



SECTION I: PRESENTATION OF THE CENTRE AND ITS INSTITUTIONAL OBJECTIVES

LEGAL STATUS: TE.RI. S.r.l. was established in 1973 and operates from a single location in Rome. As per its Statute, TE.RI. offers rehabilitation services to the disabled to assist their reintegration into social life.

INFORMATION ABOUT THE STRUCTURE AND THE SERVICES PROVIDED

Presentation of the TE.RI. Rehabilitation Centre.

TE.RI. is an out-of-hospital Rehabilitation Centre (pursuant to art. 26 of Italian Law 833/78), accredited with the Regional Health Service by Decree C.A. U00158 dated 9 May 2013. The structure assists individuals of all ages in achieving the highest possible level of physical, social and emotional independence, compatible with the pathology from which they suffer, through global care activities of recovery and re-education.

The structure pursues the following objectives:

- ensuring continuous care as part of each individual rehabilitation project/programme;
- guaranteeing uniform access to benefits;
- offering an ever improving quality of service and care, through a methodology of intervention considerate of the needs and expectations of patients and their families in relation to recoverable residual abilities;
- guaranteeing organisational quality by adopting standardised procedures as part of the services provided;
- providing for the training and updating of skills possessed by technical staff;
- ensuring the safety of users and operators;
- activating and optimising collaborations with local social and health institutions (hospitals, social and health districts, basic medicine, etc.);

ORGANISATION OF THE CENTRE

A - TYPOLOGY OF REHABILITATION SERVICES

The centre is accredited to provide "non-residential" outpatient, home and extramural treatment according to each patient's personal needs and conditions; all services are provided individually.

Outpatient Rehabilitation

Treatment is provided at the Centre at predetermined times agreed upon with patients and/or family members.

Home Rehabilitation

Treatment is provided at the patient's home at predetermined times as agreed directly between the home operator, the patient and/or his/her family members and in any case during the centre's operating hours.

Home services are offered in the domestic environment and as part of day-to-day activities and designed to respond to special needs, such as the patient's inability to reach the Centre due to serious disabilities. Services are offered in the entire urban area inside Rome's G.R.A. Ring Road. (The Centre also assists a limited number of users residing outside of this area, in relation to the availability of operators).

Extramural Rehabilitation

This treatment, reserved for minors, is offered in schools at the request of family members at predetermined times, which must be formally authorized by the school's Educational Department. Extramural benefits are provided to meet special needs, such as rehabilitation and teacher support programmes in the school environment.

Extramural services are available within the entire urban area inside Rome's G.R.A. Ring Road, compatible with operator availability.

Specialised Rehabilitation and Private Medical Exams

For patients who do not meet the requirements established by Regional regulations, TE.RI has activated a Private Service offering Rehabilitation Treatments and Specialised medical visits (Orthopaedics, Physiatrics, Neurology and Lymphology). Private care is available to:

- a. patients with pathologies and conditions that do not qualify for access to the free services provided by the Regional Health System
- b. patients requiring specific treatments (i.e. Postural Gymnastics, etc.)
- c. patients who request access to private services under their own direct responsibility.

B - BUSINESS HOURS: The Centre is open five days a week, from Monday to Friday, with continuous hours from 08:30 a.m. to 7:00 p.m.

C - USERS: Access to the services provided by TE.RI. is regulated by all applicable laws and regulations that provide for a total assumption of responsibility when working with the disabled, (excluding users with segmentary pathologies). TE.RI. is fully accredited to offer assistance to 850 users in two ways: extensive care and maintenance.

D - ACCESS TO THE CENTRE'S SERVICES:

Access to rehabilitation at the TE.RI. Centre must be requested/proposed by a physician. The Certificates for the various types of assistance offered must be issued by:

- **ADULT OUTPATIENT Rehabilitation**
Physician of: General Medicine (MMG), Public Healthcare Facility (Hospital, ASL), Private Specialist of reference for the specific disability (neurologist – orthopaedic surgeon - physiatrist - oncologist),
- **ADULT HOMECARE Rehabilitation**
Local Homecare Assistance Centre (CAD)
- **DEVELOPMENTAL Rehabilitation**
Assigned Paediatrician (MPLS), specialised reference physician for a specific disability or evaluation/diagnosis by a Public Physician of Developmental Neuropsychiatry.

