



IMED S.r.l.

PATIENT'S CHARTER

Imed S.r.l.

Introduction

Dear Madame, Dear Sir,

We present the Patient's Charter of IMED S.r.l. 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 Service Charter is intended to be a useful and pleasant tool to accompany 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

- ❖ **1980** - The first structure of Imed S.r.l. was founded in 1980 as **Padova Medica Clinic** with the aim of offering users radiology services and specialist medical examinations.
- ❖ A few years later, in order to offer a more complete service, other companies were joined: Centro Radiologico Guizza and Poliambulatorio Guizza which, with their specialties, have expanded the field of operations by offering users a very wide range of specialties.
- ❖ **2014** - Imed S.r.l. joins Studio di Radiologia Diagnostica, located in Padova, Via dei Colli 202.
- ❖ **2015 / 2016** – The Ambulatorio Oculistico Guizza and Radiologia Specialistica del Dr. S. Vio, located in Padova are acquired.
- ❖ The structure of the company Imed S.r.l. also includes the Poliambulatorio Guizza 2, located in Padova and Radiologia Medica Bassano, based in Bassano del Grappa (VI)
- ❖ **2018** - Imed s.r.l. was acquired by Alliance Medical Italia Srl, which integrated it into the centres of the Alliance Group, taking care of the new organisation.

Imed S.r.l. 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

Padova centers- Via Alfieri

Centro Radiologico Guizza: Via Alfieri 13/19/21

Poliambulatorio Padova Medica: Via Alfieri, 13/19

Ambulatorio Oculistico Guizza: Via Alfieri, 13/19

Poliambulatorio Guizza 2: Via Alfieri, 13/19

Poliambulatorio Guizza: Via Alfieri, 21



Locations

Imed S.r.l. 's Padova centerse are located in **Via Alfieri 13/19/21**, in Guizza district.



Itinerary



By car: The center is easily accessible by car, both coming from the A4 motorway, exit Padova-Est, and from the A13, Padova-Sud.

(GPS : 45.377629, 11868776)



by TRAM: :

- If you take the Metrobus, get off at Cuoco stop.
- By SITA bus take the Padova-Conselve line.

Contacts

Via Alfieri 13-19-21
35125 Padova (PD)

 **Tel:** 049.687300 – 049.8806380

 **Fax:** 049.8809732

 **Email:** imedguizza@alliancemedical.it

Opening time



MON– FRI

7:30 - 20:00

(all day opening)

SAT

7:30 - 13:00

Healthcare Services

Outpatient activities



Healthcare Director: Dr. M. Chiesa

Cardiology

- Specialistic visit
- Electrocardiogram (E.C.G.)
- Holter Dynamic Electrocardiogram (24h)
- Holter pressure (outpatient blood pressure monitoring)
- Doppler echocardiogram
- Venous and arterial ecocolor doppler
- Ecocolor Doppler TSA
- Ecocolor Doppler abdominal aorta*
- Ecocolor Doppler renal arteries*

Angiology*

- Angiological visit

Orthopedics*

- Orthopaedic examination

Gynecology*

- Gynaecological examination
- Colpocytology
- Colposcopy
- Biopsy
- DTC

Urology*

- Urological visit
- Uroflowmetry

Neurology*

- Neurological examination
- EMG (electromyogram)
- Transcranial Ecodoppler

Ophthalmology

- Specialistic visit
- Fundus oculi
- Tonometry
- Field of view*
- Renewal of licences *

Authorised (certificate n. 66/2022 of 15/09/2022) and accredited disciplines with DGR n. 548 del 09/05/2023

Healthcare Services

Outpatient activities



Healthcare Director: Dr. M. Chiesa

Otolaryngology *

- Audiometric examination
- Otovestibular examination

Dermatology*

- Dermatological Visit

Vascular Surgery *

- Specialist Visit

Diabetes*

- Specialist Visit

Sports Medicine *

- Visit + ECG
- Cycle ergometer
- Spirometry

Endocrinology *

- Endocrinology examination

Internal Medicine*

- Specialist Visit

Nutrition science*

- Specialist Visit

Anesthesia and Rianimation*

- Anaesthesiological and analgesic visit
- Pain therapy

Psychology*

- Psychological interviews

Authorised (certificate n. 66/2022 of 15/09/2022) and accredited disciplines with DGR n. 548 del 09/05/2023

** Exam provided privately*

Healthcare Services

Imaging diagnostic

Healthcare Director: Dr. M. Chiesa

Head of Radiology: Dr. F. Angelini



Imaging diagnostic

- Traditional digital radiology
- Dental radiology
- Orthopantomography
- Mammography
- Ecography
- Spiral CT
- CT with contrast medium
- Osteoarticular MRI
- Total body magnetic MRI
- MRI with contrast medium

Instrumental exams

- Arterial and venous Ecocolordoppler
- Ecocolordoppler TSA
- Vascular Doppler Ecocolor

Authorised (certificate n. 66/2022 of 15/09/2022) and accredited disciplines with Dgr DGR n. 548 del 09/05/2023

Access to Centre's activities

The structure is open to the public from **Monday to Friday** from **7:30** to **20:00** all day, on **Saturday** from **7:30** to **13:00**.

Public access can be provided in different ways:

- by **direct request** to the Reception at the Centre
- by **calling** the Center at 049.687300 – 049.8806380
- by sending an e-mail to the address : imedguizza@alliancemedical.it, indicating your telephone number
- by **CUP**

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.

The personal data collected are processed in accordance with current legislation on the protection of personal data. The interested party can view the privacy information at the center, through the "Modules" section of the web site www.alliancemedical.it or the channels used to make the medical 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.



