



Soc. Cooperativa sociale di Azione Riabilitativa a r.l.  
Accreditato Servizio Sanitario

## Service Charter

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The **Service Charter** is the declaration of the commitments that the Social Cooperative of Rehabilitation Action C.A.R. assumes towards users regarding the level of quality of the service offered. It also establishes and guarantees the rights of users. The Service Charter has been updated with the contribution of the operators and after hearing the requests of the professional categories and the associations representing users.

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## ● **Presentation**

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The **Social Cooperative of Rehabilitation Action C.A.R.**, founded in 1979, provides *rehabilitation services* in "**non-residential**" forms in **outpatient and home forms** to users of all ages with *physical, mental and sensory disabilities* in definitive institutional accreditation with the SSR with Decree of the Commissioner ad Acta of the Lazio Region N° U000040 of 5/02/2013 (pursuant to art. 26 L. 833/1978)

The legal and operational headquarters are in Via Pacchiarotti 40/46 at the corner of Via Maldacea (Decree of the Commissioner ad acta no. U00157 of 24 April 2015 and no. 00147 of 21/04/2017)

It also operates in a **private regime** for those patients who do not meet the access requirements determined by regional regulations or who, under their direct responsibility, request access to private practice.

### ● **Purpose**

The **quality of patient care** has always guided our operational and organizational choices with the intention of **promoting** personal autonomy and **improving the quality of life of the patient and his or her family/caregivers**, and in the belief that **each patient is the protagonist of his or her own rehabilitation path** and that **the rehabilitation health worker is the** Competent and experienced "guide" in the search for and in achieving the best psychophysical and social conditions for the patient.

The **mission** of the C.A.R. is **to respond to the health needs and expectations of citizens** by efficiently managing the available resources to ensure appropriate and effective rehabilitation services, **ensuring that its operators are employed in the best possible economic, social and professional conditions.**

The **vision** of the C.A.R. is **to combine** the values of **cooperative mutualism** with entrepreneurial initiative and **business efficiency** in order to ensure the best working conditions for workers and assistance to users.

As a testimony to the commitment and professionalism that have always accompanied the activities of the Rehabilitation Center, the C.A.R. has been UNI EN ISO:9001 certified since 2011. Since April 2017 it has obtained certification according to the new version of the 2015 standard, confirmed in May 2023.

## ● **Basics**

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The **C.A.R.** has always been committed to providing services in compliance with the principles of

**Equality, impartiality:** *no discrimination shall be made on the grounds of sex, race, language, religion or political opinion;*

**continuity:** *the provision of rehabilitation services, in compliance with the operating procedures and opening hours, is continuous and regular; absent health workers are replaced;*

**Timeliness, punctuality:** *the volume of activities in accreditation is defined by the Regional Health Plan and is available to users; the support staff for the rehabilitation services ensures the collection and management of appointments; the C.A.R. has set up an organized system for the management of waiting lists that takes into account the time criteria of booking, urgency and severity;*

**Right to choose:** *The patient and the parents of the young patients have the right to freely make decisions regarding the rehabilitation project proposed by the rehabilitation team;*

**participation:** *the right of patients and parents of young patients to collaborate, with observations and suggestions, in the provision of services and in the improvement of the services provided by the C.A.R. Rehabilitation Center is guaranteed.*

**Effectiveness and efficiency:** *the continuous updating of rehabilitation and support services operators, as well as the adequacy of work tools, make it possible to pursue a continuous improvement of rehabilitation intervention;*

**Clarity and transparency:** *the patient has the right to know the activities carried out by the C.A.R. and the procedures related to his requests, the names of those responsible for the procedures and the relative execution times expressed in clear and appropriate language;*

**confidentiality:** *all C.A.R. operators work with constant attention to the respect and protection of the Patient privacy. The form of the **Consent for the management of personal data** at the time of booking or at the time of first access to the property.*

**courtesy:** *C.A.R. is committed to courtesy towards the patient and his/her family/caregivers, paying the utmost attention to the simplicity of the language used*

**humanization:** *all C.A.R. operators, in relation to the particular needs of the health activity and the specific rehabilitation intervention, are committed to the utmost respect and understanding of the patient and his family members/caregivers, inspired by the principles of human solidarity and subordinating their actions to the conscious need and responsibility for assistance.*

## ● **Access to Services in Accreditation**

Users' access to accredited services is regulated by regional laws and regulations that provide for global care for 452 daily treatments through two modes of assistance, **extensive and maintenance**.

