GESTI-VAR s.r.l.

Extensive Therapeutic Rehabilitation Residential Facility Montello

Extensive Therapeutic Rehabilitation Residential Facility Borgo San Tommaso

Residential Social Rehabilitation Facility 24/hh Borgo San Tommaso

Accredited with the Regional Health Service

CHARTER OF SERVICES 2026

SRTR *e* – SRSR *24/hh*
Borgo San Tommaso
Via San Francesco n. 2/A
03038 - Roccasecca (Fr) –
Tel. 0776567403-405
Fax 0776567379

SRTR *e*
Montello
Via Montello n. 22
03038 - Roccasecca (Fr) –
Tel. 0776567264
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Presentation of the Company and its facilities: S.R.T.R.*e* e S.R.S.R. 24/hh "*Borgo San Tommaso*"; S.R.T.R. *and "Montello*" and ***fundamental principles***

1. Presentation of the Company and facilities

About us

GESTI-VAR srl, *tax code 01694400605, VAT number 02009600590, registered at no. 01694400605 of the Register of Companies of the Court of Latina since 02/02/2001 - REA number: LT-139414, with registered office in Itri (LT), via Giacomo Matteotti III Traversa n. 4,* is the Reference Unit of Residential Rehabilitation Facilities for psychiatric patients - S.R.T.R. extensive and S.R.S.R. *24/hh* "Borgo San Tommaso", whose facilities are located in the building located at via San Francesco n. 2/a 03038 Roccasecca (Fr) - S.R.T.R. *extensive "*Montello" located in the building located via Montello n. 22 – 03038 Roccasecca.

Tel. facility Borgo San Tommaso 0776567403-405 - Fax: 0776567379

e-mail: dir.san.borgosantommaso@gestivar.it

Tel. facility Montello 0776567264 – fax 0776567146

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The company's mission is to meet the health and social needs of:

- "... patients with disorders in the sub-acute phase, which require relational, psychotherapeutic and pharmacological interventions, with a maximum stay in the structure of approximately two years and subsequent reintegration into the usual context of life or in an autonomous living context supported at home, or subsequent gradual transition to structures with less commitment and/or specificity of assistance with a socio-rehabilitation or social-assistance value (Regional Law no. 41/03), ….” in the facilities of the extensive SRTR;

“ ... adult patients with a process of stabilization of the pathology and disabling aspects that cannot be treated at home or in social-care facilities, who need medium-long term hospitality periods in a community or family housing context that requires continuous social-health care protection in 24/hh ..." in the facilities of the S.R.S.R. 24/hh., in terms of appropriateness, efficiency, effectiveness, economy, performance improvement and in a climate of sharing,

"… people with psychosocial problems without the necessary family support, on the basis of a personalized social rehabilitation plan, where social rehabilitation means any form of social inclusion aimed at social reintegration or preparation for the insertion and social reintegration of the person in difficulty. The services offered are inspired by the principles contained in the Universal Declaration of Human Rights, and offer a response to the temporary needs of reception, assistance and support in the process of acquiring autonomy and the ability to self-manage, aimed at the insertion or preparation for social reintegration of the person with psychosocial problems.

The strategic management has included among the company's objectives that of accommodating patients in building types that place them in relational conditions as close as possible to daily life. In order to comply with the aforementioned commitment, the choice of buildings that house its structures has been oriented towards building types that reproduce the conditions of civilian homes and that retrace the local architectural customs.
To keep faith with the mission, the S.R.T.R. extensive, the facility of the S.R.S.R. 24/hh of Borgo San Tommaso.

Performance and organizational reasons, suggested by the coexistence of facilities aimed at providing services attributable to the same pathology, and intended to meet health and social needs , have directed the Reference Unit to prepare a Single Service Charter for the three facilities.

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The *Service Charter* of the S.R.T.R. extensive and the facility of the S.R.S.R. *24/hh* "*Borgo San Tommaso*" and the "Montello" extensive S.RT.R. facility is drawn up to guarantee the quality of care and to support the commitment to Guests.
The main purpose is to provide patients who access the facility, and their families, with all the information necessary to use the services easily and quickly.
The organization of the structures aim to place the needs of the guest and the people who assist him at the center of their choices and their activity.

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The contents of the *Service Charter* are listed in the summary and are updated to January 2024. The revision is also promoted by mandatory requirements represented by the new legislation of the Lazio Region regarding "Confirmation of Authorization to Operate and Institutional Accreditation of health facilities" and "Authorization to open and operate residential and semi-residential cycle facilities that provide social welfare services."

* * *

The S.R.T.R. *extensive*, the garrison of the S.R.S.R. *24/hh* "*Borgo San Tommaso*" and the Presidium and the S.R.T.R. *"Montello"* are sponsored by the Association of Invalid Civilians, the Italian Society of Food Science and the League of Human Rights.

* * *

Any need and/or dysfunction encountered by the guest or a family member can be reported to the Managers of the facilities; For needs relating to reception and hospitality, it is possible to refer to the social and health team.

* * *

The Structures of GESTI-VAR srl adopt a manual of procedures/corporate planning document in which the policies and governance of the organization of the facilities are determined, in addition to this service charter.

