



Access to information services

Contact centre every day

from 7.30 am to 8.30 pm telephone 06/362081 r.a.

Admission and Dismissal times

from 7.30 am to 7.30 pm

Welcome service

every day from 7.30 am to 1.30 pm and from 2.30 pm to 7.30 p.m. - telephone 06/36208523 - 524 - 539 fax 06/362085511 - e-mail: ricoveri@clinciaarsmedica.it

Medical studios

every day from 8.30 am to 8.00 pm phone 06/36208923 - 924 fax 06/36208507 e-mail: studimedici@clinciaarsmedica.it Appointments: 8.30 a.m. - 7.30p.m.

Car park

discounted rates in front of the Clinic.

Agreements

Ars Medica has direct agreements with the major Insurance Companies and with Integrated Health Care Funds.

For information and bookings

Via Cesare Ferrero Di Cambiano, 29
00191 Roma
T. 06.362081
M. 334.7266674 (direct for home care)
www.arsmedicacasadicura.it
domiciliare@clinciaarsmedica.it



Comfort

The guest rooms are all single, with bathroom, air conditioning, TV / SAT, telephone,internet, extra bed and safe. Admitted patients can avail of the following services:

Bar - room service every day from 8.00 a.m to 7.00 p.m.

Car park - discounted rates in the Garage in front of the Clinic.

Newspapers - upon request you will be offered the daily newspaper you prefer.

Services - available upon request: laundry, hair salon, barber, service mail and fax.

Ambulance: ambulance service on request.

Religious assistance on patient's request.

Chapel on the second floor.

Admitted patients can choose the meal they prefer among three menu options, except for particular dietary requirements. For accompanying guests the ground floor a la carte restaurant is available on reservation; it is allowed to stopover in the guest rooms over 9pm only to those who stay in the Clinic. It is possible to request an estimate of the costs.



Admission departments and day hospital

Specialties:

- General surgery
- Pediatric surgery
- Reconstructive Plastic Surgery
- Thoracic surgery
- Vascular surgery
- Gynaecology
- Microsurgery
- Neurosurgery
- Ophthalmology
- General and pediatric orthopaedics
- Otolaryngology
- Traumatology
- Urology
- Internal Medicine
- Angiology
- Cardiology
- Dermatology
- Hepatology
- Nephrology with haemodialysis
- Functional and instrumental
- Neurology
- Oncology
- Pneumology
- Pain management



Medical studies

- Allergology
- Angiology
- Cardiology
- General surgery
- Pediatric surgery
- Surgical Oncology
- Thoracic surgery
- Reconstructive Plastic surgery
- Spinal surgery
- Dermatology
- Diabetology
- Dietology
- Endocrinology
- Hepatology
- Gastroenterology
- Gynaecology
- Nephrology
- Internal Medicine
- Neurosurgery
- Neurology
- Neuropsychiatry
- Ophthalmology
- Oncology
- Orthopaedics
- Paediatrics
- Otolaryngology
- Proctology
- Rheumatology
- Traumatology
- Urology



This Service Charter is a tool that Ars Medica offers its patients to inform them about the Services offered, to declare and define the commitments made with the aim of ensuring and improving the quality of services. The Service Charter comes with a questionnaire through which patients can express their degree of satisfaction with regard to the services received by Ars Medica.

If the admitted patient believes that Ars Medica has not maintained any one of the commitments outlined below he/she may protect their rights by submitting a claim following the indications described in the: “Guarantee and protection of patient rights “ point. Ars Medica has adopted an ethical code that defines the system of ethical and social standards - rights, duties, responsibilities - that the Company, the doctors and all the staff commits to respect



Resuscitation or intensive care units

Ars Medica is provided with a resuscitation and intensive care unit able to handle any medical, cardiological and surgical emergency.

Surgery Unit 6 operating rooms including one urology room 1 plaster cast room



Home Care

Ars Medica guarantees a rapid medical and nursing home assistance with highly specialized staff for both scheduled and urgent treatments.

Direct Number 334.7266674 from 8 am.

The quality of Ars Medica



Welcome and information for admitted patients

Each patient will find an information brochure regarding the Clinic in their room. Staff is available to illustrate the use of all machinery in the room. The reception staff, delivers the present Service Charter to the patient. Reception staff indicates the name of the guide to the service. The guide has the specific task of listening and assisting the needs of the patients and to inform them for the best use of the services offered. For more information and explanations regarding health services the patient and family members can contact nursing staff or directly the treating physician. Every operator is provided with a recognition tag that specifies his/her role.



