



CHARTER OF PATIENT'S RIGHTS AND RESPONSIBILITIES

RIGHTS

To guarantee the respect for the freedom, dignity and individuality of all Patients, in accordance with applicable laws and regulations, the Rehabilitation Centre commits to:

- a) fully inform patients and/or eventual legal guardians of their rights, the services and options offered and the conditions, criteria and requirements for accessing the services and the methods by which they are provided, as well as the roles and responsibilities of healthcare, social and administrative staff, in relation to functions assigned to them in relation to each service offered;
- (b) inform patients about possible interventions during treatment, their clinical course and their rights and responsibilities regarding the refusal or interruption of treatment;
- c) ensure the respect for the personal and social dignity of Patients afforded by the principles of the Italian Constitution, to preserve and uphold family and social relations, with the sole exception of necessities arising from collective and/or technical conditions related to the provision of services;
- (d) provide all services required by specific conditions in accordance with the requisites and standards established by applicable legal and scientific regulations;
- (e) adopt just and impartial methods for providing access to the services provided, using the most appropriate tools of information;
- f) the staff of the Rehabilitation Centre commits to behave in a manner that does not place Patients in a state of subjection and to respect religious, ethical and political beliefs in accordance with the principles of equal human dignity.

RESPONSIBILITIES

Patients receiving treatment from the Rehabilitation Centre are obliged to:

- a) behave responsibly at all times and to respect and comprehend the rights of other persons with disabilities, demonstrating a willingness to collaborate with the Centre's staff;
- b) respect the spaces, equipment and furnishings located inside the Centre in order not to interfere with the provision of normal therapeutic care activities;
- (c) to respect the Centre's organisational structure and operating hours. Services requested at incorrect hours or according to incorrect methods can generate significant complications for all users of the Centre;
- d) sign the attendance card at each daily and monthly treatment session. For children or minors, cards must be signed by parents or legal guardians or countersigned on a monthly basis to validate signatures provided by children or minors;
- (e) wear comfortable clothes to ensure proper therapy;
- (f) pay particular attention to personal hygiene as a sign of reciprocal respect between Therapist and Patient;
- g) inform the Secretarial office of any absences and, in the event of absences greater than 3 days, to provide a medical certificate prior to resuming therapy. Certificates must comply with the following requirements: issuing physician's name and surname, date of issuance of the certificate, patient's name, surname and date and place of birth, diagnosis (optional), start and end date of illness, physician's stamp and signature.

