



VILLA FULVIA

NURSING HOME



SERVICE CARD 2025

This document was drafted with the collaboration of the Head of the Structure, the Sole Administrator, the staff working in the Structure, the Court of the Patient's Rights and also thanks to the precious collaboration of relatives and patients who, through their suggestions, are indispensable for the continuous improvement of the nursing home.



Dear Host,

we have the pleasure to show you our “Service Card”, an instrument that gives the opportunity to share and improve the quality of services offered, aimed at protecting the citizens’ rights in the Services provided.

The Nursing Home “Villa Fulvia” in this regard, wants to create a relation of dialogue and collaboration closer and closer to the user, in order to improve the quality of the services offered, making them not only more efficient and timely, but above all more able to meet different needs of those who benefit from it.

Our aim, in fact, is to offer a qualified assistance, through the competence, professionalism and humanity of all those who, in various ways, work in our structure. In this regard we would like to remember that due to the work of our staff, the quality assurance ISO 9001 has been achieved since 2000.

The present Service Card is therefore for the patients, hospitalized or not, in order to inform them about how much benefit the Nursing Home can offer them, for both their physical and psychological health.

The card was prepared as provided for DCA (Decree Commissioner in Acta) U0031 1 on 06/10/2014 of the Lazio Region.



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1. WHAT IS THE SERVICE CARD

The active role of the patients in the definition of the clinical and assisted procedures promotes greater attention to prevention of the risks and reinforces the relationship of trust between the citizen and the health system.

From this perspective, Service Card of health services is of particular importance and represents the pact between the institutes of SSN and the citizens, according to the following guiding principles:

- impartiality in provision of benefits and equality of right of access to services;
- full information of user citizens about services offered and the procedure of provision;
- definition of standard and way of undertaking from Local Administration in relation to promotion of the quality of service and to determination of constant procedures for the evaluation of the quality;
- organization of structured methods for the protection of citizens' right;
- listening of opinions and judgements, about the quality of services, expressed by citizens directly or through the Associations that represent them through methods and instruments of participation and involvement.



2. HISTORICAL BACKGROUND

The Nursing Home “Villa Fulvia”, born in Rome in 1975, has existed on the territory for over 30 years, is accredited with SSN and certified ISO 9001. The structure is specialized in activities of neuro-motor rehabilitation and of Speech, Care institution, Day Hospital rehabilitation, medical Department, Rehabilitation ex art.26 in residence and semi regime, outpatient and Home-based (health care) and Child psychiatrist. Inside the structure there is also a R.S.A. for elderly and disabled, a swimming pool for hydrokinetic, a Medical Analysis Laboratory and a private specialistic outpatient field. The high professional standards of the medical staff and the internal organization, has allowed to the Nursing Home to offer a service of high quality by establishing a relationship of trust with the users and by obtaining a full satisfaction by the users themselves and the Principal (Lazio Region). Since its formation the institute has obtained the denomination of “Accredited Nursing Home” under the law n. 132 del 12/02/1968 for the recovery and therapy of rehabilitation.



4. OUR PRINCIPLES

In the provision of the different services the Nursing Home “Villa Fulvia” is inspired by the following principles:

- Users’ Equality of rights;
- Impartiality and continuity in the provision of assistance;
- Participation, through the collaboration and the suggestions about the improvement of Services, with guaranteed access to the information about users.

The aim and focal point of our work is taking care and helping patients. We believe in the formation of the staff to get better and qualify the assistance and in considering all the operators fundamental elements that consent a growth of the service offered thanks to their conscious efforts.

Our belief is to assist the Patient with availability and readiness and to provide the treatment with competence. These principles are shared by doctors, nurses physiotherapists, employees and all the operators stationed in departments of stay and different Services present in the institute.

We hope that this Service Card, with the collaboration of Users and of collaborators Care Technician, could become a concrete instrument for a constant improvement of what our Nursing Home offers. We are available to accept possible critical suggestions and proposals. Thanks for your attention. There are also bilingual cultural mediators to facilitate communication between users of different origins and cultures.



5. PROTECTION OF PATIENTS' SAFETY, PRIVACY ACT AND ADMINISTRATIVE RESPONSIBILITY

The protection of the patient in the Nursing Home is guaranteed by the principles laid down by the Directive from the President of the Council of Ministers of 27/1/1994, that provide the respect of the dignity of people, impartiality, continuity of services, except for abstentions prescribed by the law. Besides it is guaranteed to the user the free choice of the health institutions to which the patient wants to access.

PRIVACY ACT

(MANAGEMENT AND SECURITY OF PERSONAL DATA)

The Nursing House "Villa Fulvia" health sector of Giunone S.p.a Unipersonale, Holder of data processing, has applied all the measures provided for legislative decree n. 196 of 30 June 2003 and s.m.i and particularly those disciplined in the Manifesto about Security.

The legislative decree n. 196 of 30 June 2003 provides the adoption of a set of measures of security for the protection of personal data.

The Giunone S.p.a Unipersonale has drawn up and updates every year a Manifesto about Security (DPS), giving particular attention to the data management, in order to offer to users a high level of security and a fair treatment.

INTERNAL CONTROL SYSTEM

Regarding the corporate responsibility, the legislative decree n.231 of 2001, wants to rule the relationship between employees and external entities, by adjusting the relations that the private institutes have with public administration as ASL, Region, Labour Inspectorate etc.

The Nursing Home , as the other private institutes, has to be able to offer the best solution to prevent possible fines, and, therefore applies all the procedures and related activities legislative decree 231/2001 about subjects as security, health of worker and privacy, provided for the legislative decree 81 ex 626 e il D.Lgs. 196/2003.



With regard to these laws, Villa Fulvia, has to proceed to individuation of all the factors of existent risks in the farm and of their reciprocal intentions , as well as the valuation of their entity. On this basis, the structure, has to individualize the measure of prevention and plan the realization, the improvement and the control in order to verify the efficacy and efficiency.

This procedure *"in progress"* is regularly updated and implemented every time that new forms of crimes are identified by the law.

The Nursing Home has established, therefore, the so-called O.d.V. (supervisory body).



6. SYSTEM FOR THE MANAGEMENT OF QUALITY

STANDARD QUALITY OF SERVICE

The Health Sector of Giunone Spa Unip. adopts specific service quality standards.

These standards essentially concern the characteristics and methods of service delivery, with particular attention to those specific organizational aspects that are more easily perceivable by the patient.

Among them, the detection of patient satisfaction takes on particular importance. In this way, the patient is allowed to interact concretely with the structure to satisfy their health needs.

