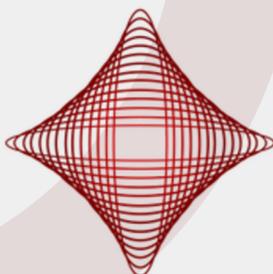


GRUPPO
VILLA SILVIA

CLINICA CURA TECNOLOGIA



VILLA SILVIA
CASA DI CURA



Chart of Services 2025

Rev. 3
September
2025



DEAR VALUED GUEST,

The Service Charter serves as a communication tool both internally and externally for the Company, designed to safeguard citizens' rights concerning the services offered. Through this charter, the Company actively participates in the planning and management of its activities.

Villa Silvia Nursing Home strives to provide individualized care that is customized to meet the specific needs of each patient. This approach is designed to enhance the quality of services offered and, most importantly, to ensure they are more aligned with the requirements of those who utilize them.

We trust that this Service Charter, designed for each guest of the facility to enhance their understanding of the services provided, will offer valuable information and serve as a suitable resource for all types of needs, ultimately becoming a tangible instrument for the ongoing enhancement of the facility's offerings.

The Service Charter was developed in line with the stipulations of the Prime Ministerial Decree dated 19/05/1995, titled "General Reference Framework for the Public Health Services Charter."

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THE FRAMEWORK

SECTION ONE

1. Mission

The Villa Silvia Group is an organization that offers services in the areas of specialized medicine, diagnostics, and laboratory analysis.

The Villa Silvia Group functions under accreditation from the National Health Service, serving as a public entity dedicated to delivering high-quality, specialized diagnostic and therapeutic services. Its strategic corporate policy emphasizes effective care, staff training and motivation, optimization of investments and cost rationalization, innovation and scientific research, as well as ongoing enhancement of customer satisfaction.

The Villa Silvia Group is dedicated to delivering advanced scientific and technical services and performances, with the goal of attaining a high standard of quality and expertise in its operational sector.

This goal is achieved through substantial investments in structural, technological, organizational, and management innovation, emphasizing the centrality and safety of the Guest, the ongoing enhancement of personal care quality, and the appreciation of human resources.

THE FRAMEWORK

SECTION ONE

1.1 Our fundamental values and guiding principles

Within the Villa Silvia Group, all our decisions and actions are grounded in corporate values. Alongside strict adherence to current legislation, we are consistently dedicated to prioritizing people, actively supporting them, and addressing their needs and health as "a state of complete physical, mental, and social well-being."

We guarantee the highest level of professionalism through our expertise, thorough preparation, and commitment to respecting the rights and values of others.

The Villa Silvia Group draws inspiration from the principles of EQUALITY, IMPARTIALITY, CONFIDENTIALITY, PARTICIPATION, EFFICIENCY, and EFFECTIVENESS.

THE FRAMEWORK

SECTION ONE

2. Nursing home: address.

The Villa Silvia Nursing Home is situated at Via Anita Garibaldi, 64 in Senigallia and is conveniently accessible:

To reach the nursing home by car from the A14 Bologna-Bari motorway, exit at the Senigallia toll booth and turn right towards the city center. After navigating through two roundabouts, continue to the right again, heading towards Ancona. At the first roundabout you encounter, take the second exit onto Viale Anita Garibaldi. The nursing home will be located on your left.

To reach the nursing home by car from the Adriatica state road, take Via Podesti from the south or Viale Bonopera from the north. Proceed along Viale Leopardi until the end, then take the overpass. Navigate around the first roundabout and return toward the city center, following the signs for Ancona. At the first roundabout, take the second exit onto Viale Anita Garibaldi. The nursing home will be located on the left.

By train via the Milan – Bologna – Senigallia or Bari – Ancona – Senigallia railway lines, or the Rome – Falconara – Senigallia route; By air, utilizing Falconara airport, located roughly 15 km from Senigallia;

By ship, arriving at the port of Ancona, located approximately 30 km from Senigallia.

THE FRAMEWORK

SECTION ONE

3. Presentation

Villa Silvia Nursing Home, established in 1963 by Professor Nicola Aliotta, is situated in the heart of Senigallia and is enveloped by a green space exceeding 5,000 square meters.

The facility focuses on the treatment of psychiatric, social, and behavioral disorders during the post-acute phase, in addition to addressing alcohol and substance addictions and psychiatric comorbidity (dual diagnosis).

