



FERB

**FONDAZIONE
EUROPEA
RICERCA
BIOMEDICA
ONLUS**

ISO 9001
BUREAU VERITAS
Certification



SERVICE CHARTER

CODE: DN_SGQ_02

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REVIEW: 02





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THE FUNDAMENTAL PRINCIPLES WE ASPIRE TO

Universality and impartiality

We are here to help anyone with a health problem, without distinction as to sex, age, race, language, religion and political opinion, or forms of physical and mental disability.

People centricity

We take care good of people while respecting each person's dignity. All our Operators are committed to ensure that each patient is informed and aware at any moment of the proposed diagnostic/therapeutic path so that the patient's choice is respected.

Continuity

We organise our services in such a way as to be able to respond at any time to our patients' health requirements. We coordinate with family doctors and other services in the region in order to ensure continuity of care.

Efficiency, effectiveness and appropriateness

The range of services offered and their provision is organised to ensure shorter waiting and intervention times and excellence in results. We are committed to providing a health service that is capable of combining efficiency and quality, together with fairness and solidarity.

Confidentiality

We keep the information relating to the conditions and the state of health of our patients as confidential. Patients can naturally authorise us to discuss them with the people they indicate.

Participation

We encourage individuals to actively cooperate to enable us to better protect their rights and, in particular, for a proper distribution of services and access to all the information that concerns them.

Continuous Improvement

We are committed to improving our services through the continuous improvement of our quality management system.

FERB planning is synonymous with the regional strategic goal of responding to the population's health requirements in a consistently higher manner, through actions and guidelines that are appropriate and compatible with available resources. To this end, FERB uses its own capital resources and staff according to criteria of cost-effectiveness, efficacy, quality and suitability; these prerequisites of method and concrete action are oriented to improve and increase the health care provided. The mentioned guidelines orient the corporate quality policy to ensure, within the relevant regional area, the achievement of the health and well-being objectives indicated by the Lombardy Region, regionally governed by the *Agenzie di Tutela Socio Sanitaria* (Agencies for Socio-Health Protection) and in agreement with the *A.S.S.T. Bergamo Est* (East Bergamo Regional Health Authority) and the A.S.S.T. (Regional Health Authority) of Melegnano and Martesana, partners in the implementation of the public-private collaboration.

In particular, **the quality policy** is aimed at the following objectives:

- Clinical activity is delivered with a holistic approach;
- Rehabilitation activity is organised by project (Individual Rehabilitation Projects - IRP and by individual rehabilitation programmes - irp);
- Rehabilitation activity for the prevention of the onset and/or progression of disability resulting from acute, chronic, congenital or acquired impairment; to reveal silent or non-apparent abilities;
- Different professional figures, each with their own area of responsibility, intervene in the provision of rehabilitation services. This normally coincides with the function to be recovered. It is coordinated by the Manager of the Operating Unit responsible for the assessment of outputs and outcomes;
- The governance of demand and supply through cohesive responses, by quantity and quality, to demands and health requirements, with due regard for the rules of appropriateness and consistency of health services and with prompt operational, organisational and structural compliance with institutional accreditation standards;
- Participation in chronicity management programmes referred to in Law 23/2015 of the Lombardy Region and subsequent operating directives;



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- The definition, maintenance and monitoring of the outcomes of relations with Local Self-Governments, Third Sector parties and, in general, with social forces as a qualified expression of the Region's health needs;
- Maintaining economic and financial consistency;
- The development of data, accounting and activity flows designed to fulfil all informational obligations in respect of the Regional Health Care Institution and the Ministries,
- The generation of useful information for management and strategic choices in its area of competence;
- The definition, maintenance and monitoring of the outcomes of conventional relations with Universities. These Agreements were entered into in order to participate in research and training processes concerning pathologies in its areas of interest and to integrate training processes for its employees and collaborators;
- For maintaining improvement and for the application of applicable regulatory requirements.

