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SERVICE CHARTER


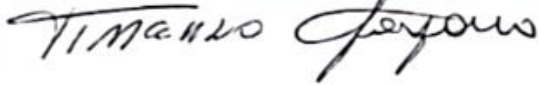
ERRE-D


Via Dei Piceni, 43/57 – 04100 Latina

Telephone: 0773.610978

e-mail: info@erredriabilitazione.it

site web: www.erredriabilitazione.it

Verificata da Responsabile Qualità	Approvata da Direzione
 Firma	 Firma

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1. Premise

The recent healthcare reform has substantially changed the National Health Service, as regards the legislative framework, it requires more productivity and more quality, starting a process that aligns the public and private sectors in an ever closer synergy; as regards the socio-cultural framework, it requires greater participation of citizens in the economic and political life of the structure, and the patient is increasingly considered "citizen and customer" of the health service. From an object the patient has become an individual subject, invested with dignity, critical capacity, discernment and the faculty of choice.

The Service Charter explains and concretizes this passage, it involves institutions and citizens through not only the quality of the services offered but also through quality verification, it is the tool for realizing that fundamental need of people which is the "right to health".

The fundamental principles on which the Service Charter is based are:

1. Equality and Impartiality: services and benefits are provided according to equal rules for everyone without discrimination of age, sex, language, religion, social status, political opinions and health conditions.


2. Respect: every citizen user must be assisted and treated with care, courtesy and attention while respecting the person and their dignity.

3. Right to Choice: the citizen user has the right, according to current regulations, to choose between the entities that provide the service.

4. Participation: the citizen user has the right and duty to present complaints, requests, observations, to access information and to make suggestions to improve the service.

5. Effectiveness and Efficiency: services and performances must be provided through optimal use of resources, according to the most up-to-date quality standards, and by adopting all suitable measures to satisfy the needs of the citizen user as promptly as possible, avoiding waste that would be to the detriment of the community.

6. Continuity: the provision of services must be guaranteed with continuity and without interruptions. If it becomes necessary, due to essential needs, to temporarily suspend some services, suitable measures will be adopted to alleviate citizens' inconvenience.

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2. Presentation

The facility is accredited with the NHS for non-residential outpatient and home treatments of: physiotherapy, Neuromotor Rehabilitation, Respiratory Physiokinesitherapy, Neuropsychomotor Rehabilitation, Speech Therapy, Psychology, Educational Intervention, Neuropsychology and Occupational Therapy.

3. Operational Headquarters

Centro di riabilitazione Erre-D srl

Via dei Piceni 43/57 - 04100 Latina

Telephone 0773.610978 fax 0773.264443

Site web: www.eredriabilitazione.it

Webmail: info@eredriabilitazione.it

PEC: info@pec.eredriabilitazione.it

Webmail Administrative Management: amministrazione@eredriabilitazione.it

Webmail Health Management: direttore sanitario@eredriabilitazione.it

Webmail coordinator of therapists: coordinatore@eredriabilitazione.it

4. Opening Hours

The structure is opened from:

Monday to Thursday 07:30 - 19.50

Friday 09:00 - 17:45

Saturday 8.00 - 12.40

5. Acceptance


Users must go to the center to fill out the treatment request with the prescription of the specialist doctor, for the disability subject to the rehabilitation treatment, operating in a public facility. The following data will be included in the processing request:

- personal data;
- diagnosis;
- other general information.

At the same time, the patient fills in and signs the request for authorization to process personal data according to EU Reg. 679/2016 and Legislative Decree 196/03 (and subsequent amendments)

At this point two eventualities can occur:

1. If there are waiting lists, the facility will enter the new name and will contact the patient as soon as the possibility of opening the rehabilitation project arises and the process referred to in point 2 will be followed.
2. If there are no waiting lists, the patient will carry out an initial visit where the methods and times of the

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rehabilitation project will be established, the appropriateness of which will be discussed with the appropriate clinical evaluation units of the Local Health Authority of residence which, in case of suitability, will give the approval for the start of treatments.