The C.A.R. Center can provide treatments in a "non-residential" regime, i.e. at home and in an outpatient clinic

Home treatment is authorized in cases where the patient, due to severe disability, is unable to reach the clinic and is provided at the patient's home. The time is agreed.

Outpatient treatment is provided at our center from Monday to Friday, during opening hours. The time is agreed.

### ● **How to access**

To carry out rehabilitation treatment, it is necessary to:

- ✓ book at our reception, either in person from 8.00 a.m. to 7.30 p.m. from Monday to Friday, or through the website by filling out the Request for Rehabilitation Therapy in Accreditation form, Mod.75A 62 to be delivered at the reception or sent by e-mail to the address [ufficioprenotazioni@riabilitazionecar.it](mailto:ufficioprenotazioni@riabilitazionecar.it);
- ✓ have the medical prescription/authorization in relation to the age of the user and the place of provision of the treatment (home, clinic, extramural) of which the C.A.R. keeps the photocopy until the moment the patient is included in the rehabilitation path.

For rehabilitation treatment at **home** for **adults**, it is necessary to

- **the authorization** issued by the UVM (MULTIDIMENSIONAL EVALUATION UNIT) of the ASL to which they belong

For rehabilitation treatment at **home** for **the Developmental Age**, it is necessary to

- **the authorization** issued by the TSMREE (PROTECTION OF MENTAL HEALTH AND REHABILITATION IN DEVELOPMENTAL AGE) of the ASL to which they belong

For rehabilitation treatment in an **outpatient clinic**, it is necessary to

- the **prescription** of a doctor of the Regional Health Service (public), specialist of the disability for which you are applying

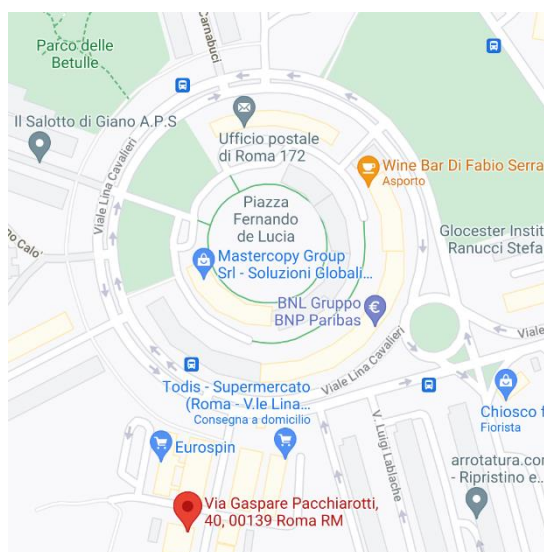
**or**

1. the request of the general practitioner or paediatrician for a request for a specialist visit
2. the prescription of a private doctor, specialist of the disability for which you are applying

At the time of booking, you must also provide our **reception staff** with your tax code. In the case of minors, it is mandatory to fill in the Parent's Self-Certification (Form 75A.36) available for acceptance or downloadable from the website.

