



HOLDING



# USER GUIDE

**C.A.M.E.S. SRL**

**CENTER OF PHYSIOKINESITERAPIA**

**AGREEMENT WITH THE NHS & MAIN INSURANCE**

VIA IPERIONE, 11

POSTAL CODE. 00133, Rome

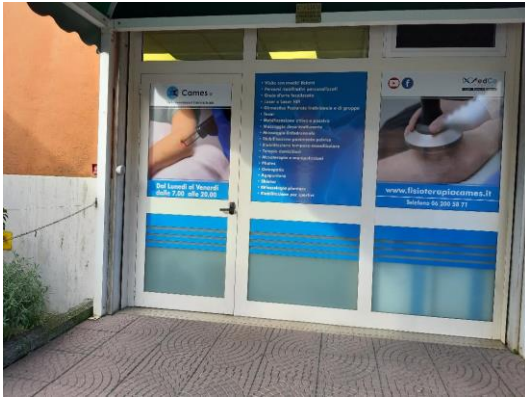
**Tel. 06 20 05 871**

<https://www.fisioterapiacames.it/>

**ISO 9001: 2015 CERTIFIED**

## WHO WE ARE

The C.A.M.E.S. Center S.r.l began its activity in 1982 in its current location, in via Iperione 11, Torre Angela district, where it is able to guarantee high quality assistance in the sectors of Orthopedic Rehabilitation, Neurology and pathologies deriving from traumas.



## STRUCTURE

The Center is structured on two floors and has a waiting room (for each floor), a Front Office (for each floor), a physician's office specializing in physiatrics (for each floor), 35 total boxes, a gym with changing rooms (on the ground floor), services for the disabled (on the ground floor).

## WHERE WE ARE AND HOW TO REACH US

The facility is located in:  
Via Iperione, 11 - Torre Angela 00133, ROME,  
Rome East area, about 1 km from Prenestina and  
1.5 km from Casilina; exit Torre Angela / Tor Bella  
Monaca on the ring road.



## COMPANY BELIEVE

Our corporate belief is based on 3 key words that inspire all the activities carried out by the human resources who collaborate with the Center:



- CARE: because we believe in passion and attention to the person and to our work;
- HUMANITY: because we believe in the uniqueness and diversity of the person and his needs;
- CONFIDENCE: because we believe in loyalty and loyalty to the person and his dignity.

**SERVICES PROVIDED UNDER AGREEMENT**

- Electro
- Group gymnastics
- Infrared
- Spinal mobilizations
- Complex motor re-education
- Simple motor re-education
- Neuromotor reeducation
- Physiatric examination

**SERVICES PROVIDED PRIVATELY**

- Acupuncture
- Biofeedback
- Diadynamic currents
- Contact diathermy
- Individual and group postural gymnastics
- Hilterapia
- Leaks
- Iontophoresis
- Laser Therapy
- Magnet
- Decontracting massage
- Lymphatic drainage massage
- Massage therapy
- Mesotherapy
- Active and passive mobilization
- Focused shock wave
- Osteopathy
- Proprioceptive platform
- Personalized rehabilitation programs at discounted rates \*
- Pilates
- Rehabilitation of the pelvic floor
- Rehabilitation for sportsmen
- Temporomandibular rehabilitation (TMJ)
- Foot reflexology
- Shiatsu
- Taping
- Tecar
- Home therapy
- Ultrasound

### **\* REHABILITATION ROUTES WITH FACILITATED REGIME AND TEAM WORK**

They are defined after an accurate free evaluation visit, subject to confirmation by the Patient, of wanting to take advantage of these paths.



Further information and guides illustrating the services provided are available at the Acceptance Center and on the website: [www.fisioterapiacames.it](http://www.fisioterapiacames.it)

### **BOOKING METHOD**

- To book MEDICAL VISITS there is the possibility of making telephone reservations at the number:

**[SWITCHBOARD 06 / 200.58.71](tel:062005871)**

- To book THERAPIES it is necessary to go to the Center, and follow the acceptance protocol at the Front Office, where an urgency protocol is applied in post-operative, post-traumatic and severe neurology cases.

### **OPENING HOURS AND DAYS OF THE CENTER**

*Monday to Friday from 7.00 to 20.00.*

### **NECESSARY DOCUMENTS**

To access the services and services provided by the Center, the Patient must present himself in the facility with the following documentation:

- Identity card;
- Health insurance card;
- Signature of informed consent and consent to data processing (The EU Privacy Regulation 679 and Legislative Decree 196/2003 require that the Patient be informed of how his personal and sensitive data is processed; in order for the requested Service to be provided, the Patient must provide such consent).

Based on the type of therapy, it must present:

## **A. CONVENTIONED THERAPIES**

- Medical prescription or binding prescription (pink prescription) valid (1 year).

## **B. PRIVATE THERAPIES**

- Prescription on white sheet with the data of the prescriber.

For psychiatric visits and specific therapies, the Front Office will provide all the necessary information to the Patient, in order to best meet his needs.

Accepted personnel are prepared to carry out all the necessary checks required by the provisions of the SSN / SSR, of GDPR 679/2016, of the Internal Quality System to ensure compliance with the legal requirements and applicable standards applied by the Healthcare Facility to ensure the suitability of the Service.

## **TAKING CARE OF THE PATIENT**

It consists of several phases which are summarized below:

### **Acceptance**

Accepted staff checks the documentation delivered by the patient and based on the insertion of data into the Centre's IT system, appointments are scheduled in collaboration with the therapist who defines the treatment plan.

### **The Therapeutic Path**

After an accurate medical history, the analysis of the clinical documentation and the sharing of any clinical risks with the patient, the psychiatrist plans the path and the patient is followed by the same therapist for the entire therapeutic rehabilitation path in order to obtain recovery. of functionality and reduction of suffering. Based on the initial assessments that defined the therapeutic path, the therapist has the opportunity to estimate the progress and benefits achieved. If you experience results different from the initial expectations, you can consult with the Doctors of the Structure in order to make corrective actions to the therapy.

In the event that the Therapist were absent, the Center applies a protocol for the passage of deliveries of the therapies of its Patient in order to guarantee the continuity of the therapeutic path.

In the event that the patient refuses or discontinues clinical treatment, he will be informed of his rights and related responsibilities.

### **Discharge of the patient**

At the end of the cycle of therapy, the therapist closes the outpatient rehabilitation chart, reporting the results obtained and providing the patient with any prescriptions or recommendations to maintain and / or improve what has been obtained.

### **CONNECTION WITH OTHER STRUCTURES OF THE TERRITORY**

The Company is connected with other local structures in order to guarantee the continuity of healthcare:

- Delta RX- <https://www.deltarx.it>
- Hyperion Clinical Analysis Laboratory- <https://www.labiperione.it/>
- Disabled Association "We and the others" - <http://www.associazionehandicapnoiegliatri.it/>
- New SAIR- <https://www.nuovasair.it>
- Policlinico Tor Vergata- [http://www.ptvonline.it/uo\\_ter\\_ant.asp](http://www.ptvonline.it/uo_ter_ant.asp)

### **OTHER USEFUL INFORMATION FOR THE USER**

In the waiting room you will find brochures and documents that provide useful information for your health, as well as information on the services offered. In particular, the "Service Charter" contains useful information for a good knowledge of the center and of the Rehabilitation Therapies available and which you can request as a copy from the Front Office. We remind you to complete the Satisfaction Questionnaire at the end of the rehabilitation process, which you can find in the waiting room, in order to improve the quality of the service offered and to be able to respond in the most authentic way possible to your needs.

**C.A.M.E.S. LTD.**