



PATIENT'S CHARTER

Alliance Medical Diagnostic Srl
Centro Alfa

Introduction

Dear Sir/Madam,

Welcome to Centro Alfa. We are at your disposal for any information or needs not covered in this Patient's Charter. For the Alliance Medical Group and, consequently, for the Centro Alfa, this Service Charter is not only a guide and information tool on the structure, activities, and our services but also represents the service standards that we commits 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 Alfa.

We inform you that this document has been shared with the Tribunal for Patients' Rights – Active Citizenship Emilia Romagna.

- 1980 - Centro Alfa Srl was established in Modena as a physiotherapy center.
- 1988 - Centro Alfa moved to its current location at Via Bellini n. 174, becoming a full-fledged Polyclinic while maintaining its expertise in rehabilitation and gaining prestige in several specialized and diagnostic fields, often exclusive to the area.
- 2008 - Centro Alfa obtained institutional accreditation with the National Health Service (SSN), enabling access to outpatient and diagnostic imaging services under agreement with the SSN.
- 2018 - In September 2018, Centro Alfa Srl was acquired by Alliance Medical Italia Srl, integrating it within the Group's diagnostic centers and restructuring its organization.
- 2022 - Centro Alfa Srl was merged by incorporation into Alliance Medical Diagnostic Srl.

Centro Alfa, a local facility of Alliance Medical Diagnostic Srl, is certified according to the ISO 9001:2015 standard by the certification body AJA Europe Srl (Certificate No. 08/11044A) for the *“Management and provision of medical diagnostic imaging services, including nuclear medicine activities, at diagnostic centers.”*

The activities of Poliambulatorio Centro Alfa are carried out with the utmost fairness, integrity, and consideration for patients, and are guided by the following principles, in compliance with the fundamental principles set out in the Charter of Public Healthcare Services pursuant to the Prime Ministerial Decree (DPCM) of 19 May 1995:

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

Centro Alfa 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

Centro Alfa 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.

Contact Details

- Address: Via Bellini, 174 - 41121 Modena
- Phone: 059.37.48.67 – 059.37.45.19
- Email: alfa@alliancemedical.it
- Website: <https://www.alliancemedical.it/centri-diagnostici/centro-alfa>

Opening Hours

- Monday to Friday: 8:00 AM – 7:00 PM (continuous service)
- Saturday: 8:00 AM – 1:00 PM

How to Reach Us

By car: Accessibility by car is ensured by the numerous free public parking spaces available in the immediate vicinity of the Medical Center.

By bus: The facility can also be reached by public transportation: Bus No. 1 (Via Bonacini stop) and Bus No. 8 (Via Verdi stop).

Medical Director

Dott. Luciano Bovo – Medicine and Surgery Specialist

Authorization and Accreditation

Authorization

Prot. 312358 dated 25/08/2022

Activities	Specialty
MEDICAL CENTER	
OUTPATIENT CENTER	Orthopedics and Traumatology, Dermatology, Cardiology, Neurology, Obstetrics and Gynecology, Angiology/Vascular Surgery, Urology, Otorhinolaryngology, Gastroenterology, Ophthalmology, Nutrition Science, Issuing medical fitness-to-drive certificates
OUTPATIENT CENTER FOR PHYSICAL MEDICINE AND REHABILITATION	Physical Medicine and Rehabilitation
DIAGNOSTIC IMAGING SERVICES (limited to ultrasound)	Radiology

The authorization also includes the following activities: Psychology and Dietetics.

Accreditation

Det. N. 8749 dated 02/05/2024

- **Activities provided in medical clinic:** Angiology; Cardiology (with Holter ECG, excluding Echocardiography, Exercise ECG, Tilt Test, and Pediatric Services); Dermatology; Gastroenterology; Physical Medicine and Rehabilitation; Neurology with Electromyography Laboratory (excluding all other laboratories); Ophthalmology; Orthopaedics and Traumatology; Obstetrics and Gynecology (with Gynecologic Ultrasound, excluding Obstetric Ultrasound, Colposcopy Clinic, Prenatal Pathophysiology, Diagnostic Hysteroscopy, and Physiological/High-Risk/Term Pregnancy Monitoring Services); Otorhinolaryngology; Urology
- **Outpatient center for Physical Medicine and Rehabilitation**
- **Diagnostic Imaging** limited to conventional sectoral radiology and Ultrasound. In particular, the following services are provided under agreement with the NHS: Mammography, Ultrasound Examinations (including Doppler Ultrasound), and Electromyography (EMG).