Service quality standards are verified at least every six months and brought to the attention of the facility.



AREA: RIGHT TO INFORMATION / HUMANISATION

PROCESS	AIM	FORMULA	METHOD COLLECTING SOURCE OF THE DATA
In the institute checks about the satisfaction of the outpatient and in regime of stay are carried out	Implementation of revelation at the moment of the discharge and related communication of the processed data	Questionnaires distributed to all the users (in regime of stay) and outpatients	Administration of the questionnaire
The checks about the satisfaction of the outpatient and in regime of stay offer positive detections	Percentage of answers with global criticism of satisfied or very satisfied 85%	Statistical treatment of the questionnaires given to all the users and outpatient	Administration of the questionnaire and statistical results
The institute will give a written answer to the complaints submitted by the user within 30 days from the receiving	Monitoring quarterly of the reports, aimed at the identification of measures of improvement	Number of the complaints to which the institute has replied within 30 days of receipt/total number of complaints received	Registration of complaints in a special overview and their elaboration
The structure elaborates regularly for each service the waiting times required to obtain healthcare services	Percentage of supervised services 100 %	N° supervised requests every month	Summary of Reports
In the structure there is a desk to pay healthcare services from 9.00 a.m. h to 8.00 p.m.	Guaranteed percentage 100 %	Percentage of users helped	Internal inspection checks
The institute has studied a specific informed consent and makes it possible in all the services concerned	Guaranteed percentage 100 %	Percentage of service in which the informed consent is applied	Regular reports
All the staff of the institute that is in direct contact with the user wears identification cards	Guaranteed percentage 100 %	Number of employees who wear identification cards /number of verified	Internal inspection checks
The institute applies a system of protect discharges that guarantees to the not self-sufficient user the continuity of care after the discharge	Guaranteed percentage 95 %	Number of requests being dealt by Social Service/number of requests submitted by the Users	Reports by Social Service



PROVISION OF ACCOMODATION AREA AND QUALITY AREA

PROCESS	AIM	FORMULA	METHOD COLLECTING SOURCE OF THE DATUM
Every user of recovery unit can obtain the availability of a phone, paying a share	Guaranteed percentage 100 %	Number of users of recovery unit who obtained the mobile/number of users of recovery unit that asked for it	Internal inspection checks
All the patients who have a free diet have the full knowledge of the menu and the possibility of choice among at least two options for each element of the list	Guaranteed percentage 100 %	Request by the staff	Checks of the menu proposed by Health Directorate
The insitute ensures individualized meals according to therapeutic necessities and/or that call for products	Guaranteed percentage 100 %	Number of special diets offered/number of special diets requested	Check planned by Health Directorate
Presence of an appropriate external and internal signage and constantly updated	Guaranteed percentage 100 %	Number of the reports of inadequacy by the users	Reports of the reports received by URP
Certification	Maintenance of the Certification ISO	Issue of the certificate of conformity 9001/2015	Holding a certificate
Continuous improvement	Maintenance of the certification requirements through the regular checks (at least once a year at all the services)	N° Internal inspection Checks made during the year	Internal inspection checks
Continuous improvement	Treatment and solutions of the problems reported at company level	N° Corrective actions with check of the effectiveness of the solution /N° corrective actions made	Corrective action questionnaire



7. MEDICAL STAFF

MEDICAL STAFF	
CHIEF MEDICAL OFFICER	DOTT. MAURO D'OFFIZI
RECOVERY ADMITTANCE	DOTT. CARMELO FIORENTINO
CARE INSTITUTION - cod. 56	DOTT. CARMELO FIORENTINO
MEDICINE DEPARTMENT	DOTT. STEFANO STRABBIOLI
REHABILITATION EX ART.26	DOTT. PIERANGELO BIANCHI
DAY HOSPITAL REHABILITATION	DOTT. ROBERTO MARCIANO DOTT. ANTONIO COREA
CHILD PSYCHIATRIST	DOTT. PIERANGELO BIANCHI
R.S.A. "VILLA FELICE"	DOTT. GIOVANNI GEMELLI
RADIOLOGY	DOTT. EMANUELE CAIAZZA
MEDICAL ANALYSIS LABORATORY	DOTT.SSA ALESSIA COSSU



8. U.R.P. (Public Relations Office)

To ensure easy use of the services, the Nursing Home provides a Public Relations Office.

Here, information on how to access health services can be provided and any complaints, reports and / or suggestions can be submitted.

The presentation of one or more reports can be made either in person to the Medical Director or to the staff of the Health Department, or written at the offices.

Everything will be taken into consideration to improve the services offered by the structure and, within a maximum of 30 days, official reply will be given.



9. ORDINARY HOSPITALIZATIONS (neuromotor rehabilitation code 56)

The "Villa Fulvia" nursing home guarantees hospitalization for patients who meet the following requirements:

- Presence of acute pathologies that require rehabilitation treatment as established by the Lazio Region for Accreditation;
- Willingness on the part of the patient and his family to undertake a rehabilitation process;
- The presentation of suitable clinical documentation at the facility.

The hospital rooms, suitable for non-self-sufficient patients, are structured to accommodate from 2 to 4 beds and are all equipped with comfortable bathrooms, audiovisual, telephone and air conditioning systems. Upon admission, the part of the file that concerns personal information is drawn up immediately. Once the patient has arrived in the department of destination, he will be visited by the department doctor, who prescribes the instrumental and laboratory diagnostic tests that he deems necessary. The user will therefore be subjected to a psychiatric examination for the drafting of the Individual Rehabilitation Project (PRI) and the individual treatment plan considering the global medical problems. During hospitalization, the Patient will be followed daily by a team of Specialist Doctors (Head Doctor, Internist, Psychiatrist, Orthopedist, Cardiologist, Neurologist and other specialists according to the needs encountered during the rehabilitation process). Every day, the Patient carries out rehabilitation therapy at the facility's gyms and, every 7/10 days, the physiotherapy treatment plan is discussed and re-evaluated by the Psychiatrist and the medical team. A weekly meeting is held between the doctors and the relatives of the patients to provide information regarding the relative's health conditions.



- **ACCEPTANCE OF HOSPITALITY IN NEUROMOTOR REHABILITATION CODE 56**

The request for hospitalization in agreement with the National Health Service takes place through the Acceptance Office

0671050501

0671050507@villafulvia.it

by filling out the appropriate regional bed request form which the hospitals and main nursing homes in Rome already have. This form is present on the website www.villafulvia.it and can be requested via fax or e-mail.

