

CENTRO PROTESI INAIL
ROME BRANCH

INAIL

SERVICE CHARTER



Edition 2024-2026

Design and graphics: Inail Central Directorate for Prosthetic Assistance and Rehabilitation
Institutional Communication Area - Press Office

Created by: Centro Protesi Inail - Rome Branch

Print: Inail Typolithography



Dear User,

We present you the Service Charter of the Rome Branch of the Centro Protesi Inail.

The daily activity of the branch is aimed at offering quality products and services through the competence, professionalism and availability of its operators.

Improving the overall quality of the services provided will also be possible thanks to your cooperation through reports and suggestions. Consider us at your disposal for any information.

The Branch Manager and Staff

INTRODUCTION

The Facility

The Rome branch of the Centro Protesi Inail in Vigorso di Budrio was inaugurated on 15 October 1996 at the “Villa Sacra Famiglia” nursing home in Largo Ottorino Respighi. In December 2013, the branch moved to the Special Trauma Unit “A. Alesini” - ASL Roma 2. The Memorandum of Understanding signed between Inail and the Lazio Region on 24 May 2013 provided for the establishment of an integrated hub in synergy between Inail and ASL Roma 2, for a more effective provision of prosthetic and rehabilitation services to the community.

With Decree no. U00027 of 10/02/2014 of the Acting Commissioner, the branch received authorisation from the Lazio Region to provide prosthetic-rehabilitation services in residential, semi-residential non-hospital and outpatient settings.

Activities

The Rome branch of the Centro Protesi Inail, a UNI EN ISO 9001:2015 certified company, manufactures and supplies:

- Customised prosthetic and orthotic devices, aids
- Rehabilitation training for the correct use of the devices, compulsory in the case of first supply, aimed at the best functional recovery
- Functional re-education treatments
- Experimentation with new technologies

The Technical-Health Staff

The provision of quality services is ensured by the technical-health staff, skilled in different professions - engineers, orthopaedic technicians, psychiatrists and forensic physicians, physiotherapists and nurses - who interact to define a customised prosthetic-rehabilitation project. The multidisciplinary team includes a psychosocial service consisting of a social worker and a psychologist. The Service offers support to users throughout the project.

The multidisciplinary team remains available, on request, even after the delivery of the technical devices.

Products/services

- First technical-health examinations for the provision of technical devices and the definition of the customised prosthetic-rehabilitation project
- Production of devices (prostheses and orthoses)
- Training in the correct use of the prosthetic/orthotic device
- Physiiatric examinations for the definition of functional re-education objectives for injured persons or persons with occupational diseases, during the period of absolute temporary disability
- Outpatient physiokinesitherapy, also aimed at recovery of the work gesture
- Clinic for movement analysis and static and dynamic baropodometric assessment
- Technical or medical-technical consultancy for the provision of aids to persons with occupational diseases or occupational injuries, with home access for specific needs

Information

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

Privacy

In guaranteeing correct, clear and complete information on prosthetic-rehabilitation and functional re-education programs, all Branch operators, as personal data processors, are required to comply with the legal indications on data protection.

Safety

To protect the safety of users, in case of need, the branch staff is trained to carry out the specific procedures set out, for the various emergencies, in the Intervention Plan coordinated with ASL Roma 2.

HOW TO REACH THE FACILITY

The Rome Branch of the Centro Protesi Inail is located inside the "A. Alesini" Special Trauma Unit in Via San Nemesio, 21 - 00145 - Rome (Garbatella district).

Reception:

Tel +39 06 54876100

Fax +39 06 54876199

Email: centroprotesi-filialediroma-accoglienzaclienti@inail.it

centroprotesi-filialeroma@inail.it

Pec (certified email): centroprotesi-filialeroma@postacert.inail.it

How to reach us:

BY CAR

From the Grande Raccordo Anulare (Rome's ring road) and the Rome - Civitavecchia motorway, take exit 26 "EUR Centro" and drive along Viale Cristoforo Colombo (right-hand lane). Following the signs for the "CTO" (Special Trauma Unit), turn onto Via Rosa Guarnieri Carducci and continue along Via San Nemesio. At the entrance to the Hospital, the security point will indicate the user parking.

BY TRAIN

At Termini Station and Tiburtina Station: take the Metro line B towards Laurentina, get off at Garbatella where there is a stop for buses no. 669 (towards Pincherle/Parravano) and no. 715 (towards Tiberio Imperatore); get off at Bono Cairolì and follow the signs for the CTO (Special Trauma Unit).

