



SERVICE CHARTER

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Cliniche Moderne S.p.A. - Casa di Cura S. Marco

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1. Introduction

Questa Carta dei Servizi viene redatta secondo le linee guida della Regione Lazio, DCA n. U00311 del 06 ottobre 2014.

This Service Charter is drawn up in accordance with the guidelines of the Lazio Region, DCA No. U00311 dated October 6, 2014.

Dear User,

We are pleased to present the Service Charter of Casa di Cura San Marco.

This edition of the Charter contains information on the organization of Casa di Cura San Marco and the services it offers. It is designed to help citizens make effective use of the facility and to provide clear, accessible information.

To protect users' rights and promote positive engagement with the facility, this document includes:

- The ways in which Casa di Cura San Marco ensures your right to be informed about services and how to access them;
- Quality standards of the provided services and methods for monitoring user satisfaction, granting users oversight of service quality;
- Measures of protection and guarantee available in case of service issues, acknowledging your right to file complaints.

In full respect of Patient/User rights, Casa di Cura San Marco commits to health protection as both a collective and individual good, promoting actions to achieve:

- Effectiveness in care delivery;
- Appropriateness in clinical, technical, and organizational decisions;
- Efficiency in allocating and utilizing human, financial, and instrumental resources.

For any needs or questions, feel free to contact the on-duty staff, who can be identified by their name badge.

We count on your cooperation and thank you for your attention.

Sincerely,

The Management

1.1. What Is The Service Charter

The Service Charter is a tool for protecting the rights of citizens and patients. It provides:

- An overview of Casa di Cura San Marco, its institutional aims, and guiding principles behind its service provision;
- Practical information to help users access services easily;
- A presentation of the facility's quality standards and declared service commitments;
- Procedures for protecting users' rights in the event of service failures;
- Methods for verifying the facility's compliance with its stated commitments.

The Service Charter is a pledge to citizens and an internal management tool that engages healthcare professionals in continuous service improvement.

It is a dynamic and regularly updated summary of what Casa di Cura San Marco currently offers and plans to deliver in the near future.

1.2. The Service Charter of Casa di Cura San Marco

With the Service Charter, Casa di Cura San Marco provides users/patients with a clear guide to the healthcare services it offers and the organization of the facility.

The Management aims to give a true and complete representation of its services to help patients make informed choices.

The Charter highlights not only the nature and quality of services provided by the staff, but also the strategic goals the Management intends to achieve through teamwork and attention to user feedback, including suggestions and complaints.

The Charter is divided into four sections:

- Section 1: Presentation of the facility, its organization, and the guiding principles;
- Section 2: Detailed information on services and access procedures;
- Section 3: Quality indicators for the services provided;
- Section 4: How the facility fosters listening, protection, and cooperation among all parties involved.

2. First Section – Presentation of Casa di Cura San Marco and Core Principles

2.1. Historical Overview

The original commitment of Professor Guido Mosillo—now carried on by Drs. Lucrezia and Marta Mosillo—was to create and develop a healthcare facility that is human-centered, capable of combining high clinical standards with compassion and expertise.

Casa di Cura San Marco has embraced an innovative healthcare model, building a legacy of values, knowledge, and practices shared among all staff members over the years. A constant pursuit of clinical appropriateness, personalized care, professional competence, shared knowledge, constructive communication among team members, cutting-edge technology, and high-quality hospitality services come together to create a winning formula.

The vision of Professor Mosillo continues to shape the identity and values of Casa di Cura San Marco, which are firmly based on the following core principles:

- **Caring for the ill with full respect for their dignity, needs, suffering, and hope**
- **Excellence in healthcare services and performance**, in terms of effectiveness, appropriateness, fairness, safety, timeliness, efficiency, and accessibility
- **Commitment to patient care**, operating as a system that serves the community
- **Communication, collaboration, and engagement**, with a strong emphasis on multidisciplinary work and teamwork
- **Transparency, honesty, integrity**, and respect for the inherent value of each person

2.2. The Mission

Casa di Cura San Marco places the individual at the center of all its activities, with the aim of safeguarding health as an inalienable human right. Its mission is founded on three core principles:

- **Informing the individual:** Clear and accurate information about one's health status and proposed treatments allows patients to make informed decisions regarding their health and quality of life. Active participation is also encouraged through feedback and suggestions regarding the service provided.
- **Respecting the individual:** This is expressed through attention to personal habits and routines, reducing waiting times and simplifying administrative procedures, while ensuring privacy and dignity.
- **Valuing human relationships:** The staff at Casa di Cura San Marco strive to create a welcoming and family-like environment, fostering strong interpersonal relationships, particularly between doctor and patient.

In line with the facility's guiding principles and its adopted quality policy, Casa di Cura San Marco follows an approach that recognizes and centers the needs and expectations of its patients.

2.3. Fundamental Principles

All services are delivered in accordance with the following principles:

- **Equality:** Casa di Cura San Marco is committed to providing services based on equal rules for everyone, regardless of gender, nationality, religion, or economic and social status.
- **Impartiality:** All staff members are committed to performing their duties with neutrality, objectivity, and fairness toward all users.
- **Continuity:** Services are delivered consistently, regularly, and without interruption.
- **Humanity:** Staff focus on the individual, showing courtesy, politeness, respect, and full availability, regardless of the user's physical, mental, cultural, or social conditions.

