

CENTRO PROTESI INAIL


INAIL

SERVICE CHARTER



2025-2027 Edition

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Dear Visitors,
we are glad to welcome you to the Centro Protesi of Vigorso di Budrio by handing you our "Service Charter". This booklet contains summaries of the structure, services and organization. This information may be useful to you during your stay and for any other needs you may contact our operators directly.

The Direction and the Personnel of the Centro Protesi Inail



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SECTION 1. CENTRO PROTESI INAIL OF VIGORSO DI BUDRIO

1.1 WHO WE ARE - PRESENTATION OF THE CENTRO PROTESI INAIL

In 1943, Inail acquired the “Villa Zanardi” from Opera Pia Ricovero hospital Budrio and initially ran it as a convalescent home. During the final years of the war, the structure was used temporarily by the Orthopaedic Trauma Centre of Bologna, due to the numerous bombings that had affected its primary location, where it returned to a few years later.

In 1961, the “Centre for experiments and applications of orthopaedic prostheses” emerged as Officina Ortopedica Inail (National Institute for Workplace Injury Insurance) and was added to the pre-existing convalescent home, which had become a Centre for functional re-education in the meantime.

Over the years, the Centre had outgrown its initial function as a place of experimentation, study and research on orthopaedic technology and became increasingly production oriented. With the Presidential Decree Nr. 782 of 18 July 1984, it assumed its current role and internal organization. Over the course of the past decade, and even throughout the development of Inail’s own health care mission, the Centro Protesi has distinguished itself as a Centre of excellence, including rehabilitation and social and labour re-integration.

The Centro Protesi furnishes orthopaedic prostheses and technical aids along with training, rehabilitation and a sustaining scheme including optimal psychological and social recovery. In 2013, Centro Protesi Inail obtained the healthcare accreditation by Emilia Romagna Region for “Non hospitalized rehabilitation activity and authorized outpatient functions”.

1.2 FUNDAMENTAL PRINCIPLES

The “customer-centered care concept” is the value that inspires all the Centro Protesi’s activities. This requires the equal and reciprocal commitment of providers and the users of the Centre.

The Service Charter is based on quality standards representing the Centro Protesi’s effort towards the users and the evaluation of products/services provided by the Centre:

- welcome, orientation and support
- information and transparency
- completeness and clarity of information
- simplicity of procedures
- personalization and humanization
- efficiency, regularity, timeliness
- comfort and accommodation
- guarantees, protection and verification

The user has the following duties:

- to observe the Centre's admission procedures
- to collaborate with the personnel to achieve the objectives over the prosthetic-rehabilitation treatment by committing to the timeframes of the program
- to observe the daily schedule
- to respect the needs of the other users and the rules that establish a good living and working environment and improve the efficiency of our services
- to regard the structures, environment and services offered at the Centre with care
- to follow the indications received upon the whole prosthetic-rehabilitation project, from the admission to the discharge.

1.3 WHERE WE ARE - HOW TO REACH US

Surrounded by a large park with secular trees, the Inail Centro Protesi is located in Vigorso di Budrio, ca. 20 km from Bologna.

Address: Via Rabuina 14 - 40054 - Vigorso di Budrio (Bo)

Telephone: +39 051 6936111 - switchboard
+39 051 6936321 / 246 - reception

Fax: +39 06 88466153

website: <https://www.inail.it/portale/budrio/it.html>

email: centroprotesi-budrio@inail.it
vigorso-assistiti@inail.it (request for patient procedures)

certified email: centroprotesi-budrio@postacert.inail.it

The Centro Protesi may be reached in numerous ways:

By car: for the road itinerary, refer to the map on the next page. You may park in the parking spots for guests at the Centre.

By plane: connections from Bologna's Marconi Airport to Bologna Central Railway Station: Marconi Express (monorail train), Bus 940.

By public transport: Suburban Line Tper Bologna-Portomaggiore: Budrio stop. Due to infrastructure enhancement works on the line, the connection to/from Budrio is no longer fully operated by train but partly by bus departing from the Bologna Bus Station in Piazza XX Settembre, boxes 22 and 23. The Bus Station is accessible from the Central Station exit Piazza Medaglie d'Oro, on the left. At Budrio station, from Monday to Friday, a shuttle service to and from the Centro Protesi is active with schedules coinciding with the main Tper routes.

With the Centro Protesi shuttle from Bologna Central Railway Station, Via

Carracci exit, Bus Stop at 8:30 AM and from the Centro Protesi to Central Station at 5:15 PM.

Before departing, it is useful to know that: for further information on the road itinerary or the schedules of the main connections, both by train and with the Centro Protesi shuttle, you can contact the switchboard or the Reception service.

At the main railway stations and airports, there are welcome services for customers with special needs. References for information and booking of assistance services:

Bologna Central Railway Station - Piazza Medaglie D'Oro, 2 Call Center Trenitalia 199 892021 or 06 3000 (for users not enabled for 199 prefixes). National Single Number 199 303060 (Assistance for Persons with Reduced Mobility). Toll-free number 800 906060 (active only from landlines) www.trenitalia.com .

Guglielmo Marconi Airport of Bologna tel +39 051 6479615 www.bologna-airport.it . The request for assistance must be notified to the airline during the flight booking phase and within 48 hours before departure.

For further information on the road itinerary or the schedules of the main connections, both by train and with the Centro Protesi shuttle, or for special needs, please contact the reception or the switchboard, or consult the website <https://www.inail.it/portale/budrio/it.html> .

