



# Palliative Care Centre

SERVICE CHARTER

## Fondazione Sanità e Ricerca



Scan the QR code with your smartphone to access all the Foundation's services.

### SERVICE CHARTER

#### **PALLIATIVE CARE CENTRE**

Edition 06.11.2025. Valid until further notice.

The Service Charter is reviewed annually and updated, at the discretion of the Medical Director, whenever organisational changes affect the services.

**Fondazione Sanità e Ricerca** is accredited by the Regional Health Service for residential and home-based palliative care, under DCA No. U00251 of 04.07.2019.

Company certified to the UNI EN ISO 9001:2015 standard.





# Palliative Care Centre

## SERVICE CHARTER



Dear Reader,  
I am writing to present the mission of Fondazione Sanità e Ricerca and the work of its Palliative Care Centre, which offers specialist care, both in hospice and at home, to people affected by advanced neoplastic or chronic degenerative diseases, with the aim of

maintaining the best possible quality of life.

In Italy, palliative care is regulated by Law No. 38 of 15 March 2010 and recognised within the Essential Levels of Care (LEA). It may be provided early in the course of illness, alongside other treatments, improving the quality of the clinical pathway and increasing life expectancy.

Active since 1998, even before Italian law formally introduced the right to access palliative care, the Centre is a highly specialised facility with multidisciplinary teams dedicated to addressing the clinical, psychological and emotional needs of vulnerable people.

Alongside palliative care, the Foundation also manages a Care Centre for Non-Self-Sufficient Patients, offering Integrated Home Care (ADI) services and specialist support for dementia and Amyotrophic Lateral Sclerosis, fields in which the Foundation has extensive experience.

I hope that reading this brochure will help you learn more about the services and assistance we can provide. For any requests, clarifications or advice, our staff will be pleased to assist you, either by telephone or in person.

I would be most grateful if you could help us improve our services by sharing any suggestions or observations you



may have. They are invaluable in helping us to respond even more effectively to the needs of the people we care for.

Dr Italo Penco  
Medical Director





### Fondazione Sanità e Ricerca

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#### MEDICAL DIRECTOR

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Registered with the Rome Medical Association, registration no. 40355

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e-mail: [accoglienza@fondazionesr.it](mailto:accoglienza@fondazionesr.it)

For general information and administrative matters, the service is available: Monday to Saturday from 7:00 a.m. to 7:00 p.m. Sundays and public holidays from 7:00 a.m. to 1:00 p.m.

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## What is the Service Charter?

The Service Charter is a document established under Italian law as part of efforts to modernise relations between institutions and citizens, ensuring the quality and standards by which services are delivered. In the healthcare sector in particular, it safeguards the citizen's right to health.

## WHO IS IT FOR

The main recipients of the Service Charter are citizens who use the National Health Service, healthcare professionals, general practitioners, and associations involved in volunteering and in the protection of citizens' rights.

## WHAT IS IT FOR

The Service Charter provides information on the services offered by healthcare facilities and on how to access them, safeguarding individual rights and ensuring maximum transparency.

In this spirit, the Service Charter of the Palliative Care Centre of Fondazione Sanità e Ricerca has been drawn up, and we invite you to read it.

We kindly ask for your cooperation in sharing any comments, suggestions or complaints that may help us improve the quality of our assistance.

To this end, a dedicated form is available in paper format at the Reception Service (at the entrance to the facility) and online on the website [www.fondazione-sanita-e-ricerca.it](http://www.fondazione-sanita-e-ricerca.it), in the "Reports" section.





## Rights and duties of patients

The rights of citizens using healthcare facilities are safeguarded by the National Health Service reform law. Fondazione Sanità e Ricerca places people and their rights at the centre of its mission, recognising that the organisation of its activities and the dedication of its staff exist to serve the individual.

**RIGHT TO RESPECT FOR THE INDIVIDUAL** - Every person has the right to be treated and cared for with kindness and attention, with full respect for their dignity and for their ethical and religious beliefs.