- **Participation:** Patients are encouraged to participate directly by submitting proposals or suggestions, or indirectly through patient advocacy associations. Each year, the facility reviews user feedback to evaluate service quality.
- **Right to Choose:** Patients are guaranteed the right to receive clear and comprehensive information from doctors about their health status, diagnostic and therapeutic options, and possible alternatives available at other facilities. If a patient is unable to make decisions independently, the same information will be provided to family members or legal guardians.
- **Privacy:** The confidentiality of personal data, including health information, is guaranteed in compliance with EU Regulation 2016/679 (GDPR), through proper information management and consent processes.
- **Effectiveness and Efficiency:**
 - **Professional excellence:** The highly qualified team is supported through continuous education and training.
 - **Cutting-edge technology:** The facility provides the most advanced and regularly updated medical equipment and procedures.
 - **Innovative management model:** Casa di Cura San Marco combines clinical effectiveness with organizational efficiency. Its Quality Management System is certified under ISO 9001:2015 by Bureau Veritas Italia.

Casa di Cura San Marco also follows its own **Ethical Code** (available on its website) and has adopted an **Organizational Model** integrated with its ISO 9001 system.

2.4. Rights and Duties of the Individual

The rights and duties listed below reflect the principles of international law—such as the European Charter of Patients' Rights (Brussels, November 15, 2002) and Article 25 of the Universal Declaration of Human Rights—and align with the Italian Constitution (Articles 2, 3, and 32).

2.4.1. Rights

- ☐ Every individual has the right to appropriate services to prevent illness.
- ☐ Every individual has the right to access the healthcare services needed for their health condition, without discrimination based on financial status, place of residence, type of illness, or time of access.
- ☐ Every individual has the right to obtain all information about their health status and available services, as well as innovations from scientific research and technological advancements.
- ☐ Every individual has the right to information that enables active participation in healthcare decisions. Such information is a prerequisite for all procedures and treatments, including participation in clinical trials.
- ☐ Every individual has the right to freely choose between different treatment options and healthcare providers, based on adequate information.
- ☐ Every individual has the right to confidentiality of personal and medical data, and privacy during diagnostic procedures, consultations, and medical-surgical treatments.
- ☐ Every individual has the right to receive timely medical care within defined timeframes, applicable to all stages of treatment.
- ☐ Every individual has the right to access high-quality healthcare services based on established standards.
- ☐ Every individual has the right to be protected from harm caused by healthcare system failures, malpractice, or medical errors, and to receive safe, high-standard treatments.

☐ Every individual has the right to file a complaint in case of harm and to receive a response or appropriate action.

2.4.2. Duties

When accessing the facility, users/patients are expected to behave responsibly, showing respect and understanding toward the rights of other patients and staff, and maintaining a collaborative spirit.

Admission to Casa di Cura San Marco implies a relationship of trust and mutual respect between the user and the healthcare professionals, which is essential for effective care planning.

Patients must respect the facility's premises, equipment, and furnishings, as these are public assets shared by all.

Visitors and patients are asked to respect scheduled times, ensuring smooth functioning of medical, nursing, and therapeutic activities, and preserving the peace and rest of hospitalized individuals. Improper requests for services can cause significant disruptions.

Users and visitors should remain in designated areas and follow authorized paths to avoid interfering with staff operations.

In compliance with anti-smoking law D.L. No. 6 of 12/01/2016, smoking is prohibited not only indoors but also in external areas (entrances, courtyards, terraces, etc.).

Healthcare personnel are authorized to enforce these rules to ensure proper operations and patient well-being.

Particular attention is drawn to the facility's **Ethical Code**, which outlines the detailed duties of staff and corresponding rights of patients.

3. Seconda Section – Information on the Facility and Services Provided

3.1. The Facility

The operations of Casa di Cura San Marco are organized into the following operational units:

- Simple Operational Unit of Outpatient Specialist Medicine
- Complex Operational Unit of General Surgery and Day Surgery
- Simple Operational Unit of General Medicine
- Complex Operational Unit of Palliative Care – Hospice San Marco
- Biomedical Laboratory Medicine Service
- Diagnostic Imaging Service
- Rehabilitative Physiotherapy Service

3.2. Responsibilities

Management responsibilities are divided as follows:

- **Chief Executive Officer:** Dr. Lucrezia Mosillo
- **General Director:** Dr. Marta Mosillo
- **Administrative Director:** Dr. Augusto Notarfonso
- **Medical Director:** Dr. Rosario Sciuto
- **Deputy Medical Director:** Dr. Patrizio Palermo
- **Risk Manager:** Dr. Nicola Sinnona
- **Head Physician of the General Surgery and Day Surgery Unit (UOC):** Dr. Abondio Targa

- **Head Physician of the Palliative Care Unit – Hospice San Marco (UOC):** Dr. Domenico Russo
- **Head Physician of the General Medicine Unit (UOS):** Dr. Ugo Catenacci
- **Head Physician of the Outpatient Specialist Medicine Unit (UOS):** Dr. Marta Mosillo

3.3. The Team

The team at Casa di Cura San Marco is composed of highly qualified professionals. Coordination and teamwork are the foundation of all activities, ensuring that the patient's care journey is as smooth and effective as possible.

The medical staff includes both in-house physicians and consulting specialists. In each unit or service, the **Responsible Physician** supervises all clinical and organizational aspects, while attending physicians are responsible for diagnosis, treatment, and communication with families.