Villa Silvia is recognized by the Marche Regional Health Service and employs a team of highly qualified medical professionals, utilizing contemporary and effective therapeutic methods designed to facilitate substance detoxification and behavioral cessation for its guests.

The complementary nature of the services provided stems from a holistic healthcare approach to illnesses, facilitated by the availability of modern and integrated support services. Continuous training and professional development in the medical and rehabilitation sectors are essential components of the facility's success, which has distinguished itself for decades through the experience, expertise, and multidisciplinary nature of its team. These values—professionalism, innovation, and personalized care—have consistently served as the guiding principles of Casa di Cura Villa Silvia.

THE FRAMEWORK

SECTION ONE

3.1 The framework

The Villa Silvia Nursing Home features a primary building that contains two inpatient units on the upper levels, accommodating a total of 42 beds. The ground level includes the dining area, kitchen, smoking section, and vending machines. Each ward is equipped with comfortable rooms, all featuring private bathrooms and a spacious communal living room with a television, designed for social interaction and relaxation. The Nursing Home provides spaces for therapeutic, rehabilitative, and re-socialization activities, along with a large garden spanning approximately 5,000 square meters. This green and secluded environment offers a peaceful and calming atmosphere, perfect for enhancing the mental and physical well-being of inpatients and for engaging in approved outdoor activities. Additionally, the facility comprises a chapel and an indoor bar, which serve as areas for spiritual contemplation and socializing for residents and their families, respectively.

THE FRAMEWORK

SECTION ONE

3.2 The function of the structure

The Villa Silvia Nursing Home is a specialized facility accredited by the National Health Service, featuring a capacity of 42 beds situated on the first and second floors, with the option to accommodate self-paying guests. The wards are organized as follows:

Intensive hospital-based rehabilitation (code 56) for the treatment of alcohol and/or polysubstance abuse. Patients with psychiatric conditions who have moved beyond the acute phase of their illness may also be eligible for admission.

Intensive residential psychiatric rehabilitation (SRP1), which includes dual diagnosis, is available for patients experiencing post-acute psychiatric disorders alongside comorbid addiction. Citizens of the European Union who can provide evidence of public healthcare coverage from their country of origin, as well as individuals from other nations that have established reciprocal agreements with Italy, are also eligible for this service. The facility offers planned hospitalizations and therapeutic-rehabilitative interventions in partnership with the Departments of Mental Health and Pathological Addictions, ensuring a comprehensive and multidisciplinary approach.

Villa Silvia's multidisciplinary team, made up of experts from diverse fields, provides holistic care for individuals, addressing psychiatric disorders and addictions to alcohol or other substances, while recognizing the strong link between them, as highlighted in the contemporary understanding of dual diagnosis.

THE FRAMEWORK

SECTION ONE

3.2.1 Rehabilitation for alcohol and drug addiction (Code 56 - 32 beds)

The intensive inpatient rehabilitation program is tailored for individuals experiencing alcohol addiction and/or poly-substance abuse. A multidisciplinary team creates a customized rehabilitation plan for each patient, thoroughly addressing the clinical, psychological, and social requirements of the individual and their family.

The program begins with an initial reception and detoxification phase, followed by a comprehensive multidisciplinary evaluation, which encompasses:

- collection of medical history data;

- clinical examinations (toxicological, hematochemical, and instrumental);

- psychological assessments and implementation of targeted tests.

The combined assessment of these factors enables us to identify the most appropriate treatment options, including any pharmacological interventions, as components of a personalized rehabilitation plan.

Access to the program necessitates the signing of a therapeutic contract between the Guest and the multidisciplinary team.

By making this commitment, the Guest agrees to engage actively in all planned activities, to adhere to the regulations of the Nursing Home, and to foster a respectful and cooperative environment with fellow guests.

THE FRAMEWORK

SECTION ONE

3.2.1 Rehabilitation for alcohol and drug addiction (Code 56 - 32 beds)

The comprehensive hospital rehabilitation program at the Villa Silvia Nursing Home features group rehabilitation activities that are psychoeducational, informative, and promote sobriety from alcohol and/or other substances.

The psycho-educational, informative, and support group for achieving sobriety from alcohol and/or other substances aims to: Encourage the substance abuser or poly-addict to contemplate their situation and consider the option of a responsible, independent life free from harmful substances.

b) facilitates the establishment of an environment where the patient experiencing pathological addiction can discuss their issue and learn to perceive it alongside others in a more realistic and natural manner, thereby reducing the level of denial; c) aims to deliver a responsive and effective approach to the needs stemming from the addiction issue, and this program is executed through various diversified interventions.

