

ABOUT SERVICE CHARTER

Dear Sirs,

the Service Charter is a document which intent is to take care for Health and Information Rights of the citizen-user-consumer and to inform about given services, their mode of use so that the user can check their correct way of supplying, and moreover the quality of health services given.

Our Institute drew this Service Charter in order to spread out the knowledge about our structure, our services for citizen-user-consumer, our religious values and our targets that are constantly at the base of our organization - they are: respect of personal dignity, comfort and needs connected to it.

We hope it could be appreciated as a tool for checking and verifying our intents. We wish for now and for the future an active cooperation with everyone in order to improve the quality of our services.

General Director of the branch office



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HOW TO REACH THE HOSPITAL

By car:

Starting from Civile Maggiore Hospital you have to go through Mameli street, Nievo street, Marsala street, dei Colli street, S. Giuliana street.

Starting from A4 highway, when you exit Verona EST you have to go through the bypass Tangenziale EST till the end (Verona exit), Fincato street, Bonfadio street, Cipolla street, Caroto street, Torricelle street, S. Giuliana street.

By bus from railway station:

During working days:

n. 42 direction Torricelle-Sommavalle

n. 21-22-23-24 direction Centro-Ospedale Maggiore + n. 70 at bus stop in Bixio street

During holidays:

n. 95 direction Borgo Trento/Torricelle-Sommavalle

HELP US TO BETTER

Your remarks are welcome to help us to better this Service Charter.

Send your adjustments to:

Ufficio Qualità – Ospedale Villa Santa Giuliana, 3 – 37128 VERONA

e-mail: qualita@ospedalesantagiuliana.it

COPY OF THE CASE HISTORY

The user or someone on his behalf can ask for a copy of his case history through a specific request. This documentation may be withdrawn by user or another person with his own identity card and a proxy statement signed by the user, with authenticated signature.

The waiting time is around thirty days from the date of the request. Before presenting for withdraw, users are invited to double check through a telephone call.

COMPLAINTS

Each admitted person or member of the family has the right to express his or her complaint.

The complainer should contact the department staff if the user is still hospitalized. In case of non admitted person, the complaint must be addressed to the General Director in the Hospital.

SOCIAL SERVICES

The Social Worker performs as a social secretary providing information and guidance to hospitalized patients on the various bureaucratic procedures for achieving benefits (attendance allowances, home care, work placement, etc ...) and filtering requests for admission (adolescent area).

He also cooperates with the treatment teams. He intervenes towards patients requiring the activation of a network with several local services sourced in order to optimize their reintegration into the social environment at the end of hospitalization.

The social worker carries out his service in the Hospital from Monday to Friday from 9.00 am to 2.30 pm.

HOW TO REACH US

WHERE THE HOSPITAL IS

The Hospital is North-West side of the town, on the hills in a location called "Torricelle", at n.3 of S. Giuliana street.

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WHO WE ARE PRESENTATION

“Villa Santa Giuliana” is a branch of “Sorelle della Misericordia” Institute in Verona.

It is a religious hospital, classified and **compared to public hospital**, specialized in health care and psycho-social rehabilitation for people with mental disease (psychiatric disorder) mental health problems.

As classified hospital it is part of the Public Service thus it is listed in health and social services planning of Veneto Region and affiliated to the National Health Service (SSN). Outpatient’s department service is provided by doctors operating within the National Health Service; the stay in residential area is free of charge; access to the service is free.

Main diseases we deal with are:

- Major depression and mood disorders
- Bipolar disorders
- Psychotic disorders
- Personality disorders
- Relational and behavioral disorders
- Anxiety disorders
- Panic attacks
- Psychopathological problems in adolescent age

“Villa Santa Giuliana” hospital offers institutional practice in treatments and rehabilitation with reference to the bio-psycho-social model, combining drug therapy, rehabilitative and social assistance.

“Villa Santa Giuliana” is one of the few hospitals in Italy having a section completely dedicated to mental disorder during adolescent age.

