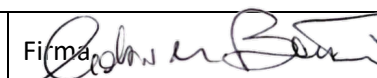
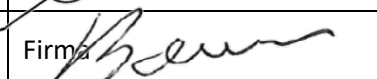



SERVICE CHARTER

REVISIONE	DATA	DESCRIZIONE
0	01/08/2018	First issue
1	04/02/2019	General overhaul
2	22/04/2021	Integration
3	12/09/2022	General overhaul
4	23/11/2023	Integration
5	06/05/2024	General overhaul
6	07/05/2025	General overhaul
7	10/02/2026	General overhaul

Elaborated	RSGQ Gabriele Botturi	Firma 
Verified	Medical Director Giuseppe Baccaro	Firma 
Approved	General Manager Raffaella Ferradini	Firma 

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Dear Guest,

in welcoming you to the Città di Roma Nursing Home – a company subject to the management and coordination of GHC Garofalo Health Care – we present our "Service Charter", a useful tool to orient yourself and get to know our structure.

This document has been prepared in order to describe the commitments undertaken by the City of Rome towards the user, in order to guarantee the quality standards of the service provided by the structure and the increase of the guarantees to protect the rights of the user himself.

These commitments aim to guarantee the protection of the right to health, in relation to:

1. Ease of access to services;
2. Involvement of the citizen-user;
3. Transparency and clarity in the procedures put in place by the center to achieve its goals

Le sue richieste e osservazioni saranno per noi un valido contributo, che ci permetterà di migliorare il nostro servizio.

Siamo consapevoli che solo agendo in questa maniera potremo conquistare e mantenere la fiducia da parte della collettività.

The Legal Representative Prof. Mariano Garofalo
The General Manager Dr. Raffaella Ferradini
The Medical Director Dr. Giuseppe Baccaro

SECTION I - COMPANY PRESENTATION

1.1. THE HISTORY

The history of the **GAROFALO GROUP** is a story that comes from afar, from the post-war years, when Italy was an annihilated country with a precarious future.

Raffaele Garofalo was a young idealist who obeyed the dream in which he firmly believed: become a great surgeon. Immediately after graduating, he went as a volunteer to the Military Hospital of Naples where he performed his first surgeries.

From Naples to Rome via Ripe San Ginesio, the dream of the young Raffaele thus came true, who together with his brothers at the end of the 50s took over the management of the Clinic where he worked with great tenacity, the Sant'Antonio da Padova nursing home in Colle Oppio.

The **Clinic CITTÀ DI ROMA – GHC GAROFALO HEALTHCARE** is a private health facility authorized and accredited with the SSR. The structure is an integral part of the Health System of the Lazio Region to meet the increasingly complex and articulated health needs of its users, making use of cutting-edge techniques and scientific knowledge.

1.2. THE GROUP

THE PATIENT MUST ALWAYS BE AT THE CENTER OF THE SYSTEM At this principle, the founder of the Group, Prof. Raffaele Garofalo, has constantly oriented his professional and entrepreneurial activity, paying particular attention to the excellence of healthcare organizations, always in step with the times both in terms of research and scientific knowledge, and in terms of technological innovations. All the Group's structures, in fact, are built in compliance with this principle in order to guarantee the highest quality level of the care services provided, because, as Prof. Garofalo said: *HEALTH IS THE MOST PRECIOUS ASSET THAT MAN CAN HAVE.*

The City of Rome Clinic is a private health facility accredited by the SSR for 155 beds that is an integral part of the health system of the Lazio Region, to meet the increasingly complex and articulated health needs of its

users, making use of the evolution of techniques and scientific knowledge. The primary interest of the Clinic has always been to guarantee all patients the best possible quality of the services provided, both through the utmost professionalism of the health workers and the technical means made available to them. Particular attention was paid to respect for human dignity, without distinction of sex, culture, social status, age, language, with respect for ideas and religious faith. For these reasons, the utmost care is taken in the selection of care personnel, who carry out their tasks with zeal and humanity and who are always identifiable by personal card. In order to improve the internal organization of the departments, periodic meetings are held between the Health Management and health/medical and paramedical staff. These meetings have always been of considerable use, especially at a scientific level, for the evaluation of new diagnostic and operational methods, as well as for the preparation of meetings intended for the exchange of information and therapeutic results, also carried out with health professionals from other locations. This further guarantees increasingly qualified assistance adapted to national and international results in the medical field.

With the Nursing Coordinators in charge of the departments, general interventions are planned to improve hotel comforts, purchases of various accessories, as well as the organization of staff shifts always adapted to the needs of the different departments. These aspects are particularly important, taking into account that according to the regulations in force, the patient can exercise the free choice of the place of treatment with the guarantees of qualified health treatment.

1.3 ORGANIZATION VALUES

The values that guide the action of the City of Rome Nursing Home are the basis on which all our decisions and actions are based. First and foremost, we believe in compassion and empathy, treating each individual with respect, dignity, and kindness. Integrity is paramount to us: we are committed to operating transparently, honestly and ethically in all our interactions.

Collaboration is at the heart of our approach, both within our multidisciplinary group and with patients, their families and the community. We are committed to the continuous pursuit of excellence, embracing innovation and continuous learning to constantly improve our services and results. Finally, we are committed to being responsible towards society and the environment, actively contributing to the well-being and sustainability of the community in which we live and work. These values are the foundation of our commitment to providing the highest quality care and creating an environment where every individual can thrive and heal.

1.4 FUNDAMENTAL PRINCIPLES

The patient at the center of attention: the founder of the Group, Prof. Raffaele Garofalo, has constantly oriented his professional and entrepreneurial activity to this principle.

The CASA DI CURA CITTA' DI ROMA – GHC GAROFALO HEALTHCARE pursues the objectives of:

1. timeliness and accessibility to health services for the execution of the most appropriate treatments and for effective and continuous assistance to the user;
2. *high technical and professional quality of the services* and the entirety of the services rendered through:
 - a. the verification of the effectiveness of the interventions and health procedures used;
 - b. the improvement of communication between doctor and patient, with the active participation of the patient in the choices and possible diagnostic and therapeutic alternatives;
 - c. the continuous updating of technologies and the modernization of the structure as a whole to keep it always at the highest standard of quality safety;
 - d. the improvement of hotel service and comfort in order to adapt it as much as possible to the daily habits of the patients;
 - e. the constant updating of the operators of the Structure on technical-professional and organizational-managerial issues

1.5 CODE OF ETHICS

EQUALITY	Every user/patient has the right to receive the most appropriate medical care and treatment without distinction of age, sex, race, nationality, language, religion, political opinion and social condition.
IMPARTIALITY	The behavior of all the staff in force is inspired by criteria of objectivity, justice and impartiality.
CONTINUITY	Città di Roma provides its health services with "continuity" understood as the provision of services over time and as an element of technical qualification
RIGHT TO CHOOSE	La Casa di Cura ensures full freedom for the user/patient to choose both the doctor in charge of performing the health service and whether or not the therapies proposed by the latter are observed.
PARTICIPATION	The user/patient participates in the service through complete and correct information and can express his/her own assessment of the quality of the services also by filling in complaints and/or suggestions for the continuous improvement of the service.
EFFICIENCY AND EFFECTIVENESS	The General Management is constantly committed to promoting the continuous improvement of the quality of the services and benefits provided in order to achieve the primary objective which is the health of the patient.

