MONDORIABILITAZIONE

Rehabilitation centre ex art.26 for people with physical, mental and sensory disabilities

- CHARTER OF SERVICES -
Published on 30 1 November 2021

N.B.: This document is valid for one year. Any updates will be made if there are substantial legislative or institutional planning changes.

SECTION I – Presentation of the Centre

Who we are

Mondo Riabilitazione was established in 2000, with legal head office in Rome and operational offices in Poggio Mirteto scalo (RI) and Rieti.
Mondo Riabilitazione, as per statute, aims to contribute to the functional rehabilitation of disabled people and their reintegration into social and productive life.
The centre of Mondo Riabilitazione is an extra-hospital facility (ex art. 26 L.833/78) accredited to the SSR Lazio for the assistance of persons affected by physical, mental and/or sensory disabilities with the aim of recovery and functional rehabilitation through a comprehensive treatment of the patient.
The centre of Mondo Riabilitazione is authorized to operate according to national and regional health laws.

Objectives

The objectives pursued by the centre are:

- ✓ Ensure the continuity of care within each individual rehabilitation project
- ✓ Ensure uniformity of access to services
- ✓ Provide patients with a quality of service and care geared to the needs expressed and/ or latent; through an intervention methodology that takes into account in a comprehensive way the needs, expectations of the patient and of his or her family members, his or her disabilities, residual and recoverable skills and abilities
- ✓ Ensure organisational quality through the identification of standard procedures for the provision of services
- ✓ Ensure the formation and updating of personnel
- ✓ Ensure the safety of users and operators through the adaptation of the structure to the Single Text on safety n.81/08

- ✓ Initiate and optimize, as far as competence is concerned, the activities of collaboration with social and health institutions of the territory (Hospitals, Social and health districts, Basic medicine, etc.)
- ✓ Ensure availability of information and training for patients and family members

Fundamental Principles

Its basic principles are:

- ✓ *Centrality of the person*
  This principle is expressed within the National Health Service in a series of rights exercisable by individual users. Firstly, the freedom to choose the place of treatment, the right to information about the provided service and the means of access to their services.
- ✓ *Equality*
  Everyone has the right to receive the most appropriate assistance and care without any discrimination of age, sex, race, religion, nationality, language, political opinions.
  The SSN (art.1 L.833/78) consists therefore of all the functions, structures, services and activities aimed at the promotion, maintenance and recovery of the physical and mental health of the whole population, in such a way as to ensure the equality of citizens with regard to the service.
- ✓ *Impartiality*
  The service is delivered through an objective, fair, transparent and impartial behaviour.
- ✓ *Right to privacy*
  The structure carries out a process for the correct and complete information of the patient and the collection of Informed Consent for treatment. The right to privacy is guaranteed as required by EU Regulation no. 2016/679 (GDPR)
- ✓ *Effectiveness and Efficiency*
  Effectiveness, efficiency and appropriateness are the benchmarks in the management of care and rehabilitation services of the structure, in addition to achievement of always better results through the Internal Quality Controls.
- ✓ *Participation*
  The patient and his family shall be free to express their assessment of the quality of the services provided, even with the possible collaboration of associations to protect the rights of the patient.
- ✓ *Enhancement of human and professional resources*
  The factor of professionalism is considered by the Centre, understood not only in a technical sense, but also as a capacity of interaction with users and teamwork, decisive for the quality and effectiveness of the service provided.
- ✓ *Integration between assistance, formation and research*
  This organizational principle is carried out in the close link between the therapeutic-rehabilitative activity and the formation and research activities, which find their starting and return point in the care of the patient.

