Carta dei Servizi

Unisan
Gruppo

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Guiding Principles

This Service Charter is based on the six fundamental principles governing the provision of healthcare services established by the Directive of the President of the Council of Ministers of 27 January 1994, which it has adopted and incorporated.

Equality: The provision of the service is based on the principle of equal rights for users. No distinction in the provision of the service may be made on grounds of sex, race, language, religion or political opinions.

Impartiality: Unisan Gruppo bases its conduct towards users on criteria of objectivity, justice and impartiality.

Continuity: The provision of the service, within the terms established by the regulations governing the sector, must be continuous, regular and uninterrupted. Cases of irregular operation or interruption of the service are also expressly regulated by the regulations governing the sector, without prejudice to the company's duty to take measures in such cases to cause as little inconvenience as possible to users.

Right of choice: Users have the right to choose between the entities providing the service.

Participation: In order to protect the right to proper service provision and encourage cooperation with the company, citizens are guaranteed participation in the provision of the service. In particular, users have the right to access information held by the service provider that concerns them, and may make comments and suggestions for improving the service. Unisan Gruppo will respond to users regarding any reports and proposals they make.

Efficiency and effectiveness: The services offered by Unisan Gruppo are provided in such a way as to ensure efficiency and effectiveness.

Participation and information

Unisan Gruppo has been operating since 1989 and guarantees those who use its services the maximum information and protection of their rights of participation. The tools currently used to guarantee this are:

- 24-hour toll-free number;
- Website (www.unisan.it);
- Service Charter;
- Service guide;
- Charter of Rights and Duties;

“The user also has the right to actively participate and contribute to the implementation of all projects that concern him/her.”

Clarity and Transparency

The user has the right to know the projects in which they are engaged/involved, the tools that will be used and the reference figures who will accompany them on their journey.
In order to put these principles into practice, the Organisation adopts appropriate tools and procedures to:

- Define the quality standards of the services provided and assess their effectiveness;

- Simplify bureaucratic aspects as much as possible;

- Handle complaints.

In almost 30 years of social work carried out by the Unisan Gruppo Cooperative, its constant commitment to promoting and protecting people's rights has enabled it to develop professional and organisational skills to build comprehensive and personalised responses to needs, both in terms of structured services and more specific interventions.

Nurse

Professional nurses provide comprehensive care for patients:

• Administering prescribed medication and carrying out special treatments ordered by the doctor;

• Monitoring and administering diets;

• Assisting the doctor in various activities;

• Checking the patient's general condition, pulse, temperature, blood pressure and respiratory rate;

• Performing simple laboratory tests;

• Collection, storage and delivery to the laboratory of material for diagnostic testing;

• Disinfection and sterilisation of material for direct patient care;

• Health education for patients and their families;

• Guidance and instruction for general staff, trainees and executive staff;

• Emergency procedures (artificial respiration, oxygen therapy, external cardiac massage, haemostatic manoeuvres) followed by immediate request for medical assistance;

• Administration of prescribed medicines and performance of the following diagnostic and curative treatments ordered by the doctor;

Speech therapist

The speech therapist aims to protect the health of individuals and the community as a whole, in a system that always focuses on the person, whether healthy or ill, rather than on their illness. Responsible and mature attitudes are required towards these individuals through greater information, the ability to make choices and the possibility of controlling their own behaviour. Specifically, speech therapists carry out rehabilitation activities in various forms: preventive, educational and consultative. They are responsible for assessment and evaluation with an overall assessment, as well as rehabilitation programmes in response to specific and complex linguistic and communication problems, primary and secondary communication and cognitive problems, linguistic and instrumental problems, such as reading, writing and arithmetic, and problems with oral functions such as voice and dysphagia.

Occupational Therapist

The occupational therapist is a healthcare professional who works in the field of prevention, treatment and rehabilitation, promoting occupational performance at all stages of life and for all physical and mental disorders, whether temporary or permanent. The areas of occupational performance are activities of daily living, work/study and productive activities, play and recreational activities. Occupational therapists work on the components of performance through activity analysis, improving or acquiring execution skills, including through compensation strategies and the adaptation of the living and working environment. They intervene in the physical, social and cultural environment, making it accessible to support the individual's participation and promote their autonomy. The occupational therapist's chosen means is occupation, i.e. activities that have personal and socio-cultural significance, classified as personal care, productivity and/or leisure.

