

CLINICA SANTA RITA

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VAT number and tax code 01792190793

C.C.I.A.A. di Crotone n. 138086 – Registered in the Crotone Company Register KR 010-3464

Contact: 0962-489103 web side www.santaritarsa.it



CHARTER OF SERVICES

STRUCTUR ACCREDITED WITH THE REGIONAL HEALTH SERVICE

Management of health and social-health structures

Services Offered in Residential Regime in

Nursing Home for the Elderly

STRUCTUR AUTHORIZED

FKT Physiokinesitherapy Gym

“Clinic” outpatient clinic

Integrated Home Assistance - ADI

Company Certified with the Quality System According to UNI EN ISO 9001

RINA Certification Body



The service charter was drawn up pursuant to the Presidential Decree of the Council of Ministers of 05.19.1995

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PREMISE

Dear Madam and Gentlemen,

we wish to present our structure to you through the "Service Charter". This document was created to allow you to learn about the residential service provided by our facility and the commitment we have made to ensure the protection of the right to health. The "Service Charter" allows you to know our structure, the type of rehabilitation services offered, the pre-established objectives and the verification processes applied aimed at guaranteeing efficient and high quality assistance.

The primary objective of the "Service Charter" is to involve you directly in the protection of your health but it is also a tool for dialogue and knowledge capable of depicting the evolutionary evidence of the service provided. Evolution determined by experience, professionalism, continuous updating and attention to you, thus allowing us to offer you technically advanced assistance.

The "Charter of Services" will therefore be your guide in getting to know the structure. You can always request an updated version or, alternatively, you can consult the brochure containing immediate information.

*Best regards,
the Legal Representative*

the Medical Director

WHERE WE ARE AND HOW TO REACH US

Location

The **R.S.A. Santa Rita** è

1. DISTANT

- from Crotona 44 km;
- from Catanzaro 53 km;
- from Cosenza 104 km;
- 300 mt of the station Autobus.

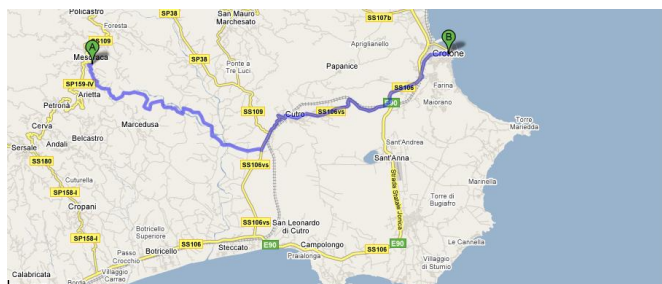
2. CONNECTED

- **Public transport:**

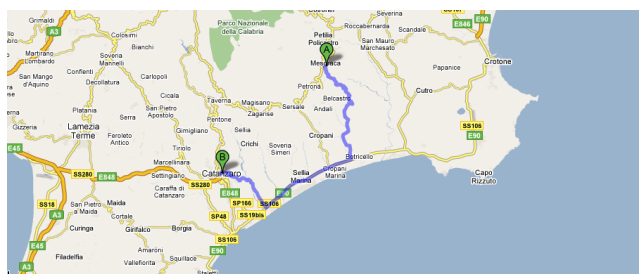
bus (Ferrovia della Calabria e Romano Crotona) Catanzaro/Mesoraca, Crotona/Mesoraca.

- **Private vehicle:**

from Crotona



from Catanzaro



HOURS AND CONTACTS

RSA FOR THE ELDERLY

Weekdays

Afternoon: From 2.30pm to 5.30pm

Holidays

Morning: From 10.30 to 11.30

Afternoon: From 2.30pm to 5.30pm

“CLINIC” OUTPATIENT POLICY

Monday – Saturday: From 2.00pm to 8.00pm

PHONE NUMBER

Structure	Telephone number	e-mail	Web-Side
RSA Anziani	0962-489103	info@santaritarsa.it	www.santaritarsa.it
Poliambulatorio “Clinic”	0962-489103 interno 2	clinic@santaritarsa.it	

Presentation and history of the company

The “Santa Rita” RSA is managed by the “Santa Rita” Cooperative Society, a company that has been involved in the social and healthcare sector for years.

The structure was born as a retirement home but, subsequently, it became a protected home with resolution of the Regional Council no. 2812 of 06.21.99 and, finally, an assisted living facility with decree of the General Director of the Health Department no. 13943 of 10.31.2002.