Charter of patient rights

The following **RIGHTS** are granted to the patient who addresses the centre of Mondo Riabilitazione:

- ✓ **RIGHT TO TIME**
  Every citizen has the right to see his time respected as that of bureaucracy and health workers.
- ✓ **RIGHT TO HEALTH INFORMATION**
  Every citizen has the right to receive all the information and medical documentation that he or she needs.
- ✓ **RIGHT TO ACCESS**
  Every citizen has the right to access the health services of the Centre. Health services must guarantee equal access to everyone, without discrimination on the basis of race, sex, class or religious and political beliefs.
- ✓ **RIGHT TO INFORMATION**
  Every citizen has the right to obtain accurate and comprehensible information about his or her state of health. The personnel with which it enters into a relation should be easily identified by means of the identification card. Professional must ensure accurate information about the patient, taking particular account of their religious, ethnic or linguistic specificities.
- ✓ **RIGHT TO CONSENT**
  Every individual has the right of access to all information which may enable him or her to participate actively in decisions affecting his or her health.
- ✓ **RIGHT TO TRUST**
  Every citizen has the right to be treated as a trustworthy subject and not as a possible evader or an alleged liar.
- ✓ **RIGHT TO PRIVACY**
  Every individual has the right to the confidentiality of personal information, including information concerning his state of health, as well as the right to the protection of his privacy in general.
- ✓ **RIGHT TO COMPLAINT**
  Every individual has the right to complain and has the right to receive timely answers or clarifications for complaints addressed to the person in charge, to medical director or to the administrative one.

The patient who is taken over by the centre of Mondo Riabilitazione has the following **DUTIES:**

- ✓ The patient, when accessing an operating structure of Mondo Riabilitazione, is invited to have a responsible behaviour at all times, in respect and understanding of patients' rights, with the will to collaborate with the staff and with the management offices of the seat in which it is located.
- ✓ The access to a health and social structure implies from the patient a relationship of trust and respect towards the staff of the company, being an essential prerequisite for the setting of a proper therapeutic and care program.

- ✓ The user, or his family member in the case of minors, at the time of taking charge, is required to provide all personal information, to deliver the authorization to treatment, to declare not to be in charge at another rehabilitation centre.
- ✓ The family members of the users, in case the rehabilitation project provides their participation, are required to cooperate in the forms indicated in the project.
- ✓ It is the duty of every patient or family member to inform, in a timely manner, the health care workers of their intention to renounce planned health services, so that waste of time and resources can be avoided and so that health services can be assured to other citizens on the waiting list.
- ✓ Patients, family members and accompanying persons are required to respect the environments, equipment and furniture that are inside and outside the different structures.
- ✓ Anyone who is in a facility of Mondo Riabilitazione is called to respect the schedules established by the Management in order to allow the regular therapeutic care activity. The patient who cannot be present at the therapy on the day and time agreed for causes not dependent on the centre, has to advise in good time.
- ✓ The user is required to justify absences and to deliver medical certification when the absence is due to by health reasons.
- ✓ The patient has the right-duty to request information at the appropriate times and locations.
- ✓ Patients and their family members/guardians are also required to respect the privacy rules, in the interest of themselves and of other users, such as the prohibition of taking photographs or audio/video shots within the facility without a prior permission.

SECTION II — Description of the services offered

LEGAL REPRESENTATIVE	**MARCO MANICASTRI**
CHAIRPERSON	**MARCO MANICASTRI**
LEGAL HEAD OFFICE	**VIA FLAMINIA 71 00196 ROMA**
GENERAL MANAGEMENT	**PIAZZALE CLODIO 32 00195 ROMA**
TAX CODE – VAT NUMBER	**06327321003**
NR ENROLLEMENT REA AT CCIAA RM	**965087**
UNIQUE CODE E-INVOICE	**BA6ET11**
WEB SITE	**www.mondoriabilitazione.it**

EMPLACEMENT OF POGGIO MIRTETO SCALO

The centre operates under accreditation with the SSR Lazio (***DCA n. 410 del 26.11.2014***) for the emanation of the following services:

- ✓ N. 100 daily outpatient treatments for people with disabilities (Adults and Minors)
- ✓ N. 100 daily home treatments for people with disabilities (Adults)
- ✓ N. 40 extra wall treatments for people with disabilities

Operational headquarter: Tel. 0765/578551 – 320/8156978 – Fax 0765/579046
e-mail: **info@mondoriabilitazione.it**

ADMINISTRATION:
via del Porto Fluviale snc – Località Borgo S.Antonio- 02047 Poggio Mirteto scalo (RI)
Tel. 0765/578551
e-mail: amm.pmirteto@mondoriabilitazione.it
PEC: **mondoriabilitazionesrl@lamiapec.it**

Accessibility to the centre
The centre is located in Poggio Mirteto scalo (RI) in Via del Porto Fluviale snc- Località Borgo S.Antonio.
Public transport connections
Train: The railway station of Poggio Mirteto (on which pass Regional trains that have as destination Orte, Fiumicino Airport, Rome and Settebagni)
is about 1 km from the centre and can be reached by line CO.TRA.L.
Opening hours
The opening hours of the Centre are from Monday to Friday from 8.00 to 20.00 and on Saturday from 8.00 to 14.00
The medical director and the director of the rehabilitation area receive by appointment.

