



Centro
Diagnostico
Castellano S.r.l.

PATIENT'S CHARTER

Centro Diagnostico Castellano Srl

Introduction

Dear Madame, Dear Sir,

We present the Patient's Charter of Centro Diagnostico Castellano Srl which represents an information tool on the activities of the Centre as well as an opportunity to verify the quality of the services provided.

This Charter is designed to be a useful and pleasant tool to guide all those who wish to have more information about the structure, in a virtual path through our clinic.



In receiving you to our facility, we welcome and assure you that all our efforts will be primarily aimed at satisfying your health needs.

In this Charter you will find all the information related to the structure, its activities and services.

The User and all those who intend to make use of our professionalism have in this way a simple but effective tool of information and control.

In fact, at any time along the healthcare path, you will find in this quick guide all the news and information that can enable you to act swiftly and consciously.

The aim of our daily activity is to offer you qualified assistance through competence, professionalism and humanity.

In thanking you for your cooperation, please consider us at your disposal for any information and requirements not illustrated in this Patient's Charter.



History

- ❖ **1984** - The structure was founded by Dr. Giovanni Bressan under the name "Radiologia Specialistica", with headquarters in Via Puccini in Castelfranco Veneto, initially offering services of traditional radiology. After a few years the center expands its activities also introducing mammography and ultrasound services.
- ❖ **2001** - The osteoarticular magnetic resonance imaging service is also introduced.
- ❖ **2004** - The structure changes its name to the current one of "Centro Diagnostico Castellano Srl" and moves to the new headquarters in Piazza Europa Unita n. 76, near the shopping center "I giardini del sole".
The new headquarters, of about 1000 square meters, has allowed to further expand the services of the center, with the installation of an equipment for Bone Densitometry, a CT and an open Total Body Magnetic Resonance Imaging, for the benefit of all those patients who, suffering from claustrophobia, would not be able to perform this type of examination.
Also in the same year, Centro Diagnostico Castellano Srl opened a Specialist Medical Outpatient Clinic in Piazza Europa No. 47/11 (on the first floor of the building), where about 30 types of specialist visits are provided..
- ❖ **2018** - In August, Centro Diagnostico Castellano Srl was acquired by Alliance Medical Italia Srl, which integrated it into the Diagnostic Centres of the Alliance Group, taking care of the new organisation.

Centro Diagnostico Castellano Srl offers a qualified assistance through competence, professionalism and humanity, pursuing the continuous improvement of the quality and efficiency of services, with the adoption of any appropriate measure to achieve these objectives.

Operating structure



Location

Centro Diagnostico Castellano Srl is located in **Castelfranco Veneto (TV)**, in **Piazza Europa Unita, 47-48-76**. The Center operates in a structure of about 1000 square meters, located on the ground floor and first floor, free of architectural barriers and equipped with all the comforts and modern equipment.



Contacts

Piazza Europa Unita, 47-48-76
31033 Castelfranco Veneto (TV)

Tel: 0423.72.01.02

Fax: 0423.72.15.88

Email: info@centrodiagnostico castellano.it

www.gruppoimed.it/centro-diagnostico-castellano – www.alliancemedical.it



Itinerary

By car: the structure is located near the shopping lot center "I Giardini del Sole"; the accessibility by car is guaranteed by a large parking in the immediate vicinity of the diagnostic center.

(GPS : 45.679642, 11.944165)



Opening hours

MON– FRI

7:00 - 20:00 (imaging diagnostic)

8:00 - 20:00 (clinic)

SATURDAY

7:30 - 13:00 (imaging diagnostic)

8:00 - 13:00 (clinic)

Healthcare Services

Outpatient activities



Healthcare Director: Dr. Mirko Fuser

Angiology*

- Specialist visit

General surgery*

- Specialist visit

Dermatology*

- Specialist visit

Dietetics

- Specialist visit
- Food intolerance test

Endocrinology*

- Specialist visit
- Thyroid ultrasound

Gastroenterology*

- Specialist visit

Geriatrics*

- Specialist visit
- Neuropsychological assessment test

Internal Medicine*

- Specialist visit (for arterial hypertension)

Urology*

- Specialist visit

Diabetes *

- Diabetes visit
- Internship visit

Nutritionist*

- Nutritional counselling

Oncology*

- Specialist visit

Otolaryngology*

- Specialist visit
- Audiometric exam
- Impedance
- Wax caps washing

Senology*

- Specialist visit

Ophthalmology *

- Specialist visit
- Fundus oculi
- Tonometry

Authorised disciplines (certificate N0042508 of 25/09/2018)

