



FONDAZIONE
POLICLINICO UNIVERSITARIO
CAMPUS BIO-MEDICO

SERVICE CHARTER

Palliative Care Centre “INSIEME NELLA CURA”

CAMPUS BIO-MEDICO UNIVERSITY HOSPITAL FOUNDATION

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Premise

In the innovating relationship's process between institutions and citizens, to guarantee quality and methods with which services are provided, Italian law has introduced the Service Charter which represents, in the healthcare sector, the tool that contributes to protect the right to health of the citizen.

The "INSIEME NELLA CURA" (Together in Care) Palliative Care Centre adopts the principles of equity, appropriateness, continuity, efficiency and effectiveness, so that the services provided, which are divided into residential care (Hospice) and home care, meet the needs of the people who live there.

This Service Charter is an integral part of the Service Charter of the care facilities of the Campus Bio-Medico University Polyclinic Foundation, including the Centre for the Health of the Elderly, where the Palliative Care Centre "INSIEME NELLA CURA" is located. Prepared based on regional guidelines, it aims to be a complete information tool on the services offered by the Palliative Care Centre "INSIEME NELLA CURA" and on how to access them. It can be enriched and integrated by the observations and suggestions of all those who wish to participate in its constant improvement.

What is palliative care

Palliative care consists of the active and global care of people whose underlying disease is irreversible because it no longer responds to treatments. It is a type of treatment that is carried out through:

- the globality of the therapeutic intervention which is not limited to the control of physical symptoms, but is extended to the psychological, relational, social and spiritual support of the patient and his family (holistic approach to the person and his pathology)
- a high level of specialist assistance
- the valorisation of the person's resources
- the multiplicity of figures involved in the treatment plan.
- full respect for the person's autonomy and values
- the local healthcare network which, by integrating with general practitioners, hospitals, the health district, social services and volunteers, allows for real continuity of care.

Frequently asked questions and doubts

Is it true that palliative care is only for cancer patients?

It is not true. They are also aimed at people suffering from other pathologies (neurovegetative, respiratory, cardiological, metabolic) for which there are no therapies or, if they exist, they are inadequate or have proven ineffective for the purposes of stabilizing the disease or significantly prolonging life.

Is it true that using opioids for pain control shortens life?

No. Opioids are well-known drugs and do not affect the natural survival time of patients who take them. Furthermore, by controlling the pain symptom, the quality of life of the patient and consequently of his family members improve.

Dependence in this type of patient is a very rare event (0.03%). Opioids can be used for any disease characterized by intense pain and at any age. They raise the perceptive threshold of pain and positively influence the emotional component that accompanies it. In practice they relieve pain and help to tolerate it better and, in appropriate doses, do not alter consciousness.

What if the patient doesn't know his real health conditions?

The patient has the right to clear and complete information on his health conditions and the course of the disease. Palliative care promotes the patient's awareness and full participation in the choices that concern him. However, if you do not wish to be informed, your wish is respected.

The Centre for Palliative Care “INSIEME NELLA CURA”

The Centre for Palliative Care “INSIEME NELLA CURA” offers specialized and inter-professional health care, social assistance, psychological assistance, spiritual assistance both in the residential and home assistance, as required by law 38 of 2010 and as implemented by the Lazio Region (Commissarial Decree n. U0084 of 30 September 2010 Establishment of the regional palliative care mesh).

The “INSIEME NELLA CURA” Palliative Care Centre is included in the University System of the Biomedico Campus in Rome and is also proposed as a training and research Centre on palliative care, in close connection with the degree courses in Medicine and Surgery, Nursing, Sciences of post-graduate food and formation in that perspective of interdisciplinarity and interprofessional typical of palliative care.

Background

Its realization was born within the path of attention to the person in all the phases of life that kicked off in 1988 with the intuition of the Blessed Álvaro del Portillo, prelate of the Opus Dei. The project, which then materialized in the realization of the Campus Bio-Medico University of Rome and the University Hospital, included the Centre for the Health of the Elderly, is constantly expanding in synergy with the action of its promoting and supporting authority, including Alberto Sordi Foundation.

