



CASA DI CURA PRIVATA "NOSTRA SIGNORA DELLA MERCEDE"
00198 ROMA - Via Tagliamento, 25 - Tel. 06 8415741 - Fax 06 8416508



CUSTOMER SERVICE CHARTER

DIALYSIS CENTRE



***"PROVINCIA ITALIANA DELL'ISTITUTO DELLE SUORE
MERCEDARIE"***

Sede in Via del Tagliamento, 25
00198 ROMA (RM)



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Dear customer,

The outpatient dialysis centre aims at providing citizens and the Regional Health System with high quality services. Moreover, it is considered one of the most excellent private health centres in Regione Lazio thanks to its healthcare professionals and the corporate management regarding the replacement therapy service for chronic kidney failure.

The pivot point of our mission is achieving the best health results with the available financial resources and taking care of people's needs, being aware of the important role we play to ensure people who suffer a better quality of life.

In this mission we are supported by corporate values:

- We are aware that the service we offer is complex and requires our daily dedication;*
- Customers' expectations and desires guide our choices;*
- Our staff have a priority: they have to help patients and fully satisfy their needs;*
- We try to focus on any small detail to achieve patients' approval;*
- We adjust our management to the needs that arise while carrying out our tasks;*
- We promote training and highlight our professionals' personal skills to improve our service;*
- We strive for technological innovation that can make us better than other professionals in this sector;*
- We intend to be a positive and useful entity for the society by supporting the efficiency of the regional health system.*

This "Service Charter" aims at guaranteeing the customers' rights and is designed as a citizens' monitoring tool to measure the quality of the services and provide information on the use of the services provided.



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Furthermore, it outlines complaint procedures against acts or behaviour that might deny or limit the usability of healthcare services for citizens. Consequently, it ensures transparency and efficacy of any carried out action.

Therefore, we are asking citizens to cooperate with doctors, paramedics, staff assistants and administrative staff and give us suggestions on how we can offer healthcare 'created around people'.

Legal Representative



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1. THE DIALYSIS CENTRE

1.1. Presentation

The outpatient dialysis centre is authorised by Regione Lazio and managed by Provincia Italiana dell'Istituto Suore Mercedarie Casa di Cura Privata N.S. della Mercede. It deals with kidney disorders using out-of-body replacement treatments of chronic and severe kidney failure. It holds the health authorisation n° D0152 of 24th March 2003 and it offers haemodialysis service for all the patients of the local health authority ASL. The Centre has a multiline phone system and a telefax; the phone numbers are 068415741 - 068415641 – fax 068419031. The Centre is open non-stop every day. There are two dialysis sessions on even days and two on odd days from 7,30 to 11,30 and from 12,30 to 17,30. The doctors are always in the centre during opening hours and available for information and advice.

1.2. Where we are

The dialysis Centre is centrally located in Rome and can be easily reached by either car or public transportation. It is ideal for those vehicles carrying several patients undergoing dialysis and ambulances. Free parking is available and five car parks are reserved for patients.

1.3 Institutional aims

The main purpose of the Centre is to treat kidney disorders. The Centre intends to achieve the following aims:

- Improving the quality of the Health System's services, offering a high level of safety during diagnosis, treatments and monitoring of the patients' health conditions.
- Reducing waiting time for the usability of services in ideal environmental conditions to avoid depersonalisation due to the treatment during the provision of the service;



- Improving media in favour of users;
- Offering the most reliable therapeutic treatments and providing all the available advanced technology;
- Ensuring the expertise of Healthcare Professionals.

1.4 Main values

The "Centre" has always aimed at ensuring access to healthcare as quickly as possible, whatever the social, racial, ideological, political affiliation, financial situation and age of citizens, in accordance with the main principles of equality, impartiality, continuity, right of choice, participation.

1.5 Structure

The logistic structure of Centro Emodialitico Meridionale is composed of:

- Reception and waiting area

In the waiting area, which can be accessed from the main entrance, there are comfortable seats and vending machines to provide comfortable waiting areas.

Acceptance is carried out in an exam room provided with the necessary equipment.

- Dialysis room

The Centre has a dialysis room with 9 stations and a dialysis room by default. The rooms are equipped with every kind of comfort: microclimate provided by a centralised system under constant monitoring, TV and table servante.

There are beds and armchairs with all the necessary equipment for the haemodialysis sessions and a state-of-the-art monitor BELLCO able to carry out any kind of dialysis treatment. While waiting, the Centre offers a spacious hall with adjoining dressing rooms and restrooms, including one accessible to the disabled.

Hygiene of the environment and personnel is ensured by compliance with the



requirements of national and regional legislation. There is a specific procedure to prevent the transmission of infections also regarding environmental sanitation.

2 GENERAL INFORMATION ON HAEMODIALYSIS

The procedure replaces the four basic functions of the kidney:

- Removal of toxic substances
- Electrolytic balance
- Acid-base balance
- Removal of liquids

In haemodialysis the first two functions are carried out by putting blood through the physical principle of dialysis. It is slid in a filter where it comes into contact with a semi permeable membrane (dialysis). Toxic substances you want to remove pass through dialysis. Consequently, the filter allows removal of substances and reinstatement of alkaline radicals and, therefore, the acid-base balance. The last function is to remove liquids absorbed through food but not eliminated through urination that can be extremely reduced or absent in CKD patients. The method used is the ultrafiltration.

The Dialysis Centre provides the following services:

- bicarbonate dialysis;
- haemodiafiltration;

Detailed information regarding the treatment is given to the patient by the nephrologist during the visit, on the basis of clinical conditions and diagnostic tests.

