



NIHMP Charter of Service 2017

5X1000

Why give 5X1000 to the NIHMP?

Because we are an Institute that welcomes and take cares of all the people, especially those at higher risk of social exclusion: migrants, minimum income pensioners, people who have lost their jobs, homeless, unaccompanied minors, women victims of violence, victims of torture and prostitution trade.

Because we develop research activities aimed at fighting inequalities, improving access to services and health care, increasing prevention.

Because we are a privileged observatory on important themes: medicine of migration, global public health, women's and children's health.

How to donate it to the NIHMP

It is easy, it only takes 3 steps:

1. in the CUD, Unico or 730 form fill in the selection box for the destination of 5X1000; you will need to report the NIHMP Fiscal Code number 09694011009 in the category "health research"
2. provide your signature
3. give the form to your accountant

GENERAL INFORMATION

NIHMP

National Institute for Health, Migration and Poverty

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Rome - 00153

Outpatient Department

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The NIHMP "Charter of services" is a dynamic document, subject to constant updates, audits, improvements and additions. The information contained in this document, fully available on the NIHMP website, is updated to January 2017. After this date it is possible that changes in regulations, services provided and timetables may occur: all the necessary information and clarification can be provided by calling the telephone numbers listed in this document.

TABLE OF SCHEDULED HOURS - (except for temporary changes)

RECEPTION HOURS:

- from Monday to Friday from 7:30 to 12:00 am; laboratory tests: from 7:30 to 10:00 am;
- Monday, Tuesday, Wednesday and Thursday also in the afternoon from 2:00 to 5:00 pm
- Saturday and Sunday from 8:00 to 12:00 am; laboratory tests from 8:00 to 10:00 am

OUTPATIENT DEPARTMENT SERVICES

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
General medicine (triage)	8.00 am-1.30 pm 2.00-6.00 pm	8.00 am-1.30 pm 2.00-6.00 pm	8.00 am-1.30 pm 2.00-6.00 pm	8.00 am-1.30 pm 2.00-6.00 pm	8.00 am-1.30 pm		
Nursing assistance							
Clinical tests	7.30-10.00 am	7.30-10.00 am	7.30-10.00 am	7.30-10.00 am	7.30-10.00 am	8.00-10.00 am	8.00-10.00 am
Skin medications	From 11.00 am	From 11.00 am	From 11.00 am	From 11.00 am	From 11.00 am	From 11.00 am	From 11.00 am
Injections	From 11.00 am	From 11.00 am	From 11.00 am	From 11.00 am	From 11.00 am	From 11.00 am	From 11.00 am
Audiology and Audiometry ¹	Service available only for patients and during the activity of Social Medicine project						
Cardiology	8.30 am-2.00 pm	8.30 am-2.00 pm 2.30-6.30 ² pm	8.30 am-2.00 pm 2.30-6.30 ² pm	8.30 am-2.00 pm 2.30-6.30 ² pm	8.30 am-2.00 pm		
Dermosurgery	Service by appointment after consultation of the NIHMP dermatologist						
Dermatology	8.30 am-2.00 pm 2.30-6.30 pm	8.30 am-2.00 pm 2.30-6.30 pm	8.30 am-2.00 pm 2.30-6.30 pm	8.30 am-2.00 pm 2.30-6.30 pm	8.30 am-2.00 pm	8.00 am-1.30 pm	8.00 am-1.30 pm
Epiluminescence	Service by appointment after consultation of the NIHMP dermatologist						
Laser therapy	Service by appointment after consultation of the NIHMP dermatologist						
Skin Mycology	8.30-10.30 am	8.30-10.30 am	8.30-10.30 am	8.30-10.30 am	8.30-10.30 am		
Gastroenterology and hepatology	8.30 am-2.00 pm	8.30 am-2.00 pm 2.30-6.30 ² pm	8.30 am-2.00 pm 2.30-6.30 ² pm	8.30 am-2.00 pm 2.30-6.30 ² pm	8.30 am-2.00 pm	8.00-1.30 ² pm	8.00-1.30 ² pm
Gynaecology	8.30 am-2.00 pm 2.30-6.30 ² pm	8.30 am-2.00 pm 2.30-6.30 ² pm	8.30 am-2.00 pm 2.30-6.30 ² pm	8.30 am-2.00 pm 2.30-6.30 ² pm	8.30 am-2.00 pm		
Obstetrics	2 times a week by appointment						
Urology			8.30 am-2.00 pm				
Infectious and Tropical Diseases	8.30 am-2.00 pm 2.30-6.30 pm	8.30 am-2.00 pm 2.30-6.30 pm	8.30 am-2.00 pm 2.30-6.30 pm	8.30 am-2.00 pm 2.30-6.30 pm	8.30 am-2.00 pm	8.00-1.30 ² pm	8.00-1.30 ² pm
Minor migrant department							
Infectious diseases in children			8.30 am-2.00 pm				
Paediatrics			2.30-6.30 pm				
Internal Medicine	Service available after consultation of the NIHMP doctor						
Travel Medicine and Vaccinations		8.00-12.00 am 2.00-5.00 pm	8.00-12.00 am 2.00-5.00 pm	8.00-12.00 am 2.00-5.00 pm			
Internal Medicine Ultrasound Scans ³	8.30 am-1.00 pm		3.00-6.00 pm				
Doppler ultrasound of carotid and lower limbs ³		2.30-6.00 pm					
Echocardiography	Service by appointment after consultation of the NIHMP cardiologist						
Electrocardiogram ECG Holter monitor	Service by appointment after consultation of the NIHMP cardiologist						

