

# CHARTER OF SERVICES

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*our goal is your health!*



## CONTENTS

General principles and objectives .....	5
Equality.....	5
Impartiality .....	5
Continuity.....	5
Efficiency and effectiveness .....	5
Participation .....	5
Mission .....	6
Policy .....	6
Provided Services .....	6
Medical / Non medical ambulatory ealth care soecialties .....	7
Radiology.....	8
Outpatient surgery .....	8
How to make a reservation .....	8
Booking radiological examinationsat the counter or by telephone .....	8
Mail or WhatsApp .....	8
Reservation of MRI exams in agreement with SSN .....	9
Exams without and with MDC (RM, TC) .....	9
Report delivery .....	10
Conventions .....	10
Waiting time.....	11
Public relations office (PRO).....	12
Health Information.....	13
Informed Consent .....	13
Communication and information .....	13

Privacy .....	15
Policy of quality.....	15
Advertising the charter of services.....	15
Opening time.....	<b>Errore. Il segnalibro non è definito.</b>
How to reach us .....	16

Health is a fundamental and constitutionally protected right on which Rovigo Medica bases its activity, accepting the indications formulated by the main Health Systems.

The Rovigo Medica Charter of Service recognizes the citizen's active role in participating in health policy choices and quality control.

The Charter of Service recognizes the following inspiring principles:

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### EQUALITY

Access to the structure and patient treatment are not conditioned by distinctions of sex, race, language, religion, political opinions and personal and social conditions.

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### IMPARTIALITY

The behaviour towards the patients fulfils criteria of objectivity and relevance of the services provided; payment and supplementary services do not constitute a reason to alter the orders of precedence acquired and the activity already scheduled.

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### CONTINUITY

The structure guarantees the regular and complete performance of the agreed and established services, avoiding interruptions and suspensions not motivated by causes of major force.

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### EFFICIENCY AND EFFECTIVNESS

The organization of work is aimed at ensuring the highest possible quality of services, following the criterion of continuous quality improvement.

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### PARTICIPATION

Patients and citizens' organizations can constantly check the correctness of behaviour, the quality of services and compliance with the rules.

## MISSION

Rovigo Medica is a healthcare system that provides services to the person, committed to providing technically and professionally high quality medical care.

The goal is to ensure user satisfaction, respecting the values and expectations of each.

Rovigo Medica is accredited with the National Health System (SSN) only for Magnetic Resonance Imaging (MRI), for which it uses high-level technologies according to national and international standards.

## POLICY

To carrying out its mission, Rovigo Medica has defined and implements a quality management policy, paying attention to relations with users, operators and professionals.

A high level of technical, professional and relational competence is ensured through the planning, implementation and control of all processes.

## PROVIDED SERVICES

Rovigo Medica is a private company, accredited according to the Veneto Region requirements, and registered in the Regional Register of Accredited Structures (DGR n. 283 of 10/03/2015 and subsequent renewal of DGR n. 1877 of 22/11/2017 and DGR n. 370 del 08/04/2022).

Rovigo Medica provides outpatient health services privately or through insurance funds, and in agreement with the National Health Service with respect to MRI exams.

Rovigo Medica uses modern radiological equipment such as 1.5 Tesla high-field MRI, 64 layer spiral CT, digital radiology, digital mammography, three ultrasounds and a bone densitometry equipment (MOC) .

More than thirty physicians work in the clinic, providing various health care specialties.

- Allergology and clinical immunology
- Anaesthesia
- Cardiology
- General surgery
- Plastic and aesthetic surgery
- Vascular surgery-angiology
- Dermatology
- Diabetology
- Dietetics
- Endocrinology
- Gastroenterology
- Geriatrics
- Physical medicine
- Internal medicine
- Occupational medicine
- Legal medicine
- Nephrology
- Neurosurgery
- Neurology
- Ophthalmology
- Orthopedics and Traumatology
- Osteopathy
- Obstetrics and Gynecology
- Otolaryngology
- Pediatrics and childcare
- Pulmonology
- Podiatry
- Proctology
- Clinical and developmental psychology
- Rheumatology
- Food science
- Analgesic therapy
- Urology

The detailed and updated list of bookable services and related professionals can be consulted on the website [www.rovigomedica.it](http://www.rovigomedica.it).

