



Santo Stefano

REHABILITATION INSTITUTE

PORTO POTENZA PICENA (MC)

PATIENTS AND VISITORS

Guide



**Dear customer,
welcome to the Santo Stefano Rehabilitation
Institute.**

In this document you will find a resume of the information needed to let you know the services offered by the Institute and how to use them, as well as the commitments made by our facility to continuously improve the quality of the services.

Our goal is focused on involving you in a continuous quality improvement through your suggestions, your reports, your advices and also your complaints, if any. All of these items are an opportunity for us to grow, as your contribution drives us to improve the services offered and increase the satisfaction of our customers.

Thanking you in advance for your precious collaboration, we remain at your disposal for any clarification.

*The Facility Director
Antonello Morgantini*

● About the Facility

The Santo Stefano Rehabilitation Institute has 398 beds allocated on 3 buildings facing the seaside, with a private beach; between the buildings there are gardens, a refreshment point, a pine forest, sports facilities.

The inpatient units, differentiated to provide high quality care to satisfy all the patients' needs, are organized into 4 pavilions A, B, F, E.

There are also 34 beds located in Civitanova Marche at the Villa dei Pini clinic.

Pavilion A

DEPARTMENTS

- * A1 (Inpatient Rehab Hospital for Extensive Rehabilitation and Disable Skilled Nursing Home)
- * A2 (Inpatient Rehab Hospital for Extensive Rehabilitation and Disable Skilled Nursing Home)
- * A3 (Inpatient Rehab Hospital for Extensive Rehabilitation and Disable Skilled Nursing Home)
- * Auditorium
- * Chapel

Pavilion B

DEPARTMENTS

- * B1 (Inpatient Rehab Hospital for Intensive Rehabilitation)
- * B2 (Inpatients Rehab Hospital for Highly Specialized Rehabilitation)
- * URI (Intensive Rehab Unit for Severe Acquired Brain Injury)
- * Cafe



Civitanova Marche

VILLA MARGHERITA DEPARTMENT

Pavilion F

DEPARTMENTS

- * F1 (Inpatients Rehab Hospital for Specialized Rehabilitation)
- * F2 (Special Unit for Vegetative State Patients)
- * Rehabilitation Day Center
- * Chief Medical Officer Unit
- * Public Relation Office

- * Special Unit for Vegetative State patients
- * Inpatient Rehab Hospital for Intensive Rehabilitation

Pavilion E

DEPARTMENTS

- * Diagnostic Unit
- * Dental Clinic



● The activity of the Rehabilitation Institute

Istituto Santo Stefano is a private rehabilitation center accredited to National Health System; it operates in agreement with the National Health Service.



It represents a reality of high importance in Italy in the rehabilitation sector.

It is highly specialized in the rehabilitation of severe acquired brain injuries, in neurological, orthopedic and traumatological rehabilitation.

It is also specialized in assisting patients in a persistent vegetative state and with severe disabilities.

The activity of the center is divided into various areas of intervention:

- **Assistance for persistent vegetative state patients and severely disabled people.**
- **Rehabilitation of severe brain injuries.**
- **Spine injury rehabilitation.**
- **Extensive and general geriatric rehabilitation.**
- **Neurological rehabilitation.**
- **Orthopedic rehabilitation.**

The center is organized into different units to provide qualitatively adequate responses to the needs of the patient taken in care.

● The diagnostic center and the dental clinic

Inside the Institute there is a facility designed to offer services aimed at the prevention, evaluation and study of the various pathologies in a short time and with costs accessible to anyone.



Diagnostic imaging services (Tc Scan, MRI, Ultrasound, etc.), **medical specialist consultations, high quality laboratory tests** are provided both privately and in agreement with the Regional Health Service.

The Santo Stefano Dental Clinic follows the experience and tradition of professionalism of a large national health group. Fitted inside the general organization of the Rehab Institute, the Dental Clinic provides highly professional services with the maximum possible safety.

All services can be booked in person or by telephone via Reservations Center (CUP), online or through our App. All the issues are taken in consideration in the operating hours of the Reservations Center.

CUP: 0733.1930310

Palazzina Esculapio - Via Aprutina, 191

M T W T F S S



From 8:00 to 18:00




From 8:00 to 12:30

Santo Stefano Diagnostics and Dental Clinic

Visit the Diagnostics or Dental Clinic internet portal.
Book online or fill the form to be called back.

 <https://polodiagnostico.it>

 <https://laclinicadentale.com>

● Diagnostics

Both clinical and instrumental diagnostic tests can be performed within the Santo Stefano Rehabilitation Center and at the facilities connected to it.