Assistance for persons with reduced mobility - National number +39 02 323232.

Toll-free number +39 800 906060 (only active from a landline). Trenitalia call centre +39 892021 and +39 06 3000 (Dial 4 to book service). Or you can access the Blue Room (platform 1), which provides support for people with reduced mobility.

Ostiense Station: at the Benzoni/Pigafetta stop take bus no. 715 towards Tiberio Imperatore. Get off at the Bono Cairolì stop and follow the signs for the

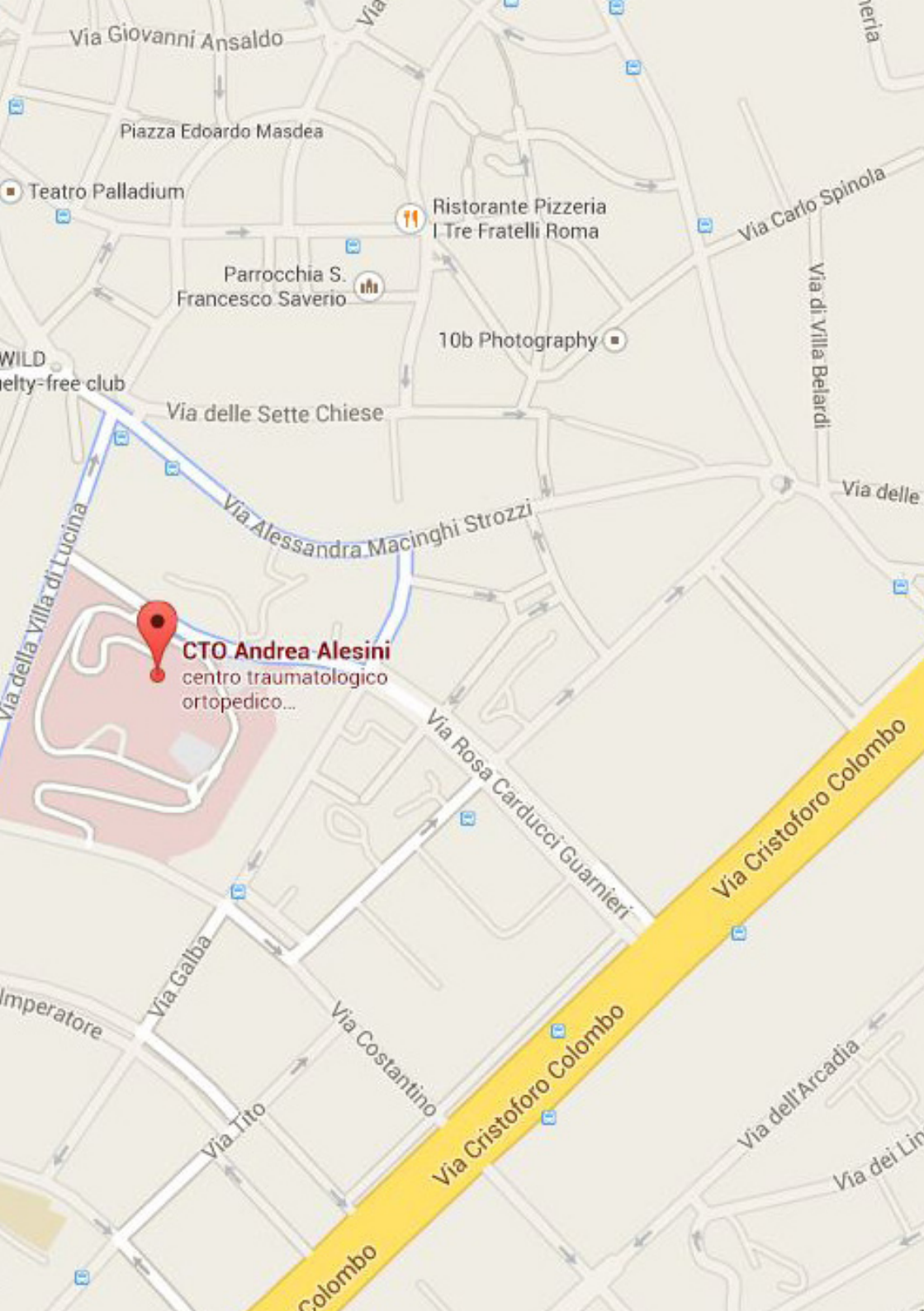
CTO (Special Trauma Unit).