The RSA Santa Rita obtained definitive accreditation in 2010 with Decree of the General Director of the "Health Protection, Health Policies" Department of the Calabria Region n. 909 of 02/04/2010.

The “Santa Rita” RSA is a rehabilitation facility designed for people who cannot be cared for at home and are not self-sufficient.

The services provided are characterized by a particular therapeutic relevance and intensity of the healthcare component which the elderly need in the extensive phases for which they require specific care, aimed at maintaining the residues of autonomy and slowing down deterioration.

Therefore, the structure carries out socio-health services with high health integration aimed at assistance, identification, removal and containment of inability or disability resulting from the outcomes of congenital or acquired chronic-degenerative pathologies.

The Structure offers long- and medium-term protection and, at the same time, guarantees medical assistance, nursing support and social-health integration. Alongside this type of care, a qualified rehabilitation service is offered, both extensive and maintenance, which tends to guarantee maximum patient recovery in the post-acute phase of the disease.

The RSA "Santa Rita" is located in the municipality of Mesoraca, a charming town in the Presila Crotonese area, an hour away from the provincial capital.

Its geographical location is optimal both from a naturalistic point of view as it is surrounded by a splendid forest of pines, chestnuts and oaks and in relation to the climate as it is favorable in every season of the year. The structure was built in compliance with current regulations, offers its guests hotel-type comfort and a very high standard of living thanks also to the large spaces, the brightness of the rooms and the functionality and elegance of the furnishings.

The “Santa Rita” RSA has 58 beds, has been accredited by the Regional Health Department and has an agreement with the Crotonese Health Authority.

The Structure is equipped with:

- Bedrooms for two equipped and comfortable with attached assisted toilets;
- Isolated rooms for the management of new and/or suspected and/or confirmed COVID-19 hospitalizations;
- Catering service;
- Canteen rooms;
- Coffee Corner;
- Workshops for expressive and social activities;
- Equipped recreational rooms;
- Gym;



- Large outdoor garden;
- Chapel for worship;
- Parking lots.

OUR MISSION – VISION (QUALITY POLICY)

OUR MISSION

Our structure has an organizational system aimed at involving all the professionals who work within the structure, in a process of continuous evolution, both from a technical point of view and with regards to the aspect of the relationship with our guests.

This is why starting from December 2001, the RSA and the FKT "Santa Rita" Gym, to better support the new requests of users and to respond promptly to the continuous stimuli that arrive for the continuous improvement of the services provided by us and of the our organisation, has decided to pursue the objectives of Quality understood as correspondence to the requests of the citizen/user by optimizing the correlation between Quality and Service to the same, in accordance with the provisions of the UNI EN ISO 9001 Standard: ed. 2008, in full compliance with the regulations to protect the health of our services and the safety regulations to protect citizens/users and our operators.

The Cooperative's efforts have long been oriented towards quality and, to obtain the optimal result, structures, premises, resources and human resources have been employed; to offer greater guarantees on the services offered.

New stimuli have given rise to the achievement of objectives increasingly aimed at Quality. The Cooperative, following the premises, intends to consolidate its internal structure by making all levels of its organization responsible for achieving the set objectives. To this end, we intend to increase staff motivation in carrying out their duties and create a suitable environment for safety, knowledge, participation, energy, commitment, trust, growth and reliability.

To achieve these results, Santa Rita bases on the Quality Manual which represents its image and becomes, for everyone, the point of reference for its work; it must also serve as a stimulus for the Cooperative's strategies and future development prospects.

The awareness of the results achieved strengthens us in the programs and commitments for the immediate future, dedicated to planning and improving services.

Particular attention is paid to staff training activities, with the planning of courses relating to professional development and safety.

Since then the company has continued to apply the principles of quality and to increasingly pursue user satisfaction and general continuous improvement. To this end, the Cooperative periodically monitors its processes, after having defined the minimum standards not to be exceeded, but committing itself to achieving the improvement objectives set annually, during the management review.

OUR VISION

The strategic vision of the Management is realized within a system capable of supporting objectives of appropriateness, effectiveness, adequacy and quality of the services offered with respect to needs

and expectations, a system oriented towards continuous improvement of quality and aimed at satisfaction of users and operators, in a context of optimization in the management of available resources.

The programmatic action of the Management, carried out for the realization of the strategic vision in the current period of crisis and profound reorganization of activities, is based on various priority areas of intervention, among which the following are reported, purely descriptively and not exhaustively:

reorganization of the services offered, with the aim of strengthening the role of the structure in the local and regional context, in particular with regard to recognized excellence;

maintenance of the structural, technological and organizational requirements required for institutional accreditation;

achieving budget balance.