Healthcare Service

Outpatient activities



Healthcare Director: Dr. Mirko Fuser

Cardiology*

- Specialist visit
- Electrocardiogram (E.C.G.)
- Holter Dynamic electrocardiogram (24h-48h-72h)
- Dynamic electrocardiogram according to 12-lead Holter
- Holter pressure (outpatient blood pressure monitoring)
- Echocardiogram with color doppler
- Cardiological check-up
- Preventive cardiology (cardiovascular risk analysis)

Gynaecology and Obstetrics *

- Specialist visit
- Pap-test
- Endovaginal ultrasound
- Obstetric ultrasound
- Vaginal swab

Orthopedics*

- Specialist visit

Podiatry*

- Podiatry treatments

Pneumology*

- Specialist visit

Proctology*

- Specialist visit

Psychology *

- Specialist visit
- Psychological interviews
- Psychotherapy sessions
- Neuropsychological evaluation

Pain therapy *

- Specialist visit
- Therapy

Authorised disciplines (certificate N0042508 of 25/09/2018)

Healthcare Service

Imaging diagnostic



Healthcare Director: Dr. Mirko Fuser

Imaging diagnostic

- Traditional X-Ray
- Dental X-Ray
- Orthopantomography
- CT Cone Beam
- Spiral CT
- Mammography
- Dexa
- US
- Osteoarticular MRI
- Total Body MRI (1,5T)



Instrumental exams

- Arterial and venous Ecocolor Doppler
- Ecocolor Doppler TSA
- Vascular Ecocolor Doppler
- Abdominal aorta Ecocolor Doppler



Authorised (certificate N0042508 of 25/09/2018) and accredited disciplines with Dgr n. 1201 of 14/08/2019

Healthcare Service

Imaging diagnostic



Healthcare Director: Dr. Mirko Fuser

Articular magnetic resonance (MR)

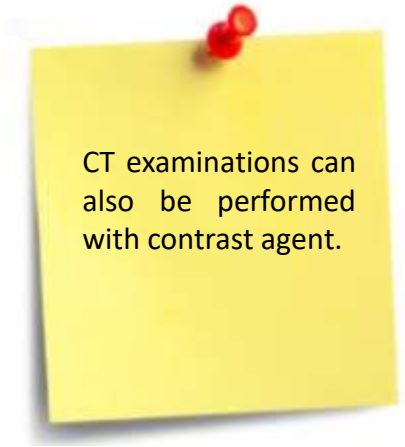
- Shoulder
- Elbow
- Wrist
- Hand
- Knee
- Ankle
- Foot

Total body MRI (1,5T)

- Cerebral
- Cervical column
- Dorsal column
- Lumbosacral column
- Sacro-coccygeal
- Basin
- Massif facial

Spiral CT

- Cerebral
- Paranasal sinuses
- Dentalscan dental arches
- Chest
- Cervical column
- Dorsal column
- Lumbosacral column
- Sacro-coccygeal column
- Articles



CT examinations can also be performed with contrast agent.

Authorised (certificate N0042508 of 25/09/2018) and accredited disciplines with Dgr n. 1201 of 14/08/2019

Core values



The activities of Centro Diagnostico Castellano srl are based on the utmost correctness and consideration of the patient and in particular follow the principles of:

Equity

The Facility guarantees all users access to the health services offered without distinction of age, sex, race, language, nationality, religion, political opinions, physical and mental conditions or otherwise.

Impartiality

The Structure inspires its action to criteria of impartiality, that is, of justice and objectivity. Each user is guaranteed a service that reflects his or her dignity.

Continuity of use

Centro Diagnostico Castellano is committed to providing all its patients with continuous, regular and uninterrupted services, taking the necessary measures to avoid inconvenience to users. In the event of a programmed or unscheduled absence of those responsible, a new person responsible for the continuity of the service is identified within the company, in order to minimize any inconvenience to patients.

Right of choice

Centro Diagnostico Castellano recognizes the user's right to choose the health facility that best meets his needs, as well as the operator with respect to the services offered by the outpatient clinic.

Participation

Users have the right to information, the right to lodge complaints and to have them answered, and the right to submit proposals for improving the services offered by the Outpatient Clinic.

Effectiveness and Efficiency

The services and performances must be provided by taking all the necessary measures to satisfy the needs and demands of the users in an appropriate manner. The effectiveness of the services is a consequence of the efficiency of the system, the level of specialization of the staff, the modernity of the equipment, the most advanced medical-scientific knowledge resulting from the continuous training.