BY AIR

From Fiumicino airport: Take the train to Termini station or Ostiense station or the Bus Shuttle or Terravision lines, which directly connect the airport with Roma Termini railway station.

From Ciampino Airport: Take the ATRAL bus to the railway station connected to Roma Termini by the FR4 and FR6 regional trains, or the Shuttle or Terravision bus lines that directly connect the airport with Roma Termini railway station.

The company “Aeroporti di Roma” - AdR, which manages both airports, ensures ground assistance to departing, transit and arriving passengers with reduced mobility. Detailed information is available at www.adrassistance.it. The section of the same site entitled “Connections to and from the airport” also shows how to book the transport service, to any destination, provided by the Airport Cooperative (rental with driver), online or through a call centre +39 06 65079090.



Via Giovanni Ansaldo

Piazza Edoardo Masdea

Teatro Palladium

Parrocchia S. Francesco Saverio

Ristorante Pizzeria I Tre Fratelli Roma

10b Photography

Via Carlo Spinola

Via di Villa Belardi

WILD
Party-free club

Via delle Sette Chiese

Via delle

CTO Andrea Alesini
centro traumatologico
ortopedico...

Via Alessandra Macinghi Strozzi

Via Rosa Carducci Guarnieri

Via Cristoforo Colombo

Imperatore

Via Galba

Via Costantino

Via Cristoforo Colombo

Via dell'Arcadia

Via Tito

Colombo

Via dei Lin

THE SERVICE CHARTER of the Rome Branch

The Service Charter is a transparent tool for informing users about the services provided. The purpose of the Charter is to facilitate the use of available services and products, to promote the well-being and integration of people with work disabilities, and to make users' rights known.

The Service Charter of the Rome branch of the Centro Protesi Inail is available to all users in hard copy at the waiting points and can be viewed at www.inail.it/centroprotesi.

PERFORMANCE QUALITY

Factors (or dimensions), standards and indicators are taken into account to deliver quality healthcare.

The quality factors are listed below:

- Accessibility
- Timeliness
- Transparency
- Effectiveness

Quality improvement is a continuous process involving the entire organisation and relies on the involvement of users, who become active participants through their suggestions and reports. In relation to each factor, the Rome branch has identified standards and related indicators that it is committed to respecting in the provision of services.

1. Standard: Accessibility

- Clarity and completeness of information
- Direct contact, telephone and email
- Acquisition and management of data transmitted by email and PEC (certified email)
- Reception service
- Open to the public every working day (Monday to Friday)
- External and internal signage to identify areas of activity

Indicator

- Number of responses provided to requests for clarifications and reports

2. Standard: Effectiveness

- Qualified and trained personnel to carry out the activities in a professional manner and with competence
- High quality of equipment
- Integrated prosthetic and functional rehabilitation processes

Indicator

- Expected rehabilitation objectives achieved out of the total number of cases taken on

3. Standard: Transparency

- Delivery to the user of the original report of the technical-health and physiatric examination, consultancy/supply of aids
- Traceability of individual prosthetic rehabilitation and functional re-education
- Setting up a complaint procedure

Indicator

- Complaint management report

4. Standard: Timeliness

The Rome branch has identified a quantitative standard that it undertakes to respect in the provision of services. For prosthetic-rehabilitation projects, the admission of the person is planned under conditions of clinical stability, according to the first availability of the specific production area.

For treatment of persons injured at work during temporary absolute incapacity for work, treatment is immediate.

Indicators:

- Average time for completion of the first technical health examination: 10 working days
- Average time per physiatric examination: 5 working days

- Average time for completion of the technical-health examination for consultancy and provision of aids: 10 working days; 15 working days for home visits

ORTHOPAEDIC DEVICES AND AIDS: USEFUL INFORMATION

Recipients of the services

Persons injured at work and/or suffering from an occupational disease assisted by Inail; Italian and foreign citizens assisted by the National Health Service; Italian and foreign citizens from EU countries or from other countries with which reciprocity agreements exist; foreigners present in Italy not assisted by the National Health Service; Italian and foreign citizens assisted by the National Health Service who intend to make use of services not provided by the latter.