## RADIOLOGY

- Ultrasound
- Conventional Radiology
- Magnetic Resonance Imaging
- Computed Tomography
- MOC

## OUTPATIENT SURGERY

The following professionals perform outpatient procedures:

Dott. Andrea Chiacchiarini (Dermatology)

Dott. Alberto Crema (Plastic and aesthetic surgery)

## HOW TO MAKE A RESERVATION

You or your General Practitioner can make a reservation for Specialist Referral or Radiological Examination, directly at the counter, by phone or email, every day from Monday to Friday, from 08.00 to 20.00 and on Saturday from 08.00 to 14.00. The information and booking request service via WhatsApp is also active.

### BOOKING RADIOLOGICAL EXAMINATIONS AT THE COUNTER OR BY TELEPHONE

For the reservation of radiological examinations a demanding card and / or doctor's prescription, both private or from the SSN (NATIONAL HEALTH SERVICE), in which the diagnostic question is expressed, is necessary. To confirm the appointment it is necessary to provide personal data of the person concerned and at least a reference telephone number.

### MAIL OR WHATSAPP

To request information/reservations it is sufficient to indicate name, requested service and attach any medical prescription. Rovigo Medica, as soon as possible, will reply via WhatsApp chat or from the email address of the secretariat [info@rovigomedica.it](mailto:info@rovigomedica.it).



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## RESERVATION OF MRI EXAMS IN AGREEMENT WITH SSN

Rovigo Medica performs some MRI exams in agreement with the SSN (National Health Service, which are bookable by our operators or through the Provincial CUP.

Exam reservation is possible only if the applicant has a regular and valid health card of the SSN.

Regional Law (DGR. N. 30 of 30/12/2016 - art. 38) provides that the prescribing doctor indicates for the requested exam one of the priority classes, as listed below:

**U - Urgent: within 24 hours**

**B - Short: to be performed within 10 days of booking**

**D - Deferred: to be performed within 30 days of booking**

**P - Scheduled: to be performed within 90 days of booking**

On the day of the appointment, the patient must arrive 15 minutes before the time scheduled for the execution of the exam, to carry out acceptance procedure, bringing:

- Valid Health Card;
- SSN request;
- Previous personal health records.

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## EXAMS WITHOUT AND WITH MDC (RM, TC)

In case of MRI or CT scan requiring contrast medium (MDC) administration, informed consent form filled in and signed by the patient and/or requesting doctor is needed.

The form is available:

- at the counter of Rovigo Medica;
- in the website [www.rovigomedica.it](http://www.rovigomedica.it) following the path: Paziente – Modulistica – Informazioni e consensi degli esami – Consenso informato TC e RM con MDC;
- in the website of the AULSS Polesana, [www.aulss5.veneto.it](http://www.aulss5.veneto.it), following the path: Paziente – Modulistica – Informazioni e consensi degli esami – Consenso informato TC e RM con MDC.

## REPORT DELIVERY

Documentation of the radiological examinations shall include a CD, containing the images of the exam in DICOM format, and a written report.

The documentation is delivered within 3 working days.

In urgent cases it is delivered immediately after performing the examination.

The documentation can be picked up every day during the opening hours, by the patient itself or by a delegated person, who is authorised by the patient signing the appropriate form, which has to be submitted at the time of withdrawal together with an identification document.

The report and images of the ultrasound examinations are delivered directly by the radiologist at the end of the session

It is also possible to download online the report, in pdf format, and the images of radiological examinations (Rx, RMN, TC) by connecting to our website [www.rovigomedica.it](http://www.rovigomedica.it) and entering your credentials in the reserved area during the acceptance phase.

The images of the exams can be viewed by a self-starting "zerofootprint" viewer in HTML5, compatible with the most common operating systems, which also allows the exam burning on an optical CD / DVD or copying on a USB support. In full compliance with current legislation, all data remains available on the website to the patient for 30 days after publication.

The system then allows the republication through an "on demand" process available to the patient without the intervention of any operator and in a maximum time of 24 hours from the request. Finally, the patient can send a link via e-mail, with limited time validity, to allow the referring physician to safely access the images and report, through an access code,.

The Rovigo Medica radiologists are available for consultation to the Patients and/or the referring Physician, to evaluate and discuss the results of the exams.

## CONVENTIONS

Rovigo Medical has an agreement with the main associations, private insurance or pension funds. Users who belong to such organizations benefit from preferential rates agreed in the Convention. The updated list of insurance companies can be consulted on the website [www.rovigomedica.it](http://www.rovigomedica.it) Our secretarial staff is at your disposal for further information.

