

PUBLIC PROTECTION REGULATION

Title I

SUBMISSION OF REMARKS, OBJECTIONS, COMPLAINTS AND CLAIMS

Art. 1

Users, Relatives or Family Members, or Bodies for Volunteering and the Protection of accredited rights (and/or affiliates) at the Padua Hospital Company may submit remarks, objections, complaints or claims against acts or conduct that deny or limit the benefit of healthcare services.

Art. 2

The Users and other persons as identified by art. 1, shall exercise their right by means of:

- 1) letter on plain paper, addressed and sent to the Padua Hospital Company - Via Giustiniani 2, and/or delivered and/or sent to the Public Relations Office (URP), (and/or any of its secondary offices);
- 2) Completion of the appropriate form signed by the user, distributed at the URP;
- 3) Telephone or fax report to the aforementioned Office;
- 4) Meeting with a URP Operator.

For telephone reports and meetings, the appropriate form shall be used, noting as indicated for the acquisition of data for communications of merit.

In the case of verbal reports made on URP form, the reporting user shall provide signature, countersigned by the URP Operator.

Art. 3

The Remarks, Objections, Complaints or Claims shall be submitted, in the manners listed above, within 15 days from the time when the person concerned was aware of the act or conduct harming rights in keeping with the provisions of art. 14, paragraph 5, of Legislative Decree 502/92, as amended by Legislative Decree 517/93.

Art. 4

If the Remarks, Objections, and Complaints or Claims, however submitted or received in the manners indicated above by the URP, shall not be immediately resolved, they shall be notified and sent to the Directorate General within a maximum term of 7 days, or however, within the terms related to the urgency of the case.

Art. 5

The URP shall communicate to the Heads of Service concerned, notification of the objection, remark, complaint or claim, for the latter to adopt all measures necessary to avoid the persistence of any disservice and provide to the requesting Office, all the information necessary to communicate an appropriate response to the user.

Art. 6

The Public Relations Office of the Hospital Company is attributed the following functions:

- a) receive Complaints, Objections, Remarks and Claims in administrative manner submitted by the persons referred to in article 1 of this Regulation, for the protection of citizens against the actions or conduct by which the benefit of healthcare services is denied or limited;
- b) prepare the preliminary investigation and provide prompt response to the user for reports of easier definition, as delegated by the Director General;
- c) for claims of apparent complexity, handle the investigation thereof, request the opinion of the Medical and/or Administrative Management and provide an opinion to the Legal Representative for the necessary definition; for the performance of the preliminary investigation, the URP can acquire all the elements necessary for the judgment training also making requests for reports or opinions to the Heads of the Operating Structures, Services or Offices;

- d) provide the user with all information and anything else needed to ensure the protection of the rights recognized to the latter by the current legislation;
- e) prepare the response communication to the user, signed by the Health Director, stating that the submission of the aforementioned remarks and objections does not impede or preclude the filing of appeals in court, pursuant to paragraph 5 of art. 14 of Legislative Decree 502/92, as amended by Legislative Decree 517/93. The response shall be sent to the user within 90 days of receipt of the report (Law 241/1990 and subsequent amendments - art. 2)

Art. 7

The Head of the URP, assisted by and/or by means of its Collaborators, shall perform the following tasks:

- a) accept the complaints, objections and remarks submitted in administrative manner pursuant to art. 1 of this Regulation;
- b) elaborate and define the reports of easy resolution;
- c) provide for the investigation of complaints and distinguish those of easier resolution providing timely response to the user,
- d) activate the Conciliatory Mixed Commission for the examination of reports of which it becomes aware by means of Volunteering Associations and Protection Bodies,
- e) send the response to the user and simultaneously send a copy to the Head of the Service/Operational Structure/Office concerned and to the Director (Administrative and/or Health) for the adoption of the necessary actions and measures;
- f) activate the review procedure of the complaint if the user declares the response received as unsatisfactory.

Title II

CONCILIATORY MIXED COMMISSION ESTABLISHMENT AND DISCIPLINE OF OPERATION

Art. 8

In cases where the request concerns the reporting of acts, or omissions, conduct and/or disservices of particular severity regarding the violation of the principles, as endorsed by the Charter of Rights and Responsibilities, the examination shall be referred to the Conciliatory Mixed Commission.

