



IMED S.r.l.

PATIENT'S CHARTER

Imed S.r.l.

Presentation

Dear Madam, Dear Sir,

Welcome to Imed Srl. 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 Imed (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 Salus 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 Imed.

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

History

- **1980** - The first Imed S.r.l. facility was founded in 1980 as the Poliambulatorio Padova Medica with the aim of offering users radiology services and specialist medical visits.
- A few years later, to offer a more complete service, other facilities were added: the Centro Radiologico Guizza and the Poliambulatorio Guizza which, with their specialities, have broadened the field of operation by offering users a very wide range of specialities.
- **2014** - Join Imed S.r.l. the Studio di Radiologia Diagnostica, site at Padova in Via dei Colli, 202
- **2015 / 2016** - Ambulatorio Oculistico Guizza and Radiologia Specialistica del Dr. S. Vio are acquired, site in Padova. The structure of the Imed S.r.l. company also includes: Poliambulatorio Guizza 2, site in Padova and Radiologia Medica Bassano, site in Bassano del Grappa (VI)
- **2018** - Imed s.r.l. was acquired by Alliance Medical Italia Srl, which integrated it into the Alliance Group Centers, overseeing its new organization.
- **2025** – Dr. S. Vio's Specialist Radiology has been closed.

Quality policy

Imed'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, Imed has implemented an internal quality system and adopted a Quality Policy aimed 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, Imed 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

Imed'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

Imed garantisce a tutti gli Imed 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

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

Continuity

Imed 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

Imed 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: locations of Padova - Via Alfieri

Contacts

- Via Alfieri, 13, 19, 21 – 35125 Padova
- Phone: 049.687300 – 049.8806380
- Email: imedguizza@alliancemedical.it
- Web: <https://www.alliancemedical.it/centri-diagnostici/poliambulatorio-guizza>

Opening Time

- Monday to Friday: continuous hours from 7:30 am to 8:00 pm
- Saturday from 07:30 to 13:00 am

Medical Director

Dott. Maurizio Chiesa– Specialist in Internal Medicine and Cardiology

Authorization

Aut 41/2025 del 26.05.2025

Accreditation

DGR n. 548 del 09/05/2023

How to reach us:

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

by TRAM:

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

Authorized activities

- **Poliambulatorio B.5:** Angiology, cardiology, dermatology, diabetology, endocrinology, general surgery, vascular surgery, gynecology, otorhinolaryngology, ophthalmology, internal medicine, neurology, nutritional sciences, orthopedics, urology, anesthesia and resuscitation, radiology, psychology
- **Diagnostic imaging B.26:** Radiological group, OPT, MRI, CT, mammography, ultrasound, Cone beam CT
- **Sports medicine 1st level B.5.9**

Accredited activities

- **Poliambulatorio:** ophthalmology and cardiology
- **Diagnostic imaging.**

Healthcare Services: details

Outpatient activities



Angiology*

- Angiological visit

Cardiology

- Specialist visit
- Electrocardiogram (E.C.G.)
- Dynamic electrocardiogram according to Holter (24h)
- Holter blood pressure monitor (ambulatory blood pressure monitoring)
- Doppler echocardiogram
- Venous and arterial echocolor Doppler
- Ecocolor doppler SAT
- Ecocolor doppler abdominal aorta
- Ecocolor doppler renal arteries*

Dermatology*

- Dermatological visit

Endocrinology*

- Endocrinology visit

Internal medicine*

- Specialist visit

Sports Medicine*

- Visit + ECG
- Cycleergometer
- Spirometry

Neurology*

- Neurological visit
- EMG (electromyogram)
- Ecodoppler transcranial

* Private service only

Healthcare Services: details

Outpatient activities



General surgery*

- Specialist visit

Vascular surgery*

- Angiological visit

Gynecology*

- Gynecological visit
- Colpocytology
- Colposcopy
- Biopsy

Otolaryngology*

- Audiometric test
- Otovestibular examination

Anesthesia and Resuscitation*

- Anesthesiology and pain relief visit
- Pain therapy

Ophthalmology

- Specialist visit
- Fundus oculi
- Tonometry
- Field of view*
- Renewal of driving licenses*
- Oct

Orthopedics*

- Orthopedic visit

Urology*

- Urological visit
- Uroflowmetry

Psicology*

- Psychological interviews

* Private service only

Healthcare Services: details

Diagnostic Imaging

Diagnostic Imaging

- Traditional digital radiology
- Dental Radiology
- Orthopantomography
- Mammography
- Ultrasound
- Spiral CT scan
- CT with contrast medium
- Cone beam CT
- Osteoarticular magnetic resonance imaging
- Whole body magnetic resonance imaging
- MRI whit CM

Instrumental tests

- Venous and arterial echocolor
- Doppler Ecocolor doppler SAT
- Vascular Doppler ultrasound



Information: locations of Padova - Via dei Colli



Contacts

- Via dei Colli, 202– 35143 Padova
- Phone: 049.624255
- Email: imedguizza@alliancemedical.it
- Web: imedtencarola@alliancemedical.it

Opening Time

- Monday to Friday: continuous hours from 7:30 am to 8:00 pm
- Saturday from 07:30 to 13:00 am

Medical Director

Dott. Maurizio Chiesa– Specialist in Internal Medicine and Cardiology

Authorization

7/2025 del 12/02/2025

Accreditation

DGR n. 548 del 09/05/2023

How to reach us:

By car: The center is easily reached by car by taking Via Dei Colli towards Abano Terme.