Indeed, prosthetic assistance falls within the institutional remit of Inail (Presidential Decree No. 1124 of 30 June 1965, as amended), which provides it to all categories of users as set out in the “Regulations containing rules for prosthetic assistance services: methods of provision and tariffs” (National Health Care Range of Fees), issued by decree of the Ministry of Health and subject to periodic updating.

Users injured at work and affected by occupational diseases

Persons injured at work or affected by occupational diseases who need prostheses, orthoses or aids will apply for the benefit at the competent Inail office.

National Health Service Users

Prosthetic assistance is intended for persons covered by the National Health Service who need prostheses and/or technical aids, the prescription of which is carried out by the AUSLs (Healthcare Centres) as part of a programme for the prevention, treatment and rehabilitation of injuries and their outcomes that lead to impairment or disability. Prosthetic assistance is governed by the “Regulations containing rules for prosthetic assistance services: modalities of provision and tariffs”, issued by decree of the Ministry of Health and subject

to periodic updating. It contains the list of prostheses and technical aids provided by the NHS, as well as an indication of their renewal times (National Health Care Range of Fees). Within 20 days of delivery, the user must visit the prescribing doctor to have the device tested for clinical consistency and correspondence with the specific authorisation.

The acceptance report, to be forwarded to the relevant ASL, must be sent by the user by fax to +39 06 54876199 or by email to the administrative offices of the branch at: centroprotesi-filialediroma-accoglienzaclienti@inail.it.

Private users

Prosthetic care services are available to private users, with direct assumption of the related economic burden.

PHYSIATRICS AND PHYSIOKINESITHERAPY SERVICES AND ADVICE AND PROVISION OF AIDS ARE RESERVED FOR PERSONS WITH OCCUPATIONAL INJURIES AND DISEASES

Access modes

The access modalities are as follows: a first technical/health examination in the case of the provision of technical devices; a psychiatric examination in the case of physio kinesiotherapy treatments to be carried out during the period of absolute temporary incapacity; technical or medical/technical advice for the provision of aids.

For persons injured at work and those affected by occupational diseases, the first technical and psychiatric examination is booked at the request of the competent Inail office.

For patients covered by **the National Health Service and for private individuals,** the booking of the first technical-health examination is made by telephone contact with the reception service calling +39 06 54876100.

Costs borne by the user

For persons injured at work and those affected by occupational diseases,

all services provided are the responsibility of the competent Inail Territorial Units.

For persons assisted by the National Health Service, prosthetic assistance is governed by specific Regulations, periodically issued by a Decree of the Ministry of Health, which contain the list of prostheses and technical aids as well as the indication of the relevant renewal times (National Health Care Range of Fees) with costs borne by the National Health Service. Services not provided for in the Fees or supplementary services provided on request are at the expense of the patient.

For private individuals, the costs are borne entirely by the user.

FIRST TECHNICAL-HEALTH EXAMINATION

The first technical-health examination, which includes the psychosocial interview, is free of charge for the user. It is carried out by the technical-health team of the Rome branch composed of a physiatrist, the prescribing physician, a nurse, the technical manager and the orthopaedic technician in charge of upper or lower limb lines, depending on the type of disability of the patient. If necessary, the team can call on the support of other health professionals (physiotherapists, etc.). It is normally carried out on Tuesdays and Thursdays.

During the first visit, the objectives, methods and timeframe of the customised prosthetic-rehabilitation project are defined. During the examination, the user is informed about the objectives of the project and the type of device identified and the degree of functional recovery expected with specific rehabilitation training, which is compulsory if the device is supplied for the first time.

At the end of the examination, the user is given a detailed report, signed by the physiatrist medical director, containing medical history data, indications regarding the assessment and functional prognosis with evidence of the rehabilitation objectives to be achieved through the defined pathway.

Limited to Inail patients only, should they opt for direct supply by the Centro

Protesi Inail - Rome Branch, the facility's medical-legal expert will take care of the prescription and testing of the technical devices identified during the technical-health examination.

THE FACILITY

The Rome branch of the Centro Protesi Inail is located in the west wing of the "A. Alesini" Special Trauma Unit and is on three levels, with the following room layout:

UNDERGROUND FLOOR

- Gym
- Therapeutic pool
- Parking for disabled users near the "suppliers" car park
- Assistance Point Aids area

FIRST FLOOR

- Reception and registration
- Technical area: Orthopaedic workshop and testing rooms

SECOND FLOOR

- Health management
- Administrative offices
- Psychosocial service
- Medical clinics
- Examination clinic
- Physiotherapy clinics
- Movement analysis clinic (gait analysis, baropodometric platform)
- Meeting room
- The second floor also includes the following additional services: "Relationship life" for patients in residential and semi-residential care; CIP desk; INPS desk

The residential rooms are located on the first floor of the Special Trauma Unit in the Recovery and Functional Rehabilitation department.