THE FERB STRUCTURE

The Ferb Non-Profit Organisation is a private entity which has invested collaborative effort in the area of public and private relations. Starting in the mid-80s, through the Université Européenne du Travail (UET) of Brussels, European countries with a high intensity of care needed to anticipate and to experiment with new solutions aimed at regaining efficiency and effectiveness in a perspective of proven cost-effectiveness. At the forefront, owing to their inherent characteristics, stood Belgium and particularly the city of Brussels, since time immemorial a junction for different cultures and experiences, confronted with a number of beds dedicated to disproportionate acute conditions when compared to the real needs, emerging diseases and the pressing necessity of cost containment. Thus it happened that through the UET, the FERB Non-Profit Organisation in partnership with local institutions, participated in the "reconversion, reorganisation and management" of a good 4,000 beds then assigned to acute diseases and dedicated them to rehabilitation. In Italy, the enforceability of the planned legislation had to wait some time when Art. 4 paragraph 6 of Law No. 412 of 30.12.1991, adopted in 2001, described and specified the many initiatives to be activated. Legislative Decree 502/1992, Legislative Decree 517/1993 and Legislative Decree 229/1999 followed which, even with some reinterpretation, envisaged forms of collaboration between the National Health Service facilities and private entities through new management models, up to the possibility of setting up public and private capital joint enterprises. Public and private forms of collaboration were thus envisaged. As a result of Law 31 of 11.7.1997, the Lombardy Region enacted the Regional Government Decree VI/42718 of 29.4.1999. This defined the procedure for activating collaborations between public health authorities and private entities, the objectives and goals actionable by companies in the Regional Health System, a series of legal instruments suitable for the setting up of public and private collaborations were also identified and a range of characteristics to allow interested parties to identify the most suitable solutions indicated. The FERB Non-Profit Organisation still presides over three public-private operations under the legal form of a profit-sharing joint venture, two of which are with the ASST Bergamo Est of Seriate at the "S. Isidoro" Hospital of Trescore Balneario and the "Briolini" Hospital of Gazzaniga; the third is with the ASST Melegnano and Martesana for the Specialised Rehabilitation Centre in the "Uboldo" Hospital of Cernusco S/N.

Website of the FERB Non-Profit Organisation www.ferbonlus.com Onlus

FERB's function in the Health System

The VISION of the new Health scenario defines different operating and diagnostic-therapeutic strategies that are in line with the requirements dramatically emerging from increased life expectancy and the new diseases associated with this in some way. FERB, in relation to the current Health vision, identifies its function as being that of ensuring feasibility in the care, social welfare and social health project in respect of acute diseases, emerging complications of post-acute cases and in the various equipment and systems, whatever the cause of the disorder, impairment and possible disability. In this context, FERB promotes studies and research for:

- The diagnosis and treatment of metabolic, vascular and degenerative disorders of the Nervous, Connective, Osteoarticular and Muscular System;
- The diagnosis and treatment of disorders affecting the Cardiovascular System;
- The diagnosis and treatment of disorders affecting the respiratory system;
- The prevention and rehabilitation of these disorders and their outcomes;



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- The implementation of multifunctional rehabilitation processes:
The multifunctionality concept lays the foundations for a different way of providing health in the social health and social welfare context, with particular reference to patient centrality. Multifunctionality immediately evokes a type of treatment devoted to the whole individual, **HOLISTIC**, not oriented to a single organ but to the whole individual, proposing the axiom of one patient for many specialists and not one specialist for many patients. Multifunctionality also evokes a model without barriers in which the organisational system is interpreted as open and flexibly adaptable;
- The reintegration of patients affected by such pathological forms into society, family life, work and relationships in general.

FERB achieves its function through:

- The establishment and management of healthcare structures, directly or by means of agreements with public or private hospital and non-hospital Companies or Public Institutions, with diagnostic, curative and rehabilitation activities, including with public-private forms of collaboration according to relevant applicable legal provisions;
- The organisation of training and refresher courses, symposia, congresses and cultural and scientific activities aimed at making the Foundation's goals and initiatives known;
- The award of operating grants and scholarships to institutions or private parties.