PHOTO BORGO SAN TOMMASO FACILITY



PHOTO MONTELLO FACILITY



The activities carried out in the facility of the S.R.T.R. *extensive,* of the S.R.S.R. 24/hh "*Borgo San Tommaso*" and of the S.R.T.R. *extensive "Montello",* pursue the following institutional purposes:

To provide services and treatment services with a therapeutic rehabilitation address for psychiatric pathologies, better described above, on a residential basis.

To ensure maximum professionalism in the execution of treatments and supportive therapies as well as in the assistance of guests.

To provide the highest quality care required by the guest's condition in the best possible material conditions and in environmental conditions on a human scale, in order to avoid any risks of depersonalization.

To guarantee the availability of the necessary means for the doctors and the team working in the facilities for the purpose of treatment in the context of therapeutic-rehabilitative treatments.

a family life environment, attentive to the needs of each guest and characterized by significant personal relationships, in which the guest finds the satisfaction of primary and welfare needs

the support necessary to seek or recover the ability to seize the opportunities offered in the social sphere, both from a relational point of view and in terms of job placement.

operating methods that encourage both autonomous initiatives and common activities, aimed at social inclusion and the use of all the services present in the area, as part of the personalized social rehabilitation plan.

Family reconcilation where compromised by contingent reasons: pathology and climate

All the main activities managed within the structures comply with a system of rules governed by the criteria of the start of the quality system, to guarantee compliance with the standards required for its users and as a source of information for the evaluation process aimed at improving performance.

The structures, in carrying out its activities, is inspired by the fundamental principles expressed in the Prime Ministerial Decree of 27/01/94 to provide public services.

These principles are:

Equality
All citizens are provided with equal services, regardless of age, sex, race, language, nationality, religion, political opinions, customs, physical conditions, mental conditions, economic conditions, personality structure.

Impartiality
All citizens are assured objective and fair behavior by the staff working in the facility.

Continuity
Citizens are assured of the continuity of quality, quantity and regularity of services.

Right to choose
Each citizen can exercise the right to freely choose the structure among those identified as the appropriate type for the health needs of the same subject to evaluation by the UVM and subsequent authorization by the DSM which directly manages the order on the waiting list (S.R.T.R.e and S.R.S.R. 24/hh).

Participation
The citizen's right to collaborate, with observations and suggestions, in the related provision of the service and the improvement of the service provided by the structure is guaranteed.

Efficiency and effectiveness
The service is provided in such a way as to guarantee efficiency and effectiveness and the structure adopts the appropriate measures to achieve these objectives.

The following is a summary of the paths and traceability of the moments of the services provided in accordance with the principles set out above, indicating the standard and the minimum requirements characterizing the status of the input to the process, the state of constancy of the process and the Output and/or Outcome of the process.

RECEPTION

STANDARD	MINIMUM REQUIREMENTS
Opportunity/necessity of community treatment	Availability on the part of the Facilities to receive patients referred by the DSM, Collaboration of the SRTR and SRSR San Tommaso – SRTR Montello Team with DSM and UVM for treatment and acceptance plan (SRTRe and SRSR 24/hh)
Period of observation and psychopathological evaluation for definition of therapeutic project (SRTRe and SRSR 24hh) Observation period to assess the personal and environmental resources of the person with psychosocial problems in order to start a process of insertion or reintegration into the world of work.	Equipe SRTRe, SRSR 24/hh San Tommaso and SRTRe Montello – DSM and UVM
Programming Insertion	Upon completion of the technical-administrative process and subsequent submission by the DSM (SRTRe and SRSR 24/hh)
Reception protocol according to integration procedures	According to system procedure

RESIDENTIAL

STANDARD	MINIMUM REQUIREMENTS
Contact assignment	On insertion
In-depth interview	On insertion
Reference Operator Assignment	On insertion
Therapy assignment/revision of entry therapy	On insertion
Interview for rating scales	On insertion
Individualized Therapeutic Project (SRTRe and SRSR 24/hh)	Within 15 days of entry – by DSM agreement Within 15 days of entry
Therapeutic-Rehabilitation Protocol (SRTRe and SRSR 24/hh)	Within 48 hours of entry – by DSM agreement
First Customer Satisfaction Audit	Within 48 hours of entry

Clinical activity planning (SRTRe and SRSR 24/hh)	Biweekly
Second therapy revision (SRTRe and SRSR 24/hh)	Within the next 10 days
Folder Management	Manual
Therapy management	Manual
Patient status information	Immediate on request

DISCHARGE

STANDARD	MINIMUM REQUIREMENTS
Programmed with DSM and UVM (SRTRe and SRSR 24/hh)	After the period of residency provided for by the therapeutic rehabilitation protocol
Conditions for discharge	To achieve the objectives set
Interview for rating scales	Waiting for the scheduled discharge
Discharge scheduling (SRTRe and SRSR 24/hh) Discharge Schedule (Home Hotel)	Average time agreed with DSM Average time agreed with Social Service or UVM

The structures, in implementing the actions listed above, promote a quality intervention based on:

- Competence and reliability of professionals at all organizational levels of the structure
- Collaboration with other institutions in the field of mental health protection and related related (Courts, UEPE, SERD, Social Service, etc.)
- Protection of Welfare and safety of guests.
- Research and promotion of an active and collaborative role of patients' families in order to improve the quality of care and rehabilitation.
- Minimization of episodes of mental distress and possible deterioration in the quality of life of patients.
- Evaluation/selection of guests, in order to promote appropriate forms of treatment, through the development of an individualized therapeutic project.