It is the task of the Coord. Therapists verify the operational capacity of the ERRE-D Center to carry out the rehabilitation project for the patient, formalizing the positive outcome with the compilation of the rehabilitation project shared with the SIAR (Rehabilitation Assistance Information System of the public health agency), with the patient, with the local health authority of residence and with the multidisciplinary team that will follow the patient.

6. List of Treatments

- Speech therapy rehabilitation
- Neuromotor rehabilitation
- Neuro-Psychomotor Rehabilitation
- Occupational Therapy
- Psychological Therapy
- Childhood Neuro and Psychomotricity
- Educational Intervention

The following projects have also been started at the Center:

- Autism Project

The rehabilitation program active in our Center is focused on cognitive behavioral paths with an ABA-VB, Applied Behavior Intervention- Verbal Behavior approach, supervised not only by our multidisciplinary team, but also by a supervisor certified BCBA by the BOARD (BOARD CERTIFIED BEHAVIOR ANALYST).

Specifically, rehabilitation projects authorized by the relevant local health authorities are activated, the duration of the support process is dictated by numerous factors, not least the large number of children on the waiting list.

The professional figures present in the project are the child neuropsychiatrist, psychologists, social worker, speech therapists and developmental neuropsychomotor specialists; the path is individual with a number of hours dictated by the care commitment authorized by the relevant local health authorities.

The project can be accessed with a referral from the ASL Neuropsychiatrist of the local services, taking charge has no age restrictions, as evidenced by the fact that very young children, even 18/20 months old, come for treatment with a certified diagnosis of Autism.

The path is supported on a monthly basis by the internal team and by the BCBA certified behavior analyst chosen by the structure.

As with all projects activated in the structure, these rehabilitation projects also include support for the users' schools, as well as meetings defined by Law 104 (GLHO-GLHI) and monthly school counseling.

This project is currently the only reality in the area of cognitive behavioral therapy performed in agreement and supervised by specialists in applied behavior analysis (BACB - Board).

In consideration of the experience gained over the years within the Autism Project and finding an increase in the need for support and assistance, as recorded by the waiting lists, even at a later stage of age; the ERRE D Center has promoted a series of investments aimed at creating a highly specialized rehabilitation sector dedicated to children/young people diagnosed with autism. The idea is to strengthen previously acquired socio-relational autonomy through recreational and workshop activities carried out in small groups. Thus, was born the "

Progetto autismo e poi... Insieme oggi per il mio domani". This is a project aimed at children diagnosed with autism between the ages of 8 and 12. The details of the initiative are attached.

- CAA Project

The ERRE-D Center, among the many proposed works and initiatives, has dedicated extensive resources to the implementation of the Augmentative and Alternative Communication Project. This is a highly qualified intervention carried out by the multidisciplinary team of our facility and by a Supervisor expert in CAA.

Specifically, after the opening of an individualized rehabilitation project authorized by the competent ASL, the team, made up of a Child Neuropsychiatrist or responsible doctor, speech therapists, therapists of neuropsychomotor skills of the developmental age and psychologists, considers the opportunity to activate a possible CAA intervention.

Subsequently, the evaluation is carried out by the Supervisor expert in CAA and by trained personnel.

At the end of the evaluation, the work program is developed that takes into consideration a series of objectives for the promotion and emergence of the areas of communication, from the augmentative point of view in association with some alternative tools.

The intervention in CAA involves the involvement of families, schools and all social life environments.