1.6 MISSION

Our mission is driven by the deep belief that every individual deserves the highest quality health care, delivered with respect, compassion, and dedication. We are committed to providing a welcoming and safe environment where patients feel at the center of our attention, where their physical, emotional and spiritual needs are understood and treated with the utmost care. We are devoted to the constant pursuit of excellence, investing in the latest technologies and forming a *team* of highly skilled and compassionate professionals. We actively collaborate with patients, families, and communities to ensure a holistic approach to health and well-being. Our mission extends beyond the boundaries of individual care, embracing education, prevention, and health promotion in society. We are committed to cultivating a culture of social and environmental responsibility, contributing to the overall well-being of the community and the environment in which we operate. In all of this, we uphold our values of ethics, integrity, respect and compassion, guided by the vision of a world where health is a universal right accessible to all.

1.7 VISION

The Clinic aspires to be much more than a private/affiliated health facility. We are committed to creating an environment where every patient feels cared for, listened to and respected, where care goes beyond mere medical practice and extends to the emotional and human sphere. We aim to be a beacon of excellence in the healthcare landscape, not only for our advanced and personalized medical care, but also for the empathy and compassion that permeate every interaction with our patients and their families. We pursue constant innovation, adapting to changing healthcare needs and integrating the latest scientific findings to ensure maximum benefit to our patients. With our commitment to continuous growth and improvement, we aim to become a model of excellence in the industry, inspiring trust and confidence in the community we serve.

1.7 PATIENTS' RIGHTS AND OBLIGATIONS

A) - RIGHTS

1. *The right to respect for personal dignity and moral*, political and religious convictions, guaranteeing:
 - Protection from any pressure – direct or indirect – on the beliefs of the hospitalized citizen, as a basic condition for a relationship of trust between the patient and health professionals.
 - Confidentiality in the execution of visits and treatments.
 - Environmental conditions, in the provision of hotel and health services, such as to avoid any depersonalization and isolation due to hospitalization.
2. *Right to freedom of choice*, guaranteeing:
 - Freedom of choice of medical team and treatment techniques.
 - Access to the facility in a timely manner, even in the case of cheaper hospitalization choices.
 - Possibility of refusing the diagnostic and therapeutic method.
3. *Right to quality of care*, guaranteeing:
 - Attention to safety in the practice of medicine, in the execution of treatments and in patient care.
 - Quality performance.
 - Updating and application of scientific advances in the medical, diagnostic and therapeutic fields.
 - Possibility for the Doctor to have at his disposal every means necessary in the context of his diagnosis and treatment activity and respect for his professional independence, with the sole limitation of the ethical imperatives inherent in the profession.
 - Basic and specialized training of medical and nursing staff also through refresher courses.
 - Activation of the internal process for quality control.
4. *Right to information*, guaranteeing:
 - Adequate information on the characteristics of the health facility, on the benefits and services provided, on the methods of access, on the internal organization.
 - An impartial indication on the possibility of further investigations and treatments that may be available at other facilities.
 - An appropriate and understandable update on diagnoses and therapeutic acts, in order to be able to express an effectively informed consent.
 - The confidentiality of data relating to the person of the patient and his or her medical history.
 - The easy identification of internal staff.
 - A precise information on the hotel conditions applied or on other services related to greater comfort.
5. *Right to complain*, guaranteeing:
 - The possibility of submitting complaints.
 - Precise information on how complaints are submitted.
 - Specific communications regarding the outcome of complaints.
 - The opportunity to express one's opinion on the quality of services.
6. *Right to privacy*

For the concrete implementation of the legislative principles on respect for Privacy (EU Regulation 2016/679 and subsequent amendments), the patient can, by signing the appropriate forms available at the reception office:

 - arrange for your hospitalization to be maintained in complete anonymity;
 - identify the persons to whom your state of health may be communicated, to the exclusion of others;

- know how to issue the medical record and everything related to the delivery of reports.

1. *Personal data processing*

In application of the regulations in force on the subject, the Clinic guarantees all users the utmost confidentiality on the personal and health data that it acquires by virtue of obligations deriving from the law.

This confidentiality is guaranteed:

- through the application of a specific policy document, provided for by EU Regulation 2016/679 and subsequent amendments;
- by a punctual and constant monitoring system;
- compliance with the provisions on the subject developed by the Health Directorate, adopting all the measures that may be appropriate to ensure the widest respect for the fundamental rights and freedoms and dignity of the data subjects.
- The attention paid to data protection is also realized through specific staff training sessions, organized by the Clinic.
- The attention paid to data protection is also reflected in specific staff training sessions, organised by the Nursing Home.

B) - DUTIES:

- Each patient within the facility has the duty to maintain responsible behavior, at all times, respecting and understanding the rights of other patients and with the willingness to collaborate with the medical, nursing, technical staff and with the Health Management;
- It is the duty of every patient to promptly inform the health care providers of his or her intention to renounce scheduled health services and treatments so that waste of time and resources can be avoided;
- The patient is required to respect the environments, equipment and furnishings found within the health facilities, considering them everyone's heritage and therefore also his own;
- In consideration of being part of a Community, it is advisable to avoid any behavior that could create disturbing or uncomfortable situations for other patients (noises, lights on, loud television, etc.);
- It is necessary to respect the ban on smoking; this is not only due to legal provisions but above all for the respect of one's own health and that of other patients;
- The patient has the right to correct information on the organization of the health facility but it is also his duty to obtain information at the appropriate times and in the appropriate places;
- It is necessary to comply with the times and visits established by the Health Management, in order to allow the performance of normal care activities and promote the peace and rest of the other patients present;
- All staff, as far as they are competent, are invited to ensure compliance with the rules set out for the proper functioning of the ward and the well-being of all patients.