THE TRESORE BALNEARIO HOSPITAL:



VISITING HOURS, LOCATION AND TELEPHONE NUMBERS

Address

Via Ospedale, 34
24069 Trescore Balneario (BG)
Located at the beginning of Val Cavallina. 16 Km away from Bergamo
www.ferbonlus.com
ferbonlus@pec.ferbonlus.com
Operator: +39 035 955111

Entrance

From Via Ospedale, 34

Number of beds:

Inpatient admission: 87
4 observation beds for intensive care Outpatient Macro Activity
Day Hospital 1

Medical Department

Telephone +39 035 955244

Operating Units

1. General Medicine +39 035 955256
 2. Specialist Rehabilitation
- Neuromotor Rehabilitation +39 035 955256



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- Parkinson's Rehabilitation +39 035 955326
- Cardiorespiratory Rehabilitation +39 035 955235
- General Geriatric Rehabilitation +39 035 955256
- Outpatient clinics +39 035 955212

Visiting hours

Afternoon	13:00 - 15:00
Evening	19:00 - 20:00
Public Holidays	13:00 - 20:00

Visits from relatives and friends are allowed during hospital stays.

Visitors must absolutely respect other patients' rest and not hinder the ward's activities. Patients over 65 years of age may also be assisted by a person outside visiting hours. It is possible to obtain permission to visit out of hours in specific cases. Such permission applies to only one person and can be requested from the head of the ward. Visits from children under the age of 12 years are prohibited. Visitors are required to take into account the needs of the sick, especially the more severe cases, and to avoid overcrowding in recovery rooms.

Medical Records Office

Telephone +39 035 955227

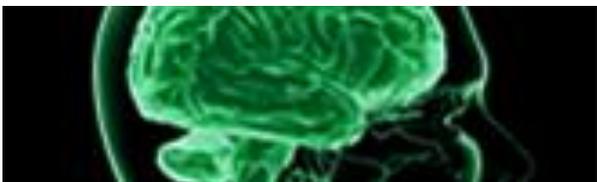
Mortuary opening hours

Morning	8:30 - 12:30
Afternoon	13:00 - 17:00

CENTRE OF EXCELLENCE FOR THE TREATMENT OF ALZHEIMER PATIENTS



People suffering from an impairment of cognitive functions are hospitalised here. These not only include Alzheimer's disease but also other forms of dementia in the phase involving disturbing behaviours such as agitation, irritability and aggression which severely strain families' ability to assist them.



VISITING HOURS, LOCATION AND TELEPHONE NUMBERS

Address

Via Manzoni 128
24025 Gazzaniga (BG)
Situata in the middle of the Valle Seriana 20 Km away from Bergamo
centro.alzheimer@ferbonlus.com
For the Admissions Booking Centre: +39 035 3065206/ +39 035 3065215

Entrance

From Via Manzoni, 128



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Number of beds:

Admission: 46 + 2 observation beds for intensive care Outpatient Macro Activity

Medical Department:

+39 035 3065204

Visits from relatives and friends are allowed during hospital stays.

Visitors must absolutely respect other patients' rest and not hinder the ward's activities.

Patients over 65 years of age may also be assisted by a person outside visiting hours.

It is possible to obtain permission to visit out of hours in specific cases,. Such permission applies to only one person and can be requested from the head of the ward. Visits from children under the age of 12 years are prohibited. Visitors are required to take into account the needs of the sick, especially the more severe cases, and to avoid overcrowding in recovery rooms.

Clinic for the management of cognitive disorders and dementia (CDCD)

The CDCD (formerly, the Alzheimer's Assessment Unit [UVA]) focuses on patients suffering from dementia. In this clinic, patients suffering from memory disorders, including mild disorders or other cognitive disorders, are assessed to determine the cause and to then define the diagnosis and treatment.

Booking Methods for hospital and outpatient services

You can book by calling on No. 035.3065206

SPECIALIST REHABILITATION CENTRE OF CERNUSCO S/N



VISITING HOURS, LOCATION AND TELEPHONE NUMBERS

Address

Via Uboldo,19

20063 Cernusco sul Naviglio (Milan)

Situated along the MM2 route, 10 minutes from Cascina Gobba (Cernusco S/N exit) and the Padana Inferiore highway

dscernusco@ferbonlus.com

Operator +39 02 92418402

Entrance

From Via Uboldo,19

Medical Department: +39 0292418501

Administrative Office and Medical Records Office +39 02 92418402



Number of beds:

Admission:

Specialist Rehabilitation

- Neuromotor Rehabilitation 39 02 92418202
- Parkinson's Rehabilitation 39 02 92418333
- Cardiorespiratory Rehabilitation 39 02 92418202
- General Geriatric Rehabilitation 39 02 92418202

Visiting hours

- Weekdays from 17:00 to 20:00
- Public holidays from 11:00 to 13:00 and from 16:00 to 20:00

Visits from relatives and friends are allowed during hospital stays.