Physiotherapists

Physiotherapists work in collaboration with a multi-professional team to provide prevention, treatment and rehabilitation in the areas of motor skills, higher cortical functions and visceral functions.
With reference to the doctor's diagnosis and prescriptions, within the scope of their competence, physiotherapists: develop, also as part of a multidisciplinary team, a rehabilitation programme aimed at identifying and overcoming the health needs of the disabled person; independently carries out therapeutic activities for the functional rehabilitation of motor, psychomotor and cognitive disabilities using physical, manual, massage and occupational therapies; proposes the use of prostheses and aids, trains patients in their use and verifies their effectiveness; ensures the safekeeping of equipment and supplies; verifies that the rehabilitation methodology implemented is in line with the functional recovery objectives; carries out study, teaching and professional consultancy activities in health services and in those services where their professional skills are required.

Oss

The OSS has the following technical skills:
This is a professional who has acquired the skills necessary to meet all first-level needs, carrying out activities aimed at ensuring personal hygiene, the performance of biological functions, assistance or support in mobilisation/ambulation and the maintenance of correct posture.
biological functions, assistance or support in mobilisation/walking and maintaining correct posture.
The healthcare assistant develops skills in monitoring and assisting during the administration of diets, ensuring adequate nutrition for the patient;

Interpersonal skills: the healthcare assistant is able to work in a multi-professional team, contributing to the patient's healthcare; knows how to involve the patient's family by providing support; acts in accordance with ethical standards and manages their care interventions with confidentiality, ensuring the user's privacy. Many studies have shown that, in addition to the technical skills that characterise healthcare professionals, including healthcare assistants, interpersonal skills play a fundamental role in the care process, and failure to observe these skills often leads to failure and increased healthcare and social costs.
From a training perspective, when working alongside trainees, they are able to convey their operational knowledge;

Specific skills: the healthcare assistant is able to recognise environmental situations and user conditions that require the implementation of different technical skills, identifying and reporting general and specific problems relating to the user's needs; They are familiar with risk conditions and the most common syndromes associated with prolonged bed rest and immobilisation. They carry out basic health education and complication prevention measures in patients with compromised well-being.

The Dietitian

They are responsible for prescribing and ensuring that diets are followed correctly. They mainly work with organisations involved in the health and hygiene of community food services, studying menu composition and planning the organisation of the services themselves. Dietitians may work closely with doctors and canteens to formulate diets for both individual patients and communities; they may also carry out educational activities related to nutrition in schools.

In detail, their activities may include:

- Formulating (in collaboration with the attending physician) diets for patients who need to follow specific diets for health reasons or to lose weight;

- Planning nutrition and supervising catering services in facilities such as nurseries, schools, hospitals, nursing homes and summer camps;

- Designing and implementing health education projects, including through information meetings on nutrition with students and other interested groups.

The activity is carried out independently or as an employee of canteens, hospitals, nursing homes, etc. It is a profession recognised by the State, which means that in order to practise it, it is necessary to obtain a specific qualification that allows registration in a professional register. Dietitians must be able to manage special diets for people with medical conditions or who require a varied menu for ethical or religious reasons. In the field of catering, dietitians draw up forecasts indicating the number and type of special diets to be prepared for the kitchen.

Psychologist

The psychologist in particular:

• Develops and uses diagnostic tools for cognitive deficits and behavioural and affective/emotional disorders in patients, for whom they implement appropriate therapeutic, rehabilitative and support interventions, both individually and in groups.

• Promotes and prepares psychological and social measures aimed at improving and maintaining the psycho-physical well-being of patients, in relation to the objectives and programmes defined. The interventions carried out with patients include cognitive rehabilitation, psychological support, psychological counselling, and psychological treatment (environmental and behavioural).

• With regard to the family, implements measures to improve the patient's integration within the facility; helps to resolve any conflicts;

• Acts as a resource for staff, offering advice on appropriate ways of relating and communicating with patients;

• Contributes to making life within the Residence peaceful and harmonious;

• Carries out research and data processing on behalf of the Administration, preparing programmes and intervention projects, including long/medium-term ones;

• Participates in the implementation of the management control system for patient health outcomes through the collection and monitoring of indicators relating to the maintenance of the degree of autonomy, improvement of the pathological picture, self-perception of health status, etc.;

• As part of the duties of the role, carries out any other tasks assigned by immediate superiors.