The Conciliatory Mixed Commission consists of the following members:

- the President, appointed by the Regional Civil Defender, taking into account the Provincial or Municipal Civil Defenders competent in the territory, or persons outside the Company that provide entrustment for objectivity and competence, informing the representative of the Conference of Mayors of the territory of reference;
- two members nominated by the Company;
- two members appointed by the Associations for Volunteering and Protection of Rights.

The Commission may extend participation to other persons in relation to the matter covered.

The members of the Commission shall be entitled to reimbursement of travel expenses in accordance with current legislation for NHS (SSN) staff.

The President of the Commission shall also be paid for each day of participation in the sessions of the Commission an indemnity of Euro 67.00 before deductions of law

Art. 9

The Commission shall meet whenever it receives requests pursuant to art. 8, through the URP.

Decisions shall be taken by majority vote, which may be expressed with voting rights. The decisions taken shall be sent to the Director General for any subsequent measures of competence.

The Conciliatory Mixed Commission may also have the task of advising on matters related to the improved functioning of the health structures. In this sense, it shall be the responsibility of the Commission to submit the observations to the General Manager.

Title III

SERVICES CONFERENCE

Art. 10 At the Hospital Company is established the Services Conference, chaired by the Director General.

Its main functions are as follows:

- analysis of the performance of services, in particular with reference to the Charter of Services;
- verification and evaluation of the achievement of the objectives indicated in the Charter;
- submission of remarks and/or suggestions to help improve the same;
- indication of proposals.

Art. 11

The Services Conference shall be convened twice a year by the Director General, and consists of:

- Health Director
- Administrative Director
- Hospital Medical Director
- University Medical Representative
- Head of the URP
- as well as Representatives of Associations for Volunteering and Protection of Rights, relating to the Company.

Art. 12

The Remarks and Proposals emerged both during the Services Conference and via agreed and uniform manners (ref. Memoranda of Understanding with Volunteering and/or Regulation) and during meetings with the Public Relations Office, shall be considered by the General Directorate, in order to improve the Services, provided they do not conflict with the rules in force.

Title IV

RIGHT TO COMPENSATION AND CANCELLATION PROCEDURE

Art. 13

In case of non-fulfillment of the obligation to carry out the service booked, the Company shall provide, in addition to the compulsory reimbursement of the amount paid by the patient if the latter renounces to provide the service, the issue of a "bonum" equal to ? 25.82 by way of compensation for the inconvenience and the possible rescheduling of the visit, with a preferential procedure, by contacting the Office concerned at the Hotel Services.

Alternatively, the User may be reimbursed with a "bonus", which gives the right to benefit from a similar service without paying the ticket.

If the user may not show up for a booked service, the cancellation shall be made within the following terms:

5 days before, for instrumental tests; 3 days before, in other cases.

Otherwise, it shall be required to pay the amount provided, even if exempt. (Veneto Regional Council Resolution no. 600/07).

The user may cancel the appointment in the same manners as for booking. At the time of cancellation, the user shall provide the details of the booking (name and surname of the patient, date of birth, booking or referral number and name of the person cancelling the booking).

RIGHTS AND RESPONSIBILITIES OF CITIZENS

Dear Ms, Dear Mr,

we are confident that you will comply with these provisions, knowing that respect is a commitment by everyone: both by you and by the Healthcare Workers of this Company.

We are confident that mutual collaboration and availability shall be ensured.

The ***Regulation of the Rights and Responsibilities of Patients***, prepared by this Company, refers to the principles set out in the following documents:

- "Italian Constitution", articles 2-3-32, (approved in 1948)
- "Universal Declaration of Human Rights", article 25 (approved by the UN General Assembly in 1948)
- "European Social Charter 1961", articles 11 and 13
- "UN International Convention on Economic, Social and Cultural Rights", article 12, 1966
- "Patient's Bill of Rights", approved in 1973 by the American Hospital Association
- "Charter of Patients' Rights" adopted by the EEC in 1979
- "Charter of the 33 Rights of Citizens", drafted in the first public session for Patients' Rights, in 1980
- Resolution no. 23 World Health Organization, 1970
- The 14 Rights of Citizens - National Protocol on Health Service for the new Charter of Citizen Rights approved in 1995