How to contact the centre

Reservations or telephone information:
(+039) 0765/578551 - 320/8156978 - fax (+039) 0765/579046
e-mail: info@mondoriabilitazione.it - amm.pmirtetp@mondoriabilitazione.it

Staff of the facility
Health personnel

Medical Director: Dott. Marranghino Antonio Eugenio Ciro

Consultants:

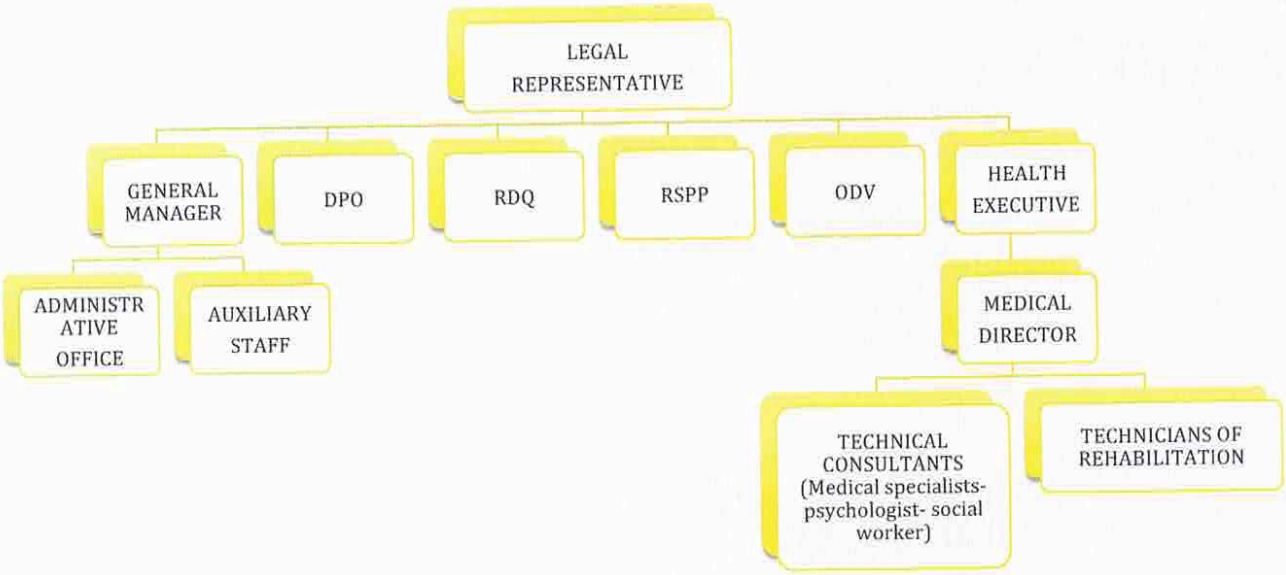
Dott. F. Di Stani	neurologist
Dott. M. Nocente	orthopaedist
Dott.ssa N. Tomassetti	child psychiatrist
Dott. C. Cesarini	social worker
Dott. F. F. Palo	psychologist
Dott.ssa G. Lulli	psychologist

Director of the rehabilitation area:
Dott.ssa Sabrina Lambrilli

Staff of the centre
N° 30 physical therapists, 4 speech therapists, 4 psychomotor therapists and 2 occupational therapists, 2 technicians ABA.

