



Villa Chiara
POLIAMBULATORIO

**Multi-specialist outpatient clinic and
Analysis Laboratory**

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SERVICE CHARTER

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PREMISE

Dear Patient,

We cordially greet you and hope that your arrival at our outpatient clinic will take place in the best possible way and that your stay will be as peaceful and serene as possible; For our part, we can assure you of all possible commitment and availability to ensure that this goal is achieved.

For this reason, we have prepared for you this Service Charter of the Multi-Specialty Clinic, with which you will have in your hands a valid tool for the protection of your rights and to help us improve the efficiency and quality of the services that are offered to you.

Please read carefully this Charter of Services which illustrates the various aspects of the life of our community.

The information you will find will be useful to learn more about the services offered by our facility, to better use our services and to understand how you too can facilitate the work of social and health workers.

This Service Charter will also be periodically updated with suggestions, proposals, changes and additions that you and other users are invited to submit at any time.

To this end, we invite you to fill in, anonymously, the questionnaire on the "Degree of User Satisfaction" which will be periodically delivered to you by the secretarial staff and which you can also find in the waiting rooms. In this way, you will be able to express your opinion and submit your comments on the services offered. Each of your indications will be taken into consideration in order to meet, in the most complete way possible, your expectations and needs.

In addition, to report malfunctions or complaints, you can contact the Head of the Public Relations Office, while for any need or information you can contact the staff on duty identifiable by the identification card.

We are sure that we can count on your cooperation

Cordially

*The Legal Representative
Director*

Dr. Marco Mosconi

The Medical

Dr. Giorgio Giovannelli

The Service Charter of Villa Chiara S.r.l.

With the Service Charter, the patient and his family members are provided with a suitable tool to clearly know the social and health services offered and to be informed about the entire general organization of the same structure.

The Management of Villa Chiara S.r.l., through the Service Charter, intends to give a correct "publicity" of what is offered and guaranteed to its patients:

- ✓ useful information to easily use the services of Villa Chiara;
- ✓ the ways in which patient protection is ensured;
- ✓ the procedures for verifying the commitments undertaken by Villa Chiara.

The Service Charter highlights not only the nature and quality of the services that the staff of Villa Chiara S.r.l. is able to offer, but also the objectives and goals that the multi-specialist clinic intends to achieve.

All the staff of Villa Chiara S.r.l. It works to ensure that its activities are in tune with the needs of the patient, with a view to the progressive evolution of the services provided, also based on the suggestions and advice of the individual patient.

The Service Charter must therefore be interpreted in a dynamic key, by Villa Chiara S.r.l. undertakes to update it annually. la Direzione

SECTION ONE

Presentation of the Structure

1. Introduction

It is part of Villa Chiara's commitments "the Service Charter" which aims to be an effective tool to concretely promote the protection and participation of citizens.

Villa Chiara responds to these objectives, which it considers priority quality factors, with the commitment to respect and improve the standards adopted.

2. Description of the structure and means of connection

The Villa Chiara Outpatient Clinic is open to the public. It is located in Via di Torvecchia 578, in an already urbanized neighborhood and perfectly integrated into the urban context, and is well connected by numerous public transport lines.

The Circumscription to which it belongs is RM 1 XIV.

The district is well connected by public transport and located in a city area served by all social and health services, consequently the families and friends of the patients do not find any difficulty in reaching the facility, remaining inserted in a functional care reality.

Villa Chiara can be reached by the following means:

- ▷ Metro: A – Battistini stop;
- ▷ Bus: Lines: 46 – 46/b – 49 – 546 – 916 – 997 - 998;
- ▷ Taxi booking.

The outpatient clinic is divided into 3 independent bodies. They are located within the large private garden and easily accessible.

The main building is superior to the others in terms of surface area and consistency because it also includes the activity of R.S.A.

On the lower floor of this building there is the reception for the Outpatient Clinic with the waiting room, the Analysis Laboratory, the Radiology and medical rooms.

The entrances reserved for the public are in Via di Torrecchia n. 578 and Via Valle dei Fontanili n. 6 for the services Via Cesare Vigna.