The need for the activation of a Palliative Care Centre was born not only from an analysis of the needs of the territory carried out in concert with the Lazio Region, but from the close adherence to the inspiring principles reported in the Statute and in the Ethical Code of the Polyclinic Foundation Campus Bio-medico where a holistic vision of the personal care is affirmed that sees in the human being an inseparable union of body and spirit.

Territorial area

The “INSIEME NELLA CURA” Palliative Care Centre is aimed at the territorial area of the Metropolitan City of Rome and in particular the territory of the Roma 2 Company, 7th District (IX Municipality). At the same time, in compliance with Article 32 of the Italian Constitution which guarantees everyone the choice of where to receive treatment, it welcomes any citizen who wishes to make use of the assistance provided and respects the access procedures.

Mission and values

The mission of the Palliative Care Centre “INSIEME NELLA CURA” is to guarantee the best possible quality of life for the sick person and their family, keeping pain and other symptoms of illness under control. Its aim is to offer attentive care to the psychological, social and spiritual aspects, respecting the person's will and principles.

The mission of the Centre embodies the following values:

RESPECT FOR THE PERSON	which takes the form of attention to lifestyle habits, rhythms and privacy, to leave more time for life.
VALUE TO THE HUMAN RELATIONSHIP	which is realized in the vision of the patient as an integral part of the care team and is therefore the subject and not the object of care. Together with him and his loved ones we are committed to creating a hospitable environment, in which interpersonal relationships are an absolute value.
INFORMATION TO THE PERSON	which, although implementing a law, is declined by adapting the communication to the possibilities of understanding the patient and his family as only in this way can the therapeutic alliance indispensable to be able to consciously decide on one's health and quality be achieved of life.

The mission is also based on the following four key dimensions:

PERSONALIZED CARE	understood as a complex practice, essential not only for the duration and preservation of life, but also as a caring attitude that contributes to giving completeness and fulfilment to each person.
FAMILY	as the natural context of care and as the protagonist of the care dimension.
HOSPITALITY	meant as openness to the requests and needs that arise from the unique and non-reproducible wealth of each person and each family.
HOME	as the place where meaningful care relationships are experienced on a daily basis..

These references ensure that the assistance provided by the Centre is based on listening and understanding the characteristics, preferences, expectations and values of people, to meet the needs of the patient and his family in a difficult phase of life. In which we find ourselves facing situations that involve the entire system of human relationships: from family and friend affections to work, from the social role to relationships with institutions.

The success of the palliative care model is linked to the ability of the different professionals to cooperatively involve all the sensitivities and skills involved. The patient and the family are made participants in the treatment plan, in compliance with European legislation on confidentiality (EU Regulation 679/2016) and law 219/2017 on informed consent and advance treatment instructions.

The services provided

Home assistance

For the “INSIEME NELLA CURA” Palliative Care Centre, home care is a privileged way of care; represents the coordinated set of social and healthcare services provided at the patient's home on the basis of clinical, social and environmental conditions criteria.

It guarantees specialist interventions functionally linked to residential care (Hospice) on the basis of an individual assistance plan (PAI) to improve the quality of life of the patient and his family and avoid, when possible, hospitalization in residential facilities.

Residential Service (Hospice)

The residential palliative care service (Hospice) is a service which, in continuity with the home or other care facilities, provides palliative care with the aim of recreating the comfort of the home environment from which the patient comes; guarantees a socio-health offer with low technology, but with a very high intensity of care and specific expertise.

The residential service welcomes patients for whom home care is impracticable. It is proposed as an alternative to housing whenever there are social or logistical problems that do not allow home care. It is also a care modality designed as a temporary form of hospitalization to provide relief to families severely affected by a difficult experience of illness alongside their loved ones.