**RIGHT TO INFORMATION** - Every person has the right to take part in their own care plan, obtaining information from the healthcare facility about the services provided and how to access them, and receiving complete and comprehensible information about their diagnosis, treatment and prognosis. They also have the right to identify immediately the professionals responsible for their care.

**RIGHT TO PERSONALISED CARE** - Every person receiving care has the right to have their specific characteristics recognised, such as age, gender, nationality, health condition, culture and religion, and to receive care tailored to these characteristics.

**RIGHT TO NORMALITY** - Every person receiving care has the right to treatment that does not alter their lifestyle beyond what is necessary.

**INFORMED CONSENT** - This is the means by which a person exercises their right to information and gives legal and ethical validity to medical and care procedures. Before undergoing any medical procedure or therapy, whether invasive or not, every person has the right to receive all the information necessary to make an informed decision.



**RIGHT TO CONFIDENTIALITY** - Every person has the right to have all information regarding their health and any other personal details treated in strict confidence. All healthcare staff are required to respect this confidentiality. The use of personal data by the facility is governed by privacy law.

**RIGHT TO PROVIDE FEEDBACK, COMPLAINTS AND SUGGESTIONS** - Every person and their family members have the right to provide feedback, submit complaints or make suggestions to help improve the quality of healthcare and social care services.

**PATIENT RESPONSIBILITIES** - Every person receiving care is expected to follow the facility's internal regulations and to maintain a responsible and respectful attitude towards others, staff, the environment and equipment. Respect for the work and professionalism of healthcare staff is essential to ensuring that treatment and care plans are delivered effectively. Citizens have the right to receive accurate information about the organisation of the healthcare facility, and the responsibility to exercise this right appropriately, at the right time and through the proper channels.



## Palliative care

Palliative care consists of therapeutic and supportive interventions aimed at the active and comprehensive care of frail individuals suffering from complex chronic conditions with an unfavourable prognosis that no longer respond to specific treatments. It is effective in controlling pain and other symptoms that cause suffering, while integrating psychological and spiritual aspects into the overall care of the person.

Key elements of palliative care include discussion of the person's expectations and values through shared care planning, the management of physical and psychological symptoms, and support for the family unit.

Palliative care may be required at different stages of the disease, from diagnosis to the end of life, and can therefore be provided throughout the entire course of care, across various settings that form the palliative care network (outpatient clinics, home care, hospitals and hospices). The goal of palliative care is to achieve the best possible quality of life for the patient and their family.

Outpatient, home-based and residential (hospice) palliative care are part of the community health and social care system.

According to the definition of the World Health Organization (WHO), palliative care “improves the quality of life of patients and their families facing problems associated with life-threatening illness, through the prevention and relief of suffering by means of early identification and impeccable assessment and treatment of pain and other physical, psychosocial and spiritual problems.”



Therefore, palliative care:

- affirms life and regards death as a natural event
- neither hastens nor postpones death, and is unrelated to any form of aggressive treatment or euthanasia
- provides relief from pain and other sources of distress
- integrates psychological, social and spiritual aspects of care with clinical treatment
- offers a support system for the family, both during the course of the illness and in bereavement
- can be introduced early in the disease, alongside treatments aimed at prolonging life, such as chemotherapy and radiotherapy

## **Regulations**

In Italy, access to palliative care and pain therapy is a right guaranteed by Law No. 38 of 15 March 2010.

This law, one of the first of its kind in Europe, enshrines this right in Article 1 and establishes dedicated care networks for palliative care and pain management for both adults and children.

At the State–Regions Conference on 27 July 2020, two important documents were approved for the accreditation of the Palliative Care Network and the Pain Therapy Network for adults.

The Palliative Care Network provides for the establishment of a Regional Coordination Body, responsible for monitoring Local Palliative Care Networks (RLCP) and ensuring continuity of care for all patients across care settings.

Subsequently, on 25 March 2021, the State–Regions Conference also approved the agreement on the “Accreditation of the Paediatric Pain Therapy and Palliative Care Network”, pursuant to Law No. 38/2010.





### Fondazione Sanità e Ricerca

Fondazione Sanità e Ricerca is a private non-profit organisation operating in the social and healthcare sector.

