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INDICATIONS OF ADMISSION

1. Hospitalization areas and modalities

The Integrated Organisation Villa Serena comprises three areas of hospitalization: the Rest Home, the Rest Home with Nursing Assistance and the Nursing Home.

REST HOME:

intended for self-sufficient elderly people, including those not resident in the Lazio region. Access is on request, accompanied by medical certification, to be drawn up on the form provided by Villa Serena, proposed by the interested party or by a family member addressed to the Acceptance office.

The current rates of stay are subject to ISTAT update. The following, with effect from September 1, 2018 vary depending on the type of rooms and are charged in full to the user:

Single room with bathroom	€ 1,284.00 per month
Double room with bathroom	€ 1,142.00 per month
Double room without bathroom	€ 1,016.00 per month
Double room with bathroom for single use	€ 1,565.00 per month
Double room without bathroom for single use	€ 1,422.00 per month

REST HOME WITH NURSING ASSISTANCE:

a department for the reception of partially self-sufficient persons. The cost of the fee also in this department is fully borne by the user.

The request for hospitalization must be made directly to the administrative offices of Villa Serena attaching the **medical certification to be drawn up on the form provided by Villa Serena** or downloaded from the site web www.villaserenarsa.eu.

The basic fee amounts to € 1,305.00 per month, is subject to ISTAT update and includes the hotel service, personal care, nursing care, night emergency medical service.


The accommodation is in a double room, except for special needs of the resident that will be assessed by the Administration and the department.

In the wards of the Rest Home and of the Rest Home with Nursing Assistance, it is possible to use the physiotherapy service at a cost to be paid by the user and according to the procedures described in the "Extra-fee Services" form.

Requests for hospitalization in the Rest Home, will be examined and processed only after the acquisition by the Acceptance Office of each of the documents listed below:

1. MA.01 "Certification of the GP for the Rest Home" filled and signed;
2. MA.09 "Request for resident placement in the Rest Home" filled and signed;
3. Copy of the applicant's document.

During the first seven days of hospitalization in the Rest Home and in the Rest Home with Nursing Assistance, the staff of the Organisation checks with adequate monitoring the conditions of self-sufficiency of the resident and then notifies the family members for confirmation or modification of the fee indicated at the time of admission.

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Short stay admissions or relief admissions:

In the areas of admission of the **Rest Home** and of the **Rest Home with Nursing Assistance** it is possible to accommodate users temporarily in order to relieve for short periods (less than 30 days) families from the activities of care and assistance. The rates applied are: 40 € per day for self-sufficient residents and 50 € per day for residents who need constant health care. The standard rate is applied when the temporarily stay is more than one month.

In the case of simultaneous hospitalization of two close relatives (husband and wife, siblings, etc...); at the request of the person concerned, the Managing Director may authorize, for admissions in the Rest Home and Rest Home with Nursing Assistance, the application of a maximum discount on the fee of 10%.

For every new permanent stay in Rest Home and in Rest Home with Nursing assistance, is applied a discount on the fee of 40% for the first month of stay.

Nursing home:

assistance package for non-self-sufficient people living in the Lazio region, including hotel service, personal care and 24-hour nursing, medical care, neuro-motor rehabilitation according to a personalized rehabilitation project.

The application for admission (accompanied by the following documents: photocopies of identity document and tax code of the resident and the applicant, membership card of the regional health service of the resident), must be presented at your local health authority (ASL) that will issue the certificate of assessment showing the level of care assigned. This certificate must be presented to the **ASL VITERBO, via Enrico Fermi, Cittadella della Salute - IV Floor**, which will place the user on the waiting list and authorize electronically the actual entry into the Structure.