THE FRAMEWORK

SECTION ONE

3.2.1 Rehabilitation for alcohol and drug addiction (Code 56 - 32 beds)

The program consists of:

- support groups for addiction;
- film analysis groups;
- nutrition education sessions;
- storytelling group;
- artistic expression activities (Art Therapy), · physical expression activities

(Rio Abierto, Bioenergetics, and Yoga)

- Alcoholics Anonymous (A.A.) meetings;
- gathering with family members;

Al-Anon Family Groups

- establishing connections for the integration and planning of relationships with other organizational centers in the area.

The typical length of the inpatient rehabilitation program is four weeks.

THE FRAMEWORK

SECTION ONE

3.2.2 Residential psychiatric rehabilitation with dual diagnoses (SRP1 - 10 beds)

Psychiatric rehabilitation seeks to enhance the various effects of mental disability, assisting individuals in developing and utilizing their resources through interpersonal experiences and interactions with their surroundings. Rehabilitation serves as a therapeutic instrument intended to:

- a) managing mental distress
- b) enhancing relational, communication, and adaptive skills;
- c) to attain an elevated state of psycho-physical well-being;
- d) social reintegration and enhancement of life quality.

The treatment relies on a multidisciplinary and individualized approach, which encompasses:

- psychiatric consultations and medication management,
- psychological assessment,
- discussions with family members,
- therapy groups,
- creative expression sessions (Art Therapy),
- body movement activities (Rio Abierto, Bioenergetics).

THE FRAMEWORK

SECTION ONE

4 Access to information and services

4.1 Requests for Information

Telephone

Switchboard: +39 071 7927961 + Press 1 for Italian or 2 for English + Press 3 (admissions office)

In the workplace

Reception: 8:00 am - 8:00 pm, Monday to Saturday; Admissions Office: 8:00 am - 6:00 pm, Monday to Friday; 8:00 am - 12:30 pm, Saturday mornings; Information Office: 8:00 am - 8:00 pm, Monday to Sunday.

E-mail

Hospitalizations: ufficioricoveri@villasilvia.com General inquiries: info@villasilvia.com

4.2 Clinical Data and Confidentiality

Updates regarding the User's health conditions are communicated by the referring physician. In the best interest of all Users and to protect their rights, the Staff refrains from sharing any information with family members unless explicitly authorized and arranged through a prior telephone appointment.

THE FRAMEWORK

SECTION ONE

4.3 Issuance of a copy of the medical records and administrative documents

To obtain documentation regarding your hospitalization, you can submit your request in two ways:

Hospitalized patients who wish to obtain a copy of their medical records must visit the admissions office of the facility, where the administrative personnel will supply all required information and encourage them to fill out the request form.

Guests who are not hospitalized and wish to request a copy of their medical records should email info@villasilvia.com, including an identity document as an attachment. For any additional information, please reach out to the facility's switchboard.

Timeline for providing the necessary documentation

The Gelli-Bianco law (Law 8 March 2017, n.24) in Article 4 stipulates that the facility must provide a copy of the health documentation, preferably in electronic format, within seven days of the request made by the entitled interested party; any additional information must be supplied, in any case, within a maximum of thirty days from the submission of the request.

THE FRAMEWORK

SECTION ONE

5. Existence in Framework

5.1 Recognizing Staff

All clinic personnel don badges on their uniforms that display their name and job title. The color and design of their uniforms assist in distinguishing each employee as belonging to a particular professional category.

DOCTORS: uniform and white coat
NURSING COORDINATOR: white jacket with red accents / white trousers
NURSES: white jacket with dark green accents / white trousers
HEALTHCARE WORKER: white jacket with light green accents / white trousers
SANITIZATION WORKER: white jacket with blue accents / white trousers
LUNCH ROOM WORKER: green jacket and trousers

THE FRAMEWORK

SECTION ONE

5.2 Guidelines for family members' access to hospitalized patients

To guarantee the safety, privacy, and well-being of patients in the hospital, family access is managed according to the following procedures.