From the moment of the request, the appointment is fixed with the following timing:

- Joint Magnetic Resonance: 1 - 3 days
- Magnetic Resonance Body: 1 - 3 days
- Neurological Magnetic Resonance: 1 - 3 days
- Radiology: 1 - 2 days
- Tac: 1 - 2 days
- Mammography: 1 - 7 days
- Ultrasound: 1 - 2 days
- Eco (color) Doppler: 1 - 15 days
- Tac without and with contrast medium: 1 - 15 days
- Rm without and with contrast medium: 1 - 15 days
- Allergology: 1 - 7 days
- Cardiology: 1 - 3 days
- Vascular surgery: 1 - 15 days
- Dermatology: 1 - 4 days
- Diabetology: 1 - 7 days
- Dietology: 1 - 15 days
- Endocrinology: 1 - 7 days
- Gastroenterology: 1 - 3 days
- Physical Medicine: 1 - 15 days
- Internal medicine: 1 - 10 days
- Occupational medicine: 1 - 7 days
- Legal medicine: 1 - 15 days
- Nephrology: 1 - 15 days
- Neurology: 1 - 7 days
- Neurosurgery: 1 - 7 days
- Nutritionist: 1 - 4 days
- Ophthalmology: 1 - 7 days
- Orthopedics: 1 - 3 days
- Otolaryngology: 1 - 7 days
- Obstetrics - Gynecology: 1 - 15 days
- Pulmonology: 1 - 7 days
- Podiatry: 1 - 15 days
- Proctology: 1 - 7 days
- Psychology and psychotherapy: 1 - 7 days
- Rheumatology: 1 - 15 days
- Pain relief therapy: 1 - 4 days
- Urology: 1 - 15 days

Understand the level of user satisfaction is essential for establishing a relationship of collaboration and trust.

Rovigo Medica provides its users with a counter for handling complaints.

Any report (complaints, comments, commendations) submitted by patients are accepted in person by the reception staff or by phone or e-mails.

A "Complaint Report" form (MD-RSQ-06) is available at the reception desk or at the website [www.rovigomedica.it](http://www.rovigomedica.it)

The complaint is promptly sent to the PRO who will reply with a written notice sent back to the patient within 20 days.

If the procedure cannot be concluded within this deadline, the same, appropriately justified, is extended for an additional period of 10 days.

A customer satisfaction questionnaire (MD-URP-04) is also available, and can be downloaded from the website.

Rovigo Medica also monitors, through a specific questionnaire (MD-URP-05), the degree of satisfaction of the referring doctors in relation to the radiological tests carried out at our health centre.

## HEALTH INFORMATION

If they wish and feel it is necessary, the patients and / or referring doctors are guaranteed to be able to confer with our radiologist to evaluate the most suitable method of radiological examination for the clinical question.

Doctors and health professionals will always guarantee simple, essential, complete and understandable information.

## INFORMED CONSENT

Informed consent represents the patient's acceptance to undergo a health treatment or radiological examination, after having been duly informed on the methods of execution, on the benefits, on any side effects, on the reasonably foreseeable risks and on the existence of valid therapeutic alternatives, and it is revocable at any time.

The patient must inform the medical and technical - nursing staff of any situations that may represent a contraindication to the execution of the required tests (for example, for previous episodes of adverse reactions to the use of Contrast Media or other drugs).

Any consent is acquired in writing on specific forms, which is stored and archived, in compliance with current legislation.