Administrative staff
N° 6 units of administrative staff

ORGANIZATIONAL CHART



Facility:

The centre, organized on a single level, consists of the following environments:
Entrance with waiting room, reception, administrative office, room direction of service, n. 1 clinic, gym, n. 4 rooms for speech therapy, n. 2 rooms for psychomotricity, n. 2 box for physiotherapy, n. 4 changing rooms, n. 3 bathrooms of which 1 for disabled with antebathroom, room for material accommodation, technical room and archive

It is also equipped with a large outdoor parking.

Service description

Activities carried out

The structure provides the following interventions:

- Neurological rehabilitation
- Orthopaedic rehabilitation
- Speech therapy
- Cognitive therapy
- Occupational therapy
- Psychomotricity
- Educational intervention
- Overall postural re-education (various methods)
- Rehabilitation of pelvic flooring
- Manual lymphatic drainage
- Respiratory rehabilitation
- Massotherapy
- Instrumental physical therapy:
  (T.E.N.S. – iontophoresis – diadynamic - magnotherapy – laser I.R. –ultrasound – TECAR – HILTERAPIA – SHOCK THERAPY - HYPERTERMIA - PHENIX LIBERTY)

Specialist consultation services:

- Neurological counselling
- Child neuropsychiatry counselling
- Orthopaedic counselling
- Psychological counselling

Typology of rehabilitation services:

The Centre is organised to provide outpatient, home and extra-wall treatment according to the patient's personal needs and conditions:

outpatient rehabilitation treatment

The treatment is carried out at the Centre in pre-established time bands and previously agreed with the patient and/or family members

home rehabilitative treatment

The treatment is carried out at the patient's home in pre-established time bands and previously agreed with the patient and/or family members.
Home services meet special requirements, such as:

- inability of patients to reach the clinics for serious disabilities
- carry out a rehabilitation program in the home environment

The territorial area of intervention for home services is mainly extended to the whole Province of Rieti.

EMPLACEMENT OF RIETI

The centre operates under accreditation with the SSR Lazio (**DCA n. U00045 del 07.02.2017**) for the emanation of the following services:

- ✓ N. 154 daily outpatient treatments for people with disabilities (Adults and Minors)

With **Determination n.G17759 of 17.12.2019** of *Regione Lazio-Direzione Salute e Integrazione Socio-sanitaria,* the centre has obtained the authorization to exercise for the delivery of:

- ✓ N. 40 daily home treatments for people with physical, mental and sensory disabilities

Operational headquarter: Via Palmegiani, 7-9-11 – 02100 Rieti - Tel. 0746/790935 – Fax 0746/252062

e-mail: segreteria@mondoriabilitazione.it
PEC: mondorieti@lamiapec.it

ADMINISTRATION:
Via Palmegiani n. 7-9-11 – 02100 Rieti - Tel. 0746/790935 –Fax 0746/252062
e-mail: amm.rieti@mondoriabilitazione.it
PEC: mondoriabilitazionesrl@lamiapec.it

Accessibility to the centre

The Centre is located in Rieti in via Palmegiani, Campoloniano area, near the hospital "De Lellis". Next to the entrance of the facility there are two parking spaces for disabled people and a series of free parking for cars.

Public transport connections

The structure is connected with the centre of Rieti through the urban transport service ASM with the line 153 (Piazza Cavour - Hospital) with bus rides every 40 minutes. The bus stop is near the entrance.

Opening hours

The opening hours of the Centre are from Monday to Saturday from 08.00 to 20.00.
The medical director and the director of the rehabilitation area receive by appointment.

How to contact the centre:

Reservations or telephone information:
(+039) 0746/790935 - fax (+039) 0746/252062
E-mail: segreteria@mondoriabilitazione.it

Staff of the facility
Health personnel

Medical Director: Dott.ssa Marina Vespa NPI

Consultants:

Dott. F. Di Stani	neurologist
Dott. M. Nocente	orthopaedist
Dott. S. Carbone	orthopaedist
Dott. C. Cesarini	social workers
Dott.ssa M. Fabiani	psychologist
Dott.ssa T.Patacchiola	psychologist

Director of the rehabilitation area:
Dott.ssa Sabrina Lambrilli

Staff of the centre:
N° 4 physiotherapists, 9 speech therapists, 4 psychomotor therapists, 2 occupational therapists, 5 technicians ABA, 2 psycho behavioural therapists.