SECTION 2. INFORMATION ON THE SERVICES PROVIDED AND HOW TO ACCESS THEM

2.1 PROSTHESES AND AIDS: USEFUL INFORMATION FOR INAIL AND NATIONAL HEALTH SERVICE USERS

Prosthetic assistance is one of Inail's institutional competences. Inail delivers it under its own terms and procedures, enacting its own internal regulation, as reported by the "Policy containing the rules on services of prosthetic assistance: supply conditions and rates (Prime Ministerial Decree of 12 January 2017 and Ministerial Decree of 25 November 2024)", periodically issued with decree of the Ministry of Health. Inail's prosthetic assistance is dedicated to those who had a work-related injury and need prostheses/technical devices, its application and utilization are integral part of the rehabilitation and social re-integration of the injured person.

The prosthetic assistance for patients of the National Health Service (SSN) is regulated by specific regulations, periodically issued by the Ministry of Health,

which contain the list of prostheses and technical aids as well as the indication of the minimum renewal times (Tariff Nomenclature). Prosthetic assistance is aimed at patients of the National Health Service who need prostheses and/or technical aids, the prescription of which is managed by the ASL companies as an integral part of a program of prevention, treatment, and rehabilitation of injuries and their outcomes that cause impairment or disability.

2.2 AUTHORISED PRESCRIPTION OF MEDICAL DEVICES AND MEDICAL-LEGAL ACTIVITIES

Following the enactment of the new 'Regulations for the provision of interventions for the functional recovery of the person, for autonomy and for reintegration into social life' resolution of the Board of Directors of 14 December 2021 no. 404 and circular of 28 January 2022 no. 7, the Centro Protesi has set up a Medical-Legal Centre (CML) which offers the following services to patients:

Prescription authorisation for devices/aids

- Following the development of a prosthetic-rehabilitation project during the initial technical-health visit and technical-outpatient access.
- During the period of stay at the Centro Protesi in Vigorso di Budrio, the devices required by the injured/technopath patient.

Certification of Temporary Absolute Incapacity (ITA)

For all patients who are in residential or semi-residential care or undergoing outpatient treatment and who require a continuous internal certificate to cover the period of ITA during their stay at the Centre.

Testing

Upon delivery of the devices, their compliance with the medical prescription and the evaluation of the outcome of the prosthetic-rehabilitation project are verified.

Communication with the medical-legal centres of the Inail offices

Management of health-related communications with the relevant INAIL offices and sending and receiving of health documentation to and from them.

2.3 THE PHASES OF THE PROSTHETIC-REHABILITATION TREATMENT

An appropriate multidisciplinary team composed of doctors, nurses, orthopaedic technician, physical therapists, social health worker, social workers, psychologists and other specialists works at the Centre in order to create a precise prosthetic-rehabilitation treatment plan for each patient during the initial visit.

The process involves the following major phases:

Booking the initial visit

The initial technical-health visit is booked through the reception desk that sets the appointment date. In cases where it is necessary to accurately assess the patient's clinical condition and in order to avoid arriving at the Centre with incomplete clinical documentation, patients are asked to send specific clinical documentation before proceeding with the booking. This documentation will be reviewed by a medical team.

Initial healthcare and technical visit and psychosocial assessment

During the initial visit, the multidisciplinary team assesses the patient's clinical conditions and the need for the most suitable prosthesis or orthosis. At the end of the initial visit, the rehabilitation goal, the care setting, and the timeline for the implementation of the personalised plan will be defined. As part of the multidisciplinary team, the social worker and the psychologist carry out a knowledge and information interview, in case of need.

Medical admission visit and psychosocial assessment

Upon arrival at the facility for a semi-residential (day hospital) stay, the patient is taken care of by a nurse. This is followed by a medical examination conducted by a senior physiatrist from the rehabilitation department. Patients accessing the Centro Protesi for the first time have a welcome, listening, and orientation interview with the social worker, who, based on the identified psychosocial needs, proposes individual support and relationship life interventions.

Launch of the personalised prosthetic-rehabilitation program

The production line technician, based on the type of technical device prescribed, starts processing the technical device, beginning with measurements and/or tests.

Simultaneously with the construction of the technical device, the functional rehabilitation process for its correct use begins, monitored daily by the physiotherapist and the department doctor. During the prosthetic-rehabilitation treatment, nursing health education is provided. Additionally, patients can benefit from counseling and support from the psychosocial service and participate in recreational activities, art/music therapy workshops, orientation and introduction to sports activities, computer workshops, and informational activities to facilitate job reintegration.

Verification of the plan's progress

The technical-healthcare team visits the patients every day and assesses the progress, objectives and timing of the prosthetic-rehabilitation program, and it promptly addresses any clinical, technical and rehabilitation problems.

Evaluation of the complete process

At the end of the programme, the multidisciplinary team carries out a final

assessment of the project, evaluating the achievement of the rehabilitation objectives, which may have been adjusted during the interim visits, and the physiatrist sets the discharge date, which is communicated to the patient.

Discharge

Once the technical device has been delivered, accompanied by the instruction manual, the physiatrist will arrange for the patient's final discharge and give them their discharge letter.

