

## CHARTER of SERVICES

The fundamental principles referred to in the Directive of the Council of Ministers and the CHARTER of SERVICES RADIOLOGY DR. DIOTALLEVI srl are inspired by:

- **EQUALITY:** services and benefits are provided according to principles and rules based on equality, without discrimination of language - religion - age - sex - social status - health condition - political opinion.
- **IMPARTIALITY AND RESPECT:** behavior towards each citizen user is inspired by criteria of justice and impartiality; the Laboratory undertakes to assist the Customer with care, courtesy and attention, with respect for the person and her dignity.
- **RIGHT OF CHOICE:** the citizen user is free to choose which Healthcare Facility to use, among those that provide the services he needs.
- **EFFECTIVENESS AND EFFICIENCY:** services and benefits must be provided through the most appropriate use of resources and according to the most advanced quality standards, adopting all the necessary measures to promptly satisfy the needs of the citizen user.
- the provision of services is guaranteed with continuity and without interruptions. If for the unavoidable **CONTINUITY:** need it becomes necessary to temporarily suspend the provision of one or more services, appropriate measures will be taken to alleviate the inconvenience of the citizen user.
- **PARTICIPATION:** every citizen user has the right to present complaints, observations, requests and to propose suggestions to improve the service. These principles are complemented by those of the Charter of Patients' Rights, which this structure has adopted and which is an integral part of this document.

### General informations

The Charter of Services is the document that formalizes the relationship stipulated between the Structure and the Citizen-User. It contains all the information regarding the service provided: services, access times and methods, technologies and quality standards adopted.

The document is subject to continuous checks and annual updates for the continuous improvement of the service provided

General data of the Structure

### COMPANY PRESENTATION

Private outpatient clinic, affiliated with the SSR for the radiological section and for the analysis laboratory

Origin and objectives of the Company This is a Company whose origin dates back to several decades ago which, through the commitment of two generations of Radiologists, has consolidated itself as a point of reference for Doctors and Patients. The goal is to consolidate this position by combining the philosophy of excellence with that of constant dedication.

## DESCRIPTION OF THE STRUCTURE

Medical Director Dr. Paolo Diotallevi

Branch Directors:

Radiology Dr. Paolo Diotallevi  
Gastroenterology Dr. Zaccaria Rossi  
Cardiology and Angiology Dr. Mario Buttinelli  
Orthopedics Dr. Michele Cauteruccio  
Dermatology Dr. Angelo Spagnolo  
Neurology Dr. Raimondo Traversa  
Gynecology Dr. Valeria Cimellaro  
Otorhinolaryngology Dr. Costanza Rossetti  
Ophthalmologist Dr. Francesco Suppressa  
Endocrinology Dr. Giuseppe Altamore  
Urology Dr. Claudio Iavarone  
Analysis laboratory Dr. Simona Amicone

Technical Coordinator Dr. Carlo Lucidi

Phone numbers

Secretariat .....tel 06.298286/06.299391/06.274241

Fax ..... 06.298286/06.299391

Website

[www.eosmed.it](http://www.eosmed.it)

Email

[mail@eosmed.it](mailto:mail@eosmed.it)

Certified mail

[radiologiadiotallevi@legalmail.it](mailto:radiologiadiotallevi@legalmail.it)

## FUNDAMENTAL PRINCIPLES

The fundamental principles are contained in two key words that make up the Company's "mission": Excellence and Dedication

## ABOUT THE SERVICES

Users can receive information on services by telephone, via the internet and through this card.

## SITE

The EOSMED® Radiology Clinic Dr. Diotallevi S.r.l. is located in Rome in Via Prenestina n. 321 (Largo Irpinia) internal staircase A 1 and internal staircase B 3. The structure covers approximately 650 m2 of the total area of almost 850 m2 of the EOSMED centres.

The area is served by the following public transport:

- Bus: 113 - 150 - 213 - 314 - 412 - 501 - 541
- Trams: 5am - 2pm - 7pm
- Metro: Line C "Teano" stop

In front of the structure there is a large parking lot (Largo Irpinia)



### ADMINISTRATIVE SERVICE

The headquarters of the Administrative Service coincides with the operational headquarters of the Company.