QUALITY FACTORS AND GUARANTEED STANDARDS

- Prior information on how to access: availability of the Manager and the social-health team also by telephone at 0776567403-405 for Borgo San Tommaso, 0776 567264 for Montello;
- Ease of access procedures: telephone booking for an evaluation interview for suitability for inclusion;
- Ease of handling administrative and bureaucratic formalities for access, with the support of the facility operators: all formalities are carried out at the Health and Administrative Directorate;
- Clarity of information on the services offered: delivery at the entrance of a list of the services offered by the service charter;
- Cleaning of rooms and services: daily;
- Clarity and information with respect to discharge: delivery of a catamnestic discharge report for the CSM or Attending Physician or Social Service with indication of diagnosis, therapies practiced, stay diary for the activities carried out, any diagnostic tests performed;
- Ease of obtaining a copy of the Medical Record: the Administrative Office provides instructions on how to obtain a copy of the medical record;
- Simplicity for administrative obligations: all administrative obligations are carried out at a single office;
- Availability of questionnaires for any inefficiencies and suggestions: during the stay, guests and family members will be given an evaluation questionnaire regarding the services received to be completed and delivered to the reference operator;
- Timeliness of response to the user on complaints submitted: the Management will respond within a maximum time of thirty days.

The S.R.T.R. *The* Presidium of the S.R.S.R. 24/hh "*Borgo San Tommaso*" are located in a building located in the municipality of Roccasecca (FR), at via S. Francesco 2/A, which is located in an urban area and is about 6 km from the Pontecorvo exit of the A1.
The facilities can also be reached by train from the Roccasecca railway station through a municipal transport service, timetables are available at the administrative office.
The general services of the two facilities are in common.
The telephone switchboard has 2 urban lines 0776567403 – 0776567405, active 24 hours a day.
The fax number of the administrative office is as follows: 0776567379.
The administrative office is open from Monday to Friday from 9.00 to 17.00.
From 17.00 to 9.00, on holidays and Saturdays, the switchboard service is carried out by the operating staff present in the structure.
Visits to guests must be agreed in advance with the Health Management or with the staff in charge.
The building that houses the two facilities is a structure of particular interest in several respects: for its location in the characteristic village of the Municipality of Roccasecca, for its architectural characteristics, for the presence within several spaces dedicated to social and rehabilitation activities, all essential for the correct treatment of psychiatric pathologies.

The rooms for the overnight stay of guests, and the services attributable to them, for opportunity or for mere internal organization, are located on the first and second floors of the structure for a total of 10 beds for the S.R.S.R. *24/hh* on the first floor and n.20 beds for the extensive SRTR on the second floor.

The two facilities are structurally organized as follows:

1. On the ground floor: reception area with interview room, living room, waiting room, study for the first interviews, living room with TV, bar, dining room and rooms dedicated to socio-rehabilitation activities.
2. On the first floor, the premises for the S.R.S.R. 24/hh Presidium are: three two-bed rooms, one three-bed room and one single-bed room, all equipped with toilets, floor services for

medical and assistance staff. The floor is equipped with a room that can be used for its organization as a laboratory, kitchen and interviews aimed at therapeutic treatment.

3. On the second floor are the bedrooms for the 20 beds of the S.R.T.R. Presidium. extensive, with eight rooms, four of which have two and four three beds, all equipped with toilets, floor services for medical and assistance staff.
4. On the ground floor of the building of the two facilities there are specific services dedicated to treatments and general ones. The latter, kitchen, pantry, canteen, socialization rooms, laundry, cloakroom, outdoor areas, are organized to be used by both facilities of the structure.

The S.R.T.R. extensive Montello is located in a building located in the municipality of Roccasecca (FR), at via Montello n 22, which is located in an urban area and is about 6 km from the Pontecorvo exit of the A1.

The facility can also be reached by train from the Roccasecca railway station through a municipal transport service, timetables are available at the administrative office.

The Presidium has a telephone number 0776567264, active 24 hours a day.

The fax number is as follows: 0776567146.

The administrative headquarters, located in via San Francesco n 2 / A Roccasecca is open from Monday to Friday from 9.00 to 17.00.

Visits to guests must be agreed in advance with the Health Management or with the staff in charge.

The building that houses the garrison is a structure of particular interest in several respects: for its location in the characteristic village of the Municipality of Roccasecca, for its architectural characteristics, for the presence within several spaces dedicated to social and rehabilitation activities, all fundamental for the correct treatment of psychiatric pathologies.

The rooms for the overnight stay of guests, and the services attributable to them, for opportunity or for mere internal organization, are located on the ground floor and on the first floor of the structure for a total of 14 beds.