Visitors must absolutely respect other patients' rest and not hinder the ward's activities.

Patients over 65 years of age may also be assisted by a person outside visiting hours.

It is possible to obtain permission to visit out of hours in specific cases. Such permission applies to only one person and can be requested from the head of the ward. It is advisable to avoid visits from children under the age of 12 years. Visitors are required to take into account the needs of the sick, especially the more severe cases, and to avoid overcrowding in recovery rooms.

ADMISSION TO OUR CENTRES

Inpatient Admission - Scheduled

For non-urgent illnesses, admission may be proposed by the attending physician, the *Guardia Medica* (Emergency Medical Service), a specialist or private practitioner, or a hospital physician following an outpatient visit in hospital. The proposal is assessed by the Ward Physician based on bed availability.

There is a waiting list for scheduled inpatient admissions in each ward.

Admission documentation for administrative procedures:

- ❖ Citizens resident in Italy
 - Health Insurance Card (the CRS - SISS Card for citizens of Lombardy)
 - Tax code
- ❖ Non-resident citizens
 - Belonging to the European Union or to a country which has entered into bilateral agreements with Italy:
 - Identification document
 - European Health Insurance Card (EHIC)
 - Special templates provided by the countries of origin or details of the insurance policy which guarantees cover for health expenditure
 - Non-EU citizens (only for admissions to General Medicine)
 - Passport or Identity Card
 - Residence permit or a copy of the relative request to the Police Headquarters
 - Health insurance card or details of the insurance policy for health expenditure cover

For an even Prompter Healthcare

Attending physician or Specialist's request for admission

Personal health documents (list of medications being taken, previous examination reports, medical certificates, a copy of the medical records of previous hospitalisations, etc.)



Treatment in MAC, complex outpatient macroactivity (former Day Hospital) for the Balneario and Gazzaniga facilities

These are scheduled treatment cycles, each of a duration of less than one day, for therapeutic rehabilitation services requiring a multidisciplinary ongoing nursing medical regimen, although not requiring inpatient admission.

Treatment must be proposed by a Hospital Physician following an outpatient visit. If eligible, according to the criteria defined in accordance with the ATS, you will be entered on a waiting list and then admitted to treatment. Documentation for administrative procedures is similar to that required for inpatient admission.

Relationship of hospital physicians with family doctors

The FERB Non-Profit Organisation allows Family Doctors to access all hospitals, in the interests of their patients and for the purposes of care continuity. It therefore adopts the necessary measures to ensure:

1. The Family Doctor's access to the centres during the patient's admission, hospitalisation and discharge
2. Collaboration between Hospital Physicians and affiliated General Practitioners
3. The discharge clinical report, containing the overview of the hospital diagnostic and therapeutic procedure as well as the therapeutic suggestions for home care, addressed to the Family Doctor and published on the Electronic Health Records of the SISS (unless otherwise indicated by the patient).

For protected discharges, the Ferb Non-Profit Organisation has only signed the MEMORANDUM OF UNDERSTANDING FOR ACCOMPANIED DISCHARGES with the ATS of Bergamo. This is valid within east province areas; Alto Sebino; Basso Sebino; Grumello del Monte; Seriate and Valcavallina.

Safekeeping of possessions during hospitalisation

The Medical Department advises patients, relatives, users and all staff to pay particular attention to the care and safekeeping of their possessions during the stay in Hospital. The Administration, although meticulous in discharging its duties, does not guarantee the redress of damages suffered.

OUTPATIENT SERVICES IN OUR CENTRES

Booking methods

A. Telephone bookings

For changes to bookings or service cancellations under the Regional Health System and private practice

B. Direct access to the helpdesk

Specialist visits, radiology tests and medical tests with and without preparation can be booked by going directly to the CUP (Central Booking Service) helpdesk.

Urgent physical therapy visits can be booked with the registrar of the fitness centres.

The telephone no. is: 035955321, Monday to Friday from 9.00 to 16.30 hours.