The UNISAN GRUPPO Cooperative has the following

Specialist Doctors

Geriatricians: They assess the elderly and their disabling consequences, with the fundamental aim of delaying functional and mental decline while maintaining self-sufficiency and the best possible quality of life.

Cardiologist: Cardiology is a branch of medicine that deals with the study, diagnosis and treatment (pharmacological and/or invasive) of acquired or congenital cardiovascular diseases.

Neurologist: Neurology is the branch of medicine that studies diseases of the central nervous system (brain, cerebellum, brain stem and spinal cord); the peripheral somatic system (spinal roots and ganglia, plexuses and nerve trunks) and the autonomic peripheral nervous system (sympathetic and parasympathetic ganglia).

Pulmonologist: Pulmonology is the branch of medicine that studies diseases of the respiratory system.

Orthopaedic surgeon: Orthopaedics is the medical discipline that studies the musculoskeletal system and its disorders. It is a highly specialised branch of surgery.

Physiatrist: Physical medicine and rehabilitation, also known as physiatry, refers to the branch of medicine that deals with the prevention, diagnosis, treatment and rehabilitation of disabilities resulting from various disabling diseases, whether congenital or acquired.

Urologist: Urology is a specialist medical and surgical branch that deals with diseases of the male and female urinary systems and the external male genital organs.

Gynaecologist: Gynaecology is a branch of medicine that sometimes deals with physiology, but mainly with diseases of the female reproductive system.

Surgeon: Surgery is a branch of medicine that treats diseases through manual or instrumental interventions, performed inside or outside the body.

Gastroenterologist: Gastroenterology is specifically the study of diseases of the gastrointestinal tract.

ENT specialist: ENT is the branch of medicine that deals with the prevention, diagnosis and medical and surgical treatment of diseases of the head and neck, i.e. the ear (hearing and balance), nose (breathing and sleep apnoea) and throat.

Nutritionist: A nutritionist is a professional who deals with the relationship between diet, nutrition and a person's physical and mental well-being.

The Service - ADI for Patients

The Integrated Home Care Service (ADI), which provides nursing and rehabilitation services, allows patients to remain in their own homes and avoid hospitalisation. The time spent with their families, within the comfort of their own homes, can be a source of strength for patients, who do not feel neglected while receiving the necessary care. The service is available to all citizens who are permanently o r temporarily unable to care for themselves and for whom hospitalisation is not recommended. The service is provided by local health authorities (ASL) a n d requests for assistance must be accompanied by a request from the GP (family doctor) at the request of the hospital department from which the patient was discharged.

The services provided by ADI include:

***Medical assistance**;

***Nursing care**;

***Rehabilitation assistance**;

***Social and health care**;

***Social assistance**;

*Home healthcare services have been provided by Cooperativa Unisan Gruppo since 1989.

Home hospitalisation for patients with critical conditions

The Protected Healthcare Service provided by Cooperativa Unisan Gruppo to patients with critical conditions consists of full home hospitalisation. Unisan Gruppo assists patients with degenerative neurological diseases such as muscular dystrophy, multiple sclerosis and ALS, who are dependent on equipment that requires highly specialised personnel. Patients are referred by CADs (Home Care Centres) and taken into care by the Unisan Gruppo Cooperative following their discharge from hospital. The Cooperative assigns an individualised care team to this type of patient, made up of various operators who take care of the patient's well-being from the moment of discharge.

Humanisation and personalisation of care

Humanisation refers to the process of placing the patient at the centre of care; this concept marks the transition from viewing the patient as merely the bearer of a disease to viewing them as a person with feelings, knowledge and beliefs about their state of health. It can therefore be emphasised that 'the process of humanisation essentially consists of bringing people back to the centre with their experience of illness and their life experiences': this is a definition of humanisation in medical literature, which inspires the Unisan Group. Unisan Gruppo is committed to implementing humanisation measures in the healthcare sector that involve structural, organisational and relational aspects of care' a n d has set up an annual programme for the humanisation of care that includes the definition of a project for staff training and a project for organisational change aimed primarily at the critical care, paediatrics, Communication, Oncology and Home Care.