Non-medical healthcare staff includes:

- **Nurse Coordinators:** manage unit operations, supervising staff (nurses, healthcare assistants, auxiliary personnel) and overseeing clinical and care activities.
- **Nurses:** responsible for comprehensive patient care, including health education.
- **Healthcare Assistants (OSS):** support nursing staff in patient care.
- **Technicians:** experts in conducting instrumental exams (Medical Radiology and Biomedical Lab).
- **Biologists and Physicists:** responsible for laboratory analysis and quality control in radiology.
- **Non-healthcare personnel,** employed by external contractors, manage services such as hygiene and catering.
- **Internal non-healthcare staff:** handle administrative functions.

3.4. Healthcare Services Offered

Casa di Cura San Marco organizes its healthcare activities into five main areas:

- **Outpatient Specialist Medicine:** The multipurpose outpatient clinics are equipped with the latest electromedical technologies for state-of-the-art diagnostics and treatments.
- **Biomedical Laboratory Medicine:** The in-house Laboratory of Microbiological and Clinical-Chemical Analysis supports diagnosis, treatment, and monitoring through biological sample testing. Services are provided to both inpatients and outpatients, either privately or through the National Health Service (SSR/SSN).
- **General Surgery and Day Surgery:** These departments specialize in high-level surgical procedures, including same-day surgeries, with or without overnight stay.
- **General Medicine:** Through public-private partnership with the Local Health Authority of Latina, a seamless care pathway is ensured without interruption of medical continuity.
- **Hospice San Marco:** A modern structure providing all the services recognized by the national Palliative Care Network, fully covered by the SSR/SSN. It offers both residential and home care, including a Pain Therapy outpatient clinic.

3.4.1. Outpatient Specialist Medicine

Outpatient services include specialist visits, diagnostic procedures, and therapeutic treatments.

Activities are conducted in dedicated rooms on the ground floor of the facility.

Opening hours: Monday to Saturday, 7:30 a.m. – 7:00 p.m.

The outpatient clinics are equipped with modern electromedical technologies for advanced diagnostics and treatments. For services covered by the Regional Health Service, Casa di Cura San Marco complies with current legal regulations.

Outpatient services covered by the SSR include:

- Pulmonology: specialist visits
- Cardiology: specialist visits + electrocardiogram
- General Surgery: specialist visits
- Urological Surgery: specialist visits
- Vascular Surgery: specialist visits
- Dermatology: specialist visits
- Gastroenterology: specialist visits
- Gynecology: specialist visits
- ENT: specialist visits
- Endocrinology: specialist visits
- Neurology: specialist visits
- Ophthalmology: specialist visits
- Orthopedics and Traumatology: specialist visits
- Radiology: traditional X-rays, digestive tract X-rays, urography, hysterosalpingography, panoramic radiography, double contrast barium enema
- Clinical Pathology: chemical-clinical analysis, microbiology, immunoenzymatic testing, coagulation

Private Outpatient Services (not covered by SSR):

- Pain Therapy (Anesthesiology)
- Angiology: capillaroscopy, sclerotherapy, Doppler ultrasound, ulcer treatments
- Pathological Anatomy: histological and cytological exams
- Pulmonology: allergy tests, prick and patch tests, molecular genetic tests, spirometry, blood gas tests, bronchoscopy, desensitization therapy, polysomnography
- Cardiology: echocardiogram, stress test, Holter ECG/BP, echo-stress
- Thrombosis Center: anticoagulation therapy monitoring
- Aesthetic and Plastic Surgery: fillers, laser treatments, liposuction, breast surgery, etc.
- Dermatology: dermatosurgery, biopsies, phototherapy, cryotherapy, videodermoscopy
- Diabetology: nutritional consultations with bioimpedance analysis
- Diagnostic Imaging: ultrasounds, CT scans, mammography, DEXA, colonoscopy, biopsies
- Endocrinology: specialist visits
- Gastroenterology: breath tests, lactose intolerance, bacterial overgrowth
- Geriatrics: specialist visits
- Gynecology: colposcopy, hysteroscopy, pelvic ultrasound, Pap smear, HPV vaccine, fertility tracking
- Laser Therapy: dermatological, vascular, surgical lasers
- Internal Medicine: general consultations
- Neurology: EMG, EEG
- Ophthalmology: OCT, laser therapy, cataract removal
- Shockwave Therapy
- ENT: laryngoscopy, audiometry, vestibular tests
- Orthopedics: infiltrations
- Podiatry: foot care treatments
- Posturology
- Psychology
- Rheumatology: osteoporosis, rheumatologic infiltrations
- Radiology: MRIs, CT scans, DEXA
- Pain Therapy: mesotherapy, Scrambler Therapy
- Rehabilitation Therapy: physical and motor therapy, tecar, ultrasound, etc.
- Urology: urodynamic studies, flowmetry, cystoscopy, prostate biopsy

3.4.2. Biomedical Laboratory Medicine

The microbiological and clinical-chemical laboratory of Casa di Cura San Marco performs approximately 200,000 tests annually for both inpatients and outpatients.

The laboratory covers the following areas:

- Clinical biochemistry
- Hematology and coagulation
- Immunometry
- Microbiology
- Serology

To perform tests, patients covered by the National Health Service (SSN) must submit a properly completed test request form issued by their prescribing physician. Private tests (not covered by SSN) can also be requested verbally by the patient.