For those coming from Abano or Selvazzano towards Padova, continue along Via Dei Colli after the shopping center roundabout.

By bus: The facility can also be reached by bus with stops near the outpatient clinic:

From Padova, ACAP Line No. 12. From Abano Terme, Colli M-T Line.

Our services: details

Diagnostic Imaging

Diagnostic Imaging

- Traditional digital radiology
- Dental Radiology
- Orthopantomography
- Mammography
- Ultrasound
- Spiral CT scan
- Osteoarticular magnetic resonance imaging
- Whole body magnetic resonance imaging
- Bone densitometry

Instrumental tests

- Venous and arterial echocolor
- Doppler Ecocolor doppler SAT
- Vascular Doppler ultrasound



Our services Agreement

Agreements with Insurance Funds, Private Companies and Associations

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

- www.alliancemedical.it/fondi-assicurativi

Access to Imed'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..

Waiting Times

Reservations of services that can be used for accreditation can be booked through the CUP system, guaranteeing the eligibility of waiting lists. Waiting times can be consulted at the following link :

https://media.alliancemedical.it/assets/Tempi_Lista_Attesa_Veneto_Guizza_Padova_Medica_23c5853103.pdf

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

Maximum Waiting Time		
Service	ASL	PRIVATE
Angiology	NA	2 days
Cardiology	Sito ASL	1 day
ECG	Sito ASL	1 day
Dynamic ECG	Sito ASL	1 day
Holter	Sito ASL	1 day
Echocardiogram	Sito ASL	1 day
Eco color doppler	Sito ASL	1 day
Ophthalmology	Sito ASL	1 day
Diabetology	NA	TBD
Endocrinology	NA	7 days
Internal medicine	NA	7 days
Sports Medicine	NA	7 days
Neurology	NA	7 days
Food sciences	NA	TBD

Waiting Times

Reservations of services that can be used for accreditation can be booked through the CUP system, guaranteeing the eligibility of waiting lists. Waiting times can be consulted at the following link :

https://media.alliancemedical.it/assets/Tempi_Lista_Attesa_Veneto_Guizza_Padova_Medica_23c5853103.pdf

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

Maximum Waiting Time		
Service	ASL	PRIVATE
Traditional digital radiology	Sito ASL	1 giorno
Dental Radiology	Sito ASL	1 giorno
OPT	Sito ASL	1 giorno
Mammography	Sito ASL	2 giorni
Ultrasounds	Sito ASL	1 giorno
Spiral CT scan	Sito ASL	1 giorno
MRI	Sito ASL	1 giorno
Bone densitometry	Sito ASL	1 giorno

Waiting Times

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

Maximum Waiting Time	
Service	PRIVATE
General surgery	7 days
Vascular surgery	2 days
Gynecology	15 days
Dermatology	7 days
Otolaryngology	2 days
Orthopedics	15 days
Urology	7 days
Anesthesia and resuscitation	2 days
Psicology	7 days
Ophthalmology	1 day

Booking and Service Delivery

Appointments can be booked through:

- Direct request at the **Reception**
- **By phone** at 049.687300 – 049.8806380
- **CUP** system
- **By email** at: imedguizza@alliancemedical.it oppure imedtencarola@alliancemedical.it, indicating your telephone number
- Through the **solidarity cup** for private services only
- **on line:** <https://prenotazionionline.alliancemedical.it/imedpd>

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.

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

Reports from ultrasounds, color Doppler ultrasounds, mammograms, and specialist visits are issued immediately. In other cases where the report is not immediately delivered to the patient, the reporting times are communicated to the patient during the admission process.

For all other services provided privately, the report must be collected within 24 hours; for services provided under a public health agreement, the report must be collected from the third working day following the service.

For the collection of exams, all information is published at the link:

https://media.alliancemedical.it/assets/Ritiro_esami_8533666e93.pdf

Furthermore, the interested party can request the sending of medical reports also via:

- ✓ online report services (portal, password-protected email)
- ✓ shipping to the address indicated in the appropriate form.

Certificates of service can be requested by the patient at the front office.

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 Imed 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 **Imed** 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**



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:

- 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**

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.