2.4 TREATMENT: PRODUCTS AND SERVICES

2.4.1 Products

The Centro Protesi provides users with specialised products and services as part of a rehabilitative programme involving prostheses, orthoses, or assistive devices. This programme adopts a holistic approach, aiming to offer effective and personalised responses to the specific needs of each individual. The Centre manufactures and fits customised orthopaedic devices (prostheses and orthoses) for all levels of amputation. The orthopaedic devices supplied by the Centre are characterised by:

- extreme customisation
- use of technologically advanced components
- cutting-edge manufacturing techniques
- materials that reduce the weight of the device and improve comfort

The Technical Area is headed by a Technical Director and is subdivided into production lines coordinated by the lines heads and staffed with orthopaedic technicians and technical operators. The production lines are specialized by type of prosthesis:

- Upper Limb Prosthesis and Orthosis Line
- Silicone Prosthesis Line
- Transfemoral and Hip Prosthesis Line
- Transtibial Prosthesis Line
- Lower Limb Orthosis, Footwear, Orthopaedic Insoles and Foot Prosthesis Line

The Technical Aids Services and Local Assistance Area is headed by a Technical Director and is subdivided into sectors and Assistance points coordinated by the department head and staffed with orthopaedic technicians and technical operators specialized in different typologies of aids and services:

- Horizontal Mobility Aids Sector
- Vehicle Mobility Sector
- Technological Aids for the Living Environment Sector
- Local Assistance Points

2.4.2 Services

Welcome

The reception handles the welcoming of users, provides information on how to access the services of the Centro Protesi, offers guidance within the facility, and provides informational and logistical support. It manages the booking process for the first visit. It also handles complaints from users, their families, and/or companions.

Healthcare Department

The healthcare department, under the responsibility of the Healthcare Director, includes the following services:

Medical Service

Part of the healthcare department, this service involves doctors and specialist consultants. Its task is to:

- ensure routine and emergency clinical care/rehabilitation for patients receiving semi-residential care and to provide services protecting their confidentiality and privacy.
- provide specialized services that contribute to managing patients' treatment, directly through internal services: ultrasound diagnostics service, specialist outpatient medical service - internal medicine, dermatology, clinical psychology - or through agreements with external professionals: internal medicine doctors, orthopaedic surgeons.
- ensure clinical and care continuity through an internal on-call medical service

Functional Rehabilitation Service

The Service is coordinated by the head physiatrist and employs specialist physiatrists who are responsible for the therapeutic rehabilitation programme. It includes the physiokinesitherapy service with the departments necessary for the administration of rehabilitation programmes. The Service provides therapeutic and assessment services consisting mainly of therapeutic exercise, physical and manual therapies, and rehabilitation with orthopaedic technical devices.

It also deals with functional and performance assessment using validated assessment scales.

Nursing Service

It is part of the healthcare department and is coordinated by the Nursing Supervisor. This service involves nurses and support staff who are adequately trained and up to date and who work with medical personnel as a team. The nurses assist, welcome, care for and nurse the patients at the Centre, with the aim of fulfilling their needs, also by providing therapeutic education.

Stump nursing care and treatment of injuries caused by the use of orthopaedic technical devices

It is located within the health department, the nursing service is managed by dedicated health personnel, aimed at patients who need information on skin care and stump hygiene and patients in technical treatment who present skin manifestations due to use of the orthopaedic technical device. It offers:

- information for self-care of the skin and hygiene of the stump
- wound dressing in accordance with national and regional health guidelines
- functional bandaging of the stump
- medical advice in case of skin manifestations subject to evaluation

Aids consultancy and supply

The Aids Service offers consultations, personalisations and technical aids for mobility (wheelchairs, verticalisation system, etc), sports aids (handbikes, monoski, etc.) and aids for the living environment (IT and home automation aids, aids for daily living activities, aids for walking support, aids for home accessibility, etc.). It also offers specialized information on the most appropriate types of devices and effective personalized intervention related to each user's specific needs, also for home access in the most complex cases. The service handles user and family member training for particular aids. In case of events for the promotion of sports, it provides operational, technical, and advisory support.

Consultation Service for obtaining special driving licenses and for vehicle mobility

The Mobility Service Centre with Vehicles fully addresses the aspect of mobility in automobiles, motorcycles and vehicles in general. A medical-technical team offers support in the special licensing process. It also provides information on regulations and financial obligations, personalized consultation on vehicle choice and adapting it for use, provides training for the proper use of driving aids, implements evaluations on driving capacity, as well as tests and practice on modified vehicles.

Multispecialist Foot Service

The Service offers specialist medical and technical consultations in order to reduce or prevent limitations of foot function by using foot-testing techniques to examine the ability of personalized orthopaedic shoes. The health technician visit made by specialists in physiatry, orthopaedic technicians and physiotherapists.

Psychosocial Service

The Service carries out reception, counseling and support to the patient during the phases of the prosthetic-rehabilitation process, in order to support the person in his path of redesign and facilitate return to his/her context of life. In order to promote well-being and quality of life during hospitalization and

provide useful tools for the 'return home,' the Service manages collective projects to encourage social interaction, engagement in sports, expressive activities, and facilitation of work reintegration through information, guidance, support for active job search, and the management of an assisted IT lab.

