



service charter

**NCL - Neurological Centre of Latium
Neuroscience Institute**

Company subject to Neuromed SpA
management and coordination

2018

The Charter of Services of NCL is a tool to promote dialogue between the Institute and citizens. A dynamic document, regularly updated, aimed at informing people, improving quality, transparency and humanization of the services provided by the structure.

The information contained in this document is updated in October 2018. After that date, it is possible that changes will be made to regulations, services or times.

The contents are fully available on the website: www.nclroma.it.

NCL - Neurological Centre of Latium Neuroscience Institute

The purpose of this Service Charter is to explain, in a clear and concise manner, our Institute and its activities, in order to let citizens know it better, consequently making more clear and accessible our services, easier the stay, more guaranteed the rights, clearer the duties of the personnel towards them.

The document, conceived as a dynamic tool for a dialogue between the clinic and its patients, is regularly updated, aimed at informing people, improving quality, transparency and humanization of the services provided by the structure. It will also dutifully follow the changes, in terms of diagnosis, treatment and rehabilitation, brought by the progress in neuroscience.

With the Charter of Services, we intend to seal an "alliance with the people": a pact in which Clinic and patients decide to fully commit themselves to a fundamental objective: to improve the performance of N.C.L. and, therefore, the quality of life of those who need it.

Medical Director
Dott. Edoardo ROMOLI

References of regulations for the Service charter

- Law of 7 August 1990, n. 241 "New rules on administrative procedure and right of access to administrative documents" which set new rules for relations between citizens and administrations.
- Decree of the President of the Republic November 28, 1990, n. 384.
- Ministry of Health Circular 100 / SCPS / 35697 of 31 October 1991 "Initiatives for the implementation in the National Health Service of the norms contained in the law of 7 August 1990, n. 241, aimed at improving relations between the Public Administration and citizens".
- Legislative Decree 30 December 1992 n. 502 "Reorganization of the health discipline, pursuant to art. 1 of the law of 23 October 1992, n. 421 and subsequent modifications and additions".
- Directive of the President of the Council of Ministers 27 January 1994 "Principles on the provision of public services".
- Directive of the President of the Council of Ministers 11 October 1994 "Directive on the principles for the establishment and functioning of the public relations offices pursuant to art. 12 of the legislative decree 3 February 1993, n. 29 and subsequent corrective provisions".
- Decree of the President of the Council of Ministers 19 May 1995 "General outline of the Charter of Public Health Services".
- Guideline n. 2/95 "Implementation of the Charter of services in the national health system".
- Law of 11 July 1995, n. 273 "Conversion into law with modifications of the decree 12 May 1995 n. 163, containing urgent measures for simplification of administrative procedures and for the improvement of efficiency in public administrations".
- Legislative Decree 30 July 1999, n. 286 "Reorganization and enhancement of mechanisms and tools for monitoring and evaluating costs, returns and results of activities carried out by public administrations in accordance with Article 11 of Law 15 March 1997, n. 59".
- Legislative Decree 150/2009 "Implementation of the law 4 March 2009, n. 15 on the optimization of the productivity of public work and the efficiency and transparency of public administrations.
- Legislative Decree 150/2009 "Implementation of the law March 4, 2009, n. 15.
- Resolution no. 88/2010 "Guidelines for the definition of quality standards" - the four fundamental dimensions of quality for which each public service must guarantee standards: accessibility, timeliness, transparency, effectiveness and, with resolution no. 105/2010, "Guidelines for the preparation of the triennial program for transparency and integrity".
- Resolution no. 3/2012.
- Law n.190 / 2012 "Provisions for the prevention and repression of corruption and illegality in public administration".
- Legislative Decree No. 33/2013 "Reorganization of the regulations concerning the obligations of publicity, transparency and dissemination of information".

Protect your brain

From the pathologies of the central and peripheral nervous system



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summary

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presentation

Neurological Centre of Latium
Neuroscience Institute srl

section I



NCL - Neurological Centre of Latium Neuroscience Institute srl

NCL Institute for Neurological Sciences arises from the transformation and reorganization of the New Latina Clinic. With transformation came the renaming of the structure: from Nuova Clinica Latina to **NCL Neurological Center of Latium - Institute of Neuroscience srl**.

The new name keeps the same initials, in line with the commitment to follow the same strategy regarding pathologies of the nervous system, aiming to optimize and complete a professional path that began almost 30 years ago.

In its area, **NCL**, on the basis of the large experience acquired in many years of activity, aims to be a reference point for **diseases of the central and peripheral nervous system**, an institute where patients can find state-of-the-art scientific and technical skills.

Strategic in the **NCL** vision is the professional integration with general practitioners, in order to optimize times and methods of treatment. The structure is composed of a clinical and surgical neuroscience department, in which neurologists and neurosurgeons treat cases autonomously according to their specific skills, while managing collectively the most complex ones.

Company subject to Neuromed SpA management and coordination.



the start

1968

1978 / 91

NCL Institute for Neurological Sciences arises from the transformation and reorganization of the New Latina Clinic. With transformation came the renaming of the structure: from Nuova Clinica Latina to NCL Neurological Center of Latium - Institute of Neuroscience srl.