INFORMATION AND PHONE NUMBER

Switchboard

(Every day from 6.30 am to 9.00 pm)

045 91 29 99

With reference to the privacy policy, the operator is not allowed to provide any information about inpatients.

CUP (Regional Call Centre for booking health services)

(from Monday to Friday from 8.00 am to 2.00 pm)

045 834 41 32

In order to book a visit users need to convey information and documents mentioned at pag. 6

VISITING HOURS

Visits to the patients are allowed at the following time:

Adults Department

From Monday to Friday: 5:30 pm to 6:30 pm

Weekends and public holidays: 10:00 am to 12:00 am, 4:00 pm to 6:00 p.m.

Adolescent Department:

From Monday to Friday: 5:30 pm to 6:30 pm

Weekend and public holidays:

10:00 am to 12:00 am / 4:00 pm to 6:30 pm

(Except for Saturdays morning)

Visiting hours different than the above must be agreed in advance with the Medical Department. To ensure the privacy of patients visits are welcome in the patient room.

Please note that children under 12 are not allowed inside the hospital.



The socio-rehabilitative area for adolescents offers to young users several structured activities organized in small rehabilitative working group.

In addition to activities inside the Hospital the users can join activities outside the Hospital as horseback riding or other sports, social and cultural activities in town.

The activities carried out in these years have been: physical activity, talk therapy, art therapy, laboratory of music therapy, psychodrama, photo lab, comics lab, sailing, riding, teaching farm, theater workshop, plant nursery, relaxation therapy.

RELIGIOUS SERVICE

In the Church inside the Hospital, the Holy Rosary is prayed every day at 5.20 pm and the Holy Mass is celebrated at 5.45 pm.

On Sundays and holidays the Mass is celebrated at 9.00 am.

The Hospital chaplain is available from 5.00 pm every day except for Tuesdays.



OUR MISSION

We involve the user in programming individual therapy and psycho-social rehabilitation with the aim of better the user's mental health through a higher consciousness of his person and his existential and relationship problems.

A part of the care project consists in valuing individual resources and interpersonal relationships. This will help to better the psycho-social balance and to gain a true self-reliance in the living environment.

HISTORICAL NEWS

The name of the hospital "Villa Santa Giuliana" comes from a picture that originally was inside a little church built in 1281. Next to the church, in 1920 the previous hospital was built so it was named as the person portrayed in the picture: St. Juliana among St. Blaise and St. Vincent Ferrer. The picture is now conserved in the parish church of St. Matthias in the neighbourhood. Between 1950 and 1951 a new building was raised and inaugurated with the name 'Casa di cura e di riposo Villa Santa Giuliana' with the aim of giving diagnosing and nursing to persons with neurological and nerve disorders. The Institution offered a warmth and peaceful place to those suffering persons and a fitting therapy for their diseases.

WHO WE ARE

In 1971, after the Health Care Reform, the private Nursing Home 'Villa Santa Giuliana' has been classified as 'Provincial Specialized Hospital for nervous and mental diseases'. In the following years it constantly moved towards a psychodynamic organization and cultural aspect were improved as well. In 1975 we began to build the structure of the new hospital that was inaugurated in 1978. In the same year the Law 180 abolished psychiatric hospitals and every care centre except for public hospitals.

Nowadays 'Villa Santa Giuliana' is qualified as 'Psycho-social rehabilitation Hospital' acknowledged by the National Health Service (SSN), and it accommodates patients coming from every Italian district.

QUALITY AS COMMITMENT

ISO 9001 certifies that the Hospital implements an organization model focused on continuous improvement and customer satisfaction.

In 2006 the Hospital gained the certificate and it was confirmed in 2009. In order to maintain the certificate of quality, the Hospital is due to an annual audit held by BUREAU VERITAS (International Organization for quality certification).

In order to check the quality of the given services, 'Villa Santa Giuliana' Hospital has identified a few indicators that are continuously monitored. Among them some are periodically updated on the Hospital web-site:

- Waiting time for a diagnostic interview and hospitalization
- Customer satisfaction for users and their relatives
- Clinical results as perceived by the users (SCL-90)

'Villa Santa Giuliana' Hospital has gained the Certification for its Quality System according with UNI EN ISO 9001 international rules. The Certification affects all services and processes of the Hospital.