Promptness and punctuality in performance

The waiting time in booking for ordinary hospitalization is maximum 48 hours. It is possible to schedule pre-hospitalization. In Ars Medica, the maximum time required from the patient’s arrival to the transfer in the assigned room is 30 minutes. Dismissals will have to take place by 9 am. Health emergencies immediately receive basic assistance and advanced reanimation assistance within maximum 2.30 minutes. In Intensive Care reanimation assistance is immediate. For urgent surgery, the maximum time lapse from prescription to the beginning of surgery in the operating theatre is 120 minutes. Patients that are being dismissed and who need therapies under medical care, diagnostic investigations, subsequent specialist visits for completion of the care cycle, will receive communication of the date and time of appointments without need for additional bookings. Subsequent medical check ups are scheduled by the patient directly with the treating physician.



Personalization and humanization

Admitted patients moving to the waiting areas for diagnostic investigations are assisted by staff on the ward. Instrumental examinations and pre-operative laboratory tests are performed when possible, in a single access to create less possible inconveniences to the customer. There are preferential routes for pre-operative visits and examinations that can be accessed through doctor’s specific request. The anaesthetist, who will perform the sedation in the operating theatre, carries out a specialist visit and informs the patient of the conduct to be held before the operation. Family members can assist the patient 24 hours. All operators introduce themselves to the patients with courtesy and availability, upon request they explain their function and what they can assist in.



Patient health information

The admitted patient is correctly and adequately informed by the doctor of the diagnosis, the prognosis, of the therapeutic options, of the predictable consequences of the choices made and in general on the clinical conditions. Information is given during private interviews. Before undergoing diagnostic and therapeutic treatments, before carrying out surgical interventions that involve risks both inherent to anaesthesia and to the operation itself, patients are informed by the medical staff about the aim and nature of alternative treatments, in order to be able to express consent freely and consciously. After the information the doctor requires the patient’s written consent for the treatment, save in exceptional cases of particular urgency. If the patient is unable to receive, to understand information regarding health services and to decide autonomously, information is

provided and written consent is required from those who represent the patient. Patients on dismissal are given a clear and understandable clinical report written by the doctor who operated in the Clinic. Upon delivery, if necessary, the doctor verbally completes what is written. On patients’ request, a copy of the clinical record is issued maximum 7 days from the request. For further needs patients can benefit of home care.



Guarantee and protection of patients’ rights

Patients may submit complaints, reports or suggestions:

- verbally, with complaint recorded by the staff of Ars Medica;
- in writing, using the designated form or a personal letter.

All staff are required to give maximum assistance for the recording to those who intend to file complaints or reports. Complaints when possible are solved promptly. Customers who submit written and signed complaints, receive response within a maximum of 7 days. The customer relations office is available on weekdays from 10am to 5pm.

All customers requiring hospitalization are delivered together with the Service Card a questionnaire on which the patients can express, in synthetic and simplified form, their observations and the degree of satisfaction relative to the services provided during the stay in Ars Medica.



Access to services

The Ars Medica Clinic is located in Via Cesare Ferrero di Cambiano, 29 - Corso di Francia

For information

The number of the Ars Medica switchboard is T. 06.362081
 The phone number of the Dialysis Centre 1 is T. 06.36208510, of Dialysis Center 2 is T. 06.36208570
 The fax number is T. 06.36208511
 The mail address is dialisi@clinicaarsmedica.it

All for patients

The haemodialysis service guarantees that the dialysis services are carried out from Monday to Saturday, eighteen hours a day, in three daily turns. The timings of the turns are as follows:

- 1st turn: 6.00 a.m. - 10.00 a.m.
- 2nd turn: 11.30 a.m. - 3.30 p.m.
- 3rd turn: 5.00 p.m. - 9.00 p.m.

Transport

Ars Medica offers patients a low rate private transport service, with partial reimbursement from the relative local health board to allow access to patients who cannot reach the Dialysis Centre independently.
 Taxi service, public transport, parking. Facing the clinic there are car spaces reserved for patients.