The strategy remains the same: to treat pathologies of the nervous system aiming to optimize and complete a professional path that began almost 30 years ago.

The Nuova Latina Clinic, opened in 1968 as a multi-specialized structure, offered a high-quality and high-volume clinical activity, with recognized points of excellence concerning neurological sciences.

The first private facility to install a TAC in 1978, a digital angiograph in 1980, an MRI in 1987 and the only facility in Lazio to be affiliated for neurosurgery with National Health Service in 1991. Since then, neurosurgical activity has been the clinic flagship.

NCL, curing and caring in the heart of Rome

2004

today

During this year the clinic started a transformation of its organization, aiming at creating a specialized structure in Neurological Sciences.

NCL is now a Company subject to Neuromed SpA management and coordination.

our
history

Management and institutional bodies

NCL has adopted the organization model and operational regulations, approved by the Board of Directors, which govern internal bodies and organization. Main governance figures defined in the regulation are shown below.

President

Alessandra LUCATELLI

Managing Director

Paola BELFIORE

Councilor

Enzo CUCCOVIA

Auditor

Stefano COSTA

Medical Director

Edoardo ROMOLI

Scientific Director

Aldo SPALLONE

Address and contact details

Neurological Centre of Latium
Via Patrica, 15
00178 ROME

prenotazioni@nclroma.it
www.nclroma.it

Switchboard
Tel. 06.763741

Fax 06.76961026

Mobile +39 346.1405097

Fundamental principles

NCL takes care of patients according to a model based on two main aspects:

- **Centrality of the patient**
- **Humanization of care**

Our fundamental principles are:

EQUALITY

Services are provided according to the same rules for all, without distinction of sex, race, language, social class, religion, political opinions.

IMPARTIALITY

Services are provided by adopting objective, fair and impartial behavior towards patients.

CONTINUITY

Services are provided on an ongoing basis, according to the operating procedures defined by national and regional laws and regulations.

RIGHT TO CHOOSE

The patient has the right to choose the clinic he/she prefers in the framework of Regional Health Service

APPROPRIATENESS

The services are considered appropriate when they are, at the same time: relevant to the needs of patients, to circumstances and places; valid from a technical and scientific point of view; acceptable to users and operators.

INVOLVEMENT

Individual citizens and associations are guaranteed participation in the management of the public service according to the modalities described in this charter.

EFFECTIVENESS AND EFFICIENCY

Effectiveness is the ability to achieve objectives; efficiency is the ability to obtain the best possible results on the basis of available resources. Objectives that are strongly pursued by the structure and its staff.



2 information

on the structure
and its services

section 2



NCL is a modern structure where patients' needs meet the most up to date organizational, technological and structural requirements, in compliance with quality standards. The hospital has been designed with patients in mind, offering optimal stay. The inpatient areas contain large rooms equipped with all the services, air conditioning and TV. The spacious and bright halls of the departments, the areas devoted to patient-doctor meetings and the meeting rooms facilitate communication and socialization between patients, relatives and staff. The environment facilitates human relationships according to the vision of "curing and taking care". These characteristics make NCL a point of reference not only for the excellent care, but also for welcoming the patient in the best possible way. NCL Neurological Center of Latium is a specialized structure for neurological sciences presenting itself as a reference in its area for diseases of the central and peripheral nervous system, recognized by the National Health Service.



NEUROSURGERY



NEUROLOGY DAY HOSPITAL



NEUROREHABILITATION (COD. 56)



INTENSIVE CARE RSA - EXTENDED CARE CLINICAL LABORATORY ANALYSIS DIAGNOSTIC IMAGING

NCL Departments

NCL is structured in:

- Neurosurgery
- Neurology with day hospital
- Neurorehabilitation (cod. 56)
- Intensive care
- RSA - Extended care
- Clinical Laboratory Analysis
- Diagnostic imaging

NEUROSURGERY

Neurosurgery started in the early '80s and has been accredited by the Lazio Region in 1991. Over 6.000 cases have been treated, including high complexity ones. Today NCL use also prestigious collaborations of I.R.C.C.S. Neuromed staff. The clinic treat almost all aspects of neoplastic pathology in the neurosurgical field: intracranial, intrarachoid, medullary and peripheral nerve tumors. In addition to traditional neurosurgery, the most advanced techniques are used: micro-neurosurgery (less invasive and more safe), neuronavigation, endoscopic techniques. In addition to neoplastic diseases, the structure is also at the forefront in addressing the whole range of neurosurgical pathologies: Hydrocephalus, cerebral vascular malformations and aneurysms, intracerebral hemorrhages, as well as all diseases related to the spinal cord and the spine, such as hernias of the intervertebral disc, with an anterior microsurgical approach for the cervical region, lateral approach for the dorsal one, microsurgical or endoscopic approach for the lumbar. Lumbar stabilization procedures are performed using both "open" and percutaneous technique. The clinic provides also interventions

for traumatic pathologies, both cranial and spinal.
Furthermore, NCL is very active in pathologies of the peripheral nervous system: carpal tunnel syndrome, decompression of the ulnar nerve in the elbow, upper thoracic outlet syndrome.