The single regional hospitalization request form must be completed by the hospital of origin or by the attending physician. Requests for hospitalization are examined by the admitting doctor within 24 working hours of the request and, based on the clinical information reported, he will express an opinion on the request. It is specified that the aforementioned Regional Hospitalization Request form (Lazio Regional Regulation No. 159 of 13 May 2016) must be completed in its entirety, an essential condition for the acceptance itself. The outcome of the evaluation (acceptance, request for clarification, non-acceptance) will be communicated via fax to the requesting hospital and, in case of acceptance of the admission request, the patient will be placed on the waiting list.

The date of hospitalization will be communicated based on bed availability.

For requests coming from home, within 48 working hours of delivery of the admission application, the user or family member can, by calling the Acceptance Office, find out the outcome of the application. In case of acceptance, the user is placed on the waiting list.

The date of hospitalization will be communicated via telephone. In the event of a negative outcome, it can only be communicated in person to the user, his guardian or a person delegated by him. During acceptance, if the information reported on the admission application does not correspond to the patient's clinical status, the doctor in charge will be forced to refuse admission.



◆ WAITING LIST MANAGEMENT

Waiting list management The Villa Fulvia Nursing Home is committed to and guarantees the Patient the most adequate assistance in compliance with the access criteria to the facility. The request for rehabilitation hospitalization is evaluated by the Admissions Doctor on the basis of the clinical documentation transmitted. This evaluation has the aim of identifying the appropriateness and congruity of hospitalization, of guaranteeing the best treatment for the Patient and of defining, if necessary, the priority of access on the waiting lists. The waiting list is managed transparently based on the order in which the hospitalization request was submitted.

◆ REQUIRED FOR HOSPITALITY

On the day of admission it is advisable to be provided with:

- ❖ Identity document;
- ❖ Health Card with Tax Code;
- ❖ Clinical documentation of the period before the admission (Medical Records, X-rays, Analysis, etc.).

No hospitalizations can be made without the documents indicated above. In addition to the effects necessary for personal hygiene (towels, liquid soaps with dispenser, shampoo etc ..) we recommend to bring:

- ❖ Pajamas and / or nightgown;
- ❖ dressing gown and / or chamber jacket;
- ❖ Comfortable shoes;
- ❖ Slippers;
- ❖ Cotton socks;
- ❖ Cotton t-shirts;
- ❖ Underwear;
- ❖ Gym suit with front opening.

Swimsuit, cap, bathrobe and pool shoes in case of hydrotherapy.



◆ DISCHARGE

On the discharge date, which is communicated by the Doctors well in advance, to make it easier for the family member to organize leaving the nursing home. Before leaving the nursing home, a discharge letter is delivered which summarizes all the information relating to hospitalization, the indications of any therapies to be carried out at home and any checks for the continuation of the rehabilitation therapy in a more suitable path. When leaving the room or service to which you have been assigned, remember to: collect all the clinical documentation given to you upon admission from the Head Nurse take away all personal effects; carry out the administrative discharge procedures at the Health Directorate. In the event that the patient requests to be discharged against the advice of the healthcare professionals, he or she is obliged to sign a declaration, reported in the medical diary of the medical record, which relieves the nursing home of any responsibility caused by this decision. The User may, in extremely serious cases and in the event that he does not comply with the behavioral rules and regulations of the Nursing Home, be discharged, thus destroying the Doctor-User fiduciary relationship, the basis of every diagnostic-therapeutic activity. The patient will have to make his own arrangements to return to his home.



10. MEDICAL ADMISSIONS

The Operative Unit of beds in Medicine is by definition a department aimed at all the pathologies of cardiological, neurological, respiratory and gastroenterological interest. The stay rooms, also suitable for non-self-sufficient patients, are designed to accommodate 2 to 4 beds and are all equipped with comfortable bathrooms by means of air cleaners, audiovisual, telephone and air conditioning systems.

Users are constantly evaluated by a team of specialists, who use the nursing services and all the diagnostic and therapeutic services of the nursing home.

During the hospitalization, the patient will be followed daily by a team of specialist doctors.

● ACCEPTANCE OF MEDICAL HOSPITALIZATION

Access to the Medicine Department occurs upon presentation of a nosographic form filled out by the attending physician of the hospital department from which the patient comes and sent via fax to the nursing home department. At the time of Acceptance, in addition to recording the data, consent to the use of your personal data will be required in accordance with current privacy regulations and informed consent to medical treatment. The methods of access to the Medicine Department are:

❖ Request to take charge forwarded by the hospital sent by fax to the number **0671050545** or by e-mail to the address: **capmedicina@villafulvia.it**



● REQUIRED FOR HOSPITALITY

On the day of admission it is advisable to be provided with:

- ❖ Identity document;
- ❖ Health Card with Tax Code;
- ❖ Clinical documentation of the period before the admission (Medical Records, X-rays, Analysis, etc.).

No hospitalizations can be made without the documents indicated above. In addition to the effects necessary for personal hygiene (towels, liquid soaps with dispenser, shampoo etc ..) we recommend to bring:

- ❖ Pajamas and / or nightgown;
- ❖ dressing gown and / or chamber jacket;
- ❖ Comfortable shoes;
- ❖ Slippers;
- ❖ Cotton socks;
- ❖ Cotton t-shirts;
- ❖ Underwear;
- ❖ Gym suit with front opening.

Swimsuit, cap, bathrobe and pool shoes in case of hydrotherapy.



● DISCHARGE

On the discharge date which is communicated by the Doctors and/or the Head Nurse 1 day in advance to the family members in order to organize the transfer. Upon discharge from the department, the patient is given a discharge letter with summary information regarding hospitalization, with the results of the tests carried out and the therapies to be carried out once at home and appropriate subsequent checks. When leaving the room or service to which you have been assigned, remember to take away all personal effects. If the patient resigns against the advice of the healthcare professionals, he is obliged to sign a declaration drawn up in the medical record, which indemnifies the nursing home from the responsibilities caused by this decision. The patient may, in extremely serious cases and if he does not comply with the rules and regulations of the nursing home, be discharged, thus destroying the Doctor-User fiduciary relationship.



11. REHABILITATION PURSUANT EX ART.26

RESIDENTIAL REGIME

(Admission to Extensive Rehabilitation pursuant ex art.26)

In the current health organization of the Lazio Region, rehabilitation programs are identified, mainly provided by rehabilitation Centers ex Art.26 Law n.833 / 78 11 "Extensive rehabilitation and maintenance".

In the current healthcare organization of the Lazio Region, rehabilitation paths have been identified, mainly provided by rehabilitation centers pursuant to Article 26 of Law n.833/78 "Extensive and maintenance rehabilitation".

