



PATIENT'S CHARTER

Alliance Medical Diagnostic Srl
Centro di Radiologia

Dear Madam, Dear Sir,

Welcome to Centro di Radiologia. We extend our warmest welcome and are at your disposal for any information or needs not covered in this Service Charter.

For the Alliance Medical Group, and therefore for Centro di Radiologia (hereinafter also referred to as the "Center"), this Service Charter is not only a guide and information tool regarding the Institute's structure, activities, and services, but also represents the standard of service that Centro di Radiologia is committed to guaranteeing to all patients who access it.



Our mission is to offer you qualified assistance with competence, professionalism, and humanity. This Patient's Charter represents not only a commitment by the Alliance Medical Group to citizens but also an agreement with user protection associations, general practitioners, and public healthcare structures that use the services provided by Centro di Radiologia.

In this regard, we inform you that this document has been shared with the Tribunal for Patients' Rights – Active Citizenship Veneto.

- The "Centro di Radiologia s.r.l. a Socio Unico" facility was founded in 1980 by Dr. Carlo Vercesi, initially offering only traditional radiology and mammography services. A few years later, to offer a better and more comprehensive service, the facility expanded its operations to include ultrasound imaging.
- **2010** - In September, the facility left its old location at Via Avogari 27, in the historic center of Treviso, and moved to Via Zenson di Piave 11 (near the Tenni stadium).
- **2011** - In May, a new sectoral MRI was installed.
- **2017** - The facility expanded, adding services to the first floor of the building.
- **2018** - In August, Centro di Radiologia Srl was acquired by Alliance Medical Italia Srl, which integrated it into the Alliance Group Diagnostic Centers and oversaw its new organization.
- **2025** - Centro di Radiologia s.r.l. was merged, through incorporation, into Alliance Medical Diagnostic S.r.l.

Centro di Radiologia's Quality Policy fully embraces and embraces the Alliance Medical Group's Quality Policy.

The Institute's primary objective has always been to be a local reference point for both the quality of its services and the courtesy, competence, humanity, and professionalism of its staff, offering qualified assistance and pursuing continuous improvement in the quality and efficiency of its services.

For this reason, Centro di Radiologia has implemented an internal quality system and adopted a Quality Policy at Centro di Radiologia at meeting customer needs, ensuring:

- constant technological innovation and growth of know-how in order to adequately respond to market needs
- satisfaction and high levels of service and medical health care benefits to 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.).



Quality objectives

With a view to continuous improvement, Centro di Radiologia fully embraces and adopts the Alliance Medical Group's Quality Objectives:

- Customer satisfaction with the aim of offering services that ensure the best possible quality;
- Expand the offering and enhance the quality of care, technical-professional, and organizational services provided, and adequately respond to market needs in compliance with current regulations, including through technological innovation;



- Monitoring strategic business processes, promoting the use of risk-based thinking, ensuring the safety of workers and users, including through the reporting and management of adverse events and near misses, and with a view to sustainability;
- Enhance human resources by promoting continuous learning.

Fundamental principles

Centro di Radiologia's activities are based on the utmost fairness and consideration for the patient and follow the following principles, in compliance with the fundamental principles of the Charter of Public Health Services pursuant to Prime Ministerial Decree of 19 May 1995.

Equality and Humanization

The Center 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 any other.

Impartiality

The Center bases its actions on principles of justice and objectivity. Each user is guaranteed a service that reflects their dignity.

Continuity

The Center is committed to providing all its patients with continuous, regular, and uninterrupted services, adopting the necessary measures to avoid inconvenience to users.

Right to choose

The Center recognizes the user's right to choose the healthcare facility that best meets their needs, as well as the operator with respect to the services offered by the Polyclinic.

Participation

Users have the right to information, the right to submit complaints and suggestions for improvement.

Effectiveness and efficiency

The services provided adopt the necessary measures to meet the needs and requests of users. 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, and the most advanced medical and scientific knowledge resulting from ongoing training.