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 00191 Roma
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domiciliare@clinicaarsmedica.it



Description of services

Ars Medica has two Dialysis Centres accredited with the National Health Service with a total of 36 beds. The Haemodialysis Service guarantees the implementation of the following dialysis methods:

- Acetate dialysis
- Bicarbonate dialysis
- Hemodiafiltration
- On-line hemodiafiltration
- Hemofiltration
- Mixed hemodiafiltration
- Isolated ultrafiltration

Water purification is guaranteed by Bi-osmosis.

The equipment used is of last generation and follow international standards. Medical therapy follows the guidelines defined by the Italian Society of Nephrology and by the most prestigious International Associations. Medical staff makes personalized diets available for patients in dialysis.

Routine blood samples are scheduled on a monthly basis; every three months further examinations regarding the clinical situation of the patient are performed. The Clinic is equipped for surgery involving patients with chronic renal failure: positioning of central venous catheters (femoral, jugular, subclavian), the creation of arteriovenous fistulas of all kinds and prosthesis implantation.

Services active during dialysis treatment and for emergencies:

- Nephrology Outpatient Clinic
- Medical Centre for the clinical visit of patients
- Admission wards for all medical and surgical conditions
- Intensive care unit
- Intensive Therapy and Coronary Unit
- Surgical unit
- Analysis Laboratory

Specialist services:

Angiography (digital and traditional), audiometry, arthroscopy, echo doppler, cardiology (ECG, dynamic ECG, Holter, under stress tests) echocardiography, ultrasounds, electroencephalography, electromyography, endoscopy (digestive, respiratory, urological), fluoro angiography, phoniatory, histology, laparoscopy, Computerized Bone Mineralometry (C.B.M.), respiratory function tests (spirometry), Interventional Radiology, Magnetic Resonance (M.R.I.). Computerized Axial Tomography (C.A.T.), Medical studios where specialist visits are conducted by appointment for any medical and surgical specialization.

Ars Medica has an agreement with the Italian national health service for chemical-clinical and radio-immunological tests, Nuclear Medicine and Radiology. Ars Medica is in direct agreement with the most Important Insurance Companies.



This Service Charter is a tool that Ars Medica offers patients of its Dialysis Centres to inform them of the services offered and to define the commitments taken in order to ensure and improve the quality of services. The Service Charter is matched to a questionnaire through which patients can express their degree of satisfaction with regard to the services received by Ars Medica. If the patient believes that Ars Medica has not maintained any one of the commitments outlined below he/she may protect their rights by submitting a claim.

The quality of Ars Medica



Welcome and information for patients

The Head Nurse makes sure that all patients have been given this Service Charter. Patients in need can on request rely on the clinic's transport service. All the staff of the Haemodialysis Centre is committed to listening and assisting patients with the purpose of a correct information and orientation in using the service provided. Every operator is provided with a recognition tag that specifies his/her role. Patients who are new to dialysis and the patients coming from other Dialysis Centers can access the Ars Medica Dialysis Centers by booking over the telephone and calling the number 06/362081 - 06/36208510 - 06/36208570.



Promptness and punctuality in performance

Dialysis stations are arranged to ensure a constant visual check by healthcare staff in order to promptly respond to patients' requests. Doctors are available on call from 9.30 p.m. to 6.30 am of the following morning and on holidays. The permanent resuscitation service, the intensive care, the coronary unit, the anaesthesia and operating teams, ensure cardiological, surgical, neurological and traumatological first aid. Health emergencies receive basic assistance immediately and advanced reanimation assistance within maximum 3 minutes. In Intensive Care advanced reanimation assistance is immediate. In case of emergencies during the night or on public holidays, call the Clinic that will alert the doctor on call. HbsAg and HCV serologic markers are checked with a frequency not inferior to every three months.



Personalization and humanization

All operators introduce themselves to the patients with courtesy and availability explaining their function, in respect of their privacy. The medical and nursing staff of the Dialysis Centers does not take part in other Ars Medica activities to be devoted exclusively to patients undergoing dialysis treatment. The Dialysis Centres are both directed by a physician specialized in nephrology, whose presence is guaranteed every day. The presence and the assistance of medical and nursing staff is guaranteed throughout the dialysis session. With this aim, each Dialysis Centre is provided with a number of staff members in compliance with current regulations. Should any family or personal problems arise, the medical and nursing staff is available for any changes to the assistance program. The Dialysis Center has a room with two designated stations for treatment of patients that are HbsAg carriers. Patients carriers of HCVs antibodies are dialysed on equipment dedicated to their treatment and identified by permanent non removable symbols. Patients are assisted by nursing staff when moving to the waiting areas for diagnostic investigations.



