



PATIENT'S CHARTER

Alliance Medical Diagnostic Srl
Losam

Introduction

Dear Sir/Madam,

Welcome to Losam Medical Centre. 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 Losam (hereinafter also referred to as the "Centre" or "**Losam**"), 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 Losam.

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

- 1983 - The private LOSAM S.r.l. was established in Soliera in 1983. In 2008, it moved to a new facility in Carpi; it represents one of the most important private healthcare medical centre structures in the province of Modena. Authorized by the Emilia Romagna Region as a Specialist Medicine centre and as a physiotherapy centre, it has developed a continuous improvement program to ensure services increasingly aligned with user needs, becoming a territorial reference point for the quality of services provided, the courtesy, and professionalism of the medical, paramedical, and administrative staff.
- 2009 – The Centre obtained institutional accreditation with the National Health Service, allowing the use of outpatient and diagnostic imaging services in agreement with the NHS. In December, the Losam Poliambulatory was acquired by Alliance Medical Srl, which integrated it into its Diagnostic Centers, overseeing its new organization.
- 2011 - Losam was merged by incorporation into the company Alliance Medical Diagnostic Srl, owned by the Alliance Medical Group.

Losam, a local unit of Alliance Medical Diagnostic Srl, is certified according to the **ISO 9001:2015** standard by AJA Europe Srl (certificate no. **08/11044A**) for the "Management and provision of medical diagnostic imaging services, including nuclear medicine activities, at diagnostic centres.

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. Losam 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.

Quality Goal

In line with a continuous improvement approach, Losam fully embraces and upholds the Quality Goals of the Alliance Medical Group:

- **Continuously monitor customer satisfaction** to provide services that ensure the highest possible quality.
- **Expansion of the service offering** and enhancement of the healthcare, technical–professional, and organizational quality of the services provided, in order to adequately meet market needs and comply with current regulations, also through **technological innovation**.



- **Oversight of strategic business processes**, by promoting the use of risk-based thinking, ensuring the safety of both staff and patients, including through the reporting and management of adverse events and near misses, and with a view to sustainability;
- **Development and appreciation of human resources**, by promoting continuous learning

The activities of Losam are based on the utmost correctness and consideration of the patient and in particular follow the principles of:

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

Losam 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

Losam 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.

Contacts

- Address: Via delle Mondine, 6 - 41012 Carpi (Modena)
- Phone: 059 68 44 64 fax 059 68 21 14
- Email: emilia.prenotazioni@alliancemedical.it
- Website: www.alliancemedical.it/centri-diagnostici/poliambulatorio-losam

Opening Hours

Monday to Friday: Continuous hours from 8:00 AM to 7:00 PM

Saturday: 8:00 AM to 1:00 PM

Blood draw point: Tuesday, Thursday, Friday and Saturday from 8:00 a.m. to 9:00 a.m

Medical Director

Dr. Giuseppina Santese – Specialist in Cardiology

Authorization

Protocol no. 41066/2008 and subsequent amendments

Accreditation

Determination no. 4587 of 17/03/2021

How to reach us

By car: Accessibility by car is ensured by the public parking available in the immediate vicinity of the Centre (**GPS : 44.773595 , 10.856293**)

By bus: The facility is also reachable through the local minibus service "Yellow Line," with departures every 30 minutes from the train and bus station.

Authorized Activities

Activities	Specialty
MEDICAL CLINIC	Angiology/Vascular Surgery, Cardiology, Dermatology, Endocrinology, Gastroenterology, Geriatrics, Gynecology and Obstetrics, Sports Medicine (including sports examinations), Internal Medicine, Neurosurgery, Neurology, Ophthalmology, Otolaryngology, Orthopedics and Traumatology, Nutrition Science, Urology
OUTPATIENT CENTER FOR PHYSICAL MEDICINE AND REHABILITATION	Physiatry
DIAGNOSTIC IMAGING SERVICES (limited to ultrasound)	Radiology (Ultrasound)
BLOOD DRAW POINT	Blood Draw Point

The authorization also includes the following activities: Psychology, Ozone Therapy, Dietetics, Speech Therapy, and Aesthetic Medicine.

Accredited Activities

- **Activities provided in medical clinic:** Angiology, Cardiology (excluding Tilt Test), Vascular Surgery, Dermatology, Endocrinology, Gastroenterology, Physical Medicine and Rehabilitation, Neurology with Electromyography (excluding all other laboratories), Ophthalmology, Orthopaedics and Traumatology, Otorhinolaryngology, Urology.
- **Oupatient center for Physical Medicine and Rehabilitation**
- **Diagnostic Imaging, limited to ultrasound**
- **Blood Draw Point**

Healthcare Services: Detailed Information

Diagnostic Imaging



Ultrasound

- Abdominal Ultrasound
- Muscle and Joint Ultrasound
- Soft Tissue Ultrasound
- Breast Ultrasound
- Thyroid Ultrasound
- Salivary Gland Ultrasound
- Scrotal and Testicular Ultrasound
- Bladder Ultrasound
- Transrectal/Prostatic Ultrasound