Administrative staff:
N° 5 units of administrative staff

Facility:
The centre is organized on 1 level: the entrance leads into the waiting room with the front office and the administrative part; rooms suitable for the staff consisting of 2 changing rooms; 2 bathrooms; staff room and archive, 2 clinics, 4 boxes for physiotherapy, 1 gym, 2 speech therapy rooms, 2 rooms for the T.N.P.E.E,1 bathroom for disabled people.

Service description
Activities carried out
The structure provides the following interventions:
- Neurological rehabilitation
- Orthopaedic rehabilitation
- Speech therapy
- Cognitive therapy
- Occupational therapy
- Psychomotricity
- Educational intervention
- Overall postural re-education (various methods)
- Rehabilitation of pelvic flooring
- Manual lymphatic drainage
- Respiratory rehabilitation
- Massotherapy
- Instrumental physical therapy:
  (T.E.N.S. – iontophoresis – diadynamic - magnotherapy – laser I.R. –ultrasound – TECAR – HILTERAPIA – SHOCK THERAPY - HYPERTERMIA - PHENIX LIBERTY)

Specialist consultation services:
- Neurological counselling
- Child neuropsychiatry counselling
- Orthopaedic counselling
- Psychological counselling

Typology of rehabilitation services:
The Centre is organised to provide outpatient treatment:
outpatient rehabilitation treatment
The treatment is carried out at the Centre in pre-established time bands and previously agreed with the patient and/or family members.
home rehabilitative treatment
The centre coordinates the home service through the headquarter of Collevecchio, the treatment is carried out at the home of the patient in pre-established time bands and previously agreed with the patient and/ or family members.
Home services meet special requirements, such as:
- inability of patients to reach the clinics for serious disabilities
- carry out a rehabilitation program in the home environment

The territorial area of intervention for home services is mainly extended to the whole Province of Rieti.

METHOD OF ACCESS
The access of users to the services provided by the centre of Mondo Riabilitazione is regulated on the basis of regional resolutions.and is reserved for complex disabilities which, in the presence of specific clinical criteria, require global care.

Modalities of access:
According to the current regional provisions **(D.P.C.A. n. 39 of 20/03/2012)** the modalities of access to the treatment are the following:

- ✓ For **the "outpatient rehabilitative treatment"**: access occurs through the prescription of the specialist doctor of reference for the specific disability, upon request of the General Medical Practitioner **(Adults)** or the Paediatric Doctor of free choice **(Minors)** operating in a public and/or private facility.
- ✓ for the **"home rehabilitative treatment"**: access occurs through a multidimensional assessment from the CAD of the patient's residence.

Once the patient comes into possession of the authorization from the medical specialist, it can collect a claim form for the services in the following ways:

- ✓ directly at the centre;
- ✓ from the website www.mondoriabilitazione.it;
- ✓ by fax to the number 0765/579046.

This form must be completed in all its parts by the patient who requires the treatment.

Once completed, the form must be returned to the secretariat of the centre (also via fax or e-mail).
After the delivery at the authorization centre for treatment and the claim form, the patient will be placed in treatment or in the waiting list under the convention without any charge because the costs are fully borne by the S.S.N.

MANAGAMENT OF THE WAITING LIST

The management of the waiting lists takes place according to the chronological criterion, however subject to the evaluation of the Medical Director and the reference specialists for the specific pathology / disability who will establish the priorities of the interventions on the basis of the following criteria:

- Possibility of recovery taking into account above all the time of onset of the pathological / surgical / traumatic event (time elapsed since the acute event) responsible for the functional loss
- Severity of functional losses and autonomies (chronic progressive / degenerative or "stabilized" non-progressive / non-degenerative diseases)
- Reporting of priority / urgency by the competent ASL or hospital unit
- Satisfaction of the CALL CRITERIA

CALLING CRITERIA

Appropriateness of the request

Passage of service inside the facility

Urgency declared by the sending ASL service

It should be noted that, without prejudice to the chronological criterion, the scrolling of the WAITING LIST is subject to the possibilities offered by the structure in terms of places, schedules, rehabilitation technicians available and also with skills appropriate to the type of treatment.