Access to Centre's activities

The structure is open to the public from **Monday to Friday** from **7:00 to 20:00** (imaging diagnostic) and from **8:00 to 20:00** (clinic) all day; on **saturday** from **7:00 to 13:00** (imaging diagnostic) and from **8:00 to 13:00** (clinic).

Public access can be provided in different ways:

- by **direct request** to the Reception at the Centre
- By **calling** the Center at 0423.72.01.02
- via **CUP** by contacting the number 840.800.811
- by sending an e-mail to the address cdccastelfranco@alliancemedical.it



When booking the medical service, the personal and contact details must be provided; otherwise it will not be possible to comply with the user's request. All personal data are processed in accordance with current legislation on the subject.

The user can view the relevant information at the Institute or through the "Modules" section of the site www.alliancemedical.it or the channels used to make the reservation.

If the health service service requires preliminary preparation / information, the user is appropriately informed by the staff of the center during the booking phase.

The user can be sent to the facility by their family doctor or specialist doctor, or logged in spontaneously for their own personal needs.

Access to Centre's activities

Access to the structure and orientation within it is guaranteed to users through the provision of a series of measures, which involve the presence of signs of easy visibility and understanding, even by foreign users (eg. safety signs, formed by colors and unique drawings).

The Centre shall also take all measures it considers essential for the reduction of differences in access and the protection of citizens who are fragile or belonging to risk groups:



- ❖ assistance to the blind and visually impaired in accessing diagnostic services both at the time of booking and at the time of acceptance and execution; access is also allowed for guide dogs;



- ❖ assistance to the deaf and hearing impaired in accessing the diagnostic services both at the time of booking and at the time of acceptance and execution;



- ❖ possibility of access for accompanying persons in the case of diagnostic tests to children and persons in conditions of psychophysical distress;



- ❖ previously at the stage of acceptance to clearly pregnant women, to children under the age of 3 years, to persons with disabilities and their accompanying persons.

Provision of the service

Acceptance

When providing the service, the patient must present himself at the acceptance of the Centre with the following documents:

- ✓ Document proving identity (identity card, passport or other valid document).
- ✓ Any documents issued by the treating physician
- ✓ Valid health card
- ✓ It is also advisable to have any previous clinical documentation and the list of drugs you are taking
- ✓ Possible list of substances to which you are allergic..



Ticket payment

The payment of the ticket, where applicable, must be made before the performance of the service, directly at the Centre.

Non-exempt citizens are required to pay for services according to the current rates of the Regional Nomenclature, the same for both public and private accredited structures.

For private services, the current price list is available at the reception desk.

Payments can be made by bank card, credit card, cash.



For any further information please contact the staff in acceptance

Provision of the service



Release of reports and certificates

The release of reports from specialist examination, ecography, ecocolordoppler and mammographies is immediate.

For all other types of examinations, the delivery time is estimated at 48h / 72h. The day of collection of the report is indicated on the sheet issued to the user at the time of acceptance of the service.

the interested party can request the sending of the medical reports by :

- ✓ online medical report services (online portal, password protected email)
- ✓ shipping to the address indicated in the appropriate form

It is possible to delegate a third party to collect, using a specific form duly completed and signed, as well as accompanied by a copy of the valid identity documents of the delegator and the delegate (to be shown to the employee at the time of collection) and by the other documents indicated in the form itself.

For minor patients, incapable and beneficiaries of support administration, it is also necessary to fill in the "*Self-certification of the quality of legal representative / guardian / support administrator*".

The issue of certificates proving the performance can be requested by the patient at the time of acceptance.

Respect for confidentiality

The Centre guarantees the user professional secrecy in relation to diagnoses, therapies and all information of a private and personal nature that emerges in the context of the service.

It also guarantees that the processing of its users' personal data takes place in compliance with current legislation on the protection of personal data.

Informed consent

The user has the right to be informed and involved in the diagnostic and therapeutic process; depending on the type of examination to be performed, the user is provided with the relevant information and preparations. The user can accept or refuse the proposals made by the doctors, expressing their agreement or refusal by signing the informed consent form.

The user also has the right to receive all the clarifications he deems appropriate from the doctors operating in the branch in which he receives the service, according to the specific skills.

Service Reliability

Before the start of the examinations or visits, a control activity is carried out by the Acceptance/Checkout, in order to verify the existence of the necessary requirements for the administrative acceptance of the patient.