Healthcare Services: Detailed Information

Physical Medicine and Rehabilitation



Physiokinesitherapy and Rehabilitation

- Diadynamic Therapy*
- Electrostimulation
- Compex Electrostimulation*
- Hydrogalvanotherapy*
- Infrared Therapy*
- Iontophoresis*
- Scanning Laser Therapy*
- YAG Laser Therapy*
- IR Laser Therapy*
- TENS*
- Tecar Therapy*
- Cervical Traction*
- Ultrasound Therapy*
- Ultraviolet Therapy*
- Kinesiotherapy*
- Corrective Gymnastics*
- Manual Lymphatic Drainage
- Vertebral Manipulation*
- Decontracting Massage*
- Connective Tissue Massage*
- Active and Passive Functional Rehabilitation
- Post-Traumatic Rehabilitation
- Post-Surgical Rehabilitation
- Neuromotor Rehabilitation
- Global Postural Re-education*

* Private service only

Healthcare Services: Detailed Information

Specialist Visits

Angiology and Vascular Surgery

- Specialist Visit
- Echo Color Doppler of the Supra-Aortic Trunks
- Echo Color Doppler Venous/Arterial of the Upper and Lower Limbs
- Echo Color Doppler of the Abdominal Aorta and Iliac Vessels
- Echo Color Doppler of the Renal Arteries
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Ophthalmology

- Specialist Visit
- Visual Acuity Test
- Ocular Tonometry (Tonometry)*
- Fundus Examination
- OCT*

Neurology

- Specialist Visit
- Basic Electromyography*

Urology

- Specialist Visit
- Prostatic/Transrectal Ultrasound
- Varicocele Study

Orthopedics and Traumatology

- Specialist Visit
- Joint and Periarticular Infiltrations
- Arthrocentesis*

Dermatology

- Specialist Visit

* Private service only

Healthcare Services: Detailed Information

Specialist Visits

Cardiology

- Specialist Visit
- Electrocardiogram (ECG)
- 24-Hour Holter ECG
- 24-Hour Blood Pressure Monitoring*
- Stress Test with Cycle Ergometer**
- Echo Color Doppler of the Heart



Gynecology and Obstetrics*

- Specialist Visit

Physical Medicine and Rehabilitation

- Specialist Visit
- Analgesic Mesotherapy*
- Infiltrations*
- Shockwave Therapy*

Blood Draw Point



** Patients with a total weight exceeding 150 kg cannot be treated due to the absence of a treadmill.

* Private service only

Special Projects / Special Pathways / Agreements



Insurance Funds, Private Companies, and Associations Agreements

Losam collaborates with various insurance funds, private companies, and associations. More details are available at:

www.alliancemedical.it/convenzioni/fondi-assicurativi

www.alliancemedical.it/convenzioni/Aziende-private-e-associazioni

Access to Losam'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

The waiting times for publicly funded services are defined by the AUSL of Modena 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	ASL	PRIVATE
Angiology / Vascular Surgery	sito AUSL	7 days
Cardiology	sito AUSL	30 days
Dermatology	sito AUSL	15 days
Endocrinology	sito AUSL	TBD
Gastroenterology	sito AUSL	TBD
Geriatrics	NA	TBD
Obstetrics and Gynecology	NA	15 days
Sports Medicine	NA	TBD
Internal Medicine	NA	TBD
Neurosurgery	NA	TBD
Neurology	sito AUSL	30 days
Ophthalmology	sito AUSL	7 days
Otolaryngology	sito AUSL	TBD
Orthopedics and Traumatology	sito AUSL	7 days
Nutritional Sciences	NA	NA
Urology	sito AUSL	15 days
Physical Medicine and Rehabilitation	sito AUSL	7 days
Echography	sito AUSL	3 days
Psychology	NA	TBD
Speech therapy	NA	TBD
Aesthetic Medicine	NA	TBD
Ozone Therapy	NA	TBD
Dietetics	NA	TBD

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 059.68.44.64 (for private exams or for users outside the Province/Region).
- **By email** at emilia.prenotazioni@alliancemedical.it
- **Online:** <https://prenotazionionline.alliancemedical.it/MODE>

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.

Acceptance

All information is available and published at the link:

<https://www.alliancemedical.it/modulistica>

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 for specialist visits is immediate. In other cases where the report is not immediately delivered to the patient, the reporting times are indicated to the patient already during the acceptance phase.

The collection of results is normally expected within a maximum of 5 working days from the execution of the service performed with the NHS (National Health Service). For private services, collection is expected within 3 working days from the performance of the examination.

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

<https://www.alliancemedical.it/modulistica>

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.
- ✓ Free shipping to the Centro Alfa Centre, one of the other offices of Alliance Medical Diagnostic Srl within the Emilia Romagna Region.

Reports are also available by accessing the citizen's Electronic Health Record (FSE), if the latter has activated it.

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 Losam 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.

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 %

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 **Losam** 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**



Losam 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.

➤ **Smoking**



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.