Access to services

Access to the “INSIEME NELLA CURA” Palliative Care Centre is not direct. Access is generally available to sick people who have submitted an application to the ASL ROMA2 by filling out the appropriate questionnaire in which the Palliative Care Centre "INSIEME NELLA CURA" has been indicated as their preference. The Multidisciplinary Evaluation Unit of ASL RM2 will manage any waiting list and establish the appropriateness of taking charge both with regards to residential care (Hospice) and home care. The management of the waiting list is based on eligibility and priority criteria in accordance with current regulations.

Health care for non-EU foreign citizens is provided in compliance with agreement 255/CSR of 12/20/2012 "Indications for the correct application of the legislation for the health care of the foreign population by the Regions and autonomous Provinces".

Cross-border healthcare to EU citizens is provided in accordance with the provisions of Legislative Decree no. 38 of 03.04.2014, 03.21.2014 (Implementation of Directives 2011/24/EU and 2012/52/EU).

NECESSARY DOCUMENTS

- identity document
- available medical documentation relating to the period before hospitalization
- health card
- authorization from ASL RM2 for taking charge
- residence permit (or equivalent document) with health card (for non-EU citizens)

Care path

The care path within the services of the Palliative Care Centre is unique and includes a home phase and a residential phase. The Centre guarantees continuity of care through the care of the patient by the residential and home care team.

Any transition from residential to home care (or vice versa) is always agreed upon with the interested party, family members and by informing the attending physician.

In the days before the transition from the Residential Service (Hospice) to home, the caregiver's training is assessed and guaranteed. The supply of the necessary health aids and aids is also arranged. The medical record follows the patient throughout the care process.

Discharge

Discharge/transfer from the residential service or home care of the Palliative Care Centre is protected and agreed with the interested party, family members and the treating doctor. In the days before discharge, the caregiver's training is evaluated and guaranteed.

Upon discharge, a clinical report, the therapy plan and the drugs and aids where necessary are delivered.

Medical records

The medical record follows the patient in the care paths within the Palliative Care Centre "INSIEME NELLA CURA".

If the discharge or transfer takes place to other healthcare facilities, the patient can request a copy of the medical record, containing the reports of all the tests carried out on an inpatient basis during the period of care at the Centre.

The request, accompanied by the date of acceptance and discharge from hospitalization, can be made exclusively by the patient or by a person delegated by him.

In the event that the patient decides to delegate another person to collect the documentation, the latter must present themselves with their own identification document and the delegation signed by the patient.

For further information you can contact the Nursing Coordinator, the Help Point, the Public Relations Office (URP).

The operators

The Centre staff can be recognized by their identification card which shows the name and qualification of the operator. The interprofessional team is made up of the following figures:

- **MEDICAL MANAGER:** responsible for the clinical care plan, supervises the team's activity and coordinates the various professionals involved in the care in order to guarantee continuity of care.
- **PALLIATIVIST DOCTORS:** participate in the drafting of the treatment plan and the related clinical interventions. You can refer to them for information on: clinical progress, results of instrumental tests and ongoing therapies.
- **NURSING COORDINATOR:** organizes and coordinates the nursing care of the department and acts as a liaison with local structures and voluntary associations.
- **NURSES:** are responsible for general nursing care through specialized technical, educational and relational interventions.
- **PSYCHOLOGISTS:** the structure guarantees a daily specialized psychological support service for patients, caregivers and operators.
- **SOCIAL HEALTH OPERATORS:** they collaborate with the nursing staff in daily assistance activities.
- **PHYSIOTHERAPIST:** according to the therapeutic program developed by the medical staff, guarantees the recovery service or maintenance of residual functional capabilities in the motor field.
- **OCCUPATIONAL THERAPIST:** works in close liaison with the team to identify the patients' areas of interest and encourage improvement in their quality of life.
- **SOCIAL WORKER:** takes charge of the social sphere of the patient and his family and collaborates with the other operators both in planning admissions and protected discharges.
- **SPIRITUAL ASSISTANT:** responsible for intervention on all relevant aspects.