Information and Orientation Service for sport activities

The Sports project realized by Centro Protesi Inail and CIP Emilia Romagna is linked to the National Agreement between Inail and CIP (Italian Paralympic Committee) and it is based on Centro Protesi's consolidated experience, implementing reintegration services through sporting practice. Specific goals:

- informing and bringing Centro Protesi's users closer to the sports
- presenting sports as an activity for psychophysical and social well-being
- promote social reintegration through the practice of sporting activities
- promoting sport as a real integration and participation tool

The multidisciplinary project is promoted by the Psychosocial Service and the Corporate Communication Area and is carried out with the professional collaboration of the whole structure, providing health, technical, rehabilitation, psychosocial, communication skills. The project is developed according to a monthly programming that includes:

- weekly appointment of the sports information desk, which is run by a CIP technician
- weekly lessons of different recreational motor activities for approaching sports, within the Centro Protesi during the afternoon under the guidance of specialised federal CIP instructors
- scheduled external initiatives for sports orientation
- a three-four day winter sports training per year

Finally, a joint commitment between CIP and the Centro Protesi for information and promotion of sports activities for people with disabilities, including initiatives involving CIP with the collaboration of the Centro Protesi.

In-house private professional activities

The psychiatrists, who work in the Centre, are authorized to make specialist visits as intra-moenia professional activity, working as private psychiatrists in a public-health institute. Visiting times and fees are displayed at the entrance of the dedicated consulting rooms.

2.5 RESIDENTIAL TREATMENT (HOSPITALISATION)

2.5.1. Admission - What to bring to the Centre

Medical records

In order to be admitted to the Centre, you must present the following medical reports:

- completed questionnaire from the referring physician, including the examinations requested by the letter of invitation
- copies of previous charts and reports of previous specialist visits
- diagnostic examinations for all x-rays (a recent radiography of the stump is always recommended)
- a few days before the scheduled admission date, one of our healthcare professionals will call you to remind you of your appointment and assess whether your health conditions have changed since your initial visit.

Medication

We recommend that you bring a supply of medicine for the entire stay at the Centre. The same applies to daily products such as catheters, diapers, etc. Please note that the patient is not allowed to hold back drugs during hospitalisation; the drugs will have to be delivered to the healthcare staff during the admission visit, then the nursing staff will administer the drugs in the relevant dressing rooms.

Identity document

Please also bring your **health card**, any exemption documents, disability certificate and tax code.

Clothing and personal items

Bring normal daily clothing, which you use in your home such as:

- indoor and outdoor (in case of personal leave, organized trips, etc.) clothing appropriate for the season
- a daily supply of underwear
- pyjamas or nightgown, slippers
- training suit
- a daily supply of shorts and white cotton t-shirts
- personal hygiene items
- bath and hand towels
- personal detergents (soap, shampoo, shower gel etc.)

A personal security locker assigned to your bed number is available. The Centro Protesi is not responsible for the contents of the security locker and therefore recommends care when using this service.

You may bring and use a radio or personal computer if you respect the house rules for their use. Wi-Fi hotspots are available in the Centre.

Food, beverages and alcohol **cannot enter** the Centre, neither upon your arrival nor during your stay. Alcohol consumption is forbidden beyond the amount allowed during meals, this in order to prevent behaviors related to alcohol abuse that can compromise the normal course of community life.

Arrival

Upon arrival at the Centre, the patient must register at the Reception desk. Registration should take place before 12 noon on the day specified in the invitation. In case the user is unable to arrive, he or she must communicate this immediately to the Reception desk. If no notice is given, we cannot guarantee to hold your reservation.

The Reception desk is open to the public from Monday to Friday from 8:00 AM to 5:00 PM and can be accessed at the following numbers:

tel +39 051 6936246 / 321

fax +39 06 88466153

2.5.2 Hospitalisation

Inpatient admission

Upon arrival, reception staff will provide patients with the necessary directions to reach the inpatient ward, where the nursing coordinator or the nurse on duty, with the support of social-healthcare workers, will assess the patient's care needs, planning the relative objectives and providing some information on how the department is organised and on the structure as a whole. It is important that patients give the nurse the questionnaire that has been filled in by their doctor, copies of their medical records, X-rays and reports from previous diagnostic examinations. Within 6 hours from the medical record being opened, the doctor of reference will carry out the medical admission examination and a psychiatric-rehabilitation examination. During the patient's stay in hospital, it is possible to arrange an appointment for an interview with the social worker.

Prosthetic-rehabilitation process

The prosthesis is built by the specific technical department, the working phases are different, and they depend on the typology of the device to build. Indicatively the phases of the process are: measurements, construction of a negative and a positive plaster cast, construction of a test socket with check and adjustments, parallel to the construction of the prosthesis the training and use of the prosthesis begins under the guidance of a physical therapist, construction of a definitive socket, aesthetic covering, completion of the prosthetic-rehabilitation process.

Health examinations

On request of the ward doctor, the following exams can be completed at the Centre.

Specialist consultations (carried out internally or at local hospital facilities):

- cardiology
- orthopaedics
- surgery

- clinical psychology
- dermatology
- internal medicine

Physical therapy examinations:

- prosthesis/orthosis use training
- assessment for the use of mobility aids
- manual and instrumental physical therapies
- neuromotor reeducation
- evaluative performance with baropodometric footboard and other advancing technology devices

Diagnostic examinations:

- EKG
- abdominal and muscle-tendon ultrasound
- echo-doppler

Religious service (catholic)

A chaplain is on site and available to our guests for conversation and confession. Services in the Centre's chapel take place as scheduled.

Hospitality and comfort

At the Centre you will find:

- an ATM
- the lunchroom, reserved for our users, is also open to visitors and family members when space is available
- vending machines for hot and cold drinks as well as snacks are located throughout the Centre
- wi-fi hotspots
- baby-changing tables
- car access permission to the limited traffic zone (ZTL) of the historical centre of Bologna, to be requested at the reception
- scheduled shuttle service to the hotels in Budrio

Daily appointments

Breakfast is offered during the time slot from 7 AM to 8 AM.