test							
Ophthalmology	8.30 am-2.00 pm 2.30-6.30 pm	8.30 am-2.00 pm 2.30-6. 30 ² pm	8.30 am-2.00 pm 2.30-6. 30 ² pm	8.30 am-2.00 pm 2.30-6. 30 ² pm	8.30 am-2.00 pm		
Social Dentistry and Gnathological Rehabilitation ⁴	8.30 am-2.00 pm	8.30 am-2.00 pm 2.30-6.30 pm	8.30 am-2.00 pm 2.30-6.30 pm	8.30 am-2.00 pm 2.30-6.30 pm	8.30 am-2.00 pm		
Psychological Assessment Service (SAV)	8.30 am-1.30 pm	8.30 am-1.30 pm	8.30 am-1.30 pm	8.30 am-1.30 pm	8.30 am-1.30 pm		
Psychiatry	Service by appointment after consultation of the SAV (Psychological Assessment Service)						
Psychology services	Service available from Monday to Friday during the opening hours of the outpatient department and by appointment after consultation of the SAV (Psychological Assessment Service)						
Forensic medicine	Service by appointment for the users of the Service for International Protection Seekers and Refugees						
Office for Relations with the Public	10.00-12.00 am	2.00-4.00 pm	10.00-12.00 am	10.00-12.00 am	10.00-12.00 am		

¹ Service available only for patients and during the activity of Social Medicine project

² Service available based on shifts schedule

³ Service by appointment to reserve personally at the administrative counters

⁴ Afternoon service available only during the activity of Social Medicine project

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SECTION ONE: PRESENTATION OF NIHMP AND BASIC PRINCIPLES

1. PRESENTATION: LEGISLATION, MISSION AND ACTIVITY OF THE INSTITUTE

The National Institute for Health, Migration and Poverty (NIHMP) is a Public Institution of the National Health Service with the aim to develop innovative systems to fight inequalities within the framework of Italian health care, facilitate access for migrants and disadvantaged social groups to National Health Service and to ensure provision of high services quality to Italian and foreign citizens.

The Institute is entrusted by the Italian law with the “aim to promote assistance, research and training activities for the health care of migrant populations and to combat poverty-related diseases”.

The Institute is engaged in overcoming, within National Health Service, the health challenges faced by the most vulnerable populations through a transcultural and patient-centered approach and, at the same time, in determining national policies, in synergy with the Italian Regions, in order to meet the health-related needs of fragile population groups, including migrants, by:

- facilitating the access to health care services for disadvantaged people and consequently raising the quality of services for all citizens;
- developing research activity aimed at promoting vulnerable population and migrants’ health and at combating poverty-related diseases also through clinical projects and the study of experimental models for the management of health care services specifically developed to improve health care services addressing poverty and social exclusion-related conditions;
- developing and implementing training, educational and health information programmes;
- involving the local and regional actors working for the promotion of migrants’ health and for combating poverty-related diseases in order to promote a national network dealing with health and social care problems;
- promoting the management of a network among national and international stakeholders.

The NIHMP plays an essential role, particularly in relation to regional structures of the NHS which are also adapting their services for the benefit of old and new marginality and fragility, by establishing network among the monitoring measures of social inequality in health – today scattered, occasional and uncoordinated – by encouraging and helping to undertake new regional and local measures, by motivating the Italian public, private and third sector organizations to participate in a national plan for fighting inequalities. The Institute provides a multi-specialist medical service with a multidisciplinary staff composed of doctors, psychologists, nurses, transcultural mediators and anthropologists trained for the reception activities and for facilitating access to the National Health Service. The NIHMP also offers medical services to travellers going to and coming from tropical countries, providing specialist visits and updated health information for the prevention of the most common diseases in tropical regions. At an outpatient basis, the strengths of the NIHMP’ way of working are:

- Quick access to health care: neither appointments nor reservations are needed but you just have to go to our outpatient department by the end of the day and, after the necessary lead time, you will be visited.
- Health for all: all the health care services are provided by National Health Service, we also provide medical examinations to irregular migrants and codes STP/ENI to those entitled.
- Integrated and transdisciplinary approach: a nurse or a transcultural mediator takes charge of the person also giving him/her information and guidance on the National Health Service and on the procedures for accessing the services; the person is then accompanied to the medical specialist for the visit and, if necessary, the doctor will coordinate his actions with that of other professionals (medical and social).

