

SERVICE CHARTER

HEALTHCARE

SPECIALIST MEDICAL CENTRE

name: SANISERVICE

located in Cisterna di Latina (LT)

Postcode 04012

Via Appia Nord Km 51, no. 21

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SERVICE CHARTER

Dear Madam, Dear Sir,

We extend a warm welcome to you and thank you for the trust you place in our Healthcare Facility. Through this guide, we wish to provide you with a useful tool to get to know us better and to make full use of our services.

The Service Charter enables you to learn about the services and treatments offered by the facility.

This document clearly sets out all the operational commitments undertaken by the SANISERVICE SPECIALIST MEDICAL CENTRE.

FUNDAMENTAL PRINCIPLES AND PRESENTATION

ACTIVITIES AND FUNDAMENTAL PRINCIPLES

The particular attention we devote to the concept of health, which implies well-being and not merely the absence of illness, encourages us to promote services and initiatives aimed not only at treating patients but also at improving their quality of life, with benefits that extend beyond the time they spend at our Facility.

The SANISERVICE SPECIALIST MEDICAL CENTRE pays particular attention to:

- Equality and impartiality: Guarantees every person the most appropriate assistance and medical care, regardless of gender, race, language, religion, political opinions or socio-economic conditions. Respect for the patient is imperative for all staff of the SANISERVICE SPECIALIST MEDICAL CENTRE.

- Continuity: Undertakes to guarantee continuity of services and regularity of therapies and care. Should irregularities or interruptions occur, the facility shall ensure that patients experience the least possible inconvenience.

- Right of choice: Given the importance of the relationship of trust between doctor and patient, the patient has the right to choose, among the healthcare professionals providing the service, the one who best meets their needs in terms of professional competence, sensitivity and character. It is the duty of our staff, and at the same time the patient's right, to receive correct and comprehensive information about their condition and the therapeutic choices considered most appropriate, in understandable language that takes into account the patient's education and language skills. The patient must also be clearly informed about the types of healthcare and ancillary services offered by the SANISERVICE SPECIALIST MEDICAL CENTRE, their cost and accessibility.

- Participation: Requests assessments and suggestions that may be useful in improving the quality of services. Patients are invited to express their opinion on the quality of the services and treatments received by completing the appropriate form to be submitted to the General Management.

- Effectiveness and efficiency: Invests in the quality of healthcare services, the use of the most modern technologies and the safety of therapies, while constantly committing to staff training. Another important commitment is the ability to combine attention to patients' needs with the safeguarding of resources, which must be used without waste or unnecessary costs.

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COMPANY PRESENTATION

The SANISERVICE SPECIALIST MEDICAL CENTRE provides outpatient services in the fields of specialist consultations, multi-specialist activities and laboratory analyses.

The SANISERVICE SPECIALIST MEDICAL CENTRE is located in Cisterna di Latina (LT), 04012, Via Appia Nord km 51, no. 21.

HEALTHCARE ACTIVITIES

For private specialist outpatient care, the following activities are carried out:

Allergology
Angiology
Cardiology
General Surgery
Haematology
Endocrine, metabolic and nutritional diseases
Geriatrics
Neurology
Orthopaedics and Traumatology
Obstetrics and Gynaecology
Otolaryngology
Paediatrics
Urology
Gastroenterology
Pulmonology

Integrated Home Care Activities (ADI)

A.D.I. for fully or partially non-self-sufficient persons

The facility is essentially divided into TWO areas: one dedicated to healthcare activities for specialist consultations, and the other dedicated to ADI healthcare activities.

The outpatient facility has been organised in accordance with the requirements set out in DCA 8/2011 and subsequent amendments and integrations.

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For accredited specialist outpatient care, the following activities will be carried out:

VASCULAR SURGERY,
CARDIOLOGY,
GENERAL SURGERY,
NEUROLOGY,
OBSTETRICS AND GYNAECOLOGY,
OTORHINOLARYNGOLOGY,
UROLOGY,
GASTROENTEROLOGY,

Information regarding the days and times of activities and specialist consultations is provided at the time of booking. In the event of problems or changes, the Management will promptly inform the patient by communicating a new availability for the recovery of the service not provided.

SERVICE HOURS

The facility observes the following service hours:

MONDAY ? FRIDAY 8:30 a.m. ? 8:00 p.m.