Lunch is served at 12 noon and supper at 7 PM.

The production wards are open from 8 AM to 12 noon and from 1 PM to 4:30 PM, from Monday to Friday.

The training and physiotherapy wards are open from 8 AM to 12 noon and from 1 PM to 3:00 PM, from Monday to Friday.

Family meetings

The Centre's management and designated representatives will schedule meetings with family members, agreeing on the date and time in advance.

Attending physicians are available daily, by prior appointment, to meet with family members and caregivers, ensuring clear communication and continuity of care.

User access to the departments

Access to the production lines, rehabilitation and physical therapy departments during the opening hours established by the department managers and according to the schedule defined in the personalised prosthetic-rehabilitation plan. Users must respect the timetable in the gym for visits and rehabilitation and the prohibition of access to the areas marked with appropriate warning signs.

Timeliness

Patients are expected to return to their rooms by 11 PM and vacate them no later than 7:30 AM in order to have breakfast and arrive at their daily appointments on time.

Respect for other users and staff

Discreet use of radios, TVs, and mobile phones is recommended. According to current privacy regulations, it is strictly forbidden to take photos and/or videos within common areas or involving other people, besides the person directly concerned, unless they have given explicit consent.

Personal items and valuables

Patients are responsible for the care of personal documents and valuables; we suggest the use of security lockers for these items.

No smoking

Smoking is strictly forbidden inside the Centre. Compliance with this provision is an act of acceptance of the presence of others and a healthy lifestyle in the structure.

External food supplies

It is strictly forbidden to bring and drink alcohol, in order to prevent behaviour linked to alcohol abuse that could compromise the normal running of community life.

Visitors

Friends and relatives are welcome at the Centre. You may receive your guests in common areas every day from 8 AM to 8 PM. In order to avoid disturbing other users, friends and family may not access the wards (except under special circumstances and with permission from the staff). The entry of pets is allowed upon formal request to the Safety Manager.

Permission to leave

The permissions must be requested from the ward personnel. You may leave the Centre. Permission to leave (must be requested by 10 AM, the patient must specify if he will have lunch at the Centre or outside):

- every day between 5 PM and 10:30 PM
- on Saturdays, Sundays and holidays from 8:00 AM to 10:30 PM

Weekend permits must be requested during the collective visit on Wednesday and can be granted as a temporary discharge:

- from Friday afternoon to Sunday afternoon
- from Saturday morning to Monday morning

For self-evident security reasons you may only leave with your prosthesis if the technical department has authorized you to do so. The wheelchairs supplied during hospitalization must be used only within the perimeter of the Centro Protesi. Outdoor use must be previously authorized by healthcare personnel.

Permission for minors under 18 years of age to leave the Centre

Users under the age of 18 may only leave the premises in the company of a parent (or legal guardian). If this is not possible the parent must submit a written authorization to the Centre allowing the minor to leave unaccompanied or delegate another adult in writing to accompany the patient. The delegated person must show a valid identification to the head of the department or the nurse in charge upon arrival at the Centre.

2.5.3 Discharge

Discharge is arranged by the health technician team at the staff meeting, which is held once per week. Discharge is carried through following the conditions indicated on the discharge instructions.

At the time of discharge the user must:

- collect the prosthesis, the accompanying instructions manual and the verbal satisfaction report, signed as a receipt
- collect the delivery slip/completion of work, approved by the responsible technical workshop and the responsible physical trainer
- deliver these documents to the nursing staff
- inform the nurse of the time at which he or she intends to leave the Centre

The user is discharged from the recovery ward with the discharge letter composed by the ward physician and with a report on the relative health to present to the primary care physician and the doctor who will carry out the test of the prosthesis.

The discharge must take place from 7:15 AM and before 7 PM.

Certificates attesting the presence and the length of stay

After being discharged the patient can request a certificate attesting the inpatient stay to the Nursing Service and certificates attesting presence to the Reception Service.

Medical records

Copies of medical records must be requested from the Centre's healthcare management department in writing. The copy will be sent within 60 days of the request and is charged to the recipient.

Certifications for travel assistance

These certifications are useful to benefit from travel assistance during your journey home and will be granted by the ward doctor on request.

Specific instructions for users assisted by National Health Service

The user must go to his/her Local Healthcare Agency, which will carry out a check-up of the clinical compliance of the prosthesis with the terms set by the authorization within 20 days of its release. The check-up report must be promptly sent by the user to the Patient Relations Office of the Centro Protesi at the following email address: vigorso-assistiti@inail.it.

Discharge of minors under 18 years of age

Patients under the age of 18 years may only be discharged if they are accompanied by a parent (or legal guardian). If this is not possible, the parent must submit a written authorization to the Centre allowing the minor to leave unaccompanied or delegate another adult in writing to accompany the patient. The delegated person must show a valid identification to the head of the department or the nurse in charge upon arrival at the Centre.

2.6 SEMI-INPATIENT TREATMENT (DAY HOSPITAL) AND TECHNICAL-PROSTHETIC TREATMENT (OUTPATIENT)

2.6.1. Admission - What to bring to the Centre

Medical records

In order to be admitted to the Centre, you must present the following medical reports:

- completed questionnaire from the referring physician, including the examinations requested by the letter of invitation
- copies of previous charts and reports of previous specialist visits
- diagnostic examinations for all x-rays (a recent radiography of the stump is always recommended)
- a few days before the scheduled admission date, one of our healthcare professionals will call you to remind you of your appointment and assess whether your health conditions have changed since your initial visit.