It was the first organisation in central and southern Italy to establish a hospice, opened in 1998 on the initiative of Fondazione Roma.

The facility includes a Palliative Care Centre for terminally ill patients, which provides care for thirty people in residential care (hospice) and around 120 at home, as well as a Care Centre for Non-Self-Sufficient Persons.

This Centre offers services for people in fragile situations characterised by partial or total non-self-sufficiency (ADI – Integrated Home Care for levels I–II–III), people with dementia (counselling, Alzheimer's Day Centre, home care) and people with Amyotrophic Lateral Sclerosis (respite care).

The Pain Therapy Clinic, open to outpatients, offers specialist treatment for chronic pain resulting from cancer, osteoarticular or neurological degeneration, and peripheral vascular disease.

All services are designed to meet the multiple needs of each individual – physical, psychological, social and spiritual – while supporting family members through training programmes that enhance their ability to provide care and manage related stress.

The Foundation is also engaged in research activities in collaboration with leading Italian institutions.

The facility is accredited by the Regional Health Service, and all services are provided free of charge to patients. Support from Fondazione Roma, a long-standing private institution in the capital, ensures that care is delivered entirely free of charge.



## Mission

For many years, Fondazione Sanità e Ricerca has been committed to supporting vulnerable people with complex care needs. In the context of chronic degenerative diseases, maintaining human dignity and the highest possible quality of life is both a right – enshrined in the Universal Declaration of Human Rights (adopted by the United Nations General Assembly on 10 December 1948) – and a duty set out in the codes of ethics of the healthcare professions. In full compliance with international standards, and in strict adherence to the principle of subsidiarity that underpins the work of non-profit organisations, the Foundation is committed to providing excellent care on a daily basis, ensuring that the individual remains at the centre of all activities and is treated with the utmost respect for their dignity.

As a non-profit organisation, the Foundation reinvests all available resources internally, serving as a laboratory for care models that test the efficiency of processes and the appropriateness of services.

The aim is to make the results achieved available to the wider community, including institutions, organisations and the public, thereby contributing to the ongoing development of the social and healthcare system. The integration of different types of services ensures comprehensive care for each person, adapting the provision of care to the actual needs of the individual and their family.

## Facility

The facility, with a total area of approximately 2,200 square metres, extends over five floors, three of which are dedicated to inpatient care. Thirty single rooms with en-suite bathrooms are reserved for palliative care, and two for people with Amyotrophic Lateral Sclerosis, for respite care. The ground floor accommodates the Health Management



Department, the Palliative Care and Pain Therapy Clinics, the Reception Service, the Integrated Home Care Service, the Alzheimer's Home Care Service and the Operations Centre. The fourth floor houses the Alzheimer's Day Centre, which includes a central hall for group activities, spaces for recreation and relaxation, two rooms for motor and cognitive reactivation activities, a large terrace (also used for horticultural therapy) and a multisensory stimulation room. The facility also features common areas and sitting rooms for occupational and leisure activities for guests and their families, as well as a small library with a piano.





The Fondazione Sanità e Ricerca Palliative Care Centre offers high-quality, personalised care designed to ensure the best possible quality of life. Thanks to the coordinated and integrated work of multidisciplinary teams composed of palliative care physicians, nurses, physiotherapists, social and healthcare assistants, psychologists, social workers, spiritual counsellors and volunteers, the Centre tailors its services to the needs of each individual and their family, providing comprehensive support through the management of physical and psycho-emotional symptoms, social care interventions and the humanisation of the therapeutic experience. The team develops an Individual Care Plan (ICP), shared with the person and their family, which takes into account all care needs. The ICP is constantly monitored and updated by the team, with the support of electronic medical records that enable real-time verification of progress, effectiveness and quality of care. The Fondazione Sanità e Ricerca Palliative Care Centre is accredited by the Regional Health Service for both residential and home-based care.

All services are provided free of charge to patients.

Medical care is available 24 hours a day, 365 days a year.