A patient's medical history is taken in order to check the health requirements.

During the process, it is the task of the operators who treat the patient to check that the examinations or examinations are going well in order to guarantee their effectiveness and efficiency.

In case of failure to provide the service booked, the patient is given the opportunity to use it at the other sites of the Group (Imed Srl, Centro di Radiologia Srl). Alternatively, the patient can book a new appointment as soon as possible.



Humanisation

The Centre is committed to ensuring the respect of all patients, without distinction of cultural and ethnic specificities.

Ambient Comfort

With a view to providing a service that is constantly geared towards quality, the facility offers users a range of comforts:

- Hot drink dispenser

Waiting times

The Castellano Diagnostic Center undertakes to book appointments as soon as possible from the first contact with the patient.

For the exams in agreement, the priority indicated in the referral by the Prescribing Doctor is always respected (B - within 10 days, D: within 30 days, P: within 90 days).

For the exams in private form, the waiting times do not generally exceed 48/72 hours.

Traditional Radiology services are also provided in direct access from Monday to Friday from 9.00 to 11.00.

Behavioral indications

➤ **Mobile phones**



To respect the environment and other users, and also to avoid any interference with the delicate electronic equipment in use in the various clinics, please turn off your mobile phones beyond the acceptance environment.

➤ **Emergency**



Centro Diagnostico Castellano has prepared emergency plans for unexpected events; these plans can be triggered immediately if necessary and each element plays a specific role in them. The objectives of these plans are to minimise the risks that users may face as a result of the event, to help those who may be involved and to control the event in order to reduce damage. In the event of unforeseen events, please remain calm and perform as required by the department staff. In particular if you leave the facility, do not return to your home environment, but go to the nearest emergency exit indicated by the signs.

➤ **Reports and complaints**



To report any inefficiencies, the user can contact the acceptance staff in the following ways: Segnalazione verbale

- Verbal reporting
- Simple paper letter
- Telephone, fax, e-mail
- Fill in the form (**ALL PG QSA.2_A**) to be requested at the reception desk.

➤ **Smoking**



In accordance with current legislation, smoking is prohibited in the entire area inside the Centre. The use of electronic cigarettes is also prohibited. If you cannot do without them, please smoke outside the structure and switch off and store the smoking material a few minutes before returning to the rooms of the Centre.

Quality policy and goals

Centro Diagnostico Castellano is constantly committed to improving the quality level of its services; for this reason it has an internal quality system and has adopted a Quality Policy aimed at satisfying the needs of the Customer, guaranteeing:

- constant *technological innovation* and increase in *know-how* in order to respond adequately to market needs
- *satisfaction* and high levels of service and medical care for patients
- the *adequacy* of the facilities and services to the standards required by current regulations (health and safety in the workplace, removal of architectural barriers, disposal of special waste, cleanliness and comfort of the premises, etc.).

With a view to continuous improvement, they set themselves as objectives for Quality:

- Constantly monitor customer satisfaction in order to offer services that ensure the best possible quality;
- Expand the offer and enhance the quality of care, technical-professional and organizational services, ensuring constant technological innovation, in order to respond adequately to market needs in full compliance with current regulations;
- Guarantee the safety of operators and users also through a constant analysis of the reporting of adverse events (incident reporting), in order to prepare corrective actions and improvements aimed at minimizing risks, with a view to ensuring high levels of quality;
- Enhance the professionalism of human resources also through a process of continuous learning, in order to ensure the development of knowledge and to innovate and improve the way of working;
- Monitoring strategic business processes, promoting the use of risk - based thinking.








Product Standard

Below is a map of the product standards that Centro Diagnostico Castellano intends to pursue through its policy of continuous improvement, with indicators that allow you to keep monitored the quality level.

The Management assesses the achievement and adequacy of the objectives set in relation to: customer needs and expectations, mandatory requirements, available resources.

| Parameter | KPI | Standard |
|---|---|---------------------|
| Customer Satisfaction monitoring | Accessibility of the service Environmental conditions Staff behaviour Punctuality in performance (waiting times) | Excellent |
| Application of the complaints procedure | Number of complaints resolved / total number of complaints received | 100% |
| Application of the complaints procedure | Number of complaints received / total access to the structure | Tendency 0% |
| Equipment availability and efficiency | Number of machine downtime hours due to failures | Tendency to 0 hours |
| Delivery time reports | Number of reports delivered after the deadline/Number of reports delivered | Tendency 0% |
| Personalization and humanization | Personnel can be identified by clear and legible tags | 100% |

