

Private clinic COLISEUM CENTER SRL

Accredited with the SSn:

Physiotherapy and functional rehabilitation, orthopedics.

Ophthalmology, Ultrasound, Vascular surgery -Angiology, Dermatology,

Allergology, Electromyography, Endocrinology, Urology, Cardiology

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Health director

Dr. ssa Pirondini Simonetta, Physiatrist

## CHARTER OF SERVICES

D.M. 19/5/1995 N.65

## PREMISE

The Service Charter aims to represent all the services provided and the commitments made to users by the COLISEUM CENTER Clinic, and responds in particular to the need to improve the relationship between the client and the organization through transparency.

The elements contained in the same content are oriented towards the citizen-user benefiting from specialist outpatient services, and in this sense, the "service charter" represents the commitment of the health care unit to respect pre-established standards of organization and quality.

The service charter is to be understood as a dynamic synthesis of a process in progress that perceives the organization transforming itself according to the needs of the client with operators' collaboration. In fact, it contains information related only to the clinic in question because it wants to be an agile tool for consultation with respect to the organization and the commitments made towards users.

This service card has been created according to the Ministry of Health's guidelines on the simplicity of access routes, on clinical information, on the orientation of users and their reception, but also considers cultural contributions made by the Management, from the staff and also from some users particularly attentive to the problems contained in it.

The card that was outlined by the COLISEUM CENTER Clinic has tried to consider all these factors that determine the quality of the service offered:

- For the aspects related to timing, elements related to "timeliness" (waiting times to access the services) and to "accessibility" (days and opening time) of the services, to the "standardization" (expected time for the performance)
- For the aspects linked to the simplicity of the routes, elements related to "comfort" (possibility of telephone booking for visits) and "Ease" (easy access to the structure and availability of internal staff) have been identified.
- The satisfaction of users, who have used the services, is verified by filling in a questionnaire available at the facility. The collected elements are evaluated by the COLISEUM CENTER clinic in order to make service improvements.
- Regarding "personalization", privacy elements have been defined as elements that protect the confidentiality of the interviews between doctor and patient or relative, and the personalization of relationships with medical operators, physiotherapists, nurses and secretaryship personnel.

## INSPIRED PRINCIPLES

The basic inspiring principles, of which the COLISEUM CENTER Clinic is committed to observance, can be summarized as follows:

- EQUALITY: equal opportunities for all citizens in accessing the service;
- EQUITY AND IMPARTIALITY: equal treatment with respect to the same diagnostic and therapeutic needs on the users' side, equal right to the performance and quality of these ones;
- CONTINUITY: stability and regularity of the functioning of the COLISEUM CENTER Poliambulatorio services;
- EFFICIENCY AND EFFECTIVENESS: guarantee of professional skills and technologies suitable to ensure the correspondence of the services provided to users' need, while achieving an optimal relationship between the results assured and the resources used by the COLISEUM CENTER Clinic to obtain them; technical

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effectiveness through the development of research and organizational innovation, organizational and production effectiveness through the activation of management paths and procedures able to guarantee the optimal use of financial and human resources;

- **RIGHT TO INFORMATION:** specialists' rigorous implementation of the provisions of the Medical Deontological Code regarding information to the client on therapies and prescriptions, on the possible risks and side effects and on results;

- **RESPECT FOR THE PERSON:** the staff of the COLISEUM CENTER Poliambulatorio is committed to adopting behaviors that do not compromise in any way the respect for customers or that are harmful to their dignity;

- **AVAILABILITY, COURTESY, CORRECTNESS, HUMANIZATION:** the relationship with users is also affected by the climate of serenity and trust that allows to rely on care with tranquility. In fact, COLISEUM CENTER Polyclinic, requires to each operator, besides the specific technical competence, also courtesy and availability;

- **SAFETY:** the COLISEUM CENTER Clinic pays the utmost attention to customer safety, it is a company commitment to ensure clinical risk management to reduce the probability of adverse events. To avoid the risk of transmission of infections between the operator and customer and between customers, appointments are taken exclusively by booking, and there are appropriate disposable devices available to the whole personnel, to be used whenever possible, and appropriate procedures for sanitation and disinfection;

- **CUSTOMER SATISFACTION, OBSERVATION AND COMPLAINTS:** attention to the results according to the needs expressed: each user has the opportunity to present observations, suggestions and complaints, through the personnel available in the center or by using the appropriate written forms. The Management undertakes to examine all the information reported and in cases where it is necessary to respond;

- **TRANSPARENCY** and quality assurance in the methods of providing services in availability and comparison with similar structures, in the implementation of the objectives that the structure intends to provide, in their implementation and in the dissemination of the results obtained in terms of production efficiency assessment.