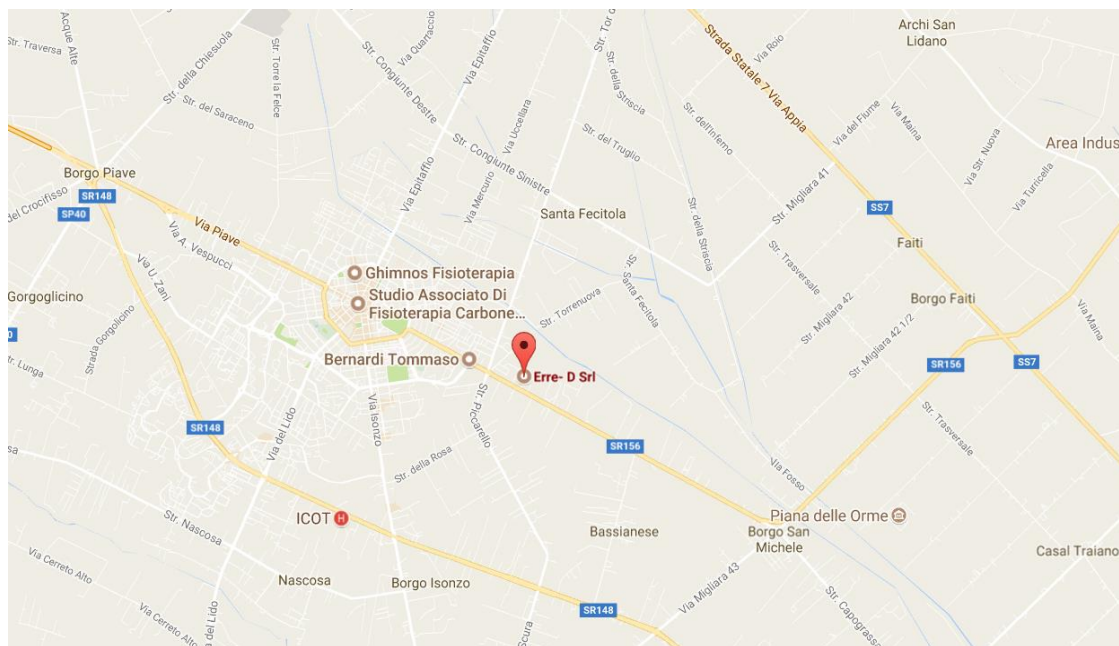
This Project is currently the only reality in the area of CAA evaluations and interventions in agreement.

The ERRE D Center, moreover, having highly qualified professionals on its staff with specializations aimed at guaranteeing the most complete response to the clinical needs of the area, has also promoted the Project "La Pratica Psicomotoria nell'Aiuto Terapeutico al piccolo gruppo". This project aims to organize small groups of Therapeutic Help made up of pre-school children (3-5 years) referring to the methodological guidelines provided by the Psychomotor Practice sessions created by Prof. B. Aucouturier. The proposed therapeutic path is aimed at those children who, not being in extremely and severe conditions, can wait a long time before being taken into care. The children could, therefore, come not only from the waiting lists of the accredited centers, but also from the lists of the ASL that are burdened by the numerous requests for intervention. This year, it is planned to enrich this Project also with the involvement of internationally renowned experts in the sector; providing supervision

Information relating to the services and projects can be requested by contacting the facility or via the website www.errediriabilitazione.it.

7. La nostra struttura

The Erre-D Center is located in Via dei Piceni 43/57 in Latina in the Piccarello area, near the Park Hotel - State Archives.



<https://www.google.it/maps/place/Erre+D+Srl/@41.460361,12.9381799,13z/data=!4m5!3m4!1s0x13250c5badb3953b:0x29caf95592006909!8m2!3d41.4587449!4d12.9289209?hl=it>

The structural equipment of the Center includes:

Waiting room:

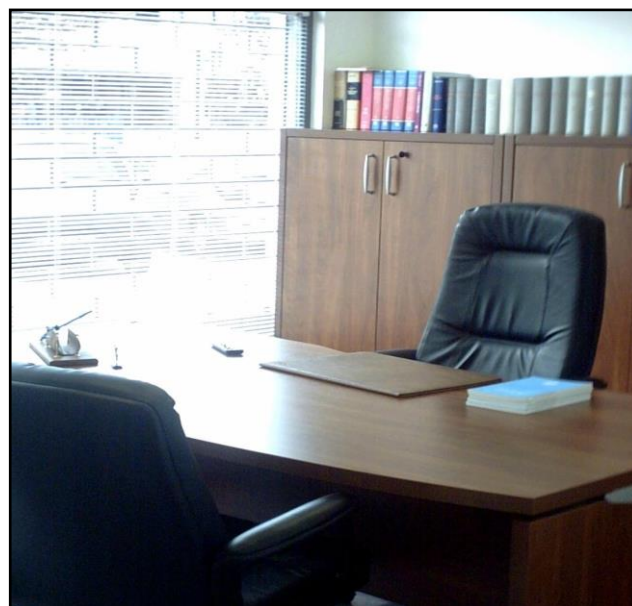




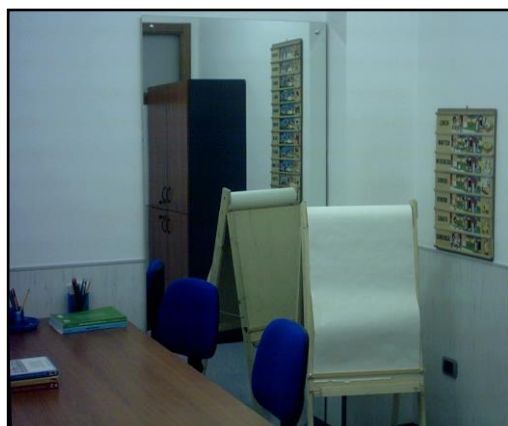
Management with administrative offices:



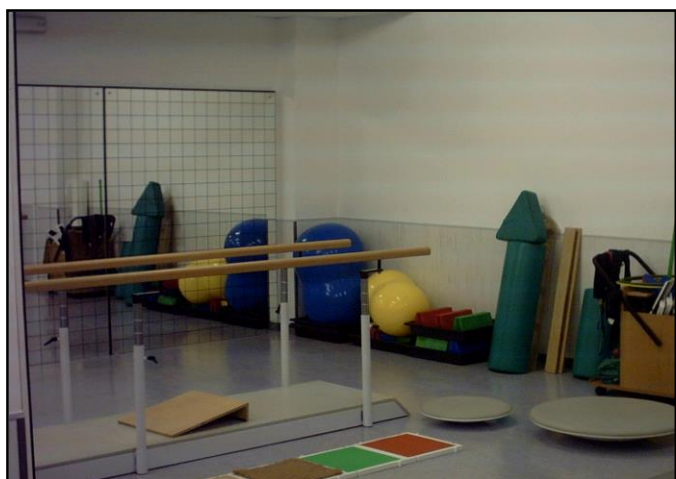
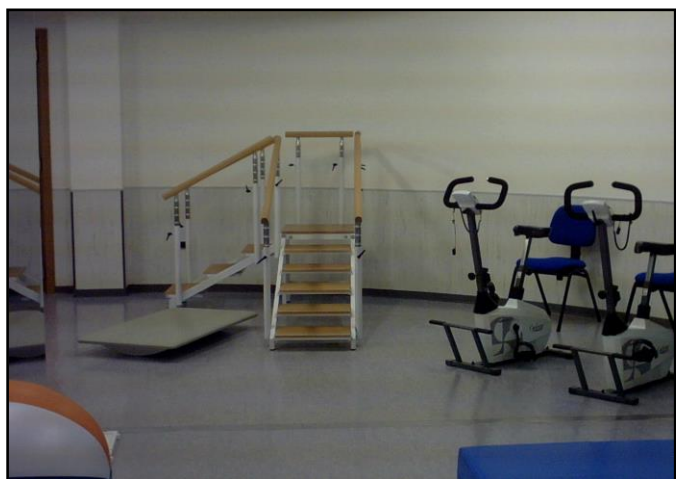
Health offices and medical room:



Speech therapy rooms:



Gym:



Physiotherapy and electromedical rooms:



Social environment and psychology:



Following the infrastructural changes that occurred in 2024 and the consequent structural expansion, the center is now equipped with additional rooms including a Common Room for staff equipped with computers, a Speech Therapy room, a Psychomotor skills room and a Laboratory equipped with a kitchen.