VISITING HOURS AND DAYS

Visits are allowed exclusively on Saturday afternoons, Sunday mornings and afternoons, as well as on holidays. They occur in scheduled shifts, each lasting 45 minutes, at the following times:

Mattina
1° turno: 09:00 – 09:45
2° turno: 10:00 – 10:45
Pomeriggio
1° turno: 14:00 – 14:45
2° turno: 15:00 – 15:45
3° turno: 16:00 – 16:45
4° turno: 17:00 – 17:45

THE FRAMEWORK

SECTION ONE

5.2 Guidelines for family members' access to hospitalized patients

ENTRY OF MINORS INTO THE FACILITY

The admission of minors into the facility requires a prior evaluation by the multidisciplinary team, which must be finalized before the scheduled visit. Consequently, a minor's request for access should be submitted well ahead of the visit. Upon arrival, the circumstances will be re-evaluated to ascertain if any new conditions exist that could hinder entry. In any event, entry for minors under 12 years of age is strictly prohibited.

ACCESS CRITERIA

Visits are allowed only from the 15th day of the patient's hospital stay and every two weeks thereafter. Appointments for visits must be arranged in advance with the Nursing Coordinator of the appropriate department. A maximum of two adult family members per patient is permitted during each shift.

THE FRAMEWORK

SECTION ONE

5.2 Guidelines for family member access to hospitalized patients

ACCESS AND RECEPTION TECHNIQUES

Upon entering the facility, family members are required to:

- Kindly report to the reception desk with a valid form of identification.
- Obtain information regarding the regulations and sign them to confirm receipt.
- Register with the reception staff.
- Identity documents will be verified and temporarily held for the duration of the visit, then returned at the conclusion.

ACCESS TO OBJECTS, FOOD, OR OTHER MATERIALS FOR GUESTS

The introduction of items, food, or other materials meant for patients by family members into the facility requires prior approval from the Nursing Coordinator. This policy aims to prevent the entry of prohibited materials, in line with the internal regulations that the resident agreed to upon admission.

THE FRAMEWORK

SECTION ONE

5.2 Guidelines for family member access to hospitalized patients

OVERSIGHT AND SECURITY

Staff members on duty possess the authority to terminate a visit at any moment if it is considered necessary to safeguard the Guest's health, maintain safety, or ensure adherence to the regulations. For additional information or to arrange a visit, please reach out to the Nursing Coordinator of the department.

THE FRAMEWORK

SECTION ONE

5.3 Accommodation services

CERTAIN

Guests communicate their dietary preferences each day from the menu and enjoy meals in the dining room alongside other residents or in their rooms.

DEPARTMENT OPERATING HOURS

Breakfast at 7:30 AM

Lunch is scheduled for 11:30 AM.

Dinner at 6:30 PM

RESTAURANT OPERATING HOURS

Breakfast at 7:45 AM

Lunch at 11:45 AM

Dinner at 6:45 PM

TV

It is accessible to all in the shared spaces.

THE FRAMEWORK

SECTION ONE

5.4 Rooms offering enhanced hotel comfort

Individuals who request it, unless stated otherwise by a medical professional, can take advantage of single room accommodations (Superior Class) for an additional fee. For more details, please reach out to the Admissions Office.

5.5 Hours of operation for the department

The schedule of the ward is determined by the various activities occurring there. The nursing staff will communicate diagnostic and therapeutic activities, including timing and procedures. The schedules provided below may change based on the treatment protocol.

THE FRAMEWORK

SECTION ONE

5.5 Operating hours of the department: Activities of the hospital

Ore 6:00 - 9:00

- Blood examinations
- Assessment of vital signs
- Hygienic and sanitary support for patients with limited self-sufficiency
- Therapy administration

Ore 9:00 - 11:30

- Sanitization of medical facilities
- Healthcare appointment
- Rehabilitation programs

11:30 AM – 12:30 PM

Lunch

12:30 PM - 3:00 PM

- Therapy administration
- Afternoon break

Ore 15:00 - 18:30

- Sanitization of the healthcare facility
- Hygienic and sanitary support for patients with limited self-sufficiency
- Rehabilitation programs
- Monitoring blood pressure in individuals with hypertension

Ore 18:30 – 19:30

- Cena

Ore 19:30 - 21:30

- Therapy administration
- Preparing patients for overnight rest

Ore 21:30 - 6:00

- Night rest



THE FRAMEWORK

SECTION ONE

5.6 Bar

The bar can be found on the ground floor of the building.

5.7 Laundry

Service is available upon request for hospitalized users, subject to a fee.