Head of Surgical Area
Prof. Nicola DI LORENZO

Scientific Director
Prof. Aldo SPALLONE

Other neurosurgeons active in NCL:
Dott. L. LAVORATO
Dott.ssa V. PALMARINI
Dott. P.M. MENCHETTI (*orthopedic*)
Dott. F. NUCCI
Prof. G. INNOCENZI
Prof. S. PAOLINI

Telephone contact: +39 06.763741

NEUROLOGY

Diagnosis and treatment of all central and peripheral nervous system pathologies, among them: epilepsy, dementia, cerebrovascular diseases, headaches, multiple sclerosis, extrapyramidal diseases, neurogenic diseases, neuromuscular diseases, sleep disorders. Neurology Unit of NCL is first in the Lazio Region on the basis of the results obtained in treatment of stroke – mortality at 30 days. (source: Pre.Va.Le, Dovemicuro).

Structure and activity

The care activity is carried out, according to the pathology involved and its severity, by hospitalization, day hospital, outpatient visits. The instrumental tests for diagnosis are:

- Electroencephalogram
- EEG video with sleep deprivation
- Electromyography
- Infiltration with botulinum toxin
- Ecocolor-doppler of supra-aortic trunks
- Histopathological and biomolecular investigations in muscle, nerve and skin biopsies
- Neuropsychological tests

Neurologists
Dott. Pietro LIVOTI
Dott. Andrea NARDELLA
Dott. Daniele BELVISI

Telephone contact: +39 06.763741

DAY HOSPITAL

Access

Reservations are made following the request of a general practitioner or a specialist for known or suspected neurological pathology. The patients are inserted in a waiting list. On the date scheduled for admission they should arrive at 8:00, fasting, carrying with them with the GP's or specialist's request for neurological day hospitalization for the known or suspected pathology.

Upon request by the patient, a certificate of attendance can be issued for every single day in which the patient is subjected to clinical and / or instrumental examinations.

Patients should request this certification upon arrival in order to have it ready when they leave the clinic. Patients are advised to bring with them any possible previous clinical documentation, even if not related to the pathology for which they refer to the service.

During the first day of admission, patients are subjected to routine tests, ECG, medical history and neurological examination. On the same day the diagnostic strategy is planned by the neurologist, with some of the procedures carried out promptly. Patients are readmitted on different days (not necessarily consecutive) for the completion of the investigations. NCL Personnel will take care of notifying patients, by phone, about scheduled dates.

The medical staff, after examination of specialists'

consult and instrumental examinations, reserve the right to modify diagnostic procedure. Non-neurological clinical services and / or instrumental exams are carried out if not relevant and / or related to the diagnosis and treatment of the neurological disease under evaluation.

Patients usually stay in specific areas, and the staff will show them how to reach the rooms in which scheduled examinations will take place.

Telephone contact: +39 06.763741

REHABILITATION

Activities of the Rehabilitation Department (code 56) aim at the functional recovery of the various neurological and orthopedic diseases using high-tech and up to date technology systems, implementing therapeutic protocols and monitoring results:

- Laser therapy
- Hyperthermia
- Vibrotherapy
- Electrotherapy
- Vertebral mobilization
- Medical and postural training
- Respiratory training

Physiotherapeutic therapies

- Home physiotherapy
- Computerized electrotherapy
- Postural training
- Respiratory training

- Computerized hyperthermia
- Laser therapy
- Lymphatic drainage
- Magnetotherapy
- Massotherapy
- Passive joint mobilization
- Spinal mobilization
- Muscle and joint pompage
- Tecar therapy
- Ultrasound therapy
- Souchard-Mézières method
- Tecar therapy

High-tech physical therapy

- Hyperthermia
- Iontophoresis
- Electrostimulation (*in all muscle groups*)
- Analgesic physical therapy
- Scanning and iodine laser therapy
- Ultrasound therapy
- Infrared therapy
- Magneto therapy (*with solenoid or with plates*)
- Rehabilitation gym (*equipped with: power plate, cylettes and cycle ergometer, treadmill, electric pedals, electric statics table, baropodometric platform, computerized proprioceptive platform*)

Medical directors

Prof. Maurizio RAZZANO (Head)
Dott.ssa Teresa Elisa MARIANI

Telephone contact: +39 06.763741

INTENSIVE CARE

It is equipped with four beds and is part of the emergency network of the Lazio Region "118" system.

Responsible

Dott. Stefano LESCAI

Telephone contact: +39 06.763741



Outpatient clinic



THE OUTPATIENT CLINIC

The Outpatient clinic provides specialistic services to inpatients and outpatients and is accessible both in terms of National health service and private pay. All outpatient services require reservation at the CUP.

Unified Reservation Centre: Tel. + 39 06.763741

In order to facilitate booking process, we suggest to have the following documents*:

- Request of the GP or of the specialist
- Health insurance card.

* for visits in the framework of National Health System



Reservations

Unified Reservation Centre (CUP)

Under supervision of the Medical Direction, the CUP is a central structure devoted to users. It performs the fundamental task of guaranteeing the best methods of reservation and reception of patients accessing our services.

