

PURPOSE

This procedure defines the methods for managing hospitalization requests and waiting lists, in order to ensure transparency, fairness, traceability and systematic updating, in compliance with current regulations and institutional accreditation requirements.

GENERAL PRINCIPLES

Casa di Cura San Giorgio guarantees that:

- hospitalization requests are managed according to clinical appropriateness criteria;
- waiting lists are systematically updated;
- information provided to users and referring services is clear and timely;
- the principles of transparency, impartiality and anti-corruption are respected.

ACCESS AND REGISTRATION OF REQUESTS

Hospitalization requests are received from the relevant Public Services (DSM/CSM/SerD) and are registered by administrative staff on the instructions of the Medical Directorate.

Hospitalization requests are registered and numbered in chronological order of receipt in Excel files, separated by men and women for organizational and bed-management purposes.

Registration ensures traceability of the following fields:

- progressive number;
- outcome of the appropriateness assessment;
- patient identification data;
- principal diagnosis;
- referring service;
- requested care setting (SA1, PA2, CAVS, REHABILITATION 56.40);
- competent ASL;
- date of receipt of the request;
- notes.

The file containing the request is saved in a shared folder accessible to the Medical Director.

The first page of the request is printed, the date of receipt is noted on it, and it is submitted to the Medical Directorate for assessment.

APPROPRIATENESS ASSESSMENT

Clinical appropriateness is assessed by the Medical Director on the basis of the clinical documentation transmitted by the referring service, with an indication of the outcome (appropriate/not appropriate).

Requests are assessed within 48 hours of receipt, taking into account:

- appropriateness of the clinical condition;
- phase of the disorder (subacute, post-acute);
- availability of the appropriate care setting;
- whether the patient is referred from an SPDC.

The cover page of the request is initialled by the Medical Director, who adds the date of assessment.

MANAGEMENT AND UPDATING OF THE WAITING LIST

The waiting list is managed electronically and is:

- updated promptly;
- modified in the event of changes in clinical conditions or bed availability.

Each update is traceable in the notes field and is carried out by Secretariat staff.

INFORMATION TO USERS AND REFERRING SERVICES

The facility guarantees:

- communication of estimated waiting times to users and referring services;
- updates in the event of changes;
- clear information to users regarding access procedures and expected waiting times.

Information is provided by administrative and healthcare staff.

MONITORING AND TRANSPARENCY

The facility ensures monitoring of waiting lists through continuous control of the request-management files.

The Medical Director verifies the correct management of the waiting list as part of ordinary activity, with particular reference to:

- compliance with the chronological order of registration, except for justified and documented clinical priorities;
- updating of the list in relation to completed hospitalizations;
- consistency between requests received and scheduled hospitalizations.

Any deviation from the chronological order is justified and documented.

Monitoring is carried out continuously through the operational management of the waiting list. Checks are formalized whenever anomalies or critical issues are reported to the Medical Directorate by administrative staff or referring services. On an annual basis, the Medical Directorate performs an overall review of waiting-list management.

Transparency is ensured through:

- chronological traceability of requests in the management file;
- the possibility for the Medical Directorate to verify the list;
- communication, upon request, to referring services of the position on the list and the estimated waiting times.

DISTRIBUTION AND APPLICATION

This procedure is approved by Management and is:

- distributed to staff via company email;
- made available at the administrative offices and the Medical Directorate;
- applied by all personnel involved in managing hospitalization requests.

ARCHIVING

Registered and validated hospitalization requests are temporarily retained in the dedicated file at the Administrative Office. Requests followed by hospitalization are retained in the administrative documentation of the clinical record. Cancelled requests are destroyed using suitable document-destruction devices in compliance with current regulations on the protection of personal data.

Firma Direzione Sanitaria



Firma Direzione Generale

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