All operators follow a continuous updating and training path which develops starting from daily activity (morning briefing), weekly (weekly evaluation of the activity carried out with analysis of the critical issues that have emerged), monthly (team meetings with discussion of the cases, verification of professional, relational and organizational quality, with the supervision of experts, support groups for operators). Furthermore, for each operator, in relation to their profession, an annual refresher plan is established which firstly allows them to improve their skills and then allows them, where applicable, to comply with legal obligations (ECM).

The close connection with the Campus Bio-Medico University of Rome allows us to define academic paths aimed at deepening the themes of palliative care and interprofessional skills, not only for the students of the Faculty of Medicine, but also for all the people who work there. The current training offer of the University, which already consists of 1st and 2nd level Masters in Palliative Care and Pain Therapy, could also be enriched with specific training programs relating to the management of community welfare and tools for generating and evaluating territorial well-being.

The updating activity also includes exchanges of experiences with other national and international healthcare and training entities.

Volunteering

The “INSIEME NELLA CURA” Palliative Care Centre is committed to developing effective collaboration with voluntary associations present in the specific sector of palliative care.

Guests can refer daily to the volunteer service which carries out specific social-welfare functions, different and integrated with those of the other members of the team and carries out an irreplaceable activity of support for patients and their loved ones.

The characterizing element of the volunteer's activity in palliative care, compared to other hospital facilities, is precisely that of being part of a team to improve the quality of life of the patient and those who assist him. Volunteers are identifiable by a special tag with name and qualification. The volunteer service, based on availability, will also be activated in the home care phase of “INSIEME NELLA CURA”.

In order for volunteers to carry out their activities profitably for the benefit of guests, they are carefully selected and adequately trained in courses activated and managed by the Campus Bio-Medico University of Rome and the Campus Bio-Medico University Polyclinic Foundation.

There are also support and help programs for the volunteers who work regularly within the Palliative Care Centre “INSIEME NELLA CURA”.

The residential service (Hospice)

The residential service (hospice) occupies part of the first floor of the CESA’s building (C.E.S.A.: Centre for the health of the elderly) which is located near the Nature Reserve of Decima Malafede.

The hospitalization area

The hospitalization area consists in 12 room for single use, each of them equipped with: air conditioning, small fridge, equipped toilets, wardrobe closet, calling device, personal light, electrically adjustable bed, reclinable chair for carers. It is possible to personalise the room with kits and personal objects. In the building is available a Wi-fi service for the guests.

The hospitalization area includes socialization area, living room for guests and their families with the possibility to access to a herbal tea shop. Pets are allowed inside the private room respecting rules and other guests preferences.

What is needed for your stay.

- Everything you need for your own wellbeing and to personalise your room (mobile phone, laptop, tablet, books, DVD, play card, material for writing and drawing, pictures, paintings, etc).
- A change of clothes (for day time).

- Pyjamas or nightgowns, slippers.
- Everything you need for your personal care (towels, soap, cream, shampoo, etc).
- Closed shoes with non-slip sole.
- Underwear.

SUGGESTION: If the patient is bed bound or is not independently mobile we suggest to bring in underwear/pyjamas/nightgown, open on the front: this is going to be helpful for the patient and the nurses when a change of linen is performed.

Life in the accommodation

The Palliative care Centre residential home is an open site place respecting everyone needs. Upon entry the nursing staff will welcome the guests and they will help them to overcome any difficulties in integrating into the new living environment, also providing orientation on the different services available for them.

VISITING TIME: families and visitors can meet the patients from 08:00 until 20:00 everyday of the week. If someone choose from the patient wants to be able to visit or stay overnight is enough for them to communicate this need to the staff. For this reason, every room is supplied with a reclinable chair for the carers.

Meals

The palliative care Centre “INSIEME NELLA CURA” pay close attention at meals time and the quality of nutrition. The patient can choose among the different availability of the kitchen service, the quality and quantity of the desired food.