Healthcare Services

Diagnostic Imaging



Digitalized Radiology

- Mammography
- Orthopantomography*
- Teleradiography*
- Cone Beam CT Scan*



Ultrasound

- Breast
- Abdominal Ultrasound
Examinations (complete, upper abdomen, and lower abdomen)

- Multi-District Ultrasound

Examinations, including:

- Musculoskeletal and osteoarticular ultrasound
- Muscle and tendon ultrasound
- Skin and subcutaneous tissue ultrasound
- Soft tissue ultrasound
- Major abdominal vessel ultrasound
- Thyroid and parathyroid ultrasound
- Inguinal, axillary, and cervical lymph node ultrasound.



** Private service only*

Healthcare Services

Specialist Visits

Physiokinesitherapy and Rehabilitation

- Specialist Visit
- Spinal Manipulation Therapy*
- Electrostimulations
- Hydrogalvanotherapy*
- Infrared therapy*
- Iontophoresis*
- Laser therapy*
- Tecar therapy*
- TENS therapy*
- Ultrasound therapy*
- Manual traction therapy*
- Kinesiotherapy*
- Motor re-education
- Decontracting massage therapy*
- Neuromotor rehabilitation
- Shockwave therapy*

** Private service only*

Healthcare Services

Specialist Visits

Urology

- Specialist visit and follow-up
- Scrotal/testicular and endocavitary ultrasound*
- Transrectal ultrasound*

Orthopedics and Traumatology

- Specialist visit and follow-up
- Joint and periarticular infiltrations
- Arthrocentesis
- Prosthesis testing
- Antalgic mesotherapy*

Neurology

- Specialist visit*
- Simple electromyography



Gynecology and Obstetrics

- Specialist and obstetric visit*
- Obstetric Consultation*
- Pap Test and Vaginal/Cervical Swab Tests*

Cardiology

- Specialist visit and follow-up*
- Electrocardiogram (E.C.G.)
- Cardiac Holter Monitoring / Electrocardiography
- Echocardiography / Color Doppler Echocardiography*

** Private service only*

Healthcare Services

Specialist Visits

Angiology and Vascular Surgery

- Specialist visit and Follow-up*
- Color Doppler Ultrasound of the Supra-Aortic Trunks (SAT)
- Color Doppler Ultrasound of the Upper or Lower Limbs, arterial or venous, including combined arterial and venous studies
- Color Doppler Ultrasound of the Major Abdominal Vessels, including the renal vessels

Dermatology

- Specialist visit
- Curettage/Diathermocoagulation/Cryotherapy of neoformations
- Videodermatoscopy*

Ophthalmology

- Specialist Ophthalmology visit, including:
 - Visual acuity assessment
 - Fundus examination and binocular vision assessment
 - Schirmer test
- OCT
- Pachymetry*
- Visual Field Testing*
- Intraocular Pressure Measurement (Tonometry)*
- Corneal Topography*



** Private service only*

Booking and Service Delivery

Appointments can be booked through:

- Direct request at the Reception
- CUP system at any CUP center/pharmacy in Modena and its province (for residents)
- By phone at 059.37.48.67
- By email at alfa@alliancemedical.it or emilia.prenotazioni@alliancemedical.it
- Online: <https://prenotazionionline.alliancemedical.it/MODE>

Insurance Funds, Private Companies, and Associations Agreements

Centro Alfa collaborates with various insurance funds, private companies, and associations. More details are available at: www.alliancemedical.it/convenzioni/fondi-assicurativi

When booking a healthcare service, it is necessary to provide personal details and contact information.

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 note that appointments must be cancelled 48 hours in advance, in accordance with the guidelines of the Modena Local Health Authority (ASL) (Regional Law L.R. 2/2016, Art. 23); otherwise, the user will be required to pay the healthcare co-payment fee, even if exempt.

Special Projects / Special Pathways / Agreements

Breast Unit Senology Project – AUSL Modena

Centro Alfa participates in the Breast Unit senology project of AUSL Modena. The goal is to efficiently manage patients with suspected breast lesions through a multidisciplinary clinical pathway, ensuring continuity of care. The patient is integrated into diagnostic pathways involving Local Health Authorities and accredited private centers to minimize discomfort and waiting times.

Ben-Essere Modena Pathway

Centro Alfa adheres to the "Ben-Essere Modena" project, sponsored by ANISAP, to facilitate access to specialist outpatient healthcare services. The project allows access to specialist and basic diagnostic services at controlled rates in a private practice setting.

