

CHARTER OF SERVICES

ISSUED BY DIRECTION

Firma:

**RSGQ**

Firma:

DATE 14/05/2018

This Charter of Service (application of Ministerial Decree 19.5.95 No 65) represents an instrument of knowledge of our health structure and constitutes a written agreement with citizens to guarantee the quality of service provider and the right of free choice, according to fundamental principles

equality

The structure is committed to ensuring all citizens equality of treatment in the provision of services.

IMPARTIALITY

The structure is committed to guaranteeing an equitable behavior both by the structure and by the personnel who work there.

continuity

The structure is committed to ensuring the regularity of services from a qualitative and quantitative point of view.

EFFICIENCY AND EFFICACY

The structure is committed to pursuing the continuous improvement of the quality of services by adopting every instrument necessary to achieve these objectives.

The Charter of Services, in addition to providing detailed and timely information on the services offered by the structure and on how to access it, allows the user to assess the quality, as well as the vastness of the services offered. It also offers the possibility for each user to formulate proposals to improve the service by filling out the "suggestions and complaints" form that is available to users at the time of acceptance.

With this disclosure, this Center intends to inform and promote the activities carried out keeping the citizens and institutions constantly informed about the services provided.

EUROPEAN CHARTER OF THE RIGHTS OF THE SICK

(Presented in Brussels on 15 November 2002)

RIGHT TO PREVENTIVE MEASURES:

Everyone has the right to appropriate services to prevent the disease

RIGHT TO ACCESS:

Everyone has the right to access the health services that his health requires. Health services must guarantee equal access to everyone, without discrimination on the basis of financial resources, place of residence, type of illness or time of access to the service

RIGHT TO INFORMATION:

Everyone has the right to access all types of information concerning his health status and health services and how to use them, as well as to all those that scientific research and technological innovation make available

RIGHT TO CONSENT:

Everyone has the right to access all information that may enable them to participate actively in decisions that affect their health. This information is a prerequisite for every procedure and treatment, including participation in scientific research.

RIGHT TO FREE CHOICE:

Everyone has the right to freely choose between different procedures and providers of health care based on adequate information

RIGHT TO PRIVACY AND CONFIDENTIALITY:

Everyone has the right to the confidentiality of information of a personal nature, including those concerning his state of health and possible diagnostic or therapeutic procedures, as well as the right to the protection of his privacy during the implementation of diagnostic tests, specialist visits and medical-surgical treatments in general.

RIGHT TO RESPECT THE PATIENTS 'TIME:

Everyone has the right to receive the necessary health treatments in a fast and predetermined period of time. This right applies to each phase of treatment.

RIGHT TO RESPECT TO QUALITY STANDARDS:

Everyone has the right to access high quality health services, based on the definition and compliance with specific standards

SECURITY LAW:

Everyone has the right to be free from damage resulting from the malfunctioning of health services, from malpractice and medical errors, and has the right to access health services and treatments that guarantee high safety standards

RIGHT TO INNOVATION:

Everyone has the right to access innovative procedures, including diagnostic procedures, according to international standards and independently of economic and financial considerations

RIGHT TO AVOID SUFFERING SUFFERENCES AND PAIN:

Everyone has the right to avoid as much suffering as possible, at every stage of his illness

RIGHT TO A PERSONALIZED TREATMENT:

Everyone has the right to diagnostic or therapeutic programs as much as possible suited to his personal needs

RIGHT TO THE COMPLAINT

Everyone has the right to claim every time he or she has suffered damage and has the right to receive a response or other kind of reaction

RIGHT TO COMPENSATION:

Everyone has the right to receive sufficient compensation in a reasonably short time whenever he or she has physical or moral and psychological harm caused by a health treatment

C.D.V. S.r.l Veneto Diagnostic Center

The Medical Center, C.D.V. Srl Centro Diagnostico Veneto, founded in 1978, begins its activity as an Analysis Laboratory; over the years the services offered such as diagnostic imaging, specialist visits and instrumental cardiology examinations have increased.