**GUIDE ELEMENTS ARE AND SHOULD BE:**

- training of operators as a strategic investment to improve technical and management aspects.
- Group work to aggregate and improve company strategies
- Activation of reward systems also for responsibilities.
- Attention to customers' suggestions regarding some company choices related to front desk, expectations and urgencies.

#### **HISTORY AND EXPERIENCE OF THE COMPANY**

The private clinic COLISEUM CENTER S.R.l. was established as an outpatient physiotherapy center in 1983, working alongside the aesthetic-gym sector that was already operating. The physiotherapy center continued to grow over the years, developing and opening up to rehabilitation medicine.

In the nineties the center maintains and consolidates its presence on the market, adapting itself to the measures of rationalization of expenditure adopted on several occasions by the Ministry of Health, the Emilia-Romagna region and the local AUSL. main activity of physical therapy and rehabilitation following the aforementioned

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measures of rationalization of expenditure, he decided to redevelop his activity by modernizing the premises, acquiring specific equipment in the rehabilitation field and acquiring more and more qualified personnel. From 1998 onwards Coliseum s.r.l. has decided to play the reconversion card and, after contracts stipulated with the local USL company, has proceeded to re-launch the specialist clinic with the acquisition of equipment (eco-color-doppler, eye equipment, diathermocoagulator, cryotherapy equipment, etc.). ...) to carry out activities both in agreement with the company ausl and privately.

Currently our center is firmly inserted in the Modena health reality and this is the strong stimulus for the future to update the therapeutic offer ", both as new instrumental therapies and diagnostic techniques and as new rehabilitative methods

On 13/7/2009 COLISEUM CENTER, with PG 2009 149135 of 02/07/2009 of the social policies of the Emilia Romagna Region, receiving, to complete the path taken in June 2007 to request institutional accreditation, the Director of the General Director of Health and Policies Social n. 5547 of 19/6/2009 "Institutional accreditation of the COLISEUM CENTER private clinic in Modena" which certifies obtaining the definitive accreditation. In 20112 an application for renewal of accreditation was made and accreditation was obtained with the National Health Service until 31/07/2018. On 30/01/2018 Coliseum Center. has submitted the renewal application as required by current legislation.

The management of Coliseum Center always attentive to users' requests, intends to make clinical performance data available to users, publishing the user satisfaction data every six months and the data on the clinical efficacy of physiotherapy.

#### Activities and services offered

COLISEUM CENTER S.R.L. delivers the following services:

##### INSTRUMENT PHYSIOTHERAPY:

- magnet
- CO2 laser therapy
- HENEIR laser therapy
- Short wave diathermy: radar therapy
- Ad short wave diathermy: marconi-therapy
- electrotherapy
- electrostimulations
- ultrasound
- iontophoresis
- idrogalvanotherapy
- Dia-diadynamic currents
- tens
- paraffin
- infrared radiation
- ultraviolet light therapy
- Sch skeletal traction
- Tecarterapia (utlrasuoni)
- Fiber laser
- shock waves
- 

##### MANUAL PHYSIOTHERAPY

- district massage therapy
- connective tissue massage
- massage therapy for lymphatic drainage
- separation massage
- myofascial massage
- pompage
- geomassage
- naturopathic treatment

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#### REHABILITATION

- individual motile motor re-education
- serious motor motory rehabilitation
- group motor re-education
- physiotherapy
- functional re-education
- corrective gymnastics
- kabat
- Bobath
- Souchard
- Mc Kenzie
- Mezier
- Back school
- Respiratory exercises
- Post Postural - proprioceptive exercises
- Walking and walking training
- Bio-feedback
- tempomandibular treatment
- sacral skull treatment
- Integral rachidea rehabilitation
- functional evaluation and treatment
- taping