Information:



Contacts

- Via Zenson di Piave, 11 - 31100 Treviso
- Phone: 0422 547897
- Email: cdrtreviso@alliancemedical.it
- Web: <https://www.alliancemedical.it/centri-diagnostici/centro-di-radiologia>

Opening Time

- Monday to Friday: continuous hours from 8:00 am to 8:00 pm
- Saturday from 8:00 am to 1:00 pm

Medical Director

Dott. Mirko Fuser – Diagnostic Radiology Specialist

Authorization

Aut. n. 11 at 09/04/2021 e Prot. 135025 at 20.09.2021

Accreditation

BUR n. 66 at 16/05/2023

DGR. 548 del 09/05/2023

How to reach us:

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

The Local Health Authority (AULSS) responsible for the area is Number. 2 - Marca Trevigiana

Authorized activities

- **Diagnostic Radiology Specialist Clinic:** Diagnostic Radiology
- **Outpatient Clinic Activities:** Cardiology, Vascular Surgery and Angiology, Neurology, Orthopedics and Traumatology, Obstetrics and Gynecology, Otorhinolaryngology, Dermatosyphilopathy, Pulmonology, Nutrition Science, Non-medical Specialist Activities, Aesthetic Medicine, Non-medical Healthcare Activities, Nutrition and Psychology, Physical Medicine and Rehabilitation

Accredited activities

- **Diagnostic Radiology Clinic**
- **Pneumology**

Healthcare Services: details

Radiodiagnostics

Diagnostic imaging

- Traditional Radiology
- Orthopantomography*
- TC even with MdC
- TAC Cone Beam*
- MOC*
- Ultrasound
- Osteoarticular Magnetic Resonance
- Total Body Magnetic Resonance Imaging



Instrumental examinations

- Arterial and venous color Doppler ultrasound
- TSA Color Doppler Echolor Doppler
- Renal artery echocolor Doppler
- Abdominal aorta color Doppler ultrasound



** Service provided in private mode*

Healthcare Services: details

Outpatient activities



Specialist visits

- Obstetrics and Gynecology*
- Vascular Surgery and Angiology*
- Pulmonology
- Orthopedics and Traumatology*
- Nutritional Science*
- Aesthetic Medicine*
- Cardiology*
- Neurology*
- Otorhinolaryngology*
- Dermosyphilopathy*
- Physical Medicine and Rehabilitation*
- Psychology*

** Service provided in private mode*

Our services

Agreement



Agreements with Insurance Funds, Private Companies and Associations

Centro di Radiologia has agreements with various insurance funds, private companies and associations as reported on the Alliance Medical website:

- <https://www.alliancemedical.it/centri-diagnostici/centro-di-radiologia#convenzioni>

Access to Center'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.

Tempi di Attesa

The waiting times for affiliated services are defined by AULSS 2 – Marca Trevigiana and can be consulted via the link <https://www.aulss2.veneto.it/scarica-tempi-attesa>

For private services, the maximum waiting times are shown below:

Tempi massimi d'attesa		
Service	AULSS	PRIVATE
Orthopantomography	n.a.	1 day
Mammografy	sito AULSS	2 days
MOC	n.a.	2 days
Ultrasound	sito AULSS	2 days
Joint MRI	sito AULSS	1 day
total body MRI	sito AULSS	1 day
CT	sito AULSS	2 days
CT with contrast medium	sito AULSS	5 days
Cone Beam CT	n.a	1 day
Arterial and venous echocolordoppler	sito AULSS	5 days
TSA Color Doppler Ultrasound	sito AULSS	5 days
Renal artery echocolordoppler	sito AULSS	3 days
Abdominal aorta color Doppler ultrasound	sito AULSS	3 days
Pneumology	sito AULSS	TBD

Tempi di Attesa

For private services, the maximum waiting times are shown below:

Tempi massimi d'attesa	
Specialità	PRIVATI
Obstetrics and Gynecology	15 days
Vascular Surgery/Angiology	5 days
Orthopedics and Traumatology	7 days
Nutritional Science	15 days
Aesthetic Medicine	5 giorni
Cardiology	15 days
Neurology	TBD
Otorhinolaryngology	TBD
Dermosyphilopathy	15 days
Physical Medicine and Rehabilitation	TBD
Psychology	TBD

Booking and Service Delivery



Appointments can be booked through:

- Direct request at the **Reception**
- By **phone** at 0422.547897
- By **CUP** by calling the number 0422.210701
- By **email** at: cdrtreviso@alliancemedical.it
- through the online booking service at the following link: <https://prenotaziononline.alliancemedical.it/imedtv>

When booking a healthcare service, personal and contact information must be provided; otherwise, the request cannot be processed.

Personal data collected is processed in compliance with current regulations on personal data protection. Patients can view privacy policies at the center, through the "Modulistica" section on www.alliancemedical.it, or via booking channels.

If the requested service requires preparation/preliminary information, the patient will be appropriately informed by the center's staff at the time of booking.

Patients can be referred to the facility by their general practitioner, specialist doctor, or access services independently based on personal needs.

Please remember that it is necessary to cancel the reservation well in advance (at least 96 hours before the appointment), otherwise the user will still be required to pay the participation fee for the healthcare expense, even if exempt (DGR 600 of 13/03/2007).

For private RXs it is possible to access without reservation, as indicated on the Alliance Group website, in the section dedicated to Centro di Radiologia.

Provision of the Service

Acceptance

All information is available and published at the link:

https://media.alliancemedical.it/assets/Accettazione_d708ebcad7.pdf

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

A patient history is taken to proceed with the verification of health requirements.

During the process, it is the responsibility of the operators handling the patient to monitor the progress of the examinations or visits to ensure their effectiveness and efficiency.

In case of non-performance of the service, the patient should be given a new appointment as soon as possible.

Payment for Services

Payment for the service must be made before the execution of the service directly at the center.

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

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

The center is affiliated with insurance circuits and associations to facilitate citizens' access to specialist and diagnostic outpatient services according to the agreements received.

Payments at the center before the execution of the service can be made by bank transfer, credit card, or cash.

Specifically, for privately booked services via the web portal, payment can be made online.

For any further information, please contact our staff

Provision of the Service

Release of Reports and Certificates

The release of reports following specialist visits, ultrasounds, color Doppler ultrasound and mammograms is immediate.

In other cases in which the report is not immediately delivered to the patient, the reporting times are indicated to the patient already in the acceptance phase.

For services provided under a private regime, the collection of the report is expected on the same day; for benefits under an agreement regime, the collection of the report is expected from the third day following the service.

For exam collection all information is published at the link: https://media.alliancemedical.it/assets/Ritiro_esami_8533666e93.pdf

The data subject may also request the sending of reports and images by:

- ✓ online reporting services (web portal)
- ✓ dispatch to the address indicated on the appropriate form
- ✓ free shipping to one of the other offices of Alliance Medical Diagnostic Srl within the Veneto Region (Centro Diagnostico Castellano)

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

Respect for Confidentiality and Privacy Protection

The center guarantees the user professional secrecy regarding diagnosis, therapy, and all private and personal information that emerges during the service.

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 any necessary information and preparations. The user can accept or refuse the proposals made by the doctors, expressing their consent or refusal through the signing of the informed consent form, when applicable.

The user also has the right to receive all clarifications they deem necessary from the operating doctors at the facility where they receive the service, according to specific competencies.

Product Standard

Below is a map of the product standards that Centro di Radiologia 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.

Parametro	Indicatore	Standard
Monitoring the average response time of the Alliance call center (CPA)	Average response time CPA	< 20 sec
Customer Satisfaction monitoring	% Overall satisfaction % Net promoter score	>=90% >=90%
Complaints monitoring	Number of complaints received / total accesses	Trend 0%
Incident Reporting monitoring	Number of adverse events with moderate to high risk/total accesses	< 0,1 %

Satisfaction Survey

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 on acceptance.