Medicines

We recommend that you bring a supply of medicine for the entire stay at the Centre. The same applies to daily products such as catheters, diapers, etc.

Identity document

Please also bring your **health card**, any exemption documents, disability certificate and tax code.

Clothing and personal items

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, necessary both inside and outside the Centre (in case of personal leave, organised outings, etc.)
- tracksuits
- a supply of white cotton shorts and short-sleeved T-shirts, sufficient to ensure a daily change for personal hygiene

The semi-inpatient prosthetic-rehabilitation treatment (day hospital) from 8.00 AM to 3.00 PM, provides the following services:

- prosthesis and brace use training
- functional rehabilitation
- medical and nursing assistance
- psychological and social consultations and related services, for cases that require it
- use of the facilities for comfort, rest and deposition of personal items during your visits
- lunch at 12:00 PM

Outpatient services are reserved for users who do not require a long-stay treatment and need the technical services of the production department (renewal, repair and check-ups of prostheses and braces). Outpatient users may schedule the following services at the reception desk: car mobility and aids consultations, psychological and social consultations. Upon referral by the orthopaedic technician to the facility's physician, who will assess the actual need, specialist medical visits can be carried out in cases of necessity related to the supply of the orthopaedic device.

Arrival

Upon arrival at the Centre, the patient must register at the Reception desk. Registration should take place before 12 noon on the day specified in the invitation. In case the user is unable to arrive, he or she must communicate this immediately to the Reception desk. If no notice is given, we cannot guarantee to hold your reservation.

The reception desk is open to the public from Monday to Thursday from 8:00

AM to 5:00 PM, on Friday from 8:00 AM to 4:00 PM and can be accessed at the following numbers:
tel +39 051 6936246 / 321
fax +39 06 88466153

2.6.2 Semi-residential hospitalisation

Inpatient admission

Upon arrival, reception staff will provide patients with the necessary directions to reach the day hospital ward, where the nursing coordinator or the nurse on duty, with the support of social-healthcare workers, will assess the patient's care needs, planning the relative objectives and providing some information on how the department is organised and on the structure as a whole. It is important that patients give the nurse the questionnaire that has been filled in by their doctor, copies of their medical records, X-rays and reports from previous diagnostic examinations. The referring doctor will carry out the initial medical examination and the psychiatric-rehabilitation assessment. During the patient's stay in day hospital, it is possible to arrange an appointment for an interview with the social worker.

Prosthetic-rehabilitation process

The prosthesis is built by the specific technical department, the working phases are different, and they depend on the typology of the device to build. Indicatively the phases of the process are: measurements, construction of a negative and a positive plaster cast, construction of a test socket with check and adjustments, parallel to the construction of the prosthesis the training and use of the prosthesis begins under the guidance of a physical therapist, construction of a definitive socket, aesthetic covering, completion of the prosthetic-rehabilitation process.

Health examinations

On request of the ward doctor, the following exams can be completed at the Centre.

Specialist consultations (carried out internally or at local hospital facilities):

- cardiology
- orthopaedics
- surgery
- clinical psychology
- dermatology
- internal medicine

Physical therapy examinations:

- prosthesis/orthosis use training
- assessment for the use of mobility aids

- manual and instrumental physical therapies
- neuromotor reeducation
- evaluative performance with baropodometric footboard and other advancing technology devices

Diagnostic examinations:

- EKG
- abdominal and muscle-tendon ultrasound
- echo-doppler

Religious services (catholic)

A chaplain is on site and available to our guests for conversation and confession. Services in the Centre's chapel take place as scheduled.

Hospitality and comfort

At the Centre you will find:

- an ATM
- the lunchroom, reserved for our users, is also open to visitors and family members when space is available
- vending machines for hot and cold drinks as well as snacks are located throughout the Centre
- wi-fi hotspots
- baby-changing tables
- car access permission to the limited traffic zone (ZTL) of the historical centre of Bologna, to be requested at the reception
- scheduled shuttle service to the hotels in Budrio

Daily Appointments

Lunch is served at 12 noon and supper at 7 PM.

The production wards are open from 8 AM to 12 noon and from 1 PM to 4:30 PM, from Monday to Friday.

The training and physiotherapy wards are open from 8 AM to 12 noon and from 1 PM to 3:00 PM, from Monday to Friday.

Family meetings

The Centre's management and designated representatives will schedule meetings with family members, agreeing on the date and time in advance. Attending physicians are available daily, by prior appointment, to meet with family members and caregivers, ensuring clear communication and continuity of care.

User access to the departments

Access to the production lines, rehabilitation and physical therapy departments during the opening hours established by the department managers and according to the schedule defined in the personalised

prosthetic-rehabilitation plan. Users must respect the timetable in the gym for visits and rehabilitation and the prohibition of access to the areas marked with appropriate warning signs.

Respect for other users and staff

Discreet use of radios, TVs, and mobile phones is recommended. According to current privacy regulations, it is strictly forbidden to take photos and/or videos within common areas or involving other people, besides the person directly concerned, unless they have given explicit consent.

No smoking

Smoking is strictly forbidden inside the Centre. Compliance with this provision is an act of acceptance of the presence of others and a healthy lifestyle in the structure.