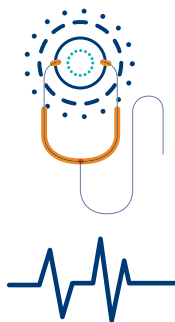
The main medical referrals are:

- **Physiatry**
- **Neurology**
- **Psychiatry, Psychology**
- **Orthopedics, Traumatology**
- **Audiology, Otorhinolaryngology, Phoniatriy**
- **Urology, Andrology**
- **Cardiology**
- **Pneumology**
- **Dietary advice**



The main diagnostic tests are:

- **CT Scan, MRI**
- **Electroencephalography with computer analysis**
- **Electromyography, Electroneurography**
- **Electrodiagnostic tests, posturography**
- **Evoked potentials**
- **Audiometry, Impedancemetry**
- **Electrocardiography, Echocardiography**
- **Vascular Doppler**
- **Radiology**
- **Ultrasound**
- **Chemical-clinical and bacteriological analyses**
- **Urodynamic tests**
- **Optoelectronic investigations for vertebral pathology**
- **Video laryngoscopy**
- **Bronchoscopy**



● Rehabilitative interventions

The rehabilitation interventions available in the Santo Stefano Rehabilitation Center are:

- **Functional recovery and re-education with application of the most important methods currently in use** (*neuromotor, cognitive, cognitive-behavioral methods, EMG - bio feed-back, functional electrical stimulation, etc...*)
- **Physical therapy** (*thermotherapy, ultrasound therapy, electrotherapy, electromagnetotherapy*)
- **Massage therapy**
- **Psycho-pedagogical treatments of behavior and learning disorders**
- **Speech therapy**
- **Music therapy**
- **Orthotic and prosthetic supply**
- **Sphincter rehabilitation**
- **Occupational rehabilitation**
- **Cognitive rehabilitation**
- **Sports therapy**



For a complete list of all the diagnostics, the rehabilitation interventions, the medical specialized consultations available inside the Facility and for any further information please visit our website:

www.sstefano.it/istituto-di-riabilitazione-s.stefano

● Facility Visiting hours

In order to avoid disturbances to the patients and not to hinder the work of the healthcare personnel, **visitors must respect the visiting hours.**



	M	T	W	T	F	S	S	
DEPT. A1 - A2 - A3	■	■	■	■	■	■	■	■ From 10:30 to 12:00 ■ From 15:00 to 19:00

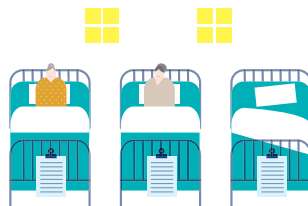
	M	T	W	T	F	S	S	
DEPT. F2 (SUAP)	■	■	■	■	■	■	■	■ From 14:30 to 15:30 ■ From 18:00 to 20:30

	M	T	W	T	F	S	S	
DEPT. F1 - B1 - B2	■	■	■	■	■	■	■	■ From 13:00 to 15:00 ■ From 18:00 to 19:00 ■ From 19:30 to 21:00
						■	■	■ From 13:00 to 15:00 ■ From 17:00 to 19:00 ■ From 19:30 to 21:00

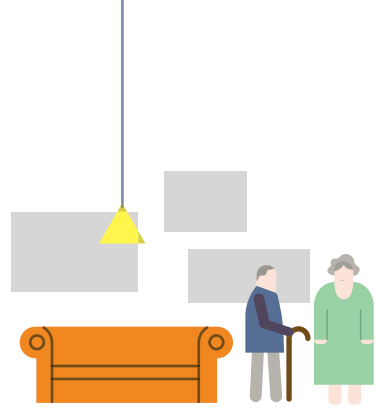
	M	T	W	T	F	S	S	
SEVERE BRAIN INJURY UNIT (Hall. B)	■	■	■	■	■	■	■	■ From 18:30 to 20:30
						■	■	■ From 12:00 to 14:00 ■ From 18:30 to 20:30

● ACCOMODATION

ROOMS: each bed unit has a night light system and a bell to call the staff in case of need. Each patient has a bedside table and a wardrobe in which he can store his clothes and personal effects.



COMMON AREAS: the wards have lounges where patients can go to talk freely with other patients or with visiting relatives, without disturbing those who need silence in their room.



MEALS: compatibly with medical indications, the Internal Catering Service will take care of preparing meals in relation to the most suitable diet for the health of hospitalized patients.

TV: TV viewing hours must be compatible with the life of the ward; the choice of the program will be made in agreement with the other patients.

INTERNET: the pavilions are equipped with a Wi-Fi system. To use it, you need to contact the social worker who will provide the access password.



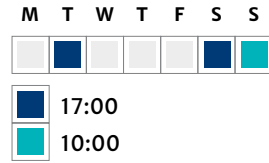
● Religious service

Catholic religious assistance is ensured by a priest who is available for spiritual or religious help, for interviews, for listening and for the administration of the sacraments. His presence can be requested at any time through the staff. Persons of religion other than the Catholic must submit a request to the Chief Medical Officer. that will help you find the ministers of your cult.



