	<p align="center">CENTRO MEDICO RIABILITATIVO SAN MARCO SRL</p> <p align="center">Piazza Aracoeli, 19 – 36100 Vicenza Tel. e fax +39 0444 504450</p>
<p align="center">Carta dei servizi_inglese</p>	

The Service Charter is an instrument of communication and quality.

It is a document that makes access to the Health Care System easier, facilitates information, and speeds up procedures.

It gives patients useful indications on the quality levels of the otorhinolaryngology surgery and allows them to know their rights.

Patients can therefore evaluate the services they receive with reference to the guaranteed quality standard.

San Marco's team wish to thank all those people who will give them their suggestions and ideas in order to meet patients' needs and improve quality and services.

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INTRODUCTION

Centro Riabilitativo San Marco (*Sanitary Authorization of December 27 th 2011 to the senses art.6 of the L.R. 16.08.02 ns.22*) works in the field of rehabilitation for more than 30 years and it uses some collaborations of medical specialists both in the vicinity of the clinic and on the whole national territory.

In the recent decades the Western world has had afterthoughts on the values and ethics of the medical profession. Issues like the mutual relationship between medical care providers and patients as well as patients' satisfaction have become more and more important. The need for transparency and participation in all private and public social and medical facilities has also been recognized since the late '80s. Such a requirement led to the introduction of the "Service Charter" as a tool for improving the relations with patients and the general population.

In this view, the "Service Charter" represents the doctor's commitment to meet set standards of organization and quality.

When will can be possible, will be implemented ways of integrated management between the public health service ULSS No. 6 and Centro Riabilitativo San Marco (reservations through the CUP).

Patients will find:

- High quality of services as to reception, diagnostics, and therapy
- Considerable reduction in the waiting time
- Substantial reduction in costs

PLACE


Centro Riabilitativo San Marco is situated in Vicenza, Piazza Aracoeli no. 19. In the immediate proximities exists an ample parking.

OPENING TIMES

The Centro San Marco operates on continuing diurnal time from Monday to Friday.

For information and appointments, to the number 0444 504450 are available our reception office every working day from 08:30 to 13:00 and from 14:00 to 20:00

Patients can also contact the office by email at: info@centrosanmarco.it , website: www.centrosanmarco.it .

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OFFER OF MEDICAL TREATMENTS

They are available to the Clients of the Centro San Marco the following services:

THERAPEUTICS:

Massotherapy

Physiokinesic Therapy

Instrumental Treatments:

 Tecar therapy

 Laser therapy

 Ultrasound to contact and/or in water

 Magnetic therapy

 Electrotherapy

Hydrotherapy (heated pool 32°C-34°C, 90°F-93°F)

Articular rehabilitation pre and postoperative

Exercise in equipped gym

Corrective and postural gymnastics

Vertebral gymnastics


Specific lessons for the use of the corset

Kinesiotape application

Pelvic floor re-education

COURSES and TEAM:

Prevention and maintenance

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MISSION

The flagship of the working group is to continuously update with the participation, even as speakers, at national and international conferences.

This update is the essence of our work in strict compliance with the User's need sand that requires the utmost seriousness and competence.

The Company's ambition is bound to raise both the quality of the service offered both the understanding of the different needs of each individual user.

In the health sector, care and courtesy are on par with the need for a proper diagnosis and adequate therapy. Our effort is aimed in this direction: User's listening, understanding of the problem, taking charge of the complete documentation and drafting of a flexible working hypothesis, and consequently modifiable in progress, in relation to achieving and/or to exceeding step set of evaluation criteria.

ETHICS

Surgery's principles:

EQUALITY AND IMPARTIALITY

Care and services are provided according to standard rules equal to all patients without any difference of age, sex, language, religion, social status, or political ideas.

RESPECT

All patients will be treated with the same care, kindness, attention, and the utmost respect for the persons and their dignity.

RIGHT OF CHOICE

Patients have the right to choose their health care providers.

PARTICIPATION

Patients have the right to make complaints, petitions, and comments, to be informed as well as to make suggestions to improve services.