Starting from 1 January 2010, the analysis laboratory has been integrated into a network structure integrated with SE.FA.MO. of Vicenza and DATA CLINIC of Torri di Quartesolo (DGR No. 4052 of 11 December 2007). All the analytical activity is carried out at the SE.FA.MO.

Since February 2018, the Medical Center has become part of a range of approved facilities to complete its range of services. The facilities include: SEFAMO Srl (Image Analysis and Diagnosis Laboratory with offices in Vicenza, Cavazzale, Creazzo), CEMES Srl (Physiotherapy Center in Vicenza and Thiene) And ANTARES SRL (based in Este).

C.D.V. S.r.l. Veneto Diagnostic Center
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LOCATION OF THE MEDICAL CENTER

To reach the facilities, from the city center of Vicenza, continue along the Pasubio state road following the signs for Thiene for about 6 - 7 km, at the Thiene -Schio junction continue towards Thiene for about 500-700 m. and turn right into via Sette, 200 meters on the left at the corner with via Leopardi. From Thiene follow directions to Vicenza continuing along the Statale Pasubio to reach the town of Caldogno turn at the second entrance on the left, go straight and turn right into via Leopardi and continue straight until the stop.

reservations

Reservations can be made:

directly at the counter

by phone

half mail to info@cdvs.it

Schedules are from Monday to Friday from 7.15am to 6.30pm, Saturday 7.15am to 12.00pm.

All assessments are provided by appointment.

When booking convention exams, a medical prescription must be provided. All examinations can also be done privately, in which case, the medical prescription is not required with the exception of radiology (rx, mammography, densitometry and CT).

All patients will also be required in addition to the name and surname also the date of birth and a telephone number, necessary for any communications. The person in charge of booking will communicate the day and time of the appointment, possible preparation and reporting times.

ACCEPTANCE

When the patient presents himself in acceptance to perform the requested performance it is essential that he is equipped with:

- Mandatory medical request for benefits agreed with the SSR
- Magnetic health card
- In the case of MRI it is important to bring the questionnaire completed and signed by the doctor
- Previous exams related to the exam to be performed
- Pharmacological therapies in progress
- Minors must be accompanied by those who exercise parental authority or their eldest delegate.

The staff is available for:

- carry out the acceptance phase by filling out the necessary documentation according to the type of service booked (by printing a form to be signed to the patient for consent to data processing and a copy of the Medical Center's statement, non-pregnancy declaration for patients in the case in which tests involving radiation emissions are carried out)
- Delivery of reports
- Payment of all services (Bancomat for all services, credit card for private services and not accredited with the S.S.R.)
- The pass will be delivered by the patient to the doctor and / or technician who will have to take the exam.
- For reports that are not delivered at the same time as the examination, the secretariat issues the proxy for the withdrawal of the aforementioned at the counter or on-line.
- The delegate must present himself with a completed proxy and with an identification document (**except for the withdrawal of laboratory analysis such as HIV, the withdrawal must be made in person with an identity document**).

The user can find the detailed list of exemptions for a possible consultation in acceptance.

The Medical Directorate of the Medical Center is entrusted to Dr. Chiara Ganzaroli, specialist in internal medicine, the dr.ssa is available to patients on Tuesday, Wednesday and Friday from 9.00 to 12.30 (call the secretariat to schedule an interview).

IMPORTANT:

As required by the current regional legislation (Legislative Decree No. 600 of 13/03/2007 and subsequent amendments), for services under the agreement, the user is required to comply with the following provisions:

1. give, within 72 hours, the cancellation of the reservation in case of impossibility to appear at the appointment. A call is sufficient to cancel the appointment. In case of failure to cancel the user is still required to pay the service, even if exempt

2. withdraw the report within 30 days from the performance of the specialist service or in any case within 30 days from the scheduled date of delivery. In case of non-collection, the user will be required, even if exempt, to pay in full for the service used.

(for the recovery of the sums due, the Medical Center will put into effect the provisions of the civil law).