Il presidio è strutturalmente così organizzato:

1. **In the basement** there are laundry services, the heating plant, the water reserve and deposits;
2. **On the ground floor**: kitchen with dining room, three twin bedrooms, a service room and toilet, living room with TV;
3. **On the first floor**: four twin-bed rooms, therapy room, infirmary with adjoining floor service for staff, two toilets for guests, hall for group rehabilitation activities;
4. **On the second floor**: there are empty rooms.

Types of services and access methods

The services provided in the Gesti – Var srl facilities are represented by:

- rehabilitation services to *"... patients with sub-acute disorders, which require relational, psychotherapeutic and pharmacological interventions, with a maximum stay in the facility of approximately two years and subsequent reintegration into the usual context of life or in an autonomous housing context supported at home, or subsequent gradual transition to facilities with less commitment and/or specificity of care with a socio-rehabilitation or social-welfare value (Regional Law no. 4/03), ..."* in the facility of the extensive SRTR;

and

- rehabilitation services at " *... adult patients with a process of stabilization of the pathology and disabling aspects that cannot be treated at home or in social-care facilities, who need medium-long term periods of hospitality in a community or family housing context that requires continuous social-health care protection in the 24/hh ...*" in the facility of the S.R.S.R. 24/hh

Ordinary "conventional" access SRTRe and SRSR24hh

Inclusion in the structures of Borgo San Tommaso and Montello in an "accredited" form takes place with the authorization of the DSM, (following the publication of DCA no. 101/2010 it will take place on the SSR recipe book after evaluation of suitability by the specific Multidisciplinary Evaluation Unit established in each ASL. The UVM will be responsible for indicating the criteria and clinical care indicators to define, on the basis of the overall conditions of the requesting user, the suitability of his inclusion with respect to each type of residential care conducted by GESTI-VAR srl).
To date, patients belong to the structure sent by the CSM of territorial competence which sends the Deliberative Act of the ASL.

A reservation service is available at 0776567403-405, from Monday to Friday from 9.00 to 17.00.

At the time of inclusion in the facilities, the patient must present himself with the following personal social and health documentation:

- valid identity document;
- regional health card;
- revocation of the choice of the General Practitioner (only if the patient resides outside the Lazio region);
- ticket exemption card;
- recent clinical analyses;
- any copy of the Report certifying the Civil Disability;
- Individual Treatment Therapeutic Plan of the CSM;
- any copies of medical records of previous hospitalizations.

At the time of insertion, the guest will be visited by the M.M.G. who will collect all the necessary clinical and anamnestic information. *The medical record represents a form for recording the patient's health data and taken into the system.*

During their stay in the Community, the guest will be assisted by the psychologist who will illustrate the therapeutic-rehabilitation project planned during the stay.
The therapeutic-rehabilitation project represents a module for recording the patient's health data and taken into the system.

The ordinary stay has a duration of 24 months, extendable, at the request of the DSM, for further therapeutic study.

The ordinary cost of hospitalization is borne by the Regional Health Service and includes

- Residential
- psychiatric therapies and support interventions (monitoring drug therapy, therapeutic groups, individual interviews, rehabilitation activities, etc.)

NOTHING IS DUE TO HEALTH STAFF OR OTHER PROFESSIONALS PRESENT IN THE FACILITY FOR SERVICES RENDERED DURING THEIR STAY IN THE FACILITIES.

The staff of the facilities is required to wear the identification card containing name, qualification and matriculation number. It is the right of the guest and his companions to identify the staff present in the facilities.
Information on the course of the stay and therapeutic treatment can be obtained from the care staff.
Information on the structure and services can be requested from the Management Offices, open from Monday to Friday from 9.00 to 17.00

Organization of the typical day of the guests.

Typical day of the structures of the "*GESTI-VAR srl****"***

From Monday to Sunday

Between 7:30 a.m. and 9:30 a.m.
-alarm clock
- breakfast preparation
- administration of drug therapy
- personal hygiene
- choice of clothing
- tidying up rooms

Between 9:30 a.m. and 1:30 p.m.
- organizational meeting with guests
- Exit independently or with an operator or attend the refreshment area inside the structure
- structured and/or individualized activities
- group therapy and individual interviews
- medical examinations
- preparation of the canteen for lunch
- kitchen and canteen rearrangement

Between 1:30 p.m. and 4:00 p.m.
- administration of drug therapy
- afternoon rest
- tidying up rooms
- Exit independently or with an operator or attend the refreshment area inside the structure

Between 4:00 p.m. and 7:00 p.m.
- structured and/or individualized activities
- group therapy and individual interviews
- Exit for personal purchases independently or with an operator
- medical examinations
- preparation of the dining room for dinner
- kitchen and canteen rearrangement

Between 7:00 pm and 11:00 pm
- administration of drug therapy
-TV viewing
- organization of board games
- socialization of the progress of the day
- personal hygiene
-rest

Saturdays and Sundays are intended for the management of free time or group recreational-recreational outings.