Sample collection is available from 7:30 a.m. to 10:30 a.m. Pregnant women and disabled patients have priority for admission and sample collection; they may notify reception staff of their condition.

Appointments are only required for some specific tests and are scheduled within 7 days. Average wait time for check-in and collection is around 20 minutes.

Results are delivered as quickly as possible (the expected delivery date is indicated on the check-in form) and are handed directly to the patient or an authorized person, using a designated form.

Some analyses are performed at external service laboratories (Genomica, Caravaggio, Biotechnica Romana, Synlab). Samples are picked up by couriers on:

- Monday, Wednesday, and Friday (Genomica and Caravaggio)
- Tuesday and Thursday (Biotechnica Romana)
- Tuesday, Thursday, and Saturday (Synlab)

Transportation of samples follows strict guidelines for sample handling and preservation.

To ensure continuous quality improvement and result reliability, the laboratory applies rigorous daily internal statistical quality control using control sera.

All abnormal test results are routinely re-checked for confirmation. The laboratory also participates in National External Quality Assessment Programs (VEQ), analyzing anonymous samples sent by the VEQ organization and comparing results with those from other labs to improve service quality.

3.4.3. General Surgery and Day Surgery

Surgical activities are carried out under ordinary hospitalization and Day Surgery protocols.

Commonly treated surgical conditions include:

- Gallstones (cholelithiasis)
- Incisional hernia (laparocoele)
- Inguinal, femoral, umbilical, epigastric, Spigelian hernias
- Ureteral stones
- Malignant tumors of the stomach, colon, bladder, prostate, uterus, ovaries, breasts
- Intestinal obstruction
- Rectal prolapse
- Benign prostatic hyperplasia
- Uterine fibromatosis
- Phimosis and urethral stenosis
- Parotid gland tumors
- Nasal polyposis and septal deviation
- Chronic tonsillitis and adenoiditis
- Sinusitis and nasal surgery (septoplasty, turbinate reduction, functional rhinoplasty)
- Hemorrhoid prolapse and anal fistulas
- Pilonidal cysts
- Carpal tunnel syndrome
- Sublingual gland surgery, otosclerosis, tympanoplasty, mastoidectomy

- Microlaryngoscopy
- Oral and oropharyngeal tumors
- Safenous vein insufficiency and related varicosities

The inpatient unit is located on the first floor and features double rooms with all amenities.

The Day Surgery unit is also on the first floor and handles surgeries that can be performed in a single day, with or without overnight stay.

Most common procedures include hernia repairs, removal of skin/subcutaneous masses, lymph node excisions, certain proctological surgeries, hemorrhoid and fistula excisions, endometrial cavity procedures.

Access is based on surgical evaluation and wait times are determined by clinical priority, as per Lazio Region guidelines:

- Class A: hospitalization within 30 days for cases likely to worsen or significantly affect prognosis
- Class B: within 60 days for intense pain or severe dysfunctions without rapid worsening
- Class C: within 180 days for minor symptoms with no risk of deterioration
- Class D: within 12 months for non-urgent cases without symptoms

Patients are added to the waitlist upon confirmation of elective surgery need. Every patient has the right to know their position on the list.

Communication from the clinic is usually by phone; patients must be reachable at the number provided.

If unable to be hospitalized, patients may reschedule. Refusing the hospitalization results in loss of the booking.

3.4.4. General Medicine

In order to leverage the benefits of public-private integration, Casa di Cura San Marco—through an agreement with the Local Health Authority (ASL) of Latina—ensures patients a seamless care pathway, without interruption in healthcare continuity, by offering inpatient admission in the General Medicine ward.

Under this agreement, patients are transferred directly from the Emergency Department of S. Maria Goretti Hospital in Latina to Casa di Cura and admitted for acute care, thus avoiding prolonged observation stays. This minimizes patient and family discomfort, ensures high-quality services, and allows treatment to continue under standard hospitalization.

The General Medicine ward, fully renovated in 2009, is located on the first floor and features rooms with every comfort, including air conditioning and color TV. There are also single rooms for private admissions and accessible rooms for patients with disabilities.

Admission Procedures: Based on the agreement between ASL Latina and Casa di Cura San Marco, and according to bed availability, patients are transferred directly from the Emergency Department of S. Maria Goretti Hospital to the clinic for acute care.

Admissions may also be scheduled with a physician's referral or requested as private hospitalizations.

Medical Rounds and Family Information: The ward round takes place every morning at 9:30 a.m. After rounds (starting from 12:00 p.m.), the attending physician is available to speak with family members until 2:00 p.m.

Meal Schedule:

- Breakfast: 8:00 a.m.
- Lunch: 12:30 p.m.

- Dinner: 6:30 p.m.
Diets can be personalized based on clinical needs.

3.4.5. Hospice S. Marco

The Hospice is a modern and well-organized facility capable of independently delivering all services established by the national Palliative Care Network, ensuring full continuity of care. All services are fully covered by the Regional Health System (S.S.R.).

Services provided include:

- Residential Care
- Home Care
- Pain Therapy

Residential Care: Hospice San Marco is structured to ensure psychological well-being and comfort for patients and their families. It offers a secure environment, privacy, and easy access. Unlike hospitals, the hospice focuses on both specialized symptom management and quality of life. Private single rooms with reclining chairs for family members, air conditioning, TVs, and mini-fridges ensure comfort. The unit was renovated in 2009 and includes shared living areas and a refreshment area.