The protocols for assigning priority are defined with D.G.R. from the Veneto Region.

C.D.V. S.r.l. Veneto Diagnostic Center.

LABORATORY ACTIVITIES OF CLINICAL ANALYSIS (Accredited with the SSR)

They concern the specialties of:

- Clinical Biochemistry
- Immunology
- Hematology
- Microbiology
- Diagnosis of food allergies and intolerances

Withdrawals can be made from Monday to Saturday from 7.15am to 9.30am without an appointment except for the exempt patients ticket for which the reservation is required. The patient is not given a precise time of withdrawal, it is established only on the day, the average waiting time from the arrival of the patient at the facility to the examination can vary from 10 to 20 minutes.

Attention: the urgent exams can be accepted only from 7.15 am until 9.30 am, outside this time the requests will be redirected to the Emergency Room of the Vicenza Hospital.

All services are performed according to standard times and no urgency procedures are applied, with the exception of some exams for which the answer for the afternoon of the same day of collection is provided, where required:

- Blood count (in post-surgery, chemo and radiotherapy patients)
- Coagulation time
- BHG pregnant patients

The withdrawal of the report can be done online, in person or by delegate (just fill in the proxy delivered at the time of acceptance and present at the counter with a document), as regards the HIV Test the report can not be withdrawn by a delegate .

Laboratory exams, performed by the Network Laboratory, can be performed in Service at other ISO 9001 certified laboratories such as: Laboratory R.D.I. S.r.l., Biomedical of Bassano del Grappa, Geneticlub S.r.l. of Noventa Vicentina, Laboratory Dr. Scanagatta of Verona, U.L.S.S. Analysis Laboratory N ° 8, Bianalisi Analysis Laboratory This choice was made to allow the execution of exams that are rarely requested.

Below we list some ways to keep in mind before making a withdrawal:

- Observe fasting from 24 hours
- Infants: fasting for 3-4 hours
- Take water in moderation
- When collecting biological samples, suitable containers must be used - single use, sometimes sterile, which can be purchased at a pharmacy or supplied by our laboratory.
- We also remind you that at the secretariat you can also find how to collect the various samples, and the preparation to be carried out before undergoing some examinations.
- In case of allergic tests, stop the antihistamines at least eight days before (after having consulted your doctor).

The laboratory manager is Dr. Romina Bonora, a genetic biologist. The dr.ssa is available for patients every day from Monday to Friday from 10.00 am to 12.00 am and from 2.00 pm to 4.00 pm. It is advisable to make a telephone appointment.

CARDIOLOGICAL SPECIALIST AMBULATORY ACTIVITY (Accredited with the SSR)

The structure is equipped with appropriately equipped clinics and organized for carrying out non-invasive specialized diagnostic investigations such as:

- Cardiological examination
- Electrocardiogram (ECG)
- Electrocardiogram after exertion
- Ergometer test (stress test at the cycle ergometer)
- Color doppler echocardiography
- 24-hour cardiac Holter
- Press Holter
- Arterial and venous vascular echocolor Doppler lower limbs
- Arterial and venous vascular echocolor Doppler upper limbs
- Vascular echocolor Doppler supra-aortic trunks

It is important to always carry all the previous documentation, pharmacological therapy to complete the clinical picture at the time of reporting.

Elenco specialisti:

- Nyabenda Dr. Andre (cardiology specialist)
- Maturi Dr. Pietro (cardiologist specialist)
- Ganzaroli Dr. Chiara (specialist in internal medicine)
- Danieli Dr. Dario (vascular surgery specialist)

The head of the cardiology service is Dr. Andre Nyabenda.

AMBULATORY ACTIVITY DIAGNOSTICS FOR IMAGES (Accredited with the SSR)

They concern the activities of:

- Magnetic resonance: the Center is equipped with an open MRI
- Traditional radiology and radiology of the dental system
- Bone densitometry
- Computerized tomography, TC dental scan is performed with metoco cone-beam 3D.