8. Privacy Policy

Dear Customer,

in compliance with the provisions of EU Regulation 679/2016 and Legislative Decree 196/2003 (and subsequent amendments) on the "Protection of persons and other subjects with regard to the processing of personal data", I hereby inform you that:

the processing of personal data is carried out in compliance with the rights, fundamental freedoms and dignity of natural persons, with particular reference to confidentiality and personal identity.

In accordance with the law indicated, such processing will be based on lawfulness and correctness, in full protection of your rights and in particular your confidentiality.

For the processing of "sensitive" data, i.e. data suitable for revealing racial and ethnic origin; religious, philosophical or other beliefs, political opinions, membership of parties, trade unions, associations or organizations of a religious, philosophical, political or trade union nature, as well as personal data suitable for revealing the state of health and sexual life, may be processed only with the written consent of the interested party and following authorization by the Guarantor for the protection of personal data.

9. Quality standards and commitments

The quality standards are configured in the Service Charter as formally declared commitments in order to provide a guarantee to the citizen on the services provided by the Center, and constitute a point of reference for both citizens and operators. The commitments translate into actions, processes and behaviors that the Erre-D Center has adopted or will adopt in the short term, in order to guarantee certain quality factors or their improvement.

Initiatives related to access to the facility:

- Optimization of the organization to try to reduce waiting times for services.
- Distribution of information brochures with information on the methods of booking and providing the service.
- Adaptation of external signage to facilitate access to the care departments and simplification of internal signage (timetables, location of services, names of managers, etc.).
- Requests for urgent therapies are accepted and satisfied in the shortest possible time initiatives related to the quality of the service provided
- Autism Project: Among the numerous programs active within the ERRE-D Center, large resources have been used to create a project dedicated to children with Autism Spectrum Disorder and their families. The rehabilitation program active in the ERRE-D is centered on cognitive behavioral paths with an ABA approach, Applied Behavior Intervention, supervised not only by the multidisciplinary team of the Center, but also by a certified supervisor. This project is currently the only reality in the area, of cognitive behavioral therapy performed under agreement and supervised by specialists in applied behavior analysis (BACB - Board)

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- Professional refresher courses for staff on innovative rehabilitation techniques and new methods.
- In order to evaluate the result of the therapeutic program followed, the patient is offered the opportunity to undergo a specialist check-up.
- Cyclical renewal of equipment and constant investments for the improvement or increase of the same.
- Continuous control and revision of equipment.
- Continuous exchange of information between therapists and medical specialists on the response to the therapeutic cycle by each patient.

PROGRAMMS

The programs refer to important changes on the structural or organizational side with which the Center intends to pursue and maintain over time an "excellent" quality in all phases of health service provision.

10. Our goals

The Erre-D Center, which has long planned its activities to ensure a minimum level of quality of the services provided, starting in 2006, by will of the Management, has decided to implement a quality management system by adopting an organizational and management model in compliance with the UNI EN ISO 9001 standard (current edition) which establishes the criteria for the correct execution of all company processes.

A well-structured and implemented Quality System, based on the search for continuous improvement and optimization of resources and costs, allows planning, management and control of the activities of the structure, to guarantee a punctual and efficient service, as well as professionally valid in a sector in which the needs of the User are particularly important and critical.

The adoption of a Quality Management System also represents a very valid tool for the creation of competitive advantages over the competing market, increasingly varied and changeable due to legislative and social pressure.

The purpose of our organization is to contribute to improving the quality of life of those who turn to us to receive health services, also through the creation of a new relationship between Doctor and User, based on timely communication of all information that can help reduce intervention times in the presence of particular pathologies.

During these years we have focused on maximum availability, professionalism, training and continuous updating of our Operators in order to always guarantee an efficient service to the Customer and thus increase their satisfaction.