Reservations, for specialistic medical visits, can be requested:

- Directly at the Unified Reservation Centre (CUP) located in the central hall on the ground floor of the structure from Monday to Saturday from 7.00 am to 8.00 pm
- Telematically, by sending an email to: prenotazioni@nclroma.it;
- By telephone, contacting +39 06.763741.

Rates

For services performed in the framework of National Health Service (S.S.N.) the user will pay the appropriated ticket. For services provided privately, rates can be consulted at the front offices CUA (ground floor).

Private agreements

The NCL Institute has several private agreements under way with insurance companies, funds and firms. The lists are available to users at the CUA or by calling +39 06.763741.

Agreements active in year 2018

- Alliance Progesa Forall
- Assirete - My Rete
- Blue Assistance
- Campa
- Casagit
- Cassa Galeno
- Cattolica Assicurazioni
- Comipa Cramas
- Consorzio Mu.sa
- Coop Salute
- Day Medical
- Faschim
- Fasdac
- Filo diretto
- Fimiv
- Fondo Salute
- Helvetia
- Insieme Salute
- Inter Partner Assistance
- Mapfre & Warranty
- Mba - Mutua Basis Assistance
- Medic4all
- Mèta Salute
- Miglior Salute
- Mutua Nuova Sanità
- My Assistance
- Network Poste protezione
- Newmed
- Poste Assicura
- Previmedical
- Rbm Salute
- Saa-Interational Assistance Srl
- Wit-Salute per Cattolica
- Cral e Card
- Aereoporti di Roma
- Carta Salute Più
- Cral dopo lavoro Atac
- Cral Giustizia
- Cral Miur
- Cral Municipio VII di Roma
- We Card



GENERAL AMBULATORIES

AMBULATORY	SSN*	PRIVATE PAY
Neurology		✓
General neurology		
Headache		
Alzheimer Unit		
Parkinson's disease		
Neurogenetic		
Epilepsy		
Cerebrovascular diseases		
Neurosurgery		✓
Functional neurosurgery		
AMBULATORIES under implementation		PRIVATE PAY
General surgery (visits)		✓
Vascular surgery (visits)		✓
Vascular angiology semeiotics		
Ophthalmology		✓
Orthopedics		✓
Physiatry		✓
Otorhinolaryngology		✓
Dermatology and venereology		✓
Cardiology		✓
Urology		✓
Anesthesia and Analgesia (Pain Medicine)		✓
Oncology		✓

*With National Health Service agreement

NCL Extended care unit (RSA) is part of a multi-purpose facility that offers hospitalization, outpatient and diagnostic imaging services. The core of RSA has a total capacity of 20 beds, and is accredited with the Lazio Region.

Head physician

Dr. Ferdinando RAVALLESE

The structure is equipped with the necessary hotel equipment and outdoor spaces for socialization and for recreational activities. RSA is qualified for physiotherapy rehabilitation activities using occupational therapy. The staff consists of a doctor, a nursing staff providing 24-hour continuous assistance, a rehabilitation staff and personnel providing basic care, occupational activity and social activities. Many services are offered, always aimed at making guests' stay as pleasant as possible. Qualified social and health assistance is guaranteed 24 hours a day. Inside the structure there is a large gym and various recreational areas. RSA NCL gyms has been equipped with all the instruments necessary for neuromotor and cognitive rehabilitation. Hairdressing, barber and podiatrist services are also available for patients. All rooms are air-conditioned and have an en suite bathroom.

How to access RSA?

Contact the CAD (Home Care Center) of the ASL ROMA B – Casa della Salute Santa Caterina della Rosa, avenue Nicolò Forteguerra, 4 - 00176 Rome at telephone number +39 06 41435058.

For Info: NCL - Institute of Neuroscience
phone +39 06.763741
Fax +39 06.76961026

Multiple Sclerosis (MS) is a chronic inflammatory disease of the central nervous system with multifactorial pathogenesis (autoimmune, genetic, environmental). In most cases it affects young adults, usually of age between 20 and 40 years, at the peak of their professional, emotional and social life. In Italy it affects around 60,000 people.

The onset is characterized by variable neurological symptoms / signs and variable is also disability in the medium and long term, with a tendency to progress over time.

MS is one of the most frequent causes of disability. In at least 1/3 of the patients the disease modifies relationships, with significant negative effects on the quality of life. In 2/3 of the subjects with moderate to severe disability it is necessary to implement home care procedures. Decline of cognitive functions is not rare, with limitations in social and work life. Effects on quality of life are therefore substantial, both on the subject who is affected and on the caregivers.

The “SMART” Center is a reference point for management of the diagnostic-therapeutic procedure and for management of the acute episode, which may require hospitalization in the ward (in the diagnosis phase or in advanced forms) or the reference to a dedicated structure (Day Hospital / Service or similar). But above all the clinical monitoring in the dedicated clinic: the visit of an MS patient involves collection of the anamnesis, evaluation of problems related to the disease, with special attention to the

emerging of specific problems (eg urinary disorders, cognitive disorders, problems of emotional and relational life, spasticity, pains, etc.), assessment of any findings, prescription or organization of diagnostic measures, dedicated clinical scales.