EFFICIENCY AND EFFICACY

Care and services must be professionally and technologically suitable to meet the patients' needs with respect to the requested services and, as a consequence, results must be optimally related with the resources employed to achieve them.

CONTINUITY

Continuous and uninterrupted services must be guaranteed. Should services be interrupted because of unavoidable reasons, suitable measures will be taken in order to relieve patients' inconveniences.

RIGHT TO INFORMATION

As to the information on therapies, possible risks, and side effects, the medical code of ethics policy will be applied and adequate documentation will be kept.


RESPECT FOR THE PERSON

The respect for the patients and their dignity by the health care providers is mandatory.

PERSONALIZATION

All diagnostic and therapeutic programs are arranged so as to ensure both the continuity of the relationship between the patient and the physician and the respect for the subjects' needs and habits.

AVAILABILITY, KINDNESS, CORRECTNESS

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The relationship with patients is also influenced by the atmosphere of calmness and confidence which allows complete reliance on the treatments.

SAFETY

Centro San Marco's office pays particular attention to safety. Various protective measures are used to avoid the risk of infections among caregivers and patients and/or among patients.

Disposable gloves and masks are always used. In the rare cases in which tools must be sterilized, the sterilization process is strictly under control with periodic process validation. Very rigorous sanitation procedures of the center rooms and areas are also applied.

QUALITY STANDARD

Centro San Marco's office will provide services in observance of the above-mentioned ethical principles to meet patients' needs.

Equipment and materials are suitable for their intended use, in conformity with national and international technical standards and CE branding where applicable.

The quality standard is ensured by the maintenance, control, and assessment of equipment and materials. The quality of care and services is guaranteed by the instruction, training, and refresher programs of both the Technical and the Administrative staff.

COMMENTS AND COMPLAINTS

Patients can make comments, suggestions, and complaints by using a questionnaire available in the waiting room, which allows the assessment of patients' satisfaction as well as the evaluation of suggestions on possible inefficiency.

The reception staff will collect spoken and written requests and/or claims that will then be submitted to the health care professional who will try to solve the problems and give adequate answers as soon as possible.

The strictest secrecy about the identity of the source is guaranteed.

RESEARCH

The relation with some Italian universities and scientific societies and the use of the Internet allow continuous updating on the latest technological, medical, and scientific advances, thus ensuring highly qualified standards and adoption of the most modern diagnostic and therapeutic approaches.

PATIENTS' RIGHTS

Patients' have the right:

To be assisted with care, attention, and respect for human dignity, philological and religious beliefs.


To always be addressed with their proper name and surname and the polite form of pronominal particle Mr./Mrs., Ms., and title or professional qualification,

To receive all kind of information concerning the surgery's services, competencies, and ways of access;

To receive complete and comprehensible information on diagnosis, suggested therapy, and prognosis. Should direct information not be convenient, the patient's relatives will be informed.

To be informed on alternative therapeutic options, even if in other centers;

To be sure that the data concerning their health and condition will be kept secret.

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To make complaints that will be promptly taken into consideration and to be quickly informed on their results;

During examinations and tests, subjects who are under age have the right to be assisted by parents or by a person appointed by their family.

PATIENTS' DUTIES

Patients have the duty:

To respect the place, equipment, materials, and furniture inside the center;

To avoid behaviors that may cause disorder, noise, indiscriminate use of mobile phones and to refrain from smoking in order to respect the others and a healthy lifestyle;

To respect schedules and timetables so as to avoid inconveniences to the other patients;

To inform the center in advance when unable to turn up for an appointment so that other patients could be treated sooner;

To get all necessary information at the right time and in the appropriate places, given their right to adequate information on the organization of the center.

RIGHT TO PRIVACY

The information concerning patients' clinical conditions, diagnostic and therapeutic approaches, and interventions will be collected with as much discretion as possible and in the respect for the patients' personality in conformity with their right to privacy.

Members of staff (physician and secretariat) are expected to preserve professional secrecy. Any pieces of information on the health condition and treatment will be given only to patients', their family, or other persons upon patients' consent.


