

CENTRO PROTESI INAIL
LAMEZIA TERME BRANCH

INAIL

SERVICE CHARTER



2025-2027 Edition

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Dear User,

We present the Service Charter of the Lamezia Terme Branch of the Centro Protesi Inail.

The daily activities of the Branch are aimed at offering quality products and services through the expertise, professionalism and availability of our staff. Improving the overall quality of the services provided will also be possible thanks to your collaboration through reports and suggestions.

Please consider us at your disposal for any information.

The Manager and Staff



SUMMARY
SERVICE CHARTER

PRESENTATION	p. 4
FUNDAMENTAL PRINCIPLES	p. 4
CONTACT DETAILS	p. 5
HOW TO REACH THE FACILITY	p. 5
PROSTHESES AND AIDS: USEFUL INFORMATION	p. 7
THE PROSTHETIC-REHABILITATION PROCESS	p. 8
PRODUCTS	p. 9
SERVICES	p.10
ADMISSION PROCEDURES AT THE CENTRE	p.13
STAGES OF THE PROSTHETIC-REHABILITATION PROCESS	p.14
AFTER TREATMENT	p.15

PRESENTATION

The Facility

The Lamezia Terme Branch of the Centro Protesi Inail was inaugurated on 15 January 2018 in the city's industrial zone, in the Papa Benedetto XVI Contrada Ficarella, and is centrally located in the south of the country. After a trial period, it has been fully operational since October 2018 with the aim of achieving the maximum possible recovery for people with physical disabilities, supporting them in their reintegration into family, social and working life.

The facility is part of the Polo Integrato Inail in Lamezia Terme, which also includes the Multi-specialist Diagnostic Centre of the Inail Regional Directorate and the Inail Research Centre in Lamezia Terme. In carrying out its activities, it integrates with the rehabilitation ward of the Catanzaro ASP.

FUNDAMENTAL PRINCIPLES

The 'centrality of the person' is the main value that inspires the Centro Protesi, and this mutual commitment involves both operators and users in equal measure.

The Service Charter is based on specific quality standards that represent the facility's commitment to users and are relevant for understanding and evaluating the products and services provided:

- information and transparency
- completeness and clarity of information
- simplicity of procedures
- personalisation and humanisation
- timeliness, regularity, punctuality
- guarantee, protection and verification

Users are required to:

- observe the Centre's admission procedures
- collaborate with staff to achieve the objectives of the prosthetic rehabilitation programme, committing to comply with the programme and the established timetable

Information

All users are guaranteed prior information on the nature and purpose of the processing and on any consequences and risks, in order to be able to freely express their consent.

Privacy

In order to guarantee accurate, clear and complete information on prosthetic rehabilitation and functional re-education programmes, all branch operators, in their capacity as personal data processors, are required to comply with the provisions of the law on privacy protection.

CONTACT DETAILS

Switchboard: +39 0968 289751

Reception: +39 0968 289770 / +39 0968 289782; +39 366 9347621 / +39 335 8486472

Email: centroprotesi-filialelamezia-accoglienza@inail.it

Certified email: centroprotesi-filialelamezia@postacert.inail.it

HOW TO REACH THE FACILITY

Below are directions for those arriving:

By car

From Catanzaro

Take State Road 280 dei Due Mari/E848/SS280 from Via Alessandro Turco, Fausto Bisantis Viaduct and Via V. de Filippis/SS109 Bis. Follow State Road Statale 280 dei Due Mari/E848/SS280 to Lamezia Terme. Take the Lamezia T. Sud exit from Strada Statale 280 dei Due Mari/E848/SS280. Take the SP110, then Strada Statale 18 Tirrena Inferiore to the industrial area.

From Reggio Calabria

Take the Autostrada del Mediterraneo motorway from Viale Genoese Zerbi and Salerno-Reggio Calabria/Sopraelevata Porto. Continue on the E45 towards Strada Statale 18 Tirrena Inferiore in Pizzo. Take the Pizzo exit from the E45 and continue on Strada Statale 18 Tirrena Inferiore to the industrial area.

From Cosenza

Take the E45 from Viale Delle Medaglie D'Oro, Corso Luigi Fera and Strada dell'Unità d'Italia/Strada Sopraelevata. Continue on the E45 towards Strada Statale 280 dei Due Mari/E848 in Lamezia Terme. Take exit 320-Lamezia Terme from the E45. Take Strada Statale 18 Tirrena Inferiore to the industrial area.