The daily rates charged to the user, for admission to this department, indicated by Decree No. U00101/2013 of the Commissioner ad acta (Resolution of the Council of Ministers of 21 March 2013) are:


- maintenance level A: 59.20 € per day (ex-high level of care)
- maintenance level B: 49.20 € per day (ex- low and medium level of care)

In this admission area, if the user has a certified income ISEE (Equivalent financial situation index) not exceeding € 20,000.00, can request and obtain the integration of the fee by the municipality of residence.

For each of the three admission solutions (Rest Home, Rest Home with Nursing Assistance and Nursing Home) it is possible to use, upon request, the extra-fee services as reported in paragraph 5.

Any of the extra-fee services indicated above may be activated or cancelled only by signing the appropriate form at the Villa Serena acceptance office and the variation, unless otherwise indicated, will be effective from the first day of the month following that of the request.

The day and time for admission to any of the three areas must be agreed with the Acceptance Office, which is available for any further information or clarification regarding the services offered by Villa Serena. The Service Charter and the attachmenst are available on the web site **www.villaserenarsa.eu**

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3. What to bring on the day of admission

At the time of entry, the following documents must be deposited at the administrative secretariat:

Administrative documents:

1. Valid resident identification document;
2. Valid identification document of the guarantor and of the person hospitalising, if different;
3. National Health System number of the resident and of the guarantor;
4. Registration card to the Regional Health System (choice of doctor);
5. Ticket exemption card;
6. Certification of disability (or, in the absence thereof, receipt of submission of the application to the National Social Security Institute);
7. Certificate for the supply of diapers.

Health documents:

Only for the Rest home with or without Nursing Assistance:

medical certification to be drawn up on the form provided by Villa Serena (drawn up by the resident's General Practitioner or by another doctor who is familiar with the health and welfare situation of the person concerned; e.g. hospital doctor). A copy of the certificate must have already been delivered to Villa Serena and positively evaluated by the hospital doctor.


Also for the Nursing Home:

1. certificate drawn up by the General Practitioner attesting to the lack of conditions contrary to community life (infectious diseases, aggression...);
2. any health document prior to admission to Villa Serena useful for reconstructing the patient's medical history, including blood tests, admission records, and other clinical examinations;
3. **pharmacological therapy and related drugs useful for the first days of hospitalization**

At the time of entry, the guest must bring with him, if owned, all the necessary aids (wheelchair, walker, mattress and / or anti-decubitus pillow, etc...).

Personal clothing:


At the time of admission, the resident must be provided with at least eight changes. The number of changes may be increased or decreased in relation to the actual condition of the resident. It will be the responsibility of the Structure to inform the relatives about the lack of clothing. We do not recommend the use of delicate clothing or 100% natural fiber as they could be damaged by washing.

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3. Extra-fee services

Below are the extra-fee services available at Villa Serena, the cost and a brief description of them.


SERVICE	COST OF SERVICE	DESCRIPTION OF SERVICE	HOW TO PAY
DRUGS	Every month the personal pharmaceutical expenses must be paid in the Administration and the receipts and punches attached to the prescriptions of the GP are withdrawn.	The pharmacy on duty withdraws prescriptions from general practitioners and delivers the medicines	In Villa Serena (in cash or by check out to the pharmacy), <u>separately</u> from the monthly fee, or directly to the pharmacy.
LAUNDRY OF PERSONAL CLOTHING	Washing in hot water € 65.88 per month; dry cleaning according to tariff	Washing in hot water Sanitation For delicate or natural fibre garments dry cleaning is recommended	In Villa Serena (in cash, by check or by bank transfer) together with the monthly fee
LABELING PERSONAL CLOTHING	€ 0.10 per piece, only on clothing delivered from the second day of hospitalization onwards	The labelling of clothing delivered to the structure on the day of entry is not charged.	In Villa Serena together with the Laundry service rate
HAIRDRESSER	Cutting and styling: € 10.00 Cutting, styling, dye or permanent: € 20.00 Cutting for men: € 5.00	At the request of the resident or family members to be carried out at the acceptance office	In Villa Serena in cash
PHYSIOTHERAPY AND/OR INDIVIDUAL OCCUPATIONAL THERAPY	€ 8.00 for manual physiotherapy € 5.00 for instrumental therapy (magneto therapy, electrotherapy, ultrasound therapy, laser therapy)	Service with minimum frequency guaranteed twice a week and reevaluation in 60 days Service subject to waiting list	In Villa Serena (in cash, by check or by bank transfer) together with the monthly fee
PODIATRIST	€ 18.00 per standard intervention	Intervention evaluated by a professional nurse and a GP or requested by the resident and/or family member. The possibly refusal by the family member to take action must be expressed in writing.	In Villa Serena in cash
EXTRA MEAL FOR VISITORS	€ 10.00 per person (€ 15.00 per person for Christmas, Easter, Mid-August meals)	To be booked and paid at least 3 days in advance at the acceptance office that will issue a receipt to be shown at the time of meal	In Villa Serena in cash

