



PATIENT'S CHARTER

Alliance Medical Diagnostic Srl
Centro di Radiologia

Presentation

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" or the "Clinic"), 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 the Center.

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



History

- **“Centro di Radiologia S.r.l. a Socio Unico”** was founded in 1980 by Dr. Carlo Vercesi, initially offering only traditional radiology and mammography services. A few years later, in order to provide a more comprehensive and improved service, the facility expanded its activities by introducing ultrasound services.
- **2010** – In September, the center left its former premises at Via Avogari no. 27, in the historic center of Treviso, and relocated to Via Zenson di Piave no. 11 (near the Tenni Stadium).
- **2011** – In May, a new dedicated MRI scanner was installed.
- **2017** – The facility was expanded by adding services on the first floor of the building.
- **2018** – In August, Centro di Radiologia S.r.l. was acquired by Alliance Medical Italia S.r.l., which integrated it into the Group’s diagnostic centers and reorganized its structure.
- **2025** – Centro di Radiologia S.r.l. was merged by incorporation into Alliance Medical Diagnostic S.r.l.

Fundamental principles

Centro di Radiologia's activities are based on the utmost fairness and consideration for the patient and follow the following principles:

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.

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

How to reach us

- **By car:** the facility is located near the Tenni Stadium, where ample parking is available nearby.
- **By bus:** lines 7 and 1.

Medical Director

Dott. Mirko Fuser – Diagnostic Radiology Specialist

Authorization

Aut. n. 11/2026

Accreditation

BUR 66 at 16.05.2023

DGR. 548 at 09/05/2023

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

Authorization & Accreditation

Authorized Activities

- **Radiodiagnostic Outpatient Clinic (B.26)**
- **Outpatient Clinic Activities (B.5.0)**

Authorized specialist fields:

8 Cardiology, 14 Vascular Surgery and Angiology, 32 Neurology, 36 Orthopedics and Traumatology, 37 Obstetrics and Gynecology, 38 Otorhinolaryngology, 52 Dermatology and Venereology, 56 Physical Medicine and Rehabilitation, 68 Pulmonology, 69 Diagnostic Radiology, 0 Dietetics and Nutrition

Medical Specializations: Spe24 Nutrition Science

Non-specialist Medical Activities: Aesthetic Medicine

Non-medical Healthcare Activities: Nutrition, Psychology, Medical Radiologic Technology

Accredited Activities

- **Diagnostic Imaging (69): Diagnostic Radiology**
- **Pulmonology (68)**

Healthcare Services:

Radiodiagnosics

Radiodiagnosics

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



** Service provided in private mode*

Instrumental examinations

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



Visite specialistiche

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



** Service provided in private mode*

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://prenotazionionline.alliancemedical.it/imedtv>

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: www.alliancemedical.it/fondi-assicurativi

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

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

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).

Waiting Times

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:

Max. waiting times	
Service	PRIVATE
Traditional Radiology	1 day
Orthopantomography	1 day
Mammography	2 days
MOC	2 days
Ultrasound	2 days
Joint MRI	1 day
Total body MRI	1 day
CT	2 days
CT with contrast medium	5 days
Cone Beam CT	1 day
Arterial and venous echocolordoppler	5 days
TSA Color Doppler Ultrasound	5 days
Renal artery echocolordoppler	3 days
Abdominal aorta color Doppler ultrasound	3 days
Pulmonology	TBD

Waiting Times

Max. waiting times	
Service	PRIVATE
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

Access to Center's activities

Access to the facilities and internal wayfinding are ensured through the implementation of various measures, including clear and easy-to-understand signage.

CDR also adopts specific measures to reduce access barriers and protect vulnerable patients:



- ❖ Blind and visually impaired persons: access is permitted with guide dogs;



- ❖ Accompanying persons: allowed in the case of examinations for minors and individuals with psychological or physical difficulties;



- ❖ Priority at reception: granted to pregnant women, persons with disabilities, and their companions;



- ❖ Priority access: for stretcher patients and patients with reduced mobility. Please inform us of this need at the time of booking so that we can verify whether access is possible with a wheelchair or not, depending on the type of examination to be performed.

Registration



All information related to the registration phase is available and published on the website in the “**Modulistica**” section.

Payment for the service must be made before the service is performed, by debit card, credit card, cash, or online where applicable. Non-exempt patients are required to pay for services in accordance with the current Regional Tariff Schedule. For private services, reference should be made to the price list in force at the Center.

For any further information, please contact the reception staff.

The delivery of medical reports of ultrasounds, color Doppler ultrasounds, and mammographies is immediate.

In other cases where the medical report is not provided to the patient immediately, the reporting times are communicated to the patient at the time of registration.

For all other services provided privately, the report can be collected on the same day; for services under the public healthcare agreement, the report can be collected starting from the third day after the service.

Specifically, if the report is not delivered at the time of the service, the patient may request to receive it through the following methods:

- Shipment via mail/courier
- Online portal
- Free shipment to the Alliance Medical Group office located in Castelfranco Veneto

Quality Policy

In all phases of the described process and in light of the fundamental principles listed, **Centro di Radiologia** implements the **Alliance Medical Group Quality Policy**, aimed at meeting the needs of users and stakeholders, ensuring:

- **Excellence and Efficiency**

We do not compromise in ensuring the highest possible quality. We treat our patients with empathy, respect, and attention to their dignity, offering a diversified and high-quality service while constantly seeking new solutions to manage our resources optimally.

- **Collaboration**

We work considering the centrality of the patient and their needs, also strengthening partnerships with strategic suppliers to ensure the quality of services offered and collaborating with them, each bringing their own expertise, to achieve ever-better results.

- **Enhancement**

We ensure the development of our knowledge and skills, promoting continuous improvement, information sharing, and training of human resources to support their growth and innovate the services offered.

- **Sustainability and Equality**

We commit to operating in a sustainable and non-discriminatory manner, safeguarding the future of our planet, our employees, our patients, and the entire organization.

Product Standard

Centro di Radiologia also pursues continuous improvement by monitoring the following service standards, measured through specific indicators:

Parameter	Indicator	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 %

For monitoring **patient satisfaction**, Centro di Radiologia provides a dedicated **Satisfaction Questionnaire**, which can be completed digitally via dedicated kiosks located in the outpatient clinic or via email.

➤ **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
- Telephone, fax, e-mail
- Fill in the form to be requested at the reception desk.

➤ **Smoke**



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**

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.