Patient health information

The Dialysis Centre provides health information documenting patient care through:

- The dialysis patient's Medical Records;
- The Dialysis Card for dialysis patients;
- The Outpatient Nephrology medical centre Health Records dedicated to patients who are new to dialysis treatment and to patients coming from other Dialysis Centres.

The patient is informed by the physician about the diagnosis, the prognosis, on therapeutic options, on the foreseeable consequences of the choices made and in general on the clinical conditions. Information is given during private interviews. Before undergoing diagnostic and therapeutic treatments, before carrying out surgical interventions, patients are informed by medical staff about the aim and nature of the treatments and their consequences and risks, of alternative treatments, in order to be able to express consent freely and consciously. After the information the doctor requires the patient's written consent for the treatment, save in exceptional cases of particular urgency. If the patient is unable to receive, to understand information regarding health services and to decide autonomously, information is provided and written consent is required from those who represent the patient.

Patients are given clear information on organ transplant: the medical staff directly contacts the selected Transplant Centre and follows the patient in subsequent check-ups. Information on exemptions to the participation in the health expenditure, acknowledgement of civil disability and on the disability benefits, on the current regulations on transport and potential benefits, on employment and retirement legislation, on the possibility of undergoing dialysis, or other care abroad.



Guarantee and protection of patients' rights

Patients may submit complaints, reports or suggestions:

- verbally, with complaint recorded by the staff of Ars Medica;
- in writing, using the designated form or a personal letter.

All staff are required to give maximum assistance for the recording to those who intend to file complaints or reports. Complaints when possible are solved promptly. Customers who submit written and signed complaints, receive written response within a maximum of 7 days. The Customer Relations Office is available on weekdays from 10am to 5pm. All patients are delivered a questionnaire together with the Service Card on which the patient can express, in synthetic and simplified form, their observations and the degree of satisfaction relative to the services provided during the stay in Ars Medica.



Comforts

To ensure the well-being of patients, during the dialysis session, the environmental conditions are maintained, depending on the season, at a temperature of between 20 and 26 ° C and with a percentage of humidity between 40 and 60%. Each dialysis station is equipped with a bed or chair scale, of a single automatic dialysis solution preparation machine, and provided with control devices for ultrafiltration and for the suitability of the dialysing solution. The cleaning of the rooms, halls and monitors is guaranteed at the end of each dialysis turn. Each dialysis station is equipped with a television monitor and headphone. There are separate changing rooms available for men and women with lockers for garments and personal belongings of each patient of the turn. All patients waiting for the dialysis session have seating available. Patients can receive outside phone calls.



Access to services

The entrance of the Outpatient Clinic is in Via Cesare Ferrero di Cambiano, 35. In front, reduced cost private parking for patients

The following tests can be carried out with bookings:

- for the analysis laboratory: interval blood testing (hormone, glycemc curves), at-home blood testing (blood samples, swabs, fungal tests), swabs (vaginal, urethral, mouth-throat-tonsil, ears, nasal), Pap Test.
- for diagnostic imaging: scintigraphies, BMD test, ultrasonography, X-rays, CT scans, MRI scans and PET scans.

Reception

From Monday to Friday from 7.30 am to 7.30 pm, Saturday from 7.30 am to 1.30 pm

Collection of medical reports

From Monday to Friday from 10.30 am to 6.30 pm, Saturday from 10.30 am to 12.30 am

Home care

Ars Medica guarantees a prompt medical and nursing home assistance with highly qualified staff specializing in both programmable and urgent assistance. Direct Number 334.7266674 from 8 am to 8 pm

Per informazioni e prenotazioni

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domiciliare@clinicaarsmedica.it



Description of Services

Analysis Lab

Hematochemical and microbiological analysis. The blood sampling is carried out from Monday to Saturday from 7.30 a.m to 10.30 a.m. For urgent cases the sampling can be carried out all day until 7.00 p.m.