3. Background

Villa Chiara carries out healthcare activities as a multi-specialist clinic in an institutional accreditation relationship with the Lazio Region through the A.S.L. RM 1 competent for the territory.

In 2004 Villa Chiara started the process of introducing the Quality System, conceived as a business management plan, to improve the services provided and meet the needs of the customer, obtaining the Certificate of Conformity to the UNI-EN ISO 9001 standard, issued by the International Certification Body I.Q Net. Today, the Presidium adopts a Quality System that is not certified but complies with the indications and requirements of the UNI EN ISO 9001 standard for the management of health services.

In addition, the directives concerning the improvement of the safety and health of workers in the workplace are implemented according to Legislative Decree 81/2008 and subsequent amendments, and attention has been given to the safety of users and visitors, fire safety, as well as the plant-structural equipment, which provides for periodic exercises and evacuation simulations.

* The entire structure **has obtained the definitive C.P.I** (Fire Prevention Certificate) issued by the Fire Brigade of Rome ref. Prot. n. 9972 in 23/08/2012.

Furnishings and materials that meet the requirements of current standards have been chosen and new digital X-ray equipment, innovative in the sector, has been purchased.

In particular, all materials meet the characteristics of fire resistance.

Medical studies concerning the medical activities of the Clinic are also carried out in Building No. 1 and Building No. 2 within the garden of the structure, with distinct and separate entrances, waiting rooms, doctors' offices and toilets.

All buildings are equipped with thermal and relative humidity properties that are appropriate to the nature of the individual rooms. Likewise, lighting and air exchange conditions are ensured in accordance with the provisions of current legislation and the rules of good building.

Protection against noise is also ensured, both for the technologies adopted in the construction and for the favorable circumstance that the buildings are located within a vast private garden, tree-lined and well-kept.

In order to carry out the above-mentioned activities, Villa Chiara S.r.l. is in possession of the necessary authorizations issued by the Lazio Region and Confirmation **of the Authorization to Operate and Final Institutional Accreditation DCA n. U00493 of 18/12/2013 and subsequent additions.**

4. Basics

The services offered by **Villa Chiara** are provided in compliance with the principles listed below.

4.1. Fundamentals of Care

Equality

Villa Chiara is committed to providing services in compliance with the same rules for everyone without distinction of sex, nationality, religion, economic and social conditions (level of education, political opinion, etc.). The staff of **Villa Chiara** considers the individual as a "person", to whom the necessary assistance is offered, aware of carrying out a "vital" service which, as such, must be provided to all those who need it, without discrimination of any kind.

Impartiality

All **Villa Chiara** operators are committed to carrying out their activities in an impartial, objective and neutral manner towards all patients.

Continuity

All the services provided by **Villa Chiara's** staff are provided continuously, regularly and without interruption.

Humanity

The central attention of the operators of **Villa Chiara** is placed on the person in full respect of his or her dignity, whatever his or her physical, mental, cultural or social conditions.

The operators address patients with courtesy, politeness, respect and maximum availability.

Effectiveness and efficiency

At **Villa Chiara**, the service is provided in such a way as to guarantee an optimal ratio between resources committed, activities carried out and results obtained, in order to produce the maximum possible results both in terms of satisfaction of patients / families, and staff gratification.

The Management of **Villa Chiara** undertakes to adopt appropriate measures to achieve these objectives.

5. Patients' Bill of Rights

The Management of **Villa Chiara**, in signing the Agreement with ASL RM 1, undertook to adopt the "Charter of Patients' Rights" summarized below.

5.1. Patients' Bill of Rights

This part proposes the proclamation of fourteen patients' rights, which together seek to make fundamental rights concrete, applicable and appropriate to the provision of health services. All these rights aim to ensure a "high level of protection of human health" (Article 35 of the Charter of Fundamental Rights) by ensuring the high quality of services provided by the different national health systems. They must be protected throughout the territory of the European Union.