#### INSTRUMENTAL DIAGNOSTICS

- study of bone tissue
- tendon and osteoarticular ultrasound
- Intern internist and pediatric ultrasound
- thyroid ultrasound and soft parts
- Vasc vascular echocolor Doppler
- electrocardiogram
- electromyography
- echocardio
- spirometry

#### SPECIALIST DIAGNOSTICS

- Physiatric visits
- orthopedic visits
- dermatological visits
- neurologically visits
- cardiological visits
- urological visits
- visit of vascular surgery
- eye exams
- visit of sports suitability

#### MANU MEDICA TREATMENTS

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- vertebral manipulations - column mobilization
- infiltration
- cryotherapy
- diathermocoagulation
- sclerotherapy
- mesotherapy
- allergy tests
- ear washes

The Quality Requirements of the services provided are defined as well as in the NATIONAL NOMENCLATER, IN CONTRACTS STIPULATED WITH THE LOCAL HEALTH COMPANY AND IN THE PROTOCOLS A.U.S.L. in the documents

- PROTOCOL OF THERAPIES (D.09.01)
- REHABILITATION PROTOCOL (D.09.06)
- SPECIFIC REHABILITATION PROTOCOLS (D.09.03)
- REHABILITATION PROTOCOL 1 (D.09.07)
- PROTOCOL OF THE DIAGNOSTICS (D.09.02)
- PROTOCOL PARKINSON
- PRODUCTS CATALOG

IN D.09.01 all the application standards of physical therapies are collected that can be identified with:

- the maximum and minimum power supply current (galvanic, faradic, exponential, etc.)
- the intensity of heat (for thermotherapies)
- the maximum duration of the therapies
- contraindications

In D.09.03 , D.09.06 END D.09.07 are the rehabilitation application standards; any changes to the standards of application are made only in the presence of a specialist or medical prescription that specifies it.

In D.09.02 the standards for the application of instrumental and specialized diagnostics are collected. The aforementioned documents are available to medical and paramedical staff whenever there is a need to consult them.

THE CATALOG OF PRODUCTS CONTAINS QUALITY REQUIREMENTS AND INDICATORS AND STANDARDS OF MACRO PRODUCTS REHABILITATION AND PHYSICAL THERAPY, SPECIALIST DIAGNOSTICS, INSTRUMENTAL DIAGNOSTICS

#### CATCHMENT AREA

The catchment area of COLISEUM CENTER it is predominantly of citizens of the Modena and as well as the surrounding areas.

COLISEUM CENTER however it is open to anyone who wants to use its services.

#### Organization and articulation of services

THE REQUIREMENTS OF THE REQUESTED SERVICE ARE RE-EXAMINED BEFORE PROVIDING THE CUSTOMER SERVICE (FOR EXAMPLE: BEFORE THE APPOINTMENT OF THE QUOTE), ENSURING THAT:

- A) the service requirements are defined,
- B) any discrepancies between the contractual requirements with respect to those expressed previously have been resolved;

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C) the capacity exists to meet the established requirements.

THE SERVICE IS OFFERED TO THE USER THROUGH THE DIRECT CONTACT WITH THE COMPANY OR THE ISSUE OF DOCUMENTATION IN FRONT OF PARTICIPATION IN GARE. THE SERVICE CAN BE STANDARD OR DESIGNED TO MEASURE FOR THE CUSTOMER.

THE RECORDINGS OF THE RESULTS OF THE REVIEWS AND OF THE CONSEQUENTIAL ACTIONS ARE PRESERVED BY THE RAQ.

WHEN THE REQUIREMENTS OF AN ORDER / CONTRACT ARE CHANGED, COLISEUM CENTER S.R.L. ENSURES THAT THE RELATED DOCUMENTS ARE CORRECTED AND THAT THE INVOLVED PERSONNEL IS MADE OF KNOWLEDGE OF THE AMENDMENTS AS SHOWN IN SECTION 3 "REVIEW OF THE CONTRACT"

The operating procedures and responsibilities related to the management of customer requests and the review of the contract are defined in SECTION 3 "review of the contract"

THE RECORDINGS OF THE CONTRACTS 'REVIEWS ARE KEPT ACCORDING TO THE FOLLOWING SECTION 3 "REVIEW OF THE CONTRACT".