Patient rights

The Unisan Group Cooperative recognises the European Charter of Patients' Rights as a fundamental guideline for the protection of the rights and dignity of every citizen who, permanently or temporarily, finds themselves in a situation of fragility due to disability or illness. The European Charter of Patients' Rights proclaims 14 rights of patients which, taken together, aim to ensure a 'high level of human health protection' (Article 35 of the Charter of Fundamental Rights of the European Union) by ensuring the high quality of services provided by the various national health systems in Europe. The fourteen rights are a concrete expression of fundamental rights and, as such, must be recognised and respected regardless of financial, economic or political constraints, taking into account the criteria of appropriateness. Respect for these rights implies the fulfilment of both technical and organisational requirements and behavioural and professional standards, and implies that both citizens and all actors in the healthcare system assume their responsibilities, as rights are always linked to duties, commitments and responsibilities. The Charter applies to all citizens, recognising that differences such as age, gender, religion, socio-economic status, literacy level, etc., may influence individual healthcare needs.

Telemedicine

With thirty years of experience in the social and healthcare sector, the Uni-san Gruppo Cooperative has decided to complete its healthcare services with Telemedicine. The service is inspired by the guidelines of national guidelines of the Ministry of Health. The service provides a digital folder on a web-accessible platform that allows authorised healthcare professionals to enter, view and integrate data relating to the history clinical of the patient (symptoms, diagnosis, tests, therapies pharmacological).

Specifically, the Unisan Gruppo Cooperative carries out:

****Televista**
-It is a healthcare service in which the doctor interacts with the patient remotely

****Telecooperation** in **healthcare**
-Which is an act consisting of assistance provided by a doctor or other healthcare professional to another doctor or other healthcare professional engaged in a healthcare act

****Teleconsultation**
-This is a remote consultation between doctors that allows a doctor to seek the advice of one or more doctors, based on their specific training and expertise, on the basis of medical information related to the patient's care.

Local Healthcare Information System SIAT

The Unisan Gruppo Cooperative has been integrated into the Territorial Assistance Information System (SIAT) of the Lazio Region and other information systems in use in the regions where the Cooperative intends to develop its services (Campania, Sicily and Marche). These systems were created to support the network of local services, developing strong integration between all service participants, improving and speeding up the circulation of information for the provision of increasingly effective services, and ensuring a minimum standard across all facilities in the region.

Objectives

Introduces a new, standardised and integrated organisational model for defining and managing care projects;

-Introduces multidimensional assessment tools in all healthcare companies to ensure consistency, appropriateness and fairness in the assessment criteria for patients;

- Rationalises and optimises processes and resources in terms of productivity, effectiveness and efficiency in the provision of local care services;

-Provides centralised tools to support monitoring and strategic and operational planning activities. The service is supported by staff attendance records.

The specific objectives of the Unisan Gruppo cooperative

The Unisan Gruppo cooperative aims to implement a personalised care plan according to different needs, organising itself to achieve the following objectives:

- **IMPLEMENTATION** of the PAI (Individualised Treatment Plan), therapeutic programme, according to medical prescription;

- **GUARANTEE** of continuity of therapy within the time frame and in the manner required to safeguard the patient's health;

- REAL-TIME **ADAPTATION** to changes in the therapeutic programme;

- **MAXIMUM** personal and environmental **SAFETY** during treatment;

- **IMPROVEMENT** in the quality of life of patients and their families;

- **GUARANTEE** of the same standard of service for all patients;

- **OPTIMISATION** of all professional resources;

- **OPTIMISATION** of the patient/therapy data acquisition and management system

Protocols and guidelines of the Unisan Gruppo cooperative

The Unisan Gruppo Cooperative provides operators with all guidelines, protocols and procedures via its website www.unisan.it

Procedures for taking patients into care

Patients are assigned to the Unisan Gruppo Cooperative by the CADs and assistance is provided within 24 to 48 hours. The CADs send authorisations for the patients to be assisted via certified email or email. After verifying that all patient data is correct, the patient is assigned the most suitable healthcare professional for the case, according to the CAD they belong to and therefore the area. Subsequently, an email is sent to the ASL (Local Health Authority) informing them that assistance has been initiated and providing the name of the assigned operator.