AVAILABLE SERVICES

- Wi-Fi across the branch, via free registration
- Cafeteria service on the ground floor of the hospital
- Religious service and chapel on the ground floor of the hospital
- Vending machines for hot and cold drinks and snacks, inside the branch's healthcare area, located on the second floor; other vending machines are located on the third, fourth and fifth floors of the Unit

THE ORGANISATION

The organisation and operations of the Rome branch are based on a user-centred vision, aimed at ensuring quality service and excellence, applying the latest research findings, through transversal work processes. Functional data management and interaction between the various professional components (administrative, technical-orthopaedic, health, psychosocial) make it possible to achieve the objective planned in the customised rehabilitation project, enabling the patient to reintegrate into his/her social, relational and work context as quickly as possible.

Administrative Offices

The reception is located at the entrance to the technical area on the first floor. The staff provides information and guidance on services and products and liaises with Inail offices and local health authorities for the authorisation process and the resolution of any problems relating to quotations. The reception provides information on the issuance of certificates, attestations and/or other documentation. It also allows users to submit any complaints or reports, which are important contributions to improving the quality of services and products. The complaint form is available at the reception and the outcome is communicated to the user in writing within 30 days of submission.

Reception opening hours and contact details:

Monday to Friday from 8:00 a.m. to 12:30 p.m. and 1:30 p.m. to 4:00 p.m.

Tel +39 06 54876100

Fax +39 06 54876199

email: centroprotesi-filialediroma-accoglienzacienti@inail.it

The cashier service is also provided at the reception, with the following opening hours: Monday to Friday, 8:00 a.m. to 12:30 p.m. and 1:30 p.m. to 3:00 p.m.

Payments may be made preferably by POS (ATM or POS-enabled credit cards) or by bank transfer on the following IBAN IT06P0306903201100000300029 made out to Istituto Nazionale per L'Assicurazione contro gli Infortuni sul Lavoro - Centro Protesi di Vigorso di Budrio - at INTESA San Paolo S.p.A. (ABI 03069 - CAB 03201 – account no. 100000300029 CIN=P).

The following data must be specified in the reason for the transfer:

- Name of the assisted person
- Reason for the material purchased
- Number of the estimate received

Technical area - Orthopaedic workshop

The technical area of the Rome branch is organised into production lines dedicated to different types of customised products:

- Upper and lower limb prostheses for all levels of amputation, using technologically advanced components to achieve a wide range of functionality, including state-of-the-art electronically controlled joints
- Upper and lower limb orthoses, ready-made or custom-made
- Ready-made or custom-made orthopaedic footwear
- Orthotics
- Bathroom and personal hygiene aids
- Prostheses and orthoses for the performance of competitive or amateur sporting activity, with the possibility of related guidance and initiation into sporting disciplines, in agreement with the Italian Paralympic Committee (CIP)

The activities aimed at the technological development, production and customisation of orthopaedic devices, managed by the respective line coordinators, are coordinated by the technical manager. The production of orthopaedic devices is constantly updated and developed thanks to the complementary evaluation and testing of new techniques, technologies and materials. The orthopaedic workshop of the Rome branch carries out repairs exclusively on devices manufactured and supplied by the Centro Protesi Inail.

NHS-assisted users can request directly from the orthopaedic workshop all services provided by the production departments, such as repair or renewal of the devices in use, in cases where it is not necessary to carry out a new technical-health assessment. Inail-assisted users can request directly from the orthopaedic workshop urgent repairs or necessary modifications to the technical device in use, while for the renewal of the devices it is necessary to submit a request to the competent Inail office.

Technical area - assistance point

The Assistance Point offers specialised consultancy, customisation and supply of mobility, personal care and hygiene devices as well as computer and home automation aids, i.e. automation and environmental control systems. Area personnel provide specialised information on the most suitable type of device, carry out customised services in relation to the specific needs of the assisted person and, in more complex cases, carry out visits to the home or in-patient facility to assess customised solutions for mobility and the removal of architectural barriers.