The patient and one family member can eat meals in the common room, whose times are as follows:

- Breakfast: from 08:00 until 09:00 in the morning.
- Lunch: from 12:00 until 13:00.
- Dinner: from 19:00 until 20:00.

For every patient who cannot go to the common room, personally packaged meals are brought to your room using food-warming trolleys. Each serving is sealed, so as to offer optimal hygiene conditions during the transport phase.

A herbal tea shop is open 24 hours a day is also available. Guests can use it to preserve and consume food and/or prepare hot and cold drinks.

Activities

In the residential service, guests can meet for meetings and socializing activities in a dedicated place. Every patient can have the opportunity to find their own spaces of interest. For this area there is a coordinator and volunteers with skills that can be used in socialization and recreational activities.

Furthermore, there are projects for occupational activities that promote socialization such as: music therapy, laboratory activities, vegetable therapy; and recreational activities designed for the individual patient, based on his desires, interests and psycho-physical conditions.

A project designed for the creation of a sensory garden and an area to take care of vegetable and garden plants is also in the implementation phase.

Spiritual assistance

Spiritual assistance to Catholic patients is offered by a priest of the Prelature of Opus Dei, who, in full respect of the patient's ideas, is available to assist them and administer the Sacraments.

Holy Mass is celebrated in the Chapel on floor 2 at the following times:

- Tuesday and Friday: 16:00
- Sunday: 10.30

Guests can however freely receive the comfort of their spiritual assistant within the structure, communicating this to the nursing coordinator who can also contact the Ministers of Worship, according to the patient's indications.

Exit permits

Patients who can or wish to spend a few hours outside the Centre, having heard the doctor's opinion, will request it by completing the appropriate form which must indicate the person who takes care of them.

Smoking

Following the current legislation, smoking is not permitted in all closed environments, corridors, clinics and common rooms.

Ambulances

If at the time of discharge, it is necessary to transfer by ambulance, the staff of the Palliative Care Centre will be able to help organize the service which however will remain the responsibility of the interested party.

Rights of the person

The rights of users of healthcare facilities are protected by the law that regulates the activities of the National Health Service. The “INSIEME NELLA CURA” Palliative Care Centre places the person and their rights at the Centre of its action, in the awareness that the organization of activities and the work of the operators are at the service of the citizen.

Right to respect for the person: the person has the right to be treated and assisted with care and attention, in full respect of his dignity, his values and his religious faith.

Right to information: the person has the right to obtain from healthcare professionals all information relating to the services provided, how to access them, and to receive complete and understandable information regarding the diagnosis, treatment and prognosis of his or her illness. You also have the right to be able to immediately identify the people who are treating you.

Informed consent: represents a way in which the person exercises the right to information and makes the medical act on his person lawful. “No health treatment can be started or continued without the free and informed consent of the person concerned, except in the cases expressly provided for by law” “Every person has the right to know their health conditions and to be fully informed, updated and understandable to you regarding the diagnosis, prognosis, benefits and risks of the diagnostic tests and health treatments indicated, as well as regarding the possible alternatives and the consequences of any refusal of the health treatment and diagnostic test or of renouncing the same . You can refuse to receive the information in whole or in part or indicate family members or a person you trust in charge of receiving it and expressing

consent on your behalf if the patient wants it. The refusal or renunciation of information and the possible indication of a person in charge are recorded in the medical record and in the electronic health record" (law 219/2017).

Right to confidentiality: the person has the right to have information regarding their state of health and any other personal information subject to confidentiality, to which all healthcare and non-healthcare personnel are required.

The confidentiality of personal data, in particular sensitive data, is guaranteed by the rules contained in "EU Regulation 679/2016" which came into force in Italy on 25 May 2018, which provides that the processing of personal data is carried out in compliance with the rights and fundamental freedoms of every individual, as well as the dignity of each with particular reference to the confidentiality of information and personal identity. The processing of personal data will therefore be based on principles of correctness, lawfulness, legitimacy, indispensability, relevance and non-excess with respect to the purposes for which the data are collected.