*A summary list is sent daily to the CADs.

Staff training

The Unisan Gruppo Cooperative studies, evaluates and organises training and refresher courses for professionals within the company according to a pre-established training plan. The training courses organised aim to specialise personnel, thereby increasing the quality of service in order to comply with the mandatory training required by current regulations . All courses are carried out by qualified teachers with the professional requirements required by law. The Cooperative Unisan Gruppo considers the training of staff a key point of its company policy. For this reason, Unisan Gruppo has appointed an internal trainer with specific expertise in health and safety in the workplace.

Care Givers

The identification and training of the caregiver, i.e. the person who takes care of the patient once they have been discharged, are tasks of fundamental importance. For this reason, the Unisan Gruppo Cooperative periodically provides its healthcare professionals with training courses on how to train caregivers.

*Care givers are provided with the procedure for proper health education.

Tools

"P.A.I"
INDIVIDUALISED CARE PLAN
The Unisan Gruppo Cooperative activates an Individualised Care Plan (ICP) for each patient assigned, with the aim of providing care to achieve the following objectives:

-IMPLEMENTATION of the therapeutic programme according to the medical prescription;

-GUARANTEED continuity of treatment in accordance with the schedule and methods established to safeguard the patient's health;

-Real-time ADAPTATION to changes in the treatment programme;

-MAXIMUM personal and environmental safety for the patient during treatment;

-IMPROVEMENT in the quality of life of patients and their families;

-GUARANTEE of the same standard of service for all patients;

-OPTIMISATION of all professional resources;

-OPTIMISATION of the patient-treatment data acquisition and management system.

• HOME CLINICAL DIARY
The home medical record is a document prepared by the local health authority (ASL) that lists all the services provided by the various professionals who assist the patient.

• MEDICAL RECORD
The medical record is a document containing all the patient's personal and health information provided by CAD-5.I.A. T, allowing a complete and comprehensive clinical picture of the patient being cared for to be available at all times.

*The procedure for 'medical record management' is available in the download section of the website: **www.unisan.it**
*A copy of the medical record can be requested, in paper or electronic format, by submitting a formal request. It will be issued within 30 days of the request.

Sipadi
Home care information system

Company: Cooperativa Unisan Application Group:
SIPADI
Platform: WEB- Database [Sql-Server]

Vitaever is an application that manages the entire process of home healthcare management.
The main stages of this management process are:

• Registration of patients receiving care

• The collection of care plans from local health authorities with the assignment of operators to patients

• Coding of tools useful for recording home care services (mobile device

• Synchronisation between the operations centre and mobile devices

Through the mobile device, operators can:
• Transmit the services provided or, if necessary, the reasons why they were not carried out.

• Provide clinical information on the health status of the patient entrusted to your care.

• Discharge patients early in the event of recovery, withdrawal or death.

This last operation will be collected by the **Vitaever** system as it is synchronised with the mobile device, and the plan will then be archived.
It should be noted that this methodology is applied in order to bring the operations centre closer to the operators working in the area.

The main advantages for the operations centre are:
real-time updates on the activities carried out by operators and on the health status of patients, simplification of contacts with operators.

Management of waiting lists
Assistance will be provided within 48 hours of the Cooperative receiving the Care Plan, or sooner in serious cases reported by the ASP (Local Health Authority). If the patient is placed on a waiting list, this will be managed according to criteria of accessibility, fairness and transparency to protect patients' rights. The priority of taking on patients on the waiting list will be shared with the ASP Health District and assessed on the basis of: 1} clinical and social indicators emerging from the Multidimensional Assessment phase; 2) urgency criteria imposed by the legislator; 3) chronological order of the date of arrival of the request for activation of the PAI by the relevant District; 4) change in the patient's clinical condition.

Quality Management System - Unisan Group

The decision to introduce a Quality System compliant with the UNI EN ISO 9001:2015 standard within the Unisan Group was motivated by a strong need to regulate the performance of work in a clear and unambiguous manner, through a reference document on the basis of which to optimise the organisation of resources and establish quality objectives aimed at reducing as far as possible the occurrence of situations and conditions of non-compliance in relations with customers. Furthermore, the potential for market expansion is not overlooked, which is considered possible precisely by virtue of consolidating the current image of the organisation, based on the fact that it can be presented as certified and updated in accordance with the UNI EN ISO 9001:2008 standard.