3 PROCEDURE TO ACCESS THE SERVICE

The procedure to access the service is the following:



Upon acceptance patients have to provide the prescription, a copy of a valid ID and the tax code. Moreover, they need to sign the consent for the processing of personal data (privacy) and the informed consent to therapeutic treatment (the form is in compliance with the recommendations of the Italian society of Nephrology). After acceptance, the patient is guided through the following steps:

- medical examination for admission;
- acquisition of clinical documentation from other hospitals or in possession of the patient;
- planning diagnostic tests;
- diagnosis and therapeutic program;
- dialysis access program;
- implementation of the therapeutic program;
- informative material on diet and hygiene to observe during the dialysis treatment.

4 HAEMODIALYSIS SESSION

Haemodialysis service phases follow a special protocol that regulates:

- preparation of the dialysis session;
- admission of the patient in the dialysis room;
- identification of the patient and his/her station;
- previous dialysis card control;
- detecting vital signs;
- weight control before the session;
- connecting the patient to the monitor;
- connecting the patient to the hemodialysis equipment;
- constant supervision of the monitor and progress of the dialysis;



- detecting vital signs during treatment;
- weight control after the session;
- final evaluation of the patient's conditions.

5 PATIENTS' RIGHTS AND RULES OF CONDUCT

5.1 Patient's Rights

- 1) Patients have the right to be assisted and treated with care and attention, with due respect for human dignity and the philosophical and religious beliefs.
- 2) In particular, during the haemodialysis session, patients have the right to be identified with their full name.
- 3) Patients have the right to obtain information on the provided services, admission procedures and skills. Patients have the right to immediately identify the people who are curing them.
 - 4) Patients have the right to obtain from the doctor who is treating them full and comprehensible information about the diagnosis of the disease and the treatment program.
 - 5) In particular, patients have the right to receive information that enables them to give an informed consent before starting any treatment. Information includes awareness of possible risks or distress after the treatment. Moreover, patients have the right to be informed about the possibility of medical investigation and alternative treatments, although they might be performed in other facilities. In case patients are unable to decide independently, the same information must be provided to persons legally authorised.
 - 6) Patients have the right to receive information concerning their health conditions at any stage of the clinical-therapeutic treatment.



- 7) Patients have the right to be certain that all the data concerning their illness and any other information remain secret.
- 8) Patients have the right to make complaints that must be promptly investigated and they need to be promptly informed about the outcome thereof.

5.2 Rules of conduct

Patients who have access to a health facility are obliged to behave responsibly at all times. They need to respect and understand the rights of other patients and cooperate with the nursing and medical staff as well as with the Management of the healthcare facility they are in.

Dialysis Centre access by users shows a relationship of trust and respect for their healthcare staff, which is an important precondition to create a correct therapeutic and helpful program.

All healthcare staff are committed, in accordance with their competences, to enforce rules of conduct for a good performance of the facility and the best well-being of patients.

6 PROTECTION OF USERS AND QUALITY CONTROLS

The "Service Charter" is available to all citizens, physicians, public monitoring bodies and trade associations that can consult it at the acceptance offices and request a copy of it. It is also forwarded to patients who use the haemodialysis service.

During the planning and performance of the diagnostic-therapeutic program, the quality of service is guaranteed by respecting the recommendations contained in the guidelines of the Italian Society of Nephrology and other international scientific sources and by internal procedures.



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6.1 Patients' satisfaction monitoring

Thanks to questionnaires, the Haemodialysis Centre periodically monitors the level of satisfaction and the reasons for possible dissatisfaction of citizens who have used its services. The results of the survey are summarized in an annual report that is an important benchmark for the continuous improvement of health and behavioural services



6.2 Indicators

Phases of the service	Quality Standard	Aims
ACCEPTANCE: Aspects related to first acceptance	IQ1. Preventive information	Average opinion between "good" and "excellent"
	IQ2. Reception and service information	Average opinion between "good" and "excellent"
ACCEPTANCE: Aspects related to recurring acceptance	IQ3. Waiting time	< 15 days in 95% of cases
HAEMODIALYTIC TREATMENT: Aspects related to comfort	IQ4. Neatness of the dialysis centre	Average opinion between "good" and "excellent"
	IQ5. Comfort of the Dialysis room.	Average opinion between "good" and "excellent"
HAEMODIALYTIC TREATMENT: Aspects related to healthcare	IQ6. Information to patients about the treatment	Average opinion between "good" and "excellent"
HAEMODIALYTIC TREATMENT: Aspects of humanisation	IQ7. Confidentiality and respect for human dignity	Average opinion between "good" and "excellent"
	IQ8. Respect for "Privacy"	Average opinion between "good" and "excellent"
HAEMODIALYTIC TREATMENT: Aspects regarding registration support services in transplant waiting lists	IQ9. Promptness in case of emergency	Average opinion between "good" and "excellent"
HAEMODIALYTIC TREATMENT: conversions HCV and HBV/year		
HAEMODIALYTIC TREATMENT: n° transfusions/patient/year		
HAEMODIALYTIC TREATMENT: n° days of hospitalisation/patient/year		
HAEMODIALYTIC TREATMENT: n° cases of pulmonary edema/patient/year		
HAEMODIALYTIC TREATMENT: n° positive cultures of water and dialysis bath/total cultures		
HAEMODIALYTIC TREATMENT: dose erythropoietin/patient/year		
DISCHARGE: Administrative aspects	IQ10. Ease to obtain documentation	
FIRST COMPLAINT RESPONSE TIME		< 15 days