In accordance with the *D.Leg.no.196* dated June 30, 2003 (code on personal data protection in force since January 1, 2004), at the time of their medical examination patients will give their written fully informed consent that will be enclosed with their request of services.

Clinical and personal data are kept in locked archives or computer files whose access requires complex entry codes.

COMMITMENT TO THE ENVIRONMENT

Centro San Marco recognizes the importance of sustainable development and the value of the respect for the environment as necessary investment for the future. For this reason, adequate attention is paid to the proper waste differentiation, with particular attention to special waste. The service of a specialized firm of qualified operators, specifically trained for such purposes, ensures the proper end to the life cycle of waste until disposal.

VERIFICATION OF COMMITMENTS

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Medical and administrative members of staff are always present, which ensures the achievement of set objectives and commitments.


Diagrams of activities, services, timetables, and costs are at the patients' disposal.

The waiting list is scheduled on the basis of the time of reservation, with the exception of urgent cases and emergencies that will be evaluated case by case in accordance with the medical prescription (classes of priority).

ACCESS PROCEDURE TO THE CENTER

The procedure for Users which want to access the Centre is as follows:

- **Information:** at the secretariat may request all information regarding the services provided and the costs involved.
- **Functional Assessment:** should not be interpreted as a medical consultation, but before starting any rehabilitation treatment is necessary an interview with the / the Head of Rehabilitation for a functional assessment in order to share the most suitable treatment to be undertaken. Rehabilitation to be effective must be customized: the collection of all data and medical diagnostic imaging, already in your possession, are essential for the proper orientation of rehabilitation therapy. The time and manner of treatment will be proposed and agreed with the patient. Sometimes the user may not have made any specialist, if necessary can be suggested that a medical examination, also in the pipeline, confirming the validity of the treatment undertaken. After making the first five sessions, the User will be contacted again for an evaluation, free treatment to assess the success of the same, and if necessary, modify and / or adapt it to new therapeutic needs. The / the Head of Rehabilitation, prior contact with the secretariat, it is always available for any further information or information that the user may need.
- **Rehabilitation:** the user is directed after the first meeting, the processing Fisiokinesiterapico (manual and / or instrumental) and kinesiterapico (active exercise in the gym equipped) and / or idrokinesiterapico (exercise in water active and / or passive). Very often they are entrusted by the kinesiologist, some home exercises that are considered an integral part of rehabilitation treatment. Any new treatment requirement which emerges from the users should be reported to the operator and / or the person in charge of rehabilitation in order to re-evaluate the treatment to better orient. While following guidelines and protocols recognized by the scientific community, subjectivity and reaction time at work set may be very different from person to person, hence the need to evaluate and re-evaluate the ongoing effectiveness of the work done through in-depth medical-specialty.
- **Preventive and / or maintenance:** Once the treatment of functional recovery has reduced the symptoms completely, the user can proceed with a more complex program in the gym. This solution provides: free activities in the gym and on-board set correctly by the teacher; lessons with a personal trainer; lessons in small working groups. At the base of a containment of degenerative diseases there is always a constant exercise which contributes to preserve the amplitude articular and strength but above all the control and management of any relapses.

 <p>SAN MARCO Centro Medico Riabilitativo</p>	<p>CENTRO MEDICO RIABILITATIVO SAN MARCO SRL</p> <p>Piazza Aracoeli, 19 – 36100 Vicenza Tel. e fax +39 0444 504450</p>
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INTERNAL RULES

1. The payment of benefits must be made at each sitting. To take advantage of the reduced rate of subscriptions, they must be paid at the first treatment; otherwise the service will be charged at full rate.
2. Notice of cancellation of an appointment must be made at least 24 hours in advance; unlike the service booked and not canceled will be charged.
3. Reduced or non-attendance to the activities agreed, is not entitled to any exemptions or reductions in the share of the assets.
4. It is advisable not to leave valuables or money in the locker room; The management declines all responsibility for damage or theft of property owned by the users.
5. Activities for gym are mandatory suitable footwear and a towel.
6. Swimming pool for activities are required: swimsuit, cap, bathrobe and slippers.
7. For users of the corrective exercises, it is required the use of mesh and adhering to wear any braces clearly visible.