The RSA “Santa Rita” is inspired, for the protection of the patient, by the principles established by the Directive of the President of the Council of Ministers of 27.1.1994, relating to:

- **Equality**

From article no. 3 of the Italian Constitution, paragraph 2, immediately implies the need for differentiated treatment aimed at restoring, starting from the peculiarities of the elderly person's condition himself, his de facto equality with other citizens.

The principle stated is configured as equal consideration for every single person, not to be understood as uniformity of interventions, but that each activity is personalized considering the uniqueness of each one. Therefore, life in our facility is free of any type of discrimination, so much so that the life of the guest must be respected in all moments of daily living and the dignity of the person must not be discriminated against in relation to sex, race , nationality, religion, language and political opinions.

- **Impartiality**

The entire staff of the facility works with impartiality and objectivity to guarantee adequate assistance to the guest, in fact the operators do not adopt attitudes of partiality and injustice, i.e. non-objective treatments towards users.

For each resident there is a personalized care plan with precise verification moments in order to guarantee continuity of health and social services. Each intervention is verified in advance and periodic verification moments can lead to a suspension of the intervention (if the objective has been achieved), to a further extension, or to the definition of a new strategy.

- **Continuity**

The assistance service is guaranteed 24 hours a day to ensure its continuity except in cases where abstentions are regulated by law or fall within the organizational aspects of the service.

- **Right to choose**

Every person, at any point in the course of their disability or illness, has the right to have their autonomy recognized and promoted and, therefore, the user can freely choose the healthcare facility they wish to access throughout the country.

In our context, this term is intended to express the concept of "space of self-determination" and "self-decision" within a relationship between a person in need and the services provided. In fact, for each person we work to encourage their decision in the choices of daily life. For those who are cognitively impaired, much importance is given to non-verbal communication which creates a relationship between the person in need and the person who assists them.

The various professional figures have the task of encouraging and stimulating choices, and therefore the greatest possible autonomy, in the daily activities of the elderly residents of the Facility.

- **Participation**

The person is the protagonist of our service and, in fact, we must offer them the tools to encourage active participation within our structure. Participation must involve family members to make them protagonists through information on the objectives and programs defined by the company to create a relationship, a feedback between structure and family members.

- **Humanization and personalization**

In the provision of services, care and assistance must take into account the specificity of each individual patient/client. Respect for the dignity of the person, courtesy, availability are qualifying and indispensable factors relating to the sphere of service enjoyed by the citizen.

- **Clinical Risk**

In the provision of services, the structure adopts the protocols established by the Ministry of Health in relation to clinical risk such as the prevention of patient falls, the administration of drugs, violence against patients, acts of violence against operators, any other adverse event which causes death or serious harm to the patient etc.

The contact person for clinical risk management is the Medical Director.

- **Principle of Effectiveness and Efficiency**

Both the criteria of EFFECTIVENESS (verification of the achievement of objectives) and EFFICIENCY (the best use of resources to achieve objectives) are intrinsic to the activities of our organisation.

The organization's objective is to increase the level of quality of social, health and welfare services.

- **Protection of personal data**

In order to guarantee the protection of personal data and the confidentiality of the person in application of fundamental rights, the structure has implemented the privacy system as required by current legislation.

Santa Rita, where necessary and to the extent compatible, applies the articles of the laws indicated below:

- "European Charter of Patients' Rights" presented in Brussels on 15 November 2002;
- "Codes of Ethics" of the orders of the various social and healthcare operators;
- "Patient Bill of Rights", approved in 1973 by the American Hospital Association;
- "Charter of patient rights", adopted by the CFE in Luxembourg from 6 to 9 May 1979;
- "Charter of the 33 of the citizen", drawn up in the first public session for the rights of the patient, in Rome on 29 June 1980;

- Art. 25 of the “Universal Declaration of Human Rights” - Art. 11 and 13 of the “European Social Charter 1961”;
- Resolution no. 23 of the World Health Organization, 1970, which fully correspond to the principles of the Constitutional Charter (articles 2 - 3 - 32).

1. GENERAL SERVICES

Bureaucratic requirements

The staff of the Administration Office and the Quality Office are available to users for the resolution, communication and information of all bureaucratic-administrative problems. The office operators are professionally competent individuals and carry out their activities while protecting the confidentiality of the applicants.

Information

Information on the structure and type of services provided is contained in the Service Charter which can be consulted at the Reception and on the website.

