

# ASSISTENZA DOMICILIARE INTEGRATA - A.D.I.

Service Charter in order  
to have access  
to the Assisted Living  
Integrated Service



 **Anafi**  
associazione

# Premise

The **Assisting Living Service** is a type of assistance addressed to people, that cannot go themselves to the nearest treatment center because of physical impediment and are resident or domiciled in the territory of health authority of **Rome - ASL RM2**, but need measures of coordinated nursing and rehabilitative assistance.

This is a form of health assistance is performed directly at the patient's house for a period of time and it is agreed with the health authority, with the family and the family doctor.

The Assisted Living Integrated service is an alternative way of treatment to hospitalization, that gives the possibility to the patient to stay longer in his/her environment.

Integrated Assistance, suggests that behind every single patient there is a complex organization, a "job" that coordinates the various professional roles (doctors, nurses, physical therapists, social workers, dietician, psycho-motrist tc.) involved.

The key role of the MMG, which in collaboration with the district's authority identifies the necessary medical measures for each single case, has the unique and whole responsibility for the patient.

The home-based health and social care includes:

- medical treatment

- nursing care
- aid to individuals (social assistance)
- rehabilitative treatment
- supply of medicines and medical devices

**IMPORTANT:** *the home-based integrated health care benefits can be activated only after the multidimensional assessment of the CAD to which the patient belongs.*

The home-based assistance can be used by people of any age that are not self-sufficient and have severe limitations on movement or that need treatments and especially:

- older people (over 65 years old);
- people suffering from cancer at an advanced stage and end stage;
- people that need artificial feeding;
- people that are under protected medical discharge from hospital;
- people that are affected from debilitating chronic diseases;
- people who suffer from severe disabilities;
- children affected from chronic diseases and that live in particular social unrest.

# How and who activates the assistance?

## 1 Notification

The family doctor, for the patient that needs the home-based integrated assistance, demands the activation at the home-based care operation centre of the district. Although the notification can be done from a different subject than the MMG, like a relative, a neighbour or the parish. In this case the district will get in contact with the MMG in order to examine together the possibility of activating the home based assistance. The days before the estimated date of discharge, the hospital ward ( protected medical discharge) in order to give the necessary time to organise the home-based assistance.

## 2 Assesment

The notification is followed by the assessment at home of the user, to which participates the family doctor, the doctor charge of the home-based care operation centre of the district, the ward manager, relatives and eventually a social worker.

## 3 Individual CareProject

In the presence of the fundamental requirements for the activation of the home-based health care, the individual care project.

## Activities provided by the home-based health care

- take charge of the assisted person
- activation of the measures of the individual care project
- psychological support is provided to the équipe, the patient and the family
- planning, organisation and assessment of the service provided
- conception of innovative projects

# ANAFI Association's Mission

ANAFI Association places at the heart of its mission:

- the dignity of the person and of the household
- promote the quality of life
- the culture of solidarity and acceptance
- professionalism of the operators
- criteria of impartiality and objectivity

## Practitioners of the coordination

- chief medical officer
- medical coordinator with 5 years of documented experience in home-based integrated care
- ward manager with 3 years of documented experience in home-based integrated care
- therapist coordinator with 3 years of documented experience in

- home-based integrated care
- psychologist
- social worker
- social health operator
- telephone operator with duties of planning
- occupational therapist/physiotherapist/psychomotrist/speech therapist
- medical specialists

## Staff assigned to the service

Integrated home-based assistance standard: medical coordinator, ward manager, therapist coordinator, nurses, physiotherapists, occupational therapists, speech therapists, social workers, psychologists, dieticians, social health operators, telephone operator with duties of planning and communication, volunteers.

Integrated home-based assistance of second and third level: medical coordinator, ward manager, therapist coordi-

nator, nurses, physiotherapists, occupational therapists, speech therapists, social workers, psychologists, dieticians, social health operators, telephone operator with duties of planning and communication, volunteers and availability of medical specialists (geriatric, cardiologist, pulmonologist, orthopedic, physiatrist, neurologist, surgeon, urologist, gynecologist, gastroenterologist, nutritionist, otolaryngologist ecc.)

# Manner and timing of provision of the integrated home-based service



## • Take charge of the patients

The taking charge of the patients takes place exclusively after the communication of the district care authority that has previously made a multidimensional assessment.

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**48H**

## • Specially tailored actions

Specially tailored actions as specified in the individual care project are implemented within 48 hours, except different specifications of the health authority

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## • Care Manager

A referent is assigned to each patient (care manager), that monitors the execution of the individual care project and takes care of the family's relationship with the ANAFI's staff/the health authority's staff.

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## • Informed Consent

Each consumer will receive the forms of the informed consent and of the quality standard of the service (comment card, complaints and inefficiencies).

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# Registered Office

## Address

Via L. Capucci, 12 – 00147 - Rome.

## Phone Lines

06.51600039 - 06.5138231 -  
06.5128484

## Fax

065137311

## E-mail

[anafil@libero.it](mailto:anafil@libero.it)

## Pec

[anafiasociatione@legalmail.it](mailto:anafiasociatione@legalmail.it)

## Web Site

[www.anafias.it](http://www.anafias.it)

# Centrale Operativa ADI

Located less than 300 metres than bus station, the structure is accessible, equipped with all comforts and in tune with the current legal provisions the security regulation, hygiene regulations ecc. The operation center is provided of a virtual answering system in order to guarantee the quality of the service and a tip line.

## Address

Via Giulio Aristide Sartorio, 79 –  
00147- Rome ground floor.

## Phone Lines



06.51600039 - 06.5138231 -  
06.5128484

## Fax

06.51607582

## E-mail

Coordination:

[anafisas@gmail.com](mailto:anafisas@gmail.com)

Administration ADI:

[anafiasociatione@legalmail.it](mailto:anafiasociatione@legalmail.it)

## Pec

[anafiasociatione@legalmail.it](mailto:anafiasociatione@legalmail.it)

## Web site

[www.anafias.it](http://www.anafias.it)

## Open tot he public:

From Monday to Friday from 8 am to 18 pm and on Saturday from 9 am to 1 pm.

# On-call nursing care guaranteed by the integrated home-based assistance

- **On-call nursing care guaranteed by the integrated home-based assistance of the first level**

From 8 am to 8 pm can be called 331.6408686.

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- **On-call nursing care guaranteed by the integrated home-based assistance of the second level**

From 7 am to 10 pm can be called 331.6408686 and in order to call the doctor who is on call 12 hours a day can be called 329.7499254.

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- **On-call nursing care guaranteed by the integrated home-based assistance of the third level**

Guaranteed service 24 hours a day and can be called 331.6408686 and the doctor is on call 24 hours a day and can be called 329.7499254.

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