- a) Patients in possession of a medical certificate or authorisation are to fill out an "Application Form for Rehabilitation Assistance" (**M.75A.01**) (available at the reception desk or the website www.centroteri.com). Completed forms are to be delivered to the TE.RI. Centre together with the ASL authorisation. Documentation may be delivered by hand or faxed to the Rehabilitation Centre.
- b) The Application Form for Rehabilitation Assistance – to be completed in its entirety – contains an area for general information and a section reserved for the physician.

After being placed on the waiting list, a visit will be scheduled with one of the Centre's specialists, at which time the patient must provide: a photocopy of his/her tax code, a certificate of residence on plain paper (or self-certification), together with any other clinical documentation in their possession.

Non-EU citizens must also submit a copy of a valid residence permit and health card.

During the first visit with a specialist, children must be accompanied by both parents: if this is not possible, the absent parent must provide a proxy letter accompanied by a copy of his/her identity document. Proxy forms can be downloaded and printed from the Centre's website and/or requested or collected directly from the Centre. Self-certifications of separations and shared custody are to be provided directly to the examining physician.

E - HEALTHCARE AND REHABILITATION STAFF

Medical Director: Alberto Barone Ricciardelli (Specialist in Orthopaedics, Physical Medicine and Rehabilitation)

Outpatient Doctors and Specialists: Dr Francesca Freda (Child Neuropsychiatry), Dr Paolo Montenero (Neurology, Physical Medicine and Rehabilitation), Dr Paola Furgani (Lymphology - Vascular Surgery) Dr Massimo Lucidi (Orthopaedics-Urgent Care), Dr Donatella Luongo (Psychologist), Dr Monica Fera (Psychologist) Dr Marco Orlandi (Psychologist-Optometrist), Dr Francesca Priori (Geriatrics-Urgent Care), Dr Francesca Priori (Geriatrics-Urgent Care) Carla D'Agostini Costa (Child Neuropsychiatry Urgent Care), Dr Roberta di Scipio (Infant Neuropsychiatry).

Coordinating Therapists: Dr Adele Pichi (Adult Services), Dr Rita Spiga (Developmental Services)

23 Physiotherapists

10 Speech Therapists

4 Developmental Neuro and Psychomotor Therapists

The Centre employs substitute therapists to cover scheduled sessions in the absence of the primary therapist. Substitute therapists are evaluated every six months by the Speech Therapy and Physiotherapy Service Coordinators.

Physicians, Specialised Homecare and Extramural Care Consultants

Physiatrics: Dr Francesca Castellani (Physiatrics), Dr Cecilia Di Biagio, Dr Rosa Perrotta, Dr Vincenzo Gerace, Dr Rita Apollo, Dr Patrick Stagi, Dr Mariangela Vanadia

Neurology: Dr Donatella Corigliano, Dr Paola Cravotto.

Cardiology: Dr Manuel Vicente Ojeda Fraschina

Child Neuropsychiatry: Dr D. Carla Agostini Costa

Psychologist Coordinator: Dr Donatella Luongo

Consulting Psychologist: Dr Monica Fera

Speech Therapy Evaluator: Lt Simona Storage Stocks

Social Assistant: Dr Miriam Letizia

82 Physiotherapists

4 Speech Therapists

10 Neuro Therapists and Psychomotricity of the Evolutionary Age

F – ADMINISTRATIVE STAFF

Administrative Manager Renato Bernardini

9 administrative and secretarial staff

G – THE CENTRE'S ACTIVITIES

The structure provides care in the following fields:

- Kinesiotherapy
- Manual lymph drainage
- Speech Therapy
- Cognitive Therapy
- Massotherapy
- Developmental Neuro and Psychomotor Rehabilitation of
- Neuromotor Rehabilitation
- Orthopaedic Rehabilitation
- Psychological Therapy
- Counseling parental psychological
- Octometric Rehabilitation
- Global postural Rehabilitation
- Kinesio or Neuromuscle Taping
- Instrumental Physical Therapy

Specialised Outpatient Services: neurological, physiatric, orthopaedic, psychological, child neuropsychiatry, optometry.

Specialised Homecare Services: neurological, physiatric, psychological, child neuropsychiatry, cardiology.

Social Secretariat Homecare Services provided by the social worker Dr Miriam Letizia.

FACTORS AND STANDARDS OF QUALITY PATIENT CARE

RECEPTION – CLEAR INFORMATION – TRANSPARENCY

The Centre provides citizens/users with verbal and written information about the organisation of the facility.

