



PATIENT'S CHARTER

Alliance Medical Diagnostic s.r.l.
Centro Diagnostico Castellano

Introduction

Dear Madam, Dear Sir,

Welcome to Centro Diagnostico Castellano. We extend our warmest welcome and are at your disposal for any information or needs not covered in this Service Charter.

For the Alliance Medical Group, and therefore for Centro Diagnostico Castellano (hereinafter also referred to as the "Center" or the "Clinic" or "CDC"), 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 the Center 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 Centro di Radiologia.

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



History

- **1984** - The structure was founded by Dr. Giovanni Bressan under the name "Radiologia Specialistica", with headquarters in Via Puccini in Castelfranco Veneto, initially offering services of traditional radiology. After a few years the center expands its activities also introducing mammography and ultrasound services.
- **2001** - The osteoarticular magnetic resonance imaging service is also introduced.
- **2004** - The structure changes its name to the current one of "Centro Diagnostico Castellano Srl" and moves to the new headquarters in Piazza Europa Unita n. 76, near the shopping center "I giardini del sole".
The new headquarters, of about 1000 square meters, has allowed to further expand the services of the center, with the installation of an equipment for Bone Densitometry, a CT and an open Total Body Magnetic Resonance Imaging, for the benefit of all those patients who, suffering from claustrophobia, would not be able to perform this type of examination.
Also in the same year, Centro Diagnostico Castellano Srl opened a Specialist Medical Outpatient Clinic in Piazza Europa No. 47/11 (on the first floor of the building), where about 30 types of specialist visits are provided..
- **2018** - In August, Centro Diagnostico Castellano Srl was acquired by Alliance Medical Italia Srl, which integrated it into the Diagnostic Centres of the Alliance Group, taking care of the new organisation.

Centro Diagnostico Castellano Srl offers a qualified assistance through competence, professionalism and humanity, pursuing the continuous improvement of the quality and efficiency of services, with the adoption of any appropriate measure to achieve these objectives.

Information:

Contacts

- Piazza Europa Unità, 47-48-76 – 31033 Castelfranco Veneto (TV)
- Phone: 0423.72.01.02
- Email: cdccastelfranco@alliancemedical.it
- Web: <https://www.alliancemedical.it/centri-diagnostici/CentroDiagnosticoCastellano>

Opening Time

- Monday to Friday: continuous hours from 7:00 am to 8:00 pm
- Saturday from 7:00 am to 1:00 pm

The Center may extend its opening hours and open on holidays.

Medical Director

Dott. Mirko Fuser – Diagnostic Radiology Specialist

Authorization

Aut. N. 20224 of 14th Nov 2023

Accreditation

BUR n. 66 of 16th May 2023

How to reach us:

By car: The facility is located near the "I Giardini del Sole" shopping center; accessibility by car is guaranteed by a large parking lot in the immediate vicinity of the diagnostic center.

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

The Clinic's Quality Policy fully embraces and embraces the Alliance Medical Group's Quality Policy.

The Center'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, the Clinic has implemented an internal quality system and adopted a Quality Policy at CDC 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 Goal

In line with a continuous improvement approach, the Clinic 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 CDC 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 Clinic 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

The Clinic 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

The Clinic 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.

Authorised Activities

- **Radiodiagnostics (B.26)**
- **Mobile Unit (B.5)**
- **Polyclinic or Health Facility (B.5.0)**
- **Surgical Clinic (B.5.6)**

with reference to the following branches:

- Specialist branches: Cardiology (branch code 8), General Surgery (branch code 9), Vascular Surgery - Angiology (branch code 14), Endocrinology (branch code 19), Nephrology (branch code 29), Neurology (branch code 32), Ophthalmology (branch code 34), Orthopedics and Traumatology (branch code 36), Obstetrics and Gynecology (branch code 37), Otorhinolaryngology (branch code 38), Urology (branch code 43), Dermatology and Venereology (branch code 52), Physical Medicine and Rehabilitation (branch code 56), Gastroenterology (branch code 58), Oncology (branch code 64), Pulmonology (branch code 68), Diagnostic Radiology (limited to ultrasounds, branch code 69) – building no.47 Anesthesia (branch code 82), Breast Diseases (branch code 0)
- Medical specializations: Geriatrics (specialization code Spe09), Internal Medicine (specialization code Spe16), Legal Medicine (specialization code Spe17), Pediatrics (specialization code Spe21), Rheumatology (specialization code Spe23), Nutrition Science (specialization code Spe24)
- Non-medical healthcare activities: Nursing, Nutrition, Podiatry, Psychology, Medical radiology technics