1.8 CONTACTS – WHERE WE ARE

The Clinic is located in Via Francesco Moidalchini, 20 - Rome

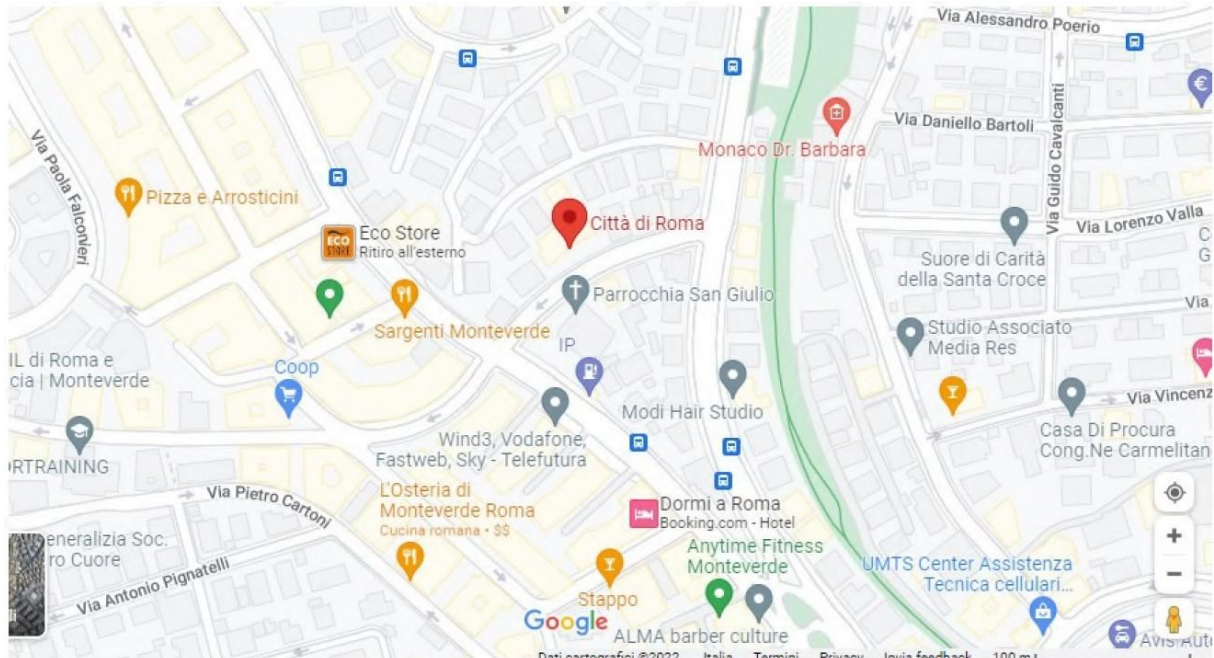
The location is in the heart of Monteverde. The proximity to the Gianicolense ring road, Via di Donna Olimpia and Viale dei Quattro Venti guarantees a quick connection with the main major roads, such as Viale Marconi, Viale Trastevere, the East Ring Road, the Via Olimpica etc.

Email: accettazionericoveri@casadicuracittadiroma.com

Switchboard: +39 06 58471

Email Data Protection Officer: dpo@casadicuracittadiroma.com

PEC Data Protection Officer: dpecittadiroma@legalmail.it



BUS	<ul style="list-style-type: none"> - 8 - Casaletto - C.ne Gianicolense - L. go Argentina - 228 - Stazione Trastevere - C.ne Gianicolense - Via G.Folchi - 791 - P. le Nervi - C.ne Gianicolense - C.ne Cornelia - 710 - Via San Pancrazio - C.ne Gianicolense - Via G.Folchi - 773 - Stazione Trastevere - C.ne Gianicolense - Via G.Folchi - 786 - Stazione Trastevere - C.ne Gianicolense - L. go C.Reduzzi - 871 - Stazione Trastevere - Via Donna Olimpia - Via Carini
METROPOLITAN	Metro line B (direction Laurentina) is the closest, but it does not have stops immediately adjacent to Via Francesco Maidaichini. It is advisable to combine the metro with other means of public transport to reach the destination.
TRAIN	The nearest train station is Quattro Venti, served by the FL3 line (Roma Ostiense - Viterbo), located about 7 minutes walk from Via Francesco Maidaichini.
TRAM	The nearest tram station is Gianicolense/Ponte Bianco, served by line 8, about a 5-minute walk from Via Francesco Maidaichini.
ON FOOT	If you are nearby, you can walk to Via Francesco Maidaichini. For example, from Piazzale dei Quattro Venti, the distance is about 500 meters, which can be covered in 6-7 minutes.

SECTION II – SERVICES

The Clinic provides services (medical examinations and interventions aimed at secondary and tertiary prevention, diagnosis, treatment and therapy, rehabilitation, diagnostic and instrumental examinations, nursing care) aimed at treating pathological conditions that cannot be postponed (emergency urgency) and acute pathologies.

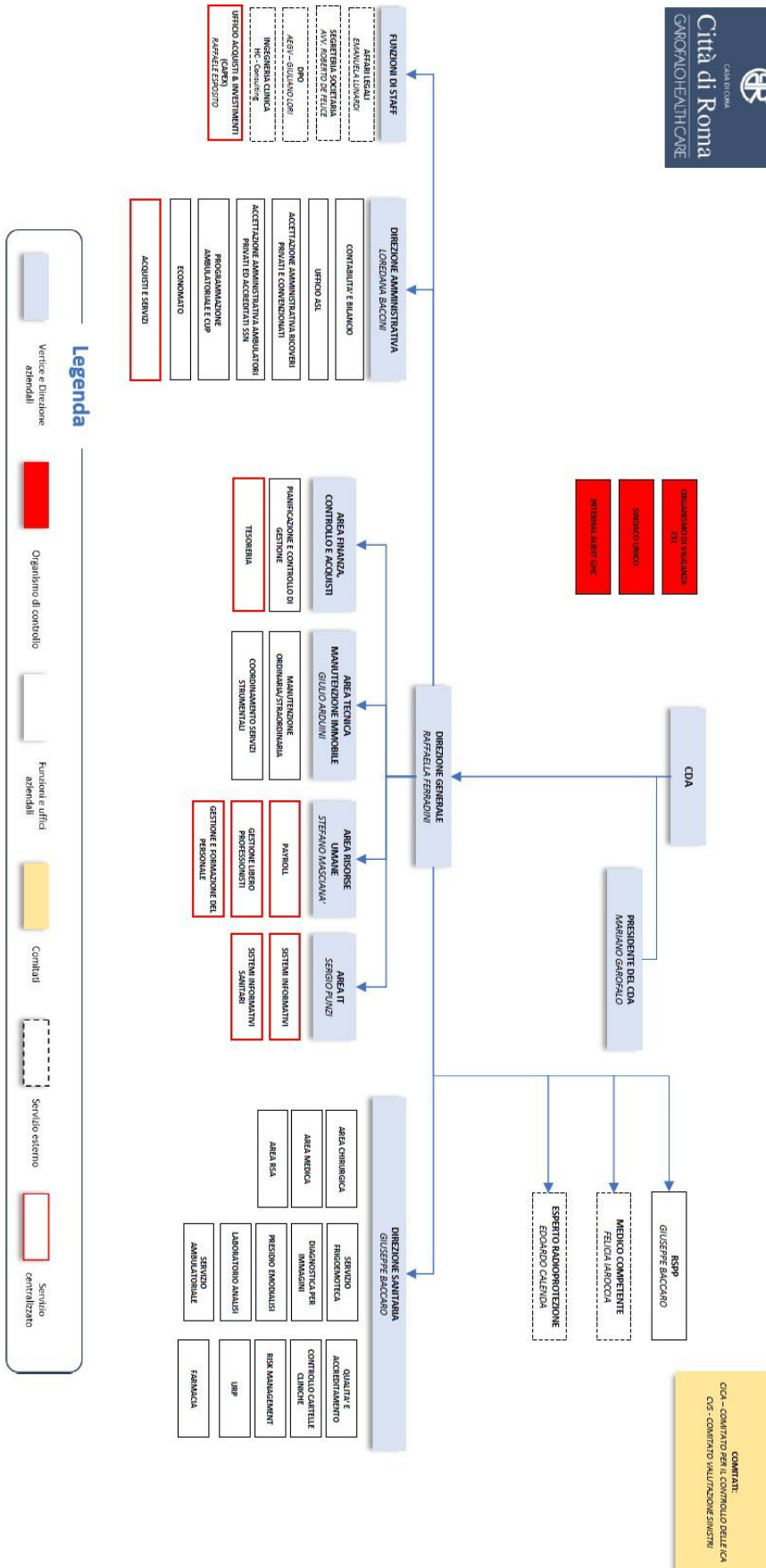
In addition, it has RSA wards with 20 intensive care beds, 30 extensive beds, 30 High Maintenance beds. Therefore, the pathological conditions treated by the operating structures of the nursing home do not include those that require long-term diagnostic/therapeutic treatment, except for the post-acute phase.