Activities covered by the treatment program

√ Access to public areas (individual and group)
√ Creative-artistic activity
√ Cutting
√ Color
√ Music Therapy
√ Kitchen
√ Cognitive-educational activity
√ Computer Science
√ Physical activity
√ Football
√ Volleyball
√ Athletics
√ Dance
√ Swimming independently
√ Hippotherapy
√ Lecture
√ Internship
√ Vocational training courses

PROFESSIONAL FIGURES INVOLVED:

Health Manager: He is present in the structure, coordinates the intervention of the therapeutic team in the various professional figures. He interfaces with users, with patients' families and with the specialists of the Mental Health Centers. The Health Manager clinically assesses the patient in the preliminary phase of entry into the facilities. He supervises the suitability of the facilities from a health and hygiene point of view and verifies the correctness and effectiveness of the therapeutic plan. He is responsible for the correct keeping of medical records and the processing of patient data of the facility for which he carries out this assignment. The Health Manager supervises the application of informed consent to health treatments and the keeping of the drugs used in the treatment plans.

Psychiatrist: He is present in the structure, coordinates the intervention of the therapeutic team in the various professional figures. He interfaces with users, with patients' families and with the specialists of the Mental Health Centers. The psychiatrist clinically evaluates the patient in the preliminary phase of entry into the facilities.

Psychologist: Carries out individual psychotherapy with patients, participates in family counseling, coordinates activities, consults medical records together with professional educators, nurses and social workers.

Nurse: One of the main tasks of this professional figure is the preparation and control of the administration of therapy. He interfaces with the General Practitioner to carry out routine health checks and analyses. It also interfaces with local health facilities (analysis laboratories, specialist centres) and accompanies patients to the facilities previously indicated.

Professional educator: Contributes to the keeping of the medical record, carries out internal and external activities with patients, directs and supports the guest in the management of daily life. He supports the psychologist in individual interviews and in collective activities (internal and external).

Social and health worker: promotes the patient's autonomy, collaborates with him and his family for the management of daily life, takes care of the cleaning and sanitization of furniture and equipment, collaborates in entertainment activities in order to encourage socialization and provides for his transport.

Social worker: Intervenes in the helping relationship, takes care of the patient's social security aspects, housing placement (social network), deals with the judicial aspects of patients (for patients with a court order), manages patients' economic resources.

COMPANY VALUES:

The company's residential facilities have adopted and disseminated the Charter of Patients' Rights within them. Rights that represent the company's values and are the basis of the policy pursued. In the context of patient rights, given the fragility of the guests, the company orients its policy in particular:

- the protection and promotion of human dignity;
- to the constant, subjective and objective orientation to the well-being and quality of life of patients, their relatives and staff; - respect and involvement of users;

- to the empowerment and growth of staff; - the evaluation of quality and continuous improvement.

The team of the residential facilities, towards the guests, promotes the following values:

- the right to fully express one's autonomy and to live in an orderly and well-kept environment; - right to social integration.

The team is attentive to the aesthetic sense expressed by the guest, enhancing their image through the care of their body (personal hygiene, hairdresser, beautician) and the careful choice of clothing.
The facilities make use of the advice of the general practitioner "as needed" for diagnostic investigations (clinical analyses, internal examinations, radiological examinations, etc.).
When needed, the facilities offer specialist advice services to patients. The fee established by the specialist consulted will be borne by the patient.
In the case of laboratory tests, specialist visits, surgical interventions, the facilities, if necessary and in compliance with the patient's right of free choice, will make every effort to find the health service center that best meets the needs of the guest.
The cost of the treatment or any service ticket is the responsibility of the guest.
At the request of the guest, or his family, the facilities will book any requested interventions and transport the guest by ambulance; The cost of transport is borne by the guest.

Hotel Services

A hotel service is available at a flat rate of € 30.00 euros plus VAT including laundry service.
The clothes are returned on a weekly basis.
The services listed above must be requested at the time of entry and paid for with monthly billing.

Departments and Services

The structure in via San Francesco, 2/a houses a 10-seat SRSR 24hh module and an SRTRe module with 20 seats.
The structure in via Montello, 22 houses an SRTRe module with 14 seats.

During the stay, psychiatric, pharmacological and support therapies are administered (individual and group therapeutic activities, expressive and rehabilitative activities provided for in the therapeutic-rehabilitation project).

A psychiatric rehabilitation service is operational within the structures, the activities of this are integrated with those of the psychology service. It is thus possible to integrate drug therapy, psychotherapy, recreational and expressive activities.

The service is entrusted to the Managers, Dr. Giampiero Guido for the S.R.T.R.e Borgo San Tommaso, Dr. Giuseppina Bonaviri for the S.R.T.R.e Montello, Dr. Giampiero Guido for the S.R.S.R.24hh Borgo San Tommaso, assisted by social and health personnel.

Upon discharge, for therapeutic rehabilitation and socio-rehabilitation facilities, the Health Manager will issue the guest with any pharmacological prescription and the medical history form to be delivered to the CSM (to the UVM/DSM for the application of DCA no. 101/2010).

The discharge documentation represents a form for recording the guest's health or social data aimed at project integration with mental health services, social services and general practitioners and taken into the system.