Regulation of the Rights and Responsibilities of Patients

Rights

1. Patients have the right to be assisted and treated with care and attention, in respect of human dignity and own religious and philosophical beliefs.
2. In particular during hospitalization, Patients have the right to be identified with their name and surname. Patients also have the right to be addressed formally, "Mr." or "Ms".
3. Patients have the right to obtain by the Health Structure information on the services it provides, procedures for access and related competences. Patients have the right to immediately be able to identify the people treating them.
4. Patients have the right to receive adequate medical and nursing care adequate to the severity of their illness.
5. Patients have the right to obtain from Healthcare Worker treating them complete and comprehensible information on the diagnosis of the illness, the treatment proposed and the prognosis.
6. In particular, except in cases of urgency in which a delay may cause a danger to health, patients are entitled to receive the information that will allow them to express fully informed consent before being subjected to diagnostic and therapeutic interventions; this information shall also cover the possible alternatives and the potential risks or discomforts resulting from treatment. When the Healthcare Worker shall determine the justified conviction of the

inappropriateness of direct information, it shall be provided, subject to an explicit patient's denial, to their families or those having custody.

7. Patients also have the right to be informed about the possibility of trials and alternative treatments, even if performed at other structures.
When Patients are not able to decide for themselves independently, the same information shall be provided to family members or those having custody.
8. Patients are entitled to secrecy of information about their illness and any other circumstances concerning them.
9. Patients have the right to renounce to planned treatment and services, promptly notifying the Healthcare Workers treating them of their intentions, an expression of their will.
10. Patients have the right to submit reports and complaints that shall be examined promptly by the heads of the hospital structure and be informed promptly of the outcome of the same, in accordance with the Public Protection Regulation of this Company.
11. Patients have the right to benefit from the provisions of the Charter of Health Services of this Hospital.

"The direct participation in the fulfillment of certain responsibilities is the basis to take full advantage of rights. Personal commitment to responsibilities is respect for the social community and health services benefited from by all citizens. Fulfillment of a responsibility also means improving the quality of services provided by the health services of the Padua Hospital Company."

Responsibilities

1. When accessing a health structure of this Company, patients are asked to behave responsibly at all times, respecting and understanding the rights of other patients, and to collaborate with the Medical, Nursing and Technical Staff and with the Health Department.
2. Access to the Hospital or other structure expresses by the Citizen-Patient a relationship of trust and respect for the Health Staff, indispensable precondition for establishing a proper care treatment program.
3. It is the responsibility of all patients to promptly inform healthcare workers of their intention to renounce, according to their own will, to planned healthcare treatment and services.
4. Co-existence within the Hospital requires compliance with its context with appropriate clothing both inside and outside the patient's room.
5. Citizens shall respect the areas, equipment and furnishings within the hospital structure, as the same are everyone's property and therefore also their own.
6. Anyone in this Hospital shall respect the visiting hours set by the Health Department, in order to allow the conduct of regular healthcare activities and promote the peace and rest of the other patients. It is also recalled that for health-hygiene reasons and for the respect of the other patients in the room, it is essential to avoid crowding around the beds.
7. For health-hygiene safety reasons of the children, it is not recommended they

visit the Department. Exceptional situations of particular emotional importance can be taken into consideration by referring to the Medical Staff of the Department.

8. In situations of particular need, visits to patients outside the times allowed, must be authorized with written permission by the Head Physician or a person delegated by the latter. In this case, the family members authorized shall comply with the rules of the department and have respect for the hospital environment, while ensuring the utmost collaboration with Healthcare Workers.
9. In the awareness of being part of a community, it is very important to avoid any conduct that may create disturbing or discomforting situations for other patients (noise, lights on, radios or televisions with high volume, etc.). For bedridden Patients, it is prohibited to use mobile phone; however, they may be used by the people looking after them, only outside the Department.
10. It is required to respect the day-time and night-time rest of the other patients. Lounges are available for recreational activities.
11. Smoking is not allowed at this Hospital. Compliance with this provision is an act of acceptance of the presence of others and a healthy personal lifestyle at the hospital structure.
12. The organization and schedules provided at the healthcare facility accessed must be respected in all circumstances. Healthcare services requested by means of incorrect timing and manner shall result in considerable disservice for all users.
13. Patients and visitors are advised to get around the hospital using the paths reserved to them, directly reaching the places of their interest.
14. The Healthcare Staff, to the extent applicable, shall enforce the rules laid down for the smooth operation of the department and the well-being of the citizen-patient.