#### QUALITY STANDARDS COMMITMENTS AND PROGRAMS

The management of the center carries out periodic surveys on the degree of customer satisfaction.

The same assumes its commitment to guarantee users; indicators are the means to objectify commitment and standards define the expected level of quality of performance. Commitments, indicators and standards must be understandable, appropriate and measurable.

#### Commitments are:

- the minimum forms: generally consisting of the "therapeutic card program" and "the taking charge" for the physiotherapy activity, and the reports issued by the doctors in the event of a visit or clinical examination. Both are formulated on specific forms headed to the center with legible signature and clear and understandable language; they are always traceable and reproducible. The photographic images and the traces of the specialized exams, in single copy, are always released to the patients.
- Access: referable to a behavioral protocol related to the customer's first contact with the COLISEUM CENTER Clinic:
- Reservation programs: clear dates, times and list of therapy to be performed and available through the secretariat.
- The improvement of information to users: in giving information, operators take into account the characteristics of the interlocutor, his general and specific culture, his age and psychological aspects. The language used to give the information must be clear and understandable by the ordinary person, simple and non-technical.

The information must be precise and detailed, if language barriers arise, the appropriate paths are activated

#### OBJECTIVES ABOUT:

##### The right to information and facilitation of access to healthcare facilities

- to guarantee at the moment of access a personalized welcome with an interview and the delivery of informative paper material;
- guarantee the annual update of reception protocols;
- guarantee the continuity of information; guarantee critical appraisal of complaints;
- guarantee the exchange of information between operators;
- inform the attending physician of any need for continuity of care

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### Personalization and humanization

- guarantee the confidentiality of information;
- guarantee the written procedures related to the signed consent;
- guarantee the modalities and correctness of the reception;
- guarantee respect for the smooth sliding in bookings
- guarantee complete and clear forms;
- guarantee the evaluation of customer satisfaction;
- guaranteeing compliance with the deadlines for the delivery of medical reports and documentation in general.

### The comfort and safety of the health facility

- guarantee a space for waiting, furnished and comfortable even for accompanying persons;
- to guarantee clean premises with an adequate microclimate;
- guarantee sanitary facilities suitable also for disabled people.

### Prevention

- guarantee the health of personnel by carrying out risk assessments pursuant to Legislative Decree 81;
- guarantee the preparation of the program of improvement measures to be implemented;
- guarantee the observation of the infection prevention and control plan.
- Ensure risk management for clinical risk, that is damage caused to the patient during health care

### MECHANISMS OF PROTECTION

The health structure protects customer with the evaluation of complaints and with the periodic comparison of the results obtained in previous years. Complaints can be verbal or written; for the latter there is a written reply within seven days of receipt, by the Health Department (SAN) if the complaint is of medical origin or by the General Directorate (DIR) if it has an organizational or administrative origin.

### APPENDIX

#### User rights

##### The user:

- has the right to be treated with timeliness, attention and respect even of their philosophical and religious convictions;
- has the right to keep his name;
- has the right to be assisted by health personnel of his liking and whose general information can be known;
- has the right to the protection of their privacy and privacy during medical practices.

In particular, user rights can be summarized as follows:

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### Right to information and consent

The user has the right to receive confidential, respectful, comprehensible and timely information on diagnostic and therapeutic measures, on the risks connected to them, on the secondary effects and contraindications and on the possibility of alternative treatments even if they can be carried out at different health facilities, and on delays or changes in the planned clinical program.

The user is made aware in detail of the cost of treatments and services offered and payment methods. You have the right to receive all information in order to express an informed consent.

The client can interrupt the therapies in progress by manifesting their will.

### Right to privacy

The right to confidentiality is observed in collecting, with the utmost discretion, the information on the person indispensable to obtain clinical information necessary for therapy, visit or instrumental examination.

The right to privacy entails, on the part of all operators, the duty of professional secrecy or ex officio. Information on the state of health and the progress of the treatments will be given only to the patient; to his family or to other persons, only with the prior consent of the interested party.

