


VillaGiOia

SERVICES CARD



	SERVICES CARD HEMODIALYSIS CLINIC Casa di cura srl	ISSUE
		REV. 00 del 22-03-2023

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1. SECTION ONE

1.1 FUNDAMENTAL PRINCIPLES OF THE COMPANY


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This service card was created to make citizens and the company cooperate in order to make the quality of the services offered increasingly efficient.

We thank you for your attention and we remain at your disposal for any further information.

The management thanks you

1.2 PRESENTATION OF HEMODIALYSIS CLINICS

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The "Villa Gioia" Hemodialysis Center located on the ground floor of the Nursing Home with which it is functionally connected and has of 12 places for outpatient hemodialysis, 2 of which reserved for HbsAg positive patients, in dedicated rooms equipped with separate bathroom and changing room. HCV positive patients presenting clinical and/or serological signs of potential infectivity are dialysed on devices identified with indelible marks

The structure is in possession of the operating authorization issued by the Lazio Region DCA G00823 dated 28-01-2022

1.3 HOW TO REACH THE CENTER


The Structure is located in the Municipality of Sora (FR), it can be reached not only by its own means but also by the urban bus service.

The property has disabled parking and transportation for hemodialysis through specialized firms authorized by the ASL of competence.

1.4 BASIC PRINCIPLES

The organization of the structure described in this document is inspired by the following fundamental principles:

- equality: the rules governing relations between users and guarantee equal treatment for all
- impartiality: the Center undertakes to conform its behavior to the principles of equity and justice.
- continuity: health protection knows no breaks, service and performance are regular and without interruptions.
- right to choose: this right is an integral part of the broader rights of personal freedom and free movement of the citizen.
- participation: the user has the right to access the information concerning him held by the provider (the hemodialysis clinic). The user can produce briefs and documents, make observations, make suggestions for improving the service and has the right to a quick response to what he reports or proposes.
- efficiency and effectiveness: the Center ensures that the service is provided efficiently.

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2. SECTION TWO

2.1 TYPE OF SERVICES PROVIDED

The hemodialysis clinic is able to provide patients with specialist services in terms of diagnosis and therapy during the phase of replacement dialysis therapy. Within a common team professional path, each Doctor contributed his own personal insights into topics of particular interest or relevance.

The structure provides the following services:

- Bicarbonate dialysis membranes very bio compatible
- Hemodiafiltration (HDF online)
- Isolated ultrafiltration

2.2 ORGANIZATION

The functional organization of the Dialysis Center is shown below:

-Responsible Medical Director:

Doc. Amerigo Piccione

-Doctors:

Doc Daniele Marra

-Nursing coordinator:

Mario Di Vito

-Professional nurses:

Patrizia Carlesimo

Sabrina Cerrone


Roberta Sardellitti

The Dialysis Center is open from Monday to Saturday at the following times:

I shift 6-10

II shift 12-16

III shift 17-21

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Interviews with the medical staff take place upon telephone request agreed with the doctor himself but, if necessary, the staff is available at any opening time of the hemodialysis centre.

The Dialysis Service, in addition to carrying out dialysis services on an outpatient basis, guarantees its users medical and nursing availability (24 hours a day) for any urgent dialysis treatments.

The User can take advantage of free transport by means appropriate to the clinical conditions and, for all information on activation, it is possible to contact the Coordinator.

2.3 HOW TO ACCESS

Patients access the Dialysis Service through the Nephrology Outpatient Unit or through the Medicine/Nephrology Unit of the Nursing Home which accepts patients from EDs and hospitals.

The documentation to be presented is the following: updated health documentation (exams and diagnostic checks already performed, previous medical records), an identification document, tax code and health card binding by the general practitioner for the number and type of dialysis sessions.

2.4 ADDITIONAL SERVICES

Informations

The Center is happy to provide all the necessary information to Users during opening hours, also by telephone by calling 077683941 or by request by e-mail dialisi@villagioia.it

Comfort and orders


The room where the dialysis treatment takes place is equipped with an air conditioning system to make the User's stay in the room as comfortable as possible, both in the hot and cold seasons, television with headphones, breakfast/snack.

Inside the premises it is strictly forbidden to smoke and disturb in a loud tone of voice (this is due to provisions of the law and out of respect for one's own health and that of other Users).

The cleaning of the rooms is carried out regularly by the personnel in charge and according to the procedures established by current legislation.

Specialist advice

The “Villa Gioia” Nursing Home is equipped with ordinary medicine departments and outpatient surgery departments.

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Users are guaranteed access to specialist advice that may be necessary during the natural course of the disease, both urgently and electively.

Safety

The staff of the Center is adequately trained and prepared to protect the physical safety and security of Users at any time and to deal with emergency events.

3. SECTION THREE


3.1 ACCESS TO THE STRUCTURE AND RECEPTION

- The medical personnel belonging to the Nephrology department and the relative clinic provide all the necessary information to the patient suffering from renal disease who needs hemodialysis treatment or is interested in undergoing treatment. Once the need for hemodialysis has been ascertained, the Service takes care of the patient (pre-dialysis phase) and schedules the stages necessary for the treatment itself (vascular access, blood chemistry and radiological checks, specialist visits, etc.). At the end of the preliminary phase, the patient will undergo the most suitable hemodialysis treatment for his clinical conditions and will be constantly informed of the checks performed and the prescribed therapies.
- Each user is given a copy of the Charter of Services and information on kidney transplantation by the staff, they are reminded of the possibility of being able to make reports (suggestions and/or complaints) on the quality of the service provided, in line with the Policy for Quality defined and documented in the Healthcare Home Quality Manual and in the system documents.
- The medical and nursing staff collect any requests from the User relating to his attendance at the Center and provide the main information on the Structure and the location of the services. Furthermore, it offers full availability to accompany particularly needy individuals within the premises.

3.2 OUTPATIENT DIALYSIS ACTIVITY

In emergency dialysis situations, therapeutic intervention is provided outside normal service hours through 24-hour availability shifts by contacting the following telephone number 077683941.

For urgent needs, upon request of the patient, a shift change is foreseen by communicating in advance to the healthcare personnel.

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In exceptional cases of unavailability of the Facility, the User is given the possibility of choosing to carry out the dialysis treatment at a suitable healthcare facility present in the area, on the basis of agreements with the area centres.

A medical file is prepared for each patient which contains the initial clinical evaluations and after each dialysis session, the therapy in progress, etc.; a dialysis surveillance register and a home therapy record are also provided

The following monitoring activities are periodically carried out:

- Monthly routine blood chemistry tests (with specific analyzes as per the regional calendar)
- Chest x-ray annually
- ECG and cardiology visit annually

THE RIGHT TO A KIDNEY TRANSPLANT

Dear Patient,


the severe reduction in your renal function made it necessary for you to start replacement therapy. Dialysis treatment (hemodialysis or peritoneal dialysis) is certainly able to compensate for the state of chronic renal insufficiency but it significantly affects your quality of life.

For several years, however, there has been another function replacement therapy in addition to dialysis kidney: transplant.

A kidney transplant can be a valid therapeutic alternative for you that can restore the lost kidney function and offer you a better quality of life.

Transplantation, perhaps more than other therapeutic pathways, requires the patient to maintain close contact with the nephrologist and follow his instructions both before and after the operation. For this reason it is necessary that every patient who decides to undergo a transplant to solve their health problems is informed in the most exhaustive and correct way about all the clinical and therapeutic aspects related to this procedure.

In the following pages you will find useful information on kidney transplantation, information that you can deepen, if you deem it necessary, by asking your nephrologist or one of the doctors of the Lazio Transplant Centers.

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