

## NICE TO MEET YOU

In this brochure we will give you some useful information.

The rehabilitative service in our clinic is dedicated to the recuperation of the motor abilities and neuro-motor skills in particular in patients that had undergone an orthopaedic surgery: reparative or reconstructive surgery, articular substitution with prosthesis. Indeed, we receive patients after they had undergone a prosthetic surgery (hip, knee, shoulder) and/or a reparation surgery after a fracture.

Patients come from orthopaedic surgery's wards, of our clinic first, but also from others public or affiliated hospitals, to continue the medical care and to begin a rehabilitative programme.

During the rehabilitative plan, every patient is entrusted with the care of a team of experts who works together at the rehabilitative programme. They also work with physiotherapists in order to reach each patients' goal.

The rehabilitation programmes concern different areas of patients' basic necessities: daily activities, motor skill, ability to move in the surrounding environment, the pain management throughout the improvement, medical device prescriptions and the training for their use.

The physiatrist **Dr. Patrizia Bortoli** directs the team rehabilitative work, involving specialists (both in the medical and surgery field) in the medical advisory. They will cooperate to the clinical-care programme.

The medical staff is in the ward from Monday to Friday from 8.00 AM to 4.00 PM. A free service of emergency doctor is guaranteed every day from 4.00 PM to 8.00 AM and in public holidays.

From 11.00 AM to 12.00 AM the medical staff and the physiatrist are available to meet your relatives, if necessary and after the schedule of the meeting. In the same hours they are available to answer the phone (Dr. Bortoli number 0464/491366).

The **head nurse** will be available for any information from 10.00 AM to 12.00 PM and when in service for emergencies at the number 0464/491375.

The rehabilitation team is available to provide information about your rehabilitation, in their work schedule and depending on the organisation of the daily activities at the number 0464/491311.

The therapist, who is the reference for your rehabilitative programme, will provide this kind of information.

## MEETINGS WITH RELATIVES

See attachment

## MEALTIME:

**Breakfast 7.15AM Lunch 12.00 AM Dinner 6.30 PM**

## MEAL RESERVATION AND MEAL VOUCHERS

*This function is currently suspended*

## SOME USEFUL INFORMATION AND ADVICES

We ask you to give to the team coordinator or to the nursing team the health record and the medicines you have and to respect the instructions that the team's ward will give you.

We advise you to bring **comfortable and close footwear** and **clothing**, in a sufficient amount to guarantee at least one change a day.

For the rehabilitation, we advise you to bring:

- Tracksuit
- Trainers with velcro fastening
- Long shoehorn
- Elastic-compressive tights (one for the surgery and another spare pair)
- Crutches (if you use them and/or if they are indicated in your rehabilitative programme)
- Slip-proof sandals (closed in the back)

**It is forbidden to bring and assume medicines autonomously.**

**It is forbidden to bring alcohol.**

**It is mandatory to wear a mask** when you are not in your room and you are in the common area (corridor, gym, etc.)

In order to guarantee other patients' and your security, you will have to get regularly tested for Covid-19 during your hospitalisation.

We suggest not to bring with you **valuable objects**: if you don't manage to leave your personal valuable objects to someone, you will be able to leave

them to the coordinator that will give them to the proper office for the custody.

If you have a dental prosthesis, we advise you to keep it in its box and to put it in your personal night table. If you do not have the box, you can ask the ward's team for it.

The same is for the hearing aid, glasses and other personal devices.

The clinic respect and recognise the right of patients to exercise their spirituality.

Mobile phones can be used only in silent-vibrate mode.

### **RELIGIOUS SERVICE**

The clinic respect and recognise the right of patients to exercise their spirituality. The staff of the department will accommodate the information about the desire to receive the visit of people of the same religion, who can enter in the departments respecting their organisational modes, considering the current epidemiologic situation and the prevention measures.

#### **Newspapers and magazines**

*This function is currently suspended.*

#### **MOBILE PHONES**

They can be used only in silent- vibrate mode.

#### **TELEVISION in rooms**

Every room has a television, we ask you to use it respecting the other patients.

### **REQUEST FOR DOCUMENTS, PERMISSIONS AND SANITARY CERTIFICATIONS**

The authorizations to leave the hospital are currently not granted.

If you need further information about **sanitary certifications**, you can ask for it to the head nurse.

If you need a copy of your **medical chart** or **your hospital stay** for sanitary, legal or insurance reasons, you can ask for it directly to the admissions front desk of the clinic on the ground floor (from

Monday to Friday, from 8.00 AM to 12.30 AM and from 1.30 PM to 4.00 PM). You can also delegate another person to do that (he/she must bring with him/her your and his/her personal DNI).

### **SATISFACTION SURVEY**

To help us to improve our service and to accommodate your necessities, we consider fundamental to listen our patients. So, we ask you to fill the satisfaction survey in. The ward's staff will give it to you; you can also ask for it whenever you want. This can be filled anonymously, or you can indicate your name and surname together with a contact number. After completing the form, you have to put it in the box at the CUP entrance.

### **PUBLIC RELATIONS OFFICE**

In order to guarantee the possibility of formulating observations, warnings and filing complaints, you can speak directly to the relations office (ground floor, office zone), or you can call the number 0464-491378.

The clinic provides a specific form to report complaints. You can find it in the CUP, reception desk, wards, clinics. You can also find it in our website [www.casadicurasolatrix.it](http://www.casadicurasolatrix.it)



Via Bellini, 11 - 38068 ROVERETO (TN)  
[www.casadicurasolatrix.it](http://www.casadicurasolatrix.it)

**General manager Dr. Vito Bongiovanni**

## DEPARTMENT

# REHABILITATION AND FUNCTIONAL RECOVERY

**3<sup>rd</sup> Floor - South wing**

**Chief physiatrist  
Dr. PATRIZIA BORTOLI**

<b>Nursing coord.</b>	<b>Serena Chiesa</b>
<b>Physiotherapist coord.</b>	<b>Monica Delaiti</b>

**Contacts:**  
Nursing coord. **0464-491375**  
Infirmary **0464-491389**  
Email: [riabilitazione@casadicurasolatrix.it](mailto:riabilitazione@casadicurasolatrix.it)

Physiotherapy/ gym **0464-491311**  
Email: [ft@casadicurasolatrix.it](mailto:ft@casadicurasolatrix.it)