The Administrative Management will notify the CSM/DSM of the discharge by fax using the appropriate form

Social Assistance Service

The service is entrusted to Dr. Manzione Elisa who is available to guests and their families for social, judicial and external relations skills.

The service is operational from Monday to Friday according to hours of presence available at the administrative office.

The formal documentation that provides objective evidence of the relationships represents a process registration form and is assumed in the system.

Ancillary Services

The guest can request the Management to issue a copy of the Medical Record or the Social Record and other ancillary documentation. The medical record or the social record in copy, signed by the Head of the facility, will be sent to your home on request, by registered letter with return receipt at a cost of € 30.00 per copy plus shipping costs. Payment must be made to management at the time of request.

Standards Status Report

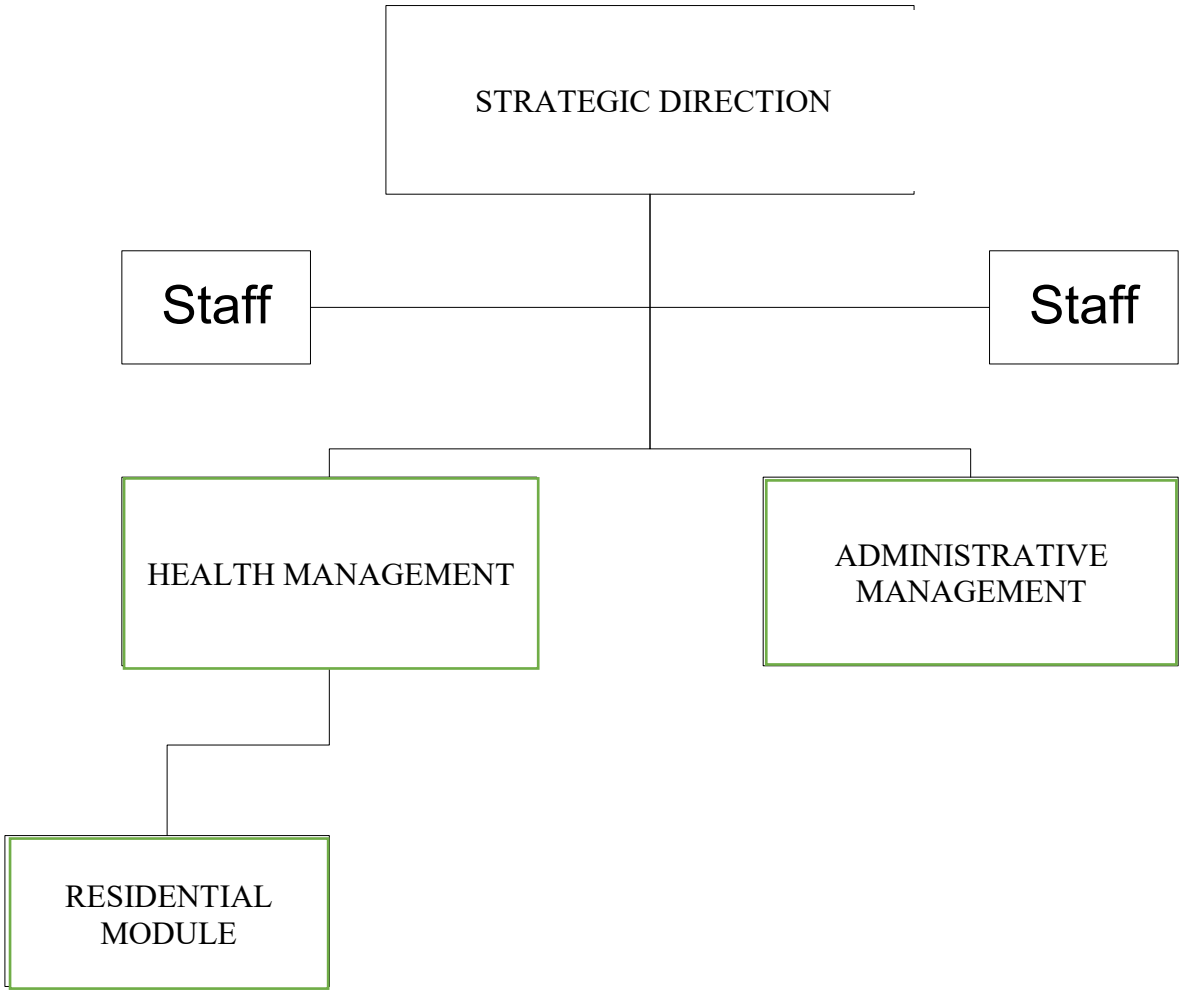
The structures have launched an internal project for the definition of the quality system.
During the project, the reference standards and the verification tools of the service provided will be defined as specified below:

- Continuous training programs relevant to the company's mission and objectives;
- Targeted public information and educational programs for guests and their family members or reference figures;
- The structures guarantee internal training and continuous updating to operators through training programs that must be shared by the staff themselves;
- Support is provided for new hires.