- **Where are we**

Via Pacchiarotti, 40 (angolo Via Maldacea) - 00139 ROMA  
Tel. 06 8183341-06 8719114806 8818561  
Fax 06 8862762  
e-mail [info@riabilitazionecar.it](mailto:info@riabilitazionecar.it)  
[www.riabilitazionecar.it](http://www.riabilitazionecar.it) site



The Center is open from **8.00 a.m. to 8.00 p.m., Monday to Friday.**  
To receive information or make a reservation, the Center can be contacted from **9.00 a.m. to 7.00 p.m., from Monday to Friday.**

- **Services in accreditation**

The C.A.R. Rehabilitation Center has organized the rehabilitation activities of the outpatient and home services, dividing them into specific Services for age and/or particular disorders in order to offer the patient a rehabilitation path more suited to his needs. In each Service standard procedures for the provision of services are provided to the patient, which are based on:

- the guarantee of **access** to services and **continuity of care** during the rehabilitation project
- the guarantee of being entrusted to qualified and constantly updated personnel
- the Grip **Taking charge global** in order to consider all aspects of your health condition, **by a' Rehabilitation team** multidisciplinary established on the basis of his/her disability profile

- the elaboration of an **individual and individualized rehabilitation project**, in which the **duration**, the **mode of care**, the different **clinical activities** and their **frequency** are described in order to achieve the expected objectives; the project is shared and approved by the ASL and by the patient or family member who expresses his or her agreement through the **Informed consent to rehabilitation treatment**
- the possibility of having, at any time of the rehabilitation project, **information and clarifications on his/her conditions and on the progress of the rehabilitation process** through the **Doctor in Charge** or the **Project Referent (Case Manager)**

Each multidisciplinary team of the C.A.R. **collaborates and integrates** its activities with caregivers, doctors or paediatricians of free choice and specialists who follow the patient as well as with local health, social and school services and trade associations.

At the end of the rehabilitation process, a **discharge report** is issued in which useful information is given to maintain the highest possible level of **physical, social and emotional autonomy**.

### ➤ **Outpatient and Home Service for the Developmental Age**

It is aimed at patients aged between 0 and 18 years with temporary or permanent disabilities in the motor, cognitive, language, neuropsychological and affective-relational areas.

Rehabilitation interventions are mainly carried out in **outpatient clinics**. They can be carried out **at home** if the patient is authorized by the TSRMEE of the ASL to which he belongs and is domiciled in the territory and in the neighboring areas of the III Municipality, in the municipalities of Mentana, Monterotondo and Fontenuova.

For each young patient (newborn or child), carefully assessed through specialist medical examinations, functional assessments, neuropsychological and psychodiagnostic assessments, rehabilitation proposals are developed aimed at enhancing his or her deficient skills with a view to internal functional integration (with other skills) and external (with the socio-affective context in which he or she lives) in the **context of the patient's health respect for its individuality and inspired by criteria of the least possible invasiveness**.

The child and the family are constantly supported by **psychological support and counseling** through individual interviews with the child and parents, meetings with other family members or other reference figures.

The **rehabilitation activities** are divided into main **areas** of intervention: **neuromotor, psychomotor and language**.

The developmental rehabilitation teams operate in connection with the main diagnostic/operational structures and realities of Rome (Bambino Gesù Children's Hospital, Institute of Child Neuropsychiatry of La Sapienza University) and with local health and social services.

## ➤ **Outpatient and Home Care Service for Adults**

The **service** is aimed at adult **patients** with disabilities of different kinds and takes place both at **home** and in **the clinic**, as described below.

### ➤ **Domicile**

It is aimed at **adult patients** with **temporary or permanent complex motor, cognitive and speech disabilities** caused by cerebral stroke, traumatic brain injury, Parkinson's disease, multiple sclerosis, amyotrophic lateral sclerosis, vascular cerebropathies, dementias, dystrophies, rheumatoid arthritis, peripheral nervous system diseases, complex fracture outcomes, surgical outcomes and other pathologies according to regional access criteria.

Respiratory rehabilitation **is also carried out at home** for patients with COPD and other respiratory conditions.

It is accessed by adult patients authorized by **the UVM of the ASL to which they belong**.

For the home patient, the individual rehabilitation project developed by the multidisciplinary team must be strongly shared with the person concerned, the family and the local health authority, also in order to seek and initiate collaborations with the CAD and other health and social services in the area, in relation to particular care needs.