Waiting Times

The waiting times for publicly funded services are defined by the AUSL of Medica and can be consulted via the link: www.ausl.mo.it/amministrazione-trasparente/servizi-erogati/liste-di-attesa

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

Maximum Waiting Time	
Service	PRIVATE
Physical Medicine and Rehabilitation	14 days
Physiatrics	7 days
Mammography	7 days
Echography	10 days
Orthopedics and Traumatology	7 days
Dermatology	7 days
Cardiology	20 days
Neurology	7 days
Obstetrics and Gynecology	15 days
Angiology / Vascular Surgery	7 days
Urology	30 days
Ophthalmology	7 days
Radiology	7 days

Access to Centro Alfa's activities

Access to the facilities and orientation within them are guaranteed to users through the implementation of a series of measures, including the provision of clear and easily understandable signage.

Furthermore, Centro Alfa adopts all measures considered essential to reduce barriers to access and to safeguard vulnerable and disadvantaged citizens:



- ❖ assistance to the blind and visually impaired; access is also allowed for guide dogs;



- ❖ 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. The facility provides a ready-to-use wheelchair, should the need arise.

Acceptance



Payment for the service must be made prior to the provision of the service, via debit card, credit card, or cash, or online where applicable.

Non-exempt citizens are required to pay for services in accordance with the rates currently in force under the Regional Tariff Schedule.

For private services, the Center's current price list applies.

For further information, please contact the reception staff.

Release of Medical Reports

The timeframe and procedures for the delivery of test results are communicated to the patient at the registration stage.

Reports resulting from a specialist consultation and/or ultrasound scan are issued immediately.

Results are typically available within a maximum of 5 working days following the service performed under the National Health Service (SSN).

The cardiac Holter monitor report can be collected within a maximum of 5 working days from the return of the device after its removal at the end of the examination, whether the service was provided privately or through the National Health Service.

For private services, results are available for collection within three working days of the examination.

In particular, if the test result is not provided at the time the service is rendered, the user may request to receive it via the following methods:

- ✓ shipping via mail/courier
- ✓ Web
- ✓ DSE
- ✓ Test results are also available by accessing the citizen's Electronic Health Record (FSE), provided the citizen has activated it.
- ✓ Through other Alliance Medical Group centers located in the Emilia-Romagna region

Patients may request a certificate confirming the service provided from the front office/reception desk.

Quality Policy

The primary goal of the Center has always been to be a territorial point of reference both for the quality of the services provided and for the courtesy, competence, humanity, and professionalism of the staff, offering qualified assistance and pursuing the continuous improvement of the quality and efficiency of services. Centro Alfa has adopted the Alliance Medical Group's Quality Policy, aimed at meeting the needs of users and stakeholders, ensuring:

EXCELLENCE AND EFFICIENCY

We do not accept compromises to ensure the best possible quality. We treat our patients with empathy, respect, attention to their dignity, and offer a diverse and high-quality service, always seeking new solutions to manage our resources in the best way.

COLLABORATION

We work with a focus on the centrality of the user and their needs, also strengthening partnerships with strategic suppliers to ensure the quality of the services offered and collaborating with them, each with their own expertise, to achieve ever better results.

ENHANCEMENT

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

SUSTAINABILITY AND EQUALITY

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

Product Standard

In addition, the Outpatient Clinic is committed to continuous improvement by monitoring the following service standards, measured through the indicators listed below:

Parameter	KPI	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 %

To monitor user satisfaction, the Center provides a dedicated Satisfaction Questionnaire, which can be completed digitally through dedicated kiosks located within the outpatient clinic or via SMS.

Behavioral indications

➤ **Mobile phones**



To respect the environment and other users, and also to avoid any interference with the delicate electronic equipment in use, please turn off your mobile phones.

➤ **Emergency**



Centro Alfa has established emergency plans for unexpected events (e.g., fires, earthquakes, etc.), which can be activated whenever necessary. In the event of an unforeseen emergency, please:

- Remain calm and follow the instructions provided by the designated staff.
- If evacuation of the facility is required, do not return to the area from which you came. Instead, proceed to the nearest emergency exit, as indicated by the emergency signage.

➤ **Reports and complaints**



To report any inefficiencies, the user can contact the acceptance staff in the following ways: Segnalazione verbale

- Verbal reporting
- Telephone, e-mail, web
- Fill in the form to be requested at the reception desk.

➤ **Smoking**



In accordance with current regulations, smoking is prohibited within the center. The use of electronic cigarettes (e-cigarettes) is also prohibited.

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.