All the professional figures that are part of the structure, regardless of the specific responsibilities assigned, are crucial to achieving Patient satisfaction.

The application of the Quality System therefore involves all the functions and requires the participation, commitment and effective interaction of all the staff.

The Management undertakes to implement and support the above-mentioned Quality policy, to disseminate it and to verify it periodically, also taking into consideration the needs and proposals of all the staff, in order to guarantee our users increasingly higher standards of service.

To date, the main commitments towards our Interlocutors are:

- Compliance with mandatory requirements
- Compliance with the requirements set by the System
- Continuous improvement of its effectiveness

In light of the commitments undertaken and the defined framework, the following Objectives are pursued through the implementation of the Quality Management System:

- Satisfaction of the needs and expectations of the Customer through the continuous improvement of the service offered
- Expansion of the number of patients
- Efficiency in the service delivery processes

11. Citizen's Rights

Art. 1 — In the ERRE-D Structure, pursuant to art. 14 paragraph 5 of Legislative Decree 502/92 amended by Legislative Decree 517/93, the complaints office is activated at the Health Directorate, which is responsible for the following functions:

1. Receive observations, objections or complaints in administrative proceedings, submitted by the subjects referred to in art. 2 of this regulation;
2. Provide a timely response to the complainant upon delegation of the Administrative Directorate;
3. Provide the complainant with all the information and anything else necessary to ensure the protection of the rights recognized by the legislation in force on the matter;
4. Prepare, when the cause of the complaint has not been eliminated, the response signed by the legal representative of the Center declaring that the aforementioned conclusions do not prevent the filing of a judicial proceeding pursuant to art. 14 paragraph 5 of Legislative Decree 502/92 amended by Legislative Decree 517/93.

Art. 2 — The subjects entitled to the acts referred to in paragraph a of the previous art. 1 are all users, relatives or in-laws as well as the managers of the Volunteer and Protection Organizations, accredited with the Lazio Region.

Art. 3 — The subjects identified in art. 2 may exercise their right, by submitting observations, objections or complaints, within 15 days, from the moment in which the interested party has become aware of the act or behavior against which he wishes to oppose, in one of the following ways:

- Letters on plain paper, addressed and sent to the Administrative Directorate and delivered to the Health Directorate;
- Interview with the Health Director or his delegate.

Art. 4 — The Health Directorate shall promptly communicate the contents of the appeals to the Managers of the Services involved so that they may adopt the necessary measures to remove the disruptions that have occurred. If positive, it shall provide a direct response to the interested parties.

Art. 5 — In the event that the intervention opposed to observations or complaints has not been resolute, the appeal duly prepared and with a draft response, is sent to the Administrative Directorate of ERRE-D, which must provide for the communication of the decision adopted. If the appellant is not satisfied with the decision, he may within 15 days. Produce a new request.

Art. 6 — The Health Directorate must take care of:

- Sending the response signed by the Administrative Directorate to the user and at the same time to the Managers of the Services affected by the appeal;


Sending the opposition to the decision on the appeal to the Administrative Directorate so that it can be re-examined by adopting, within 15 days of receipt, the definitive provision, having heard the Health Director

Sportello di Ascolto (Listening Desk)

The listening desk was born from a careful observation of the difficulties that people affected by a disability and their families encounter on a daily basis.

For years, Dr. Falcone has been dealing with this service within the ERRE-D Center, whose areas of intervention mainly concern:

- Information on local services
- Prevention and resolution of situations of need (lack of transportation, advice on handling paperwork, support assistance, information on the rights of citizens and the patient, protection of the person, etc.)
- Orientation
- Listening
- Social Antenna
- Given the positive results achieved, it was decided to extend and make public to anyone who needs it the information that is most frequently requested and the related regulations that govern it. The goal is to provide a useful service and to simplify access to news, legislative innovations, in order to protect and make it easier to safeguard the rights of the patient.

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12. Protection and verification mechanisms

In the event of limitation and/or exclusion from the use of services provided by us and in general for reporting poor service, the Complaint Forms are available at the Acceptance Secretariat of the various Services, which we invite you to fill out in all its parts.