In summary, Cooperativa Unisan Gruppo aims to:

• Achieve service quality in order to guarantee compliance with the commitments made to its customers;

• Increase customer satisfaction through the effective application of the Management System, including processes for continuous improvement and assurance of compliance with applicable requirements.

Professional Quality

Unisan Gruppo is composed of a Health Director, a Medical Director, specialist doctors, nurses, physiotherapists, psychologists, social workers, occupational therapists, speech therapists and healthcare assistants.
The Unisan Group has:

• All the equipment and electro-medical devices necessary to guarantee the provision of the respective specific home care services;

• All minimum equipment: stethoscopes, sphygmomanometers, glucometers, pulse oximeters, aspirators and electro-medical equipment for home physiotherapy; the equipment is available in sufficient quantities for each shift and for each operator. Operators are provided with suitable uniforms, sterile, disposable surgical instruments and the necessary consumables.

• A bag available to nursing staff containing: equipment for administering drugs, disposable gloves, sphygmomanometer, phonendoscope, a glucometer, disposable syringes, a puncture-resistant and spill-proof container for needles/sharp objects, test tubes for blood tests, sterile containers for the collection of biological material, a hermetically sealed container for the transport of test tubes/counters,
, tourniquets, disinfectants, hand cleansing solutions, cotton wool, gauze, sterile dressing kits. The Unisan Group consists of a Health Director, a Medical Director, specialist doctors, nurses, physiotherapists, psychologists, social workers, occupational therapists, speech therapists and healthcare assistants.

The Unisan Group has:

• All the equipment and electro-medical devices necessary to guarantee the provision of the respective specific home care services;

• All minimum equipment: stethoscopes, sphygmomanometers, glucometers, oximeters, aspirators and electro-medical equipment for home physiotherapy; the equipment is available in sufficient quantities for each shift and for each operator. Operators are equipped with suitable uniforms, sterile, disposable surgical instruments and the necessary consumables;

• A bag available to nursing staff containing: equipment for administering medication, disposable gloves, sphygmomanometer, stethoscope, a glucometer, disposable syringes, a puncture-resistant and spill-proof container for needles/sharp objects, test tubes for blood tests, sterile containers for collecting biological material, an airtight container for transporting test tubes/counters
, tourniquets, disinfectants, hand cleansing solutions, cotton wool, gauze, sterile dressing kits.

Accident Prevention

The headquarters of the Unisan Gruppo Cooperative is organised with systems that comply with Italian Legislative Decree 81/08 and undergo annual checks. The Unisan Gruppo Cooperative's RSPP (Prevention and Protection Service Manager) is authorised to carry out surveillance and periodic checks, reporting the results at periodic meetings of the company's prevention and protection service. The interventions can be summarised as follows:
• Risk assessment and identification of measures for the safety and health of the workplace, in compliance with current legislation based on specific knowledge of the company's organisation;

• Development, within the scope of its competence, of preventive and protective measures;

• Development of safety procedures for various company activities;

• Implementation of information and training programmes for workers;

• Regular safety meetings;

• Relations with Workers' Safety Representatives;

• Provision of information to workers;

• Management of relations with the competent doctor who carries out check-ups;

• Promotion of safety coordination with companies in our Group;

• Drafting of the DUVRI (Single Interference Risk Assessment Document);

• Training courses for fire safety officers and first aiders;

• Implementation and management of the Safety Management System;

• Specific technical interventions: fire prevention, risk reduction, development of procedures and emergency plans.

Complaints and procedures

Complaints and **reports** represent an opportunity to improve services and are an important tool for user protection and participation.

Subject of the complaint

-Organisational aspects;
-Structural characteristics of the offices;
-The behaviour of operators;
-Any other act or behaviour that has denied or limited the usability of the service

Complaints may be submitted:

-By visiting the Unisan Gruppo headquarters in Largo Cavalli 6, Latina, and filling out a specific form with the subject's identification details;

-Through the appropriate section on the website www.unisan.it

-By sending a letter on plain paper addressed to:
Coop.Unisan Gruppo - Via del Casale de Merode, 8 00147 Rome

The Unisan Gruppo Cooperative, represented by its Quality Manager, processes the report, arranges for the necessary investigations to be carried out and forwards the results of these investigations to the Management. A response will be provided within one week, the necessary measures will be taken and the interested party will be informed. If a more complex investigation is necessary, users are guaranteed a response to their complaint within a maximum of 30 days. Furthermore, Cooperativa Unisan Gruppo analyses all reports and complaints received on an annual basis, initiating specific and targeted improvement actions through the formal collection of quality questionnaires.