ETHIC CODE

The Ethic code introduces the administrative / criminal liability of legal persons in our legal order. It is mandatory beginning from the legislative decree n.231 of 2001.

'Sorelle della Misericordia' Institute has adopted the Ethic Code in order to prevent illegal or irresponsible behavior on the part of those who work in the name and on behalf of 'Villa Santa Giuliana' Hospital.

It introduces a clear and evident definition of ethic and social responsibility of those who are in charge of direction, administration, those providing professional services and the contractors providing services to users.

This Code can be defined as a Charter of the rights and moral duties for every person that joins 'Sorelle della Misericordia' Institute.

The Ethic Code involves all the employees and the contractors who provides services in 'Sorelle della Misericordia' Institute.

The Ethic Code is permeated by the same principles that are at the basis of the life in the Institute. The Institute tends to hand over the same principles to the employees that deal with social / healthcare / educational activities.

Simple Rehabilitation:

Structured activities assisted by the staff in a social context with recreational and/or employment contents aimed to realize an individual experience of work, with a theme/material shared by all participants.

Complex Rehabilitation:

Structured group activities with expressive and/or psychological contents aimed to realize a personal path with a group of the rehabilitation area. The work is conducted and/or supported by a professional educator. It is a therapeutic-rehabilitative intervention with the mediator subject for activation of the representative function.

Specialist Rehabilitation:

Structured small group activities led by a specialized psychotherapist with psycho-therapeutic contents aimed to run a clinical group path.

It is a therapeutic intervention for a small group with the aim of activating the reflective capacity and the use of the symbolic code. Eg: Verbal Narrative Group, Autogenic Training, Body Mediation Therapy, Stress Tension/Relieving Imaginative with Driven Views.

Eg: Marks and Colours, Ancient times, Guided Listening to Music, Soft Gym, Music Lab, Cultural Space, Art as Object Found, Team Sports, Mirror Group, Builder Group, Folk Dances, Free Expression Activities.

REHABILITATIVE AREA FOR ADOLESCENTS

The socio-rehabilitative area reserved for adolescents (aged from 14-23) can be attended both by internal and external users. The adolescent patients are hospitalized in a section of the Hospital completely dedicated to adolescents.

The physician pinpoints the purposes of the PTI that will be achieved through personalized structured activities with the cooperation of the clinical psychologist and the treatment team specialized in the clinical care for adolescents.

SOCIO-REHABILITATIVE AREA FOR INPATIENT

The Socio-Rehabilitative Area offers activities to the hospitalized persons in order to better recover, support and develop skills of the person as abilities and competence are.

Observing the users in the social context during structured therapeutic-rehabilitative activities, the physician can complete his clinical evaluation. The PTI outlined for each patient schedules a program of activities selected on the basis of clinical problems, individual necessities, developmental potentialities of the hospitalized person.

SOCIAL AREA FOR ADULTS

The Social Area is a set of indoor common areas everyday accessible to all hospitalized adult patients capable of relating in a social community with sufficient level of autonomy and respect for others.

The aim of the Social Area is to promote spontaneous socialization between patients and to value free time exceeded from the program of treatment and rehabilitation according to PTI.

The Social Area includes several rooms furnished for the aim: a large pool hall for entertainment purpose, open workshops, recreational activities, and a garden area available to all hospitalized people.

REHABILITATIVE AREA FOR ADULTS

The Rehabilitative Area is intended to provide structured intervention actions in order to reach the PTI goals. It is open from Monday to Friday and it consists of an equipped area for group activities and therapeutic-rehabilitative workshops during hospitalization.

Institutional treatment provides attendance to structured activities in Rehabilitative Area: the clinical psychologist draw up the personal activities program with the patient as follow-up of ward clinician indications. In this area there are available skills, places and tools to achieve different clinical level experiences.

The structured intervention can be for simple, complex or specialized rehabilitation.