### BOOKING AND PERFORMANCE OF OUTPATIENT SERVICES

Schedules and organization

#### Reservation

Exams, specialist visits and home services can be booked on site or by telephone (06.298286 06.299391 06274241) at the following times:

- from Monday to Friday from 9.00 to 19.00
- Saturday from 9.00 to 12.30

For some types of exam it is necessary at the time of booking to collect the preparation to be carried out by the Patient-User on site. There are no waiting lists: the patient books the radiographic examination on the preferred date.

For on-site laboratory analyses, as a rule, no booking is necessary. It is sufficient to show up

at the office on the days and at the established times.

The following exams are exceptions:

- o Lactose Test
- o Glucose curve

for which it is necessary to book - on site or by calling no. 06.274241 – and pick up the sheet with the instructions for preparing for the exam by the user.

A procedure for the management of clinical emergencies is implemented which requires booking within 24 hours of the request.

Upon request, for foreign patients, at the time of booking, it is possible to request the presence of a cultural mediator for the day of the service.

## Acceptance

Acceptance takes place at the following times:

- Acceptance Radiological Department:  
or from Monday to Friday from 8.00 to 18.45  
or Saturday from 8.00 to 12.15
- Admission to polyclinic department:  
or from Monday to Friday from 9.00 to 18.30  
or Saturday from 8.00 to 12.00
- Acceptance of the analysis laboratory department:  
or from Monday to Saturday from 7.30 to 10.30

Method of payment of the shares of participation in the expenditure

The payment of the ticket for the exams affiliated with the NHS, or of the invoice for private exams, carried out on site, is expected at the end of the acceptance phase; the invoice is issued at the same time (payment by cash, checks, POS).

The chemical analyzes for the 'antibiograms' are an exception: these tests, if requested by the prescribing doctor, are performed only if the presence of bacterial colonies is found. Therefore these tests will not be paid upon acceptance, but upon collection of the report only if they have been performed.

The services in agreement with the SSR are a subset of the National Nomenclator. For each service there is a fee established by the Lazio Region.

The user in possession of the prescription from the Lazio Region - on paper or dematerialized -, contributes up to a maximum of € 36.15 towards health costs.

The paper prescription must be compulsorily complete in all its parts required by current legislation and countersigned on the back by the user.

If the user is in possession of an exemption certificate, this must be indicated on the prescription: in this case, the requested services are entirely borne by the SSR.

In each Acceptance are available for consultation:

- the National Nomenclator

- the List of Types of Exemption; for each exemption, the list of exempt exams can be consulted
- the document on the correct compilation of the recipes of the Lazio Region

In the absence of the recipe from the Lazio Region or for exams not in agreement with the SSR, as well as for specialist visits, the services can be performed privately. The related invoices show the payment method (traceable or non-traceable)

Private tariffs and share fees must normally be paid upon acceptance, together with the issuance of the relative invoice.

In the waiting rooms the discipline of the treatment of sensitive data is posted according to the legislation currently in force.

In the reception area there is staff for information and assistance, and the Charter of Patient Rights can also be consulted. Cases from Caritas are managed.

For users in any situation of physical discomfort, different abilities or critical conditions, an facilitated access path is provided, with an internal lift, recourse to accompanying auxiliary staff and a preferential path for booking, acceptance, visit/examination and collection of medical reports.

## Procedures for carrying out radiological investigations

Pregnant women must declare their status in the acceptance phase and to the Radiologist before carrying out the investigation. The Secretariat staff will promptly consult the Radiologist, who establishes the opportunity for the examination.

The patient's signature on the Informed Consent is required before CT investigations with M.d.C. and MRI.

A procedure for the management of clinical emergencies is implemented which provides for acceptance even without a reservation within 24 hours of the request.

At the end of the acceptance procedures, the patient is asked to take a seat in the waiting room while waiting to be summoned by the technical health personnel to the appropriate radiological room

*Omissis*

## Procedures for carrying out the chemical-clinical analyses

Access to the Acceptance Department of the laboratory is regulated by a queue-eliminating system, through the issue of a progressive number upon user arrival. The progressive number will identify the patient in the subsequent phase of the call for collection, to protect privacy.

In Acceptance, the List of Services that can be performed at our facility is available for consultation. The document contains the following information:

- - Preparation by the patient
- - unit of measurement adopted
- - normal values
- - methodology used

- - ASL rate
- - private rate
- - release time of the report, normal and in an emergency condition
- - execution on site or in Service

At the end of the acceptance procedures, the patient is asked to sit in the waiting room while waiting to be summoned and accompanied by the collecting doctor to the sampling room

### Home withdrawal

A home collection service is provided, to be booked at the Secretariat. Home withdrawals usually take place before 7.20, however a procedure beyond that time is foreseen in case of emergencies.