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TRANSPORT FOR PERSONAL NEEDS OF THE RESIDENTS OF THE REST HOME	Hourly rate € 34.00 (with 2 operators) € 17.00 (with 1 operator) + € 0.50 per kilometer travelled	Outings by organisation means for medical examinations, blood transport, or other resident requirement	In Villa Serena in cash
ISSUE OF HEALTH AND/OR ADMINISTRATIVE DOCUMENTS	€ 0.50 per page	At the request of the interested party the health record will be issued within 30 days from the date of request	In Villa Serena in cash
HEALTH CENTER	The residents pay facilitated rates	Cardiology, endocrinology, diabetology, orthopaedics, traumatology, general surgery – <u>with ultrasound</u>	In Villa Serena (in cash or by check) in advance to the performance

Every extra-fee service must be paid by the 20th day of the month

Villa Serena SRL

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4. Contact

Villa Serena can be contacted as follows:


<i>Postal address</i>	Villa Serena Srl - Struttura Integrata S.S Cassia, Km.103 Montefiascone (VT)
<i>Phone</i>	0761/826964
<i>Fax</i>	0761/820638
<i>E-mail</i>	direzione@villaserenarsa.eu
<i>Certified email address (PEC)</i>	villaserenasrl@pec.it
<i>Web site</i>	www.villaserenarsa.eu

Internal telephone numbers of the offices:

ADMISSIONS:	Beatrice Moretti	306
	Vincenza Martinelli	306
	Fulvio De Santis	306
ACCOUNTING:	Roberta Scarponi	309
	Claudia Giraldo	309
STAFF	Daniele Biagioni	315
QUALITY:	Giuseppe Ricci	317
INFORMATION SERVICES AND PRIVACY:	Alessandro Mastrocola	317
SOCIAL WORKER	Emanuela Bernardo	304

INFIRMARY OF THE REST HOUSE:	301
INFIRMARY 1° FLOOR NURSING HOME:	338
INFIRMARY 2° FLOOR NURSING HOME:	332

ROOM EXTENSION _____ (For rooms equipped with internal telephone)

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5. How to pay the monthly fee

The monthly fee must be paid by the fifth of the month, in advance for the current month. You can pay at the Administrative Offices by cheque made out to Villa Serena srl or in cash; the employee issues a receipt certifying the payment.

You can also choose to pay by bank transfer using one of the two support banks of Villa Serena. Below are the specifications:

BANK DETAILS

*For payment of fees, laundry service and physiotherapy
(DO NOT include hairdressing service)*

At/with: **CREDITO VALTELLINESE - MONTEFIASCONE**
IBAN CODE: **IT 06 M 05216 73160 0000 00007 418**

At/with: **INTESA SAN PAOLO - BRANCH OFFICE OF MONTEFIASCONE**
IBAN CODE: **IT 54 W 03069 73160 0000 10063 661**

Headed to Villa Serena s.r.l.

REASON: RESIDENT NAME AND REFERENCE MONTH