With regard to these rights, it is necessary to make some premises:

- The definition of rights implies that both citizens and other health actors assume their responsibilities. In fact, rights are correlated with both duties and responsibilities.
- The Charter applies to all individuals, recognising the fact that differences, such as age, gender, religion, socio-economic status, literacy level, etc., can affect individual health care needs.
- The Charter is not intended to take a position on ethical issues.
- The Charter defines rights that are valid in Europe's current health systems. It may then be revised and amended to take account of their evolution and the development of scientific and technological research.
- The fourteen rights are a concretization of fundamental rights and, as such, must be recognized and respected regardless of financial, economic or political limitations, taking into account the criteria of appropriateness.
- Respect for these rights implies the fulfilment of both technical and organisational requirements and behavioural and professional models. These rights, therefore, require a comprehensive reform of the ways in which national health systems operate.
- Each article of the Charter refers to a right and defines and illustrates it, without claiming to foresee all the possible situations to which it refers.

1. Right to preventive measures

Everyone has the right to appropriate services to prevent the disease.

Health services have a duty to pursue this goal by increasing people's awareness, ensuring health procedures at regular intervals and free of cost for the different population groups at risk, and making the results of scientific research and technological innovation available to all.

2. Right of access

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

An individual suffering from a rare disease has the same right to the necessary treatments and medications as someone suffering from a more common disease.

3. Right to information

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

Health services, as well as providers and professionals, must ensure that information is tailored to the patient, taking into account their religious, ethnic or linguistic specificities.

Health services have a duty to make all information easily accessible, removing bureaucratic obstacles, educating health care providers, preparing and distributing information material.

Everyone has the right to direct access to information on scientific research, pharmaceutical assistance and technological innovation. This information may come from public or private sources, with the guarantee that it meets the criteria of accuracy, reliability and transparency.

4. Right to consent

Everyone has the right to access all information that enables 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.

Healthcare providers and professionals must provide the patient with all the information related to a treatment they need to undergo. This information should include the associated risks and discomforts, side effects, and alternatives. This information must be given sufficiently in advance to enable the patient to actively participate in the therapeutic choices regarding his or her state of health.

Healthcare providers and professionals must use and communicate with the patient in a way that is understandable even to people without technical knowledge.

In all circumstances in which it is required for a legal representative to give informed consent, the patient, whether a minor or an adult incapable of understanding and willing, must be involved as much as possible in the decisions that concern him/her. A patient's informed consent must be obtained on this basis.

A patient has the right to refuse treatment or medical intervention and to change his or her mind during treatment, refusing to allow it to continue.

You have the right to refuse to receive information about your health.

5. Right to free choice

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

The patient has the right to decide which diagnostic tests and therapies to undergo. Health services have a duty to guarantee this right by providing patients with information on the different centres and professionals who can guarantee a certain treatment and the results of their activity. They must remove any obstacle that restricts the exercise of this right.

A patient who does not trust his doctor has the right to designate another.

6. Right to privacy and confidentiality

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

All data and information relating to an individual's state of health, as well as the medical or surgical treatments to which he or she is subjected, must be considered private and, as such, adequately protected.

Individuals' privacy must be respected, including during medical and surgical treatments (diagnostic tests, specialist visits, medications, etc.), which must take place in an appropriate environment and in the presence of those whose presence is absolutely necessary (unless the patient has explicitly allowed or requested it).

7. Right to respect for patients' time

Everyone has the right to receive the necessary health treatment in a fast and predetermined period of time. This right applies to every stage of the processing.

Health services have a duty to set waiting times within which certain services must be provided, based on specific standards and in relation to the degree of urgency of the case.

Health services must ensure that every individual has access to services, ensuring their immediate enrolment in the event of waiting lists.

Any individual who requests it has the right to consult the waiting lists, within the limits of respect for privacy.

Physicians must devote adequate time to their patients, including time spent providing information.

8. Right to compliance with quality standards

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

The right to quality health services requires that health facilities and professionals practice satisfactory levels of technical performance, comfort and human relations. This implies the specification and compliance with precise quality standards, which are set by means of a public consultation procedure and reviewed and evaluated on a regular basis.

9. Right to security

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

In order to ensure this right, hospitals and health services must continuously monitor risk factors and ensure that electronic health devices are kept in good condition and that operators are trained appropriately.

All healthcare professionals must be fully responsible for the safety of each step and element of a medical treatment.

Clinicians must be able to prevent risks of error through background monitoring and continuing education.

Healthcare staff members who report the existence of risks to their superiors and/or colleagues must be protected from possible adverse consequences.

