

## **PROCEDURES**

### **Procedures to settle the Method:**

- Procedure M-01/14 ANALYSIS – information gathering
- Procedure M-02/14 CONCEPT – identification of need
- Procedure M-03/14 DEVELOPMENT – elaboration of the activities and tools and plan of action
- Procedure M-04/14 PRODUCTION – emission of the activities and quality monitoring
- Procedure M-05/14 SUMMARY – control of the goals achieved and analysis of the quality indicators
- Procedure M-06/14 Administration of the Ethical Code to the whole internal, external staff and consultants, and the following capture and stock of the signed copy for the acceptance.

### **Procedures to settle the organization and formation of the paramedic staff:**

- Procedure F-01/14 Planning of house-to-house and hospital visits
- Procedure F-02/14 Training in using the devices
- Procedure F-03/14 Starting therapies, chronic therapies, pression measurements
- Procedure F-04/14 Follow up visits
- Procedure F-05/14 Complaints management
- Procedure F-06/14 Drug monitoring
- Procedure F-07/14 Warning on unfavorable events
- Procedure F-08/14 Receiving and managing the complaints
- Procedure F-09/14 Personal dates' flow and elaboration management
- Procedure F-10/14 Production and transmission of the data
- Procedure F-11/14 Receiving the approval to manage the costumers' personal information
- Procedure F-17/14 Technical and scientific training on drugs, devices and methods of administration

### **Procedures to settle the formation of the multilingual telephone assistance of the personal HCSI**

- Procedure F-12/14 Correct use of the devices
- Procedure F-13/14 Complaints management
- Procedure F-14/14 Information on the sostitution and the correct disposal of the devices
- Procedure F-15/14 Managing the deadline
- Procedure F-16/14 Managing the demand of the shipping of supporting material
- Procedure F-17/14bis Technical training on the devices and methods of administration

### **The measurement of the performance of the paramedic staff and the call-center employees is regulated by the procedures for the Measurement of Performance:**

- Procedure G-001/14 Verification of the professional training (nurses responsible of the call-center) with administration of questionnaires (every 6 months)
- Procedure G-002/14 Verification of the timing for call-center employees to reply
- Procedure G-003/14 Verification of the intervention timing of the practical nurses
- Procedure G-004/13 Verification of the timing to send the reports from the nursing staff