In the case of home service, the acceptance and issue of the invoice takes place when the biological material withdrawn is delivered to the site by the collecting doctor. The invoice is issued and the payment takes place at the same time as the report is collected.

### Sample collection

In acceptance, the indications for the correct collection of samples of biological material by the patient are available to users.

The reception staff is available for any clarification and explanation

### Collection of reports and answers

Delivery of reports and availability of results

The answers of the specialist visits are withdrawn at the end of the visit itself. The other types of report – radiographic, ultrasound, analysis, CT MOC RM, etc. - they can be collected from the office starting from the date indicated in the acceptance phase and shown on the invoice, at the following times:

- - from Monday to Friday from 8.30 to 19.00
- - Saturday from 8.30 to 12.30

To collect the report, you must be of age and have an identity document and the invoice issued at the time of acceptance.

In case of collection of reports on behalf of another person, it is necessary to obtain a proxy signed by the person who carried out the examination as well as an identity document of the delegating party and the delegate. For the withdrawal of the report of a minor, the proxy is necessary only if the withdrawer is not a parent or guardian.

For the proxy, pre-printed forms compliant with the new regulation (GDPR) are available for acceptance. The proxy is issued to the patient (or guardian if a minor) by the Secretariat staff at the time of Acceptance.

A clinical emergency management procedure is implemented which provides for the execution of the examination, the reporting and delivery of the complete examination within 24 hours of acceptance. In cases considered particularly critical by the Radiologist, the radiological examination and the reporting are delivered immediately after the execution of the investigation in the reporting room.

## PRE-ACCETTAZIONE

Il Paziente entra nella struttura e si dirige in segreteria, attraverso un percorso facilmente identificabile



## ACCETTAZIONE

Il Paziente, ricevute le informazioni richieste, espleta le pratiche di accettazione, nel pieno rispetto della privacy. In caso di rilascio di materiale biologico il paziente deve seguire le indicazioni fornite dal personale



## ESAMI-PRESTAZIONI EFFETTUATE

Il Paziente viene sottoposto alla prestazione sanitaria richiesta, nel pieno rispetto della privacy



## SEGRETERIA

Il Paziente viene congedato dopo aver ricevuto dalla Segreteria la delega e tutte le informazioni utili al ritiro dei referti, oltre che eventuali ulteriori notizie richieste

## Services and skills

### Health services offered

- Radiology\*\* (ISO 9001:2015 Certification)
  - o General radiological examinations on site and at home
  - o Stratigraphic examinations
  - o General contrast tests (esophagus, digestive system, colon and small intestine enema, salivary glands)
  - o Hysterosalpingography
  - o Dental orthopantomogram, teleradiography of the skull, intraoral X-ray
  - o Low-dose mammography
  - o Emergency management
  
- Analysis laboratory\*\*
  - o Haematological samples from vein, on site and at home
  - o Clinical Chemistry hematology tests (all)
  - o Blood count test
  - o ESR, enzymes, electrolytes, blood lipid structure
  - o Protein electrophoresis
  - o Insulin, blood sugar, glycated hemoglobin
  - o Immunological tests on blood
  - o Microbiology tests on blood and any biological material
  - o Bacteriology tests on blood and any biological material
  - o Cardiac markers
  - o Coagulation tests
  - o Tumor markers
  - o Markers hepatitis
  - o Hormonal investigations
  - o Infectious disease test on blood and any biological material
  - o Stool exam
  - o Urine test
  - o PAP tests
  - o Investigations of food intolerances on blood material
  - o First tests
  - o Breath test
  - o Lactorio test
  - o Allergy tests on blood material
  - o Skin tests
  - o Oropharyngeal swabs on site and at home and antibiogram
  - o Vaginal swabs on site and at home and antibiogram
  - o Eye swabs on site and at home and antibiogram
  - o Ear swabs on site and at home and antibiogram
  - o Skin swabs on site and at home and antibiogram
  - o Urethral swabs on site and at home and antibiogram
  - o Nasal swabs on site and at home and antibiogram
  - o Rectal swabs on site and at home and antibiogram
  - o Swabs on different exudates (nails, wounds) on site and at home
  - o Bacteriological study of sputum



