



**Fondazione
Don Carlo Gnocchi
Onlus**

Guide to Services for Residential Users Intensive Rehabilitation Unit

Location: “E. Bignamini” Centre

Via Matteotti, 56

60015 Falconara (AN)

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Dear Patient and Family,

Welcome to the Bignamini Rehabilitation Centre of the Don Gnocchi Foundation. Herein, we would like to provide you with some information that might help you familiarise yourselves with our facility.

- ***Intensive Rehabilitation Unit***

The Intensive Rehabilitation Unit, located on the second floor, is equipped with 20 beds for Intensive Out-of-Hospital Rehabilitation. The maximum length of stay is 45 days for patients discharged from acute hospital wards at the request of the hospital physiatrist or for patients heading from home at the recommendation of the local health authority (AST) specialist or through an assessment by the Integrated Assessment Unit (U.V.I.).

A referral from the attending physician is required for each hospitalization covered by the National Health Service (NHS).

Patients from other regions need authorization from their local health authority (AST).

If your condition does not fall within those eligible for admission under the National Health Service (NHS), you may access private care. Payment must be made at the facility's reception desk, and a tax-deductible invoice will be issued. The Centre has agreements with major insurance companies that manage **health policies and relevant health insurance funds**. We always recommend that patients check **the terms and conditions in advance** with their insurance company, health insurance scheme, or fund, **to be able to make use of the agreement**.

For further information and costs, please contact the staff in charge.

The unit offers neurorehabilitation, motor and functional rehabilitation, respiratory rehabilitation, speech therapy, cognitive rehabilitation, and occupational therapy, as well as orthotics, prosthetics, and physical therapy services.

- ***Waiting List***

Inclusion on the waiting list is subject to verification of suitability requirements. The list is kept by the Nursing Coordinator. Eligible patients may request the Coordinator to place them on the waiting list. Waiting time data is published quarterly on the Foundation's website.

- ***Visiting Hours and Access Rules***

Visiting hours for the unit are as follows:

- Morning: from 10:30 a.m. to 12:30 p.m., Sundays **only**
- Afternoon: from 4:30 p.m. to 6:30 p.m., Monday to Sunday

Only one visitor per patient is allowed, unless otherwise authorized. Any access outside these time slots requires approval from the Health Management.

- ***Appointments for Clinical Updates***

Talks with the Unit doctors may be requested through the nursing coordinator or the Social Work Service, Monday to Friday, during the time slots 12:00 – 1.30 p.m. and 4:30 p.m. – 6.30 p.m.. Treatment is ensured by a multidisciplinary team that draws up an Individualized Rehabilitation Plan (IRP), laying down specific objectives and interventions. Periodic meetings are scheduled with family members, so that the team can share the IRP.

- ***Discharge and Caregiver Training***

Upon discharge, the primary caregiver will be trained by physiotherapists, nurses, or other professionals to facilitate the patient's home care. The unit's physiatrist is tasked with prescribing any necessary prosthetic prescriptions.

- ***Social Work Services***

The Social Worker assists patients and their families in requesting aids, submitting applications for civil disability benefits (Law 104/92), and planning protected discharges. He also liaises with local services to ensure continuity of care.

- ***Religious Service***

Religious services are available upon request for Catholic patients. For non-Catholic patients, religious assistance can be requested through the nurse. Holy Mass is celebrated every Sunday in the multi-purpose room at 10:15 a.m.

- ***Volunteer Services***

The unit hosts volunteers whose service supports patients during family visits and small-group entertainment activities.

- ***Dietary Guidelines and Meal Service***

For patient safety, no food or beverages may be brought in from outside without authorization. Meals are served in the patient rooms at the following times: breakfast at 7:30 a.m., lunch at 12:30 p.m., and dinner at 6:30 p.m. The menu is multiple-choice, and family members of patients requiring assistance can be offered hot meals upon reservation by contacting staff.

- ***Rules of Conduct and Safety***

Please remember that:

- ❖ Smoking is strictly prohibited in all internal and external areas of the Centre, except in designated smoking areas; this ban also applies to electronic devices;
- ❖ The physician's permission is required to leave the unit;
- ❖ Personal linen may not be washed in the room.

For service reasons, it may be necessary to change rooms during the hospital stay.

- ***Request for Clinical Documentation***

Copies of medical records may be requested after discharge by submitting a request to the Medical Administration, open Monday to Friday from 8:00 a.m. to 12:30 p.m. and from 2:30 p.m. to 6:00 p.m., and on Saturdays from 8:00 a.m. to 12:00. Copies of such medical records will be issued within 7 days, and clinical reports within 15 days.

- ***Safekeeping of Valuables and Security of Personal Items***

Management declines any liability for the loss of valuables or money left unattended. A safe is available for small deposits; please contact the staff for information.

- ***How to reach us***

By train: Falconara station, then bus (right circular road) or taxi

By car: Ancona Nord highway exit, then motorway to Falconara

By plane: Falconara Raffaello Sanzio Airport, then bus to Falconara station, and then right circular road or taxi.

- ***Complaints and Suggestions***

For any complaints, positive or negative reports, or suggestions, you can fill in the relevant form at the Public Relations Office, where the Social Worker will be available to provide further clarifications.

Lastly, you are kindly requested to fill in the satisfaction questionnaire that will be provided in paper form by the nursing staff.

Kind regards

The Management

FALCONARA

Area Management: Dr Fabio Carlotti

Facility Manager: Dr Fabiana Beccaceci 071/9160972 (administrative office)

Health Management: Dr Roberto Staffolani 071/9160971 (administrative office)

Public Relations Office:

Social Worker Giulia Sollitto

Email: urp.falconara@dongnocchi.it

Tuesday Tel. 071 9160971 – extension 7 Falconara via Matteotti 56

Thursday Tel. 071 2867546 Ancona via Brece Bianche 74

Hours: Tuesday and Thursday 9:30 a.m. – 11:30 a.m.

You can access the Public Relations Office directly or by phone

INTENSIVE REHABILITATION UNIT

Telephone: 071/9160974

Email: riab.intensiva.falconara@dongnocchi.it

Staff working at the unit:

Medical Director:

Dr Elisa Sordoni

Doctors:

Dr Nicolò Baldini

Dr Pietro Cesaroni

Dr Stefano Raffaeli

Dr Elena Pasquinelli

Dr Maria Angela Sassu

Nursing Coordinator:

Alessio Pica

Lisa Rossi (support coordinator)

Psychologist:

Dr Reana Di Girolamo

Therapist Coordinator:

Physiotherapist Emanuele Pasquini

Social Workers:

Tiziana Longobardi

This guide supplements the Service Charter published on the Foundation's website and specifically details the activity carried out at the intensive hospitalisation unit.