Operating structure

Radiologia Specialistica Dr. S. Vio

Locations

The Radiologia Specialistica Stelio Vio is based in **Padova (PD)**, in **Via Belludi n.3** in the historic center. The building overlooks the Prato della Valle and is in the immediate vicinity of the Basilica of Sant'Antonio.



Contacts

Via Belludi 3
35123 Padova (PD)

 **Tel:** 049.664484

 **Fax:** 049.664484

 **Email:** imedpdv@alliancemedical.it

Opening time



MON– FRI

8:00 - 19:00

(all day opening)

SAT

8:00 - 12:00

Itinerary



By car: The road network allows an easy and quick approach and parking in the immediate vicinity. For those arriving from the motorway, the recommended exit is: A 13 PADOVA SUD exit, A 4 PADOVA EST exit.
(GPS : 45.399767, 11.877486)



By Tram: Being in one of the largest city arteries, the structure can be reached by metrobus and numerous buses (3, 11, 12, 73, 76, 78, 22, 32), as well as numerous suburban lines (A, M, T). In the nearby Piazza del Santo there is also a radiotaxi station.

Healthcare Services

Imaging diagnostic

Healthcare Director: Dr. M. Chiesa

Head of Radiology: Dr. R. Ricciardi



Imaging diagnostic

- Traditional digital radiology
- Dental radiology
- Orthopantomography
- US
- CT Cone Beam

Instrumental exams

- Arterial and venous Ecocolordoppler
- Ecocolordoppler TSA

Authorised (certificate n. 42/2016 of 01/08/2016) and accredited disciplines with Dgr DGR n. 548 del 09/05/2023

Access to Centre's activities



The structure is open to the public from **Monday to Friday** from **8:00 to 19:00**, on **Saturday** from **8:00 to 12:00**.

Public access can be provided in different ways:

- by **direct request** to the Reception at the Centre
- by **calling** the Center at 049.664484
- by sending an e-mail to the address: imedpdv@alliancemedical.it, indicating your telephone number
- By **CUP**

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.

The personal data collected are processed in accordance with current legislation on the protection of personal data. The interested party can view the privacy information at the center, through the "Modules" section of the web site www.alliancemedical.it or the channels used to make the medical 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.



Operating structure

Studio di Radiologia Diagnostica

Itinerary



By car : the center is easily reachable by car along Via Dei Colli towards Abano Terme. For those coming from Abano or Selvazzano towards Padua, continuing along Via Dei Colli after the roundabout of the shopping center.

(GPS : 45.39404, 11.819711)



By tram: the structure can also be reached by bus with stops adjacent to the outpatient clinic: From Padua, Acap line N. 12. From Abano Terme, Colli M-T line

Locations

The Radiologia Diagnostica office is based in **Padova (PD)**, in **Via dei Colli n.202** in the Tencarola district.



Contacts

Via dei Colli 202
35143 Padova (PD)

Tel: 049.624255

Fax: 049.8684876

Email: imedtencarola@alliancemedical.it

Opening time

MON– FRI

8:00 - 19:00

(all day opening)



Healthcare Services

Imaging diagnostic

Healthcare Director: Dr. M. Chiesa

Head of Radiology: Dr. F. Angelini



Imaging diagnostic

- Traditional digital radiology
- Dental radiology
- Orthopantomography
- Mammography
- US
- Spiral CT
- Osteoarticular MRI
- MRI total body
- Bone densitometry

Instrumental exams

- Arterial and venous Ecocolordoppler
- Ecocolordoppler TSA
- Vascular Ecocolordoppler

Authorised certificate n. 19/2022 del 17/03/2022 and accredited disciplines with Dgr DGR n. 548 del 09/05/2023

Accesso alle attività della struttura



The structure is open to the public from **Monday to Friday** from **08:00 to 19:00** all day opening.

Public access can be provided in different ways:

- by **direct request** to the Reception at the Centre
- by **calling** the Center at 049.624255
- by sending an e-mail to the address: imedtencarola@alliancemedical.it, indicando un proprio recapito telefonico
- By **CUP**

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.

The personal data collected are processed in accordance with current legislation on the protection of personal data. The interested party can view the privacy information at the center, through the "Modules" section of the web site www.alliancemedical.it or the channels used to make the medical 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) and signs also placed outside the structure, if necessary (e.g. indication of entrances / exits, dedicated parking lots, etc.).

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.



- ❖ priority for stretcher patients* and patients with motor difficulties. **Please report the problem at the time of booking.**

* Access to stretchers is prohibited at the premises of the center. If the patient's conditions allow, he or she is transported in a wheelchair. If this is not the case, otherwise, the patient cannot be accepted..

Core values

The activities of Imed S.r.l. 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

Imed S.r.l. 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

Imed S.r.l. 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.

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

Release of reports and certificates

The results can be collected at the Centre every weekday and on Saturday mornings during opening hours.

Alternatively, the interested party can request that the medical reports be sent via online report services (portal, password protected email) or sent 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.

Waiting times

Waiting times with the SSN are in line with regional regulations.

The waiting times for private services can be estimated at 2-4 working days.

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 (Centro Diagnostico Castellano Srl, Centro di Radiologia Srl e Imed Srl – sede di Bassano del Grappa).

Alternatively, the patient can book a new appointment as soon as possible.



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.

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
- Magazines

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**



Imed S.r.l. 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

Imed S.r.l 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 IMED s.r.l. 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

 IMED 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  dignità e rispetto?	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
Suggerimenti	_____

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 Imed S.r.l. 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.