### ➤ **Outpatient**

It is accessed by patients who are able to reach the center independently or accompanied. The clinic is structured in **therapy rooms** where individual rehabilitation treatments are carried out. The structuring of the spaces in **therapy rooms** is a tradition of the C.A.R. Rehabilitation Center. It is a choice that derives from the conviction that the therapeutic setting must preserve the therapist-patient relationship from external interference that is not always compatible with the needs of confidentiality, emotional states or the patient's attentional abilities.

The clinic is equipped with equipment used for diagnostic activities and rehabilitation treatments (electric beds, treadmill, cycle ergometer, electrocardiograph, doppler, pressotherapy, Grimaldi equipment, laryngoscope, computer with specific programs), checked at regular intervals and subjected to periodic maintenance.

### ➤ **Adult Neurological - Orthopaedic Service**

The service is aimed at **adult patients** with **temporary or permanent motor, cognitive and speech disabilities** caused by cerebral stroke, traumatic brain injury, Parkinson's disease, multiple sclerosis, amyotrophic lateral sclerosis, vascular cerebropathies, dementias, dystrophies, rheumatoid arthritis, diseases or damage of the peripheral nervous system, outcomes of complex fractures, outcomes of surgery and other pathologies according to regional access criteria.



Rehabilitation interventions are also carried out on adolescents with **scoliosis** of severity that meets regional access criteria.

Given the wide age range of users in this outpatient service, particular attention is paid to the definition of the multidisciplinary team to which the patient is entrusted.

The interventions proposed in the neuromotor field range from classic kinesitherapy approaches to particular techniques that use specific equipment of the Grimaldi method, to postural therapy, to multidisciplinary approaches involving the use of music and expressive techniques. It is also possible to carry out pelvic floor rehabilitation and mild respiratory rehabilitation.

For the treatment of **language, neurocognitive and neuropsychological disorders**, assessment batteries with specific programs are used to effectively identify the diagnosis and guide the treatment process.

### ➤ **Adult Cardiology Service**

It is aimed at cardiac patients and cardio-operated patients according to regional access criteria.

Particular attention is paid to the prevention of coronary risk through educational interventions aimed at containing risk factors.

The cardiologist, through instrumental investigations (ECG, exercise ECG, echocardiogram) and specialist examination, establishes the patient's suitability for the physiotherapy program set up in line with the scientific and clinical guidelines contained in **the GICR (Italian Group of Rehabilitation and Preventive Cardiology) Guidelines**.

During physical training, also carried out through treadmills and cycle ergometers, the patient is subjected to continuous monitoring of cardiac activity by means of telemetry electrocardiography, supervised by the cardiologist who is always present during the treatments.

### ➤ **Adult Vascular-Oncology Service**

It is aimed at patients with pathologies affecting the venous-lymphatic-arterial vascular system. In particular, patients are treated with **venous** (chronic venous insufficiency, postphlebotic syndrome, ulcer), lymphatic (primary and secondary lymphedema, **outcomes of neoplasms** of the breast, cervico-facial, abdomino-pelvic and limbs) **venous-lymphatic** pathologies secondary to neurological and/or orthopedic, **arterial** pathologies (lower extremity obstructive arterial disease of the lower extremities with claudication, amputation vascular outcomes, upper thoracic outlet syndrome).

In this area, therapeutic patient education *is of particular importance*, which includes awareness, information, learning of self-management of care and is aimed at helping the patient to understand the disability and its treatment. Great importance is given to specialist intervention for nutritional education, correction of risk factors and psychological support.



## ● **Private business**

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It is aimed at patients who do not meet the access requirements determined by regional regulations or who, under their direct responsibility, request access to private practice.

It extends to all age groups and to the various disorders specified in the services in accreditation but also to milder disorders such as rachialgia, various pains, postural problems, "simple" orthopedic pathologies, minor scoliosis, phonatory, temporomandibular disorders, lymphatic and vascular pathologies of lesser severity, minor language disorders both in adulthood and developmental age.

In addition, group therapies are offered through proprioceptive and postural techniques aimed at people who wish to maintain good movement functionality, improve self-perception and postural attitude.

For several years, treatments have been offered through the application of neuromuscular taping.