From Crotone

Take SS106bis towards Strada Statale 106 Jonica/E90. Follow Strada Statale 106 Jonica/E90 and Strada Statale 280 dei Due Mari/E848 to Lamezia Terme. Take the Lamezia T. Sud exit from State Road 280 dei Due Mari/E848. Continue on SP110 and State Road 18 Tirrena Inferiore to the Industrial Zone.

From Vibo Valentia

Take the E45 from Viale Delle Medaglie D'Oro, Corso Luigi Fera and Strada dell'Unità d'Italia/Strada Sopraelevata. Continue on the E45 towards Strada Statale 280 dei Due Mari/E848 in Lamezia Terme. Take exit 320-Lamezia Terme from the E45. Take Strada Statale 18 Tirrena Inferiore to the industrial area.

By public transport

By train

At the exit of Lamezia Terme station, on the left, there is a shuttle bus stop operated by the Municipality of Lamezia Terme, which takes passengers to the Industrial Area – Centro Protesi Inail, with a return service to the central station. For service timetables, please contact the offices of the Centro Protesi Inail - Lamezia Terme Branch, on +39 0968 289751.

Assistance for people with reduced mobility - Single national number +39 02 323232. Toll-free number 800 906060 (only available from Italian landlines). Trenitalia call centre +39 892021 and +39 06 3000 (Press 4 to book assistance).

By plane

From Lamezia Terme Airport, take Line 5 of the local public transport service Lamezia Multiservizi SpA (stop at Nucleo Industriale Agroalimentare - Centro Protesi Inail).

PROSTHESES AND AIDS: USEFUL INFORMATION

Users injured at work and technopaths

Prosthetic assistance is one of Inail's institutional responsibilities and is aimed at those who, having suffered an accident at work, need prostheses and/or technical aids, the application and use of which are an integral part of the person's rehabilitation and reintegration process. Inail provides prosthetic assistance according to its own procedures and guidelines, issuing its own internal regulations (Regulations for the provision of interventions for the functional recovery of the person, for autonomy and for reintegration into social life). Following the individual prosthetic-rehabilitation project developed during the first technical-health visit and technical-outpatient access, the authorisation prescription for devices/aids is entrusted to the medical examiner of the Centro Protesi, who is also responsible for testing the correspondence between the medical prescription and the device produced, as well as evaluating the outcome of the prosthetic-rehabilitation project.

National Health Service Users

Prosthetic assistance for National Health Service patients is governed by specific regulations, periodically issued by decree of the Ministry of Health, which contain a list of prostheses and technical aids as well as indications of the minimum renewal times (Prime Ministerial Decree of 12 January 2017 and Ministerial Decree of 25 November 2024). Prosthetic assistance is intended for National Health Service beneficiaries who require prostheses and/or technical aids, which are prescribed by Local Health Authorities as an integral part of a programme of prevention, treatment and rehabilitation of injuries and their outcomes that cause impairment or disability.

Within 20 days of delivery, the user must visit the prescribing doctor for testing of the device, which is carried out to verify its clinical suitability and compliance with the specific authorisation. The test report, to be forwarded to the relevant ASL, must be sent by the user by e-mail to the administrative offices of the Branch.

Private users

Prosthetic assistance services are available to private users, who are directly responsible for the costs of treatment and supply.

THE PROSTHETIC-REHABILITATION PROCESS

The Centre has a dedicated multidisciplinary team consisting of a doctor, nurse, orthopaedic technician, physiotherapist, social worker and psychologist, whose task is to develop an individual plan for each patient.

The programme is structured in the following macro-phases:

Booking first visit

The first technical-health visit is booked through the reception area, which communicates the date of the appointment. In some cases, before proceeding with the booking, specific clinical documentation must be sent.

Initial technical health assessment with psychosocial interview

The initial technical health assessment, which includes a psychosocial interview, is free of charge for the user. It is carried out by the technical health team at the Lamezia Terme Branch, comprising a physiatrist, a prescribing medical examiner (for Inail patients), a nurse and an orthopaedic technician. If necessary, the team may call on the assistance of other healthcare professionals (physiotherapist, etc.). It is usually carried out on Tuesdays.

During the first visit, the objectives, methods and timing of the personalised prosthetic-rehabilitation project are defined. During the visit, the user is informed about the objectives of the project, the type of device identified, and the degree of functional recovery expected with specific rehabilitation training, which is mandatory in the case of the first supply of the device.

At the end of the visit, the user is given a detailed report, signed by the physiatrist, containing medical history data, information on the assessment and functional prognosis, and evidence of the rehabilitation objectives to be achieved through the defined programme.

