

OUR SERVICES

Neurological rehabilitation
Orthopaedic and trauma rehabilitation
General rehabilitation
Speech therapy rehabilitation
Paediatric rehabilitation
Occupational rehabilitation
Cognitive and neuropsychological rehabilitation
Traditional and innovative physiotherapy
Physio-led Pilates and Gentle Group Gymnastics

OUR TEAM

In addition to the Rehabilitation Staff (Speech Therapists, Physiotherapists, Occupational Therapists, Developmental Age Neuropsychomotor Therapist), the following staff work at the department:

Medical Director: Dr G. Ballarini (Physiatrist Specialist)

Physiatrist: Dr. L. Giannini

Head of the Association of Local Health Districts Dr. M. Scarponi

Coordinator: Dr. V. Grecuccio,

Liaison Officer for adults: Dr. C. Gatto,

Developmental Age Liaison Officer: TNPEE Dr. Agostini C

Child Neuropsychiatrist: Dr. M.R. Tavoni,

Neurologist: Dr. O. Orsini,

Psychologist: Dr. G. Caporaletti, Dr. V. Frontini, Dr.

S.Marcellini.

Social Worker Rita Lodovici.

OPENING TIMES:

Monday to Friday: from 8:00 am to 1:00 pm and from
2:00 pm to 6:30 pm

Medical reports may be collected during opening times.



Centro
Ambulatoriale
Santo Stefano



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Santo Stefano Rehabilitation Centre

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USER MANUAL

SANTO STEFANO REHABILITATION

OUT-PATIENT CLINIC

FABRIANO

Dear User and Family Members,

We would like to welcome you to the S. Stefano Center by and are providing this information in order to help you settle in more quickly.

Our Outpatient Centers are facilities that cover a large part of Marche Region and provide rehabilitation services in the area, above all as a continuation of treatments started during admission at other Santo Stefano facilities.

The Fabriano Outpatient Center provides accredited (monodisciplinary and multidisciplinary) and private therapies, including at the outpatient clinic, at home as well as through private practices and telemedicine, depending on the type of request and different social and family contexts.

The center provides different Services in order to respond to the need for greater specialization that the complexity of the treatment requires. Admission of the User and his/her problems are examined at an interdisciplinary level, by a team that takes into account all the treatments that the User may require.

Admission: the User may contact the Admissions Office directly or call during opening times to request a visit and/or treatment. Depending on the type of service requested, the User will be informed of the documents needed to complete the admission process.

Admission under a multidisciplinary regime: the User must hand in to the Admissions Office the

referral from its attending physician and specialist certifying the need for "*multidisciplinary rehabilitation treatment*". The User should also provide his or her personal details, health insurance card and give its consent to the processing of its personal data. The User will be asked to submit the necessary **health documents** for evaluation by the Centre's Evaluation Unit. At the discretion of the latter, additional clinical or instrumental tests may be requested for further diagnostic evaluation. After the medical examination, the User will be informed immediately of whether or not the Centre is able to provide the required service and at what conditions.

Admission under monodisciplinary or private regime: The User must hand in to the Admissions Office the referral from the attending physician and specialist indicating the "*type of treatment, part of the body requiring treatment and diagnosis*". The User should also provide his or her personal details, health insurance card details and give its consent to the processing of its personal data.

Provision of services: The User will be informed how many times a week he or she should attend, the time of treatment, the name of the Healthcare Personnel providing the treatment and any other instructions that may be necessary for admission.

Request for health documents: A medical record will be started for each User, a copy of which may be requested using the appropriate form at the Reception Desk. The copy will be delivered within 10 days from the request and invoiced at the current prices.

Information about the User's clinical conditions: the User (or an authorised Family Member) may request clinical information on the progress of the rehabilitation treatment from the Healthcare Personnel that admits the User. The Coordination Department of the Center receives Users and Relatives every day from Monday to Friday from 09.00 am to 1.00 pm and from 2.00 pm to 5.00 pm, by appointment that may be made at the Reception Desk, while the Manager of the Association of the Local Health Districts receives only by appointment. In compliance with the Privacy Law, it should be noted that **no information about the User's health is provided by phone.**

Treatments are carried out by the Healthcare Staff assigned to the user in the case of simple or private treatments and by a Multidisciplinary team in the case of complex treatments, for which a Personal Rehabilitation Plan is drawn up defining the goals and treatments necessary to achieve these. During treatment, caregivers will be trained in order to facilitate the management of the User.

Costs, times and payment methods: the Reception Desk provides both updated price lists for paid services and information regarding payment times and methods.

Rights and duties of the User: this information is on display at the Reception Desk

We remind Relatives that their collaboration is extremely important in terms of ensuring the success of the rehabilitation programme. Thank you for choosing our Center.