



Fondazione Don Carlo Gnocchi

Guide to services for users of the Day Rehabilitation Centre for Adults

Location: "E. Bignamini" Centre

Via Matteotti, 56

60015 Falconara (AN)

Tel.: 071 9160971

Fax: 0710979099

Email: segreteria medica.an.falconara@dongnocchi.it



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.

- **High-Level Semi-Residential Unit**

The unit is located on the first floor of the Centre and provides services to adult post-acute neurological and orthopaedic patients. Activities include both small group and individual care, including bi-weekly and tri-weekly pool rehabilitation treatment and, if need be, robotic treatment.

Access to this service requires a referral from your general practitioner.

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 insurance**. Access is limited based on the number of available places authorized by the Marche Region. The service is reserved for adult post-acute neurological and orthopaedic patients coming from the Intensive Rehabilitation Unit, or discharged from hospital wards or following an outpatient medical consultation.

Applications for access are evaluated by physician in charge of the Service and by the Physiotherapy Coordinator. If the necessary requirements are met, the patient is placed on a waiting list managed by the Physiotherapy Coordinator.

The patient fills in the questionnaire to access outpatient clinic treatment or admission to the intensive rehabilitation unit. During the medical examination, the physician determines eligibility for the Rehabilitation Day Centre.

- **HOW TO ACCESS SERVICES**

- Contact us to schedule an appointment with one of our healthcare professionals
- Show up for the admission consultation bringing along the medical records in your possession and, if admitted, wait to be called for treatment.

After the consultation, your name will be placed on the waiting list upon submission of the referral for treatment. You will then be contacted by the coordinator to proceed with the treatment based on the referral submission date and the priority established by the healthcare professional who will be examining you.

YOU CAN REQUEST TO BE PLACED POSITION ON THE WAITING LIST DIRECTLY FROM THE ADMINISTRATIVE OFFICE OR FROM THE COORDINATOR.

- **Waiting List**

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

- ***Hours and organisation***

The treatment involves attendance from Monday to Friday in two separate groups, in the morning from 8:00 a.m. to 11:20 a.m. and in the afternoon from 2:00 p.m. to 5:20 p.m.

Rehabilitation activities are performed in small groups and include:

- ❖ Physiokinesitherapy
- ❖ Speech therapy
- ❖ Robotic rehabilitation with advanced technologies

Medical, nursing, and social health assistance are provided, and if envisaged by the rehabilitation plan, a psychologist, too, is included.

Upon reaching the goals of the individual rehabilitation plan, the patient is discharged from semi-inpatient treatment and, in some cases, may continue rehabilitation on an outpatient basis.

- ***Some simple warnings to heed***

- ❖ **To be placed on the waiting list for treatments, submit your NHS referral to the Medical Administration.** You must sign the register at each session.

Under no circumstances may you undergo treatments under the National Health Service without a referral from your general practitioner.

The treatment cycle must necessarily be performed consistently; repeated absences might lead the doctor to resolve on discontinuing treatment. We ask for your punctuality and are committed to doing the same. You are kindly requested to always notify us of any missed treatment sessions as far in advance as possible.

The therapist's assessment is necessary to evaluate your clinical situation and any changes following treatment. Tests will be repeated at the end of treatment.

- ❖ **Smoking** is strictly **prohibited inside the outpatient clinic** (Italian Legislative Decree No. 81 of 2008 as subsequently amended and supplemented). This ban also extends to all adjoining external areas. In accordance with Article 40 of Italian Law No. 221/2015, it is likewise prohibited to throw cigarette butts on the ground.
- ❖ **Avoid using cell phones in the treatment rooms**
- ❖ If you are **pregnant** and require treatment, please notify the healthcare staff promptly.
- ❖ If you have a **pacemaker** and need to undergo treatment, please notify the staff promptly: there may be areas within the facility, in any event always identifiable, that we do not recommend you enter.
- ❖ Social Work Services are available at each location.

- ***How to receive information***

You are entitled to be informed of your rehabilitation needs and how you will be treated. In most cases, you will receive the main answers directly from the healthcare professional during your medical examination. Other times, ad hoc dedicated spaces will be provided where you can request information regarding your state of health, rehabilitation plan, and anything else of interest to you. Save for exceptional cases, this information will be provided by the healthcare professional who admitted you to the Centre and coordinates the team looking after you.

Outside these spaces, you may request a meeting with your attending physician. Your therapist will arrange an appointment for you; if you so wish, you may schedule one directly at the Medical Administration.

- ***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.

- ***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 our staff.

Kind regards

The Management

FALCONARA

Area Manager: 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

HIGH-LEVEL SEMI-RESIDENTIAL UNIT

Telephone: 071/9160971

Email: segreteria medica.an.falconara@dongnocchi.it

Staff working at the unit

Medical Director:

Dr Elisa Sordoni

Doctors:

Dr Pietro Cesaroni

Dr. Nicolò Baldini

Dr. Stefano Pierani

Nursing Coordinator:

Federica Fabietti

Gregorio Toccaceli (assistant coordinator)

Psychologist:

Dr Reana Di Girolamo

Dr Valter Brunella

Therapist Coordinator:

Physiotherapist Michele Maiolatesi

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 high-level semi-residential unit.