Furthermore, the user can contact the Social Worker for information on the RSA for the Elderly and the administrative contacts for information on the "Clinic" Polyclinic.

Payment of the fee

The user can proceed to pay the monthly fee for hospitalizations in RSA Elderly by:

- POS;
- Bank Transfer (IBAN IT 75 K 0538 7426 3000 0000 1998 50 - Istituto di Credito BPER);
- Cashier's check;
- Postal order.

Payment by bank transfer and/or postal order must include the name of the patient and the reference month in the reason for payment (e.g. Mario Rossi payment of tuition for the month of May 2023).

Payment methods for the "Clinic" outpatient clinic

The user can proceed to make the payment by:

- POS;
- Cash.

Centrality of the patient/customer citizen

The person of the citizen-patient/customer and the satisfaction of his real health and assistance needs are the main reference on which the Management organizes all its activities.

Satisfaction

The participation of citizen-users in the evolution of quality is stimulated and facilitated by the preparation of a satisfaction questionnaire, which allows the level of satisfaction to be expressed and possible improvements to be reported, also for what concerns the easy consultation of the Service Charter. The questionnaire is delivered to the customer during their stay in the facility.

To verify the degree of satisfaction of citizen-users who use health and social-health services, specific questionnaires were developed and distributed in the various departments/services.

The results of the analysis of the annual results relating to satisfaction are communicated by posting on the notice board and through annual meetings with staff.

Complaints

The guest and/or family member can send any complaints directly to the Santa Rita company using the "Report Suggestions Complaints" form or, using plain paper. Complaints can be sent by post, fax, or delivered to the Social Worker. The guest and/or family member has the opportunity to verify the progress of the complaint as it is updated by the Social Worker.

Complaints can be sent by post, fax or hand delivered. The user and/or family member has the opportunity to verify the progress of the complaint as it is updated by the Quality Management Manager. Between 10 and 60 days the URP and/or quality office will respond through the same channel used by the user and/or where indicated by the user.

Signage

The Structure To facilitate the orientation of patients and those who access the structure, clearly visible signs have been set up within the structure.

Telephone

In addition to the magnetic card telephones located in the common areas, the Structure is equipped with cordless telephones.

Correspondence by post and fax

The organization has set up a correspondence service in the administration office where it is possible to send and receive mail by ordinary means and send or receive faxes.

Lounges for conversation

Visitors and guests can spend time exclusively in the meeting and socialization areas.

Religious assistance

Patients can be spiritually assisted by a priest of the Catholic faith.

In the clinic there is a chapel, in which the SS is celebrated. Mass once a week.

Laboratory Analysis Service

The structure periodically carries out laboratory analyzes to monitor the patient's health status, the structure turns to the hospital district of Mesoraca.

Cloakroom and laundry service

The structure carries out the internal cloakroom service, while for the hygiene of clothing the "Santa Rita" relies on a qualified external laundry.

Special waste disposal service

Hospital waste is delivered to a company authorized to collect and transport it to the disposal plant.

Transport service

To request means of transport it is necessary to contact the switchboard. Transport is carried out by taxi, car and ambulance.

Support Service

The facility offers hairdressing and podiatry services.

Servizio di Supporto

La Struttura offre servizio di parrucchiera e di podologia.

Support Service

The facility offers hairdressing and podiatry services.

Use of TV and radio

The meeting and socialization areas and patient rooms are equipped with a television. Guests, with prior authorization, can also use radio devices in hospital rooms, as long as they do not disturb other patients and do not hinder care activities.

The devices must comply with the safety certifications required by law in order to be used.

Accident prevention

The structure complies with Legislative Decree 81/08 and subsequent amendments and additions. Staff have been trained to respond to and control fires and to protect patient safety.

The hospital rooms, toilets, socialization areas, laboratories, gym and all places of access to patients and access to work areas are equipped to prevent accidents, are equipped with fire prevention systems and are free of architectural barriers. Furthermore, maps indicating the escape routes in case of need are posted in the hospital rooms. Every new guest should take a look at the map posted in the assigned room.

Tips and gifts

No healthcare provider may accept tips or gifts. Any non-compliant behavior must be reported to the Management for appropriate measures.

Deposit service

The structure offers patients the possibility of depositing sums of money and objects in the Administrative Office to avoid unpleasant inconveniences. Delivery, return and deposit are recorded on a specific form.

The Property is exempt from liability for failure to deposit.