The rehabilitation activity pursuant to art. 26 from the Decree of the Regional Council (DGR) n. 159/2016 in two distinct points: Extensive Rehabilitation as "Complex care activity for patients who have passed the possible acute and immediate post-acute phase and who need interventions aimed at guaranteeing further functional recovery in a defined time".

The extensive rehabilitation activity is aimed at people with complex disabilities, and aimed at functional recovery in a defined time, who have overcome the possible acute and immediate post-acute phase and who require interventions aimed at ensuring further functional recovery in a definitive timeframe (usually within six months of hospital discharge and/or exacerbation or recurrence of the pathological episode).

The rehabilitation project has a maximum duration of 60 days, unless there is a justified continuation of the treatment, authorized by the competent services of the Local Health Authority of the patient's residence (Lazio Regional Decree No. 39 of 12 May 2012).

The Patient is adequately informed about his health status and involved in decisions regarding rehabilitation treatments. The Service is equipped with the most modern electro-medical rehabilitation therapy equipment.

The patient taken care of, in addition to the physiotherapy treatment in the gym, can take advantage of the water treatment and, if prescribed, a logotherapy treatment. The medical team is constantly available to the patient throughout the entire period of treatment. The Social Worker and the Psychologist are integral part of the rehabilitation team, with activation of management in relation to the user's needs.



● ACCEPTANCE

To access hospitalization in Extensive Rehabilitation pursuant ex art. 26, the request is made to the number **0671050532** or via e-mail to the addresses **acceptance.esensiva@villafulvia.it - capresidenziali@villafulvia.it** by filling in the specific regional single downloadable hospitalization request form on our website www.villafulvia.it.

As regards patients admitted to hospital, access to extensive rehabilitation hospitalization occurs directly by completing the single regional Hospitalization Request form (Lazio Regional Regulation No. 159 of 13 May 2016).

● REQUIRED FOR HOSPITALITY

On the day of admission it is advisable to be provided with:

- ❖ Identity document;
- ❖ Health Card with Tax Code;
- ❖ Clinical documentation of the period before the admission (Medical Records, X-rays, Analysis, etc.).

No hospitalizations can be made without the documents indicated above. In addition to the effects necessary for personal hygiene (towels, liquid soaps with dispenser, shampoo etc ..) we recommend to bring:

- ❖ Pajamas and/or nightgown;
- ❖ dressing gown and / or chamber jacket;
- ❖ Comfortable shoes;
- ❖ Slippers;
- ❖ Cotton socks;
- ❖ Cotton t-shirts;
- ❖ Underwear;
- ❖ Gym suit with front opening.

Swimsuit, cap, bathrobe and pool shoes in case of hydrotherapy.



● DISCHARGE

On the discharge date, which is communicated by the Doctors well in advance, to make it easier for the family member to organize leaving the nursing home. Before leaving the nursing home, a discharge letter is delivered which summarizes all the information relating to hospitalization, the indications of any therapies to be carried out at home and any checks for the continuation of the rehabilitation therapy in a more suitable path. When leaving the room or service to which you have been assigned, remember to: collect all the clinical documentation given to you upon admission from the Head Nurse take away all personal effects; carry out the administrative discharge procedures at the Health Directorate. In the event that the patient requests to be discharged against the advice of the healthcare professionals, he or she is obliged to sign a declaration, reported in the medical diary of the medical record, which relieves the nursing home of any responsibility caused by this decision. The User may, in extremely serious cases and in the event that he does not comply with the behavioral rules and regulations of the Nursing Home, be discharged, thus destroying the Doctor-User fiduciary relationship, the basis of every diagnostic-therapeutic activity. The patient will have to make his own arrangements to return to his home.

● SEMI-RESIDENTIAL AND OUTPATIENT REGIME PURSUANT TO ART.26

The rehabilitation service of the "Villa Fulvia" nursing home, in semi-residential mode, is aimed at patients suffering from neurological and orthopedic pathologies, more particularly degenerative and chronic ones such as hemiparesis, amyotrophic lateral sclerosis (ALS) etc., in order to obtain further functional recovery, to maintain any residual capacity and/or to contain deterioration (in degenerative pathologies). The extensive rehabilitation project can take place in a maximum of 60 days and any extensions must be justified and agreed with the competent local health authority services. Access is provided by the hospital for acute/post-acute patients and by the home, subject to the multidimensional assessment by the ASL of the Patient's residence. Patient care occurs in the following ways:



- ◆ Telephone information through the Reception Office (guaranteed morning and afternoon);
- ◆ Interview at the Facility (guaranteed morning and afternoon) for possible filling out of the patient card, which is subsequently assessed by the team for taking charge.

● **ACCEPTANCE OF SEMI-RESIDENTIAL AND OUTPATIENT SERVICE PURSUANT TO ART.26**

To access the rehabilitation service pursuant to art. 26 in Semi-residential and Outpatient regime, the patient must be in possession of the request for physiokinesitherapy treatment drawn up by the GP, hospital doctor or ASL outpatient specialist.

The request for acceptance takes place via telephone or personal contact with the Service Coordinator (or her representative) at the service secretariat within the Nursing Home. Subsequently, the Coordinator will verify the requests by entering the names of the patients on the waiting list. Finally, the patient will be able to access the rehabilitation service subject to availability of places.



● HOME REGIME EX ART.26

The home service of the nursing home is aimed at patients suffering from stabilized outcomes of neurological pathologies, who need interventions aimed at maintaining or increasing any residual functional capacity, inserting it and comparing it to the usual home environment.

The service is also aimed at patients suffering from degenerative diseases in order to contain progressive deterioration.

Taking charge of the patient in compliance with the clinical criteria for access is carried out by a multidisciplinary team with the formulation of a project rehabilitation designed for the patient himself, taking into account the specific availability of all the necessary professional figures.

Users can avail themselves of the advice of specialists in Psychiatry, Neurology and the Internal Medicine Doctor. If the project allows for it, in addition to the physiotherapy treatment, you will be able to benefit from a logotherapy treatment.

The medical team is constantly available to the patient throughout the period of care and, if the conditions require it, the patient can also make use of the Social Worker. At different intervals depending on the clinical picture, home medical check-ups will be carried out throughout the treatment period.

● ACCEPTANCE OF HOME SERVICE PURSUANT EX ART.26

To access the services pursuant to Art.26 in a home regime, the patient must be in possession of the authorization for home fkt treatment issued after a multidimensional assessment carried out by the competent services of the ASL of the patient's residence.

The request for acceptance, to use the Home Service of the Nursing Home, is made by telephone contacting the service secretariat and sending a copy of the treatment authorization by fax or e-mail.