The Center provides:

- specialist medical and instrumental skills (campimetry, urodynamic examination, etc.)
- laboratory services (blood, liquor, virological diagnostic tests, etc.)
- neuroimaging and radiology services
- rehabilitative services and clinical neuropsychology.

During its clinical course, the patient encounter different articulations of the services provided by the SM center, in relation to the different stages of the disease evolution and clinical needs. Particular attention is devoted to neuromotor rehabilitation treatment: the patient is followed by an expert staff along the treatments aimed at the recovery of walking and posture into a modernly equipped and easily accessible gym throughout the day.

Responsible

Dott.ssa Giovanna BORRIELLO

Telephone contact: +39 06.763741

NLC hosts a Center, active for over 3 years, dedicated to clinical and pharmacological trials for the treatment of Multiple Sclerosis and other demyelinating diseases of the Central Nervous System.

What does the Experimentation Center do?

Almost all research protocols involve patients suffering from multiple sclerosis, a disease characterized by inflammation of the nerve lining called "myelin", hence the term "demyelinating disease". There are several diseases in which myelin is damaged, in particular some variants of Multiple Sclerosis, such as Devic's optic neuromyelitis.

To date, despite the considerable progress made by research, there is no definitive therapy for Multiple Sclerosis: there are, however, pharmacological treatments able to effectively control symptoms and modify the course of the disease. Treatments are highly personalized and involve a multidisciplinary team that takes care of the patient, observes and investigates symptoms. Each symptom, indeed, commands the adoption of specific treatments that must be evaluated and tested in their effectiveness.

The Center for Drug Testing provides patients with the best cutting-edge care by activating:

- Clinical Trials for testing new drugs, especially Phase III.
- Clinical observational protocols for research data collection.

Diagnostic platform

How do I access SMART Center?

Patients followed by the Multiple Sclerosis ambulatory are selected on the basis of clinical and demographic characteristics in order to participate in the protocols active at the Center:

Scientific Responsible
Prof. Carlo POZZILLI

Clinical Responsible
Dott.ssa Giovanna BORRIELLO

Staff
Dr. Flavia GURRERI
Psychologist, Data manager and Study coordinator

Dott. Pasquale SCOGNAMIGLIO
Nurse

Dott.ssa Valentina BIANCHI
Clinical psychologist

Dott.ssa Francesca DE LUCA
Clinical psychologist

Dott.ssa Valeria BARLETTA
Neurologist

Dott.ssa Laura DE GIGLIO
Neurologist

Dott. Mariano FISCHETTI
Psicologist

Dott.ssa Federica FUBELLI
Neurologist

Telephone contact: +39 06.763741



DIAGNOSTIC IMAGING

- Traditional radiography of the skeleton
- CT scan
- Magnetic resonance imaging (RM 1.5 tesla)
- Ecodoppler
- Ultrasound*

* the list of ultrasound scans available can be consulted at the CUP office and on the website www.nclroma.it

Responsible

Dott. Riccardo IANNACCONE

Staff:

Dr. Emanuele TINELLI

Dr. Lorenzo FIGÀ TALAMANCA

NEUROFISIOPATOLOGY

- Electroencephalogram (EEG)
- Electromyography (EMG)
- Vestibular Myogenic Evoked Potentials

LABORATORY OF NEUROPATHOLOGY

- Histological and immunohistochemical characterization of brain neoplasms
- Histological counseling cases who have been operated in other structures
- Cytological examinations on liquor
- Molecular characterization of brain neoplasia both for internal patients and for patients operated elsewhere.

Molecular exams include

- Evaluation of loss of heterozygosity (LOH) for chromosomes 1p / 19q and 10q by microsatellite analysis

- Methylation of the MGMT gene in order to predict its response to alkylating agents.

Tests can be requested by NHS procedures (ticket exempt).

Responsible

Dott. Pietro LIVOTI

CLINICAL LABORATORY

The NCL Clinical Laboratory is accredited with the National Health Service and provides:

- Clinical Chemistry
- Microbiology
- Hematology
- Immunology
- Serology
- Molecular Biology.

Head

Dott.ssa Elisabetta MASSINI

How to access?

Blood draw is performed daily from Monday to Saturday from 08:00 to 10:00.

Contacts: ph+39 06.763741 - Fax +39 06.76861026

waiting time

OUTPATIENT SERVICES	WAITING TIME (day)
Magnetic resonance with SSN	90
Outpatient services with SSN	5
Diagnostic private pay	5
Outpatient services private pay	5

NCL operates both under agreement with the National Health System and in private pay regime. It provides ordinary hospitalization and day hospital for neurological, neurosurgical and neurorehabilitative diseases.

