Gemelli
Medical Center

HEALTH SERVICES CHARTER
HOSPICE GEMELLI MEDICAL CENTER

Care and assistance to the patient
Protection and support for the family

The Hospice Gemelli Medical Center is a health facility that provides palliative care both in the hospice building and in people's own home.
As well as taking care of people's physical needs, it also looks after their emotional, spiritual, and social needs and supports family members.
All residents in Lazio can request free assistance.
On the ground floor there is a small chapel where mass is celebrated every other day.

Presentation
The Hospice Gemelli Medical Center is a health facility that provides palliative care both in the hospice building and at home to patients whose basic disease is characterized by an unstoppable evolution and no longer responds to specific treatments.

Fundamentals
The Hospice Gemelli Medical Center takes care of the sick person in all respects, giving an integrated response to his needs and those of his relatives, seeking to improve the quality of life in the final stage of the disease and supporting family members.
In pursuing its goals, the Hospice Gemelli Medical Center ensures respect for the dignity and autonomy of the person, the need for health, equity in access to care, the quality of care and its appropriateness, as provided for by L.38/2010 on Palliative Care.
Particularly, it undertakes to guarantee equality of treatment and impartiality and to ensure qualitative continuity and regularity of services, therapies, and assistance.

The assistance
All residents of Lazio (province) can apply to the Hospice Gemelli Medical Center for palliative care.
The assistance is totally free and is charged to the Regional Health Service.
The assistance activity is guaranteed by diagnostic-therapeutic paths consistent with the most up-to-date national and international guidelines and is

complemented by a constant training and comparison activity with the University Cattolica del Sacro Cuore of Rome.

Hospice services
To meet the needs of the patient and his family in the fina phase of the disease, there are plans for personalized assistance that provide:
· Counseling Clinic
· Day Hospice
· Residential Hospice
· Assistance at home
· Clinical analysis (agreement with outsourcing)
· Essential X-ray
· Cardio online (agreement with outsourcing)
· Psychologist
· Physiotherapist
· Occupational therapist
· Social worker
· Spiritual Assistant

The organization

Day Hospice
The complex of daytime activities that include: transfusions - physiotherapy - psychological support to the patient and his family - transport to and from the patient's home.

Assistance at home
The Hospice Gemelli Medical Center assists 120 patients on the urban territory, followed by four multidisciplinary teams, each consisting of: Medical Coordinator · Doctors · Nursing Coordinator· Nurses · Psychologist · Physiotherapist · Social Worker · Spiritual Assistant · Volunteers.
Doctors are available every day, including Sundays and public holidays, 24 hours a day.
The family member(caregiver) can call and ask for a first assistance to the doctor on duty who will assess the need for an intervention at the patient’s home.
Every day, between the morning and afternoon shift, the team has a “handover” meeting and once a week a "deepening" of clinical cases of patients in care, re-evaluating individual care plans if necessary.

Residential hospice
The Hospice is organized in such a way as to guarantee the psychological and relational well-being of the person and his family, environmental comfort, safety in the use of space, protection privacy and easy accessibility.
The structure has 30 beds. All rooms are single with private bathroom and air conditioning. There is a chair-bed for a relative or a trusted person.
Each room has an electrically articulated bed, oxygen and central vacuum, and is furnished with a wardrobe, a bedside table and a table. There is an LCD TV, and the telephone. Free Wi-Fi is available.
Medical-nursing care is assured 24 hours a day, 7 days a week.

Visiting hours, meals and overnight stays
Patients can be visited every day, respecting the privacy and the rest of the other guests as well as the regular conduct of health and assistance activities.
Therefore, access to the rooms may be limited in case of medical visits, cleaning and assistance, day and night rest.
The visiting time is from 7.00am to 7.30 pm and it is necessary to respect it as much as possible for the proper functioning of the entire ward.
It is essential to observe the silence and respect the tranquility of each department, especially from 1.00 pm to 3.00 pm and from 10.00 pm to 7.00 am.
Visitors must avoid overcrowding the hospitalization rooms and any behavior that may cause disturbance or discomfort to other guests (noise, lights on, television and radio with high volume, etc.).
At night, only one family member can enter the hospice, who can apply for it by filling in the "Hospice Overnight" form to be delivered to the nursing coordinator.
If the patient or the family want the presence of a private assistant, they must complete the form "Request authorization for private assistants" to be delivered to the hospice's Healthcare Management.
Breakfast is served between 7.30 am and 8.00 am, Lunch between 12.00 am and 1.00 pm, Dinner between 6.00 pm and 7.00 pm.
If there are no specific dietary indications from the doctor, the patient can choose between various menus, indicating their preferences to the nursing coordinator for the next day.
The family member who stays in hospice can receive lunch for free by filling in the "Meal service" form and handing it to the nursing coordinator.

The chapel
There is a small chapel on the ground floor of the hospice.
Mass is celebrated on Mondays, Wednesdays, and Friday-Saturday 3.30 pm and on Sundays at 11.00 am.
If the doctor authorizes them, patients can participate with the help of a relative or of a volunteer.
The Spiritual Assistant can be contacted in the times posted on the bulletin board.

The Medical Record
The copy of the medical record must be requested from the Healthcare Management with a form to be collected and then returned to the Receiving Desk.
The form can also be downloaded from the Hospice website.
Within 15 days from the request the medical record can be collected personally from the
the patient's relative by showing his/her valid document and a photocopy of the patient's document.
The family member can also delegate someone by filling out a form that can be downloaded from the Hospice website or requested at the Hospice Acceptance room.

URP - Public Relations Office
The URP provides a form to collect observations, proposals, suggestions (and complaints about discomfort or disservices encountered), guaranteeing confidentiality and anonymity.
The form that is in the Kit delivered at the time of taking charge (or can be downloaded from the Hospice website) must be put in the box "Reclami – Elogi" (Complaints - Praise) on the ground floor of the Hospice.