QUALITY STANDARDS, COMMITMENTS, PROGRAMMES AND CARE PATHWAYS

The Service Charter is a tool which, also thanks to your cooperation, enables us to improve the quality of the services offered. In this respect, its role is not merely informative, but gives you genuine power to monitor the quality of the services provided. This document must be interpreted dynamically, as it will be subject to continuous review, improvement and additions, not only because circumstances may change, but also in pursuit of the various objectives that the SANISERVICE SPECIALIST MEDICAL CENTRE will set from time to time.

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The main objectives we have set ourselves with this Service Charter are:

- ? Adopt service quality standards (characteristics and methods of delivery)
- ? Verify compliance with the standards and recognise the user's right to carry out the same verification
- ? Assess the user's level of satisfaction
- ? Ensure that users have the opportunity to submit complaints in all cases where it can be demonstrated that the service provided does not comply with the declared standards, or that the principles on which the Service Charter is based and/or the user's rights have been violated.

MECHANISMS FOR THE PROTECTION AND VERIFICATION OF PATIENTS' RIGHTS AND DUTIES

Rights of our patients

- Patients have the right to receive assistance and care with diligence and attention, with respect for human dignity and their philosophical and religious beliefs.
- In particular, during the consultation they have the right always to be identified by their first and last name, rather than, according to a practice that should no longer be tolerated, by a number and the name of their illness. They also have the right to be addressed formally.

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- Patients have the right to obtain from the healthcare facility information concerning the services it provides, the methods of access and the relevant areas of competence. They also have the right to immediately identify the persons responsible for their care.
- Patients have the right to obtain from the healthcare professional treating them complete and understandable information about the diagnosis of the illness, the proposed treatment and the related prognosis.
- In particular, except in emergencies where delay may endanger health, patients have the right to receive the information that enables them to give genuinely informed consent before undergoing treatments or procedures; such information must also concern any possible risks or discomfort resulting from the treatment.
- Where the healthcare professional has a reasoned conviction that direct information is inappropriate, such information shall be provided, unless expressly refused by the patient, to family members or those exercising legal guardianship.
- Patients also have the right to be informed about the possibility of alternative investigations and treatments, even if they can be carried out at other facilities. Where patients are unable to make decisions independently, the same information shall be provided to the persons referred to in the previous article.
- Patients have the right to ensure that data relating to their illness and any other circumstance concerning them remain confidential.
- Patients have the right to submit complaints, which must be promptly examined, and to be informed promptly of their outcome.

Patients' duties

- When patients access the SANISERVICE SPECIALIST MEDICAL CENTRE, they are invited to behave responsibly, respecting and understanding the rights of others, and to cooperate with medical, nursing and technical staff and with the Management.
- Telephones must be used in such a way as not to disturb other patients.
- The use of any electrical appliance or open flame is prohibited.
- Patients and/or their family members are prohibited from interfering with healthcare staff regarding care procedures. Any serious service failures that occur must be reported promptly and exclusively to the Healthcare Management.
- For the proper running of activities, it is important to respect appointment times.

COMPLAINTS

The SANISERVICE SPECIALIST MEDICAL CENTRE, with the aim of guaranteeing the protection of its patients, ensures the possibility of submitting complaints following service failures, acts or conduct that deny or even merely limit the regular provision of services. Complaints may be submitted by:

- Completing the appropriate form available from the Administrative Services, addressed to the Management and placed in the appropriate box located at Reception.
- A plain letter addressed and sent to the Management.
- A telephone report or a report sent by fax to the attention of the office indicated above.

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- Meeting with the Director.

Objections, reports or complaints must be submitted, in the manner indicated above, within 15 days from the moment the person concerned becomes aware of the act or conduct harmful to their rights. Once the Management has received the complaint and examined the case, it will prepare a response within 15 days and, if it finds that the patient's reasons are justified, will take disciplinary action against the staff responsible for the service failure.

VERIFICATION OF COMMITMENTS UNDERTAKEN AND ORGANISATIONAL ADJUSTMENT

Report on the status of standards

The Management undertakes to:

- Verify the implementation of the standards every six months.
- Conduct surveys on the level of satisfaction of its patients, also through the regular administration of anonymous evaluation questionnaires.
- Adopt corrective measures in those areas that do not comply with the quality standards it has set.

Cisterna di Latina (LT)

The Medical Director

The Legal Representative

01/09/2026