External food supplies

It is strictly forbidden to bring and drink alcohol, in order to prevent behaviour linked to alcohol abuse that could compromise the normal running of community life.

Visitors

Friends and relatives are welcome at the Centre. You may receive your guests in common areas every day from 8 AM to 8 PM. In order to avoid disturbing other users, friends and family may not access the wards (except under special circumstances and with permission from the staff). The entry of pets is allowed upon formal request to the Safety Manager.

2.6.3 Discharge

Discharge is assessed by the technical-healthcare team during the joint consultation, which takes place once a week. Discharge is authorised by the Head Psychiatrist or by the delegated ward physician, according to the procedures outlined in the following instructions.

At the time of discharge the user must:

- collect the prosthesis, the accompanying instructions manual and the verbal satisfaction report, signed as a receipt
- collect the delivery slip/completion of work, approved by the responsible technical workshop and the responsible physical trainer
- deliver these documents to the nursing staff
- inform the nurse of the time at which he or she intends to leave the Centre

The user is discharged from the recovery ward with the discharge letter composed by the ward physician and with a report on the relative health to present to the primary care physician and the doctor who will carry out the test of the prosthesis.

Certificates attesting the presence and the length of stay

After being discharged the patient can request a certificate attesting the inpatient stay to the Nursing Service and certificates attesting presence to the Reception Service.

Medical records

Copies of medical records must be requested from the Centre's healthcare management department in writing. The copy will be sent within 60 days of the request and is charged to the recipient.

Certifications for travel assistance

These certifications are useful to benefit from travel assistance during your journey home and will be granted by the ward doctor on request.

Specific instructions for those assisted by National Health Service

The user must go to his/her Local Healthcare Agency, which will carry out a check-up of the clinical compliance of the prosthesis with the terms set by the authorization within 20 days of its release. The check-up report must be promptly sent by the user to the Patient Relations Office of the Centro Protesi at the following email address: vigorso-assistiti@inail.it.

2.7 AFTER TREATMENT

Instructions for the use and maintenance of prostheses

In order to profit from the greatest possible benefit from the results obtained during your stay at the Centre, it is important to follow the indications given by the technical and health care staff for optimal maintenance of the prosthesis (hygienic standards, check-ups, warranty, renewal, etc.) and those contained in the Instruction Manual.

Information requests and consultations after your return home

Even after your return home, the members of the interdisciplinary team of the Centro Protesi are available to help with any problem arising from the prosthetic treatment. If you need help, do not hesitate to contact the member of our staff with whom you wish to speak directly or the Reception desk.

Going back home

To facilitate a process that leads the patient to independent life, the manual "Going back home" can be consulted online on the Centro Protesi website. The publication documents the testimonials and positive experiences of people with disabilities who have decided to share their experience as "peer counseling".

SECTION 3. QUALITY STANDARDS, COMMITMENTS AND PROGRAMMES

3.1 COMMITMENTS TO THE USER

Welcome, orientation and support

The Centro Protesi commits itself to guarantee an open ear and welcoming atmosphere to the users in order to ensure accessibility to information and orientation on the proper use of our services.

Our Patient Relations Office handles reception and provides all users and their families with information on the criteria and methods of accessing the Centre's services. It assists users in their journey towards autonomy and supports them with all logistical needs related to the reception, orientation, and accompaniment to services as needed. It also provides information on transport schedules and routes, assistance methods, and local accommodation facilities.

Directions, maps, and signs are posted at various points in the Centre to help users and visitors navigate the different buildings that make up the Centro Protesi.

It collects feedback from users (complaints, suggestions, praise, etc.), their families, and/or companions.

The Patient Relations Office can be contacted in several ways:

- by calling the number +39 051 6936111, from Monday to Friday from 8:00 AM to 4:00 PM
- by visiting the Reception during public opening hours (ground floor of building A3), via Rabuina 14, 40054 Vigorso di Budrio – Bologna
- by sending an email to: vigorso-assistiti@inail.it
- by sending a fax to +39 06-88466155
- by using the Digital Desk tool on the Inail portal

Information, transparency and privacy

The Centro Protesi commits to guarantee its users correct, clear and complete information throughout the prosthetic-rehabilitation process. Each operator, committed to handling personal data, provides services to the users respecting their dignity and privacy. This Service Charter is available to users who access the Centre and to anyone who requests it. It can also be viewed and downloaded from the Inail Portal, in the section dedicated to the Centro Protesi.

Completeness and clarity of information

Each user will be informed of the major products and services offered by the Centre, and even the proposals for solutions of personal needs. Each user will be thoroughly informed of the major phases and his or her own individualized treatment plan of the prosthetic-rehabilitation process. Prior to treatment, all users are guaranteed information on the nature of irreversible treatments, their consequences and risks, so that they may freely

express their consent. The health and technical departments have prepared informational brochures dedicated to specific services to ensure adequate dissemination of information. These brochures can be downloaded from the Centro Protesi's website.

Simplicity of procedures

The Centre commits to adopt simple and transparent methods for booking and accessing services. The Reception handles the booking of the first appointment for users accessing the Centre's services and welcomes them upon their arrival to start treatments. The prosthetic-rehabilitation project is developed by the multidisciplinary team during the first appointment. It includes the individual goal, the type of device and rehabilitation treatment, the duration, and the start date of the project.

Personalisation and humanisation

The Centre commits to develop a personalised prosthetic-rehabilitation plan for each user. With a view to humanisation, the psychosocial service schedules interventions for social life. Every staff member addresses users with courtesy and availability, paying the utmost attention to their requests and problems.