Smoking ban

By law (art. 1 of law 584/75 and subsequent amendments of the Prime Ministerial Decree of 12/14/95) and above all out of respect for one's own health and that of other people, it is absolutely forbidden to smoke in rooms, corridors, living rooms and in generally in all rooms of the structure. Violators are subject to an administrative fine of €25.00 to €500.00 pursuant to law 448/01.

Information Annual Results

All the results obtained can be directly seen on the company noticeboard located in the administrative offices and reception area at the entrance to the structure. Furthermore, the same are published on the website.

Methods of dissemination and distribution

This Service Charter is published on the official website of the facility as well as being available at the various access points.

Update

This Service Charter is reviewed every year during the management review and updated if necessary. The revision status and date indicate the last update.



Accommodation nearby

Mesoraca (KR):

- Hotel restaurant “La Collina”
- B&B Il Saldy

1. SPECIFIC ACTIVITIES OF THE INDIVIDUAL STRUCTURES

HEALTHCARE RESIDENCE (RSA)

Mandatory Access Requirements

The requirements for accessing RSA_A are:

- Non self-sufficiency > 65 years (limit not applicable for subjects with Alzheimer's disease);
- Comorbidity and risk of clinical instability, with problems that require clinical monitoring, one or more times a week but not daily;
- Social conditions that do not allow stay at home;
- Need for comprehensive tutelary assistance.

Operational process of acceptance

The authorization for hospitalization is issued by the territorial ASP, upon submission of the application.

Direct hospitalization by the facility is not feasible.

PROTECTED HOUSE

Operational process of acceptance

The operational procedure for hospitalization is the same for the RSA_ Elderly and, therefore, please refer to the appropriate section (paragraph 2.1.1) of this Service Charter.

REHABILITATION CENTER

Mandatory requirements for access to the Rehabilitation Center

Patients discharged from the hospital or coming from home, with outcomes of an acute pathology (cerebral stroke, major surgical interventions, etc.) or the exacerbation of a chronic or progressive degenerative disease, who need intervention rehabilitation.

Operational process of acceptance

To access the Rehabilitation Center, the user must present the medical prescription from his / her doctor indicating the duration of the rehabilitation cycle and the ascertained diagnosis and, together, the patient must attach any previous clinical documentation. If, at the time of the request, there is no availability of beds, the applicant will be placed on a waiting list, in chronological order, to be contacted later.

STAFF OPERATING IN THE STRUCTURE

Health director

Doctor - Medical Specialist

Psychologist

Social worker

Male nurse

Professional educator

Functional Psychomotorist

Rehabilitation Therapists

Operator social health

Auxiliary

Cleaning operators.

FEE PAID BY THE PATIENT

The patient's fee in RSA_Anziani is divided as follows:

- 70% healthcare quota paid entirely by the National Health System;
- 30% social fee paid by the Social System and the patient. The social fee is shared with the patient based on his annual income.

The straight fee is directly calculated by the local ASP and reported on the hospitalization authorization with the determination of the health fee, social fee and patient fee (where possible based on income).

The monthly fee can be paid in the following ways:

- Bank/cashier's check at the Administrative Office of the facility.

Opening hours: from MONDAY to FRIDAY from 09:00 to 13:00

- Bank transfer made out to Santa Rita Soc. COOP (IBAN code IT 75 K 0538 7426 3000 0000 1998 50 - Istituto di Credito BPER) in the reason it is mandatory to include the name of the patient and the reference month (e.g. Mario Rossi payment of the fee May 2023) and any further expenses incurred that are not included in the SSN quota.

- Payment by credit card and/or debit card.

The fee must be paid by the fifth day of each month, unless it falls on a public holiday, and must correspond to the reference month.

EXIT PERMITS

The patient can take advantage of permits provided that the medical examination gives a positive result, otherwise the request is denied.

RESIGNATION

Once the discharge date has been established by the Doctors, the termination process with the facility will begin. In this phase, the administrative staff will promptly notify the guest's family members to organize the outing in detail.

The person resigning will be given the discharge letter, which summarizes all the information relating to hospitalization and the indications of any therapies to be administered at home. If the discharge falls within the category of transfer to a hospital facility, the outgoing guest will be given a card containing: personal data, reason for hospitalization, administration of emergency therapy, administration of ordinary therapy, data extracted from the Health Record, telephone numbers of the structure for any clarifications.

Before leaving the room, a check will be carried out to avoid that the patient may have forgotten personal effects or anything else belonging to him.

The Administrative Office staff will deliver the clinical documentation delivered upon admission in a sealed envelope and will start the administrative discharge process.

