

SERVICE CHARTER

Dear user,

you are now reading our Service Charter

You can better understand our centre, the services we provide, the objectives and the evaluation tools we offer: a quality healthcare service.

It is therefore an important tool for all who choose our services.

We set a dual objective:

- Illustrate the services PHYSIOMEDICA Centre offers to users in order to choose the most suitable one for them
- Show our constant commitment to improving quality, an objective we would like to achieve also by your collaboration in providing us with advice, observations and evaluations.

1 - PRESENTATION

PHYSIOMEDICA physiotherapy center offers important healthcare services. It is based in a strategic position in Jesi Shopping Mall and a few bus stops from the city center and has a parking area in front of it.

The structure is spread over 500 sq.m. and there are medical surgeries, physical and manual therapy rooms as well as a small gym equipped with exercise equipment, a large gym for back school activities and suitable spaces for gait analyzing and postural balance.

At the entrance you can find a reception area where carefully selected staff can interact with the users.

2 - OUR MISSION STATEMENT

Our goals:

- Focus on the users and their state of health, integrating professional skills with the empathy to start interpersonal relationships, fundamental for the positive outcome of every therapeutic path
- Building a working environment where different professionals integrate into a personalized and dynamic path of care systems, not pre-established but continuously tailored on the physical-psychological variations of the patient and agreed upon with them, so that they will be always aware and capable of assuming decisions about their health.

THEREFORE, OUR MISSION IS

- Understand user's expectations and needs
- Provide treatments which comply with agreed commitments
- Improve processes and services to meet our patients' future expectations
- Provide a qualified service supported by the most advanced technologies
- Develop in- house expertise
- Deliver excellence throughout the entire business process

3 - VISION

PHYSIOMEDICA Centre intends to pursue excellence through continuous training, performances implementation and instrumental equipment, quality in treatments, so much so as to become a point of reference for physiotherapy and rehabilitation

THE OBJECTIVES of PHYSIOMEDICA Centre can be identified as follows:

- Ensure the effectiveness and efficiency of business process and the quality of service through the use of adequate professional and technological resources
- Satisfy user’s needs with respect to the types and volumes of treatments requested, trying to reduce waiting times.
- Guarantee respect for time and dignity of users through:

a) extensive and convenient access hours

b) definite and transparent booking procedures

c) Respect for the agreed timetable for treatments

d) Comfortable, clean environment giving privacy during treatments

e) Professionalism and courtesy of all staff and willingness to provide information

f) Respect for privacy.

4 - OPENING TIMES AND BOOKING PROCEDURES

	MORNING	AFETRNOON
MONDAY TO FRIDAY	8.30 – 12.30	15.00 – 19.00
SATURDAY	Closed	Closed
SUNDAY	Closed	Closed

RECEPTION OPENING TIMES

	MORNING	AFTERNOON
MONDAY to FRIDAY	8.30 – 12.30	15.00 – 19.00
SATURDAY	Closed	Closed
DOMENICA	Closed	Closed

You can book your therapy during opening hours of reception of FISIOMEDICA Centre

- FOR SPECIALIST VISITS: both in person and by phone at 0731 207080
- FOR PHYSIOTHERAPY AND REHABILITATION SERVICES at the Reception during opening hours
- Payments can be made by cash, debit card or credit card
- In case of any delay in time agreed upon, patients should inform to check if the time for treatment be changed. In the event of delay without notice, the treatment is not guaranteed.
- The appointment can be cancelled during office hours with 24 hours' notice.

5 - BUSINESS ORGANISATION - SPECIALIZATION AREAS

FISIOMEDICA Centre has an authorization issued by Municipality of Jesi on 14/09/23 n° 8/22 and operates both within National Health Service and privately and also has an agreement for INAIL (National Institute for Insurance against Accidents at Work) services
In the centre you can find different areas integrated to each other

- PHYSIOTHERAPY AND REHABILITATION
- OUTPATIENT CLINICS
- ADMINISTRATIVE AREA
- RECEPTION AREA

6 - HEALTHCARE

PHIOTHERAPY AND REHABILITATION

- Tecartherapy
- Yag Laser
- Ultrasound / Ultrasound in water
- Electrotherapy
- T.E.N.S. (Transcutaneous electrical nerve stimulation)
- Functional rehabilitation

- T.E.N.S. (Transcutaneous electrical nerve stimulation)
- Functional rehabilitation
- Rehabilitation Physiotherapy
- Back School
- Proprioceptive rehabilitation
- Postural rehabilitation

CLINICS

- Orthopedics: Davide Enea M.D.
- Physiotherapy Matteo Ferretti M.D.
- Nutritionist: Ilaria Copparoni, M.D.
- Psychologist: Alessio Angelelli, M.D.
- Podiatrist: Mirko Gigli, M.D.
- Pain medicine Claudia Paoletti, M.D.
- Radiologist: Valerio Fauda, M.D.
- Acupuncturist: Matteo Bellanova, M.D.