Limited to Inail patients only, if they opt for direct supply by the Centro Protesi Inail - Lamezia Terme Branch, the medical examiner of the facility will take care of the prescription and testing of the technical devices identified during the technical-health visit.

Initial medical examination and psychosocial interview during the first stay

Upon arrival at the residential facility (ordinary) or semi-residential facility (day hospital), an examination is carried out by the head physician. The examination

corresponds to the opening of the medical record, confirmation of the rehabilitation objective, followed by the start of the prosthetic-rehabilitation process. For first-time admissions, an interview is conducted by the social worker. For residential admissions, the patient is sent to the hospital ward for bed assignment.

Setting up and starting the prosthetic-rehabilitation programme

The prosthetic-rehabilitation programme is set up and started by the technical-healthcare team. The technician in the production department starts working on the technical device, starting with taking measurements and/or carrying out tests. At the same time as the device is being manufactured, the rehabilitation process begins, with training in its correct use under the guidance of the physiotherapist and physiatrist. During the prosthetic-rehabilitation treatment, it is possible to take advantage of counselling and support from the psychosocial service and the services and projects for active social life.

Checks on the progress of the programme

During hospitalisation, the team carries out the necessary joint assessments to monitor the progress, objectives and timing of the prosthetic-rehabilitation programme, promptly addressing any clinical, technical and rehabilitation issues that may arise.

Final assessment of the project

At the end of the programme, the multidisciplinary team carries out a final assessment of the project and the achievement of the rehabilitation objectives and confirms the date of discharge to the patient.

Discharge

Once the prosthesis has been delivered, together with the instruction manual, the medical director proceeds with the final discharge, giving the user the hospitalisation report. The patient is then discharged.

PRODUCTS

Technical Area - Orthopaedic Workshop

The Technical Area of the Lamezia Branch is organised into production lines

dedicated to different types of customised devices:

- upper and lower limb prostheses for all levels of amputation, using technologically advanced components to achieve a wide range of functionalities, including latest-generation electronically controlled joints
- upper and lower limb orthoses, ready-made or custom-made
- ready-made or custom-made orthopaedic footwear
- foot orthoses
- bathing and personal hygiene aids
- prostheses and orthoses for competitive or amateur sports, with the possibility of guidance and initiation into sports disciplines, in agreement with the Italian Paralympic Committee (CIP)

The production of orthopaedic aids is constantly updated and developed thanks to the complementary activity of evaluation and experimentation with new techniques, technologies and materials. The Lamezia Branch carries out repairs exclusively on aids manufactured and supplied by the Centro Protesi Inail.

Assistance Point

The Assistance Point offers specialist advice, customisation and supply of mobility devices, personal care and hygiene devices, and IT and home automation aids, i.e. automation and environmental control systems. The staff provide specialist information on the most suitable type of device, carry out personalised interventions in relation to the specific needs of the person being assisted and, in more complex cases, visit the home to assess personalised solutions for mobility and the removal of architectural barriers.

SERVICES

Welcome

The reception desk welcomes users, provides information on how to access the services of the Centro Protesi, and offers guidance on the facility and informational and logistical support. It initiates the administrative procedures related to treatment and provides information on the issuance of certifications, attestations and/or other documentation. It welcomes any complaints or reports, which are important contributions to improving the quality of services and products.

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Healthcare Area

The Healthcare Area, under the responsibility of the Medical Director, provides the following services:

Medical Service

The Healthcare Area employs permanent doctors and a consultant psychologist who are adequately trained and up to date. It is responsible for providing ordinary and emergency clinical/rehabilitation care to residential and semi-residential patients, protecting their confidentiality and privacy. It provides specialist services that contribute to the management of the treatment process.

Nursing Service

Within the Healthcare Area, the nursing service works with other professionals at the centre to take charge of the patient and the prosthetic-rehabilitation project. In addition to its specific traditional tasks, the Nursing Service provides care and hygiene services for the stump; performs dressings in case of skin lesions; performs functional bandaging of the amputation stump; helps the patient to re-establish an independent lifestyle by enhancing their residual abilities and providing continuous support; teaches the patient and family members or carers how to manage daily activities. You can also contact the Nursing Service to request information about care or to submit useful health documentation by sending an email to pi-filialedilameziatermecp@inail.it

Functional Rehabilitation Service

Located within the Healthcare Area, it employs physiatrists who are responsible for the therapeutic-rehabilitation project and collaborates with the Physiokinesitherapy Service (coordinated by the head physiotherapist) for the administration of rehabilitation programmes.