The Holy Mass of the Catholic Rite is celebrated in the Church located on the first floor of the pavilion A three times a week, Tuesday and Saturday at 17:00 and Sunday at 10:00.

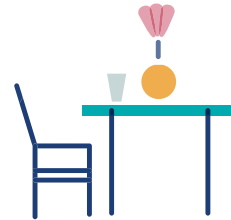
HOLY MASS:



● **Bar and restaurant for families**

BAR: inside the structure, near the internal garden, there is a bar open every day from 6:00 to 20:00.

The Bar service will be suspended on Easter and Christmas days.



CATERING FOR FAMILIES: family members or assistants of hospitalized patients can use the internal canteen.

For more information on how to use this service, you can contact the office located near the canteen or call the telephone number 0733 689272.

Meal vouchers can be collected at the Diagnostic Center.

BAR:



■ From 6:00 to 20:00

Closed at Easter and Christmas

- **Hair salon**

A hairdressing service is available inside the facility. The use of it, must be requested to the Head Nurse.



The Hospitalization

Istituto Santo Stefano provides rehabilitation services for inpatients in High level rehab hospital **with 99 beds** and Standard Level hospital **with 331 beds 34 of which are located in Civitanova Marche; Inside the facility there is also A 40 PATIENTS day centre (rehab day hospital).**

All the above facilities in addition to the general medicine services, Analysis Laboratory and Diagnostic Imaging are accredited pursuant to art. 16 Regional Law 20/2000 with accreditation class 5 (Excellence Accreditation).

● How to Log In

Hospitalization can only take place through Ordinary Acceptance after written or telephone call by the Public Relations Office (U.R.P.).

In compliance with the national and regional regulations, hospitalization is ensured through:

- **Scheduled Hospitalization.**
- **Non-hospitalization in a continuous or daytime cycle.**

Requests must be made by completing the request form, which is also available by requesting it from the Public Relations Office. The completed form can be:

- **sent by fax to the U.R.P. on 0733 689296**
- **sent by email to urp@sstefano.it**

If accepted, the request is placed on the waiting list and the expected date for hospitalization is communicated by telephone by the URP. The S. Stefano Rehabilitation Institute prepares a **register of hospitalizations** containing the chronological list of requests for hospitalization. For each request, a hospitalization dossier is opened in which all the activities related to the assessment of the admissibility of the patient and the outcome of the assessment are recorded.

Admission to hospitalization can be subordinated to a visit by the Center's doctors carried out at the patient's premises or in the outpatient clinics of the Center itself.

● Costs, times and payment methods

The price lists with updated prices for the services provided, as well as information regarding payment times and methods are available at the Acceptance Service.

● Hospitalization acceptance

The URP informs the customer by telephone or by letter or email of the day established for his access to the ward. Upon admission, the user is given an information sheet relating to the ward of destination and a form for the presentation of any observations/ complaints.

On the day and time agreed for the start of hospitalization, the User is directed to the Admissions Office where the person in charge verifies the documents necessary for hospitalization.

Once the administrative formalities have been completed, the patient is accompanied to the ward where all the useful and necessary information for his stay will be provided, such as: time of rehab sessions, medical visits, meal times, canteen location, menu change, telephones, common rooms, refreshment point, etc.

The doctor who accepts the patient provides the customer with all possible information regarding the treatments and any diagnostic tests that they intend to carry out.

Admissions take place from Monday to Friday before 11:00

ON THE DAY OF ADMISSION IT IS ESSENTIAL TO BRING WITH YOU:

- European Health Card
- Name and address of the attending physician (or General Practitioner)
- Hospitalization authorization
- Valid identity document
- Letter of hospital discharge



For the purposes of a faster and more correct diagnostic-therapeutic classification it is advisable to bring with you all the documentation in your possession (exams, x-rays, copies of medical records of previous hospitalizations, etc...).

● Money and valuables

Patients are advised **not to bring precious objects and/or large sums of money for safety reasons.**

The Santo Stefano Institute is not liable for any shortages and declines all responsibility in the event of theft or loss of personal items left unattended during the stay.

It is recalled that no sum of money must be paid by the patients to the healthcare personnel, either as a tip or as a deposit.

On request it is possible to take advantage of a protected deposit.

● Exit permits

To request ordinary permits for outings that may occur throughout the day, you can contact the Head Nurse.

Extraordinary exit permits (more than one day) will be issued by the Division Manager.



● Discharge

Once the rehabilitation treatment has been completed, the patient will be discharged. He or his family members will be given a discharge letter addressed to the attending physician (or General Practitioner) containing a summary of all the information relating to hospitalization and the advices to follow at home.