- **Ordinary hospitalization in agreement with NHS**
- **Hospitalization with private pay hotel service**

DOCUMENTS FOR HOSPITALIZATION

Upon admission the patient must bring with him the following documents:

- Request by the General Practitioner; if the performance is to be paid by the NHS
- Regional health card and / or tax code card
- Valid identity document

For non Italian citizens:

- If from a Country member of the EU, TEAM card is necessary to benefit from medical services during a temporary stay in Italy
- If from a Country not member of the EU it is necessary to contact the ASL offices (local offices of NHS)
- Regarding urgent and necessary services for patients not enlisted in the Italian SSN (NHS), it is necessary to bring STP code assigned by the ASL.

ACCESS

The admission request can be made:

- by the outpatient specialist, following a visit
- In case of transfer from another clinic, requiring:
- For neurorehabilitation, the form "proposal of admission to rehabilitation"
- For all other departments, a transfer request

PRIVATE ORDINARY STAY WITH HOTEL SERVICE

This option allows you to take advantage of hotel services with accommodation in paid rooms.

ACCEPTANCE

In the Unified Admission Center (CUA), located in the entrance hall of the Clinic, on the Ground Floor, patient can receive all the information for admission. Waiting lists for admission can be consulted on request, in compliance with the current privacy regulations.

Patients not wanting to use the NHS agreement should be aware of the fees charged for the services. A quote can be requested from the CUA.

Hospital stay

RECEPTION

Upon arrival at the clinic, the patient must complete administrative procedures at the CUA.

He/she must be provided with:

- Valid identification document
- Health insurance card
- Previous exams and medical records (photocopies are ok)
- Medications usually taken
- Nightdress or pajamas
- Socks, slippers, robe or tracksuits
- Products for personal hygiene

RECOMMENDATIONS

- Do not leave your room for too long
- Do not carry valuables or excessive amounts of money with you
- Adapt your behavior to respect other patients
- Do not bring flowers or plants into the room

HOTEL FACILITIES AND INFORMATION

Each room is equipped with:

- Hospital beds
- En-suite bathroom with a shower cabin
- Television
- Air conditioning
- Diffused light system
- Night light spotlight
- Personal call button
- Bedside table and personal locker

Meals are served at the following times:

- Breakfast 7:00 am to 7:30 am
- Lunch from 12:00 to 12:30
- Dinner from 17:30 to 18:00.

The patient can choose between different menus, except for specific medical prescriptions.

Visits to relatives and friends (see table)

Visiting hours for patients as well as doctors' reception hours are posted at the entrance of each Unit

visit hours

FLOOR	UNIT	HOURS
floor -1	Intensive care	weekdays and holidays: 13.30-14.30
floor 1	Extended care unit (RSA)	weekdays and holidays: 11.35-12.30 16.00-18.00
floor 2	Rehabilitation	weekdays: 15.00-17.00 holidays: 11.00-12.00 15.00-17.00
floor 3	Neurology Neurosurgery	weekdays: 15.00-17.00 holidays: 11.00-12.00 15.00-17.00
Doctors' reception hours		
floor -1	Intensive care	13.30-14.30
floor 2	Rehabilitation	tuesday and friday 10.00-13.00
floor 3	Neurology Neurosurgery	15.00-16.00

Discharge and medical record request



DISCHARGE

Day of discharge is decided by Department Doctor and communicated in advance.

Before leaving the hospital, please fill in the satisfaction questionnaire and place in the box located outside of each Unit.

At the moment of discharge, the following are consigned:

- Clinical report addressed to the attending physician
- Personal clinical documentation, brought by the patient

COPY OF MEDICAL RECORD

A request for a copy of the medical record can be issued by filling out the form available at the Unified Admission Center (CUA) on the Ground Floor in the entrance hall.

The applicant chooses how to receive the documentation: consigned by hand or by postal service (at recipient's expenses).

The applicant provides, at the time of the request, to pay the fee according to the appropriate rates set by the Administration (33 euros if delivered by hand, 33 euros if sent by post).

The medical record can be consigned:

- At the CUA, to the concerned person, with a ID, or to a delegate, with a personal ID recognition, patient's ID and a proxy signed by the patient.
- By post service, upon specific request and after payment of expenses

CUA is open from Monday to Saturday from 7.00 to 20.00.

ISSUING OF MEDICAL RECORD COPY IN CASE OF MINORS

The medical record can be issued to minor's parents, with appropriate certification attesting paternity or maternity.

ISSUING OF MEDICAL RECORD COPY IN CASE OF EMANCIPATED MINORS

The Clinical Record can be issued in copy, upon specific request, to the emancipated minor patient who presents suitable certification (article 390 c.c.).

ISSUING OF MEDICAL RECORD COPY IN CASE OF ADOPTED MINORS

The Medical Record or other medical documentation of the adopted child can be issued in copy only to adopting parents who have completed their adoption, upon presentation of a regular identity document and a document certifying their adoption; only in case of impossibility declared by the adopters, the minor's medical record can be issued to the closest adoptive relatives.

If the original paternity or maternity is found in the medical record or in other medical documentation, as a guarantee of privacy, this can not be brought to the attention of anyone, unless expressly authorized by the judicial authorities.