10. Right to personalised processing

Everyone has the right to diagnostic or therapeutic programmes that are best suited to their individual needs.

11. Right to lodge a complaint

Everyone has the right to complain whenever they have suffered harm and has the right to receive a response or other type of reaction.

5.3 Key Functions

The Management of **Villa Chiara**, on the basis of the fundamental principles of care that it has given itself and respects, through the multi-specialist clinic guarantees patients:

- ▷ **Information**
- ▷ **Reception**
- ▷ **Guardianship**
- ▷ **Participation**

These functions are carried out through the relevant offices

Information

The information function is carried out by the Medical Director or his/her delegate.

This function ensures that the patient or his/her family members are fully aware of the services, activities and services offered by **Villa Chiara**.

Reception

The reception inside **Villa Chiara** is carried out by the medical and nursing staff.

The above-mentioned staff will ensure that the user is adequately accommodated from 7.30 a.m. to 1.00 p.m. and from 2.00 p.m. to 7.00 p.m.

He/she is able to establish a relationship with the patient in such a way as to limit his/her discomfort and to enable him/her to express his/her needs, to listen and understand his/her expectations and needs. It is able to take care of the user's welcome at any time of the day.

Guardianship

The function relating to the protection of the user is carried out through the activity of the Health Directorate, which activates initiatives aimed at overcoming any inefficiencies, receives complaints and ensures that they are forwarded to the Administrative Management for a decision on the merits.

Participation

The function of participation is realized through:

- ▷ periodic surveys of the patient's satisfaction with the services.

SECTION TWO

Information on the structure and the services provided

1. *The Organizational Model*

The health activity is entrusted to the Medical Director who takes care of the coordination of the activities provided and provides for its periodic updating, together with the managers and specialists of the various branches.

Salient features of the organizational model implemented at **Villa Chiara**:

- ▷ Organization of the day, according to the schedule of appointments.
- ▷ Methods of working in teams (medical, nursing and technical staff).
- ▷ Presence of operational protocols.
- ▷ Presence of a Service Charter updated annually.

2. *Human resources*

Villa Chiara's **staff** includes the following key figures:

- ▷ Medical Director
- ▷ Branch Managers
- ▷ Branch Specialists
- ▷ Biologist and Laboratory Technician

- ▷ TSRM
- ▷ OSS, Professional Nurses
- ▷ Secretarial and reception staff

The employment contract applied is the one provided for by current legislation.

It should be noted that all operators, medical and non-medical, have deposited with the Health Directorate, a copy of the qualifying qualifications as well as a declaration of lack of incompatibility.

3. Services and health care provided

It is possible to consult the www.ambulatoriovillachiara.it website for detailed information on the services provided, agreements with insurance companies and active promotions.

The facility provides medical examinations and services for the following specialist branches, which can be carried out under accreditation (DCA n. U00493 of 18-12-2013),

Diagnostic Imaging and Orthopan

| | |
|-------------------|---|
| Monday | 7.50 a.m. - 10.30 a.m. and 3.30 p.m. - 6.00 p.m. |
| Tuesday to Friday | 7.50 a.m. - 12.50 p.m. and 2.00 p.m. - 6.50 p.m. |
| Saturday | 7.50 - 11.30 |

Dr. Michelangelo Maurizi Enrici - Owner of the branca

*Analysis Laboratory

Withdrawals can be made

| | |
|--------------------|--------------|
| Monday to Saturday | 7.30 - 10.00 |
|--------------------|--------------|

Dr. Maria Bernardetta Lucchetti - Owner of the branch

Dr. Rosalba Marini - Blood Sampling Physician

Cardiology

| | |
|------------------|--------------|
| Monday to Friday | 9.15 - 12.30 |
|------------------|--------------|

Dr. Giorgio Giovannelli - Owner of the branch.