## COMMUNICATION AND INFORMATION

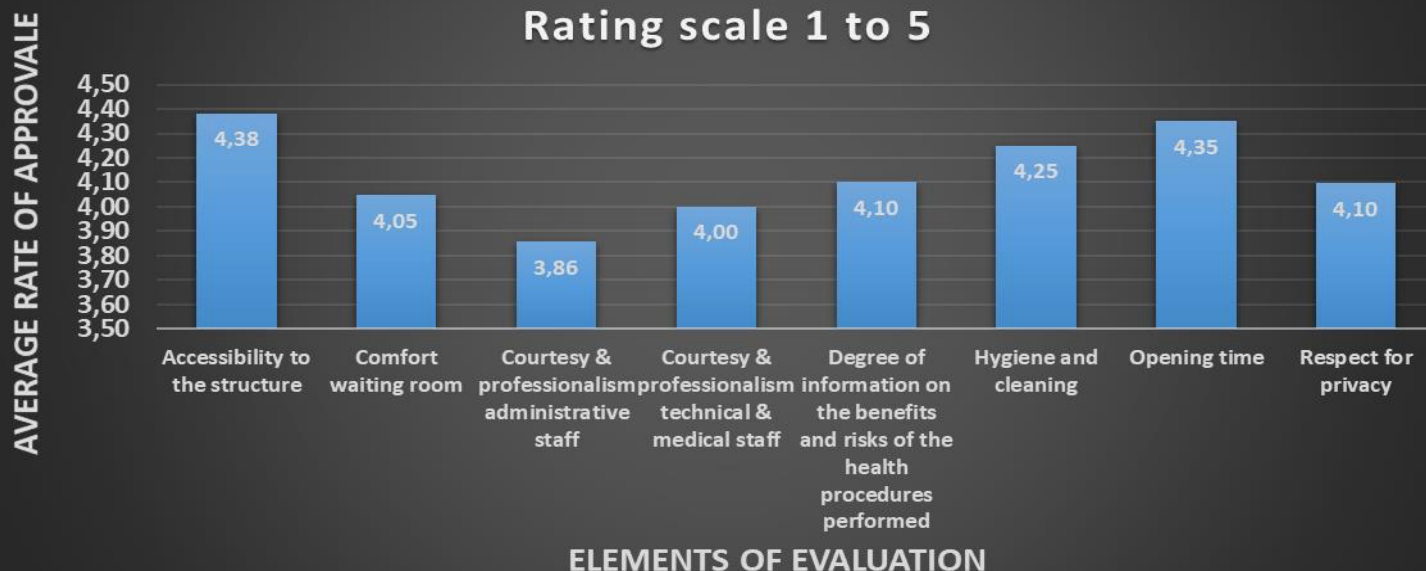
Rovigo Medica guarantees the maximum information about technical and professional performance in order to provide the better quality services.

The verification of the level of user satisfaction is monitored periodically through the user questionnaire and any complaints reports.

Below are the results that emerged from the questionnaires analysed in the 2021/2022 period.

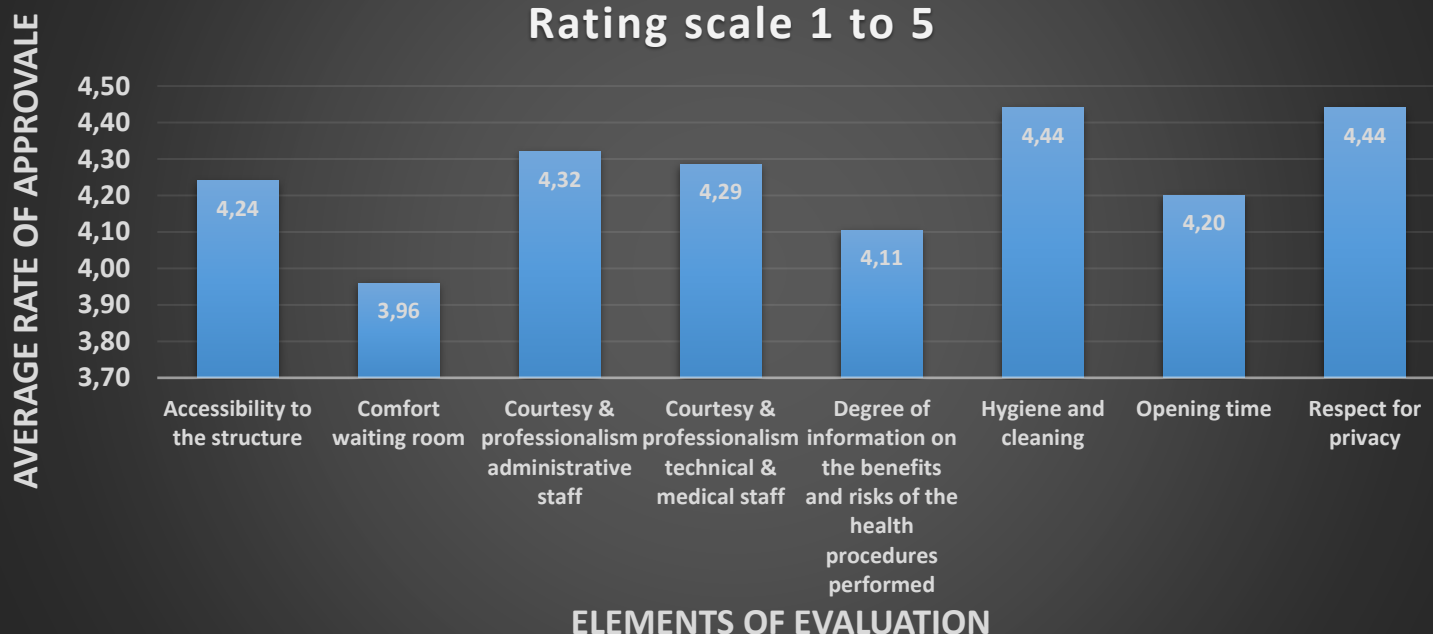
## USER SATISFACTION QUESTIONNAIRE YEAR 2021

Rating scale 1 to 5



## USER SATISFACTION QUESTIONNAIRE YEAR 2022

Rating scale 1 to 5



## PRIVACY

According to Legislative Decree 196/2003 and EU Regulation no. 2016/679, upon acceptance the user is informed about the processing of his sensitive health data.