ISSUING OF MEDICAL RECORD COPY IN CASE OF INTERDICTION OR INCAPACITATED PERSON

A person interdicted because of serious illness (Article 414 of the Civil Code) is represented by the guardian who, by producing appropriate certification of his status, is legitimately authorized to receive a copy of the medical record. Similarly, the incapacitated due to insanity of mind (Article 415 of the Civil Code), alcoholism, drug addiction, sordomutism or blindness is assisted by the trustee who, by producing appropriate certification of his status, is legitimately authorized to receive a copy of the medical record. The official may, at the time of release, recognize the state of interdiction or disability from the complete copy of the birth certificate, or from the copy of the sentence, which will certify reasons and the indication of the guardian or the trustee.

ISSUING OF MEDICAL RECORD COPY IN CASE OF A DECEASED RELATIVE

A copy of a deceased's medical record may be requested by the lawful persons (pursuant to article 536 of the Civil Code) and specifically: the spouse, the legitimate children, the natural children; in the absence of the aforementioned legitimate ascendants, by testamentary heirs.

At the time of issuing, the applicant must present a self-declaration certifying his/her heir status, the relationship with the deceased and patient's personal data, the date of admission, discharge or death and the exact indication of the department in which the patient was admitted. When the persons indicated in

the previous paragraph are more than one, and there is dissent, the decision is left to the Judicial Authority.

ISSUING OF MEDICAL RECORD COPY TO THE JUDICIAL AUTHORITY

Following an explicit written order on headed paper by the Judicial Authorities, the medical record or other clinical documentation will be issued pursuant to art. 256 of the new code of criminal procedure; officials and administrative staff are also required to deliver the original documentation if so ordered "unless they declare in writing that this is a secret inherent to their office or profession". In the latter case, if the Judicial Authorities decide it can not proceed without the acquisition of the clinical documentation, may, pursuant to art. 256, 2 c. of the new code of p.p., order the sequestration.

COMPANY QUALITY

- NLC has the organizational, structural, plant design and technological requirements and safety qualities to match regulation standards.
- Quality system will be implemented, highlighting a new way of managing activities with a strong focus on process management.
- Each operating unit is equipped with a process sheet on which are recorded and defined all the information regarding the organization; the interactions with the other units within the structure and with the outside, as well as the input and output processes; the technical and human resources involved and the protocols and guidelines used.
- A four-year plan is drawn up. In it, our organization describes the long and short-term activities, the assignment of proxies and the company organization processes.

Useful information for patients

Religious service

The religious services, in the Catholic rite, are celebrated in our internal chapel. It is permitted, without any distinction of religion, to receive the desired spiritual assistance.

Vending machines

On the ground floor there are vending machines for drinks and coffee that accept coins.

Smoking

It is absolutely forbidden to smoke in this structure, for legal provisions and especially for protection of your health, as well as the health of patients and hospital staff.

Silence and quietness

In order to respect other patients, please avoid noise as much as possible, speak quietly during visits and keep the volume of radio and television low.

The website: www.nclroma.it

NCL website is an interactive communication tool that provides information on the activities and services offered.

The site provides:

- Hospital profile
- Information on services and clinical activities
- The possibility of booking visits and examinations.

Instruments available to the patient for the verification of the quality of NCL's performance.

- Satisfaction anonymous questionnaires
- Dialogue with the URP* office in the health department with the possibility of issuing complaints and / or reports.

* The URP Office, in the Medical Direction, aims to protect patients from acts or behaviors that limit the usability of health and social care services.

Submit a reimbursement request

The company provides reimbursements for diagnostic or outpatient services not performed due to events outside the company's will. A credit note is issued for the patient who, after payment, could not perform the exam.

Compensation Procedures

Compensation procedures are transmitted to an external legal office dealing with the preliminary phase.



Patients at the heart of our work

NCL aims to provide assistance to its patients ensuring quality, efficiency and effectiveness of the care. The first goal is satisfaction of the patient's needs, respecting the free choices of the doctor; for whom the effectiveness and efficiency of the services performed are a deontological and institutional duty.

Simplicity

- Easy reservation through the CUP office
- Clarity and transparency of fees communicated before providing services

Information and privacy

- Identification of all staff members through a specific badge.
- Personalized uniforms for healthcare personnel and for customer service staff.
- Careful communication of the diagnostic and therapeutic procedure by the referring physician
- Informed participation of the patient in the care provided
- Right to privacy, guaranteed by specific methods of treatment and communication of personal data, for which patients give their informed consent.

Safety

NCL pays particular attention to the physical safety of guests and visitors through the provision of adequate equipment and the implementation of correct preventive measures. There is an accurate security plan prepared through careful risk assessment and compliance with regulatory norms.

Hygiene

- Strict compliance with the most updated hygiene standards
- Extensive application of single-use materials
- Room sanitization according to internationally validated protocols
- Sanitization of bed sheets by procedures and methods at the highest levels
- Catering service is carried out by applying a prevention plan for hygienic safety of food
- Disposal of waste is carried on according to current regulations.

Fire-fighting equipment

- Fire-fighting equipment
- Automatic smoke detection system in areas at risk.
- Instruction panels in the corridors.
- Protected evacuation routes with automatic emergency lighting system.
- Specific training of departmental staff.