Diagnostic Imaging

Digital radiology, mammography, angiography, multi slice TC, MRI, echo with color doppler, echocardiography, ultrasound-doppler, general and cardiac scintigraphies, PET scan, BMD, endoscopies, PFO study.

Radiotherapy

Linear Accelerator (6-15 MeV) for electron and photon treatment of superficial and deep neoplasms. Three-dimensional treatment plans for conformational treatments and Stereotactic radiosurgery.

Ars Medica is accredited with the Italian National Health Service for hematochemical, microbiological analysis services, scintigraphies, radiology and dialysis. A list of all examinations carried out in the outpatient clinic is available for customers.



In the medical studios listed below visits by appointment are performed both privately or in agreement with insurance companies

check up
outpatient surgery
endoscopy

Medical studios

Allergology
Angiology
Cardiology
General surgery
Paediatric surgery
Oncological surgery
Reconstructive Plastic Surgery
Chest surgery
Spinal surgery
Dermatology
Diabetology
Endocrinology
Hepatology
Gastroenterology
Gynaecology
Nephrology
Internal Medicine
Neurosurgery
Neurology
Neuropsychiatry
Ophthalmology
Oncology
Orthopaedics
Pediatric Orthopaedics
Otolaryngology
Pediatrics
Proctology
Rheumatology
Traumatology
Urology



Service Charter
Diagnostic departments
and medical studios



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The Service Charter is matched to a questionnaire through which patients can express their degree of satisfaction with regard to the services received by Ars Medica. If the patient believes that Ars Medica has not maintained any one of the commitments outlined below he/she may protect their rights by submitting a claim. The adopted Code of Ethics, the system of ethical and social standards - rights, duties, responsibilities – that the Company and its staff are committed to respect.

The quality of Ars Medica



Welcome and information for admitted patients

All the staff of the service is committed to listening and assisting patients with the purpose of providing information and orientation for a correct use of the services provided. Customers receive information on procedure, day and time of the collection of medical reports.

The Reception provides information on any exam preparation. Every operator is provided with a recognition tag that specifies his/her role.



Promptness and punctuality in performance

Analysis Lab

The maximum waiting time for administrative procedures is 10 minutes. The maximum waiting time for blood tests is 15 minutes. For the retrieval of medical reports, Ars Medica guarantees it will comply with the dates communicated at the time of booking or acceptance.

Customers can consult the list of services offered (available at the reception) to have detailed information on the times required for each examination to take place. For the retrieval of medical reports it is also possible to avail of online delivery or home delivery.

Diagnostic Imaging

The maximum waiting time for administrative procedures is 10 minutes. Ars Medica guarantees it will comply with the dates communicated at the time of booking or acceptance. Customers can consult the list of services offered (available at the reception) to have detailed information on the times required for each examination to take place. Compliance of timings is monitored by means of sample checks. Urgent treatment, motivated by the applying doctor and agreed with the radiologist or nuclear physician, are performed in the shortest possible time and in any case within a day.



Personalization and humanization

All operators address customers with courtesy and availability, paying close attention to their demands and problems and providing their services safeguarding customer's discretion and privacy. Also in respect of privacy:

- distances of courtesy are signalled and checked;
- the collection of medical reports is possible by third persons provided a written authorization is submitted..

In case of delays or disagreements in the medical reports, or in the event that the repeating of blood tests should be necessary, customers are immediately notified by telephone.



Patient health information

The Outpatient clinic provides clear and understandable clinical reports. Before undergoing diagnostic treatments, in cases expressly provided by law and in any case in treatments that result invasive or involving risks for life or of physical integrity, customers are informed by the medical staff about the aims and the nature of the treatments and their consequences and risks, on alternative treatments, in order to be able to express consent freely and consciously After providing the information the doctor requires the patient's written consent for the diagnostic treatment. If the patient is unable to receive, to understand information regarding health services and to decide autonomously, information is provided and written consent is required from those who represent the patient.



Guarantee and protection of customer rights

Patients may submit complaints, reports or suggestions:

- verbally, with complaint recorded by the staff of Ars Medica;
- in writing, using the designated form or a personal letter.

All staff are required to give maximum assistance for the recording to those who intend to file complaints or reports. Complaints when possible are solved promptly. Customers who submit written and signed complaints, receive response within a maximum of 7 days.