
	<b>GUIDE TO ADMINISTRATIVE SERVICES</b>	Att. E	1 of 3
	VILLA SERENA SRL	REV.02	07/01/2019

**Booklet reserved for guests and guarantors of hospitalizations  
(Annex E to the Service Charter)**

**OPENING HOURS TO THE PUBLIC**

OFFICE/CONTACT PERSON/CONTACTS	OPEN DAYS	MORNING	AFTERNOON
<b>ADMISSIONS</b> EXT.: 306 Fulvio De Santis Vincenza Martinelli M.Beatrice Moretti <a href="mailto:direzione@villaserenarsa.eu">direzione@villaserenarsa.eu</a>	<b>MONDAY TO FRIDAY</b>	8:00 am – 2:00 pm	2:00 pm – 7:00 pm
	<b>SATURDAY</b>	9:00 am – 2:00 pm	
<b>ACCOUNTING</b> EXT.: 309 Roberta Scarponi Claudia Giraldo <a href="mailto:direzione@villaserenarsa.eu">direzione@villaserenarsa.eu</a>	<b>MONDAY TO FRIDAY</b>	9:00 am – 12:00 pm	3:00 pm – 5:00 pm
	<b>SATURDAY</b>	9:00 am – 12:00 pm	
<b>SOCIAL WORKER</b> EXT.: 304 Emanuela Bernardo <a href="mailto:assistentesociale@villaserenarsa.eu">assistentesociale@villaserenarsa.eu</a>	<b>MONDAY TO FRIDAY</b>	9:00 am – 13:00 pm	By appointment
<b>QUALITY OFFICE</b> EXT.: 317 Giuseppe Ricci <a href="mailto:r.giuseppe@villaserenarsa.eu">r.giuseppe@villaserenarsa.eu</a>	<b>MONDAY TO SATURDAY</b>	9:00 am – 13:00 pm	By appointment

**TO CONTACT THE DESIRED OFFICE BY PHONE, DIAL THE NUMBER 0761/826964  
AND THEN THE EXTENSION**

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## WHOM TO CONTACT

### The **ADMISSION** office is at your disposal for:

- information for a new hospitalisation
- administrative admission new hospitalization
- admission of personal clothing – personal devices (nappy, wheelchair...)
- deposit/withdrawal of money or other personal belongings of the hospitalized
  - appointments for hairdresser and podiatrist
- request/collect of copies of health documents
- meals booking
- communication of discharges

### the **ACCOUNTING** office is at your disposal for:

- payment of fees and information regarding payments
- personal expenses for additional fee services
- invoices request

### the **SOCIAL WORKER** office is at your disposal for:

- improvement of the hotel welfare and assistance of the resident
- information on the conduct of practices for civil invalidity/assistance/Law 104
- information for activation procedure for appointment of the court appointed guardian

### the **QUALITY** office is at your disposal for:


- forwarding of claims, tips, appreciations about the services offered by Villa Serena, using the appropriate form available in the Administration and proceeding as follows:
  - WRITE THE NAME OF YOUR FAMILY MEMBER, OSPITE DI VILLA SERENA,
  - WRITE YOUR NAME, LAST NAME, CONTACT DETAILS: MAIL ADDRESS (PREFERABLY) or PHONE NUMBER
  - EXPLAIN THE REASON OF COMMUNICATION
  - YOU WILL RECEIVE A REPLY DEPENDING ON THE URGENCY OF THE REQUEST, AND IN ANY CASE NO LATER THAN 30 DAYS AFTER THE COMMUNICATION

**IF YOU WANT TO COMMUNICATE DIRECTLY WITH THE COMPANY MANAGEMENT**

**YOU CAN USE THE E-MAIL:**

[direzione@villaserenarsa.eu](mailto:direzione@villaserenarsa.eu)

**WE REMIND YOU THAT VILLA SERENA, YEARLY, SHALL ARRANGE TO CARRY OUT THE SATISFACTION SURVAY.**

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**WITH IT YOU WILL HAVE THE OPPORTUNITY TO DEMONSTRATE TO THE MANAGEMENT,  
ANONYMOUSLY,  
YOUR OPINION ABOUT THE SERVICES OFFERED.**