Electrical and technological systems

All biomedical and technological systems are compliant with the law, equipped with emergency systems (uninterruptible power supplies and power generators) subjected to periodic safety checks.

QUALITY CERTIFICATION

NCL certified UNI EN ISO 9001: 2015.

The introduction of the quality system led to a new way of managing activities with a strong orientation towards process management.

The Quality Management System of NCL, certified according to the UNI EN ISO Standard:

- Guarantees the ability to incorporate various legislative and regulatory rules that the organization voluntarily chooses for economic-organizational management and for the provision of services.
- Focuses on achieving the satisfaction of the interested parties, adapting it to the evolution of the organizational structures in the competitive economic context in which they operate, not limiting itself to see as sufficient the quality of the product (and / or service) as a result of the organization's activity
- Guarantees the achievement of performance quality objectives, organizational efficiency and economic profitability through the application of QMS procedures and processes, as well as their periodic surveillance, allowing the organization to constantly check their adequacy to achieve the objectives set in the strategic and economic plans (budgeting). Process design allows a consistent and profitable use of resources in the framework of a healthcare facility.

For application purposes, the procedures are divided into management and operational procedures: the former are required by the law, the latter, essential for ensuring service compliance, are defined according to specific situations and company needs. Procedures application is limited to the single units involved. The aforementioned certification confirms the standards of excellence followed by NCL, offering to the patients further guarantee about quality of the services provided.

QUALITY STANDARD VERIFICATION TOOLS

NCL adopts permanent survey systems for all specialist, diagnostic, assistance and in-patient care services, in order to define quality standards by monitoring:

- Waiting times between booking and visit



- Waiting times between examination and report delivery
- Patient satisfaction status
- Average hospitalization time for each Unit
- Complaints and relative response times

In order to carry on these tasks, NCL has a public relations office aimed at ensuring information, reception, protection and participation of the users.

In particular, URP carries out the following functions:

- Collecting suggestions and observations
- Managing complaints and reports
- Informing patients and visitors about internal routes
- Processing data related to the Patient Satisfaction Questionnaire and the Complaints and Malfunctions Sheet.

The user can lodge a complaint in person to the URP Office, verbally submitting his comments or completing the specific form.

For any other needs he/she can contact NCL Medical Director:

The form can be collected at URP, wards and CUA.

The form can be:

- Placed in the boxes located in the halls of departments
- Sent by mail to: via Patrica, 15 - 00178 Rome
- by fax to +39 06.76961026

COMMITMENTS AND PROGRAMS ON THE QUALITY OF SERVICE

NCL is committed to guarantee to all citizens receiving specialist and diagnostic services:

- Delivering, upon admission, of a welcome brochure containing all the useful information regarding hospitalization
- Privacy and respect of the person during visits and other health services
- Completeness of information to the patient about therapeutic treatments and diagnostic procedures planned according to the clinical course
- Personalization of assistance for particular cases
- Reduction of hospitalization waiting times
- Assessment of user satisfaction level with respect to the various components of hospitalization through a specific questionnaire distributed at the time of admission to all patients.



QS International

CERTIFICATO

Certificato N° V-16-1203

N.C.L. ISTITUTO DI NEUROSCIENZA S.r.l.
Via Patrica, 15
IT – 00178 ROMA RM

QS SCHAFFHAUSEN AG certifica che il Sistema di Gestione dell'azienda è stato verificato ed è risultato conforme ai requisiti della normativa:

ISO 9001:2015

Questa certificazione del Sistema di Gestione è valida per il seguente campo applicativo:

Erogazione di servizi sanitari relativi alle neuroscienze, diagnostica specialistica e chirurgia. Servizio di Residenza Sanitaria Assistita (RSA) e neuroriabilitazione.

Data della decisione di Certificazione: **04 luglio 2017**

La validità del presente certificato, a partire dalla data sottostante, è subordinata al superamento di una sorveglianza annuale pianificata ed eseguita da parte di QS SCHAFFHAUSEN AG.

Data di emissione: **10 agosto 2018**

Data di scadenza: **03 luglio 2021**

QS Schaffhausen AG
Postfach CH-8222
Beringen
info@qsinternational.ch



[Signature]
La direzione dell'Organismo



NCL - Neurological Centre of Latium
Neuroscience Institute

Company subject to Neuromed SpA management and coordination

Via Patrica, 15 - 00178 Roma (Italy)

Ph +39 06.763741 - Fax +39 06.76961026 - Mobile +39 3461405097

info@nclroma.it

www.nclroma.it



HOW TO REACH US



By bus (Arco di Travertino terminus)

Lines 85 from piazza San Silvestro
765 from piazzale dell'Agricoltura
671 from piazzale Pier Luigi Nervi
657 from piazza Cavalieri del Lavoro
409 from piazzale della Stazione Tiburtina

By metro (from Termini station)

Metro A, direction Anagnina, Arco di Travertino stop

By car (from outside Rome)

Grande Raccordo Anulare exit 23 Appia - direction
"San Giovanni", drive about 8 km and turn right into via Patrica