Gynaecology

| | |
|--------|---------------|
| Monday | 08.45 – 13.00 |
|--------|---------------|

Tuesday 14.00 - 18.30

Dr. Giorgia D'Andrea - Head of the branch

Orthopaedics

Tuesday 15.00 – 19.00

Dr. Luigi Valeo - Owner of the branch

Surgery

Wednesday 12.00 - 15.00

Dr. Silvio Ungania - Owner of the branch

*** Laboratory Tests Offer**

Inside the laboratory it is possible to carry out the following examinations:

- *Clinical Chemistry*
- *Enzyme Immunoassay*
- *Microbiology*
- *Hematology*

Enzyme immunoassays are tests that detect the presence of antibodies or antigens in a sample, typically in the blood. This makes it possible, for example, to ascertain whether an infection has occurred.

Microbiology is a branch of biology that studies the structure and functions of microorganisms, capable of having significant effects on humans, such as bacteria responsible for diseases.

Hematology is a branch of internal medicine that deals with blood: the study of diseases of red blood cells and iron metabolism (anemia and polycythemia); blood clotting and blood disorders such as hemophilia and purpura; hemoglobin defects (hemoglobinopathies) etc.

The complete list of exams is available to users who can view it in the waiting room, where the document "List of exams", updated periodically by the Technical Management (at least once a year), is displayed in plexiglass binders.

The Laboratory also performs urgent examinations on request and compatibly with the time required to perform them.

LABORATORY NETWORK

Since December 2020, the Villa Chiara Laboratory has been an aggregation of private analysis laboratories accredited with the NHS, led by the company "Synlab srl". This network of laboratories was created in accordance with the procedures provided for by the Civil Code and requested to

operate in this form with the consequent assignment of the maximum level of funding and the signing of the relevant budget contract.

From the entry into the Network, all analyses in accreditation with the NHS are carried out in service at the Synlab laboratory, the others at the discretion of the laboratory according to the type of analysis.

It is also possible to carry out specialist examinations and medical examinations, not under an agreement, for the following specialist branches:

- ✓ Allergology
- ✓ Vascular Surgery
- ✓ Dermatology
- ✓ Endocrinology
- ✓ Gastroenterology
- ✓ Diseases of the respiratory system
- ✓ Metabolic diseases and diabetology
- ✓ Sports Medicine
- ✓ Physical Medicine and Rehabilitation
- ✓ Neurology
- ✓ Ophthalmology
- ✓ Oncology
- ✓ ENT
- ✓ Rheumatology
- ✓ Science of Dietetic Nutrition
- ✓ Urology

4. *Opening hours and methods of access*

The opening hours of the outpatient clinic are:

Monday to Friday

from 7.30 a.m. to 1.00 p.m. and from 2.00 p.m. to 7.00 p.m.

Saturday from 7.30 a.m. to 12.00 p.m.

Appointments can also be booked by phone, Monday to Friday from 10.00 to 13.00 and from 14.00 to 19.00, Saturday from 10.00 to 11.30.

To avoid unnecessary waiting, users are advised to respect the set times as much as possible.

For waiting times, reference is made to quality indicators.

The payment of the services and/or the ticket takes place at our counters, which, at the time of the service, will issue a regular invoice.

It is possible to pay for services in cash and debit cards

Information

In the entrance hall there is an information/reception point where you can get information about the structure and how to access it. A copy of this Service Charter can be requested at the information point.

It is also possible to contact the information point/reception to call a taxi or to request a certificate of presence in the Multi-Specialist Outpatient Clinic, after having performed a visit, therapy or examination.

Access to the building is provided in compliance with the laws in force on architectural barriers. Smoking is forbidden indoors.

The staff, medical and non-medical, of the Multi-Specialty Clinic can be identified by the special plate on the gown in which name, surname and professional qualification are reported.

Here are the details of the information:

Reservations

Reservations can be made in person, by phone, by email, whatsapp or Recup.

Specialist services are usually provided within a few days of booking. All urgent cases are evaluated individually in order to offer the most timely service possible.

*If you are unable to comply with your reservation, please **notify the Acceptance Office in good time.***

Acceptance and performance of the Service

Secretarial staff call patients on a first-come, first-served basis; If it is the first access, it enters the patient's identification data (name, surname, telephone number, tax code) in the management program and issues the invoice for contextual payments.

Upon admission, the patient is also informed through posted signs, pursuant to Legislative Decree 196/03 and subsequent amendments and amendments and EU Reg. 2016/679, about the

processing of special categories of personal data pursuant to Article 9 of EU Reg. The administrative staff is available for any information regarding the legislative provisions on privacy.