Service	Expected waiting times	Actual average waiting times
NR CLINIC Minors	18-24 months	12 months
NR CLINIC Adults	2 months	2 months
NR HOME CARE	1-3 months	2 months

For the patients who do not meet the requirements of appropriateness determined by regional regulations on accreditation, Mondo Riabilitazione has activated a **Private Service** with the aim of providing rehabilitation treatments and specialist medical visits.

The recipients of the private service are:

- ✓ Patients with pathologies and access parameters not sufficient to access the free accredited service
- ✓ Patients requiring specific treatment
- ✓ Patients requesting direct access to private service

When the patient will be called for the treatment, he/she should provide:

- a copy of the certificate of invalidity to the Secretariat where it is recognised
- for the visit with the specialist Doctor, the whole medical documentation related to his pathology (including reports)

SEZIONE III – Care Pathway

Reception – Clear Information – Transparency

- ✓ The Centre shall provide the citizen/user with information on the organisation of the facility in a verbal and written form
- ✓ The structure has a front-office office for reception, information to users, bureaucratic assistance and a secretariat for the relations with the health care and rehabilitation staff.
- ✓ Measures to facilitate the orientation are adopted (signs within the structure to permit an easily access to the patients and also an identification of routes).
- ✓ The patient, during the treatment period, can get at any time a clear update/information about his condition and about the evolution of the rehabilitation project (contact a member of the team). Subsequently to the team meeting, the patient will be informed of all aspects concerning the rehabilitation project that it is supposed to be followed.
- ✓ The centre guarantees the transparency of the means of access and provision of services.

Promptness - Punctuality

The volume of the activity in convention is conditioned from the operating ability previewed from the regional authorization decree.

Such availability is at the disposal for users.

There is an organized system for the collection and management of appointments:

a) visits shall be made by appointment
b) waiting list management is carried out respecting temporal, urgency and seriousness
c) treatments are carried out by appointment, therefore there is no waiting time to carry out the therapy session.

Continuity of assistance

Continuity is guaranteed through the constant presence of the health care staff and through an adequate number of physiotherapists.

Qualified personnel

The Centre avails itself of a qualified and sufficient staff to ensure safe and effective assistance for the needs of users.

Personalization and humanization

A *personal folder* containing the following elements will be opened for each patient:

- ✓ the personal details of the patient
- ✓ the civil invalidity report
- ✓ the consent form for privacy

A medical record shall be opened for each patient containing the following elements:

- ✓ personal and family anamnesis

- ✓ a copy of the clinical documentation
- ✓ the diagnosis and the objective examination
- ✓ specialist and technical assessments
- ✓ the rehabilitation programme
- ✓ the typology and frequency of rehabilitation interventions

The individual rehabilitation program is shared with the user and/or with his family

Operators, in relation to the particular demands and needs of the medical assistance, shape their behaviour on the basis of respect and understanding of the patient, inspired by the principles of human solidarity and by subordinating their actions to the conscious need and responsibility for their assistance

Safety and well-being at work

The centre carries out the provisions contained in the Single Text on Safety D.Lgs. n.81/08.
There are no architectural barriers that prevent the access of guests to all the premises of the structure.
Toilets for users are equipped for non-self-dependent people.
Electromedical equipment is checked at regular intervals and are also regularly serviced.

Tasks and programmes

Mondo Riabilitazione pursues the purpose of ensuring the improvement of quality, of the service and of the assistance geared to the needs of users and to the increase of the quality of life of the patient.

SEZIONE IV – Quality and Safeguard

Indicators of quality

The centre of Mondo Riabilitazione S.r.l.; obtained the certification of the "Sistema Qualità Certificato ISO 9001:2015". Through its quality system, the centre carries out a monitoring of its indicators of performance in the unfolding of its activities.

Also, what concerns the satisfaction of the patient, monitoring is carried out through questionnaires that can be found in the reception.

