Vittoria Carrion
- Patrizia Cucchi
- Laura Iacob
- Sara Polucci
- Benoni Tila
- Federica Di Croce
- Giuseppe Capuano
- Gianmarco Pezzino

The Dialysis Center is open from Monday to Saturday at the following schedules:

	MONDAY - WEDNESDAY - FRIDAY	TUESDAY - THURSDAY - SATURDAY
I SHIFT	6 - 10	6 - 10
II SHIFT	12 - 16	12 - 16
III SHIFT	17 - 21	17 - 21

All meetings with our Doctors could be agreed by call with our health care personnel and, in case of necessity ,our personnel is available during the schedule time of the Dialysis Center. Also, for our patients, there is a telephone number (only for the availability) for the emergency call.

HOW TO REACH US (map)



Public transportation :

- Train: Fidene Station, Nuovo Salario Station
- Bus: 235 / 334 / 90 express / 36

Own Transportation :

- The structure is equipped with parkings reserved for handicapped

Hemodialyzed private transportation:

- Transport authorized by ASL for the transportation from house to our Center and back.

BASIC PRINCIPLE

The basic principle about the INFORMATION SERVICE of our Dialysis Center are:

- **Equality and neutrality**
The Dialysis Center offer services to all citizen without distinction of gender,nationality and religious inspired by impartiality,objectivity,honesty and professionalism criteria.
- **Continuity**
Our Center guarantee the continuity of the services with the limits imposed by the legislation and our organization.
- **Chosen law**

Our Dialysis Center protect the citizen rights speaking to healthcare organization and use all service that he need.

- **Partecipation**

The citizen has rights to complain and improve the quality of the service.

- **Efficacy ed efficiency**

The Dialysis Center has a target to improve the efficacy and efficiency of the service using technology solution, organization and right procedure.

The INFORMATION SERVICE established integral part of the European Card attention to straight's patients.

TARGETS

The target of the P.O.S. Center is to reach the best health condition of the patients, with his clinic situation and paying attention to his rights and needs. Our personnel as well as his clinic knowledge and his preparation, needs to remind the human relationship with the patients.

ACCESS TO THE STRUCTURE AND HOSPITALITY

The patients and his parents, that will come at the first time in our Center, will be welcomed in the nurse room of the P.O.S. Center and respecting their privacy our personnel will provide to give all information about the activity in our Center. We provide to give to the patients a folder with the INFORMATION SERVICE, general information, rules and regulation, a list with all cooperative society authorized by ASL and a personal data sheet with a privacy module that you have to give us back signed. If the patients are not able to understand the information and if is not independently to decide, all information will be provided to his parental authority.

The patients will be informed about the therapy to improve the quality of his diseases and his health: hemodialysis, peritoneal dialysis and transplant from a dead body and a living body.

You can access to the P.O.S. Center after a discharge from another structure with an indication to continue his dialysis treatment or send by an home doctor or independently. The patients will start the dialysis treatments after a several medical valuation with a clinic plan defined by our Doctors. The request will be dispatched immediately without waiting time.

PERSONNEL BEHAVIOR STANDARDS

The personnel approaches to the patients with courtesy and availability, explaining his role in respecting the discretion.

The personnel of the Center guarantee the hospitality of the patients for a correct information of the services.

The patients, before starting the dialysis treatments, will be informed by our Doctors about the therapy information, consequences and risks about the treatment in order to receive the consent signed. All information will be given during private interviews.

Our Nurses and Doctors will be present during all the dialysis treatment. Doctors will manage the patients during all the dialysis treatments, prognosis, diagnosis, therapy and will be the reference in the way to the transplant. The Center will send the serum for the maintenance of the kidney transplant waiting list in relation with the many transplant Center rules.

RIGHTS AND INFORMATION OF THE PATIENTS AND PARENTS

The INFORMATION SERVICE is a useful tool for the patients where he can find all information about the activity of the Center.

The protection of the patients is guaranteed by the principles established by the "Direttiva del Presidente del Consiglio dei Ministri in 27 January 1994", that guarantee the respect of dignity of the people, impartiality, continuity of the service, right of choice.

All personnel is informed about the existence of CDS that is at disposition for all who want to consult it. The structure guarantee that will be respected the habits of the patients, in relation with their social background, culture, religion, origin; the structure guarantee also an appropriate communication with the patients using the principal foreign language (English, French, Spanish, Romanian) and the simple access to the services.

The patients that don't live in the UE is possible to receive a dialysis treatment giving a recent dialysis sheets and paying directly in the management room when the center is open.

We give all informations to the patients about exemption of health charge, disability and facilitation, transportation and their facilitation, regulation of work and board and the chance to do dialysis in foreign countries.

ADMINISTRATION SERVICE

Our Administration room is open to the patients from 9,00 am to 16,00 even day and from 9,00 am to 18,00 odd days.

THE SYSTEM OF THE QUALITY MANAGEMENT

Our Dialysis Center organize his activity respecting the principal national and international advice.

In date november 2011 decided to join the international regulation of UNI EN ISO 9001, for the continuous improvement of the center, excellence and guaranteeing the rights of the users and his satisfaction.

Since 2012 we achieve the certification of UN EN ISO 9001 obtained by ACCREDIA.

This system guarantee the monitoring of the quality about dialysis treatments with a several control of the process, Doctors and his knowledge and all updating.

All Doctors follow a professional ethical code and internal regulation and operate respecting the international and national guidelines.

The quality of dialysis treatments is verified by indicator process to obtain effectiveness of the treatments and controlled constantly by Healthcare Direction.

PUBLIC PROTECTION REGULATION

All patient can give suggestions, comments and claims compiling a module dedicated located in the waiting room.