Efficiency, regularity, timeliness

The Centre commits to implement its services guaranteeing the greatest efficiency and timeliness indicated in the prosthetic-rehabilitation plan.

Comfort and accommodation

The Centre commits to improve the quality of accommodation services, with special regard to accessibility and hygiene of its spaces.

3.2 USER RIGHTS AND BENEFITS - PRIVACY

Right to information and consent

In reference to the provisions of Law No. 219 of 22 December 2017, concerning "Rules on informed consent and advance treatment directives," it is the right of the patient to have information about the treatments to which they are subjected. It is also the right of the person, having been previously and appropriately informed, to give or deny their consent to the proposed treatments.

Right to privacy protection

The right to confidentiality involves collecting information about the person and the clinical conditions of the patient with the utmost discretion and carrying out therapeutic interventions respecting their dignity. The right to confidentiality entails the duty of professional or official secrecy for all information concerning the patient by healthcare operators and professionals.

Information about their health status and the progress of the prosthetic and socio-rehabilitation process will only be given to the patient. Other individuals, including family members, will be informed only with the consent of the person concerned. The Centro Protesi ensures that the processing of personal data of those accessing services is carried out within the scope of institutional functions, respecting the rights, fundamental freedoms, and dignity of the person concerned.

Right to choose meals

Residents have the right to a personalized choice of their meals based on the daily menu options and to follow a dietary plan in cases of specific needs.

Right of accompanying persons to use the canteen

Authorized accompanying persons can access the company canteen for meals, with the payment of the meal cost.

Right to report dissatisfaction

The patient has the right to express their dissatisfaction with the services and treatment received to the administration through written or verbal reports.

3.3 CORPORATE FUNCTIONS AND PROGRAMMES FOR QUALITY MANAGEMENT

The Centro Protesi is committed to promoting, developing, and monitoring the continuous improvement of the quality of services provided and user satisfaction. The Centro Protesi has a Quality Management System.

It has several tools to monitor the actual achievement of the declared standards, such as:

- annual surveys on perceived quality through specific questionnaires
- follow-up surveys; outcome post semi-residential hospitalisation
- internal measurement of indicators through specific detection forms and IT systems
- audits on system and healthcare documentation (medical records, prosthetic rehabilitation pathway, etc.)

3.4 SURVEYS ON PERCEIVED QUALITY

The Centre conducts periodic surveys on the services provided during the prosthetic-rehabilitation treatment. To obtain user feedback even after some time, a survey focused on technical and rehabilitative aspects is carried out at least 6 months after the conclusion of the treatment, during the post-discharge or post-supply phase. The survey, administered as a telephone interview with the user's prior consent, aims to gather useful information for the continuous improvement of products and services within the company's quality system. The results of the surveys are annually reported to the

Management and Staff to ensure that the quality of the service is constantly monitored and, where necessary, corrective measures are taken. The survey report is published on the website.

3.5 RISK MANAGEMENT AND PATIENT SAFETY

For several years, patient safety has been a primary concern of the Centro Protesi. In accordance with national and regional regulations, the Centre has a corporate Risk Management function, represented by the Medical Director, who is responsible for updating and verifying the Integrated Risk Management Programme. The Medical Director coordinates the planning and monitoring activities of the 'Health Risk Group' to ensure a high level of care safety through the implementation of an integrated system of clinical-assistance, technical, and medico-legal activities.

3.6 PERFORMANCE INDICATORS AND OBJECTIVES

The Centre undertakes to evaluate the performance of certain activities considered strategic for the purposes of providing services. The results and analyses of indicator trends are periodically verified by the Management in order to implement appropriate process improvement actions. The following are monitored: waiting times, the achievement of rehabilitation objectives, complete documentation of the medical record, the quality of health documentation compilation, the management of consent during all phases of treatment.

SECTION 4. LISTENING TO AND PROTECTING USERS

4.1 SUBMITTING COMPLAINTS, SUGGESTIONS, COMPLIMENTS

The Centro Protesi recognises its commitment to the constant verification of the adequacy of the services offered and the improvement of their quality standards. Users, their family members, carers, voluntary associations and representative associations can submit the following through the Patient Relations Office:

- observations
- reports
- complaints or propose suggestions to improve the services offered

Observations and reports can be submitted via phone call, letter, or email. Users can exercise their right to report by filing a complaint in the following ways:

- by a simple letter, duly signed and sent (by post or fax) or delivered directly

to the Reception

- by email sent to the facility's address: dcapr@inail.it
- by filling out a specific form, available at the Reception
- by having a conversation with a Centro Protesi official, in the presence of a witness
- by having a conversation with an Institute Manager

The stages of handling reports are:

- collection of the complaint
- initiation of the investigation
- formulation and transmission of the response
- activation of further action if the citizen expresses dissatisfaction

The response must be provided to the citizen within 30 days of receiving the report.

4.2 USER ASSOCIATIONS

At the Centro Protesi, the Anmil Listening Point is active for information and free legal advice on the rights of people with disabilities.

Dear Visitors,
we hope that the "Service Charter" has been helpful to you, we remain at your disposal for any further suggestion or information.
We wish you a good journey home.

The Direction and the Personnel of the Centro Protesi Inail

Centro Protesi Inail

Via Rabuina, 14 - 40054 - Vigorso di Budrio (Bo) - Italy
tel +39 051 6936111 / 246 / 321

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centroprotesi-budrio@inail.it