Satisfaction Survey

| | | |
|---|--|--|
|  Centro Diagnostico Casellano S.r.l. | Questionario Customer Satisfaction | Mod.06.1 |
| | | Rev. 1 del 30/01/2020 |
| | | Pag. 1/1 |
| Gentile Cliente, Allo scopo di migliorare costantemente i nostri servizi, La preghiamo di volere cortesemente riempire questo modulo completamente anonimo e depositarlo nell'apposta cassetta. Ringraziando, Le porgiamo i più cordiali saluti. | | |
| Prestazione sanitaria di riferimento: Se ha eseguito più di una prestazione sanitaria, le chiediamo di compilare una scheda per ciascuna di esse | | |
| Data _____ | | |
| <input type="checkbox"/> Diagnostica per immagini (Es. Risonanza, Radiologia, ecografia) <input type="checkbox"/> Esami di laboratorio <input type="checkbox"/> Visite Specialistiche <input type="checkbox"/> Fisioterapia | | |
| Accessibilità del servizio: | | |
|  | Modalità di prenotazione | <input type="checkbox"/> ottimo <input type="checkbox"/> buono <input type="checkbox"/> discreto <input type="checkbox"/> scarso |
| | Tempestività di risposta call center | <input type="checkbox"/> ottimo <input type="checkbox"/> buono <input type="checkbox"/> discreto <input type="checkbox"/> scarso |
| Condizioni dell'ambiente: | | |
|  | Pulizia generale e dei servizi | <input type="checkbox"/> ottimo <input type="checkbox"/> buono <input type="checkbox"/> discreto <input type="checkbox"/> scarso |
| | Comfort della sala d'aspetto | <input type="checkbox"/> ottimo <input type="checkbox"/> buono <input type="checkbox"/> discreto <input type="checkbox"/> scarso |
| Comportamento del personale: | | |
|  | Personale prenotazione / accettazione | <input type="checkbox"/> ottimo <input type="checkbox"/> buono <input type="checkbox"/> discreto <input type="checkbox"/> scarso |
| | Personale sanitario | <input type="checkbox"/> ottimo <input type="checkbox"/> buono <input type="checkbox"/> discreto <input type="checkbox"/> scarso |
| | Informazioni sull'esame fornite dal medico | <input type="checkbox"/> ottimo <input type="checkbox"/> buono <input type="checkbox"/> discreto <input type="checkbox"/> scarso |
| | Riservatezza | <input type="checkbox"/> ottimo <input type="checkbox"/> buono <input type="checkbox"/> discreto <input type="checkbox"/> scarso |
| Tempi di attesa tra: | | |
|  | Prenotazione ed esecuzione della prestazione | <input type="checkbox"/> ottimo <input type="checkbox"/> buono <input type="checkbox"/> discreto <input type="checkbox"/> scarso |
| | Arrivo presso la struttura ed esecuzione della prestazione | <input type="checkbox"/> ottimo <input type="checkbox"/> buono <input type="checkbox"/> discreto <input type="checkbox"/> scarso |
| | Esecuzione della prestazione e ritiro del referto | <input type="checkbox"/> ottimo <input type="checkbox"/> buono <input type="checkbox"/> discreto <input type="checkbox"/> scarso |
| Giudizio complessivo: | | |
| Soddisfazione del servizio minimo <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8 <input type="checkbox"/> 9 <input type="checkbox"/> 10 massimo | | |
| Consiglierebbe ad altri questa struttura? <input type="checkbox"/> sì <input type="checkbox"/> no <input type="checkbox"/> non so | | |
| Pensa che il personale l'abbia trattato con <u>comprensione</u> , minimo <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8 <input type="checkbox"/> 9 <input type="checkbox"/> 10 massimo <small>degnità e rispetto?</small> | | |
| Suggerimenti _____ | | |
| Documento di proprietà del Gruppo Alliance Medical - Riproduzione vietata | | |

With the aim of continuously improving our services, we would be interested to know your opinion about the Structure, the staff working there and the services offered. Your indications will be very useful to us to examine the problems raised and the possible interventions to increase the quality of our services. We therefore ask you to fill in the **Satisfaction survey**, which is completely anonymous and available for acceptance.

The form can be filled in at the headquarters of the **Centre** and deposited in the appropriate containers.

His contribution will help us in the constant evolution that must accompany our work, today and for the future.

We would like to thank you for your valuable cooperation and remain available to answer any questions you may have.