- Senological diagnostics with 3D Tomosynthesis
- Ultrasound: soft parts, tendinous muscle and osteoarticular, abdominal, and senologic. obstetric, gynecological, endocavitary, ultrasound with Doppler

We remind all patients that for the execution of the aforesaid radiological examinations it is essential to be in possession of a medical prescription, moreover the state of certain or presumed pregnancy absolutely contraindicates the execution of the aforementioned examinations.

It is also important to always carry all the previous documentation with you to complete the clinical picture at the time of reporting. For magnetic resonance the questionnaire must be completed and signed by the doctor.

List of specialists:

- Gasparella Dr. Enrico (specialist in radiology)
- Zambotti Dr. Benedetta (radiology specialist)
- Marangon Dr. Andrea (radiology specialist)
- Sindoni Dr. Virginio (radiology specialist)
- Valentich Dr. Francesco (specialist in gynecology)
- Arm Dr. Francesco (specialist in radiology)
- Marangon Dr. Andrea (radiology specialist)

The person in charge of the magnetic resonance service is Dr. Andrea Marangon.
The head of the traditional radiology service is Dr. Benedetta Zambotti.

PHYSIATRIC VISITS and PHYSICAL THERAPIES (Accredited with the SSR)

The service has an agreement with the Regional Health System as regards physical therapies and physiatric visits, manual rehabilitation and massage therapy are services that can only be performed privately.

All citizens who have performed a specialist physiatric visit, in agreement with the S.S.R., at our Medical Center can have access to the convention service.

List of specialists:

- Massa Dr. Grazia

List of physiotherapists:

- Zaupa Marco

The head of the rehabilitation and physical therapy service is Dr. Massa Grazia.

SERVICE FOR THE EVOLUTIONARY AGE

A multidisciplinary team for the developmental age is present inside the Medical Center,
The team is as follows:

- Child neuropsychiatry: Dr. Cesarina Baradel, Dr. Stefanella Micheilin
- Psychology: Dr. Valeria Arcudi, Dr. Marta Carolo

- Speech therapy: Dr. Lucrezia Marseglia, Dr. Gioia Zenari, Dr. Elisa Dani
- Psychomotricity: Dr. Roberta Girardi, Dr. Alessandra Feriani Marsiaj, Dr.ssa Cristina Cestaro
- Orthoptics: Dr. Dilva Drago

MEDICINE OF SPORT

The sports medicine service is able to perform all the clinical and instrumental tests necessary for the release of sporting fitness for all disciplines, availing itself of the collaboration of specialist doctors such as: otorino, neurologist, orthopedist, in addition to the sports doctor and to the cardiologist (always present in the structure when the athlete exceeds 35 years of age).

The medical examination includes:

- General visit
- Spirometry (when required by the type of sport practiced)
- Urine examination
- Cardiological test (cycle ergometer test for athletes > 35 years old, ECG after effort with IRI tests for athletes under 35).
- Issuing of the certificate of fitness for sporting activity

The visit can be invoiced, as well as to the single athlete, also to the sports clubs for which it is possible to get in touch with our Medical Center for the visits, obtaining special facilitations also for specialist visits, supplementary assessments, physiotherapy. It is also possible for the companies to program the cycle of visits annually and to rely on the Medical Center for the authentication service for all residents in the ASL n. 6.

The ministerial table can be requested at any time, which defines the type of assessment to be carried out according to the type of sporting activity performed (table A and table B).

The Medical Center adheres to the program for sending information on the flow of information under DGR No. 345 of 11/02/2005.

It is important to always carry with you the assessments made during the previous qualification visits.

Note for diabetic subject

. The diabetic subjects, for the access to the medical-sports visit, will have to:

1. show the certification of the treating diabetes doctor or the doctor in charge of specialist diabetic services;
2. sign the commitment to adherence to therapy and self-management

List of specialists:

- Rebecchi Dr. Antonio

The head of the sports medicine service is Dr. Antonio Rebecchi.



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