The patient will then be placed on the waiting list and, subject to the availability of the therapist, can be taken



12. REQUEST FOR THE MEDICAL RECORD

To request a copy of the medical record, you must contact the Health Directorate.

The cost of the DVD for diagnostic test images is €10.00. Payments by cash, debit card and bank transfer are accepted and will be followed by an invoice.



13. REHABILITATION HOSPITAL DAY

Accredited by the Lazio Region with D.G.R. 224 of 02/13/2001 as an additional service and not a replacement for ordinary hospitalization beds, it enjoys its own organization and autonomous technological structures. The rehabilitation Day Hospital Service is a functional recovery and re-education service, carried out on a daytime basis, aimed at the treatment of orthopedic and/or neurological pathologies which, due to the complexity of the clinical picture, cannot benefit from outpatient rehabilitation treatment and which require assistance multi-professional or multi-specialist rehabilitation. The conditions that are most frequently treated and for which the operators have acquired particular experience are the after-effects of ligament reconstruction surgery, the after-effects of fractures, the after-effects of cerebrovascular and spinal cord accidents, joint prostheses and nerve injuries. peripherals. The Day Hospital Service is equipped with the most modern electro-medical rehabilitation therapy equipment, including: Hyperthermia, Laser Therapy, Delos computerized posturo-stabilometric platforms, Biofeedback, Compex, Isokinetics, InterX.



Furthermore, all Day Hospital patients can take advantage of the facility's canteen service and a snack to be consumed in the lounge adjacent to the DH gyms. The rehabilitation treatment is divided into two shifts: • morning shift from 7.30am to 1.30pm; • afternoon shift from 1.30pm to 7.30pm. According to current regulations, the stay in the department exceeds 3 hours per day for a single patient.

● ACCEPTANCE OF REHABILITATION HOSPITAL DAY

The Technical Coordinator of the therapists receives the requests (according to the methods described above), verifies the documentation sent and the existence of the necessary requirements to use the service and subsequently, if the patient is eligible, sets an appointment for a psychiatric visit with the **Doctor in Charge of the Service.**

At the time of the visit, the Doctor in Charge will open a psychiatric file to begin the rehabilitation cycle. On the day of the visit, it is advisable to bring with you all recent clinical documentation in your possession.

Requirements for access

- ❖ Presence of post-acute pathologies that require rehabilitation treatment as established by the Lazio region for the accreditation of the Nursing Home (Presidential Decree 20/10/1992 and following);
- ❖ Ability to undertake an intensive rehabilitation program by the Patient;
- ❖ General health conditions that do not require continuous medical and nursing assistance for 24 hours.

To book the acceptance visit with the **Technical Coordinator of the Therapists** of the service you can:

- ❖ call the number: **06-710501 from Monday to Friday from 11:30 to 13:00**
- ❖ send the documentation in your possession (discharge sheet) and your personal details in order to be contacted, to the email:
dayhospital@villafulvia.it

N.B. A referral from the General Practitioner or the Hospital is not necessary.



14. CHILD NEUROPSYCHIATRY

The Child Neuropsychiatry service deals with neuropsychological development and its disorders between the ages of zero and eighteen. The Child Neuropsychiatry service provides treatment in a non-residential setting both on an outpatient and home basis, in accordance with the provisions of the Prime Ministerial Decree of 12 January 2017 and its additions to regional resolution no. 979 of 11/12/20202. In fact, the rehabilitation activity follows the legislation valid for rehabilitation centers Ex Art.26, law 833/78, "extensive and maintenance rehabilitation". The Child Neuropsychiatry Service is aimed at users and their families for disorders that may arise during development and which involve motor skills, language, social relationships, behavior and academic performance. Multidisciplinary care is generally requested by the user's family or guardian. In a minority of cases the request is made by healthcare facilities, local social services or by the juvenile Court.



The work is carried out in a team, which is normally made up of various expert professional figures in developmental age such as: Child neuropsychiatrist; Psychologist; Developmental Neuropsychomotor Therapist; Speech therapist; Occupational Therapist; Social worker and others.

The rehabilitation team participates in the Operational Working Groups (GLO) established for school integration provided for by Law 104/92, as well as providing the necessary documentation for the Continuous Educational Assistant (AEC), in relation to the user's needs.

The pathologies treated are:

- ❖ Psychomotor delays; Infant cerebral palsy; Neuromuscular diseases (muscular dystrophy, etc.); epilepsies; Trauma; Brain tumors in jockeys; Mental delay;
- ❖ Disorders of psychological development, of learning, of language, of eating behavior, of emotionality and of social functioning; Autism Spectrum Disorders; Evolutionary psychosis;
- ❖ Depression of childhood and adolescence.



● ACCEPTANCE AND CRITERIA FOR CHILD NEUROPSYCHIATRY WAITING LIST

To benefit from non-residential treatment with outpatient or home treatment, a request for rehabilitation treatment issued by the A.S.L. specialist doctor is required. (TSMREE of residence of the minor) and/or of the hospital specialist. The Child Neuropsychiatry service guarantees a reception system and is operational on the following days, at the following times:

Monday, Wednesday and Friday from 8:00 to 13:00

Tuesday and Thursday from 2.00pm to 6.00pm

Contact details:

tel 06/71050448 or 06/71050449

fax 06/71050450

email: neuropsichiatriainfantile@villafulvia.it

Please contact the secretariat before going to the clinic to accept the documentation necessary for inclusion on the waiting list. The request must be made by both parents exercising parental authority (user age between 0 and 18 years). The waiting list follows the chronological order of incoming requests; priority criteria may be elements of severity-urgency, the age of the child (0-3 years). Waiting list criteria: **Date of acceptance - Method of intervention - Age**

The Coordinator will then receive and verify the requests, entering the names of the patients on the waiting list. Finally, the patient will be able to access the rehabilitation service subject to availability of places. Taking charge begins with the specialist visit carried out by a Child Neuropsychiatrist, who defines, first in agreement with the parents and then with the rehabilitation team, the individualized rehabilitation project consistent with the real needs of the patient himself. During the first visit, the user will have to provide all the clinical documentation in his possession and the medical request (hospital doctor or specialist in local services). The "NPI Rehabilitation Medical Record" and the "NPI Rehabilitation Project" are kept at the Service headquarters for the entire time the patient is undergoing treatment.



15. R.S.A. (Residential Health Care Facility) "Appia Felice"

R.S.A. "Appia Felice" is organized in a familiar atmosphere, where qualified operators daily take care of the guests for all possible daily needs; they do their work with respect and dignity from the moment of the reception of the guest.