Among the different indicators to test the performances of the centre have been included:

- ✓ Evaluation of the operational personnel
- ✓ Evaluation of the administrative personnel
- ✓ Respect of the times
- ✓ Evaluation of the suppliers
- ✓ The effects of costs related to issues
- ✓ Degree of user satisfaction

Claims Management

The Mondo Riabilitazione guarantees the function of protection of the rights of the citizen/user through the possibility, for the latter, to lodge a complaint due to disservice or an act or behaviour that have denied or limited the availability of services. The citizen/user can lodge a complaint by providing their remarks either in a writing form or by fax or by telephone to the Health Manager (Sabrina Lambrilli).

The secretariat will provide an answer and/or a solution to the problem of the patient within 20 days from the report.

Modality to request a medical documentation

At the end of the project the patient (or a family member) can request its specific form for the request.

Privacy Policy

Information document pursuant to and for the purposes of art. 13 of the Regulation 679/2016 regarding the processing of personal data.

Nature of personal data

The personal data that will be processed by the structure, following the request for execution of the health service, relate not only to personal data, contact data and accounting data concerning you, but also to those that art. 9 EU Reg. 2016/679 calls "particular categories of personal data" (which includes data that may reveal racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, as well as process data genetic, biometric data intended to uniquely identify a natural person, data relating to the health or sexual life or sexual orientation of the person), in the specific case it will be data relating to your health and all other data strictly necessary for comply with the purposes set out below.

Purpose of data processing

Your personal data collected will be processed by our structure for the following purposes:
a) Diagnosis, assistance and health therapy in the outpatient setting in agreement with the NHS and in a private regime;
b) Administrative / accounting management strictly connected, correlated and instrumental to the health services themselves;
c) planning, management, control of health care and all administrative activities connected and related to the health services provided;
d) management of insurance practices and funds (mainly directly, but also indirectly) for the reimbursement of health services that may concern you;
e) video surveillance activities for reasons of safety and protection of company assets and the safety of individuals
f) sending information material only with your specific consent on initiatives concerning the services offered by ***MONDO RIABILITAZIONE S.R.L.***

Methods of data processing

Your data is processed in the manner prescribed by law and in compliance with professional and official secrecy. The data is kept in such a way as to ensure its confidentiality, avoid its destruction or use by unauthorized third parties and in full compliance with the security measures provided for by current legislation.
The data are organized in "databases" whose processing is carried out, through paper, IT, telematic supports and through video surveillance devices, only by authorized personnel.

Rights Of The Interested Party

The rights that you can exercise by addressing your request to the contacts of the Data Controller and following the procedure defined internally by completing the appropriate form are the following (for a greater understanding of which, please refer to the articles of the EU Reg. Indicated below):
a) Right of access of the interested party (Article 15 of EU Reg. 2016/679)
The interested party has the right to obtain information on the data processed by the Data Controller, on certain aspects of the processing and to receive a copy of the data processed;
b) Right of rectification (Article 16 EU Reg. 2016/679)
The interested party has the right to verify the correctness of their data and request its updating or correction.
c) Right to cancellation ["right to be forgotten"] (Article 17 of EU Reg. 2016/679)
Under certain conditions, the interested party can request the cancellation of their data by the Data Controller;
d) Right to limitation of processing (Article 18 of EU Reg. 2016/679)
Under certain conditions, the interested party may request the limitation of the processing of their data, in which case the Data Controller will not process the data for any purpose, except for their conservation;
e) Right to data portability (Article 20 EU Reg. 2016/679)
The interested party has the right to receive their data in a structured format, commonly used and readable by an automatic device and, where technically feasible, to obtain their unhindered transfer to another owner. This provision is applicable when the data is processed with automated tools and

the processing is based on the consent of the interested party, on a contract of which the interested party is a party or on contractual measures connected to it;

f) Right to object (Article 21 EU Reg. 2016/679)

The interested party has the right to object at any time, for reasons connected with his particular situation, to the processing of personal data concerning him;

g) Right not to be subjected to an automated decision-making process, including profiling (Article 22 of EU Reg. 2016/679)

The interested party has the right not to be subjected to a decision based solely on automated processing, including profiling, which produces legal effects concerning him or which significantly affects his person in a similar way.

The Medical director (Emplacement of Poggio Mirteto scalo)
Dott. Antonio Eugenio Ciro Marranghino

The Medical director (Emplacement of Rieti)
Dott.ssa Marina Vespa

The legal representative
(Marco Manicastri)