Once drafted, it must be returned to the Secretariat itself where the Acceptance Manager will forward it to the Quality Manager or to the Management of the Center.

The latter, together with the management team, has established 30 days (from the submission of the complaint) as the maximum deadline within which the cause of the poor service must be eliminated.

In the event that this deadline is not respected, it will be the responsibility of the Acceptance Manager to inform the Customer, who raised the complaint, of the reasons that led to the problem not being resolved within the times indicated above.

User Satisfaction Survey

The Quality Manager periodically collects the Customer Satisfaction Sheets and analyses them through the use of statistical techniques.

The Managers of the areas that were the subject of the surveys will then be contacted in order to identify Preventive Actions and Corrective Actions aimed at eliminating any causes of Non-Conformity found by you.

Customer Satisfaction Rating Sheet

We are interested in knowing your opinion regarding the experience you had in our facility.

- In particular for the staff who work there;
- The services offered.

In the event of a complaint, please objectify the event experienced.

13. Complaint Reporting

In case of limitation and/or exclusion from the use of services provided by us and in general for reporting poor service, the Complaint Forms are available at the Acceptance Secretariat of the various Services, which we invite you to fill out in all its parts.

Once drafted, it must be returned to the Secretariat itself where the Acceptance Manager will forward it to the Quality Manager or to the Management of the Center.

In order to facilitate communications, an email address has also been made available:
comunicazioni@erredriabilitazione.it

Personal data will be processed according to the procedures regulated by EU Reg. 679/2016 and Legislative Decree 196/2003 (and subsequent amendments) relating to the protection of the processing of personal and sensitive data.

What you report will not be viewed by the department staff.

14. Service levels and indicators of their regularity (adequacy)

Remembering that the dimensions related to technical quality (competence, affability, safety, etc.) are excluded, the quality of the service in healthcare revolves around the following aspects:

1. aspects related to time, such as punctuality, regularity (compliance with pre-established and communicated programs);
2. aspects related to information relating to healthcare treatment: comprehensibility, clarity, completeness;
3. aspects related to orientation and reception upon entry to the facility, including signage, the necessary general information on services (timetables, names of those responsible, etc.);
4. aspects related to physical structures: comfort and cleanliness of the facility, services, waiting rooms;
5. aspects related to social and human relations: personalization and humanization of treatment, ability to reassure, respect for privacy, courtesy and respect for dignity, etc.
6. aspects related to the adequacy of the services provided: by carrying out checks on staff training and equipment maintenance.


Safety of the facilities and of the citizen/user

Safeguarding the safety of the citizens/users and the facilities of the Centre is the fundamental premise of the activities of the Erre-D Centre.


In order to ensure that in every aspect of the Centre's operations, safety is adequately considered as a priority element, a safety plan has been implemented in accordance with Legislative Decree 81/2008, which ensures:

- the continuous improvement of the infrastructures and systems;
- an adequate training program;
- adequate prevention and alarm systems;
- adequate emergency procedures

All the phases that the citizen/user experiences, from entry to the Centre to exit, are therefore assessed in order

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to reduce any potential risk.

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COMFORT

Ensuring its patients have at least a pleasant stay in the facility is one of the objectives that the Erre-D Center sets itself.

RELATIONAL - BEHAVIORAL ASPECTS

The Erre-D Center guarantees its customers some basic rules for its staff on relational aspects towards them:

- **Recognizability**

That is, the personal identification of all employees through the provision of an identification badge (to be worn in a clearly visible manner), containing the name and surname of the collaborator.

- **Presentability**

Both through the use of decent and clean clothing, where a specific uniform (coat) is not provided, and by paying particular attention to personal care, avoiding forms of neglect and/or eccentricity.

- **Behavior, manners and language**

Which must be such as to establish a relationship of trust and collaboration with the patients. The language used for information and communications, both written and verbal between the Company and the Patient, must be clear and understandable.