In-house freelance work

Physiatrists at the Centro Protesi Inail are authorised to carry out specialist physiatric examinations and check-ups as part of their in-house freelance work.

Psychosocial Service

In line with the biopsychosocial model, the Psychosocial Service of the Lamezia Terme Branch provides reception, information, counselling, guidance and support to patients undergoing prosthetic rehabilitation treatment. The aim is to promote the empowerment of the individual by activating individual and social resources for adequate reintegration into their life context. During the first technical-health visit, the social worker and the psychologist jointly conduct an informative and introductory interview. At the time of residential or semi-residential admission, an initial social and psychological interview is conducted. Based on the patient's expressed or identified needs, the psychosocial service provides information, guidance and individual support. Upon referral from the Health Area and the Technical Area, the psychosocial team also provides counselling to those injured at work, during the period of temporary total incapacity, who access the Branch for the Physiokinesitherapy Service and to those who access it for prosthetic treatment on an outpatient basis. It also carries out periodic surveys on the services offered during prosthetic-rehabilitation treatment. When necessary, the social worker supports the person being assisted by reporting and/or referring them to the relevant Inail office or to local social or health services for the appropriate interventions.

Sports information and guidance service - Sports Project

The Sport Project, carried out in collaboration with the Italian Paralympic Committee (CIP) of the Calabria Region and organised by the Psychosocial Service, is aimed at patients of Centro Protesi-Lamezia Branch and has the purpose of guiding and promoting sport as a real tool for integration and participation. It includes:

- CIP help desk, open periodically and in conjunction with the initial technical and health visits. It is run by a CIP representative who provides information and guidance in identifying the most suitable discipline and technical support for starting to practise sport.
- Annual open day, an event held to promote and provide guidance on sport for people with disabilities.
- The "Insieme" Project, promoted to encourage the psychological and physical well-being of patients introducing them to sport, trying out several sports to identify the most suitable one or ones, and creating opportunities for discussion and bonds useful for social reintegration.

The project involves two monthly meetings with Paralympic federal technicians who guide anyone who comes to the Branch and wants to try out the most suitable and congenial activities for subsequent initiation into the chosen sport. In addition, subject to the opinion of the psychiatrist, sports practice can be included in the treatment plan as an integral part of the rehabilitation programme.

ADMISSION PROCEDURES AT THE CENTRE

Please read this information carefully, as it is particularly useful if this is your first stay at the Centre.

Residential treatment (ordinary admission)

Residential care is provided on a continuous basis and includes the following services:

- 24-hour nursing and medical care as needed
- accommodation in twin rooms at the Recovery and Rehabilitation Unit of the Catanzaro Local Health Authority
- functional rehabilitation
- psychosocial counselling and related services
- three meals a day

Semi-residential treatment (day hospitalisation)

Prosthetic and rehabilitation treatment in semi-residential hospitalisation (day hospitalisation) takes place in the dedicated premises of the Centre, from 8:00 a.m. to 3:00 p.m., and includes the following services:

- rehabilitation treatment for the correct use of prostheses or orthoses
- functional rehabilitation
- medical and nursing care
- psychosocial counselling and related services, for cases that require it
- use of rooms equipped for reception, rest and storage of personal belongings
- meals at 8:00 a.m. and 12:00 p.m.

Technical prosthetic treatment (outpatient) is reserved for users who do not require residential/semi-residential treatment and who access the Centre for

technical interventions related to the activities of the production departments (supply, renewals, repairs and checks of technical devices).

Physiotherapy treatment (ITA accident victims)

Treatment is reserved for victims of workplace accidents during periods of temporary total incapacity, who are admitted following a psychiatric examination requested by the relevant Inail office. Following the medical examination, rehabilitation objectives are defined and the first cycle of physiotherapy is planned. To attend physiotherapy sessions, patients must wear sports clothing (tracksuits, shorts, T-shirts). To monitor the progress of the rehabilitation programme, patients will undergo periodic examinations. At the end of the treatment cycle, the results obtained will be communicated to the referring office, which is responsible for authorising any continuation of the treatment.

THE STAGES OF THE PROSTHETIC-REHABILITATION PROCESS

Admission

- What to bring to the Centre

Identity document, health card and any exemption documents ticket, disability certificate and tax code.

- Medical documentation

To be admitted to the Lamezia Terme Branch of the Centro Protesi, you must bring the following medical documentation with you:

questionnaire completed by your doctor, accompanied by the results of the laboratory tests indicated in the invitation letter;

copies of previous medical records and specialist visits;

copies of reports and diagnostic imaging tests.