5.8 Worship service

Respecting all religious denominations, the Management guarantees freedom of worship within the facility. For Catholics, a chapel is situated in the Clinic's internal park, where Holy Mass is held every Sunday morning.

THE FRAMEWORK

SECTION ONE

6 Public Relations

Our facility encourages all individuals to reach out to the Public Relations Office (URP) for information, suggestions, or to submit written complaints at info@villasilvia.com.

6.1 Customer Satisfaction and Complaints

The quality of the Services and the performances as perceived by Users is assessed annually through the analysis of the Satisfaction Questionnaires. These questionnaires are available at each Service upon entering the facility and should be returned upon exit by placing them in the designated boxes located in the hospital wards.

THE FRAMEWORK

SECTION ONE

6.1 Customer Satisfaction and Complaints

Villa Silvia Nursing Home provides the opportunity to submit a complaint regarding inadequate service, actions, or behaviors that have restricted or denied access to services. Such reports will be instrumental in identifying and comprehending current issues and in strategizing potential enhancements to the services offered. Complaints are managed by the Health Management and Quality Office of the company. Individuals can submit complaints by sending an email to info@villasilvia.com or by filling out the MD 128 "COMPLAINMENTS" form. This form can be obtained from healthcare staff, including the Nursing Coordinator and nurses. Complaints will be addressed within three business days, and the Guest will receive a final notification upon resolution.

THE FRAMEWORK

SECTION ONE

6.2 Protection of Guest Safety

Villa Silvia Nursing Home prioritizes guest safety in all clinical, care, and organizational activities.

All healthcare services are delivered in alignment with the principles of appropriateness, effectiveness, and safety, ensuring that environments, procedures, and behaviors adhere to current regulations regarding health protection and risk prevention. The facility employs a quality management system that includes ongoing process monitoring and the execution of operational procedures designed to minimize clinical risks, avert adverse events, and enhance healthcare practices continuously. Special emphasis is placed on:

Accurate identification of the Guest at each stage of the diagnostic and therapeutic process;

Safe management of medication therapy;

Fall and accident prevention;

Management of healthcare-associated infections;

Ongoing staff training focused on safety, emergency preparedness, and clinical risk management topics.

Each operator is dedicated to guaranteeing the utmost protection and dignity of the individual receiving care, within a care environment that fosters trust, transparency, and the active involvement of the guest in their therapeutic process.

THE FRAMEWORK

SECTION ONE

7 Rights and Responsibilities of Users

Guests at the Villa Silvia Nursing Home are entitled to the following essential rights, acknowledged and protected in line with current legislation and the ethical and professional standards of the healthcare field:

- Right to dignity: to consistently receive respect, personal safeguarding, and consideration for one's circumstances.
- Right to privacy: the safeguarding of personal and health information in compliance with existing privacy laws.
- Right to staff identification: to recognize the operators offering assistance, through an identification badge displaying their name and qualifications.
- The right to be heard and respected: to receive attention, courtesy, availability, and competence from all personnel.
- Right to information: to receive clear, timely, comprehensive, and understandable communications about one's health conditions, therapies, treatments, and diagnostic procedures.
- The right to therapeutic awareness involves comprehending the purposes, methods, and objectives of healthcare services, thereby fostering a relationship of trust with the referring physician and the healthcare team.

THE FRAMEWORK

SECTION ONE

7 User Rights and Responsibilities

Right to qualified assistance: to receive care from adequately trained and competent personnel, in accordance with quality standards and ongoing updates.

- Right to safe care: the entitlement to guarantee that the institution offers current diagnostic, therapeutic, and scientific resources, enabling professionals to function in alignment with scientific principles, personal conscience, and ethical standards.
- Right to transparency: to be informed about the terms of stay and the expenses associated with the requested services or facilities.
- Family members' entitlement to information: within the boundaries allowed by privacy laws and in accordance with the Guest's stated preferences.
- Right to express grievances and offer suggestions: to present observations, complaints, or proposals either verbally or in writing, and to be informed of the results.
- Right to participation: to voice one's opinion regarding the services received via the satisfaction questionnaires developed by the Nursing Home.

