

SERVICES CHARTER

Drawn up in compliance with the Prime Ministerial Decree of 17 May 1995
"General reference scheme for the Charter of Public Health Services".
implementing art. 2 of Law 273/95



Health Care Director: Dr. Riccardo Rescazzi

Part 1

PRESENTATION, QUALITY POLICY and PRINCIPLES

Centro Medico Esperia S.r.l. is a private, multi-specialist, medium-complexity outpatient healthcare facility, operating in the fields of prevention, diagnosis and treatment. The company is part of the CDC Holding Group, and shares its know-how and general management system, with particular reference to the organisational-healthcare platform, quality, training, procurement of goods and services.

The structure is active in two operating sites, both in Porcia: Via dei Serviti n. 10, and Via Correr 25 (ambulatory surgical area).

Mission and values

Safety, quality and comfort are the values on which the organisational structure of Centro Medico Esperia is built.

The company is committed to working with the aim of becoming a well-integrated facility within the Health Service network (to which it is accredited for Imaging Diagnostics and first level Sports Medicine), and a point of reference for patients wishing to access private healthcare, also on a freelance basis.

Centro Medico Esperia aims to constantly improve its performance by means of an organisational system that is attentive to the needs of the patient and his or her doctor, to the updating of its staff and to the use of technologically advanced equipment, housed in premises that ensure comfort and well-being.

Particular attention is paid to safety aspects, both for the patient and the operators: in terms of radiation protection (in order to use radiological diagnostics in the best possible way) and equipment maintenance are systematically monitored, in order to guarantee the reliability of healthcare services.

The structure adheres to the principles of **equality, impartiality, continuity, right to choose, participation, efficiency and effectiveness.**

With the aim of overcoming as far as possible the linguistic and cultural barriers that might preclude access by certain groups of users, Centro Medico Esperia S.r.l. has staff who speak several languages. Users who do not speak Italian may, however, be accompanied by a person they trust for linguistic intermediation.

Part 2

GENERAL INFORMATION ON ACCESS TO SERVICES

Rights and duties of the patient contacting the Esperia Medical Centre

1. The Esperia Medical Centre works on a scheduled basis, with work agendas organised in such a way as to respect as much as possible the punctuality of the timetables set, it being understood that the typical specificity of health care activities may cause delays that cannot be attributed to the organisation of work.
2. Appointments must be arranged with the office, which is open to the public from Monday to Friday from 8:30 to 18:30. Specialist examinations and diagnostic tests can also be booked by telephone (contact details: 0434.080045, 0434.590222); requests for services can also be made by fax (0434.080044) or email (segreteria@centromedicoesperia.it), followed by a call from the secretary. Certain diagnostic imaging services (e.g. those involving the use of contrast agents) must be booked upon presentation of clinical documentation, as they require specialist pre-assessment.
3. At the time of booking, the patient is given the information needed to complete the procedure correctly and completely, to prepare for the examination if necessary, the precautions to be taken (particular type of clothing, possible need for accompaniment), the costs to be incurred and the method of payment.
4. Patients who are unable to attend the scheduled appointment must inform the secretary's office at least 24 hours in advance.
5. Patients who arrive late at the outpatient clinic are not guaranteed a service, as this may cause delays to the detriment of other patients.
6. Patients and those accompanying them are asked to cooperate effectively with the operators, to show good manners towards other users and to respect the furniture and equipment.
7. Patients must arrive at the reception desk at least 20 minutes (30 minutes for MRI examinations, 40 for contrast-enhanced diagnostics) before the appointment time, with their health card and an identity document (identity card, passport, driving licence).
8. Payment can also be made by non-transferable bank cheque, POS (Bancomat) and credit card.
9. It is important, especially for diagnostic imaging examinations, to bring with you any previous clinical documentation relating to the health service booked.

10. Reports will not be given to other individuals than the person concerned, unless the patient signs a proxy on the form given to him/her at the time of the examination (this option cannot be activated for the HIV test). The patient can also request that the report be sent, at his or her own expense, to the domicile indicated by him or her; the report can also be sent in advance by fax or email, always at the patient's request, **relieving Centro Medico Esperia from any responsibility deriving from possible undue receipt/revision by third parties who have access to the fax or email account.** These modalities do not apply to HIV testing.
11. Minors must be accompanied by their parents or in any case by the person that has been granted parental authority; the parent who presents him/herself alone must assume - by signing a deed in lieu of affidavit - responsibility for representing the absent parent as well, provided that the latter exercises parental authority; parents may in any case delegate an adult to accompany the minor (with a written document accompanied by a copy of an identity document); exceptions to the need for accompaniment are services provided for the purposes of responsible motherhood in accordance with Law 194/78 and subsequent amendments and additions.