The Campus Bio-Medico University Hospital Foundation, as data controller, undertakes to implement appropriate measures to ensure compliance with the obligations of "EU Regulation 679/2016" which came into force in Italy on 25 May 2018. Consent to data processing is a different act from consent to acceptance of the healthcare service.

Right to submit complaints, reports and suggestions: the person and their family members have the right to submit complaints, reports and suggestions useful for improving the health and social activities of the facility.

The Palliative Care Centre "INSIEME NELLA CURA" pays the utmost attention to the quality of the care provided and makes the sick person and the caregiver an active part of the entire care process.

The Centre systematically measures the satisfaction of users who use the service, to whom a system is made available for spontaneous reports (comments, complaints, suggestions). Reports can be made both anonymously and in "unencrypted" form. For the latter, operators are trained to give direct answers from a perspective that considers every communication an integral part of the care relationship. If the report concerns skills other than those of the operator, it is the Public Relations Office (URP) that is responsible for acting as an intermediary with the figure or sector concerned.

The "INSIEME NELLA CURA" Palliative Care Centre promotes communication and information with citizens also through its Public Relations Offices, located in the company structures.

The correctness of the relationship with citizens is guaranteed through the management and monitoring of reports, complaints, thanks and suggestions that are presented by the citizens themselves. The management system of the reports received contributes to the formulation of proposals for improvement on the critical aspects identified.

Reports/complaints can be submitted by filling out the form that can be downloaded from the company website or requested at the decentralized listening points of the Public Relations Office (URP), but they can also be sent in writing or by email on plain paper. Reports/complaints can be submitted through the Public Relations Offices by letter, telephone or e-mail, or placed in the appropriate collection boxes present in the structures.

Citizens who make a written and signed report receive a response in the manner and within the times established by the URP Regulation.

The listening point

In the “INSIEME NELLA CURA” Palliative Care Centre there is a "Listening Point" where citizens can ask for information and submit suggestions/reports/complaints.

The staff is available to patients and companions to provide information, indicate the location of health services, accompany patients in obvious difficulty, put visitors in contact with the medical and administrative staff of the facility.

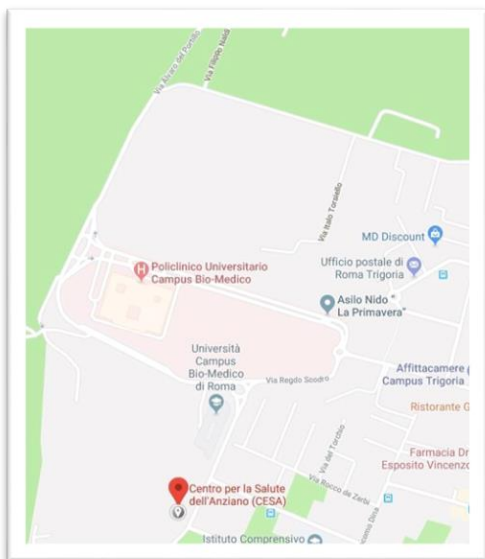
Reception services are guaranteed every day, including holidays, from 07.00 to 21.00.

Guest duties

The “INSIEME NELLA CURA” Palliative Care Centre recommends guests to follow the following instructions:

- Respect the work and professionalism of healthcare workers as an indispensable condition to facilitate the implementation of a correct therapeutic and healthcare program
- Observe the rules of cleanliness and personal hygiene, the rules of civil coexistence with other patients and the general rules of attention and care for the environment and the structure used
- Follow the facility's opening hours
- Inform the doctor of any other therapy practiced elsewhere, prescribed or self-prescribed.

Logistics and contacts



How to reach us

The “INSIEME NELLA CURA” Palliative Care Centre is located on the first floor of the Centre for Elderly Health, in Via Álvaro del Portillo, 5, 00128 Trigoria (Rome).