Concetta Mirisola

2. BASIC PRINCIPLES

The NIHMP makes effort to respect the following basic principles:

2.1. Equality

Delivering public service should be based on the principle of equality of all users' rights. The rules concerning relations between users and public services and access to public services must be the same for everyone. No distinction in service provision can be made for reasons related to sex, origin, language, religion and political opinion. The activity of the NIHMP is mainly focused on promoting health care of migrants and disadvantaged groups but is open to all citizens as well, guaranteeing equal treatment, under the same conditions of the provided service, both between the different geographical areas of users, even when the same cannot be easily reachable, and between the different categories or groups of users.

2.2. Impartiality

The Institute is required to inspire its behavior, towards users, in accordance with objective, justice and impartiality criteria.

2.3. Continuity

The provision of public services must be continuous, regular and uninterrupted. Improper functioning or service interruptions cases must be specifically regulated. In these cases, measures that would cause minimal disruption to users have to be taken.

2.4. Participation

Citizen's participation to the provision of the public service must be always guaranteed, both to protect the right to a proper service delivery and to encourage cooperation towards providers.

User has the right, in accordance with the procedure laid down by the law, to have access to information held by the Institute concerning him/her.

User can produce pleadings and documents; present observations; make suggestions for the improvement of the service. The Institute promptly gives feedback to the users about their reports, complaints and proposals.

2.5. Efficiency and effectiveness

Public service must be provided in order to ensure efficiency and effectiveness.

Particular attention is given to the cost-benefit assessment of the services rendered, through prescriptions of drugs with evidence of proven utility and appropriate health care services.

2.6. Transdisciplinarity and transculturality

The NIHMP adopts the transcultural and transdisciplinary approach to meet the demands for care made by people from many countries, many of whom just arrived in Italy, pursuing this approach in the most appropriate manner and in accordance with the meanings, the language and the "context" of disease production.

The acceptance and enhancement of the diversity of cultural, social, historical and political expressions as the backdrop of the demand for care and which affects it, requires a specific prepared staff, knowledge of cultural mediation skills and cooperation between different social and health care professionals, including medical anthropology.

SECTION TWO: INFORMATION ON THE STRUCTURE AND SERVICES PROVIDED

1. THE OUTPATIENT DEPARTMENT

The NIHMP outpatient department provides the following specialized services:

- General medicine
- Nursing assistance
- Clinical tests
- Audiology, audiometry and otorhinolaryngology
- Cardiology
- Dermosurgery
- Dermatology
- Epiluminescence
- Laser therapy
- Skin mycology
- Gastroenterology and hepatology
- Gynaecology and obstetrics
- Urology
- Infectious and tropical diseases
- Minor migrant department
- Internal medicine
- Travel medicine and vaccinations
- Internal medicine ultrasound scans
- Doppler ultrasound of carotid and lower limbs
- Echocardiography
- Ophthalmology
- Social dentistry and gnathological rehabilitation
- SAV, first assessment for psychological disorders
- Psychiatry and clinical psychology
- Forensic medicine

Services are provided by National Health Service and all users can access it; certain services are offered on the basis of specific projects and are targeted for particular groups of patients: we are talking about social medicine paths. The NIHMP is actually involved in different project activities related to the constitution of a real social medicine pathway and, for this purpose, over the time, cooperation agreements with the Ministry of Health have been carried out for the implementation of clinical and social assistance evaluation projects of tailored medical devices for vulnerable groups, in **dermatology, ophthalmology, dentistry, audiology, hepatology, gynecology, infectious diseases and internal medicine** field. Besides providing specialist support, these projects also intend to offer effective technical and scientific support to the Ministry of Health, by following a transcultural and a transdisciplinary approach, through collection of data and assessments related to the evolution of people's health status consequent to the use – otherwise often precluded – of certain medical devices with a high social and health impact. More information about these projects will be available on the NIHMP website.

Furthermore, over the years, a series of specialist services and diagnostic procedures have been activated also through agreements with external institutions (Istituti Fisioterapici Ospitalieri, Azienda Ospedaliera San Camillo-Forlanini, Ospedale Pediatrico Bambino Gesù, ASL Roma 1).

1.1. Term of access

The NIHMP outpatient department is open to everyone, Italians and foreigners.

Outpatient department entrance is in Rome, **Via delle Fratte di Trastevere n. 52**.

Unless otherwise specified in the above table, it is possible to access to outpatient examinations directly, **without an appointment**.

Before undergoing medical examination is necessary to go first to cultural mediators desks for collecting data and general information and then to administrative counters for registration and the eventual payment of the co-pay fee, if needed.

Outpatient department is open every morning, **Saturday** and **Sunday**. It is open four days a week also in the afternoon: on Monday, Tuesday, Wednesday and Thursday.

Medical examinations continue, beyond the reception hours listed in the Table, in the morning until 2.00 pm and in afternoon until 6.30 pm. Patients had better to arrive in good time in order to avoid crowding in the last hours of activity.

The Centre is not equipped with Emergency Department.

Medical prescription

People registered with the general practitioner access by prescription of the Regional Health Service (“red” form).

Access without medical prescription (direct access) is only allowed in the cases provided by law, including migrants without registration with a general practitioner.