Structural quality requirements Central and technological headquarters

The Unisan Gruppo Cooperative has several operational offices: in the Lazio Region, Campania, Sicily and the Marche Region.

• Each operational site is equipped with a connection to the Operations Centre 24 hours a day, seven days a week

(TOLL-FREE NUMBER 800 03 22 30)

• The Unisan Gruppo Cooperative guarantees a constant service for at least 6 days a week from Monday to Saturday between 7am and 8pm, ensuring that the LP Coordinator and Doctor are available 24 hours a day.

• Each operator has a handheld device that can be used both as a a mobile phone or as an IT tool for data transmission and remote transmission of the services provided in implementation of the P.A.I.

• All staff are provided with a bag for transporting equipment and medicines.

• The Unisan Gruppo Cooperative also provides a mobile phone for users to call regarding unscheduled activities.

Nursing availability guaranteed by the AOI service

A.D.I. service availability
Unisan Group - Level 1
Nurse available from 8:00 am to 8:00 pm
Toll-free number 800.032.230

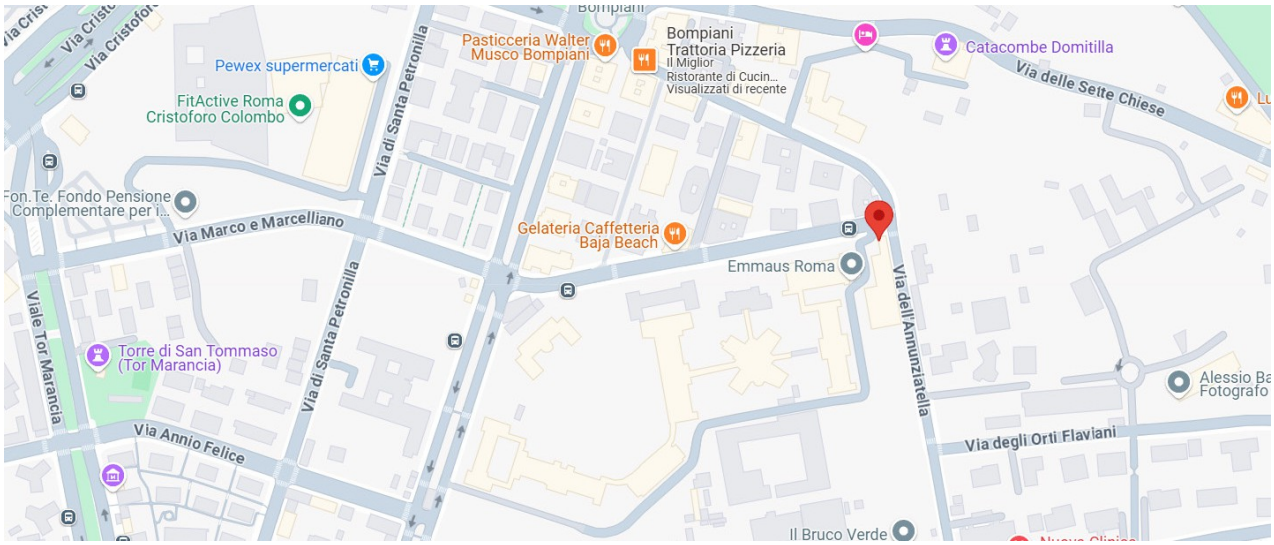
A.D.I. Service Availability
Unisan Group - Level 2
Nurse available from 7:00 a.m. to 10:00 p.m.
Toll-free number 800.032.230

A.D.I. Service Availability
Unisan Group - Level 3
Nurse available 24 hours a day and doctor available 24 hours a day
Toll-free number 800.032.230

Registered

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Opening hours:
Monday - Friday: from 8:00 am to 6:00 pm Saturday:
from 9:00 am to 1:00 pm