Recognised at national level for its expertise in palliative care, the Centre offers the following services:

- Hospice
- Home Care
- Palliative Care and Pain Therapy Outpatient Clinic

The Centre is accredited by the Minister of Health, in agreement with the Minister of University and Research, as a regional complementary training centre within the national network of Schools of Specialisation in "Medicine and Palliative Care".





## Hospice

Established in 1998, the hospice is a highly specialised facility providing care for people with advanced neoplastic diseases or chronic degenerative conditions.

It is designed to ensure the psychological and emotional well-being of patients and their families, offering environmental comfort, safe use of spaces, privacy protection and easy accessibility.

The hospice includes thirty single rooms, each equipped with an electronically adjustable bed with call device and individual lighting, an accessible bathroom, telephone, television, air conditioning, minibar, wardrobe and an armchair bed for guests.

Patients and their families are encouraged to personalise their rooms with personal belongings and furnishings.

## Home care

In addition to hospice care, the Foundation's Palliative Care Centre provides home-based care for up to 120 people. Scientific studies have demonstrated the benefits of home treatment, which should be prioritised whenever the patient's clinical and social conditions allow. Home-based care ensures a designated doctor for each patient and scheduled visits by the professionals within the multidisciplinary team, tailored to the therapeutic needs outlined in the Individual Care Plan. A logistics service guarantees the timely supply of medicines, aids and equipment required for treatment, all delivered directly to the patient's home.

For those receiving home-based care, a 24-hour medical and nursing on-call service is available every day of the year. In the event that the needs of the person or their family change, the Centre guarantees the most appropriate care setting, ensuring seamless continuity between home and hospice.



## Palliative Care and Pain Therapy Outpatient Clinic

The Clinic's activities are mainly aimed at people experiencing chronic pain secondary to neoplastic disease, osteoarticular or neurological degeneration, and peripheral vascular conditions.

It also provides services for individuals with incurable diseases who require clinical supervision to manage pain episodes but do not need intensive care. The Palliative Care and Pain Therapy Outpatient Clinic serves as a point of reference in upholding the right to live free from unnecessary suffering. To access the Clinic's services, please contact the Patient Admission Service and provide a written, duly justified referral signed by your general practitioner or attending physician.

All services offered by the Clinic are provided free of charge and are fully covered by the Foundation.





To access the Centre's palliative care services, the appropriate application form must be completed. The form can be collected from the Reception Desk at the entrance to the facility or downloaded in electronic format from the website [www.fondazione-sanitaericerca.it](http://www.fondazione-sanitaericerca.it), under the "Services" section. The form must be fully completed and signed by a general practitioner or by a doctor from an accredited public or private healthcare facility.

For residents of the ASL Roma 3 area, requests should be sent to the Territorial Operations Centre (COT-A) of ASL Roma 3 at the following email address: <mailto:cot.a@aslroma3.it>.

For residents in other areas of the Lazio region, requests should be sent to the Territorial Operations Centre (COT-A) corresponding to their local health authority (ASL).

### Admission

Admission to hospice or home-based care takes place as follows:

- contact the facility's Reception Service to complete the personal details form, finalise the administrative procedures and indicate the preferred admission option
- clinical assessment by the Multidimensional Assessment Unit of ASL Roma 3
- verification of eligibility for access to the service and inclusion on the waiting list
- initiation of care.

Patients are responsible for arranging their own transfer to the Centre.

### Waiting list

Individuals deemed eligible for palliative care (inpatient or home-based) are placed on a waiting list generated by an algorithm that considers clinical parameters (relating to the severity of the condition and life expectancy), social



parameters (relating to the person's level of self-sufficiency) and family parameters (reflecting the level of support the family can provide).

Average waiting times are published on the Foundation's website.

The following documents are required for admission:

### **Documents**

- proof of identity
- any relevant medical records from the period prior to admission (if available)
- health insurance card
- tax code (codice fiscale)

### **Personal belongings**

In addition to toiletries and personal care items, patients are advised to bring a change of underwear, pyjamas or nightgown, and a dressing gown.