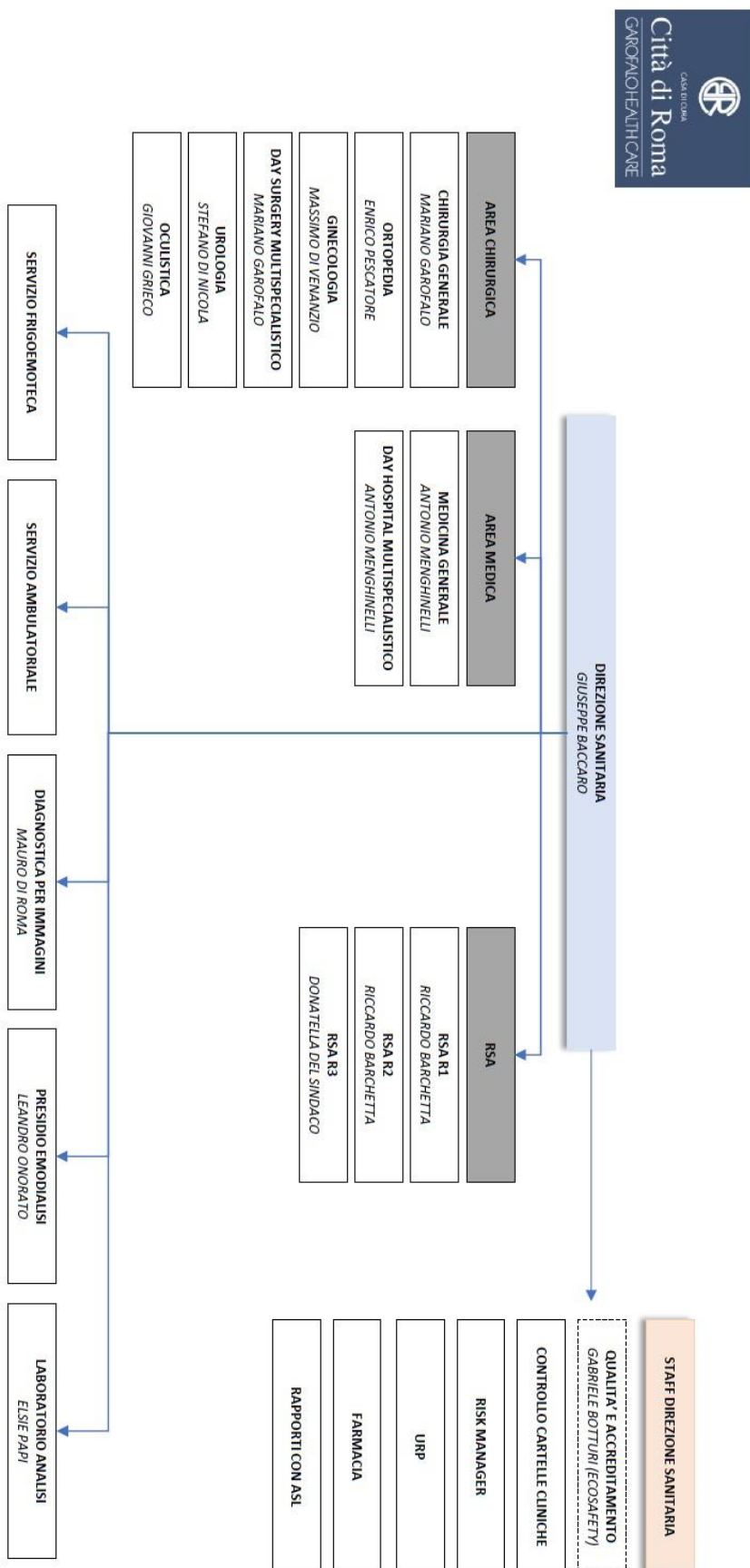
The services aimed at treating non-deferrable pathological conditions (emergency - urgency) and acute pathologies are carried out compatibly with the specifications of accreditation and authorization recognized to the nursing home by the SSR:

- in the form of scheduled hospitalization and daytime hospitalization (line of choice):
- in the form of outpatient treatment (outpatient line)

2.1. MANAGERS AND ORGANIZATION CHART

- **The Legal Representative** is Prof. Mariano Garofalo
- **General Manager:** Dr. Raffaella Ferradini
- **The Medical Director:** Dr. Giuseppe Baccaro
- **The Administrative Director:** is Dr. Loredana Baccini





2.2. CURRENT ORGANIZATION

Over the years, the organization of the City of Rome has experienced multiple reorganizations in terms of health care, which are represented and defined according to the following regulations:

- DCA U00009/2018
- Determina della Regione Lazio n.G12541/2022
- DGR 610/2024
- DGR 1266/2025

The organization is currently divided as follows:

Assistance activities for non-self-sufficient people, including the elderly (according to Deliberazione della Giunta Regionale n.1266 del 18 dicembre 2025):

Authorized to operate and Accredited:

- 20 PL – R.S.A. Intensive
- 30 PL – R.S.A. Extensive
- 30 PL – R.S.A. High Maintenance