THE FRAMEWORK

SECTION ONE

7.1 Responsibilities of Users

Residents at the Villa Silvia Nursing Home are urged to act responsibly, respectfully, and cooperatively, with an emphasis on recognizing the rights and needs of others while following the regulations that guide community living. Specifically, they are obligated to: uphold courteous and respectful conduct towards fellow guests, staff, and the establishment;

- Do not consume alcoholic beverages, narcotics, medications, or any other products not approved by healthcare professionals.
- Smoking is prohibited in patient rooms and in all internal areas not designated for this activity.
- refrain from participating in gambling or engaging in actions that contradict good morals and civil coexistence;
- Respect the environment, furnishings, and equipment provided, contributing to their maintenance in good condition.
- Collaborate with healthcare professionals by adhering to therapeutic guidelines and actively engaging in your own rehabilitation process.
- Adhere to the operating hours and internal regulations of the Nursing Home, facilitating the efficient management of care and ward operations.

SERVICES

PART TWO

8 Hospitalization

Individuals seeking admission to the Nursing Home may reach out to the Admissions Office at 071/7927961 between 8:00 am and 6:00 pm, Monday to Friday, and from 8:00 am to 12:30 pm on Saturdays. Admissions are welcomed from across Italy; for international admissions, both medical and administrative factors are evaluated to ascertain the required documentation for entry.

8.1 Category of hospitalization – Management of waiting lists

At the Villa Silvia Nursing Home, admission is solely by appointment. The management system for the waiting list is accessible via this link.

https://www.villasilvia.com/wp-content/uploads/2025/09/gestione_liste_di_attesa_ricovero.pdf

SERVICES

PART TWO

8.1 Category of hospitalization – Management of waiting lists

Hospitalizations are categorized:

ORDINARY IN ACCORDANCE WITH THE NATIONAL HEALTH SERVICE (NHS)

This option entails the National Health Service covering all expenses related to hospitalization and healthcare services rendered during the stay. Access to this option can be obtained by making a reservation at the Admissions Office and placing the patient on a waiting list. The guest is entitled to request Superior Class accommodation (single room), directly covering the costs associated with premium hotel treatment.

ORDINARY PRIVATE SYSTEM

In this situation, the user is accountable for all expenses related to hospitalization and healthcare. Reimbursement from the National Health Service is not applicable.

Reservations can be arranged at the facility's Admissions Office.

SERVICES

PART TWO

8.2 Availability of hospitalization

To gain entry to the hospital, a request must be submitted by:

- territorial services
- General practitioner or specialist physician;
- physician at the assisted living facility.

The Medical Director evaluates the received requests.

The subsequent cases are not included:

- unrelated pathologies;
- users resistant to the requirements of the current therapeutic protocol.

SERVICES

PART TWO

8.3 Items to Bring and Items to Avoid for Hospitalization

1. HOSPITALIZATION request that includes all personal information and the diagnosis, along with the reason for hospitalization;
2. MEDICAL DOCUMENTATION: for example, medical records associated with prior hospitalizations, diagnostic and/or radiological examinations, and any laboratory tests that have been conducted, etc.;
3. HEALTH CARD AND TAX CODE: applicable to Italian citizens. Foreign visitors, whether from the EU or non-EU, are required to possess a valid identity document to present to the Admissions Office.
3. APPAREL: It is advisable to wear comfortable and functional apparel.
4. PERSONAL HYGIENE SUPPLIES: towels, soap, toothpaste, toothbrush, shampoo, and body wash.

SERVICES

PART TWO

8.3 Items to Bring and Items to Avoid for Hospitalization

IT IS NOT ALLOWED TO BRING THE FOLLOWING ITEMS INTO THE NURSING HOME:

- **Alcoholic drinks**
- **Illicit drugs or prohibited substances**
- **Pointed or sharp items (e.g., razor blades, scissors, and nail files)**
- **Items that may disrupt guests, including televisions, radios, and fans**
- **Food**
- **Dishes**
- **Sheet**

For safety reasons, guests are requested not to bring valuables or large amounts of money into the clinic. The Villa Silvia clinic is not liable for any missing items and disclaims all responsibility for theft or loss of personal belongings left unattended during the stay. Patients are reminded that no payments should be made to staff, whether as a tip or a deposit. Additional information is available from the Admissions Office and is included in the Clinic Regulations provided at the time of admission.

SERVICES

PART TWO

8.4 Administrative processes

The User is required to present and submit the following documents:

- request for admission from the general practitioner or referring specialist (REQUEST);
- identification card or passport;
- Tax Identification Number
- health card or any document from a different healthcare institution if the hospitalization is private;
- any clinical records if beneficial for hospitalization.

Upon arrival, the receptionist will handle the administrative procedures. It is essential to provide a contact number.