- o Coproculture and antibiogram
- o Vaginal smear with fresh examination
- o Emergency management
- o Support to national/regional prevention campaigns
  
- Ultrasound (ISO 9001:2015 Certification) internal medicine, gynecology, pregnancy, neonatal hip, transrectal prostate ultrasound, transvaginal pelvic ultrasound, cytological examinations and ultrasound-guided biopsies
- Ecocolor Doppler, (ISO 9001:2015 Certification) power Doppler
- MOC dexa (ISO 9001:2015 Certification): total body, radial, femoral, vertebral, hip bone mineralometry
- TC (ISO 9001:2015 Certification) with/without contrast agent in vein – skull, facial mass, neck, thorax, abdomen, pelvis, skeleton, limbs, Dentascan, Cone Beam CT
- Osteoarticular Magnetic Resonance (open) (ISO 9001:2015 Certification)
- Cardiology and Angiology
  - o Cardiology visit
  - o electrocardiogram
  - o Cardiac Doppler, Ecodoppler, Color Doppler, cardiac Holter
  - o Pressure urometry
  
- Neurology, Visit, Electromyography, Electroencephalography
- Internal medicine: respiratory system, abdomen, urinary system
- Gynecology and Obstetrics: gynecological examination, fetal monitoring, fetal flowmetry, amniocentesis, breast examination breast examination
- Ophthalmology. Specialist visit, eye exam
- Orthopedics, orthopedic visit
- Otolaryngology, audiometric examination, vestibular examination
- Dermatology, Allergology, specialist visits
- Gastroenterology: clinical visit, endoscopic examinations
- Urology, specialist visits

\*\* exams agreed with the NHS

- Individual postural gymnastic sessions.

At the studio there is the non-profit organization FILO DI ARIANNA which offers a psychological support service at social rates.

### The quality

The Management pays particular attention to the satisfaction of the Customer/User, focusing on the continuous improvement of the Quality of the Service rendered. For this purpose, it has made use of management systems for years for the evaluation of the objectives set by the annual Quality Improvement Plan.

The radiological section (RX-CT-MOC-RM-Echography) is certified KIWA CERMET UNI EN ISO 9001:2015

The staff working at the Outpatient Clinic is highly specialized and undergoes annual training

programs in both technical-scientific and qualitative management.

The structure uses high quality and precision technologies and instruments, subjecting equipment and production to daily/periodic programs of Internal Control and External Quality Verifications.

The instrumentation is subjected to pre-established periodic maintenance and testing programmes.

The operational processes are entrusted to integrated computerized systems, under the continuous control of both the technical staff and specialized personnel.

In compliance with the User's satisfaction, the structure is engaged in a continuous update on the technological state of the art in relation to tools, methods and products.

## • Quality indicators

The Management has identified specific quality indicators aimed at measuring and directing the improvement effort of the structure. The areas of investigation concern:

- - User (satisfaction evaluation via questionnaire)
- - Suppliers (evaluation scoring system)
- - Personnel (monitoring procedure and system of result indicators)
- - Administration (monitoring procedure and system of result indicators)

The various aspects subjected to verification are monitored on a six-monthly and annual basis.

## • User satisfaction

To constantly monitor the quality of the services offered as perceived by the User, User Questionnaires are available in the waiting room which can be filled in anonymously, through which it is intended to collect information, ideas and criticisms to help the organization's continuous improvement efforts general of the structure.

## COMPLAINTS MANAGEMENT

In the event of a complaint by a user, a Complaint Document is available upon acceptance, which can also be filled in anonymously, with which it is intended to identify any inefficiencies by any point of the structure and its staff.

The Claim Documents are taken over as "Non-Conformities" and consequently managed by the Management the following day, in order to immediately remove any perceived discomfort situation and provide a timely response to the user. The management and indication of the methods for resolving the complaint must take place within the following 4 days.

## **MAIN REGULATORY REFERENCES**

- GDPR 679/2016 European regulation GDPR
- DL 196 dated 30-6-2003, Code regarding the protection of personal data
- National Collective Bargaining Agreement for employees of professional studios
- Code of ethics of the medical profession
- Legislative Decree 81/08 Safety at Work
- D.L. 187/2000
- Italian Civil Code
- Italian Penal Code
- DPCM 19-5-1995