Opening hours

C.U.P. Trescore Balneario Tel. +39 035955287

A. Telephone bookings - Monday to Friday from 11.30 to 13.30 hours

B. Direct access to the helpdesk

Monday to Friday from 8.00 to 16.45 hours and Saturday from 8.00 to 12.00 hours

Gazzaniga Alzheimer's Centre Administrative Office Tel. +39 0353065206

A. Telephone bookings - Monday to Friday from 09.00 to 13.00 hours

B. Direct access to the helpdesk

Monday to Friday from 09.00 to 13.00 hours



Cernusco S/N Specialist Rehabilitation Centre Administrative Office Tel. +39 02 92418402, 2nd floor

A. *Telephone bookings* - Monday to Friday from 08.30 to 13.00 hours and from 14.00 to 16.00

B. *Direct access to the helpdesk*

Monday to Friday from 08.30 to 13.00 hours and from 14.00 to 16.00

Documentation to be presented at the time of booking/admission

1. General practitioner's referral letter (primary care doctor, a freely chosen paediatrician or specialist physician) issued on a regional prescription (valid for one year from date of issue)
2. Health insurance card or Regional Services Card
3. Any co-pay fee exemption card

The general practitioner's referral letter is not required for "direct access" specialist visits, such as:

- a. Dentistry;
- b. Ophthalmology (limited to checking vision);

Only for foreign citizens

➤ Belonging to the European Union or to a country which has entered into bilateral agreements with Italy:

- Identification document
- European Health Insurance Card (EHIC)
- Special templates provided by the countries of origin or details of the insurance policy which guarantees health expenditure cover

➤ Non-EU citizens

- Passport or Identity Card
- Residence permit or a copy of the relative request to the Police Headquarters
- Health insurance card or details of the insurance policy for health expenditure cover

Documentation to be presented at the outpatient department

Users must be in possession of the following documentation at the time of making use of the health service:

1. A payment receipt if not exempt. Users are advised to make the payment at the time of booking or, in any case, before going to outpatients
2. Booking document
3. Medical prescription

Available outpatient services by branch

A. Trescore Balneario

Radiology	Cardiology
<ul style="list-style-type: none"> • Skeletal x-rays • Chest x-rays • Digestive tract, barium enema, oesophagus (with contrast medium) • Nasopharynx, Larynx, Abdomen (without contrast medium) • Bone, pulmonary and renal stratigraphy • Mammography 	<ul style="list-style-type: none"> • Cardiac examination • Electrocardiogram • ECG Cardiac Holter • Outpatient blood pressure monitoring • Stress Test • Echocardiogram
Pulmonology	Surgery
<ul style="list-style-type: none"> • Pulmonary examination • Respiratory functionality 	<ul style="list-style-type: none"> • Surgical consultation • Medication



<ul style="list-style-type: none"> • Spirometry • Polysomnography 	<ul style="list-style-type: none"> • Angiology: Eco-Color-Doppler of the upper extremity supraaortic vessels; • Proctology: Proctologic Examination • Angiology examination: sclerotherapy
Neurology	Parkinson's disease
<ul style="list-style-type: none"> • Neurological examination • Headache examination 	<ul style="list-style-type: none"> • Outpatients visit
Otorhinolaryngology	Ophthalmology
<ul style="list-style-type: none"> • ENT examination 	<ul style="list-style-type: none"> • Ophthalmic examination
Physical Therapy Rehabilitation	Dermatology
<ul style="list-style-type: none"> • Physical therapy examination • Orthopaedic examination • Motor rehabilitation 	<ul style="list-style-type: none"> • Dermatological examination
Odontostomatology	
<ul style="list-style-type: none"> • Odontostomatological examination • Tooth extractions • Dental care • Dental prostheses • Laser-assisted odontostomatology therapy • Oral Hygiene • Periodontics 	<ul style="list-style-type: none"> • Orthognathic examination • Treatment of dental and/or skeletal malocclusions, with particular regard to postural problems • Paediatric dentistry • Outpatient odontostomatologic surgery • SERVICES UNDER PRIVATE PRACTITIONERS

B. Cernusco sul Naviglio

Physical Therapy Rehabilitation	Neurology
<ul style="list-style-type: none"> • Physical therapy examination 	<ul style="list-style-type: none"> • Neurological examination