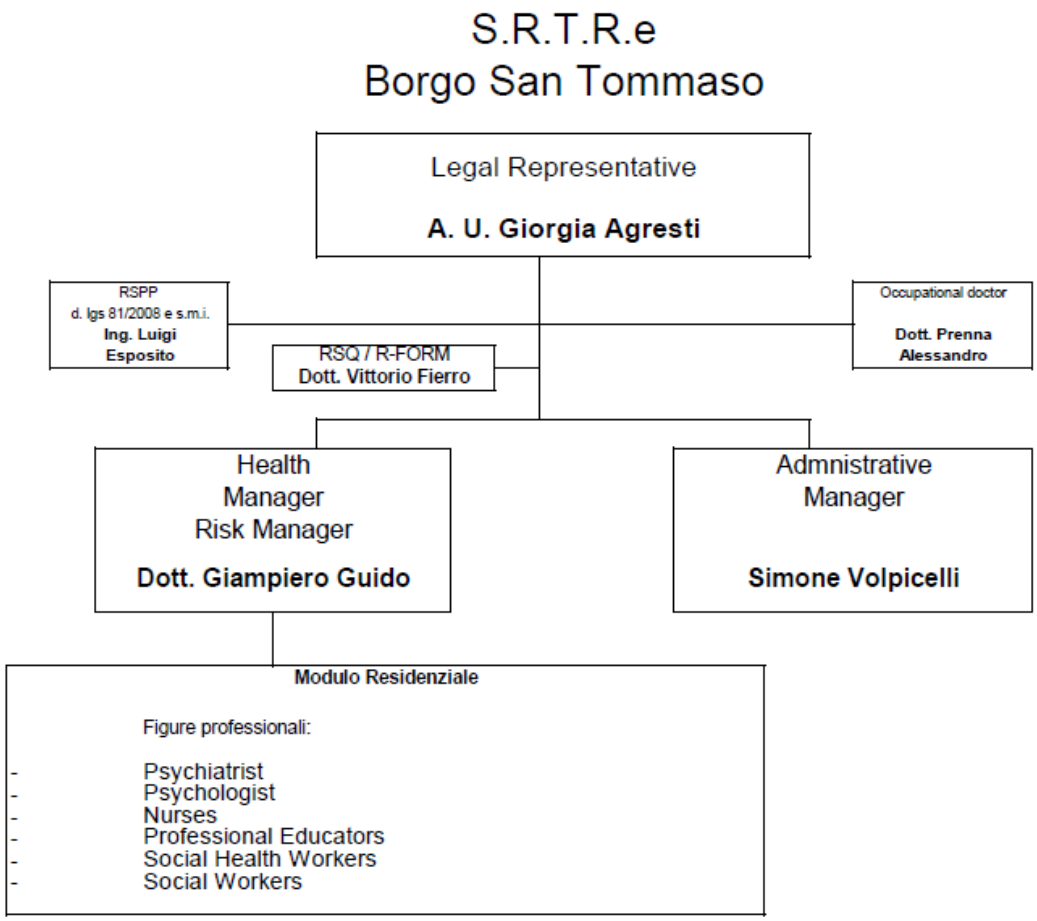
Organization and Administration

- A graphic representation of the organization of the facilities has been created with the over/under order ratio of the macro-areas (organization charts) indicated. The same are available to anyone who requests to view them.