The patient may, if they wish, be accompanied by a family member, who will wait for the required duration to complete the hospitalization procedures.

SERVICES

PART TWO

8.5 Department Reception

The patient will be greeted in the ward by the hospital's healthcare team, which includes the nursing coordinator or their designated nurse and the OSS. They will first assign the patient to a room, bed, locker, and bedside table. Guidance on operating the lights and the call bell will be given.

The Guest will subsequently be accompanied by the ward doctor for the initial medical examination, during which the following will be prescribed:

·Blood tests ·ECG ·Medication therapy During the consultation, emphasis is placed on understanding the needs and expectations of the Guest and their family members, which is essential for the tailored planning of the treatment process.

The designated room or bed may, for organizational purposes, be altered during the hospital stay.

SERVICES

PART TWO

8.6 Remain in the ward

The healthcare team, which includes doctors, nurses, and healthcare assistants, fosters health by delivering quality care while prioritizing safety and adhering to established procedures and protocols at the clinic. They also guarantee compliance with the regulations agreed upon prior to and during admission.

The healthcare team describes to the visitor the various stages of life in the ward.

The significance of active involvement in the rehabilitation process, adhering to the scheduled weekly program, is also highlighted.

SERVICES

PART TWO

8.7 Therapeutic – rehabilitative care

The treatment, carried out by a multidisciplinary team consisting of a psychiatrist, ward doctor, nursing coordinator, nurse, psychologist, professional educator, and OSS, includes the establishment of therapeutic goals and their oversight during the entire hospital stay.

It offers:

- management of substance-related physical issues
- developing an understanding of the disorder
- inspiration for transformation
- strategies for controlling cravings
- relapse avoidance
- development of personal coping skills
- enhancing quality of life
- personal interviews
- physical activity group

The active involvement of residents in rehabilitation activities is crucial for an effective and tailored treatment plan.

Through the PRI, the multidisciplinary team designs a focused intervention that addresses individual needs, encouraging the resident to engage in a mindful and participatory way. The rehabilitation program, which incorporates various therapeutic modalities, plays a significant role in enhancing overall well-being and improving the quality of life for residents.

SERVICES

PART TWO

8.8 Additional provisions

Smoking is completely forbidden in all areas of the healthcare facility. Smoking is allowed only in specified locations, ensuring the health of others is not compromised.

- All visitors are required to keep corridors and patient rooms free of clutter and are prohibited from bringing children under the age of 12.
- During hospitalization, the consumption of outside food or beverages is not allowed. Guests are required to follow the menu suggested by the staff, and if there are specific clinical requirements, the ward doctor will prescribe the most suitable diet for the patient.

SERVICES

PART TWO

9 Discharge

9.1 Procedures for Discharge

The anticipated discharge date is established during the team meeting and conveyed to the resident, generally with ample notice to inform their family. Discharge, which usually takes place by 11:00 a.m., involves the ward physician issuing a discharge letter that includes all essential information for ongoing treatment at home, such as an appointment for the initial follow-up visit with their specialist and the referring physician from the appropriate local health service, to guarantee continuity of care. Once the resident has received their discharge letter, they may consult the nurse for guidance on how to administer the home treatment prescribed by the physician.

You will need to visit the Admissions Office to address any outstanding expenses you may have, including the difference in accommodations for a higher class or private hospitalization, among others. A standard invoice will be provided. You can also request a copy of your medical records at the same office (Section 4.3).



SERVICES

PART TWO

9 Discharge

9.1 Procedures for Discharge

Upon discharge, you will be requested to anonymously fill out and submit a User Satisfaction Survey. This survey will consist of your satisfaction ratings regarding the services provided and any suggestions for enhancement. The completed survey should be deposited in the designated boxes found within the ward.

The Guest may request to be discharged prior to the completion of the treatment program set forth by the Doctor and against the Doctor's recommendation; in this instance, the Guest must provide a written declaration of their intention to end the hospital stay, thereby assuming full responsibility for this decision.

QUALITY

PART THREE

10 Standards of Quality and Service

In alignment with its mission, the Nursing Home focuses on individual care and is dedicated to achieving the following quality objectives.

10.1 Admission and care

Quality of care: Assurance of dedication to consistently provide treatment and support to all guests utilizing the most advanced medical and technological expertise available to us.