- Medicines

It is recommended that you bring a supply of your personal medicines for the entire period of your stay at the Centre. The same recommendation also applies to devices that the patient uses daily (catheters, nappies, etc.).

During semi-residential treatment, medication will be self-administered by patients. During residential treatment, patients are not permitted to keep

medication; it must be handed over to healthcare staff at the time of admission and will then be administered by nursing staff in the relevant medication rooms.

- Clothing and personal effects

Patients admitted to residential and semi-residential care will need to bring their own clothing and personal effects. The personal clothing to bring to the Centre is that normally worn at home. We therefore recommend that you bring: clothing suitable for the season, shorts, T-shirts and tracksuits (at least one change per day); enough underwear to ensure a daily change; pyjamas or nightgowns and changes, slippers; bathroom linen (towel, hand towels); personal toiletries (soap, shampoo, shower gel, etc.). Personal electronic devices may be brought, the use of which is permitted in accordance with the rules of good cohabitation. There are several Wi-Fi areas at the Centre.

- It is not permitted to bring food, drinks or alcohol either upon admission or during your stay. The consumption of alcohol is prohibited to prevent behaviour linked to alcohol abuse, which may compromise the normal running of community life.

Hospitalisation

- Admission

Upon arrival, the patient will receive the necessary instructions from reception to reach the ward, where the nursing coordinator or nurse on duty will assess their care needs and plan the relevant objectives, providing information about the organisation of the ward and the facility. It is important that the patient gives the nurse the questionnaire completed by their attending physician, copies of medical records, X-rays and reports of diagnostic tests previously requested. During the hospitalisation period, it is possible to arrange an appointment for an interview with the social worker.

- Prosthetic-Rehabilitation Treatment

After being sent to the relevant technical department, the construction of the prosthesis begins. The stages vary depending on the type of device to be made. The stages of the programme can be described as follows: measurement, construction of negative and positive plaster casts, construction of a trial socket with verification and adjustments, simultaneous start of training for

correct use and rehabilitation with the physiotherapist, final socket fitting, finishing of the prosthesis with aesthetic coating, completion of the prosthetic-rehabilitation treatment and verification of the objective achieved.

- **Healthcare Services**

Upon request by the ward physician within the ASP-Inail integrated centre, the following healthcare services may be provided by the CDPR.

Specialist consultations:

- cardiology
- otorhinolaryngology
- ophthalmology
- pulmonology
- neurology

- **Physiotherapy Services:**

- training in the use of prostheses/orthoses
- manual and instrumental physical therapies
- neuromotor rehabilitation
- assessment services using baropodometric platforms and other advanced technology devices

Discharge

Upon discharge, the user must:

- collect the prosthesis, the relevant instruction manual and the satisfaction report signed for receipt;
- collect the delivery/end of work sheet drawn up by the head of the technical department and the head of the rehabilitation training department;
- hand these documents to the nursing staff;
- inform the nurse of the time at which they intend to leave the Centre.

The patient is discharged from the ward after the delivery of the discharge letter signed by the Medical Director to be presented to their attending physician. For Inail accident victims, the prescribing doctor will test the prosthesis.

Discharge must take place between 8:00 a.m. and 3:00 p.m.

- Medical records

A copy of your medical records must be requested in writing from the Centre's Health Management. The copy will be sent within 30 days.

AFTER TREATMENT

Information

Even after returning home, the members of the multidisciplinary team at the Lamezia Terme Branch are available for any needs related to the prosthetic treatment provided. If necessary, you can contact the operator you wish to speak to directly or the reception desk.

In addition, by consulting the Inail APP, you can access multimedia content dedicated to rehabilitation for people with amputations.

Surveys on perceived quality after discharge/supply

In addition to the periodic surveys carried out during prosthetic rehabilitation treatment, in order to obtain the user's assessment even after some time has passed, at least 6 months after the end of treatment, a sample survey is carried out focusing on technical and rehabilitation aspects in the post-discharge or post-supply phase. The survey, conducted as a telephone interview, with the consent of the person concerned, aims to gather information useful for the continuous improvement of products and services. The results of the surveys are brought to the attention of the administration and technical and healthcare staff on an annual basis so that the quality of the service is constantly monitored and, where necessary, corrective measures are taken. The survey report is published on the website.

Dear User,

We hope you found the "Service Charter" useful and remain at your disposal for any suggestions and further information you may require.

We wish you a safe journey home.

The Branch Manager and Staff

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Lamezia Terme Branch

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