### Children's rights

The minor under age, during treatment and benefits, has the right to have one of the parents or a delegated person of the family nearby.

### Duties of the client

#### The client:

- has the duty when he accesses a healthcare facility to maintain responsible behavior, respectful of the rights of other patients and of the medical staff in charge;
- has the duty to respect the environments, equipment, and furnishings available to him/her;
- has the duty to observe the agreed timetables and shifts;
- has the duty to respect any waiting at the reception both at the time of booking and at the exit of the services. This time is made necessary by the provisions regarding registration of the access and the service provided established by the current regional legislation;
- has the duty, if it intends to renounce scheduled services, to warn in time so as not to create interruption of services and waste of resources;
- has the duty to request health services in the time and manner envisaged;
- has a duty not to smoke in the environment of health services;
- has the duty to take the information in the manner envisaged and to comply with the indications relating to security in any way expressed;
- has the duty to pay the service when expected.

#### AMBULATIONAL PERFORMANCE:

- SPECIALIST DIAGNOSTICS AND INSTRUMENTAL DIAGNOSTICS.

COLISEUM CENTER has an acceptance service for the booking and payment of the services to be carried out before the visit to complete the normal administrative procedures.

The booking is made under request of the General Practitioner of the Free choice pediatrics.

- BOOKING OF VISITS AND EXAMS:

It can be done by phone or in person.

In person, in the following hours:

- From Monday to Friday from 8.00 to 22.30

By phone at N ° 059/374364 active from Monday to Friday  
from 8.00 to 22.30, ON SATURDAY from 9.00 to 13.00

The booking of services through SSN is made through the CUPweb reservation system managed by the AUSL.

Reservations for private services are managed through the COLISEUM CENTER management system.

- **TICKET**

it is a form of participation in health care payable by the citizen for outpatient specialist assistance and instrumental and laboratory diagnostics. The criteria for participation are established by national and regional legislation.

Current regional directives require all citizens aged between 6 and 65 to pay the fee for participation in the health expenditure, except for cases of right of exemption by status (pathology or physical condition) or by income.

- **TICKET PAYMENT:**

In all cases where the user is expected to participate in health spending, he must pay the ticket on the day scheduled for the service at the COLISEUM CENTER cash desk before using the service.

In cash or by debit or check.

The user has the right to pay the ticket personally or through a third party.

- **HONORARY PAYMENT FOR PRIVATE PERFORMANCE:**

Where a private benefit has been made, the balance of the benefit must be paid at the COLISEUM CENTER cash desk after the service has been completed

- **DELAY:**

If the patient shows up in delay regards to the scheduled time, compatibly with the current activities, it will be visited in the queue compatibly with service activities.

- **REFERENCE RETREAT:**

The report is for immediate delivery except for ecg for non-competitive activities (within 3 working days).

To protect the privacy of users, the reports related to health checks must be withdrawn by the interested party, and in case of impossibility, from delegated person with written proxy and own identity document.

Indicators and standards

Product Macro: INSTRUMENTAL DIAGNOSTICS

Quality requirement	STANDARD	INDICATOR
accessibility	Morning and afternoon	always
Timeliness (benefits in free profession)	Day appointment-day of reservation for private bookings made with direct access	< 8 days time bands
Timeliness (provision in accreditation with SSN)	Day appointment - reservation day for services with the SSN	<= 60 days
Degree of user satisfaction	Number of quality evaluation cards with positive staff availability on the total cards collected	> to 95%
	Number of quality evaluation cards with professionalism of the positive operators on total cards collected	> to 95%
	Number of quality assessment cards with Positive center organization on the total number of cards collected	> to 95%
	Number of quality evaluation cards with positive environment evaluation on the total number of cards collected	> to 95%
documentability	Release report	In 100% of cases
Standardization Time	established for performance	yes

MACRO PRODUCT :SPECIALIST DIAGNOSTICS

Quality requirement	STANDARD	INDICATOR
accessibility	Morning and afternoon	always
Timeliness (benefits in free profession)	Day appointment-day of reservation for private bookings	<8 days time bands