## Life in the ward

Upon admission, guests are welcomed by the nursing staff, who explain how to use the available services. Visiting hours may vary in the event of health emergencies that pose risks to public health, healthcare staff, or guests. Under normal circumstances, visiting hours run continuously from 7:00 a.m. to 10:00 p.m. every day of the week. Access or overnight stays outside visiting hours may be authorised upon request to the Reception Service and with the approval of the medical staff.

**Consultation hours** – The Head of the Palliative Care Centre is available for consultations with patients' family members between 1:00 p.m. and 2:00 p.m., by appointment through the Reception Service.

The medical team is also available for consultation during ward rounds in the morning and from 3:00 p.m. to 6:00 p.m., upon request to the ward's nursing staff.

If visiting the facility is not possible, doctors are available by telephone during the same hours.

Please contact the Reception Service, which will transfer the call or provide assistance for other needs.

**Permission to leave** – With medical approval and for justified reasons, patients may be granted permission to leave the hospice for limited periods, either hourly or within the same day. Permission must be requested using the dedicated form, completed by the patient or, if necessary, by a family member.

**Supplementary non-healthcare assistance** – The Foundation allows family members to hire paid caregivers to provide supplementary or replacement assistance. This option is regulated in accordance with the provisions of the Social Department of the Lazio Region. Upon admission, the Reception Service provides family members with all necessary information and forms.

**Telephone** - Each room is equipped with a private telephone.

**Bar** - The facility includes a café bar, which also offers a selection of hot and cold dishes. A paid service is available for ordering meals (lunch or dinner) to be eaten together with the patient in their room.

**Meals** - The quality of food is a key aspect of residential care. An in-house kitchen service provides a daily selection of different dishes, which patients may combine according to their preferences (subject to any dietary restrictions).

**Newspapers** - The Palliative Care Centre provides copies of major national newspapers and magazines in the common areas.

**Taxis and ambulances** - To request a taxi, please contact the Reception Service. If ambulance transport is required at the time of discharge, the Reception Service can make the necessary arrangements. The cost of the ambulance service is charged to the patient.

**Smoking** - In accordance with current legislation, smoking is strictly prohibited inside the building, including outdoor access areas.

## Discharge

Fondazione Sanità e Ricerca regards continuity of care as both an objective and a key strategy for improving the quality of care.

Upon discharge, patients and their families are supported in accessing the most appropriate social and healthcare services, which may include coordination with local services, health districts and general practitioners. When leaving the Centre, a discharge letter is issued



summarising the information relating to the hospital stay and providing instructions on the treatment plan to be followed.

Before leaving their room, patients are reminded to collect their personal belongings and to complete the administrative discharge procedures at the Reception Desk, where any personal clinical documentation handed in at admission can be retrieved.

If a patient requests discharge against medical advice, they will be asked to sign a declaration releasing the facility from any responsibility arising from this decision.

Failure to comply with the Centre's code of conduct may also result in discharge.

### **Medical Records**

To obtain a copy of the medical records, the person receiving care, their representative or those entitled to do so must submit the following documents to the facility's Reception Service:

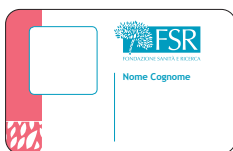
- written authorisation (on plain paper) or self-certification from the entitled person
- photocopy of the patient's identity document (with original signature)
- identity document of the person authorised to collect the records.

Medical records will be issued within seven working days of the request, with any missing documents to be added within a maximum of thirty days.



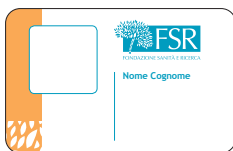
## Organisational structure

The facility's staff are easily recognisable by their identification badges, which display their name, professional title and staff ID code.



### **DOCTORS AND PSYCHOLOGISTS**

colour red



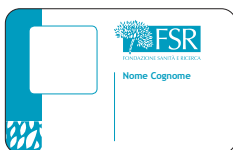
### **NURSES - PHYSIOTHERAPISTS - OCCUPATIONAL THERAPISTS - SPEECH THERAPISTS - SOCIAL WORKERS**

colour orange



### **SOCIAL HEALTHCARE WORKERS AND ASSISTANTS**

colour green



### **ADMINISTRATIVE STAFF**

colour turquoise

Volunteers from the Circolo San Pietro Association also contribute to the activities of the facility and can be recognised by their Circolo identification badge.