- The structure has a front-line office for reception, user information, administrative assistance and secretarial support for relations with healthcare and rehabilitation staff.
- The Centre adopts various measures to facilitate orientation (wayfinding signs within the structure to help users access and identify routes).
- At any time during the period of treatment, patients may obtain clear information about their condition and the progress of rehabilitation projects (referring to the Doctor in charge of the Project).
- The centre guarantees the transparency of access to and the provision of all services.

TIMELINESS – PUNCTUALITY

The volume of accreditation activities is regulated and conditioned by the authorised operating capacity (250 accesses per day per clinic and 600 accesses per day for homecare) and by the resources made available by the Regional Health Service through the ASL Roma2 office. These figures are available to users.

The Centre uses an organised system to organise and management appointments: a) visits are by appointment only; b) the waiting list is managed in compliance with criteria of time, urgency and seriousness, according to a specific protocol; c) treatments are provided by appointment only: consequently, there are no waiting times.

CONTINUITY OF ASSISTANCE

3.3.1 Continuity of care is guaranteed by the constant presence of healthcare personnel and a staff of physiotherapists adapted to the volume of patients (absent healthcare workers are always substituted).

PROTECTION PATIENT CONFIDENTIALITY

Measures are taken to ensure the confidentiality of all patient data and information.

- At the time of registration, patients are provided a consent form for the handling of personal data limited to the activities performed by the Centre.
- Privacy is respected at all times during rehabilitation treatment.

QUALIFIED STAFF

- The Centre employs only qualified and sufficient staff to guarantee safe and effective assistance in response to the needs of patients.
- The Centre maintains a policy of up-to-date training of healthcare and administrative staff.

PERSONALISATION AND HUMANISATION

A rehabilitation report containing the following items is created for each patient:

- Personal data and statistical-healthcare information (as required by applicable regional regulations);
- Documentation of recognition of civil invalidity (if available)
- privacy consent form;
- personal and family history;
- copy of clinical documentation, diagnosis, objective examination;
- technical-specialist evaluations;
- the rehabilitation programme;
- the typology and frequency of rehabilitation appointments. Personalised rehabilitation programmes are shared with patients and/or their families.

- Operators, in relation to the particular needs of health care, base their attention on respect and understanding of the patient, inspired by the principles of human solidarity and subordinating their actions to the conscious need and responsibility of their care.

OCCUPATIONAL SAFETY AND HEALTH

The Centre implements the provisions contained in Legislative Decree 81/2008 (as integrated).

- Our facilities are free of architectural barriers preventing users from accessing all areas of the structure.
- All public toilets are designed for use by non-self-sufficient persons.
- All electro-medical equipment is checked at regular intervals and maintained according to a fixed schedule.
- The structure is regularly maintained, sanitized and disinfected during summer and Christmas holiday closures.

COMMITMENTS AND PROGRAMMES

TE.RI. works to continuously improve the quality of service and care in relation to the needs of users and to improve patient quality of life.

- The Centre is organised to promote the continuous training and updating of staff and to improve and adopt new methods of care.
- User satisfaction is monitored and the Healthcare Department constantly issues critical steps and eventual unwelcome occurrences.

SAFEGUARDS AND VERIFICATION MECHANISMS

CLAIMS

The TE.RI. Centre protects the rights of citizens/users by offering the possibility to lodge complaints in the wake of disservice, actions or behaviour that has denied or limited access to the services offered.

Citizens/users may lodge a complaint directly with their contact person by providing oral comments, or in writing, by fax or telephone. Should the citizen/user not be satisfied, complaints may be lodged directly with the Patients' Association.

Our secretarial office will reply to patients within 20 days of notification of a complaint.

RELATIONS WITH ASSOCIATIONS

TE.RI. collaborates with associations defending the rights of disabled people, implementing actions to promote the integration of disabled people in society and the workplace. Through the trade association FOAI, the Centre supports and dialogues with regional public institutions.

QUALITY STANDARDS COMPLIANCE

The Centre is committed to a constant improvement and verification of the quality of the services offered through the following phases: - the selection of criteria and threshold indicators of good quality – situation analysis and identification of problems as opportunities for improvement - analysis of the possible causes - planning and implementation of improvements - dissemination of results to all interested parties - global assessment.

N.B. This document is valid for three years and reflects regional programming. Updates or changes will be made to reflect substantial changes to legislative or institutional planning.

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