Acute hospitalization activities (according to Determinazione della Regione Lazio n.G12541 del 21 settembre 2022):

Surgical grouping

- General Surgery 15 Authorized to practice, of which 14 Accredited
- Ophthalmology 3 PL Authorized for practice, of which 2 Accredited
- Orthopaedics 15 PLs Authorised to practise, of which 14 Accredited
- Urology 16 PL Authorized to practice, of which 14 Accredited
- Multi-specialist day surgery 11PL Authorised to practice, of which 9 Accredited
- Gynecology 7 PL Authorized to practice, of which 6 Accredited

Medical grouping

under the Authorization to operate and Institutional Accreditation regime:

- Day Hospital Multispecialistico 5 PL
- General Medicine 20 PL

2.3. FUTURE ORGANIZATION

Through the reorganization reported in the Resolution of the Council of the Lazio Region no. 135 of 12 March 2026, the Group aims to obtain the conversion of the Nursing Home into a post-acute health care center equipped with intensive rehabilitation beds (code 56) and care beds for non-self-sufficient people, including the elderly, extensive and high maintenance, for a total of 136 beds under the Authorization to operate regime, of which 134 under the Institutional Accreditation regime.

Specifically:

Under the Authorization to Operate and Institutional Accreditation regime:

- 20 PL – R.S.A. Intensive
- 30 PL – R.S.A. Extensive
- 30 PL – RSA High Maintenance
- 49 PL – Recovery and functional re-education cod. 56
- 5 PL – Rehabilitation DH

Under the Authorization to operate:

- 2 PL – Recovery and functional re-education cod. 56

2.4. CLINIC HEALTHCARE FACILITIES

RSA - INTENSIVE, EXTENSIVE AND HIGH MAINTENANCE (according to Deliberazione n. 1266 del 18 december 2025)

Within the Clinic there is an RSA department divided into three distinct levels of care Authorized:

- 20 beds for Intensive Care Level
- 30 beds for Extensive Care Level
- 30 beds for High Maintenance Care Level

It is a modern and organized structure, dedicated to ensuring the highest quality of care and rehabilitation for elderly people who are not self-sufficient, suffering from serious chronic diseases or in conditions of particular clinical-care fragility.

- Intensive Care Level RSA Department – Intensive Residential Care Unit Out-of-hospital residential care with a high health commitment, aimed at patients in conditions of minimal responsiveness, vegetative states, prolonged comas, serious progressive degenerative neurological diseases, severe respiratory failure with the need for mechanical ventilation. Assistance is based on 24-hour medical-nursing treatments, psychological support, intensive rehabilitation and tutelary assistance, ensuring complete continuity of care and the use of advanced technologies for monitoring and clinical management.
- Extensive Care Level RSA Department – Extensive Care Medium-commitment health and rehabilitation care, aimed at patients with stabilized chronic diseases but still susceptible to functional improvement. The focus is on recovering the remaining autonomy and preventing the deterioration of the general condition. The treatment path is integrated by daily rehabilitation activities, nursing interventions and social assistance support.
- High Maintenance – High Maintenance Continuous care with a high care content for chronic patients who cannot be recovered, with stable and complex needs, who no longer require intensive health care but need qualified and constant support in the activities of daily life. The services offered aim to guarantee well-being, dignity and quality of life, with a humanized and personalized approach.

Access procedures - For inclusion in the Nursing Homes, a multidisciplinary assessment by the UVMD (Multidisciplinary Assessment Unit that establishes the setting) of the territory of residence is required. The request must be made by the General Practitioner or by the Hospital treating the patient using the appropriate form available at the PUA of the ASL of reference. Once a favorable opinion has been obtained, the user will be able to access the waiting lists of the accredited facilities of the Lazio Region.

Excellence in the health care sector - Our RSA department represents a point of reference in the regional healthcare landscape. With a highly qualified multidisciplinary team and a welcoming and safe environment, we are committed every day to ensuring personalized and high-level care, placing the dignity and needs of the person at the center. Our mission is to promote health, autonomy and well-being, actively collaborating with families and caregivers to build complete and shared care pathways.

ORDINARY SURGICAL HOSPITALIZATION

Access methods – In the event of hospitalization, the patient must go with the request for hospitalization of the general practitioner (GP) to the reception offices on the ground floor, the opening hours to the public are:

- From Monday to Friday from 07.45 to 16.00 non-stop or book by phone via 06/58471

At the time of booking, the date and time of hospitalization will be confirmed, following the waiting list, according to the availability of beds in the individual specialties and according to the severity of the pathology. If hospitalization is scheduled for surgery, the date for pre-hospitalization access will also be communicated,

generally set about 10 days before admission. In this access, investigations are carried out for pre-operative evaluation, aimed at better preparation for surgery. Instructions are also given to follow until the day scheduled for the surgery.

ORDINARY HOSPITALIZATION MEDICINE

Access methods – Admission to the general medicine department takes place by transfer from the ER.

RECOVERY AND FUNCTIONAL RE-EDUCATION CODE 56 – in the phase of Authorization to operate and Institutional Accreditation (according to Deliberazione della Giunta della Regione Lazio n.135 del 12 march 2026)

Access methods – Hospitalization (taking charge) in this type of ward takes place through a request for transfer from an acute ward, through the SIATESS regional platform the use of the Single Regional Form.

The health offer – in addition to hospitalization, a Rehabilitation Day Hospital Service will be available in the facility for the provision of outpatient physiotherapy services.

HOSPITALIZATION IN MEDICAL DAY-HOSPITAL AND SURGICAL DAY SURGERY

Day-Hospital activities consist of a hospitalization or a cycle of scheduled hospitalizations, where various diagnostic and/or therapeutic health services are carried out, each lasting no more than one day. To access the Day-Hospital or APA regimen, it is necessary to make a prior visit to the Specialist Doctor of the Facility.

2.4. GENERAL INFORMATION FOR HOSPITALIZATION

The admission office of the City of Rome Nursing Home is located at the administrative offices on the ground floor and is open to the public from Monday to Friday 7:45 am - 4:00 pm. For hospitalization, the patient or a family member will go to the Admissions Office by presenting:

- photocopy of the health card of the ASL of origin and a valid identity document
- the request for hospitalization from one's doctor with an indication of the pathology and the
- reason for hospitalization

To avoid interference and malfunctions of electromedical equipment, the use of mobile phones near areas that house them is prohibited.

The Office is also responsible for issuing a certificate of hospitalization at the request of the interested parties and/or discharge for work, social security and/or insurance needs.

The payment of inpatient services is made in advance of the estimate agreed upon at the time of admission and with the final balance at discharge.

The payment methods in use at the Facility:

- Cash
- by credit card

WHAT TO BRING AT THE TIME OF ADMISSION

It is advisable to bring, in addition to your personal belongings, all the health documentation relating to any previous hospitalizations, documentation of recent diagnostic tests. The documentation delivered is kept in the ward for the entire period of hospitalization and returned at the time of discharge. The nursing home is not responsible for any theft. It is advisable not to keep valuables or cash, except as strictly necessary.