WHAT WE OFFER: OUR SERVICES

ORGANIZATION CHART

President of 'Villa Santa Giuliana' Hospital

Mother Maria Visentin

Managing Director of the branch

Sister Luisaclara Ronconi

Head of Administration Office	Sister Agnese Frison
Head of Health Office	Dr. Marcello Santi
Head of Personal Office	Dr. Antonio Straforini

Rehabilitation department	Dr. Francesco Pasetto - Dr. Amedeo Bezzetto
Quality department	Dr. Carlo Alberto Bellani

OUR SERVICES

In 'Villa S.Giuliana' Hospital, healthcare activities are part of those provided by the National Health Service (SSN) and fulfill the same requirements as ruled by the national and regional legislation.

The National Health Service is charged for hospitalization services. Moreover 'Villa Santa Giuliana' Hospital provides specialized outpatient's group activities that are charged to the hospital, being not funded by the National Health Service; users are asked for a fee that partially covers the costs.

Veneto district has a healthcare planning that rules the number of beds, hospitalization and outpatient services and budget.

Sanitary and psychosocial treatments are either provided as outpatient or hospitalization services.

Activities and services for users can be grouped as:

- Clinical psychiatry and psychology outpatient area
- Psychiatry hospitalization for Adults and Adolescents area
- Day care centre for Adult and Adolescent rehabilitative area

OUR STAFF

'Villa Santa Giuliana' Hospital has a professional and qualified staff.

IN PATIENT WARDS FOR ADULTS

- Psychiatrist
- Coordinator
- Contact Person for the section
- Practical Nurses
- Auxiliary personnel / Socio-healthcare Workers OSS / Healthcare assistant OTA

IN PATIENT WARDS FOR ADOLESCENT

- Psychiatrist
- Coordinator
- Practical Nurses
- Auxiliary personnel / Socio-healthcare Workers OSS / Healthcare technical assistant OTA
- Animators

SOCIO REHABILITATIVE AREA

- Psychologists
- Professional educators
- Psychomotrician
- Ergotherapist
- Practical Nurse
- OTA Healthcare technical assistant / OAA / auxiliary personnel

SOCIAL WORKER

HOSPITAL CHAPLAIN

Both medical and nursing assistance or social-healthcare are granted for 24h a day.

4. Request for admission by the general practitioner (prescription)

ADMISSION OF PEOPLE FROM EU COUNTRIES

1. TEAM Card (European Health Insurance Card)
2. Valid Identity card

In any case, because of the different legislation in EU member states, admission will be valued after the approval of the Foreign Relations Office of ULSS 20 (Health Unit).

TIPS FOR THE STAY

What is useful to bring:

- Comfortable clothing suitable for the day, fitting for social life and rehabilitation activities;
- Underwear;
- The stuff for personal care (soap, shampoo, towels, etc.);
- Non-psychiatric medicine the user was taking before admission;
- Coins for vending machines (hot drinks, ice cream, snacks).

What you would better not to bring:

- Consumption of alcoholic beverages is not allowed;
- We recommend you not to bring jewelry, valuables and large sums of money: the Hospital will not be liable in case of robbery;
- Perishable food is not allowed;
- Personal TV is not allowed.

Smoking is forbidden in hospital. Smokers can smoke outside the hospital.

INPATIENT WARD

The inpatient ward is the institutional place in which the PTI (Individual Therapeutic Project) is planned, carried out in all its clinical-rehabilitative branches and regularly verified for each hospitalized person by the treatment team. This section of the Hospital has rooms with 2 or 3 beds and a bathroom inside the room, a bathroom with facilities for disabled persons, a dining room, a living room with television, medical office, nursing office, service rooms.

HOSPITALIZATION AREA

ADMISSION IN HOSPITAL

Admission should be required by the external physician addressing the user to the hospital and it is always agreed and planned with a physician of the hospital.

Each patient will have an Individual Therapeutic Project (PTI) agreed between the doctor and the treatment team. Every PTI has specific goals that comes out from the planning of multi-professional team of this Section and the team of the Rehabilitation Area.

Effectiveness of the care treatment is based on trusted and collaborative relationship between care providers and inpatients.