## **Roles and responsibilities**

### **Medical Director**

Responsible for organising and managing healthcare services and the staff dedicated to them.

### **Reception Service**

Provides telephone and administrative support, managing the administrative and organisational procedures from the initial service request through to the patient's admission.

### **Operations Centre**

Available 24 hours a day, including public holidays, this service schedules the activities of the social and healthcare staff involved in home-based care, ensuring a nursing triage function and the intervention of the care team, even in emergencies.

### **Doctors**

Responsible for coordinating the multidisciplinary team, they serve as the point of contact for the patient's overall clinical condition, diagnostic and therapeutic process, and care plan. In the hospice, continuous medical care is guaranteed 24 hours a day, 365 days a year. For home-based patients, in addition to scheduled visits according to individual needs, a day and night on-call service ensures the intervention of a doctor in case of emergency.

### **Nurses**

Responsible for providing general nursing care to patients through technical, educational and relational interventions. In the hospice, nursing staff ensure continuous presence and assistance 24 hours a day, 365 days a year. At home, nursing visits are organised according to the needs of each patient, in line with the Individual Care Plan (ICP) drawn up and updated daily by the multidisciplinary team.



### **Physiotherapists**

Provide kinesitherapy in accordance with each patient's Individual Care Plan (ICP), with the aim of maintaining daily living activities and preventing complications arising from disability.

### **Social And Healthcare Workers**

Support the nursing team in therapeutic activities and assist patients with personal care.

### **Auxiliary Staff**

Work alongside nursing staff in the daily activities of the ward, ensuring the cleanliness and upkeep of the environment.

### **Nursing Staff Coordinator**

Organises patient admissions and identifies individual care needs. Oversees the management of nursing and technical-healthcare assistance, in accordance with the guidelines issued by the Health Department. Ensures compliance with professional standards and good clinical practice based on scientifically validated guidelines for the discipline.

### **Psychologists**

Provide specialised and ongoing psychological support for patients and their families.

### **Occupational Therapist**

Plans activities that, in line with each patient's remaining abilities and expressed wishes, promote engagement and activity as part of the therapeutic process. Also organises recreational activities for patients and their families.



### **Social Worker**

Provides advice, support and guidance to both patients and their families, offering information about their rights and ensuring access to the services, resources and protections available to them. Offers consultancy for the activation of community resources and for managing specific procedures that may be required within an individual care plan.

### **Religious And Spiritual Assistance**

Catholic patients may receive assistance from a priest who is present at the facility at scheduled times.

For those of other faiths, the management can make arrangements with representatives of different religions.

It is also possible to request the presence of a spiritual advisor and/or a cultural mediator for additional support.

### **Volunteers**

Carry out social and welfare activities to support patients admitted to the facility. They receive specific training from a supervisor, who assesses their skills and provides the knowledge necessary to perform their role effectively, assisting patients and their families.

The Associazione Volontari Circolo San Pietro carries out important voluntary work within the facility.





The Palliative Care Centre of Fondazione Sanità e Ricerca is located in Rome, at Via Alessandro Poerio No. 100 (Monteverde district), within the XII Municipality, an area served by ASL Roma 3.

Situated in a central and well-connected neighbourhood, the Centre is easily accessible from all parts of the city.

- **BUS 75**

Via A. Poerio stop – terminus (Marino)

- **TRAM 8**

Trastevere station stop, 800 metres on foot

- **TRAIN**

- FL3 Quattro Venti station stop, 700 metres on foot

- FL1-FL3-FL5 Trastevere station stop, 900 metres on foot

### **Contact**

Reception service

Tel. 06.588991 – Fax 06.5818619

e-mail: [accoglienza@fondazionesr.it](mailto:accoglienza@fondazionesr.it)

Website: [www.fondazionesanitaericerca.it](http://www.fondazionesanitaericerca.it)





### Quality

Fondazione Sanità e Ricerca has implemented a quality management system certified in accordance with the UNI EN ISO 9001 standard, in order to monitor and continuously improve the quality of its care services.