Parkinson's Disease and Movement Disorders
<ul style="list-style-type: none"> • Outpatients visit

C. Gazzaniga

CDCD clinic	Psychologist
<ul style="list-style-type: none"> • Outpatients visit 	<ul style="list-style-type: none"> • Neuropsychological Tests

Criteria for access to dental treatment

Regional Government Decree No. VIII/3111 of 01.08.2006 identified two criteria for the provision of dental services under the Regional Health Service:

•Clinical criterion: the assessment of clinical criteria for the provision of dental care under the Regional Health Service is the responsibility of the prescribing physician who compiles the referral letter.

•Socio-economic criterion: the assessment of socio-economic criteria is the responsibility of the healthcare facility that provides the service through helpdesk operators in accordance with the claimant's declaration.



These categories of users can benefit from dental treatments with the regional health service regardless of any pathological conditions present.

The provision of dental care under the Regional Health Service is exclusively intended for patients resident in the Lombardy Region.

Waiting times

The FERB Non-Profit Organisation is committed to ensuring increasingly qualified services to citizens, with due regard for the maximum waiting times established by the Lombardy Region and agreed upon at the provincial level with the ATS of Bergamo. Citizens are referred to the first visit or specialist examination, and FERB is committed to accommodate them in at least one of its Centres. Updated information on the maximum waiting times established by the Region and on the times that the service is provided by our Company can be obtained on booking, by consulting the appropriate infosheets affixed in the Company's various clinics or even by visiting the website: www.ferbonlus.com

Activities by Private Practitioners

Users can avail themselves of services provided under a "Private Practice" system by the Company's practitioners. Information on the names of private practitioners, the days and hours they practice, the types of services provided and fees can be requested in the following manner:

- By phoning on 0353068287 between Monday to Friday from 10.30 to 12.30 or by going directly to the CUP helpdesk at the times indicated above;

CO-PAY FEE

This is a form of citizen participation in health expenditure; the citizen only pays the co-pay fee on outpatient services and not on hospitalisation. Participation fees vary depending on applicable regulations for the period and in relation to income and ailments. **If due, it must be paid before going to outpatients.**

Where to pay the co-pay fee

Users can make the payment at CUP helpdesks in Hospitals and clinics in the following manner

1. Cash
2. Debit card
3. Cheques

Alternative payment methods can also be used, such as:

4. Bank transfers - IBAN Code: IT09E0542853630000000085548

Please note that with the payment method referred to in point 4, it is necessary to specify the booking number shown on the sheet or indicated by the telephone operator

PUBLIC RELATIONS OFFICE

What it is

This is a helpdesk which the Company provides to all users to ensure transparency and participation. It consists of qualified operators resident in each of the three centres and whom you can refer to in person or by telephone, fax or e-mail.

What it does: it provides information

It provides information on hospital and outpatient services and on how to access health services and administrative practices. There, you can also read the full version of the Corporate Service Charter.

It promotes participation

It is dedicated to listening to the opinions, suggestions and proposals of users to improve the provision of services. The Office also monitors quality as perceived by patients through the collection and processing of questionnaires that are distributed to all managers and users of outpatient services.



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It ensures protection

It protects the rights of citizens, including through the collection of reports and complaints. People who feel that services provided are not satisfactory can file a report in person, by telephone or by e-mail; internal procedures will be activated immediately in order to respond to the user within 20 days with respect to the above.

How to make contact

The PR contact person is at your service at the Medical Department of the Trescore Balneario Hospital Centre between Monday to Friday from 9.00 to 12.00 and from 14.00 to 16.00.

For contact by telephone or fax

Telephone 035.958244 Fax. 035.944598

The PR contact person is at your service at the Medical Department of the Cernusco S/N Hospital Centre between Monday to Friday from 9.00 to 12.00 and from 14.00 to 16.00

Telephone 02.92418402

The PR contact person is at your service at the Gazzaniga Hospital Alzheimer's Centre between Monday to Friday from 9.00 to 13.00.

Telephone 035.3065215

VOLUNTARY ASSOCIATIONS

AVO operates within the Centres of the FERB Non-Profit Organisation. Users can refer to AVO for care requirements and to actively offer their collaboration.