Admission in Villa S. Giuliana Hospital has two distinct paths depending on whether the user is an adult person or an adolescent person.

BOOKING FOR ADMISSION

If during the diagnostic interview the physician suggests a period in the hospital, the patient will be added to a waiting list to enter the treatment as soon an accommodation and a taking care treatment team will be available.

The average waiting time for admission is constantly monitored and the resulting data are displayed on the web site of the hospital.

REGISTRATION IN HOSPITAL

At the moment of admission to the hospital the user should register at the Acceptance Office to file a medical record and get a certificate of admission, if needed.

The user should arrive at the Acceptance Office at the time indicated by the CUP.

NEEDED DOCUMENTS FOR ADMISSION TO THE HOSPITAL

1. Valid Identity card
2. Health Card issued by the ASL of own District
3. Tax Code or Magnetic Health Card issued by the Ministry of Health

OUTPATIENT AREA

Users can access to outpatient services either in agreement with Nation Health Service (SSN) or through private payment. In case of access through SSN, users need SSN prescription: those who are non-exempt from payment users are charged with a reduced fee (ticket).

The Regional Call Center for reservation of health services (CPU) provides information regarding visits out of SSN agreement. The CPU (see phone numbers below) can also book for a private visit with fee – thus best safeguarding the respect for the privacy.

Diagnostic visit

Interviews and psycho-diagnostic tests (if necessary) help in sizing up nature and peculiarities of the disease of those persons who turns to the Hospital for the first time.

This evaluation is necessary to define the therapy and to draft a therapeutic/rehabilitative program; it may require one or more meetings.

The average waiting time to access a diagnostic visit through reservation is constantly monitored and data are displayed in the hospital waiting room or in the hospital web-site.

Psycho-therapy and medical psychology service

It offers (individual or group) psychotherapy and support for those persons who don't need hospitalization or for those that will access to an outpatient program after the hospitalization. A referring doctor decides if and how often the user should attend to the program. The user can attend individual programs either through SSN or paying the whole fee.

Follow up visits

It is usually scheduled within 30 days from the patient discharge – in this case no prescription from the general practitioner is required. After 30 days users need a prescription for a specialized psychiatric visit. Follow-up visit is provided through SSN agreement.

Monitoring service and psychotherapy of the family

The aim of this service is to clinically evaluate the discomfort and troubles that mental disorders may cause in the family.

This service is available both for the families of hospitalized persons and for families addressed to it by general practitioners, psychiatrists or psychologists. The service is available either through SSN agreement or paying the whole fee.

Expert advices for external persons

Socio-healthcare Institutions, schools, and other organizations can access to expert advices through an ad hoc agreement.

HOW TO ACCESS TO OUTPATIENT AREA

Prescription from general practitioner

To access a visit or whatever hospital service through SSN, users must have a prescription from the general practitioner and book for it calling at the hospital CPU.

Booking

From Monday to Friday from 8.00 am to 2.00 pm to the phone number 045-8344132

When calling for booking you need to convey:

- Surname Name
- Serial number of the prescription
- Birth-date
- Phone number
- Code of urgency on the prescription

Fee and exemption

Actual legislation declares that users have to pay a fee for services provided through SSN (services within agreement).

In order to access to services users need the general practitioner's prescription. Each prescription can be filled in with up to 8 services in the same specialized branch.

The fees of the services are fixed by the Region. Exemption must be highlighted in the prescription by the general practitioner if the user has rights to have according to the regional law.

Payment

Before turning up to the appointment the user has first to go to the visits counter even if exempt from payment. The check-in desk can't accept ATM or credit card payments.

THE SATISFACTION SURVEY

In order to constantly improve the quality of our services, each user of the outpatient area is given a patient satisfaction survey and we invite to fill it out at the end of the visit.

The filled out survey can be placed in a special box in the lounge. The Survey is a very useful tool to gather information and hints.

The questionnaire is anonymous.

The results of the survey are constantly updated and showed in the lounge, in the wards, in the social area as well as being published on the hospital website.