MEDICAL EXAMINATION

It is important to report any allergies / or drug therapies in place to the doctor. During the hours established by the wards, it is absolutely necessary to remain in your room during the hours of the medical examination. At other times of the day, patients who have the opportunity are allowed to leave the room and ward in which

they are hospitalized, while always remaining inside the Clinic.

VISITS TO PATIENTS

The medical *staff* provides information on the health conditions and the treatment program followed by the patients, and the people delegated by them, in compliance with *the privacy* legislation, on the days and at the times indicated in the ward. The staff cannot provide telephone information on the health conditions of hospitalized patients.

At the time of discharge, comprehensive written documentation will be delivered, including the results of the clinical investigations carried out and the treatments performed, the recommended therapy and suggestions for any outpatient check-ups. It is important to show this documentation to your doctor and keep it carefully.

Access of family members/caregivers and reception with ward doctors

Below are the visiting and doctor interview times by department:

Ward	Days of visit	Visiting hours	Days for interview	Interview time with doctors
RSA	Every day	13.00-14.00 15.00-16.00	Mon-Fri	13.00-14.00
MEDICINE	Every day	17.00 – 18.00	Mon-Fri	12.30-13.00
SURGERY	Every day	16.00-17.00	Mon-Fri	12.30-13.00

The visiting hours and interviews with the medical staff may vary according to:

- the needs of relatives/caregivers (difficulties due to working hours, family problems, distance from home to hospital, etc.), subject to the authorization of the Medical Director of the ward.
- The condition of the hospitalized patient (as in the case of the end of life).

The hours for the examination of patients and for the interview with doctors are displayed outside each ward.

2.5. OUTPATIENT SERVICE

To book outpatient visits, it is possible to go to the CUP counters of the facility, open from Monday to Friday from 07:45 to 19:00 non-stop, and on Saturdays from 7:45 to 13:00, or by telephone from 08:00 to 19:00 by calling 06/58471 (switchboard). If you are unable to use the service, you must cancel your booking, preferably at least two days in advance, in the same way as you booked. On the day of the visit/booking, the Pc must go to the CUP counter half an hour before the time of booking with the prescription, the health card and the health documentation relating to the problem to be treated. At the CUP, through a dedicated desk, priority is given to disabled users and pregnant women.

At the Clinic it is possible to take advantage of the following outpatient services divided into::

- *Authorization regime for operation and Accredited with the NHS*
 - o Analysis Laboratory
 - o Vascular Surgery – Angiology
 - o Cardiology
 - o General Surgery
 - o Nephrology
 - o Ophthalmology
 - o Orthopedics and Traumatology
 - o Obstetrics and Gynecology
 - o ORL
 - o Urology
 - o Dermosiphilopathy
 - o Physical Medicine and Rehabilitation
 - o Pulmonology
 - o Diagnostic Imaging – Diagnostic Radiology
 - o Neurology

- Authorisation regime *for operation*
 - Cardiology
 - General surgery
 - Plastic surgery
 - Vascular surgery – angiology
 - Dermosiphilopathy
 - Cardiovascular pathophysiology
 - Respiratory pathophysiology
 - Fluorescein angiography and laser eye therapy
 - Gastroenterology
 - Holter ECG
 - Holter pressory
 - Analysis laboratory
 - Physical Medicine and Rehabilitation
 - General Medicine
 - Moc
 - Nephrology
 - Neurology
 - Ophthalmology
 - Orthopedics and traumatology
 - Obstetrics and gynecology
 - Otorhinolaryngology
 - Hospital Pc2
 - Pulmonology
 - Senology
 - Diagnostic imaging service
 - Urology

DIAGNOSTIC IMAGING

Diagnostic Imaging Service, built to offer the user comfort and safety equipped with a volumetric spiral CT and a conventional Radiology section. The equipment at our disposal, in addition to guaranteeing high diagnostic quality, allows, thanks to the use of ultra-fast techniques, examinations in a very short time, particularly appreciated by patients and multiplanar and three-dimensional reconstructions useful both for spatial localization and for subsequent therapeutic planning. The service uses a digital X-ray image transmission system (RIS/PACS).

ANALYSIS LABORATORY

The collection is made with direct access without reservation, showing up directly on an empty stomach, from Monday to Saturday from 7.30 to 10.30 at the CUP on the ground floor

The reporting for the tests performed by the laboratory takes place on the same day, while for the tests sent externally the times vary from 5 to 7 days. The collection of reports can be carried out in person, or by a person delegated in writing by the patient with his or her identity document and a photocopy of the identity document of the delegating patient, every weekday from 11:30 to 18:30 and on Saturdays from 9:30 to 13:00 at the CUP. The date from which it will be possible to collect the report will be indicated by the staff at the time of acceptance of the examination. Vaginal and rectal swabs are carried out only on the following days: Tuesday, Wednesday and Thursday morning from 9 am; 00 to 12:00.

The Clinic has an active Laboratory Analysis Service, divided into:

- *Clinical chemistry sector*: highly automated, it carries out its diagnostic activities in the fields of biochemistry, haematology, coagulation, cardiac and tumour markers, infectious serology, drug monitoring. For outpatients, urgent examinations are carried out to control oral anticoagulant therapy.
- *Microbiology sector*: deals with culture/microscopic research of aerobic anaerobic bacteria and fungi on all biological materials, laboratory surveillance of hospital infections and drug resistance. Microbiology also makes use of automatic devices for monitoring blood cultures, identifying germs and performing antibiotic susceptibility tests

In the last year, the Clinical and Microbiological Chemical Analysis laboratory has carried out more than 700,000 in vitro diagnostic investigations on different materials performed in ordinary and emergency conditions for internal and external patients. The tests carried out are subject to quality controls, The Analysis Laboratory carries out a "service" for the execution of genetic and biological-molecular analyses in particular: karyotype, thrombophilia, infertility, polyabortivity, molecular oncology, prenatal diagnosis,

pharmacogenetics, cardiovascular genetics, reproductive genetics, paternity and consanguinity investigations, molecular infectiology.

2.6. HAEMODIALYSIS CENTRE

The Dialysis Center has 24 beds, 1 of which for HbsAe patients, with dedicated rooms and scale beds (station with TV and cap, guarded changing rooms and dedicated toilets). Outpatient dialysis is carried out under an agreement with the SSR. The following techniques are performed: hemodialysis in bicarbonate and synthetic membranes with low and high flow, hemodiafiltration, online hemodiafiltration .