Our constant commitment is to try to interpret at best the request for care and assistance of our guests and to offer them the most comfortable living conditions. The RSA "Appia Felice" is situated in Via Appia Nuova n.901 , inside the nursing home of "Villa Fulvia".

Is a third level residential healthcare facility - R2 - R2D aimed at providing hospitality, health, assistance, functional recovery and social insertion to patients who are not self-sufficient and not able to stay at home. The structure can also accommodate patients temporarily.

It is authorized and accredited with the regional health service with provisional accreditation no. 554 of 3 May 2002 and subsequently confirmed with the DCA U00122 of 9 April 2013.

The structure situated on the ground floor has got 20 beds and it is surrounded by furnished and comfortable green spaces to meet the needs of guests. The provision of services offered by the RSA is carried out taking into account the principles listed below:

- ❖ Equality: ensuring equal treatment of equal conditions of the service offered and absolute commitment to avoiding any discrimination;
- ❖ Impartiality: ensuring that all operators are able to carry out their duties in an impartial, valid and neutral way;
- ❖ Continuity: guaranteeing the continuity and regularity of the services;
- ❖ Participation: guaranteeing the guest's participation in rehabilitation therapy, information and the possibility of making suggestions to improve the service received;
- ❖ effectiveness and efficiency.



Services offered:

- ❖ 24 hours of continuous nursing assistance thanks to the constant presence of careful personnel to different needs;
- ❖ rehabilitative assistance;
- ❖ dietary control;
- ❖ animation and socialization activities (occupational therapy);
- ❖ hotel assistance and activities of daily life;
- ❖ recreational, cultural and creative activities;
- ❖ movement activity;
- ❖ maintaining and coordinating relations between guests and both familiar and social environment.



Access mode

The sending of the guest in the RSA department takes place by exclusive notification by the ASL RM2 which issues a basic certificate of admission to the patient, upon prior telephone contact with the structure. At the time of admission the user must present a valid identity document, health card, tax code, any clinical documentation relating to the period before the admission and the admission basis issued by the ASL.

Furthermore, the immediate need for medical therapy to be administered and any incontinence procedures where necessary. At the time of hospitalization, the guest's regular doctor is asked to declare his / her availability to continue health care to his / her patient; in case of non-acceptance, the family members will select a new regular doctor.

Medical services are ensured by regular doctors in order to prescribe the most appropriate therapy; any diagnostic tests, for which family indications will be provided on how to make reservations, are generally carried out by the competent local government offices.

The Psychiatrist Doctor sent by the ASL RM2, prescribes an occupational rehabilitation therapy of movement. The relationships between the guests, treating doctors and the staff are followed directly by the Manager Doctor and in his/her absence by the head nurse. At the RSA, the participation committee is constituted according to current legislation.

Within the structure the following professional figures are present:

- ❖ 1 Manager Doctor
- ❖ 1 head nurse
- ❖ 6 professional nurses
- ❖ 5 social health professionals
- ❖ 5 employees of the General services
- ❖ 1 psychologist
- ❖ 1 dietitian
- ❖ administrative staff.
- ❖ 3 rehabilitation therapists and occupational therapists home
- The RSA employs operator who work in the "Villa Fulvia" nursing



16. PRIVATE OUTPATIENT SERVICES

● MANUAL REHABILITATION THERAPIES

Manual Therapy is an internationally recognized system of prevention, assessment and treatment of disorders affecting musculoskeletal function through the use of hands. It is not in competition with the doctor's diagnosis, but it completes it.

The different types of therapies applied at the facility are basically three:



● POSTURAL THERAPY



● SKULL-SACRAL THERAPY



● VISCERAL THERAPY



● NEURO MUSCULAR TAPING



● INSTRUMENTAL REHABILITATION THERAPIES

The following machines are used at the facility.

❖ TECAR TERAPIA

The "Villa Fulvia" Nursing Home was the first private clinic in Rome to make the TECAR system available to its patients, as well as being among the first Centers in Italy to have worked with it. on patients with chronic osteoarticular diseases.

The machinery, in fact, has been present within the structure since 2003 and is made available to users.

Thanks to this extraordinary machinery, it can be said that the recovery time of a patient, is about half the size. Indeed, the positive effects can already be seen after the first application.

The TECAR system is based on the principle of Capacitive and Resistive Energy Transfer (which gave birth to the name). In practice, the system combines two modes (Resistive and Capacitive), which act in a complementary way:

- ◆ The Capacitive mode which specifically acts on the soft tissue (muscles, lymphatic system, etc...);
- ◆ The Resisted mode which only involves the greater strength tissue (bones, cartilage, large tendons, aponeurosis, etc...).

❖ INTERX 5002

The Nursing Home "Villa Fulvia" for a few years has acquired another state-of-the-art extraordinary equipment for the neuromotor rehabilitation: the InterX 5002.

Thanks to it, interactive neurostimulation, which acts in constant biofeedback, guarantees a not invasive and not pharmacological therapy of a surprising impact, setting itself that, state-of-the-art in the electromedical applications. It is one of the most efficient therapies for the care of serious and chronic disorders.

Mainly, the InterX is indicated for:

- ◆ migraine, cervicalache, cervical and neck pain;
- ◆ back pain, sovraspined syndromes and rotator cuff;
- ◆ muscular, lumbar, neurological and pain of feet and, in general for any kind of post operating and post traumatic pain.



❖ **COMPUTERISED STEP DELOS**

Present inside the Nursing Home “Villa Fulvia” for several years, the DELOS system is certainly a fundamental way of rehabilitation for the prevention and for the recovery - postural level - of the behaviour in children and in those who suffer from the most various disorders.

It is a computerised system extremely evolved which consent to look into the proprioceptive information, visual and vestibular influence, on the postural control and on the movement in different sensorial and of support situations. In rehabilitation and into sport, the system is applied to a wide range of clinical syndromes which go from acute traumatology to post operative rehabilitation, to treatment of chronic disorders:

- ◆ Valuation of the stability and of the postural strategies
- ◆ Ankle
- ◆ Rachis and cervical rachis
- ◆ Scoliosis
- ◆ Balance disorders
- ◆ Osteoporosis
- ◆ Multiple sclerosis (independency improvement and walking resistance)
- ◆ Injury prevention and recovery post-traumatic
- ◆ Precautional valuation, proprioceptive, visible, visible-proprioreceptive, vestibular
- ◆ Knee
- ◆ Foot disorders
- ◆ knee hip osteoarthritis
- ◆ Post-ictus
- ◆ Parkinson illness

❖ **INSTRUMENTAL INVESTIGATIONS**

At the «Villa Fulvia» Nursing Home it is possible to:

- ◆ Digital radiology
- ◆ Electromyography
- ◆ Ultrasound
- ◆ Doppler echocardiography
- ◆ Carotid Echo Doppler
- ◆ Echocardiogram (stress ECG)



● OTHER REHABILITATION AND INSTRUMENTAL THERAPIES

- ❖ LASER THERAPY MLS
- ❖ TENS (Transcutaneous Electrical Stimulation) and Diadynamics;
- ❖ Hyperthermia;
- ❖ Ionophoresis;
- ❖ Ultrasound;
- ❖ Magnetotherapy;
- ❖ Isokinetics;
- ❖ Complex electrostimulation;
- ❖ Infrared.