The questionnaire can be completed digitally:

- at **Centro di Radiologia** through the use of a totem positioned near the reception waiting room / **QR Code** displayed in the waiting room
- through the link received via **email / SMS**

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



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 di Radiologia 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:

- Verbal reporting
- Simple paper letter
- Telephone, fax, e-mail
- Fill in the form to be requested at the reception desk.

➤ **Fumo**



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.

RIGHTS AND DUTIES



Every person has the right:

- To appropriate services to prevent illness - **RIGHT TO PREVENTIVE MEASURES**
- To access the health services that their state of health requires and that guarantee equal access to everyone, without discrimination based on financial resources, place of residence, type of illness, or time of access to the service - **RIGHT TO ACCESS**
- To access all information regarding their state of health, health services, and how they are used, as well as all information made available by scientific research and technological innovation - **RIGHT TO INFORMATION**
- To access information, including participation in trials, as a prerequisite for any service, so that they can actively participate in decisions regarding their health - **RIGHT TO CONSENT**
- To freely choose among different procedures and healthcare providers based on adequate information - **RIGHT TO FREE CHOICE**
- To access innovative procedures, including diagnostic ones, in line with international standards and regardless of economic and financial considerations - **RIGHT TO INNOVATION**
- To the confidentiality of personal information, including that related to their state of health and possible diagnostic or therapeutic procedures, as well as the right to privacy protection during the implementation of any service - **RIGHT TO PRIVACY AND CONFIDENTIALITY**

RIGHTS AND DUTIES

Every person has the right:

- To receive necessary health services within short and predetermined times. This right applies to every stage of treatment - **RIGHT TO RESPECT FOR PATIENT TIME**
- To access high-quality health services, based on the definition and adherence to well-defined standards - **RIGHT TO RESPECT FOR QUALITY STANDARDS**
- To not suffer harm due to the malfunctioning of health services and treatments or medical errors, and to have access to health services and treatments that guarantee high safety standards - **RIGHT TO SAFETY**
- To avoid as much suffering as possible, at every stage of their illness - **RIGHT TO AVOID UNNECESSARY SUFFERING AND PAIN**
- To diagnostic or therapeutic programs that are as tailored as possible to their personal needs - **RIGHT TO PERSONALIZED TREATMENT**
- To file a complaint whenever they have suffered harm and to receive a response - **RIGHT TO COMPLAIN**
- To receive appropriate compensation within a reasonably short time whenever they have suffered physical, moral, or psychological harm caused by health services - **RIGHT TO COMPENSATION**
- **RESPECT FOR WAITING TIMES:** The facility is committed to respecting the scheduling times for services; delays may occur due to unforeseen events (e.g., equipment malfunctions), but also to ensure the quality of the service provided. The user is expected to wait patiently for their turn, to allow the normal activities of the facility to proceed in accordance with the space policy adopted by the facility.

▪ **RESPONSIBILITY AND RESPECT FOR STAFF**

The user is obliged to inform himself in advance about the services and any preparations to be made in order to perform them correctly, how to access the services and how to protect his rights. They are also required to maintain, at all times, responsible, correct and polite behaviour, as well as appropriate clothing and hygienic conditions, with respect for the facility's staff and other users.

▪ **DUTY OF ACCESSIBILITY AND PUNCTUALITY**

The user is required to promptly inform the facility's secretarial staff of his or her intention to opt out of scheduled healthcare services, also in compliance with any local regulations. He/she is also required, under all circumstances, to comply with the established timetables, so that waste of time and resources can be avoided.

▪ **DUTY TO COOPERATE**

The user is obliged to enter the facility with a predisposition to collaboration, trust and respect towards the healthcare personnel, communicating to them all information concerning their state of health, an indispensable prerequisite for the correct performance of the service.

▪ **DUTY OF DIGNITY**

The user is required to respect the premises, equipment and furnishings, as well as the safety provisions posted inside the facility. You are also reminded that smoking is strictly prohibited on all premises.