Il servizio prevede consulenze nefrologiche e tecniche dialitiche miste per pazienti critici dell'UTIC, Confezionamenti di FAV, protesi/vascolari e CVC temporanei o a permanenza per dialisi. Il personale Infermieristico dedicato è addestrato ed esperto sulle tecniche dialitiche e l'assistenza infermieristica di base e critica del paziente dializzato, con aggiornamenti professionali secondo le linee guida SIN e Regione Lazio. L'utilizzo del software H2O permette il monitoraggio clinico e dialitico con controlli di qualità secondo le linee guida della Società Italiana di Nefrologia, Ministero della Salute e Regione Lazio.

Inoltre, lo staff medico sviluppa attività di ricerca scientifica con pubblicazioni ed organizzazione di convegni. È a disposizione un servizio navetta per il trasporto dei pazienti e attrezzato per persone diversamente abili. Sono disponibili posti macchina dedicati ai pazienti dializzati.

2.7 WAITING TIMES

The Clinic undertakes to guarantee waiting times with respect to

- the priority class reported on the prescription (Outpatient Services – from 1 February 2026 the validity of the prescriptions has changed):
 - o *U Urgent* – to be disbursed within 72 hours; to be booked within 10 days
 - o *B Short* – to be disbursed within 10 days; to be booked within 20 days
 - o *D Deferrable* – to be provided within 30 days for visits and within 60 days for diagnostic tests; to be booked within 40 days for visits and 70 days for services
 - o *P Scheduled* – services to be provided within 120 days; to be booked within 130 days.
- Ward admissions:
 - o Surgical Area – the Clinic undertakes to comply with the deadlines indicated by the Lazio Region, namely:
 - *Class A* (30 days): Hospitalization within 30 days for clinical cases that can potentially worsen.
 - *Class B* (60 days): Hospitalization within 60 days for cases that present intense pain, or dysfunction, or severe disability, but not such as to determine an immediate danger to life.
 - *Class C* (180 days): Hospitalization within 180 days for cases with moderate pain, dysfunction or disability, or such that it does not worsen rapidly.
 - *Class D* (12 months): Programmable hospitalization within 12 months for cases that do not present with any pain, dysfunction, or disability
 - o Medical Area – direct access from the local EDs

For the delivery of the Medical Record, the Clinic respects the maximum time of 30 working days from the request.

2.8 PAYMENT OF BENEFITS

The relative tariffs are available by asking the CUP staff for information.

Payment for outpatient services takes place before the service is provided.

You can pay:

- *Cash* for a maximum of € 4999.99 as per current legislation
- *PoS* credit/debit card – limit dictated by the banking channels in use

2.9 TICKETS AND EXEMPTIONS

Patients are required to pay a contribution to the health expense called *ticket* and the prescription fee provided for by the legislation, with the exception of subjects in possession of the exemption (total or partial) according to the provisions of the law in force.

The Regional tariff nomenclature reports the ticket quotas for each individual service.

Please note: The rates of the exams and the methods of participation in the expense by citizens are subject to change; The above is valid unless otherwise provided by ministerial or regional provisions that will intervene.

SECTION III – ADDITIONAL SERVICES

3.1 SERVICES OFFERED TO CITIZENS

The Reception office provides information on rates relating to special additional hotel comforts:

- Single rooms with telephone and television at the price of 200 euros per day (VAT, included) For single rooms there is a deposit, which varies according to the days of hospitalization
- In the single room, a family member will also be able to sleep and eat meals
- All patient rooms are equipped with air conditioning.
- The structure has no architectural barriers
- As regards the rationalization of the routes within the complex, it is favored by the availability of elevator systems that allow the distinction between the various internal traffics. In addition, thanks to the internal signage, the user's orientation at the various services and departments is optimized.
- It is important to remember that hospitalized people need peace of mind and therefore
- Please limit the number of visitors and keep your voice low during the interview
- For hygienic reasons, avoid visitors sitting on hospital beds.
- Children under the age of 12 are prohibited from accessing the wards.
- Patients who undergo the Day-Hospital are provided with a drink and a snack

3.2 VITTO

Meals to patients are given at the following times:

- Breakfast: 8:00
- Lunch: 12:30
- Dinner: 6:30 pm

The Clinic pays particular attention to hotel comfort aspects. The catering service offers patients a double choice of the daily menu, compatibly with medical indications, or alternatively special personalized diets. Meals are served in trays equipped with sealed disposable trays that guarantee hygiene and thermal sealing. Except in special cases that can be assessed with the ward doctor, food from outside is not allowed. Multi-ethnic cuisine is also available to respect eating habits for ethnic, religious and cultural reasons.

3.3 BAR SERVICE

The indoor bar is located next to the entrance, it is open from Monday to Saturday from 6.30 am - 4.00 pm.

3.4 RELIGIOUS ASSISTANCE

There is a Catholic priest at the facility, he is available for requests for spiritual help, for interviews, for listening and for the administration of sacraments, contacting him through the switchboard. The celebration of Holy

Mass is on Sundays and holidays at 10:30 a.m. in the chapel of the nursing home located on the ground floor. For bedridden patients, it is possible to receive, upon specific request to the head nurse or to a person in charge of his replacement, the visit of the Priest.

The patient can receive religious assistance in respect of his faith, also in this case after a specific request to the head nurse or substitute.

3.5. HEALTH MANAGEMENT

The Health Directorate is available to users from Monday to Friday at the following times from 08:00 to 13:00. The Health Directorate is available to users by appointment by writing to direzionesanitaria@casadicuracittadiroma.com.

3.6 WI-FI

The structure offers a free wi-fi service, registering through the connection to the "cittadiroma-guest" network. <https://www.ghcspa.com/casadicuracittadiroma/accoglienza/informazioni-utili>

3.7 PARKING

There is an agreement with the ROMA CENTRO MONTEVERDE PARKING car park located in via di Donna Olimpia, 228 (tel. 06 58202669 - info@parcheggiromacentro.it), which recognizes a discount on hourly and daily parking for patients and their families.

The car park applies the following hours with the following times:

- from Monday to Saturday from 5.30 a.m. to 1.00 a.m. the next day,
- Sundays and holidays from 5.30 a.m. to 11.00 a.m. and from 6.00 p.m. to 1.00 a.m. the following day

3.8 COPY OF THE HOSPITALIZATION MEDICAL RECORD

To obtain a copy of your medical record, you must request it from the Medical Records Office during opening hours. The documentation can be sent by post, upon payment of the relevant postal costs or delivered to the person concerned (upon presentation of the identity document) or to a delegated person in writing with a photocopy of the identity document of the delegating party, and of the delegate, all in compliance with current *privacy legislation*.

The Medical Records Office is located inside the structure on the ground floor (CUP), and is open on Mondays from 09:00 to 12:00.

A copy of the Medical Record can be requested at any time and collected in the same manner as expressed above.

The waiting time for the issuance of the copy of the medical record, even authenticated, is a maximum of 30 days from the request for documentation following the patient's discharge, which may be reduced in cases of proven urgency (as per current legislation).