The staff will promptly and willingly address any problems that may arise for patients.

- **Respect for privacy**

Through the application of EU Reg. 679/2016 and Legislative Decree 196/03 (and subsequent amendments)

- **Attention to the environment**

In line with the growing sensitivity to environmental issues, the Erre-D Center proposes itself as a promoter of initiatives aimed at improving both the environmental impact of the activities related to the services provided on the community, and the safety of patients who use the facility.

15. Respect for patients' values and religious beliefs

At the Erre-D Center, there is total respect for all different religious beliefs and the values related to them. The therapies are provided with the exclusive purpose of respecting human beings regardless of considerations regarding nationality, race, social conditions, sex and sexual preferences, in full respect of the personality, cultural identity and religious beliefs of the patient.

16. Containment of waiting lists

Considering:

- the need to plan suitable strategies for the containment of waiting times for the provision of healthcare services, which are one of the fundamental characteristics of the essential levels of care, since the services, in addition to being appropriate from a clinical and organizational point of view, must be provided at the "right" time;
- the length of waiting lists is a highly critical event, as it can limit the guarantee of equal access and the use of essential and uniform levels of care, as well as reduce the perceived quality;

The Center identifies the General Director and the Health Director as the Company Referents for the waiting lists with the task of managing and monitoring all activities related to the management of the waiting lists, which directs the activity, using the methodology specific to clinical governance, on the following aspects:

- analysis of the supply and demand of healthcare and/or social-health services;
- identification, definition and promotion of organizational models functional to the objectives of containing waiting lists;
- promotion of training activities for healthcare workers aimed at improving the management of waiting lists.

Criteria for managing the transparency of waiting lists

The center for the correct and transparent management of waiting lists has defined the following criteria:

- Date of presentation of treatment request
- Age of the patient
- Diagnosis
- Treatability of the pathology
- Situation of need (Reported by social services)
- Availability of treatment plan

The facility manages the waiting lists through a specific management software called 4Handy, under the supervision of the Health Management which guarantees the correct method of the selection criteria stated above

17. Customer Satisfaction

The questionnaire (attached) is addressed to all users in order to detect any shortcomings in the provision of the service and in the availability of the operators and/or to suggest any advice to improve the structure and/or the service. Therefore, the Management invites all Users to fill out the aforementioned questionnaire, as the answers they will give may be a valid tool for analysis and improvement for the activity of the Structure.

18. Organizational chart

To ensure that what has been promised is actually kept, the centre has decided to reorganise and classify all the figures operating within it so that everyone knows what their tasks and responsibilities are (as per the attached organisational chart).

CEO: Dr. Vincenzo Pagano

Health Manager: Dr.ssa Alessandra Silvana Giannantoni

19. Improvement programs

The Management monitors:

- customer satisfaction
- quality indicators (divided into customer satisfaction indicators and process indicators).

The quality indicators and standards are set on:

- reception and orientation
- comprehensibility and completeness of information
- accessibility to services and facilities
- regularity, punctuality, timeliness

- protection of rights
- humanization and enhancement of social and human relations
- personalization and confidentiality
- participation
- comfort

From the analysis and processing of the data thus obtained, useful information is extrapolated in order to be able to take decisions and/or actions relating to:

- a) the improvement of the quality management system and its processes;
- b) the improvement of the service provided in relation to the customer's requirements
- c) resource needs

The monitoring and measurement of user satisfaction are based on the review of information relating to the customer. The collection of such information is active (questionnaires and surveys, sector studies) and/or passive (complaints).

Customer satisfaction monitoring is therefore carried out with the help of internal and external data.

- a) Internal data
 - Customer complaints

- b) External data
 - Questionnaires and/or surveys
 - Sector studies

The service charter is shared before publication with ANMIC Associazione Nazionali Mutilati ed Invalidi Civili

The administration of customer satisfaction questionnaires is carried out by front office staff before the patient is discharged.

The objectives and analysis of the questionnaires filled out by patients are available in the attachment.