Home Care: Delivered by a multidisciplinary team offering daily nursing assistance and 24/7 medical availability year-round. A logistics service ensures delivery of medications, medical supplies, and equipment directly to the patient's home.

Pain Therapy: The Pain Therapy Outpatient Clinic plays a key role in supporting the hospice team. It manages cancer-related pain, central and peripheral nervous system pain, degenerative joint pain, and vascular disorders. The clinic is a reference point for protecting the right not to suffer.

3.4.6. Integrated Home Care - ADI

Integrated Home Care (ADI) is a community-based service provided by Casa di Cura San Marco under agreement with the Lazio Regional Health System (SSR). It offers at-home medical, nursing, rehabilitative, and social care for non-self-sufficient patients or those with chronic or post-acute conditions.

This service is a valid alternative to hospitalization, enabling patients to stay in their familiar environment while receiving structured, professional care.

Integration and Service Activation:

Casa di Cura San Marco works closely with the Lazio Region and the local ASL through the VALGRAF regional system for managing ADI services. The Individual Care Plan (PAI) is drafted by the local Multidimensional Evaluation Unit (UVM) and sent to the facility via VALGRAF, ensuring traceability, timeliness, and coordination.

Upon receipt of the PAI, the multidisciplinary team at Casa di Cura San Marco initiates the service, deploying the necessary professional figures according to the plan.

Service Objectives:

The main goal of ADI is to offer an alternative to hospitalization by improving the patient's quality of life at home. The service reduces the need for travel to healthcare facilities and guarantees personalized and continuous care.

Activation Process:

The ADI service may be requested by the patient's General Practitioner or Casa di Cura San Marco

specialists, based on the patient's clinical eligibility. Once authorized, the care plan is quickly activated to ensure continuity of care.

The ADI service includes:

- **Medical care:** periodic and urgent home visits
- **Nursing care:** wound care, therapy management, blood draws, vital signs monitoring
- **Home rehabilitation:** personalized physiotherapy for functional recovery or maintenance
- **Psychological support:** for both patients and families
- **Caregiver support:** education and resources for daily care tasks
- **Logistics coordination:** supply of medical equipment and devices in collaboration with local health services

Continuity of Care:

Service is provided 365 days a year based on the PAI's defined frequency and method. All interventions are tracked via the regional system and overseen by the ASL. Casa di Cura San Marco ensures prompt activation and continuity of care in coordination with the GP and the territorial healthcare network.

Technology and Remote Monitoring:

To enhance care quality, Casa di Cura San Marco offers patients and caregivers a dedicated App that enables:

- Real-time communication with the care team
- Daily input of personal health records
- Transmission of vital signs using medical devices provided by the facility

This technological integration allows proactive and timely interventions, enhancing patients' and families' sense of safety and support.

3.5. Access Procedures

3.5.1. Outpatient Specialist Medicine

Patients may access outpatient services:

- **Through the Regional Health Service (SSR)**, by booking via:
 - Regional toll-free number 06 99 39
 - Direct booking at the facility
- **Privately**, by contacting the facility directly:
 - Phone: 0773.263000 (extension 1)
 - Email: info@clinicasanmarco.it
 - Website: www.clinicasanmarco.it

Required Documents:

- SSR: Referral issued by a General Practitioner (GP) or a specialist from a public facility
- Private: No referral required

Booking Hours:

- Monday to Friday: 7:30 a.m. – 7:00 p.m.
- Saturday: 7:30 a.m. – 1:00 p.m.

3.5.2. General Surgery and Day Surgery

Access to surgical services requires a specialist consultation.

Procedures:

1. Book a specialist visit (via SSR or privately)
2. If surgery is needed, the patient is included in the surgical waitlist according to clinical priority (Classes A, B, C, or D as defined previously)
3. The facility contacts the patient to arrange pre-operative tests and schedule the procedure

Patients are informed of required pre-admission documentation and timelines. The surgery is performed based on the clinical evaluation and scheduling availability.

3.5.3. General Medicine

Access is possible in three ways:

1. **Public pathway:** Via direct transfer from the Emergency Department of Santa Maria Goretti Hospital (ASL Latina)
2. **Scheduled admissions:** With a valid referral
3. **Private hospitalization:** Upon direct request

In all cases, admission is subject to bed availability and clinical evaluation.

For more informations you can call the following numbers:

Hospital Admissions:	Tel. 07734660328
Department of General Medicine:	Tel. 07734660271

3.5.4. Hospice S. marco

Hospice San Marco provides both home-based and residential assistance services known as *Palliative Care*.

Palliative Care is defined as “the set of therapeutic, diagnostic, and assistance interventions aimed at both the patient and their family unit, intended to provide active and total care for patients whose underlying illness—characterized by unstoppable progression and a poor prognosis—no longer responds to specific treatments” (Law 38/2010).

Palliative care thus represents the best treatment when curative therapies are no longer appropriate or effective.

The service is available to individuals affected by cancer or any other advanced or terminal, chronic and progressive illness—such as dementia, Parkinson’s disease, or severe cardiac and pulmonary conditions.