Health area

The branch's psychiatrists assess the person's clinical condition and identify the functional goal to be achieved with the prosthetic-rehabilitation project. They carry out psychiatric examinations, normally on Mondays and Fridays, at the request of specialist advice from the competent territorial offices, to define an individual rehabilitation plan, limited to persons injured at work or suffering from occupational disease with absolute temporary disability.

Under the supervision of psychiatrists, physiotherapists take care, of the direct provision of rehabilitation services appropriate to the specific impairment or pathology, and in particular:

- Training in the correct use of prosthetic and orthotic devices provided by the orthopaedic workshop
- Therapeutic exercise for functional recovery, prevention of secondary damage and improved quality of life

The health care delivery modalities (residential, semi-residential and outpatient) are identified according to the complexity of the clinical case to

be taken care of, in relation to the following pathways:

- Prosthetic rehabilitation aimed at the optimal use of technical devices and periodically checked by means of a joint technical-health examination, until the patient's discharge
- Functional rehabilitation, for the most timely and effective recovery of the injured functions and autonomy of persons injured at work during the period of absolute temporary disability

Details of services provided

Physiotherapy

- Pre-prosthetic upper/lower limb gymnastics
- Stump bandaging and self-bandage training
- Ambulatory training
- Manual therapy according to specific rehabilitation methods
- Motor re-education
- Proprioceptive re-education
- Instrumental re-education (exercise bike, treadmill, step)
- Computerised stabilometry and proprioceptive rehabilitation system
- Robotic system for upper limb, lower limb and trunk rehabilitation
- Recovery of the work gesture
- Massage therapy
- Scar rehabilitation treatment
- Connective tissue massage
- Manual lymph drainage
- Neuromuscular taping

Physical instrumental therapies

- Antalgic electrotherapy
- Stimulation electrotherapy
- Laser therapy
- Magnetotherapy (also at low field strength)
- Ultrasound therapy
- Tecar therapy

Analgesic mesotherapy

Foot outpatient clinic

Biomechanical Movement Analysis Laboratory

Baropodometric and postural assessment

Psychosocial service

The psychosocial service conducts interviews during the first technical health examination, identifies and implements specific support services where necessary. The service aims to offer support to the patient and family members during the delicate period of the prosthetic pathway and to contribute to the best possible integration of the person in the facility's residential care, with particular attention to relational, emotional and cognitive characteristics. From the first visit, the patient is taken in through an initial cognitive interview; the patient is then followed throughout the prosthetic-rehabilitation process. Below are the main stages of the Service's activities:

- Information interview, intake and support from the first visit and throughout the residential period
- Analysis and possible re-evaluation of the identified issues
- Psychological and/or social interview, if necessary with family support
- Sending reports to the Social Workers of the competent offices for cases requiring targeted interventions
- Filter activities and liaison with external organisations and contacts in order to foster a psychosocial support network in anticipation of the return home
- Final interview in the discharge phase

“Relationship Life” Project

Patients in residential care and day hospital can participate in recreational and cultural activities in their free time and at the end of their daily activities in the gym and the workshop, with the aim of fostering the success of the rehabilitation programme and social reintegration, through the assessment of the degree of functionality, autonomy, expectations and priorities of each patient in residential care.

The recreational space is located on the second floor, in the meeting/training room of the branch. The activities are organised by a social worker and carried out by specialised social operators, who entertain the patients in the afternoon. The monthly programme of initiatives, curated by the psychosocial service, is handed out at the time of admission to residential care and is available at the branch reception. In the patient's recovery process, fencing is integrated as a (non-competitive) sport-therapeutic and recreational activity and lessons are held weekly with a professional instructor specialised in the field of disability.

Information and guidance service for sports activities in cooperation with the CIP (Italian Paralympic Committee)

The Sport Project is linked to the Inail - CIP National Agreement and its primary goal is reintegration through sport. Its specific objectives are:

- Informing and bringing users of the Prosthesis Centre Branch closer to sports practice
- Presenting sport as an activity for psychophysical and social well-being, promoting social reintegration through the practice of sporting activities
- Promoting sport as a real instrument of integration and participation

The multi-disciplinary project is promoted and managed by the psychosocial service and is implemented with the professional collaboration of the entire facility, involving psychosocial, technical, health and rehabilitation skills. It is developed according to a monthly schedule of the Sports Information and Orientation Desk, managed by a CIP technician with a degree in motor sciences.

ADMISSION MODALITIES

Patients are admitted as follows.