Quality is assessed through the tools provided by the adopted management model, which include:

- appropriate care performance indicators, monitored by the Coordinating Physician in collaboration with the Health Management Team
- collection and analysis of patient satisfaction through a perceived quality questionnaire
- analysis and management of complaints, suggestions and letters of appreciation.

The data collected through these tools are analysed annually, and actions are implemented to ensure the continuous improvement of every aspect of the service provided.

The Quality Policy pursued by the Foundation reflects the core principles of its mission: \*to offer excellent care while ensuring that the individual remains at the centre and is treated with dignity\*, through fairness, appropriateness, continuity of care, efficiency, effectiveness and perceived quality.

### Patient Feedback - Suggestions, Compliments and Complaints

Patients and their family members may submit suggestions, compliments or complaints through the following channels:

- the electronic form available on the website [www.fondazione-sanita-e-ricerca.it](http://www.fondazione-sanita-e-ricerca.it), in the “Opinions” section.
- the appropriate form available at the facility’s Reception Desk.

The form can also be obtained by email by sending a request to the Operations Centre at [ad@fondazione-sr.it](mailto:ad@fondazione-sr.it).



The Palliative Care Centre undertakes to respond to complaints within 30 days.

The “Service Satisfaction Survey Questionnaire” is also available at the facility and is enclosed with the documentation delivered to your home.

This questionnaire, which may also be completed anonymously, can be returned to the Foundation via home care staff or delivered to the Reception Service.

## Safety

The equipment used in the delivery of services complies with the provisions of current health and safety legislation.

Healthcare activities are carried out by specialised personnel in appropriate environments and with suitable instruments.

In accordance with Legislative Decree 81/2008, staff receive specific training to enable them to act promptly to protect the safety of users when required.

In situations of danger or where evacuation of the building is necessary, users are required to strictly follow the instructions of staff responsible for emergency management.

Compliance with home care regulations involves ongoing reflection, analysis and risk assessment by the departments responsible, in order to provide staff with the information necessary for the prevention and prompt identification of hazardous or harmful situations.

## Insurance aspects

The Foundation has taken out a specific insurance policy with UnipolSai (policy no. 162558617/2) to cover all its activities and services, in accordance with Article 10 of Law No. 24/2017.



## Privacy

Information concerning the health status of the person receiving care, as well as any other personal data, is subject to confidentiality based on the principles of fairness, lawfulness, transparency and the protection of the individual and their data, which all healthcare and administrative staff are required to uphold.

The use of personal data by the Facility is governed by data protection legislation.

Fondazione Sanità e Ricerca, in compliance with the provisions of EU Regulation 2016/679 and Legislative Decree 196/2003 as amended, has appointed a Data Protection Officer (email: [dpo\\_fsr@unilavoro.org](mailto:dpo_fsr@unilavoro.org)) and authorised personnel to process data in accordance with their specific roles and responsibilities.

The procedures, appointments and requirements relating to the relevant legislation are described in the Privacy Implementation Document (DAP), which is updated annually.

Fondazione Sanità e Ricerca guarantees full compliance with EU Regulation 2016/679 and respect for the rights of patients and their families, who may, for legitimate reasons, object – including verbally – to the processing of their data by contacting the Quality and Privacy Office (email: [privacy@fondazione.sr.it](mailto:privacy@fondazione.sr.it)).

## Supervisory Body

Fondazione Sanità e Ricerca has adopted a surveillance system in compliance with Legislative Decree 231/2001, appointing a Supervisory Body (SB) responsible for carrying out control functions aimed at preventing potential corporate offences. The Organisation, Management and Control Model is available on the Foundation's website.



## Transparency

In compliance with current transparency legislation for facilities providing authorised and accredited services, data relating to complaints, waiting times for access to services, and the services provided are published on the Foundation's website.









FONDAZIONE SANITÀ E RICERCA





**La persona. La sua cura.**

[www.fondazionesanitaericerca.it](http://www.fondazionesanitaericerca.it)