The Hospice focuses on relieving all physical and psychological suffering through the treatment of symptoms, particularly pain, while offering comprehensive support to the patient and their family. The goal is to improve quality of life, as much as possible, in accordance with the underlying condition.

All services are fully covered by the Regional/National Health System (SSR/SSN), and therefore **free of charge** for the patient, both at home and in residential care. Transitions between home care and residential care are allowed as needed.

Currently, the Hospice assists **10 patients in-house** and **40 patients at home** every day.

Services Provided

(***) indicates services managed by the local health district.

Clinical Evaluation and Diagnostic Services

- Initial evaluation visit by the care team, with PAI (Individual Care Plan) and medical record creation
- Scheduled daily nursing visit
- Scheduled weekly physician visit
- Urgent medical visit
- Urgent nursing visit
- Visit by other team members
- Evaluation scales/tests (pain, autonomy, etc.)
- Clinical diary documentation
- Blood sampling
- Routine biological tests (urine, cultures, etc.)
- Capillary blood sampling
- ECG
- Specialist consultation (***)
- Initial evaluation by General Practitioner (GP) with PAI and medical record (***)
- Scheduled GP visit (***)

Educational, Relational, and Environmental Services

- Caregiver education in nursing tasks (hygiene, basic needs, etc.)
- Training on using patient mobility aids
- Instruction on proper positioning and mobilization
- Skin lesion prevention
- Stoma and urinary derivation care
- Medication and device management (e.g., elastomeric pumps)
- Hygiene for bedridden patients (bed baths, etc.)
- Home environment assessment for equipment suitability
- Prescription of aids and prosthetics
- Instruction in walking aid use and environmental safety
- Bronchial aspiration education
- Conversations with family/caregivers, GPs, specialists
- Psychological support for patient and family
- Bereavement counseling

Therapeutic Services and Medication Administration

- Prescription management
- Intramuscular, subcutaneous, intravenous, and epidural/spinal injections
- Infusion therapy (IV and subcutaneous)
- Peripheral/subcutaneous catheter placement and management
- Infusion pump management
- Spinal catheter management
- Genitourinary and ocular irrigation
- Blood transfusion
- Drain care
- Peritoneal dialysis setup
- Paracentesis, thoracentesis, arthrocentesis

Respiratory Support

- Tracheotomy care and cannula replacement
- Bronchial aspiration
- Setup of home mechanical ventilation
- Monitoring of ventilatory parameters

Nutritional Support

- Nutritional status check
- Dietary history and personalized diet plans
- Dysphagia evaluation
- Enteral/parenteral artificial nutrition setup and monitoring
- Instruction on modified diet preparation and feeding posture
- Nasogastric tube (NGT) or PEG insertion, management, and therapy administration
- Monitoring of PEG anchor system and gastric residuals

Excretory Function

- Urinary catheter insertion, replacement, and care
- Bladder residual volume check
- Suprapubic catheter and other urinary derivation care
- Bowel management (dietary/educational, enemas, manual evacuation)
- Rectal examination
- Stoma care
- Intestinal irrigation

Skin Lesion and Tissue Care

- Simple/complex dressing (for pressure ulcers, tumors, surgical wounds, oral lesions)
- Immobilization casts and bandages
- Wound cleansing and treatment
- Nail matrix removal, hematoma drainage
- Abscess drainage, local anesthesia, trigger point infiltration
- Wound suturing and suture/staple removal

Program Management

- Modification of PAI
- Interdisciplinary team meetings and case handover
- Activity reporting
- Medical-legal certifications (e.g., disability, Law 104/1992)

Medical Responsibility and Team

The Medical Director of the service is **Dr. Domenico Russo**.

All care activities are provided by a **multidisciplinary team**, fully trained in palliative care. The team holds weekly meetings for case management and professional development.

The team includes:

- Physician
- Nurse
- Healthcare Assistant
- Physiotherapist
- Psychologist
- Social Worker
- Shiatsu Therapist
- Volunteer

How to Access the Service

Access can be requested using a dedicated form filled out and signed by the GP or by a hospital physician (if the patient is hospitalized).

The form can be picked up at the Hospice by anyone and either returned in person or faxed to **0773 487394**.

Given the nature of the patients, care is typically initiated **within a few days** of the request.

Required Documents

- ID document
- Completed request form from GP or hospital ward
- Prior medical documentation is highly recommended

Home Care Requirements

Home care is delivered by a multidisciplinary team offering comprehensive patient and family support.

- **Daily nursing visits**, including holidays
- **Weekly physician visits**
- **24/7 medical availability**

Medications and supplies are delivered by staff; certain aids are provided by the local health authority.

The patient must never be left alone at home, and living conditions must be suitable. A **reliable caregiver** is required.

The family is provided with:

- A mobile number for the assigned physician (available Mon–Fri, 8 a.m. – 8 p.m.)
- A mobile number for the assigned nurse (available Mon–Fri, 8 a.m. – 2 p.m.)
- A **24-hour landline for emergencies: 0773 4660363**

Residential Hospice Admission

Recommended personal items:

- Toiletries (towels, soap, creams, shampoo, etc.)
- Non-slip shoes
- T-shirts and cotton underwear
- Pajamas or nightgowns

Life in the Hospice

The Hospice is designed to ensure psychological, emotional, and relational well-being, comfort, privacy, safety, and accessibility.

It is **not a hospital ward** but a welcoming place that combines **specialized clinical care for symptom control** (especially pain) with **personalized attention to relational and emotional aspects**.