For any documented inconvenience, please contact the secretarial staff who will be able to arrange an appointment with the head of the relevant sector.

For any information, clarifications and requests regarding privacy, you can contact the DPO of the structure who can be contacted at the following e-mail address: dpovillachiara@gmail.com.

At the end of the acceptance phase, the patient will be called by the Specialist Doctor through the number issued during the acceptance phase and the medical examination will be carried out

Outpatient Documentation Collection

The medical-specialist report is delivered in the shortest possible time; In case of urgency, the maximum promptness allowed by the necessary technical times will be applied. The reports, pursuant to Legislative Decree 196/03 and subsequent amendments and additions and EU Reg. 2016/679 for the protection of privacy, are delivered to the interested party upon presentation of the appropriate receipt.

They can also be collected, in a sealed envelope, by another person, if the interested party authorizes the delivery by signing a proxy on plain paper or by filling in the appropriate form to be requested in Acceptance at the time of registration for the service. On request, in special cases, the reports can be sent to your home for a surcharge.

It is possible to request a copy of the reports in case the original is lost.

Our Specialists are at the disposal of the Attending Physician to illustrate and discuss the results of the examinations.

You can obtain a copy of your Outpatient Record by submitting a request in Reception. The documentation can be sent by post, upon payment of the relevant postal costs, or delivered to the person concerned in person (upon presentation of the identity document), or to a delegated person in writing with a photocopy of the identity document of the delegating party, and of the delegate, all in compliance with current privacy legislation.

*For the Laboratory **Medicine** pathway, the Acceptance is followed by:*

Pre-analytical phase

- Call by the patient's pick-up via acceptance number. The pick-up takes delivery of any biological material brought by the patient: he checks the labeling, checks that the name and the patient coincide, and places it in the appropriate containers.
- The Pz signs any medical deed consent
- Execution of the withdrawal

- Patient leave if no problems arise
- Transport of samples and biological samples

Analytic area

By the service

Post-analytical area (only under authorization regime)

- Checking the results
- Production of values
- Validation carried out by the Laboratory Manager, with regard to the samples processed within the facility. - With regard to examinations performed in service, the reports digitally signed by the service manager are attached.
- Provision of the report for delivery

Secretariat

- Delivery of the reports to the patient or his/her delegate with a proxy and identity document (HIV and BHCG tests are always delivered directly to the patients who have carried them out).

General Information for Performing Laboratory Tests

For all investigations, fasting for at least 6-8 hours and taking a light meal the night before is required, unless specifically indicated.

Specifically, to facilitate the patient, the admission operator provides verbally or in writing (information sheets) information on how to collect samples for certain types of analysis.

For analyses in accreditation with the National Health Service, it is necessary to access with the doctor's referral (pink prescription or dematerialized prescription) duly completed in its entirety.

For the Diagnostic Imaging Medicine pathway, the Acceptance is followed by:

- Patient call by TSRM via acceptance number.
- Diagnostic check and brief medical history with signature of consent
- Exam Execution Phase
- Patient Leave
- Report by the radiologist

- Delivery of the report

5. Rules of Procedure

For a better stay at our facility:

- **Smoking is prohibited.**
- **Unnecessary noise must be avoided.**
- **You are required to comply with hygiene rules by collaborating with the staff to keep the premises of the structure in optimal conditions of cleanliness.**
- **The administration is not responsible for objects and money left unattended.**

Information:

- At the entrance of the outpatient clinic, two "queue eliminating" columns provide the user with numbered tickets.
- Obtain a ticket immediately by choosing the service.
- Wait your turn in the waiting room, where you can follow the changing numbering.
- For the sake of "Privacy", please respect the yellow line in front of the reception desks.
- To collect the reports, you must show a valid identification document and sign the collection. Pick-up can also be made by a person in charge with a proxy and an identification document.
- For minors, the provision of services and the collection of reports can only take place if accompanied by a parent or guardian.

FIRE REGULATIONS

In the multi-specialist clinic, an emergency plan has been prepared with specific operating procedures to be implemented in the event of a fire. Staff have been trained to assist patients in emergencies.