The data are stored according to current regulations and scrupulously kept under the constraint of professional secrecy and the right to privacy.

## POLICY OF QUALITY

The Rovigo Medica Quality Management System undertakes to perform a systematic assessment of the quality of the services provided, starting from the analysis of the needs of its users.

In addition to defining general and specific standards, the structure conducts fact-finding surveys of the level of satisfaction of its users through the distribution and systemic analysis of questionnaires.

Rovigo Medica, in accordance with the provisions of the L.R. 02/22 and subsequent amendments, has obtained the certificate of suitability for the Regional Quality System.

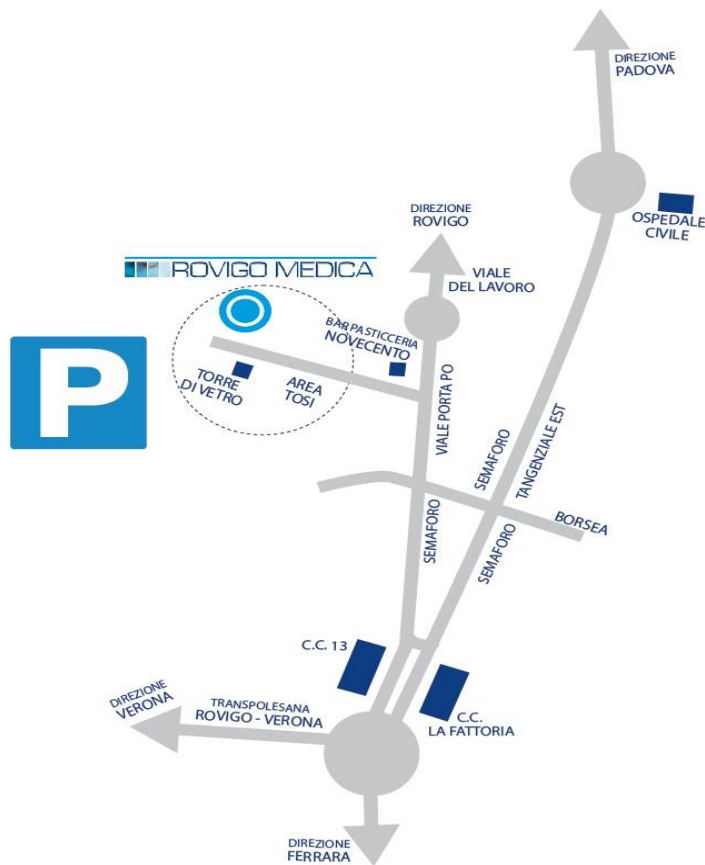
## ADVERTISING THE CHARTER OF SERVICES

Rovigo Medica undertakes to disclose the Charter of Services to all the stakeholders involved, in all the access points of its structure and also through its website.

## OPENING TIME

From Monday to Friday, from 8.00 to 20.00;  
on Saturdays, from 8.00 to 14.00.

## HOW TO REACH US



From PADOVA - highway A13 exit:

**"BOARA/ROVIGO NORD"**

To the exit of the highway turn right towards Boara Pisani. After crossing the Adige bridge, keep left and take the Tangenziale Est towards Ferrara. At the roundabout go straight on Tangenziale Est always towards Ferrara. At the first traffic light, turn right, and then, right again, at the second traffic light.

After 500 meters, on the left, take the entrance to the TOSI AREA, after passing the small internal roundabout you will find us on your right.

From FERRARA/ highway A13 exit: **"VILLAMARZANA/ROVIGO SUD"** or from VERONA, through the state highway 434 "Transpolesana":

At the exit of the highway cover the state highway 434 "Transpolesana" to the end, where at the roundabout take the exit toward Rovigo. After passing the commercial area called "La Fattoria", at the first traffic light turn left and then right at the second traffic light.

After 500 meters, on the left, take the entrance to the TOSI AREA, after passing the small internal roundabout, you will find us on your right.