Rooms are **private, personalized, with ensuite bathrooms**. There are also welcoming areas for families and a lounge with a tea corner.

A terrace is accessible on the same floor.

Family members may sleep next to the patient in an armchair bed—**no special permission required**.

Visiting Hours

Due to the clinical condition of patients, **visits are allowed at any time**, including for children.

The facility gate is closed for security between **10:00 p.m. and 7:00 a.m.** but can be opened in urgent cases by security staff.

Spiritual and Religious Support

Staff pay close attention to spiritual needs. Catholic patients may receive visits from a priest. Patients of other faiths may request specific spiritual support or bring in their own spiritual advisor.

Discharge and Medical Records

If home or residential care is discontinued, a **discharge letter** is issued with a summary of the patient's treatment and recommendations for continuity of care.

Copies of the medical record may be requested by completing a form at the admissions office (paid service).

Records are available after approximately **30 days**, collected in person or by an authorized representative.

In case of death, **legal heirs** may request the record by providing appropriate documentation.

Volunteering

The Hospice promotes volunteer participation.

The organization “**Insieme per l’Hospice San Marco**” supports the team’s work with trained volunteers.

Contact Numbers

- Admissions: **0773 4660328**
- Hospice: **0773 4660363**
- Fax: **0773 487394**

3.5.5. Integrated Home Care – ADI

Access to the **Integrated Home Care (ADI)** service at Casa di Cura San Marco takes place **exclusively through the VALGRAF information system**, the official platform of the Lazio Region for the integrated management of home care services.

The request to activate the service is submitted by the **General Practitioner (GP)** or **hospital physician**, who initiate the process through their local health authority (ASL).

Subsequently, the **Multidimensional Evaluation Unit (UVM)** of the appropriate district prepares the **Individual Care Plan (PAI)** and automatically transmits it to our facility via the VALGRAF system.

Once the PAI is received, Casa di Cura San Marco formally takes charge of the patient and activates the planned home interventions, in compliance with the indicated timelines and specific clinical needs.

Required Documentation

No documentation needs to be delivered directly to Casa di Cura San Marco by the patient or caregiver.

All administrative and clinical data are collected through the VALGRAF platform and validated by the responsible local health authority (ASL).

Activation Timelines

The ADI service is generally activated within **48 to 72 hours** of receiving the PAI via the VALGRAF system, unless otherwise instructed by the ASL.

Our administrative and healthcare staff ensure prompt response and full coordination with local health representatives.

Contact and Support

For general information about the ADI service or for assistance with the activation process through your local ASL, you can contact **Casa di Cura San Marco** at:

 **0773/466060**

Our staff is available to provide guidance, clarification, and support to patients, families, and caregivers.

4. Third Section: Quality of Services and Indicators

Casa di Cura San Marco, certified under the Quality Management System according to the UNI EN ISO 9001:2015 standard, places the individual at the center of its operations and considers quality to be a key element across all activities.

Quality is viewed as an integral part of corporate planning and management, aimed at improving the services offered, fully meeting users' needs, and enhancing the internal resources of the healthcare facility.

The Clinic is committed to defining and maintaining high professional standards of technical, ethical, and clinical excellence:

Safety

To apply and promote structures and procedures based on scientific evidence that are capable of **preventing and reducing risks** within the Clinic.

Quality

To ensure **high-quality care**, guaranteeing **timeliness and appropriateness**, with a strong commitment to satisfying the needs of patients and their families.

To provide **effective interventions** tailored to each patient, in full respect of their individual preferences, cultural background, and personal values.

Humanization of Care

To make care environments and diagnostic/therapeutic pathways as **person-centered** as possible, considering the patient as a whole—physically, socially, and psychologically.

To ensure the **quality of interactions** between healthcare professionals, patients, and families.

To provide assistance that respects **human dignity**, with the utmost consideration for personal privacy and well-being, always placing the patient's **quality of life** at the core of every action.

Hospitality and Comfort

To welcome patients, caregivers, and visitors in a **clean, safe, and comfortable** environment.

Confidentiality

To ensure the **utmost confidentiality** of personal data as well as information relating to diagnoses, hospitalization, and therapies.

Feedback and Complaints

To provide all patients and families with the opportunity to **express opinions** on the quality of services received, and to receive **prompt, clear, and complete** responses.

Monitoring of Standards

Quality improvement is considered a **continuous process**, through which important aspects of care are constantly **monitored and improved when necessary**.

Since this Service Charter is intended to serve as an **informative and empowering tool** that encourages citizens to actively participate in managing their own health, we include below a summary of the **key quality factors** we consider essential.

Average number of days between diagnosis and day surgery for neoplastic diseases	5 days
Average number of days between pre-hospitalization and admission	2-3 days
Average number of days between admission and surgical intervention	1 day max
Average number of days to receive a copy of the medical record	60 days
Frequency of inpatient room cleaning	2 times per day
Frequency of linen changes	1 o 2 times per day
Comfort of inpatient rooms	AC air conditioning, private bathroom and TV

5. Fourth Section – Feedback, Protection and Cooperation

5.1. Reports, Complaints and User Satisfaction Surveys

User and patient protection and participation are ensured through the ability to submit **reports of service issues** or **commendations** regarding the care and attention received from all staff involved in their care process.

These reports help the facility identify and understand any existing issues and define improvement actions for service quality.