7 - OUR COMMITMENT

This service charter is aimed at people to help them protect their rights. By this Charter, FISIOMEDICA Centre declares the commitments we undertake towards them and the quality standards to be guaranteed in the provision of healthcare services. To respect these quality levels, all staff are involved and empowered. The correspondence between the services provided and the declared standards is periodically verified and monitored. The quality factors of health services have been identified and associated with the following aspects:

- a) **WAITING TIMES:** Given that waiting times cannot be accurately indicated, the following chart is provided:

TREATMENT	WAITING TIMES MINIMUM	WAITING TIMES MAXIMUM
SPECIALIST VISITS	3 days	15 days
PHISICAL THERAPY	3 days	5 days
REHABILITAION AND MANUAL THERAPY	3 days	10 days
GROUP REHABILITATION	3 days	5 days

b) INFO:

To promote transparency of Fisiomedica Centre, we will provide you with an information leaflet.

For any information, please call reception desk at 0731207080

RISK MANAGEMENT:

The Centre's commitment guarantees the management of clinical risk, in order to reduce the probability of adverse events occurring, in other words harm caused to the patient during the healthcare services provided.

QUALITY REQUIREMENTS	INDICATOR	STANDARD
Ensure the identification of risk analysis (active and latent) through the analysis of clinical risks	System for detection reports	Detection and processing of 100% of reports
Special waste management programme	Suitable hazardous waste containers	100%

DATA PROCESSING AND INFORMED CONSENT:

FISIOMEDICA Centre works to ensure that health workers provide services only if the informed consent is given. That is, the patient must be able to decide whether he/she wants to be cured/treated: he/she has the right/duty to know all the available information about his/her health, asking the healthcare professional what is not clear to him/her, so as to be able to choose whether to undergo or not to a specific therapy/treatment.

The patient's personal data are exclusively processed for administrative, accounting and healthcare purposes in full compliance with current privacy law.

INFORMED CONSENT TO HEALTH SERVICE represents the expression of the will of the patient, appropriately informed, who agrees to undergo a specific healthcare service. Any health service can be carried out only after obtaining the informed consent of the interested party or other subjects in particular cases. Consent must be acquired in written form

CHARACTERISTICS AND CONTENTS OF THE INFORMATION PROVIDED

Fairness and accuracy	Health care staff member must clearly explain the reason why a treatment is chosen
No technicality	The language must be precise, simple, not technical and understandable to the common people,

Customization	When giving the information, the professional must take into account the characteristics of the interlocutor, both physical and psychological .
Features and proportionality	The information must be precise and detailed, including both the pathology and the treatment provided. The patient must be informed of the side effects, risks and/or benefits. He /she must also be informed of the precautions to be taken after the treatment and the possibilities of failure.
Truthfulness	The information provided must correspond to the truth

CONTENTS AND CHARACTERISTICS OF THE CONSENT:

Personal	The person who undergo a medical treatment must give his/her consent. It has no legal effects if it is expressed by family members, only in case of exercising authority.
Aware	Validity is based on patient's ability to make an informed choice based on correct and complete information.
Current	Consent is valid for the specific treatment, if the treatment is modified, an explicit consent is needed.
Cost estimate	It must be asked for before the treatment
Manifesto	Except in cases of tacit, implicit and presumed content, the professional must demonstrate that the consent has been given.
Free and free of charge	It depends only on free determination and it cannot be bound in any way or vitiated by error or fraud
Withdrawal	It can be withdrawn by the person concerned
Request	Healthcare professional must obtain a valid consent, from the patient and must be sure that the same has understood the terms of the issue and has given his/her consent to the treatment

IMPROVEMENT OF THE RELATIONSHIP BETWEEN ZENITH CENTRE AND THE TERRITORY:

FISIOMEDICA implements all the necessary actions to improve the relationship with the territory; immediate and facilitated communication increases professional operations and the quality of the service provided.

QUALITY REQUIREMENTS	INDICATOR	STANDARD
User Satisfaction Questionnaire	Percentage of positive answers detected with surveys on perceived quality	At least 70% positive answers
Management of reports	Availability of forms for reports	Continuous evaluation of any reports

TRAINING:

FISIOMEDICA Centre has innovative and cutting-edge technologies and guarantees the continuous updating of healthcare personnel. Training is fundamental and must be constant for good work and is an indispensable tool for human resource management.

FISIOMEDICA Centre makes use of professional doctors in Physiotherapy and Massage Physiotherapists with proven experience who participate in both internal courses and E.C.M. courses. validated and inherent to their profession in the physiotherapy and rehabilitation sector

THE RIGHTS AND DUTIES OF CITIZENS:

FISIOMEDICA Centre undertakes to respect the rights and duties of the "The European Charter of Patient Rights proclaims patient rights which, taken together, aim to guarantee a "high level of human health protection ".

Art. 35 of the Charter of Fundamental Rights of the European Union Health care

Everyone has the right of access to preventive health care and the right to benefit from medical treatment under the conditions established by national laws and practices. A high level of human health protection shall be ensured in the definition and implementation of all Union policies and activities