Accredited Activities

- **Imaging diagnostics: Diagnostic radiology (69)**
- **Dermosphylopathy (52)**

Healthcare Services: Detailed Information

Polyclinic or Health Facility Activities



General surgery*

- Specialist visit

Dermatology

- Specialist visit
- Videodermoscopy
- Minor surgical procedures

Dietetics*

- Specialist visit

Diabetes *

- Diabetes visit
- Internship visit

Geriatrics *

- Specialist visit
- Neuropsychological assessment test

Urology*

- Specialist visit

Senology*

- Specialist visit

Angiology*

- Specialist visit
- Color Doppler
Ultrasound

Nutrizionist*

- Nutritional counselling

Ophthalmology *

- Specialist visit
- Fundus oculi
- Tonometry

Otolaryngology*

- Specialist visit
- Audiometric exam
- Wax caps washing

Oncology*

- Specialist visit

** Exam provided privately*

Healthcare Services: Detailed Information

Polyclinic or Health Facility Activities



Cardiology*

- Specialist visit
- Electrocardiogram (E.C.G.)
- Dynamic electrocardiogram according to 12-lead Holter
- Echocardiogram with color doppler

Physical Medicine and Rehabilitation *

- Electromyography

Gynaecology and Obstetrics *

- Specialist visit
- Pap-test
- Endovaginal ultrasound
- Obstetric ultrasound
- Vaginal swab

Orthopedics and traumatology *

- Specialist visit
- Injection

Neurology*

- Specialist visit

** Exam provided privately*

Pneumology *

- Specialist visit

Proctology *

- Specialist visit

Psychology *

- Specialist visit
- Psychological interviews
- Psychotherapy sessions
- Neuropsychological evaluation

Pain therapy *

- Specialist consultation
- Mesotherapy

Diagnostic Imaging

Imaging diagnostic

- Traditional X-Ray
- Dental X-Ray
- Orthopantomography
- CT Cone Beam
- Spiral CT, also with contrast
- Mammography
- DEXA
- US
- Osteoarticular MRI, also with contrast
- Total Body MRI (1,5T), also with contrast



Instrumental exams

- Arterial and venous Ecocolor Doppler
- Ecocolor Doppler TSA
- Vascular Ecocolor Doppler
- Abdominal aorta Ecocolor Doppler



Healthcare Services: Detailed Information

Diagnostic Imaging

Articular magnetic resonance (MRI)

- Shoulder
- Elbow
- Wrist
- Hand
- Knee
- Ankle
- Foot

MRI


Total Body 1,5T

- Cerebral
- Cervical spine
- Thoracic spine
- Lumbar-sacral spine
- Sacro-coccygeal
- Pelvis
- Facial skeleton
- Abdomen
- Prostate
- Breast
- Whole Body



Spiral CT scan

- Brain
- Paranasal sinuses
- Dental scan of dental arches
- Chest
- Spine
- Joints
- Abdomen
- CT angiography



CT and MRI scans can also be performed using a contrast agent.

Agreements (e.g. insurance)

Insurance Funds, Private Companies and Associations Agreements

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

- <https://www.alliancemedical.it/fondi-assicurativi>

Access to Clinic'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 xxxx and can be consulted via the link: <https://www.aulss2.veneto.it/scarica-tempi-attesa>

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

Maximum waiting times		
Specialità	AULSS	PRIVATI
MRI	AULSS's website	1-2 days
TC	AULSS's website	1-2 days
OPT/RX	AULSS's website	The same day
Dexa	AULSS's website	1-2 days
Mammo	AULSS's website	1-2 days
US	AULSS's website	The same day
Dermatology	AULSS's website	By a week
Orthopedics e Traumatology	n.a.	By a week
Ophthalmology	n.a.	By a week
Diabetes	n.a.	By a week
Senology	n.a.	By a week
Internal medicine	n.a.	By a week
Proctology	n.a.	By a week
Psychology	n.a.	By a week
Nutrizionist	n.a.	By a week
Anesthesia and Intensive Care	n.a.	By a week

Waiting Times

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

Tempi massimi d'attesa	
Specialità	PRIVATI
	By a week
Neurology	By a week
Gynaecology and Obstetrics	By a week
Angiology	By a week
Urology	By a week
Otolaryngology	By a week
General Surgery	By a week
Vascular Surgery / Angiology	By a week
Pneumology	By a week
Endocrinology	By a week
Dietology	By a week
Physical Medicine and Rehabilitation	By a week
Oncology	By a week
Geriatrics	By a week

Appointments can be booked through:

- Direct request at the Reception of the Center
- By phone, calling at the number of the Center 0423.72.01.02
- By CUP, calling the number 840.800.811
- By email, writing at cdccastelfranco@alliancemedical.it
- Online: <https://prenotazionionline.alliancemedical.it/imedtv>

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.

Please note that it is necessary to cancel the reservation well in advance (at least 96 hours before the appointment), otherwise the user will still be required to pay the health care participation fee, even if exempt (DGR 600 of 03/13/2007).

For private X-rays, it is possible to access without an appointment, as indicated on the Alliance Group website, in the section dedicated to Centro Diagnostico Castellano.

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

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://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.
- ✓ Free shipping to one of the other centers of Alliance Medical Diagnostic Group within the Veneto Region.

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 the Center 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:

- In the Centre 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.