All the above-mentioned therapies are carried out by the medical team of the House of Care (Doctors and Physiotherapists) within designated spaces and equipped gyms.



● MEDICAL ANALYSIS LABORATORIES

The Medical Analysis Laboratory of the Nursing Home “Villa Fulvia” does:

- ❖ Clinic Chemistry
- ❖ Hormonal Analysis
- ❖ Seroimmunological Analysis
- ❖ Medicine and drugs doses
- ❖ Food Intolerances
- ❖ Haematology and Coagulation
- ❖ Microbiological and Parasitological Analysis
- ❖ Tumour Markers doses
- ❖ Urine analysis
- ❖ Breath test

The exam results (also available during the day only for some analysis), cloud be withdrawn directly among the acceptance of Private Ambulatorial Service office.



● SPECIALISED VISITS

Inside the Nursing Home “Villa Fulvia” it is possible to reserve a specialised visit with the following professionals:

❖ **Cardiologist**

❖ **Orthopedic**

❖ **Sonographer**

❖ **Psychologist**

❖ **Neurologist**

❖ **Physiatrist**

❖ **Dopplerist**

❖ **Speech therapist**



● PRIVATE HOSPITALITY

Private hospitalizations are carried out according to the diagnosed pathology (which must in any case respect the rehabilitation areas of the facility) and the availability of beds. The hospitalization includes a daily fee which is determined by the type of hospitalization envisaged (Long-term care code 60 and Hospice). In the structure there are rooms with private bathroom and air conditioning, equipped with a television (one for each bed) with access to the viewing of Rai and Mediaset channels and a telephone from which you can make and receive calls. The medical, nursing and assistance service is guaranteed 24 hours a day, with particular programming of direct care for people distributed throughout the day. The client is taken care of by the facility from the moment of entry through the assessment carried out by the medical team which identifies the most effective interventions in response to therapeutic, rehabilitation, healthcare and employment needs. The achievement of the objective and a redefinition of the care strategy are periodically verified. The services offered, which vary depending on the type of hospitalization, are:

- ❖ Medical assistance guaranteed 24 hours a day;
- ❖ Specialist assistance (Neurological, Phoniatric, Urological, Orthopedic, Psychological, Angiological, Cardiological);
- ❖ Nursing assistance guaranteed 24 hours a day by professional nurses;
- ❖ Psychological Assistance; Rehabilitation service guaranteed every day with the presence of qualified physiotherapists;
- ❖ Speech therapy service guaranteed from Monday to Saturday;
- ❖ Clinical analyzes and instrumental diagnoses guaranteed from Monday to Saturday;
- ❖ Social care service carried out by qualified operators in the sector who take care of the patient for daily activities (hygiene, nutrition, clothing, mobilization and walking);
- ❖ Occupational therapy aimed at maintaining the user's interests and preventing cognitive decline;
- ❖ Pharmacy service guaranteed only for ordinary hospitalizations (for residential hospitalizations pursuant to art. 26, medicines are provided by family members with a medical prescription).



◆ Long-term care cod.60

Villa Fulvia has an authorized long-term care department (code 60) with 23 beds for solvent patients.

Long-term care (code 60) provides inpatient care for patients, usually coming from the various medical and surgical care areas, who are not self-sufficient, suffering from unstable pathologies and chronic disabilities, not stabilized, in need of surveillance and medical assistance continuous throughout the 24 hours as well as nursing care which cannot be provided in alternative forms and which require physiotherapy and rehabilitation treatments aimed at obtaining an improvement in the disease condition or preventing its worsening for a period of at least 60 days.

These are patients coming from acute departments, particularly complex, who still require appropriate intensive care and treatments, for the purpose of internal medical stabilization, the promotion of functional recovery, the containment of the risks of complications related to functional deficits, the re-education of basic vital functions (swallowing), motor, communication and language re-education, re-education of daily living skills, promotion of continuity of care, promotion of social and professional reintegration. The main pathologies treated are:

- lesions of the central nervous system of a vascular nature: sequelae of ischemic or hemorrhagic stroke, multi-infarct encephalopathy
- sequelae of neurosurgical operations
- orthopedic pathologies of non-ambulatory patients due to fractures and lower limb amputations, implantation of lower limb prostheses
- chronic pathologies stabilized or undergoing exacerbation where internal stabilization and rehabilitation intervention are necessary



The Individual Rehabilitation Project (PRI) defines the programs for the specific intervention areas, the immediate and medium-long term objectives, the operators involved, the times, the delivery methods and their verification. The rehabilitation team, coordinated by the director of the department and the head doctor, is made up of medical specialists from different disciplines such as

- Physiatry;
- Neurology;
- Internal Medicine; assisted by:
Physiotherapists;
Occupational Therapists;
Nurses;
Social and healthcare workers;
Social worker.

The main areas of intervention of the rehabilitation team are:

- internal medical stabilization,
- promoting functional recovery,
- limiting the risks of complications related to functional deficits,
- re-education of basic vital functions (swallowing)
- motor re-education,
- rehabilitation of communication and language
- re-education of daily living skills
- the promotion of continuity of care
- the promotion of social and professional reintegration.

Furthermore, the presence of multiple internal diagnostic and therapeutic-assistance services guarantees each patient an integrated care, rehabilitation and therapeutic path that can satisfy the specific care needs of the individual. The Long-Term Care Unit carries out its activity in close collaboration with the Intensive Orthopedic and Neurological Rehabilitation Units (Code 56) and with the Extensive Rehabilitation Residential Care Units and the Disabled RSA Department to which they may belong, under certain conditions clinics and social welfare, at the end of the hospitalization period. For information on hospitalizations please contact the service secretariat at the following numbers and email:

Tel. 0671050509

mail: lungodegenza@villafulvia.it

◆ HOSPICE RESIDENTIAL AND HOME CENTER FOR PALLIATIVE CARE

Responsible Doctor

Prof. Dr. Andrea Maria Scapati

Villa Fulvia has an authorized hospice department with 18 beds in residential hospitalization and 72 places in home care provided privately. The Hospice was created to respond to the healthcare, clinical, psychological and spiritual needs of patients in advanced and terminal stages and to offer support to their family members. Even if an illness is not curable, it does not mean that the patient is not curable. The objective of the Hospice is therefore to guarantee global assistance to the patient, personalizing care in order to ensure their quality of life while respecting their dignity.