SECTION THREE

Quality Standards, Commitments, and Programs

1. *Quality Factors and Standards*

The user who has concrete experience of a particular service and/or performance is able to perceive the quality of the service offered through certain aspects (quality factors).

Villa Chiara's **health professionals** operate on the basis of national and international guidelines and shared protocols and procedures drawn up and updated following the directives of the guidelines and the provisions of the Ministry of Health.

Villa Chiara's goal is to **offer patients a quality service**, through an efficient organization, managed by qualified, motivated and capable staff and aimed at levels of excellence in terms of punctuality, courtesy, professional ability

In order to achieve these objectives, the constant attention paid by the Management and the Physician in Charge to the appearance of any signs of inefficiencies that are promptly taken care of and managed is of fundamental importance

Moreover, with the adoption of a **Quality Management System** in compliance with the international standard ISO 9001, the Management periodically monitors the quality of the services offered through the Questionnaires submitted to Patients and activates specific programs to improve the quality of the service, after the appropriate evaluations.

Villa Chiara guarantees the verification of the implementation of the improvement commitments and quality standards that it sets from year to year, through an annual report (Review) both on the results achieved and on the reasons that have not allowed them to be achieved.

The report drawn up by the Management will have appropriate opportunities for discussion with the staff. The purpose of the report is to verify the progress and constant improvement of the quality of services, monitoring the quality itself and verifying quality factors and standards

Quality

The Laboratory, in order to guarantee the highest quality standards on the services offered, guarantees the control of analytical data through the CQI; In addition, it participates in External Quality Assessment (EQA) programs for the most processed analytes.

The certificate of participation in the checks is posted on the notice board at the reception and can be consulted freely.

As far as radiological examinations are concerned, quality standards are guaranteed through the checks that the Qualified Expert carries out every six months on the equipment.

Privacy Policy

All operators are required to maintain the utmost confidentiality regarding information regarding the patient's health conditions.

At the time of the service, the Patient and/or the referring relative will be asked for consent to the processing of personal and health data limited to the functional needs of the health service provided.

SECTION FOUR

Mechanisms for participation, protection and verification

In order to make the protection of the user effective, the Management has identified the procedures to be observed for **the acceptance and settlement of complaints** – in whatever form they are presented.

Participation

The function of participation is carried out in the following ways:

- ▷ periodic surveys of the user's satisfaction with the services;

1. Complaints

All Patients' observations and complaints are a valuable tool for the continuous improvement of the level of services provided and can be submitted verbally or in writing at any time to the Public Relations Office.

The Management undertakes to respond within 10 working days.

2. Supervisory bodies

The Management informs our kind users of the existence of patient protection bodies to which they can turn for any violation of their rights that they believe they have suffered at our or others' Health Facility.

The Tribunal for Patients' Rights (TDM) is an initiative of Cittadinanzattiva, founded in 1980 to protect and promote the rights of citizens in the field of health and welfare services and to contribute to a more humane, effective and rational organization of the national health service. The TDM is

Cittadinanzattiva onlus Lazio

Regional Headquarters & PiT

via Ariosto 3 00185 Rome

Tuesday and Thursday from 10:00 a.m. to 1:00 p.m.

tel. 06/80307021

Email: pitroma.ca@gmail.com

cittadinanzattiva.lazio@gmail.com

3. User Satisfaction

Villa Chiara guarantees the realization of surveys on the degree of satisfaction of users by promoting the administration of questionnaires, surveys and direct observations.

The user will be able to find a questionnaire in the waiting room that can be filled in and handed in at the reception (or by posting in the appropriate compasses).

The evaluations that emerge from the questionnaires are subject to verification by the Management during the Review and serve to improve the service.

REGULATORY REFERENCES

Prime Ministerial Decree 27/01/1994 Directive of the President of the Council of Ministers on the principles of the Charter of Public Administration Services

Prime Ministerial Decree of 19/05/1995 "general reference schemes"; for the preparation of service charters for the health sector

Decree of the Commissioner ad Acta (resolution of the Council of Ministers of 21 March 2013) no. U00311 of 06 October 2014 "Guidelines for the Elaboration of the Charter of Health Services of the Health Companies and Structures of the Lazio Region"