TYPICAL ORGANIZATIONAL CHART

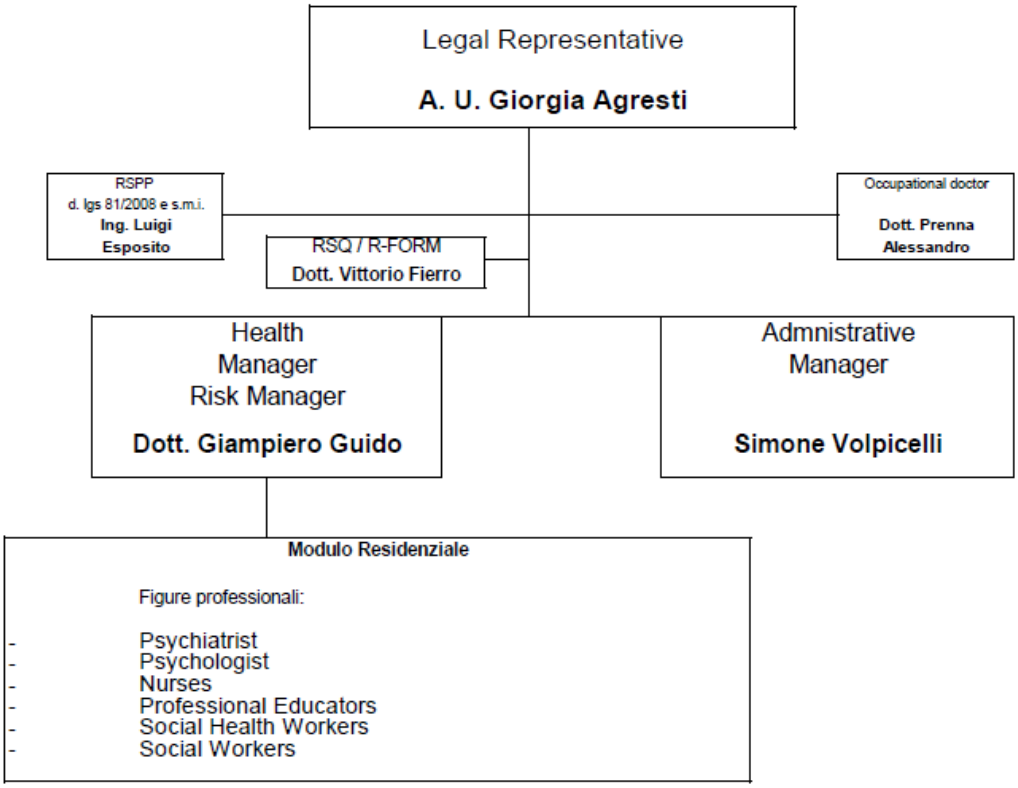


- The responsibilities and functions within the facilities are indicated both with regard to the health and administrative aspects (Function Chart)



Gestivar

S.R.T.R.e
Montello

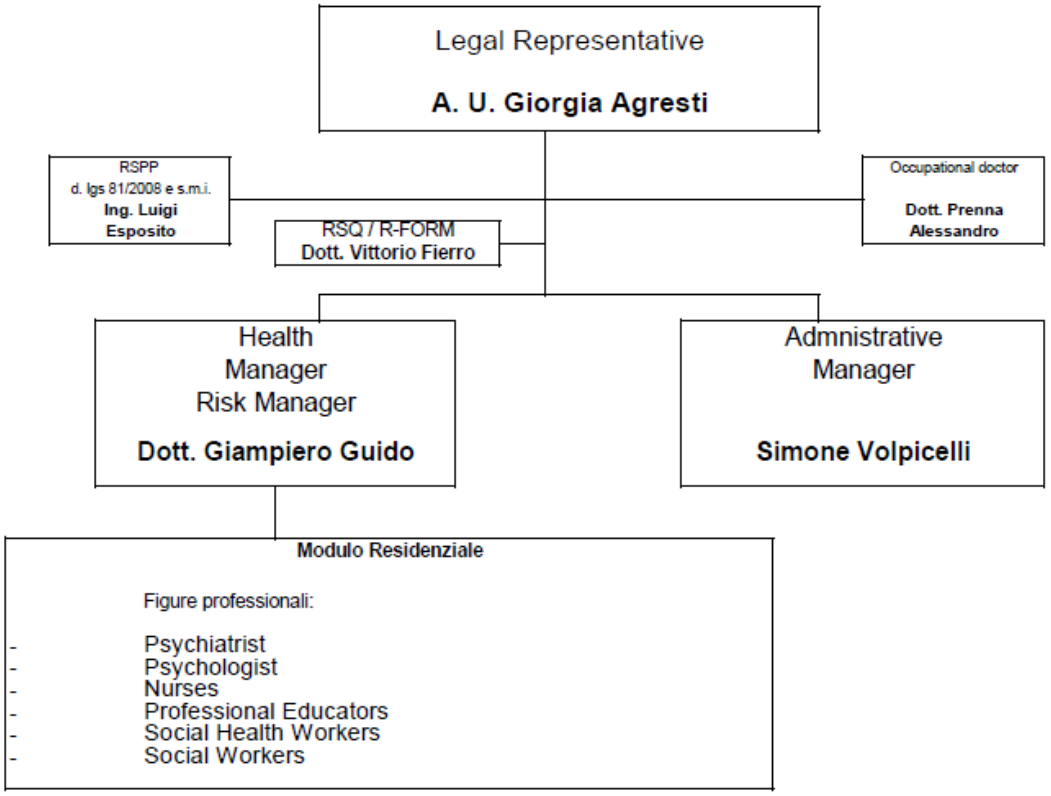


Gestivar

S.R.S.R. 24H

with high care intensity

Borgo San Tommaso



- There is a written procedure on the interactions between the services of the Presidia and external bodies (CSM, Health Districts, Local Authorities, etc.)
  The transversal communication modules represent objective evidence and are assumed as a system.

- The organizational plan is reviewed every three years;
- The organizational plan is available to staff, guests and family members;
- The Head of Principals is available at any time to provide and define in writing the appointment of a delegate in the event of his absence;
- An adequate number of professional figures, variously classified, is guaranteed in order to achieve the set objectives;
- All the professional figures present, variously classified, have the right to technical and professional autonomy;
- There is a written document concerning the "rights and duties" of the guests Charter of Patients' Rights.

Guest satisfaction and complaints

The guest can express any complaints using the appropriate form, available at the administrative office, which will be followed by a written response from the Management within 30 days.
The module is a tool for collecting reports for process evaluation.
The guest is invited to express his or her degree of satisfaction with the treatment received through the appropriate form available at the administrative office.
The module is a tool for collecting reports for process evaluation.
From the processing of the forms, the Principals draw up an annual report on the level of satisfaction found in order to optimize the quality standards of the services rendered.
The module is a tool for collecting reports for process evaluation.