As part of the private practice, specific diagnostic evaluations for language, neurocognitive and neuropsychological disorders are also carried out for both adults and children.

The C.A.R. Center has been accredited to be able to carry out DSA assessments.

It is necessary to bring a prescription from your doctor or a specialist.

Even in private rehabilitation activities, standard procedures for the provision of services are ensured to the patient:

- guarantee of **access** to services and **continuity of care** during the treatment period
- guarantee of being entrusted to qualified and constantly updated personnel
- elaboration of an **individual and individualized therapeutic and/or evaluation program** expressed in the patient's medical record together with informed **consent to rehabilitation treatment**
- the possibility of having, at any time during the therapeutic program, **information and clarifications on his condition and on the progress of the therapy program**

Rates and payment methods can be found in the brochure available at the reception.

## • **Waiting times**

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The request for the service under accreditation, recorded on a special form, is examined by Coordinators and, if necessary, by the rehabilitation team to determine the *level of urgency*.

The wait to start the rehabilitation process is different depending on the service and the user's clinical situation. The priority criteria adopted for the preparation of the waiting list for each service are reported on our website.

The user can request information regarding the waiting times for the start of the rehabilitation process from the operator *in charge* of the specific service.

The request for private activity, always recorded on a special form, is examined by the Head of Private Activity to determine the *level of urgency* and the possibilities of inclusion in relation to the time slots requested and available

Outpatient **treatment** and treatment at **the** patient's home are carried out at pre-established times and agreed with the patient or family members, in any case during the opening hours of the facility.

## • **Folder and certificate collection**

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The issuance of a copy of the Integrated Clinical-Rehabilitation Record, and of specific treatment certificates, requires a written request by those who are entitled to it by filling in the corresponding pre-printed form to be requested at Reception. Likewise, you will have to contact Reception to collect this documentation when it is ready. The waiting times for the documentation vary depending on the type of certificate, these times will be indicated by the Acceptance at the time of acceptance of the requests.

## • **Patient's Rights and Duties**

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The C.A.R. Rehabilitation Center has drawn up the **Charter of Patients' Rights and Duties**, which is an integral part of the Service Charter.

Operators, informed and trained on the Rights and Duties of the Patient, conform their behavior to the understanding and respect of the implicit and explicit needs of patients and their families and urge them to respect their duties.

It is essential that the patient's absences are promptly communicated to the Centre. Patient absences of less than 7 days can be justified, by the patient, by filling in the appropriate form "Justification of Absences" (Mod.75A.06) available in Admission. Absences of more than 7 consecutive days require the presentation of a medical certificate for the continuation of rehabilitation treatment.

An absence of more than 7 continuous calendar days allows the Centre to suspend the PRI (Individual Rehabilitation Project) except in cases where such absences, justified by a medical certificate, do not jeopardize the achievement of the objectives set by the PRI, at the sole discretion of the Doctor in Charge of the PRI itself.

The patient is also required to communicate any hospitalization or day-hospital day.

## ● **Support Services**

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The C.A.R. Center has set up several support services for health activities which are;

### ❖ **Acceptance**

It provides general information on the organization of the Rehabilitation Center and how to access services. The reception staff receives requests for rehabilitation intervention and helps the applicant with the necessary documentation. Receives requests for certificates and a copy of the rehabilitation folder.

### ❖ **The Secretariat**

It takes care of the administrative formalities required by the services in accreditation and other documentation for uses permitted by law. It manages the agendas of medical specialists and psychologists for the implementation of the activities envisaged in the individual rehabilitation project.

### ❖ **The Administration**

It takes care of administrative relations with the ASL, with the Lazio Region, with credit institutions, with suppliers in general. He manages relations with employees and consultants in relation to all matters of competence.

### ❖ **The Coordinators**

Plan and organize the patient's inclusion in the rehabilitation pathway in accreditation. They supervise the activities of the services in order to ensure that they are always operation and improve its activity. Participate in the organization of the timetable of the operators' work in relation to both the needs of the patient and the structure.

