
	GUIDE TO ADMINISTRATIVE SERVICES	Att. E	1 of 2
	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
TO	ADMISSIONS EXT.: 306 Fulvio De Santis Vincenza Martinelli M.Beatrice Moretti direzione@villaserenarsa.eu	MONDAY TO FRIDAY	8:00 am – 2:00 pm	2:00 pm – 7:00 pm
		SATURDAY	9:00 am – 2:00 pm	
	ACCOUNTING EXT.: 309 Roberta Scarponi Claudia Giraldo direzione@villaserenarsa.eu	MONDAY TO FRIDAY	9:00 am – 12:00 pm	3:00 pm – 5:00 pm
		SATURDAY	9:00 am – 12:00 pm	
	SOCIAL WORKER EXT.: 304 Emanuela Bernardo assistentesociale@villaserenarsa.eu	MONDAY TO FRIDAY	9:00 am – 13:00 pm	By appointment
	QUALITY OFFICE EXT.: 317 Giuseppe Ricci r.giuseppe@villaserenarsa.eu	MONDAY TO SATURDAY	9:00 am – 13:00 pm	By appointment

**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

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

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