SPECIALITIES ACTIVATED AND AVAILABLE SERVICES

(The asterisk * indicates that the specialist branch is accredited to the Health Service, within the framework of Regional planning, for services included in the Essential Levels of Care)

1st LEVEL IMAGE DIAGNOSTICS* > Dr. R. Rescazzi, MD

Staff: Dr. Della Peruta, Dr. Moroldo, Dr. Martini, Dr. Magnaldi

- ✓ High-field total body magnetic resonance imaging (1.5 tesla)
- ✓ Rx of chest and skeletal segments: waiting time
- ✓ CT
- ✓ Mammography and breast echotomography
- ✓ Orthopantomography
- ✓ Abdominal echography
- ✓ Ultrasound of soft parts, osteo-articular and muscular-tendinous, neck-thyroid
- ✓ Bone densitometry (DEXA)
- ✓ Dental CT Cone Beam Newton VGI
- ✓ Venous and arterial echocolor-doppler of lower and upper limbs
- ✓ TSA echocolor-doppler

If contrast medium is used, the investigations are performed with anaesthetic assistance.

1' LEVEL SPORT MEDICINE* > Dir. Dr. L. Mascitelli

Staff: Dr. M. Tence

Specialist examinations for the purpose of issuing sports medicine certificates

OCULISTICS (Porcia Facility, Via Correr n. 25) *> Dir.: P. Brusini

Staff: Dr. Gismondi, Dr. Insacco, Dr. Contini, Dr. Paolucci

- ✓ Specialist examinations
- ✓ Ophthalmometry
- ✓ Auto-refractometer
- ✓ Tonometry
- ✓ Schirmer's test
- ✓ Colour test
- ✓ Tear duct cleansing
- ✓ Ocular motility examination
- ✓ Fundus examination
- ✓ Pachymetry
- ✓ OCT
- ✓ **Outpatient surgery:** cataract surgery (phacoemulsification with IOL implantation), and other outpatient ophthalmic surgery

ENDOCRINOLOGY - DIABETOLOGY* > Dir. Dr. C. Taboga Taboga

Specialist examinations

CARDIOLOGY > Dir. Dr. A. Milanese

Staff: dr. G. Bernardi, dr. C. Burelli, Dr. L. Mascitelli, Dr. N. Meneguzzo

- ✓ Specialist examinations with ECG
- ✓ Stress tests
- ✓ Echocardiography
- ✓ Holter pressure test
- ✓ Dynamic ECG according to Holter (24 h)

NON-INVASIVE VASCULAR DIAGNOSTICS > Dr. U. Canci, Dr. B. Elezi

- ✓ Arterial and venous echocolor-doppler of the upper and inner limbs
- ✓ Eco-colour-doppler of the abdominal aorta and iliac vessels
- ✓ Eco-colour-doppler TSA

ANGIOLOGY > Dr. B. Elezi

- ✓ Specialist visits
- ✓ Sclerotherapy of varicose veins and telangiectasia

DERMATOLOGY > Dr. E. De Carli - Dr. Kruger

- ✓ Specialist examinations
- ✓ Cryotherapy applications
- ✓ Nevi mapping
- ✓ Dermatology treatments
- ✓ Laser treatments

DIETOLOGY > Dr S. Piva

- ✓ Nutritional examinations and consultations and development of diet plans

GYNAECOLOGY > Dr. P. Favaro, Dr. Cimenti

- ✓ Specialist examinations (gynaecological and obstetrical) with ultrasound support
- ✓ Laser treatments
- ✓ Perineal rehabilitation
- ✓ PAP TEST
- ✓ HPV-TEST (thin-prep)
- ✓ Vaginal and cervical swabs
- ✓ Colposcopies and cervical biopsies
- ✓ IUD application and removal
- ✓ Removal of cervical polyps
- ✓ Vulvoscopy
- ✓ Pessary application and removal

