



PATIENT'S CHARTER

Alliance Medical Diagnostic Srl
San Nicolò

Introduction

Dear Sir/Madam,

Welcome to San Nicolò 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 San Nicolò (hereinafter also referred to as the "Centre" or "San Nicolò"), 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 San Nicolò.

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

History



- 1962 – San Nicolò Srl was founded in Carpi as a radiology practice by Prof. Salvatore Russo, a distinguished radiology specialist licensed to practice both in diagnostic imaging and in physio- and radiotherapy. From the very beginning, San Nicolò stood out for its reliability, the technical and professional expertise of its staff, and the advanced technology of its facilities.
- 2005 – A new ownership took over, focusing on the continuous professional development of medical and technical staff, as well as on the technological advancement of diagnostic equipment. This transition led San Nicolò to adopt fully digitalized diagnostic imaging techniques, with the goal of enhancing the quality of services provided to patients.
- 2009 – San Nicolò was acquired by Alliance Medical Group and integrated into its network of diagnostic centres, undergoing a reorganization process.
- 2011 – San Nicolò was merged by incorporation into Alliance Medical Diagnostic Srl, a company owned by Alliance Medical Group.

San Nicolò, 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.

Core values



The activities of San Nicolò 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

San Nicolò 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

San Nicolò 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.

Information



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: <https://www.alliancemedical.it/centri-diagnostici/poliambulatorio-san-nicol>

Opening Hours

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

Saturday: 8:00 AM to 1:00 PM

How to reach us

- **By car:** Accessibility by car is ensured by the public parking available in the immediate vicinity of the Centre
- **By bus:** The facility is also reachable through the local minibuss service "Yellow Line," with departures every 30 minutes from the train and bus station.

Medical Director

Dr. Giuseppina Santese – Specialist in Cardiology

Authorization and Accreditation



Authorization

Protocol no. 33171 dated 16/07/2015

- **Specialist Visits** : Angiology, Urology, Orthopedics.
- **Diagnostic imaging**: Radiology

Accreditation

Determination no. 1526 of 27/01/2026

- **Outpatient Medical Services: Visits and Procedures**: Angiology, Orthopedics and Traumatology, Urology.
- **Diagnostic Imaging, limited to**: Multispecialty Conventional Radiology, Whole-Body MRI 1,5 T, Ultrasound (including for the specialist medical outpatient disciplines)

Healthcare Services: Detailed Information

Diagnostic Imaging



Digital Radiology

- Bone radiology
- Orthopantomography and Cephalometric X-ray
- Cone Beam CT*
- Bone Densitometry (DXA – MOC)*

MRI

- Brain and brainstem MRI (with and without contrast)
- Facial bones MRI (with and without contrast)
- Angio-MRI of the intracranial vascular system
- Breast MRI (with and without contrast)
- Spine MRI:
 - Cervical spine (with and without contrast)
 - Thoracic spine (with and without contrast)
 - Lumbar-sacral spine (with and without contrast)
- Shoulder-arm MRI
- Elbow-forearm MRI
- Wrist-hand MRI
- Pelvis MRI (with and without contrast)
- Hip joint and femur MRI
- Knee-leg MRI
- Ankle-foot MRI
- Upper abdomen MRI (with and without contrast)
- Lower abdomen and pelvic cavity MRI (with and without contrast)
- Intra-joint MRI (with contrast)*

* Private service only

Healthcare Services: Detailed Information

Diagnostic Imaging



CT*

- Brain and brainstem CT (with and without contrast)*
- Facial bones CT (with and without contrast)*
- Spine CT*:
 - Cervical spine (with and without contrast)*
 - Thoracic spine (with and without contrast)*
 - Lumbar-sacral spine (with and without contrast)*
- Shoulder-arm CT*
- Elbow-forearm CT*
- Wrist-hand CT*
- Pelvis CT (with and without contrast)*
- Hip joint and femur CT*
- Knee-leg CT*
- Ankle-foot CT*
- Upper abdomen CT (with and without contrast)*
- Lower abdomen and pelvic cavity CT (with and without contrast)*
- Chest CT (with and without contrast)*

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

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

Agreements with insurance funds, private companies, and associations.

The Center has agreements with the insurance networks, private companies, and associations listed at the following link:

www.alliancemedical.it/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.

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

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



Ben-Essere Modena Pathway

San Nicolò 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.

The outpatient clinic has joined the "Ben-Essere Modena" program; the price list is available on the diagnostic center's website: www.benesseremodena.com



For further information, please contact the reception staff.

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	Maximum waiting times for private services
Angiology	TBD
Orthopedics	TBD
Urology	TBD
Ultrasound	3 days
MRI	3 days
Mammography	TBD
CT	2 days
Digital Radiology	3 days
Bone densitometry (MOC)	2 days

It's possible to get direct access **for private service Digital Radiology** and **MRI** without reservation from Tuesday to Thursday.

Medical prescription is mandatory.

Access to San Nicolò's activities

Access to the facility and internal wayfinding are ensured through measures that include the provision of easy-to-understand signage.

The center also implements specific measures to reduce disparities in access and protect vulnerable citizens:



- ❖ blind and visually impaired persons: access permitted for guide dogs;



- ❖ possibility for an accompanying person to be present during examinations for minors and individuals experiencing physical or psychological distress;



- ❖ possibility of access for accompanying persons in the case of diagnostic tests to children and persons in conditions of psychophysical distress;



- ❖ Priority is given to patients on stretchers and those with mobility difficulties. The facility provides a ready-to-use wheelchair and a stretcher, 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 Reports and Certificates



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).

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

Quality Policy



Throughout all stages of the described process, and in light of the fundamental principles listed, the San Nicolò Outpatient Clinic implements the Alliance Medical Group Quality Policy, which is geared towards meeting the needs of users and stakeholders by 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

Furthermore, the outpatient clinic pursues continuous improvement by monitoring the following service standards, broken down into the following indicators:

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 uses a dedicated satisfaction questionnaire that can be completed digitally—either via specific kiosks located in the outpatient clinic or by email.

Behavioral indications

➤ **Mobile phones**



Out of respect for the environment and other users, and to avoid potential interference with equipment in use, please turn off or silence your mobile phones.

➤ **Emergency**



The outpatient clinic has established emergency plans for unexpected events (e.g., fires, earthquakes, etc.) that can be activated. In the event of unforeseen incidents, please:

- To remain calm and carry out the instructions given by the designated staff.
- In the event of evacuating the facility, do not return to the area you came from; instead, head towards the nearest emergency exit indicated by the signs.

➤ **Reports and complaints**



For any reports, the user may use the following methods:

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

➤ **Smoking**



In accordance with current regulations, smoking is prohibited inside the outpatient clinic. The use of electronic 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**

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.

RIGHTS AND DUTIES



- **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.