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	made with direct access	
Timeliness (provision in accreditation with ssn)	Day appointment - reservation day for services with the SSN	<= 30 days
Degree of user satisfaction	Number of quality evaluation cards with positive staff availability on the total cards collected	> to 95%
	Number of quality evaluation cards with professionalism of the positive operators on total cards collected	> to 95%
	Number of quality assessment cards with Positive center organization on the total number of cards collected	> to 95%
	Number of quality evaluation cards with positive environment evaluation on the total number of cards collected	> to 95%
documentability	Release report	In 100% of cases
Standardization Time	established for performance	yes

Risk management	MACRO PRODUCT SPECIALIST DIAGNOSTICS AND INSTRUMENTAL DIAGNOSTICS	
QUALITY REQUIREMENT	STANDARD	INDICATOR
Assurance of analysis of active and latent risks through litigation and reporting analysis	System for recording reports and recording of reports Detection and	100% of reports

	processing of	
sterilization	N ° of positive sterilizations / number of sterilizations carried	out 100%
Special waste management	Presence of at least 1 container suitable for the type of waste per room	100%
PPE management (GLOVES)	Presence of at least 1 pack for room	of 100% local gloves

Schedules and specialists

Branch specialist	specialist
PHYSIATRY	Dr.ssa PIRONDINI DR.SSA GIOVANNA LAURETANI
ORTHOPEDICS	DR. P.L. BONUCCI DR. PAOLO LANCELLOTTI DR. LANCELLOTTI DR.COCCHI
DERMATOLOGY ALLERGOLOGY	DR.SSA ALESSANDRA GRANDI DR.SSA STEFANIA MIGLIETTA DR.SSA F.ARGINELLI
OPHTHALMOLOGY	DR. A.GASPARIN DR. SSA E. MESSORI DR. TELLINI M. DR.SSA ERICA CONTE
UROLOGY	DR.L.GATTI DR.R. ANCESCHI DR.N. NYEK NTEP
ELECTROMYOGRAPHY	DR. STEFANO FACCHINI
ULTRASOUND	DR. BARTOLO TALIA DOTT.G.LEVRINI DR. SSA PUPPO PAOLA
Echocolordoppler	DR.SSA JESSICA VERONESI DR. M.BESSONE
CARDIOLOGY	Dr. ROBERTA GHINELLI DR. M.CRISTINA TESORIERI
SPORT MEDICINE	DOTT.L.PICCININI

**THERAPEUTIC PERFORMANCE, REHABILITATION**

It is possible to make prior reservation at the service of acceptance rehabilitation and physical therapy from Monday to Friday from 8 to 20.

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The services are performed by qualified therapists and massage therapists who annually attend refresher courses to improve the quality of their services.

The service standards have been defined by protocols drawn up and shared by the health director and the department operators.

The department is located on the ground floor and also allows access for the disabled by accessing directly to the rehabilitation gym.

The services are provided from Monday to Friday from 8.00 to 20.00.

**INDICATORS AND STANDARDS**  
**MACROPRODUCTS REHABILITATION AND PHYSICAL THERAPY**

Quality requirement	STANDARD	INDICATOR
accessibility	Morning and afternoon	always
Timeliness	Day appointment-day of reservation for private bookings made with direct access	<=35 days
Degree of user satisfaction	Number of quality evaluation cards with positive staff availability on the total cards collected	> al 95%
	Number of quality evaluation cards with professionalism of the positive operators on total cards collected	> al 95%
	Number of quality assessment cards with Positive center organization on the total number of cards collected	> al 95%
	Number of quality evaluation cards with positive environment evaluation on the total number of cards collected	> al 95%
Standardization Time	established for performance	yes

Risk management	MACRO PRODUCT MACROPRODUCTS REHABILITATION AND PHYSICAL THERAPY	
<b>QUALITY REQUIREMENT</b>	<b>STANDARD</b>	<b>INDICATOR</b>
Assurance of analysis of active and latent risks through litigation and reporting analysis	System for recording reports and recording of reports Detection and processing of	100% of reports
Special waste management	Presence of at least 1 container suitable for the type of waste in the department	100%
PPE management (LASER EYEWEAR)	presence of operator glasses and patient glasses for each type of laser	100%
PPE management (GLOVES)	Presence of at least 1 pack of gloves per department	100%