SECTION IV – MECHANISMS/FORMS/INSTRUMENTS OF PROTECTION

4.1. COMPLAINT MANAGEMENT HEALTH DIRECTORATE

Anyone who uses the services offered by the Clinic has the opportunity to present suggestions, observations or complaints, whether personally or through relatives or relatives in law against acts or behaviours that potentially affect health care provision.

The submission can be submitted via the dedicated form, available at the *information desk* or by sending an email to the following contact:

- direzionesanitaria@casadicuracittadiroma.com

It will be the responsibility of the Management to provide, within 30 days of receipt of the report or complaint, all the necessary information and clarifications and to provide for the reported episodes, so that all the

necessary measures are taken to avoid the persistence of any disservice.

4.2. MANAGEMENT OF CLAIMS, REIMBURSEMENTS AND APPEALS

It is to forward requests for compensation, reimbursement and appeals to the Health Directorate.

It is also possible to submit requests for compensation or reimbursement by letter or special forms prepared by the insurance companies, according to the provisions of current legislation.

For contacts send an email to: direzionesanitaria@casadicuracittadiroma.com.

4.3 PATIENT'S COURT

In the event of failure by the Facility to fulfil its rights, the patient can turn to the Tribunal for the Rights of the Patient with national headquarters:

- Via Flaminia, 53 - 00196 Rome
- Tel. 06 367181
- Fax 06 36718333

4.4. PATIENT-GUEST SATISFACTION CHECK

Within the wards and services, it is possible to fill in the dedicated *patient-guest satisfaction questionnaire* forms both for hospitalization services and outpatient and diagnostic imaging services.

The questionnaire is processed annually and the data are analysed by the Management and used to activate corrective and improvement actions.

4.5. CCICA

The Clinic, in order to guarantee the best possible level of safety of care and to comply with current regulations on health risk management, has established the CCICA within the Structure (Healthcare-Associated Infection Control Committee – as required by the National Plan to Combat Antimicrobial Resistance) which provides:

- the definition of company activities to prevent and combat the onset of healthcare-associated infections (HAIs);
- continuous monitoring and enforcement of control measures;
- specific staff training

In order to make the information relating to the monitoring of HAIs accessible to all, the Management draws up and publishes on the Company website on an annual basis the PARS (Annual Plan for the Management of Health Risk) <https://www.ghcspa.com/casadicuracittadiroma/chi-siamo/amministrazione-trasparente> .

4.6. CLINICAL RISK COMMITTEE

The Clinical Risk Committee is located at the Clinic, an interdisciplinary and multi-professional group responsible for coordinating clinical risk identification activities and analysing and planning improvement interventions. In particular, the Committee aims to raise awareness among all operators on the issue of clinical risk and its prevention, as well as on the need to report adverse events.

4.7. CLAIMS EVALUATION COMMITTEE

The Claims Evaluation Committee is a technical body established following the Implementing Decree DM 232/2023 with the function of assessing the liability of the facility with respect to health claims by analyzing the risks and coordinating the related activities.

4.8. SOCIAL ASSISTANCE

The help of the social worker can be requested by the patient or by a family member. It is advisable to make any request in the first days of hospitalization through the nursing coordinator of the operating unit in which the patient is hospitalized.

4.9 PATIENT WITH SOCIO-ECONOMIC DIFFICULTIES

In the case of hospitalized patients with socio-economic difficulties, the Clinic undertakes to:

- Finding clothing and aids for the patient based on clinical-care needs (such as walkers, wheelchairs, crutches, etc.) through the involvement of the Social Worker and voluntary associations;
- Guarantee the transport of the discharged patient to their home – activation of free transport services or with a "social" cost

4.10. ASSISTANCE TO FOREIGN CITIZENS – CULTURAL MEDIATOR

In case of need, the Clinic can ask for the support of a cultural mediator, who will be activated on the recommendation of the Social Assistance with a timing between 2 and 10 days.

4.11. INFORMED CONSENT

For all health treatments known to be burdened with risks, such as transfusion practices or the use of blood products, anesthesiological interventions, surgery and their prognosis, the patient's informed consent is required, which will be requested after adequate and exhaustive information.

If the patient is momentarily incapacitated, authorization for treatment will be given by the next family member, legal guardian, curator or support administrator.

At any time, the patient can revoke the consent of a proposed and/or ongoing health treatment, as per national legislation (Legge 219/2017) and current regional (Determinazione della Regione Lazio G00642/2022).

In emergency situations, the doctor will act as necessary.

4.12 HEALTH INFORMATION

The medical *staff* provides information on the health conditions and the treatment program followed by the patients, and the people delegated by them, in compliance with the privacy legislation, on the days and at the times indicated in the ward. The staff cannot provide telephone information on the health conditions of hospitalized patients.

At the time of discharge, comprehensive written documentation will be delivered, including the results of the clinical investigations carried out and the treatments performed, the recommended therapy and suggestions for any outpatient check-ups; It is important to show this documentation to your doctor and keep it carefully.

4.13 TRANSFUSION SERVICE

The Clinic guarantees, in collaboration with the Immunotransfusion Service of the San Camillo Forlanini Hospital, the administration of blood and derivatives in case of need; this only in the face of the patient's consent.

4.14 QUALITY INDICATORS

Compliance with the standards defined and reported below is ascertained through internal audits that are planned by the Management and are aimed at assessing Compliance and the application of the Quality System.

RESPECT FOR OUR CUSTOMER'S TIME	n° days that elapse on average between booking and private specialist visit	5/15 days
RESPECT FOR THE DIGNITY AND COMFORT OF THE CUSTOMER	Frequency of cleaning of patient rooms and personal bathroom	Daily
	Frequency of toilet cleaning	Twice a day
	Comfort in every patient room	Air conditioning and bathroom
	Linen	Daily

	Provision of professional medical and technical staff	Compliance with legal requirements
	Provision and qualification of nursing, technical and auxiliary staff differentiated for high specialties	Compliance with legal requirements
	Selection of nursing staff	Passing the selection tests: <ul style="list-style-type: none"> - Interview - Evaluation during and at the end of the probationary period
	Training and updating of nursing staff	Annual programme of refresher courses
RESPECT FOR PRIVACY	Carried out according to the principles of the RUE 2016/679	Guaranteed spaces for confidential interviews
CORRECT INFORMATION	All information is provided according to the agreed times and methods	Continuous and timely information
EQUIPMENT	All information is provided according to the agreed times and methods	Compliance with legal requirements

4.15 TEACHING AGREEMENTS

The City of Rome Nursing Home has entered into the following educational agreements for the carrying out of curricular internships for students of the Social Health Operator (OSS) course with:

- the Croce Rossa Italia (CRI)
- Ente GL3000 Services SRL