



Radiologia Medica  
Bassano  
Imed S.r.l.

# Patient's Charter

*Imed S.r.l. – Radiologia Medica Bassano*

# Introduction

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 Centro Diagnostico Castellano (hereinafter also referred to as the "Center" or the "Clinic" or "Imed"), 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.

- **2017** - Imed S.r.l., in order to offer users a greater service in the Veneto region, expands its operations to a new facility located in Bassano del Grappa, **Radiologia Medica Bassano**.
- **2018** - Imed S.r.l. and, consequently, Radiologia Medica Bassano, is acquired by Alliance Medical Italia S.r.l., which integrates it into the centres of the Alliance Group, taking care of the new organisation.

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 Imed 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.

# Information

## Contacts

- Via Cereria, 6 – 36061 Bassano del Grappa (VI)
- Phone: 0424.522850
- Email: [imedbassano@alliancemedical.it](mailto:imedbassano@alliancemedical.it)
- Web: [www.alliancemedical.it/centri-diagnostici/radiologia-medica-bassano](http://www.alliancemedical.it/centri-diagnostici/radiologia-medica-bassano)

## Opening Time

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

## Medical Director

Dott. Riccardo Antonio Calosso – Specialist in Radiodiagnostics

## Authorization

Auth. N. 02399140280-22022022-1106 of 27th Sept 2023

## Accreditation

DGR n. 548 of 9th May 2023

## How to reach us:

**By car:** there is a large parking in the area

## By bus:

- The Center has different bus stops nearby

## Attività autorizzate

- **Imaging Diagnostics (B.26)**

## Attività accreditate

- **Imaging Diagnostics: Diagnostic Radiology (69)**



# Healthcare Services: details

## *Imaging Diagnostics*

### 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 Echocolordoppler \*
- Echocolordoppler TSA
- Abdominal aorta echocolordoppler \*
- Echocolordoppler renal arteries\*



*\* Prestazione erogata solo in modalità privata*

# 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

Appointments for services available through accreditation can be booked through the CUP system, ensuring the eligibility of the waiting lists. Waiting times can be checked at the following link

[www.aulss2.veneto.it/scarica-tempi-attesa](http://www.aulss2.veneto.it/scarica-tempi-attesa)

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

Maximum waiting times		
Service	AULSS	Private
Radiologia Tradizionale Digitale	AULSS's website	2 days
Radiologia Dentale	AULSS's website	2 days
Ortopantomografia	AULSS's website	2 days
Mammografia	AULSS's website	5 days
Densitometria ossea	NA	2 days
Ecografia	AULSS's website	3 days
TAC Cone Beam	NA	2 days
TAC spirale	AULSS's website	2 days
RM	AULSS's website	2 days

Appointments can be booked through:

- Direct request at the Reception
- By phone, calling at 0424.522850
- By CUP system, calling at 800.038990 or at 0424.884050
- By email at: [imedbassano@alliancemedical.it](mailto:imedbassano@alliancemedical.it), indicating your telephone number
- on line: <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](http://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.

Please remember that it is necessary to cancel the reservation well in advance (at least 72 hours before the appointment), otherwise the user will still be required to pay the participation fee for the healthcare expense, even if exempt (DGR 600 of 13/03/2007).

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://media.alliancemedical.it/assets/Accettazione\\_d708ebcad7.pdf](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](https://media.alliancemedical.it/assets/Ritiro_esami_8533666e93.pdf)

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

- shipping to the address indicated in the appropriate form
- Shipping to one of the clinics of Alliance Medical Group located in the Region of Veneto

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.

# 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.