Outpatient department telephone numbers:

- U.R.P. (Relations with the Public): +39 06.58558505
- Headnurse: +39 06.58558502
- Transcultural Mediators: +39 06.58558503

How to reach us from Termini Station (subway line A-B):

- bus line “H” for 6 stops up to “Piazza Sonnino”
- bus line 64 for 6 stops up to Piazza Venezia + tram line 8 for 3 stops up to “Piazza Belli”
- bus line 40 for 3 stops up to Piazza Venezia + tram line 8 for 3 stops up to “Piazza Belli”

How to reach us from Trastevere Station:

- tram line 8 (direction Piazza Venezia) for 5 stops

How to reach us from Ostiense-Piramide Station (subway line B – train line Roma-Lido):

- tram line 3 (direction Stazione Trastevere) for 5 stops up to "Porta Portese" or for 6 stops up to “Ministero Pubblica Istruzione”
- bus line 75 (direction Poerio-Marino) for 6 stops up to “Nuovo Regina Margherita”.

1.2. Medical services

1.2.1 General medicine (*triage*)

General medicine service (*triage*) is intended as the first health care, nursing and medical evaluation and assistance for patients without registration with a general practitioner or paediatrician (as for those with codes STP and ENI). After this first medical examination, patients may access other internal and external services. For these people the outpatient department represents a direct access to a first-level service that does not require reservation nor prescription.

1.2.2 Nurse services

Nursing assistance is involved in all the activities of the outpatient department and offers prevention, treatment, technical assistance and training. Its close cooperation with doctors and transcultural mediators make it possible to translate and explain all the advices provided for those foreigners who do not easily understand Italian.

Nursing assistance provides the following services:

Clinical tests - Clinical tests can be undergone every morning by submitting a medical prescription at the administrative counter. Some specific tests are only available from Monday to Friday. For further information, please call the number 06.58558502. Service is open from 7.30 until 10.00.

To get clinical tests results: from Monday to Saturday from 8.30 to 12.00 am; from Monday to Thursday from 2.30- 4.30 pm at the administrative counter.

Skin medications – Based on therapeutic indication of internal doctors: every day starting from 11:00 am.

Injections - Based on therapeutic indication of internal doctors: every day starting from 11:00 am.

1.2.3 Cardiology

The cardiology department deals with the diagnosis and treatment of cardiovascular disease and primary and secondary prevention.

The department provides the following services:

- visit with the collection patient's medical history and clinical examination;
- electrocardiogram;
- color Doppler echocardiography;
- ECG Holter monitor test.

Cardiology departement is organized as follows:

- ECG and cardiological visits are carried out every day;
- the cardiac echo color Doppler service is available on Wednesday mornings by appointment;
- ECG Holter monitor test is provided by appointment after the examination of the NIHMP cardiologist.

1.2.4 Dermosurgery

The following services are provided:

- specialist visits
- outpatient surgeries.

You can access the visits after you have made a reservation; you will be asked to come once included in the waiting lists for surgery.

Following surgery the patient will return for medication and sutures removal.

1.2.5 Dermatology

The department provides diagnosis and treatment of skin diseases. Inside the NIHMP outpatient department, in particular, it is possible to perform specialist visits and physical therapies (**i.e. cryotherapy, electrocoagulation**) as well as to observe pigmented lesions using dermoscopy analysis.

Due to the long experience of the Institute in dealing with skin disorders on “ethnic” skin, those skin diseases once defined “tropical” and lesions on dark skin that often lead to problematic differential diagnoses are often observed.

1.2.6 Epiluminescence

Epiluminescence dermoscopy is a non-invasive diagnostic method, easy to perform and has no contraindications, useful for the evaluation of risky pigmentary lesions identified during a previous clinical examination and for the early diagnosis of atypical lesions, skin carcinomas and melanomas.

Computerised digital videodermoscopy also allows image saving and comparison in order to assess possible changes during the following examinations. The outpatient department is supplied with a digital videodermoscope connected with a computer and provided with a specific software that allows to save and store dermoscopy images.

The department offers the following services:

- dermatological examination for naevi check-up (clinical and manual dermoscope naevi check up). This examination is necessary to identify the lesions to be analysed through digital videodermoscopy;
- epiluminescence observation (computerised digital videodermoscopy of single lesions identified during a previous dermatological or videodermoscopy examination inside the Institute).

1.2.7 Laser therapy

Thanks to the use of two laser, the CO₂ and Nd:Yag, laser therapy is used for:

- dermosurgery, with vaporization of different types of skin lesions such as actinic and seborrheic keratosis, common warts, genital warts, benign skin tumors, etc.;
- treatment of vascular lesions. Main therapeutic indications concern rosacea and hemangioma.

Indication for laser treatment shall be assessed during the preliminary dermatological examination carried out in our structure.

1.2.8 Skin mycology

Mycoses are infections due to fungi (microscopic fungi) of different types. Superficial fungal infections are a group of diseases affecting the skin and/or its adnexa, extremely common among the population. In particular, the most frequent infections are tinea and onychomycosis.

The following services are provided:

- skin samples (squamae, adnexa);
- direct microscopic examination;
- culture test;
- *Wood's* lamp examination.