The patient's relatives or those representing him may request his discharge, as long as this is communicated twenty-four hours in advance, in order to organize the Structure in administrative and health terms.

If the patient were to ask to be discharged against the advice of the healthcare professionals, he is obliged to justify and sign the medical record to exempt the doctors and structure from liability. In this case the patient will have to make his own arrangements.

REQUEST FOR MEDICAL RECORD

The person resigning or his representative may request a copy of the medical record from the Administrative Office. Within six days of the request, the medical record can:

- be collected personally by the patient;
- be collected by a person delegated in writing (showing a copy of the patient's identity document).

The Medical Record will be delivered in a sealed envelope.

2.2 FKT GYM

2.2.1 Access methods

Acceptance for physio-kinesi-therapy treatment is granted with the presentation, at the FKT centre, of the specialist doctor's prescription or of the treating doctor. The receptionist, having read the medical prescription, will define the day and time to subject the future patient to a psychiatric/neurological examination. The Specialist Doctor will evaluate whether the real conditions exist to be able to subject the applicants to a therapeutic cycle.

For all patients who meet the pathological requirements, the Specialist Doctor defines an individualized treatment plan and draws up the weekly planning based on new admissions.

Once taken care of, the patient accesses the facility either with his own means of transport or with the facility's minibus.

The economic share of the service is entirely borne by the applicants.

2.2.2 Services offered

The Rehabilitation Center is equipped with an independent gym, independent of the RSA, and equipment for instrumental physical therapy.

The Center provides the following services:

- Functional re-education
- Pulmonary rehabilitation
- Neurological rehabilitation
- Postural gymnastics
- Massage therapy
- Physical medicine services:
 - Dynamic
 - Laser therapy
 - Hydrokinesitherapy
 - Electrostimulation
 - Iontophoresis
 - Magnetotherapy
 - Interferential

2.3 “CLINIC” OUTPATIENT SURGERY

The clinic provides the following services:

- Cardiology;
- Endocrinology;
- Level 1 diagnostic imaging: Ultrasound.

Dermatologist;

The clinic is a point of reference for the entire territory of the Alto Marquisate characterized by a fair population density and with a limited presence of activities capable of satisfying demand.

So the idea is to satisfy the health needs of the area through the organization of a service suited to the demand for quality services.

2.3.1 Booking methods

The user can choose different ways of accessing the booking service via:

- web at the address: www.santaritarsa.it click on the appropriate Poliambulatorio “Clinic” section and once inside the section click on the “Book” icon.
- telephone number: 0962-489103 extension 2 – “Clinic” outpatient clinic
- e-mail: clinic@santaritarsa.it
- in person by going to the clinic premises and asking the administrative representatives:

Lombardo Erminio

Piane Ernesta

Cropanese Filomena

2.3.2 Waiting times for performance

The services will be provided within a maximum of 7 working days.

The user will be sent an SMS reminder 24 hours before the appointment.

2.3.3 Method of managing waiting lists

Booking requests and their schedules will be uploaded to an IT platform used by administrative staff and various specialists who will be able to view and optimize bookings based on the type of service to be provided.

2.3.4 Cost of services and payment methods

The details of the costs of the services can be found in the "Clinic Price List" and can also be viewed:

- on the website when making the booking;
- displayed in the reception area.

The services will be paid by the user through electronic channels (POS) or in cash.

The structure will issue the relevant invoice according to current legislation.

2.3.5 Administrative methods of access to the facility

During the booking phase, the user will provide his/her personal details from the health document for the purposes of managing the same and requesting the service.

The administrative representatives will upload the user's data onto the "e-personam" IT platform for the purposes of management by medical professionals.

The clinical documentation (registration and copies of reports) will be managed in a special file and through the Advenias srl e-personam IT platform according to the methods and times established by current legislation.

The clinic is equipped with an online connection, a computerized medical record and a digital reporting system.

2.3.6 Methods of provision of services

The opening hours of the facility are indicated on the web platform and through specific paper notices inside the facility.

3. QUALITY: REFERENCES AND CURRENT AND FUTURE COMMITMENTS

The Health Director, the Administrative Management and the Quality Office guarantee, within their competence, compliance with the quality standards and periodic checks, through the use of the "Satisfaction Questionnaire" form and the "Suggestions and Complaints".

Information to the patient, his loved ones and the attending physician

Personalization/humanization

Respect for times

Hotel services

Safety as a constant commitment

Nursing, technical and rehabilitation service

The protection of privacy

Protection and verification mechanisms

Quality system

Further commitments for the future