- ✓ Prenatal diagnostics
 - o Morphological ultrasound
 - o 1st trimester ultrasound scan
 - o 2nd trimester ultrasound scan
 - o Ultrasound of the 3rd trimester

AESTHETIC MEDICINE > Dr Elezi

- ✓ Injection treatments with botulinum toxin and hyaluronic acid
- ✓ Peeling
- ✓ Mesotherapy

NEUROCHURGY > Dr. D. Cervesato

- ✓ Specialist examinations

NEUROLOGY and ELECTROMYGRAPHY > Dr. F. Martinello

- ✓ Specialist examinations
- ✓ EMG

ORTHOPAEDICS > Dr M. Pagano, Dr O. Ingrassia, Dr A. Pannone

- ✓ Specialist examinations
- ✓ Infiltrations

Otorhinolaryngology > Dr. A. Isaia

- ✓ Specialist examinations
- ✓ Tonal audiometric examination
- ✓ Impedance testing
- ✓ Examination of the vestibular apparatus with rehabilitation manoeuvres for cupolithiasis
- ✓ Fibrolaryngoscope examination of nasal fossae nasopharynx-larynx-hypopharynx for phlogistic and neoplastic diagnosis
- ✓ Ear and nasal swabs

PSYCHOLOGY > Dr L. Gava

- ✓ Psychotherapeutic frameworks and treatments

Lab Sampling point > in collaboration with the Laboratory Medicine Service of the City of Udine General Hospital

Rheumatology > Dr. L. Corazza

- ✓ Rheumatology examinations for the clinical assessment of the main pathologies of interest: treatment and evaluation of the main complications over time
- ✓ Rheumatology examinations for the definition of fracture risk in post-menopausal osteoporosis (also on the basis of bone densitometry results)
- ✓ Joint and peri-tendinous infiltrations for the treatment of localised inflammation

NURSE SERVICES

- ✓ Parenteral therapy administration (intramuscular and subcutaneous for all drugs that can be administered outside the hospital)
- ✓ Measurement of vital parameters and medication, as prescribed by the attending physician, if required (2 days in LP)

UROLOGY > Dr. A. Soldano

- ✓ Specialist examinations
- ✓ Ultrasound of lower abdomen
- ✓ Ultrasound of the complete abdomen for urinary tract study
- ✓ Ultrasound of penis and testicles
- ✓ Transrectal echography
- ✓ Transrectal prostate biopsy
- ✓ Testicular colour Doppler ultrasound for varicocele studies

USE OF "FOTONA" YAG LASER for the following services (by way of example, given the rapid development of these technologies):

- ✓ Seborrheic keratosis treatment
- ✓ Treatment of pendulous fibromas
- ✓ Treatment of warts
- ✓ Treatment for genital-urinary syndrome of menopause
- ✓ Treatment of vulvar lesions caused by HPV
- ✓ Treatment for photo-rejuvenation
- ✓ Treatment for scarring of the skin
- ✓ Treatment for striae distensae (stretch marks)

Part 3

QUALITY STANDARDS, COMMITMENTS AND PROGRAMMES

Centro Medico Esperia's quality policy - set out in Part 1 of this document - is embodied in the three-year quality assessment and improvement plans adopted by the organisation.

The structure guarantees

- the structural, technological and organisational requirements established by the Friuli-Venezia Region with its resolution DGR 3586/2004 on the authorisation of private healthcare facilities;
- the organisational and quality requirements established by the Friuli-Venezia Giulia Region with its institutional accreditation programme.

In this case, as far as the relationship with the user is concerned, the facility ensures compliance with all the standards defined in the second part of this Service Charter.

Part 4

MECHANISMS FOR THE PROTECTION AND PARTICIPATION OF CITIZENS

Inefficiencies, non-conformities with respect to the contents of the Service Charter, complaints, as well as any other report that the user deems appropriate, must be communicated in writing to the Management, possibly using the form dedicated to monitoring the degree of patient satisfaction (but also by e-mail to: responsabileoperativo@centromedicoesperia.it or by fax to 0434.080044).

In fact, by filling in this form, which is handed out at the moment of access, users can contribute to the process of improving the service, also by reporting situations that are considered negative or, vice versa, particularly appreciable.

Complaints received are responded to in writing, normally within 15 working days from the date of submission and/or, where possible, an immediate resolution of the problem and/or non-conformity through the most appropriate corrective action. Staff are always involved in the activity of assessing and improving user satisfaction.