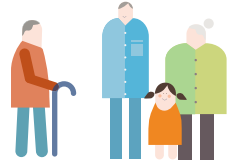
The patient could be advised to carry out subsequent checks at the specialist outpatient clinics of the Rehabilitation Center or to continue the rehabilitation treatment in a day hospital, outpatient or home setting.

The discharge usually takes place before 11:00.



● The Homecoming

For the return home, the patient will have to take care of himself, informing the family of the date of discharge. If the patient is unable to do it independently or has difficulties in any case, the Social Worker or the Head Nurse will inform the family.



● Request for a copy of the Medical Record

The User may ask a copy of his medical record. The release of medical records takes place ordinarily within 15 days from the request. The request can only be made at the time of discharge by completing the appropriate form available at the Admissions Office or from home by sending a letter or by email. In this last case the request must be accompanied by a copy of a valid identity document of the applicant and/or the person entitled to it.

ACCEPTANCE OFFICE
Tel. 0733.6891



■ From 9:00 to 12:00
■ From 15:00 to 17:00
■ From 9:00 to 12:00

● Request for certifications

During hospitalization, the patient can request certificates attesting hospitalization by signing a specific request form to the Social Worker. The request for health reports with the relative motivation must be presented 10 days before to the Social Worker who will send it to the patient as soon as the Doctor can make it available.

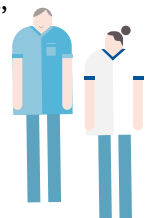
● Rights and duties of users



THE RIGHTS

The user has the right:

- to be assisted and taken in care with kindness and attention, with respect for human dignity and one's own philosophical and religious beliefs;
- during the hospital stay/provision of the service to always be identified with one's name and surname instead of with the number or with the name of one's pathology;
- to be able to immediately identify the people who are treating him;
- to obtain from the healthcare professional who treats him complete and understandable information regarding the diagnosis of the disease, the proposed therapy and the related prognosis;
- to receive information that allows him to express an effectively informed consent before being subjected to therapies or surgery: this information must also be focused on the possible consequent risks or inconveniences to treatment. If the doctor reaches the justified conviction of the impossibility or inappropriateness of direct information, the same must be provided to family members or to those who exercise guardianship authorities;
- has the right to obtain that the data relating to his illness and any other circumstance concerning him remain secret;
- has the right to place complaints which must be promptly examined, and to be promptly informed of the outcome of the same;



THE DUTIES

Direct participation in the fulfillment of certain duties is the basis for making full use of one's rights. Personal commitment to duties is a respect for the social community and the health services enjoyed by all citizens.

Complying with a duty also means improving the quality of the services provided by the health services.

When a sick citizen enters a health facility:

- is invited to behave responsibly at all times, in respect and understanding of the rights of other patients, with the will to collaborate with the medical, nursing, technical staff and with the management of the health center in which they are located.
- is required to respect the environments, equipment and furnishings located within the structure in order to allow normal activities to be carried out therapeutic assistance and favor the peace and rest of the other patients. It should also be remembered that for health and hygiene reasons and for the respect of the other patients in the hospital room it is essential to avoid crowding in room and around the bed.
- must avoid any behavior that could create situations of disturbance or discomfort for the other patients (noise, lights on, high-volume radios, etc...).
- must respect the day and night rest of the other patients. For those who wish to carry out any recreational activities, the living rooms located within each unit are available.
- must respect the ban on smoking. Respect for this provision is an act of acceptance of the presence of others and a healthy

personal lifestyle in the structure.

- must respect the timetables established in the healthcare facility to which access is made. Healthcare services requested in an incorrect time and manner cause a significant disservice for all users.

● Useful numbers

CONTACT CENTER 0733.6891

CUP 0733.1930310

RECEPTION OFFICE 0733.689212

ADMINISTRATIVE DIRECTION 0733.689244

U.R.P. 0733.689240
fax 0733.689296

HEALTH SECRETARIAT 0733.689212
0733.689308

FACILITY DIRECTOR 0733.689257
Dott. Antonello Morgantini

DEPUTY FACILITY DIRECTOR 0733.689204
Dott. Luigi Dionisi

HEALTH DIRECTOR 0733.689371
Dott. Massimo Frascarello

DIAGNOSTIC IMAGING DIRECTOR 0733.1930310
Dott. Lucio Baffoni

DENTAL CLINIC DIRECTOR 0733.1930310
Dott. Michele Grechi



Istituto Santo Stefano

SANTO STEFANO RIABILITAZIONE



Istituto Santo Stefano

SANTO STEFANO RIABILITAZIONE

Santo Stefano
Rehabilitation Institute
Boxing Day Rehabilitation

Via Aprutina, 194
62018 Porto Potenza Picena (MC)

0733.689240
urp@sstefano.it



www.sstefano.it/istituto-di-riabilitazione-s.stefano