1.2.9 Gastroenterology and hepatology

The service provides outpatient examinations for primary and secondary prevention, diagnosis and treatment of liver and digestive diseases. In particular, specialist implements diagnosis and treatment of the main types of viral hepatitis and their possible complications.

The department also identifies, in collaboration with the psychology service, alcohol abusers and addicts and carries out prevention and treatment of alcohol-related pathologies using an integrated multidisciplinary approach.

The following services are provided:

- hepatology and gastroenterology outpatient examinations;
- diagnostic tests (ultrasound, FibroScan, breath test).

1.2.10 Gynaecology and obstetrics

The NIHMP gynaecology service is carried out by female professionals assisting women in all the phases of their lives.

The following services are provided:

- health education and family planning;

- gynaecological examinations for adolescents, women of child-bearing age, menopause and for elders;
- gynecological, pelvic and trans-vaginal ultrasound (only by appointment from Monday to Friday);
- vaginal swabs (from Monday to Friday before 10.00 am);
- pap test (from Monday to Friday).

The service collaborates with the Regional screening program for cervical cancer screening, in agreement with the ASL Roma 1.

1.2.11 Urology

The service provides outpatient examinations for primary and secondary prevention, diagnosis and treatment of urological and andrological diseases.

1.2.12 Infectious and tropical diseases

The Infectious diseases department provides diagnosis, treatment and clinical-laboratory follow up for the main infectious diseases, including sexually transmitted diseases (STDs).

The unit provides the following services:

- specialist examinations;
- pre- and post-HIV test counselling and referral to the centres providing antiretroviral therapy;
- screening, treatment and follow-up for STDs;
- diagnosis and treatment of tuberculosis and complex respiratory infections;
- *Mantoux* test;
- nasal, throat, tonsil, urethral, and on skin lesions swabs;
- rapid diagnostic tests for some infectious diseases.

1.2.13 Minor migrant department

The minor migrant department is open to migrant children and adolescents and to children in foster care and / or international adoption pathways. The service is aimed, in particular, to children belonging to the most vulnerable and “hard to reach” groups of the population: sons of applicants for international protection, unaccompanied foreign minors, children belonging to families who live in migrants accommodation centres, group homes, occupied structures, equipped camps and squatter settlements. The department aims at providing a profile of the minors’ health condition by working together with paediatricians – of the ASL and of the territory – with general practitioner and vaccination centres. For reach this purpose “Reccomendations for health-reception of the Migrant Minor” of the National Working Group for Migrant Children (GLNBI), are followed. These reccomendations also include the performance of screening tests, especially about endemic infectious and parasitic diseases in the country of origin and about diseases most frequently found in children who have lived / live in place where sanitary and social conditions and standards of hygiene are wretchedly poor. In order to improve a fully reception and taking care of the child migrant, the outpatient department adopts an integrated and transdisciplinary approach thanks to the involvement of different professionals: infectious disease specialist, pediatrician, nutritionist biologist, social worker, developmental psychologist.

Persons concerned - families, professionals and voluntary social operators, doctors - can send the request for taking care of the minor by email at infped@inmp.it or by phone at 06.58558350.

1.2.14 Internal medicine

Internal medicine service carries out its activities of diagnosis and treatment of internal diseases in the framework of an outpatient management. It provides outpatient care to adult and elderly patients

suffering from internal acute, chronic and flare-up diseases with specific interest and competence for the following issues:

- primary and secondary prevention of cardio-cerebro-vascular diseases even with Doppler ultrasound procedures;
- endocrine and metabolic diseases (diabetes, dyslipidemia, metabolic syndrome and thyroid disease)
- outpatient health care management for complex patient with polypharmacy.

1.2.15 Travel medicine and vaccinations

Travel medicine and vaccinations service aims to promote the health of international travelers, prevent potential diseases that may arise during their journeys and also provide, if necessary, support at the return.

The department is active according to a schedule updated each month on the NIHPM website (see the hours listed in the Table) and it is possible to access the service without medical prescription or appointment. The medical examination consists of two different health services provided in the same access: advice on travel medicine and administration of any recommended vaccinations.

The following services are provided:

- information, advice and specialist examinations for travellers before and after the journey;
- international vaccination and advice on antimalarial chemoprophylaxis;
- information to the health care professionals working on the territory on the main aspects of international prophylaxis;
- the main tests for infectious diseases to be undergone after the journey;
- tuberculosis screening (*Mantoux* test)..

Vaccinations provided: it is possible to undertake recommended vaccinations, both basic ones and those specific for different destinations (including the one against yellow fever).

Malaria

No vaccination still exists against malaria, but you can reduce the risk of being infected and prevent most cases of illness and death by adopting suitable measures to avoid mosquito bites and by undergoing antimalarial chemoprophylaxis, sometimes taking specific drugs.

Travellers directed to endemic areas are recommended to follow a specific prophylaxis based on the individual needs and on the route, the length and the period of the journey.

1.2.16 Ophthalmology

The outpatient department is open to all people and provides analysis, treatment and prophylaxis of eye diseases.