BY CAR: from the Grande Raccordo Anulare (A90) take the exit for Via Laurentina - direction Ardea. At the roundabout take the 2nd exit and take Via di Vallerano. At the roundabout take the 2nd exit and take Via Álvaro del Portillo. At the roundabout, take the 1st exit and stay on Via Álvaro del Portillo until CESA

BY PUBLIC TRANSPORT: From Rome Termini station, take Metro B (direction Laurentina) to the Laurentina terminus. Take bus 722 (direction Giuffr ), get off at the Alessandrini/del Portillo stop and continue foot to CESA.

Contacts

Switchboard: tel. +39 06.22541.1- Fax: +39 06.22541.456

Public Relations Office (URP)

The staff of the Public Relations Office (URP) is committed daily to facilitating guests' relationships with the healthcare facilities of the Biomedical Campus, paying attention to every request for information and clarification.

He is also responsible for collecting complaints and reports of malfunctions, which can be reported to him by telephone, by letter delivered by hand or by post, or by going personally to the office located at the University Hospital (Floor 0) - Via Álvaro del Portillo, 200 - 00128 Rome - floor 0 Manager: Dr. Veronica Rossi

Tel.: (+39) 06.22541.1082 | Fax: (+39) 06.22541.1963 | E-mail: urp@unicampus.it

OPENING TO THE PUBLIC: Monday, Tuesday and Wednesday, 9.30am-12.30pm | 2.30pm-4pm

Thursday and Friday, 9.30-12.30

Telephone answer: Monday to Friday, 9.30-12.30

Normative requirements

This Service Charter is formulated in compliance with the current legislation listed below, and is inspired by art. 32 of the Italian Constitution, according to which “the Italian Republic protects health as a fundamental right of the individual and interest of the community and guarantees free treatment to the indigent”.

- Commissioner’s Decree Ad Acta 6 October 2014, n. U00311 “Guidelines for the Preparation of the Health Services Charter of Healthcare Companies and Facilities of the Lazio Region”

- Directive of the President of the Council of Ministers of 27 January 1994 “Principles on the provision of Public Services” - Official Journal no. 43 of 22 February 1994
- Directive of the President of the Council of Ministers of 11 October 1994 “Principles for the establishment and functioning of public relations offices” - Official Journal no. 261 of 8 November 1994
- Law 11 July 1995 n. 273 “Adoption by all public service providers of their own service charters”
- Decree of the President of the Council of Ministers of 19 May 1995 “Reference scheme for the health sector of the service charter” - supplement no. 65 of the Official Journal of 31 May 1995
- Ministry of Health – Guidelines No. 2/1995 “Implementation of the Service Charter in the National Health Service” - supplement no. 203 of the Official Journal of 31 August 1995, general series no. 108
- Decree of the Ministry of Health 15 February 1996 “Approval of indicators for the evaluation of the qualitative dimensions of the service regarding the personalization and humanization of assistance, the right to information, hotel services as well as the progress of prevention activities illnesses”
- Legislative Decree 4 March 2014, n. 38 implementation of Directive 2011/24/EU concerning the application of patients' rights relating to cross-border healthcare, as well as Directive 2012/52/EU, containing measures intended to facilitate the recognition of medical prescriptions issued in another member state. (14G00050)
- Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data
- Law 15 March 2010, n. 38 Provisions to guarantee access to palliative care and pain therapy and Commissioner Decree no. U0084 of 30 September 2010 Establishment of the regional Palliative Care Assistance Network – Lazio Region
- Law 22 December 2017, n. 219 Rules regarding informed consent and advance treatment orders
- Decree 23 May 2022, n. 77 Regulation containing the definition of models and standards for the development of territorial assistance in the National Health Service
- Decree 22 February 2007, n. 43 Regulation containing: «Definition of standards relating to assistance to terminally ill patients in palliative treatment, implementing article 1, paragraph 169, of law 30 December 2004, n. 311»
- Decree of the President of the Council of Ministers 12 January 2017 Definition and updating of the essential levels of assistance.