- Humanizing Relationships: Staff dedication to honoring the dignity and privacy of guests in accordance with established procedures, while consistently engaging with guests and their families in a cordial and respectful manner.
- Respect for dignity, personal beliefs, and religious convictions: Elimination of any form of discrimination based on age, gender, ethnicity, language, social status, religious beliefs, or political views.
- Clarity of information regarding the care provided: The dedication of medical staff to consistently offer the Guest accurate information about their health condition and treatment plan.
- Clear identification of staff roles: Each operator is recognized by a facility identification badge. Operator uniforms are distinguished by color coding according to their professional profile.

QUALITY'

PART THREE

10.1 Admission and care

- Personalization of the therapeutic pathway: Establishment of the therapeutic plan and rehabilitation programs in accordance with scientifically validated guidelines, communicated with referring physicians, patients, and their families.
- Information on ward life: Internal regulations are given upon admission and detailed through noticeboards situated in the wards. A staff member will outline ward life to the patient and their family members and will be available to offer any clarifications requested by the patient.
- Relationships with family members: Patient visits are assured during the times specified in the service charter and posted throughout the facility.
- Consultations with healthcare professionals are assured: in accordance with privacy regulations, each medical team ensures the opportunity to be informed about the health status of your loved one, contingent upon the patient's consent. A comprehensive discharge letter that includes all the information the referring physician requires for continuity of care is necessary.
- Delivery of a discharge letter that contains: diagnosis, prescribed treatments, diagnostic tests conducted, medication therapy to be continued at home, and an appointment for the initial follow-up visit with the external contact (protected discharge).



QUALITY'

PART THREE

10.2 Accommodation services

- Cleaning of patient and communal areas: Assurance of optimal maintenance of the spaces designated for users within the facility.
- Hospital Room Comfort: Every room ensures comfort levels that align with the safety standards necessary for the patients' clinical conditions, safeguarding the health of all guests.
- Reception: The Clinic is dedicated to delivering clear and efficient internal information to assist all guests in navigating the premises.
- Elimination of architectural barriers: All facilities within the Nursing Home are designed to be free of architectural obstacles, ensuring equal accessibility for everyone.
- Personalized meals: All users are assured the opportunity to collaborate on dietary menus if deemed necessary by the doctor.
- Presence of communal spaces: The Clinic features - Hospitalization zones - Socialization zones - Television and furnishings to enhance patient comfort - Designated areas for smokers - Versatile rooms for activities - Green spaces (internal park) - Bar and church

QUALITY'

PART THREE

10.3 Listening, Recommendations, and Feedback

Advance information on admission procedures: assurance of assistance in completing the required steps for admission: Readiness to offer all pertinent information regarding admission in person, via telephone, or through email by the Admissions Office personnel.

Clarity of information: Staff consistently provide clear and accurate information, as outlined in the Service Charter. The Service Charter is readily accessible for viewing or download on the website www.villasilvia.com. Ease of obtaining a copy of medical records: The Admissions Office offers telephone assistance on the process of obtaining a copy of medical records.

Medical record copy release time: According to the legislation (Gelli/Bianco law), the delivery of a copy of the medical record is assured within 7 working days.

Opportunity to share your feedback on the services provided: Distribution of satisfaction questionnaires to all guests for evaluating the services received, which can be submitted to healthcare and/or administrative staff or placed anonymously in a designated box.

Complaints management: All employees are tasked with gathering any complaints and directing them to the Health or Administrative Management department, based on their area of responsibility.

THE ESTABLISHMENT OF VILLA SILVIA

The Vision of the Founder

Dr. Nicola Aliotta

Our narrative commences in 1963, when Dr. Nicola Aliotta, a psychiatrist and visionary leader, established the Villa Silvia nursing home in Senigallia. By acquiring and refurbishing a former correctional facility, Dr. Aliotta recognized that "neurosis," as it was referred to at the time, along with mental illness in general, would emerge as the "illnesses of the future." Villa Silvia was created to address mental distress, positioning mental health "literally at the heart of Senigallia."

Since the early 1960s, Villa Silvia has been recognized for its emphasis on patient autonomy and the elimination of restraints. While treatments like electroconvulsive therapy (administered with patient consent and appropriate anesthesia) and the initial use of psychotropic medications were implemented, the clinic has always prioritized a deep respect for the individual. Currently, Villa Silvia serves as the foundation for the recovery journey, where the detoxification phase occurs and the assessment of the impact on the body, relationships, and society commences.

1963





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