The service particularly focuses on:

- early diagnosis and correction of visual disorders in children;
- tackling eye disorders due to poor hygienic conditions and inadequate nutrition;
- health education aimed at achieving rational and modern eye therapy;
- prevention, treatment and surveillance of degenerative eye diseases;
- information campaigns and counselling on the proper use of glasses and contact lenses, on eye problems related to using display screen equipment and on accidents at work;

The following services are provided:

- fundus eye examination;
- intraocular pressure measurement;
- visual field campimetry and Optical coherence tomography (OCT);
- eyeglass prescription;
- *Schirmer's* test;

- corneal pachymetry;
- *Hess* screen test;
- corneal topography;
- lacrimal probe.

1.2.17 Social dentistry and gnathological rehabilitation

Social dentistry and gnathological rehabilitation service is the result of an agreement between the University of Rome “Tor Vergata” and the NIHMP.

The following services are provided:

- specialist dental examination;
- gnathological examination;
- dental impression, application, check up and stabilization of mouth guard;
- creation of dental models on articulator;
- selective gringing;
- orthopantomography;
- oral hygiene;
- prosthetic;
- extraction and filling, if necessary.

1.2.18 Psychiatry and clinical psychology

Access to psychiatric and psychological services takes place every day through a preliminary assessment at the Psychological Assessment Service (SAV) . Patients can access it every day from Monday to Friday without appointment.

Subsequently, a team composed of a psychiatrist, psychologist, anthropologist and cultural mediator will take care of patients by implementing a transdisciplinary and transcultural approach for providing treatments inspired by integrated therapy models.

The following outpatient services are also available:

Women’s Rights and Health

Women’s Rights and Health service is provided by implementing measures on psychological and cultural aspects of women's distress with special attention to the phenomenon of gender-based violence.

The service is addressed to all women and is responsible for taking care of the fragilities related to family and social roles, changes in the life cycle, experiences of loss, bewilderment and unpleasant feeling also related to the migration project.

Homeless and Socially Disadvantaged People

The service supports, takes care of and promotes the health of vulnerable and poor people or reduced to poverty and contrasts poverty-related diseases for those who tend to underestimate their mental and physical health needs because driven by their daily self-protective and primary urgent needs. The staff includes a psychologist and an anthropologist which collaborate with transcultural mediators, doctors and nurses.

The activity is carried out through:

- cognitive interviews;
- social and health needs assessment and planning of *co*-constructed measures for personal and social development;
- psychotherapeutic paths in dual or transdisciplinary setting;
- establishment of a network in order to support measures for improving personal and social development path of the patient;

- drafting of reports with high social vulnerability in order to promote the inclusion in the night and day accommodation centres and the care of the person under social services guidance;

1.3 Other health care activities

1.3.1 Audiology, audiometry and otorhinolaryngology

Service available only for patients and during of activity of the Social Medicine project.

1.3.2 Nutritional counselling

At the NIHMP outpatient department is also available nutrition counselling for minors. Nutritionist biologist contributes to the promotion of nutritional health by providing, to the child and his family, dietary recommendations in accordance with their culture.

1.3.3 Internal medicine ultrasound scans

Lower abdomen, upper abdomen, full abdomen, head and neck ultrasounds are provided.

How to access the service:

- Monday from 8.30 am to 1.00 pm, by appointment;
- Wednesday afternoon from 3.00 to 6.00 pm, by appointment.

1.4 Release of health documents for foreign citizens, EU and non-EU citizens

The Institute provides the entitled persons with the **codes STP** (Foreigner Temporarily Present) and **ENI** (European Person not Registered with the National Health Service).

1.4.1 Code STP (Foreigner Temporarily Present)

The NIHMP issues codes STP to non-EU citizens, regardless of their current address and after having signed a “declaration of indigence” according to an established form. When issued, some information are recorded, such as: full name, sex, date of birth, nationality, address, code STP and date of issue. When it would not be possible to show identity card it will be necessary to give a statement of personal details. Information on foreigners temporarily present are confidential, as required by current legislation on protection of personal data. Health care services are provided free of charge for the applicant, except for the payment of the co-pay fee (ticket), with the exception of exemptions for certain pathologies on equal terms with the Italian citizen.

The code STP is valid on the whole Italian territory.

1.4.2 Code ENI (European Person not Registered with the National Health Service)

The NIHMP issues codes ENI to EU citizens living in socially fragile and in poverty condition, not resident in Italy, without insurance coverage and not registered with the National Health Service, to ensure them access to health services. Health care services are provided free of charge for the applicant, except for the payment of the co-pay fee (ticket), with the exception of exemptions for certain pathologies on equal terms with the Italian citizen.

The code ENI is valid at regional level.

The codes STP and ENI are valid for six months and are renewable, if the same conditions for the release still persist. These codes are used for:

- hospitals admissions;
- prescriptions of medical treatment by using the regional prescription form;
- prescriptions of medicines by using the regional prescription form;
- recording of the care provided;
- expenses accounting for reimbursement.