Residential Admission

It takes place on a continuous basis and includes nursing and medical care as needed for 24 hours, in two-bed inpatient rooms at the Recovery and Functional Rehabilitation Department of the Special Trauma Unit.

The patient is taken in by the nursing staff and provides the necessary documents for administrative acceptance, no later than 10 a.m. on the day indicated on the invitation. Requirements for acceptance:

- Tax code/Health card
- Questionnaire completed by the attending physician
- Health documentation (blood tests, copies of medical records and/or discharge reports, specialist examinations and related investigations)
- X-rays and other instrumental investigations (CT, MRI, ultrasound) if prescribed

If the patient is unable to come on the scheduled day, he/she must give notice by calling +39 06 54876100.

The patient must bring along a supply of their usual medication, in sufficient quantity for the entire residential care period, comfortable clothing and gym clothes (tracksuits, shorts, T-shirts) and swimming pool clothing if the individual rehabilitation plan includes hydrokinesitherapy. After administrative acceptance, a preliminary psychosocial assessment interview is carried out, which is followed by an acceptance medical examination. Hand in hand with the construction of the device at the orthopaedic workshop, the patient is followed by physiotherapists for rehabilitation training in the correct use of the prosthesis/orthosis according to the protocols in use at the Prosthesis Centre - Rome Branch. The technical-health team checks the progress of the programme during the weekly collective visit, making corrections if necessary. On entry, the patient receives information material containing useful indications for the period of stay, from the timetables and procedures for the various activities to the issue of exit permits and safety requirements to be observed.

Semi-residential admission

The treatment, on a daytime cycle, is carried out from 8 a.m. to 1 p.m. The state of progress of the patient's prosthetic-rehabilitation or functional re-education pathways is checked during the weekly technical-medical or physiatric examination, respectively. During the treatment period, users can request support from the psychosocial service.

Outpatient treatment

The treatment is reserved for persons injured at work during the period of absolute temporary disability. To access the treatment, the injured person must undergo a physiatric examination, at the request of the competent Inail office. Once the date of the physiatric examination has been set, the injured person receives an invitation to appear at the reception desk of the Rome branch on the indicated day and time.

Following the physiatric examination, physiokinesiotherapy is planned and provided on authorisation by the Office. To carry out the physiotherapy sessions, according to the schedule planned by the Health Care Area, the patient must wear sports clothing (tracksuits, shorts, T-shirts) and swimming pool clothing, if included in the treatment plan. The progress of the rehabilitation process is verified with a physiatric check-up.

Technical-orthopaedic treatment

After telephone contact with the reception desk, the need for repair, modification and renewal of in-use devices is dealt with directly at the production lines of the orthopaedic workshop.

After treatment

In order to derive as much benefit as possible from the prosthetic-rehabilitation process, it is important to follow the instructions given by the technical and medical personnel on how to conduct optimal maintenance of the prosthesis (hygiene rules, checks, warranty terms, renewals, etc.) and those contained in the instruction manuals. The members of the multidisciplinary team remain available for any problems related to the use of the device. In case of need, users can contact the reception desk or the production line managers of the orthopaedic workshop directly.

Returning home

To facilitate a path to independence and independent living, the manual "Returning Home" is available, which can also be viewed online on the Prosthesis Centre website. In the publication the user and his or her family can find useful information on the main aspects of daily life, such as living in an accessible environment, moving independently, travelling, playing sports, studying and working. The manual is part of a larger social reintegration project, the logo of which is also on the cover of the Service Charter.

Evaluation questionnaire

At the end of each of the courses provided by the Rome branch of the Prosthesis Centre, the patient can complete an evaluation questionnaire on the quality of the service provided. As a feedback tool, the questionnaire is anonymous and is intended to enable the facility staff to verify the level of quality perceived by the user and activate possible corrective actions (feedback system) in the supply chain. Monitoring is carried out by the psychosocial service.

Dear User,
hoping that the “Service Charter” has been useful, we remain at your disposal for any suggestions and requests for further information. We wish you a safe return home.

The Branch Manager and Staff

Centro Protesi Inail Rome Branch

c/o C.T.O. "Andrea Alesini"
Via San Nemesio, 21 - 00145 - Rome, Italy
tel +39 06 54876100 - fax +39 06 54876199

www.inail.it/centroprotesi
centroprotesi-filialeroma@inail.it



UNI EN ISO 9001:2015
REG. NR. IT-137249