The Healthcare direction recives yours claims, comments and suggestions and solving it a s soon as possible.

We want to inform all patients and all their parents that exist a Patient Association called (ANED, Ass. Kidney patient, Cityzen) and you can find all telephone number on the wall.

RIGHTS AND DUTIES OF THE PATIENTS

The patients has rights:

- Reciving an appropriate treatment to reach the best well being;
- To make every month blood samples and every three months deepen exams;
- To be informed about his disease, every necessary diagnostic and therapeutic measure;
- To receive information about the transplant;
- To receive a copy about his clinical reports;
- Respecting his decency, hygiene standards and the prevention of the contagious disease;
- To the social inclusion, school, work and respecting the quality of the life expecting the dialysis treatment and the organization of the dialysis criteria;
- To ask a change shift that will be changed as soon as possible;
- To be treated in an appropriate structure from the technological, professional and clinical viewpont; this must be present all indispensable service of urgency and emergency;
- Reporting to our doctors and nurses any dysfunctional and deficiency of the center;
- To be informed about a decline or a voluntary interruption of the dialysis treatment.

The patients has duties:

- To collaborate with doctors about his health management and respecting the professionalism and the work of our personnel;
- Respecting the dialysis shift and taking care about the Center organization. The dialysis treatment shift could be changed in case of necessity;
- To inform the Doctors about every therapy prescribed and self-prescribed;
- To respect the cleanliness, patients, personnel, rooms and the structure.

CHECK AND PROTECTION SYSTEM

The Dialysis Center ensuring the rights of citizen has developed verification tools of this activities:

- **Claims:** The dialysis center has, inside of his quality management system, a specific procedure to guarantee the claims treatment of the citizen. In case of anomaly or dissatisfactions all users can expose claims to all dialysis center's personnel. The claim exposed on a special form will be managed by the management room and will be solved within 30 days.
- **Internal check:** Periodically our Center develop Internal check to verify all activities. This activities are developed for the continuous essential improvement.
- **Satisfaction survey:** Periodically our Dialysis Center give to our patients a satisfaction survey to control the gratification of the Center.

Carta europea dei diritti del malato

Presentata a Bruxelles il 15 novembre 2002

1. **Diritto a misure preventive:** *Ogni individuo ha diritto a servizi appropriati a prevenire la malattia.*
2. **Diritto all'accesso:** *Ogni individuo ha il diritto di accedere ai servizi sanitari che il suo stato di salute richiede. I servizi sanitari devono garantire eguale accesso a ognuno, senza discriminazioni sulla base delle risorse finanziarie, del luogo di residenza, del tipo di malattia o del momento di accesso al servizio.*
3. **Diritto alla informazione:** *Ogni individuo ha il diritto di accedere a tutti i tipi di informazione che riguardano il suo stato di salute e i servizi sanitari e come utilizzarli, nonché a tutti quelli che la ricerca scientifica e la innovazione tecnologica rendono disponibili.*
4. **Diritto al consenso:** *Ogni individuo ha il diritto ad accedere a tutte le informazioni che lo possono mettere in grado di partecipare attivamente alle decisioni che riguardano la sua salute. Queste informazioni sono un prerequisito per ogni procedura e trattamento, ivi compresa la partecipazione alla ricerca scientifica.*
5. **Diritto alla libera scelta:** *Ogni individuo ha il diritto di scegliere liberamente tra differenti procedure ed erogatori di trattamenti sanitari sulla base di adeguate informazioni.*
6. **Diritto alla privacy e alla confidenzialità:** *Ogni individuo ha il diritto alla confidenzialità delle informazioni di carattere personale, incluse quelle che riguardano il suo stato di salute e le possibili procedure diagnostiche o terapeutiche, così come ha diritto alla protezione della sua privacy durante l'attuazione di esami diagnostici, visite specialistiche e trattamenti medico-chirurgici in generale.*
7. **Diritto al rispetto del tempo dei pazienti:** *Ogni individuo ha diritto a ricevere i necessari trattamenti sanitari in un periodo di tempo veloce e predeterminato. Questo diritto si applica a ogni fase del trattamento.*
8. **Diritto al rispetto di standard di qualità:** *Ogni individuo ha il diritto di accedere a servizi sanitari di alta qualità, sulla base della definizione e del rispetto di precisi standard.*
9. **Diritto alla sicurezza:** *Ogni individuo ha il diritto di essere libero da danni derivanti dal cattivo funzionamento dei servizi sanitari, dalla malpractice e dagli errori medici, e ha il diritto di accesso a servizi e trattamenti sanitari che garantiscano elevati standard di sicurezza.*
10. **Diritto alla innovazione:** *Ogni individuo ha il diritto all'accesso a procedure innovative, incluse quelle diagnostiche, secondo gli standard internazionali e indipendentemente da considerazioni economiche o finanziarie.*
11. **Diritto a evitare le sofferenze e il dolore non necessari:** *Ogni individuo ha il diritto di evitare quanta più sofferenza possibile, in ogni fase della sua malattia.*
12. **Diritto a un trattamento personalizzato:** *Ogni individuo ha il diritto a programmi diagnostici o terapeutici quanto più possibile adatti alle sue personali esigenze.*
13. **Diritto al reclamo:** *Ogni individuo ha il diritto di reclamare ogni qual volta abbia sofferto un danno e ha il diritto a ricevere una risposta o un altro tipo di reazione.*

14. Diritto al risarcimento: *Ogni individuo ha il diritto di ricevere un sufficiente risarcimento in un tempo ragionevolmente breve ogni qual volta abbia sofferto un danno fisico ovvero morale e psicologico causato da un trattamento di un servizio sanitario.*