1.5 Territorial activity: the mobile health clinic

One of the tasks of the NIHMP is to reach the most vulnerable groups. The Institute pursues its mission also thanks to the use of a mobile clinic, donated by the BNL Foundation since 2013. The camper moves within Rome's neighborhoods to meet people and their health care needs directly on the territory by actively offering health promotion paths and by providing free highly-specialist medical services and guidance to the referral services present in the area.

2. SOCIAL AND HEALTH CARE SERVICES

2.1 Social and health assistance desk

The service provides guidance, support and mediation aimed at analysing, assessing and supporting people with complex needs.

The service is managed by transcultural mediators who receive and decode people requests and, if necessary, also referring them to other services (medical, psychological, social and nurse services) for taking care of particularly complex situations. The service closely cooperates with the social worker, is accessible without reservation from Monday to Friday from 7.30 to 12.00 am and, on Tuesday, Wednesday and Thursday from 2.00 to 5.00 pm.

2.2 Service for international protection seekers and refugees

The service is provided for international protection seekers and refugees by paying attention to the possible traumatic events related to the experience of forced migration and to the difficulties faced in the Italian context, with regard to both the inclusion in the reception facilities and to the peculiarity of the legal procedure for the recognition of refugee status application. The following services are provided:

- medical screening;
- psychological interviews aimed at the analysis of the request, the observation of mental health status and the implementation of psycho-diagnostic processes;
- guidance on the procedure for the recognition of refugee status and for access the reception system;
- issuance of medical records for institutional organizations;
- networking with social and legal associations and organizations present in the areas that deal with asylum matters;
- anthropological counselling.

No reservation is required for access the service on Tuesday, Wednesday and Thursday from 2.00 to 5.00 pm; appointment is needed only from Monday to Friday from 8:00 to 12:00 am.

3. CME TRAINING

The Training office designs and implements specific training courses aimed at raising awareness and training of health and social care workers according to a model of care based on a transcultural, multidisciplinary and oriented person approach. These courses follows the NIHMP's mission and strategic objectives involving the implementation of activities designed to improve quality and access to health care services for vulnerable groups.

In particular the Training and CME unit is committed to design, plan, organise and implement internal and external training courses (with CME accreditation and not), provided as part of specific projects and/or in collaboration with other institutions, also through e-learning, "FAD", modality.

Furthermore, specific agreements with universities, postgraduate schools and other training institutions make it possible that the NIHMP could activate internship.

Contacts

e-mail: formazione.ecm@inmp.it

telephone + 39 06.58558231

4. OTHER SUPPORTING SERVICES

4.1 “The Street Lawyer” Service

Inside its structure the NIHMP houses “The Street Lawyer” service which gives free assistance and legal advice thanks to the work of volunteer lawyers belonging to “The Street Lawyers” non-profit organizations, (“Avvocato di Strada”, ADS).

The service offers free legal protection for homeless in order to facilitate their reintegration into society and deals with the identification and planning of legal proceedings. The service provides free legal advice and assistance for questions regarding citizens without residence, application for persons with disabilities and other judicial and extrajudicial questions.

The transcultural mediators working at the NIHMP reception have the duty of guiding and accompanying people to "The Street Lawyer" service, if necessary.

Access to lawyers assistance is provided for free and without reservation, on Wednesday and Thursday from 3.00 to 5.00 pm.

4.2 “ASGI” Service (Association for Law Studies on Immigration)

Inside the NIHMP outpatient department is present also the “ASGI” service (Association for Law Studies on Immigration).

The Association aims to:

- promote information on immigration law, citizenship and asylum, foreigner status (as well as stateless person and refugee), protection against discrimination, racism and xenophobia;
- provide legal assistance for the protection and promotion of rights and for combating discrimination and violence acts or incitement to crime or violence with a focus on the actions and omissions occurring against foreigners (stateless persons and refugees).

Access to lawyers legal advices is provided for free and without reservation during the first and the third Tuesday of the month from 2.30 to 5.00 pm.

SECTION THREE: QUALITY STANDARDS, COMMITMENTS AND PROGRAMMES

This section describes the quality standards for services provided, the verification tools adopted for the respect of commitments and programmes to be taken during the period of validity of the Charter to improve services quality.

1. QUALITY STANDARDS AND STANDARDS VERIFICATION TOOLS

1.1 Quality standards for medical services

The NIHMP ensures services that emphasize aspects such as information, personalization and humanization by adopting an health care, treatment and a reception model based on an holistic approach.

Verification tools

- Implementation of Customer satisfaction surveys on the services provided (in multiple languages)

1.1.1 Outpatient specialist activities provided without reservation

- general medicine (triage)
- nursing assistance (clinical tests, skin medications and injections)
- cardiology
- dermatology
- gastroenterology and hepatology
- gynaecology
- urology
- infectious and tropical diseases
- minor migrant department
- internal medicine
- travel medicine and vaccinations
- ophthalmology
- social dentistry and gnathological rehabilitation
- reception service and psychological assessment (SAV)

Verification tools

- Recognition of the access through random checks
- Systematic control to verify compliance with the opening and closing time of the outpatient department

1.1.2 Clinical tests

The maximum delivery time for medical reports is reported below, unless special and motivated clinical conditions:

Routine blood tests: **5 days**

Serological and virological tests: **14 days**

Microbiological tests: **10 days**

Verification tools

- Recognition of report delivery times through random checks

1.1.3 Instrumental diagnostic

Internal medicine ultrasound scans: on-sight

Orthopantomography: 1 week

Verification tools

- Recognition of waiting times through random checks

1.1.4 Psychiatry and clinical psychology services

The first assessment is made without reservation at the SAV service. The next visit with psychiatrist or psychologist takes place **within 30 days, except for urgent situations.**

Verification tools

- Recognition of waiting times through random checks

1.2 Office for relations with the public quality standards

1.2.1 Complaints handling

Please see Section four: protection and verification mechanisms paragraph 1.2

1.2.2 Public information activity

The office for relations with public provides, by e-mail and telephone, information for the public concerning services, activities and issues relating to the mission of the Institute as well as collection and transfer of external requests for information, proposals and communications

Average response time: 5 working days

Verification tools

- Annual report on carried out activities and average times for service provision

1.3 CME Training quality standards

The Training and CME unit organizes training courses by meeting quality standards required by current legislation on Continuing Medical Education.

Verification tools

External audits conducted by AGENAS

2. COMMITMENTS AND PROGRAMMES ON THE QUALITY OF SERVICES PROVIDED

The Institute, in relation with the provision of services, holds the quality certification ISO 9001: 2008 for the «*Provision of health care and social service activities for the health promotion of migrants and the control of poverty-related diseases through a transcultural approach. Elaboration of research projects and development of even experimental models for the management of health care services particularly focusing on the emerging social assistance issues in the context of poverty-related diseases. Project cycle management in the framework of the institutional programmes. Development and implementation of training and CME courses, information, education and health communication in the framework of the institutional programmes.*»

The aim of the Institute, in order to ensure the implementation of quality standards for its services, is the realisation of the following lines of action:

1. the use of interdisciplinary clinical audit on outpatient provided services in order to determine to what extent the standard criteria laid down have been met or not;
2. the promotion of inquiries on the degree of citizen/user satisfaction carried out through questionnaires, sample surveys and direct observation administered to mixed monitoring groups and the publication of their results;
3. the widespread transparency of every act, both administrative and medical ones.

SECTION FOUR: PROTECTION AND VERIFICATION MECHANISMS

1. OFFICE FOR RELATIONS WITH THE PUBLIC

Access and opening hours

The office for relations with the public (URP) is located at the reception room of the NIHMP outpatient department, in Via delle Fratte di Trastevere n. 52, and users can access it in the following hours:

- Monday, Wednesday, Thursday and Friday from 10.00 to 12.00 am;
- Tuesday from 2.00 to 4.00 pm

Contacts

- E-mail: it is possible to address questions to the URP by sending e-mail at info@inmp.it and expect an answer within 5 working days at the e-mail address specified by the user.
- Telephone: +39 06.58558505
- Fax: +39 06.58558405

Activities

The office for relations with the public performs the following activities:

- receives and handles reports and users' complaints (see section four: protection and verification mechanisms);
- provides information about the NIHMP's offices, services, hours and competences;
- receives external requests for information, proposals and communications;
- directs the request for access to administrative documents in accordance with the law on administrative transparency.

2. COMPLAINTS

The NIHMP protects citizens also guaranteeing them the possibility of complaint as a result of a poor service, action or behavior which have denied or limited the availability of services.

2.1 Submission of the complaint procedure and response time

The NIHMP means its protection role as the set of actions, measures and procedures ensuring their users, Italians and foreigners, to be heard, to find satisfactory answers, to file complaints and also to seek alternative solutions for the presented problems. The Institute also guarantees the function of protecting the citizen by giving him the possibility to complaint and promoting the use of reports in the processes of assessment and quality improvement of the services provided.

The URP office listens to and interprets the person's complaint. If conciliation does not work, we will invite the user to write the complaint and fill out the "Complaints, dysfunction, suggestions" form, available at the URP Office or on the website www.inmp.it, also implementing, if necessary, a mediation to help the user to describe what happened.

If there is an easy solution for the reports, immediate feedback is given to the user. The most complex ones will require preliminary investigations and, a written response containing the results of the analysis conducted and the solutions adopted, will be provided within 30 days from the receipt.

Those cases requiring more in-depth technical assessments, provide an answer that can be formulated in a period that usually does not exceed 60 days from receipt of the complaint.

2.2 Forms of compensations and procedure for their consumption by the citizen/ user

A refund of the amount paid or the provision of “pro bono” medical examinations are planned to replace or integrate those possibly subject to a verified and accepted complaint.

3. VERIFICATION OF COMMITMENTS AND ORGANISATIONAL ADAPTATIONS

3.1 Report on the state of the standard

The NIHMP ensures the verification of standards implementation through an annual report on the achievements and gives it appropriate publicity.

3.2 Surveys on citizens/users satisfaction

The NIHMP guarantees the realisation of inquiries on the degree of citizen/user satisfaction, conducted through questionnaires, sample surveys and direct observation administered to mixed monitoring groups. The results of these surveys reports will be made publicly available.