Patients may submit reports or complaints through the following channels:

- By filling out the dedicated form available at the administrative offices or downloadable from the Clinic's website
- By sending a signed email to: **direzionesanitaria@clinicasanmarco.com**
- By mailing or hand-delivering a signed letter to the Medical Directorate
- By sending a signed fax or making a phone report to the Medical Directorate

The **Medical Directorate** responds immediately to complaints that can be resolved quickly. In all other cases, an internal investigation is initiated in collaboration with the managers of the relevant units and/or services, and a response is provided **within 30 days**.

Casa di Cura San Marco also monitors the quality of its services through **patient satisfaction questionnaires**.

Collected data is analyzed and used to implement quality improvement measures and to optimize the efficiency and effectiveness of the services offered.

Questionnaires are available on our website: www.clinicasanmarco.com (accessible either via web browser or by scanning our QR code available on info monitors spread around our clinic and also at the entrance of the clinic) or alternatively you can ask for a printed version of the survey at the info desk.

5.2. Protection of Patient Rights

Casa di Cura San Marco informs all patients who believe their rights need to be protected that they may contact the **Tribunal for Patients' Rights** (*Tribunale per i diritti del malato*).

The Tribunal for Patients' Rights is made up of **active citizens** who volunteer their time and share the common goal of ensuring **equal healthcare rights** for all individuals.

This organization operates under the umbrella of “**Cittadinanzattiva Onlus**”, a civic participation movement founded in 1978, which works in Italy and across Europe to promote and protect the **rights of citizens and consumers**.

The Tribunal functions through:

- Approximately **300 local branches** located throughout the country, active in hospitals and community healthcare services
- A **central coordinating body** that oversees the national network and promotes country-wide initiatives
- **Thematic groups** operating at national, regional, and local levels, focusing on specific programs
- **Regional coordinators**, supporting local networks and advocating for regional healthcare policies that safeguard patient rights

5.3. Monitoring of Commitments

Casa di Cura San Marco ensures the **monitoring of quality improvement commitments** and compliance with quality standards through the drafting of an **annual report**. This report outlines both the **results achieved** and any **reasons that may have prevented** the attainment of expected goals.

The purpose of the report is to **evaluate progress** and ensure the **continuous improvement** of service quality, by **monitoring key indicators**, reviewing outcomes, and **adjusting standards and quality factors** as needed.

5.4. Health and Safety of Workers and Users

Casa di Cura San Marco ensures the **protection of health and safety in the workplace** in compliance with Legislative Decree No. 81/08 and its subsequent amendments and additions. This is achieved through the preparation of a **risk assessment document** and the adoption of appropriate **prevention and protection measures** as identified by the assessment.

Casa di Cura San Marco also pays **close attention to the safety of users and visitors**, with particular focus on **fire safety**.

In addition to the installation and maintenance of structural and technical safety systems, the facility regularly conducts **emergency drills and evacuation simulations** to ensure preparedness.

5.5. Environment

Casa di Cura San Marco pays special attention to the **protection of public health and the environment**, in accordance with **European regulations** regarding **waste recycling and disposal** and the **rational use of energy resources**.

5.6. Personal Data Security

To ensure the proper handling of personal data and in compliance with **EU Regulation 2016/679 (GDPR)**, **clinical information about users is not provided over the phone.**

For the same reason, and in accordance with an internal procedure designed to ensure the **security and confidentiality of health information**, **copies of medical documentation are issued personally to the user** (or to a designated representative with written authorization).

Users are provided with the **privacy policy and consent form** regarding the processing of their personal data.

5.7. Other Usefull Info

5.7.1. Bar Service

A **bar is located on the ground floor**, available to both internal staff and external users. In addition to coffee and beverages, it offers **snacks and light meals.**

5.7.2. Health Agreements, Insurance and Health Funds

Casa di Cura San Marco provides healthcare services both **under agreement with the National Health Service (SSN)** and on a **private pay basis**, with invoices issued directly to the user or through arrangements with **insurance companies.**

In the case of **indirect reimbursement**, the service is invoiced and paid for directly by the patient, according to a **fee schedule agreed upon** between Casa di Cura San Marco and the relevant insurance or entity, which then reimburses the patient afterward.

In the case of **direct reimbursement**, the service is invoiced directly to the insurance provider or affiliated entity, based on the agreed rates, **except for any deductibles** payable by the patient. An **updated list of affiliated insurance providers, associations, institutions, and mutual funds** is available at the **Admissions and Outpatient Booking Office.**

6. Summary of Contact Information

Casa Di Cura S. Marco

V.le Ventuno Aprile 2, Latina, LT 04100

Phone: 077346601

Fax: 0773466007

E-mail: info@clincasanmarco.com

website: <http://www.clinicasanmarco.it/>

Central Booking Office (C.U.P.) Tel. 0773466060

Hospital Admissions Tel. 07734660328

General Surgery Tel. 07734660338

Day Surgery Tel. 07734660338

General Medicine Tel. 07734660371

Hospice Tel. 07734660363

How To Reach Us

Casa di Cura San Marco is located in **Latina**, at **Viale XXI Aprile 2**.
It is **easily accessible by public transportation**, using the local bus lines FS, G, and VOLS.
The bus stop is located **right next to the building**.

The facility is also **within walking distance**, as it is situated in the **city center of Latina**.