The tools available are therefore:

- A service that allows the improvement of the quality of life and the relief of the symptoms that characterize the advanced phase of the disease; facilitating the continuity of emotional family relationships, reducing the care burden.
- Allow the patient, with short hospitalizations, to overcome crisis situations that are difficult to manage at home, but which do not require hospital assistance;
- Maintain a direct communication channel with the patient's family members, for better management and understanding of the pathology; Palliative care according to the definition of the World Health Organization, "active care aimed at the physical, psychological, emotional, social and spiritual dimensions of the patient and his family, with the aim of improving the quality of life by offering a global and effective response to the needs of the sick person". Palliative care represents an integrated, therapeutic and healthcare response to the needs of the patient and his family. They are aimed not only at treating the pain and symptoms that may appear in this phase of the disease but are aimed at "taking care" of the person, also from a clinical, psychological, social and spiritual point of view, with constant attention to all of this. What can be done to improve their quality of life. This is why in Hospice care is centered on the patient and, respecting their values, has as its main objective that of giving meaning and meaning to every moment of their life. In our Hospice the care and assistance that are provided have the aim of controlling the symptoms that bring suffering and discomfort to the patient, the real priority becomes the one that the patient indicates to us by expressing his/her needs. Overview of our services: For home care, aids such as anti-decubitus mattresses, walkers, wheelchairs, beds, etc. will be provided. according to need and availability. For information on hospitalizations please contact the service secretariat at the following numbers and email:

Tel. 0671050509

mail: hospice@villafulvia.it



17. COMPLEMENTARY SERVICES

The Nursing Home “Villa Fulvia” offers to its own patients several services to answer to the requirements and to the daily needs and to improve the quality of the relations in the structure itself.

❖ NEWSPAPER

The building gives availability to the most famous newspapers and magazines at the office of the clinic private services and in front of the bar located at the main entrance.

❖ HAIRDRESSER

The service is available for the patients in agreement with the organization of the wards and of the availability of the professionalist.

❖ BAR

At the ground floor of the building there is a bar which is opened from Monday to Saturday from 7:00 am to 7:30 pm, on Sunday and holidays from 8:30 am to 7:00 pm.

❖ KITCHEN

The Nursing Home “Villa Fulvia” is one of the few in the Region equipped with an independent kitchen where the chef and the qualified personnel prepare the expressed original and tasteful meals, for patients and employers always respecting the appropriate diets. The service represents an important piece of the therapy, and for this reason, it is managed and prepared in the rooms of the building in a specific way to guarantee a better quality. Moreover the structure uses the collaboration of a dietological service and of a specialist in Diabetology, who after knowing the food behaviour and the information by the doctors of each department, elaborate the best diet for every patient.

Meals could be eaten, according to the health conditions, in the rooms of the hospital or in the dining room of each department.



❖ PARKING

Inside the Nursing Home “Villa Fulvia”, divided into many areas, a large parking is present for the families of the patients and for the employers.

❖ VOLUNTEERING

A group of volunteers give psychological and helpful activities to the hospitalized patients.

❖ RELIGIOUS SERVICE

In the structure, patients of the Christian Faith are spiritually assisted by the Parish of S. Ignazio d'Antiochia thanks to an agreement stipulated with the structure. For patients of different religions, it is the responsibility of the Health Management to provide at the request of the User.



18. ECM FORMATIVE EVENTS - CONFERENCES AND COURSES OF FORMATION

“Villa Fulvia” nursing home has now been active in the field of medicine for many years and is now organizing in collaboration with the university of “La Sapienza” and the second main university of Rome “Tor Vergata” , as well as other specialized entities and institutes, meetings for updates in physical medicine, rehabilitation and congresses as well as courses of formation with the release of ECM credits both internal and external users.

The formative E.C.M. (Continuous Education in Medicine) is a form of effort and time that every operator dedicates every year to the continuous updates and improvements of their qualitative profession. The credits are based on the practical function and activity as well as the time spent by each operator in their specific profession.

The nursing home “Villa Fulvia” as a provider, is responsible for organizing annual formative events – Formational congresses and courses – linked to the field of medical-rehabilitation in its convention room located within the main structure, to which it is possible to participate by providing a participation fee in order to obtain ECM credits, necessary to those who are involved in this medical field, for example doctors, physiotherapists and nurses.

19. CONVENTIONS

In the last years Villa Fulvia has activated conventions in direct form with some insurance company, like :



20. USEFUL INFORMATION AND CONTACTS

❖ CONTACT CENTER

For general information relating to the Nursing Home and all its services, please contact the Switchboard active **every day from 6:30 to 22:30.**



06710501



info@villafulvia.it

❖ HEALTH MANAGEMENT

For the methods of access to hospitalization services (private and state run individuals), for information about patients and the collection of medical records, please contact the office of the health management **from Monday to Friday from 08:00 am to 06:00 pm and on Saturday from 08:00 am to 01:00 pm**



0671050501



direzionesanitaria@villafulvia.it

❖ PUBLIC RELATIONS OFFICE

The public relations office, through which the management of the structure maintains direct contacts with the publishers of its services, observes the following timetable

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
09:30 - 15:00	09:30 - 15:00	09:30 - 15:00	09:30 - 15:00	09:30 - 15:00	09:00 - 13:00



urp@villafulvia.it

❖ SOCIAL SERVICE

For information regarding the service please contact the office of the service **from Monday to Friday from 8.30 am to 2.30 pm**
Tuesday and Wednesday also from 2.30 pm to 5.30 pm



serviziosociale@villafulvia.it



❖ PRIVATE OUTPATIENT SERVICES

To get more details about the outpatient services, how to access and book it is necessary to contact the office **on Wednesday and Friday from 09:00 am**



0671050509/0671050353



servizioprivato@villafulvia.it

❖ SOCIAL NETWORK E APP

Villa Fulvia is active in the social world through the following platforms:





VILLA FULVIA

CASA DI CURA

LEGAL AND OPERATIVE SITE
Via Appia Nuova n.901 - 00178 ROMA
Pec. giunonevf@legalmail.it