The **private business** has a **Manager** who performs all the necessary support functions.

## ● **The Staff**

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The C.A.R. Rehabilitation Center employs qualified and sufficient clinical staff to ensure effective rehabilitation interventions for the needs of patients and administrative staff with diversified skills and for all support activities.

More than 100 operators work in the Rehabilitation Center. In particular, there are:

- **60 physiotherapists, 15 speech therapists, 14 developmental neuropsychomotor therapists, 2 professional educators;**
- **3 psychologists and 1 neuropsychologist;**

- **14 medical specialists in** child neuropsychiatry, orthopaedics, neurology and physiatry, phoniatics, cardiology, angiology, dietetics;
- **15 people for secretarial services, reception, administration and training.**

## ● ***Listening to users***

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Listening to patients is a priority commitment of the C.A.R. to promote the culture of continuous improvement of the quality of care. To this end, different forms of listening have been envisaged:

- periodic surveys of the **satisfaction** of the services provided, the periodic monitoring of which makes it possible to assess critical issues and any undesirable episodes;
- listening directly or in writing to the observations, opinions and suggestions that the patient, family member or caregiver wants to express regarding the quality of the service;
- analysis of **the complaints** reported in the appropriate form ("Complaint Reporting Form" Mod.75A.09) available at the reception and on the website, which can be delivered at reception, sent by FAX or e-mail. C.A.R. undertakes to respond to written and signed complaints within 30 days of receipt of the complaint.

## ● ***Quality Management***

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The Rehabilitation Center is committed to improving its activities through the constant reminder to the organization of the importance of compliance with all the requirements and prescriptions established for the provision of services.

To this end, it has established its own policy inspired by the principles of Quality and the ISO 9001 standard, based on objectives defined below and in constant review of the system and the resources assigned.

The Quality Policy of the Rehabilitation Centre, defined by the General Management, It has the following objectives:

- ensure rehabilitation continuity within each individual rehabilitation project/program;
- ensure uniform access to services;
- to ensure an ever better quality of service and assistance to the users of the Centre, through an intervention methodology that takes into account the needs and expectations of the patient and his family members/caregivers, his disabilities and his recoverable residual abilities;
- ensures appropriateness and humanization of care;
- ensure organizational quality through the identification of standard procedures for the provision of services;
- make available its experience and organizational skills to carry out CME training events that fully meet the updating needs of both internal and external health professionals in full harmony with the indications of the Ministry of Health and consistent with the purposes pursued by the National Health Plan;

- ensure the safety of users and operators;
- ensure the training and updating of staff;
- activate and optimize collaboration activities with local social and health institutions (hospitals, social and health districts, general practitioners, etc.).

In order to implement the Quality Policy, the General Management assigns specific internal audit resources and, where necessary, makes use of external auditors.

The Management periodically prepares Internal Audits both on the Quality Management System and on the methods of implementation of the activities regulated by it.

Systematic reviews make it possible to ascertain over time whether the Quality Policy remains appropriate and adequate to achieve the defined purposes, the pursuit of continuous improvement in all business processes and adequate information at the relevant levels of the Rehabilitation Center. Attached to this Service Charter is the documentation with the quality standards adopted by the structure.

## ● **Responsibility**

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- *Chairman of the Board of Directors and Legal Representative – Dr. Gina Proietti*
- *Medical Director – Dr. Maria Luisa Sacchetti*
- *Quality Manager – Dr. Mirella Barbara Miccoli*
- *Head of Safety – Dr. Anna Rita Trinca*
- *Head of Electromedical Equipment – Dr. Massimo Apostoli*
- *Privacy Officer – Dr. Gina Proietti*
- *Head of Training – Dr. Bruna Chillura*
- *Coordinators: Dr. Carla Iannucci*  
*Dr. Rosanna Maggiore*
- *Head of Private Activity: Dr. Rosanna Maggiore*

## ● **Corporate bodies**

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- *Shareholders' Meeting*
- *Board of Directors*
- *Board of Statutory Auditors*
- *Auditor*