



FISIORADI
MEDICAL CENTER

Fisioradi S.r.l.	CHARTER OF SERVICES	Revision 0
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FISIORADI S.R.L.
SPECIALISED PRACTICE
REHABILITATION CENTRE
DIAGNOSTICS

CHARTER OF SERVICES

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Dear User, the document you are reading is our Service Charter.

This is an important document that allows you to know our structure, the services we provide, the objectives and the control tools we have set to provide a quality health service.

It is therefore above all a means of protecting the needs of all those who choose to use our services.

The aim of this document is twofold:

- explain in detail the services that the Polyclinic offers to the user to enable him to choose the most suitable service for him;
- witness our constant commitment to the improvement of the quality of the services offered, goal to achieve which we will be of precious help your collaboration in providing advice, observations and evaluations. Available for any clarification.



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CHAPTER 1 - PRESENTATION OF THE MEDICAL CENTRE

MISSION

At Fisioradi Medical Center we are a center of excellence for health at the national level

In a welcoming and technologically advanced environment, thanks to our team of professionals, we take care with enthusiasm of your "Well-being", realizing the most suitable path to improve the quality of your life.

Our VALUES

RESPONSIBILITY

We take the initiative to resolve with autonomy, effectiveness and timeliness the problems of our competence. We take responsibility for our initiatives and make the best decisions.

EXCELLENCE

We enrich our skills through constant professional updating to excel in our work. We compare ourselves and the best in our industry to innovate and increase the quality of our results. We recognize and value the professionalism and skills of our people.

RESPECT

We pay close attention and respond promptly to people's needs. We listen and welcome ideas and solutions. We create and maintain relationships oriented towards trust, collaboration and courtesy.

SENSE OF BELONGING

We are proud to be a unique and cohesive team that travels in the same direction. We welcome and make people feel at home. We focus on our positive results to build the future.

ENTHUSIASM

We believe in what we do, wanting to grow up and never seeing each other. With our passion we are an example for each other.

Our VISION

We want **to be the spontaneous choice for** health and the reference point for people, families and professionals through complete paths inspired by Well-Being and the continuous improvement of the quality of life



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WHO WE ARE

The Poliambulatorio Fisioradi Medical Center was founded in 2001 in Pesaro thanks to the intuition of Maurizio Radi (physiotherapist, osteopath, chiropractor, kinesiologist) with the ambitious goal of structuring the center in a complete way in order to free from pain anyone who relies on his hands, ensuring that people return as soon as possible to their lives. Maurizio began his activity in a small studio, soon frequented by basketball and cycling champions and professionals of football, volleyball and rugby.

Driven by the desire to create something important, he decided to create a very innovative center for the time, which in these 20 years has undergone constant growth and various renovations to keep itself always a step ahead until the inauguration in September **2021 of the brand new Fisioradi Medical Center, a facility of over** one thousand square meters with physiotherapy services, rehabilitation, diagnostics, outpatient surgery.

The great vision of uniting everything within the same structure finally becomes reality.

Fisioradi Medical Center is equipped with a complete diagnostic (NMR, RX, MOC, Mammography), 6 medical clinics, 1 surgical room, 8 physiotherapy boxes, a pool of 50 square meters of water for hydrokinesitherapy, a physio-gym of 120 square meters, two changing rooms for men and women, disabled bathroom, 4 front-office and 4 back-office workstations, an administrative office and a marketing and communication office.

The catchment area of the territory in which the Physioradi Medical Centre is located is, calculating the neighboring municipalities, of over 130,000 people.

The volume of services able to guarantee Fisioradi Medical Center is, between specialist visits, instrumental examinations and physical therapies, more than fifty thousand annual benefits.

ORGANIZATION

Medical Director: Dr. Vittorio Gemmellaro/Surgeon - Specialist in sports medicine

Sole administrator: Maurizio Radi

Tasks of the staff:

The staff is classified in medical, paramedic, secretarial and administrative.

The medical staff takes care of specialist views, instrumental examinations, etc. etc.

The Health Director, Dr. Vittorio Gemmellaro, oversees the work of all doctors and is responsible for the structure in terms of health.

The paramedical staff is represented by physiotherapists, radiologist technicians and professional nurses.

Secretarial staff shall inform, accept, book, issue invoices and collect them in accordance with the directives of the Health Director and the Administrative Director.

Communication and marketing staff carry out information dissemination activities both online and offline.

The sole administrator is the legal representative of the property.



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Year	Therapies delivered	Benefits provided	Negative benefits	Cause
2022	Specialist visits	Various visits	None	None
2022	Visits sports medicine 1st level	Competitive visits Non-competitive visits	None	None
2022	Diagnostic tests (MRI, RX, MOC, mammography)	Sundry examinations	None	None
2022	Physical medicine and functional rehabilitation	FKT Instrumental, hydrokinesitherapy	None	None
2022	Rehabilitation gym		None	None
2022	Ultrasound	Various ultrasounds	None	None
2022	ECG Ecocardiograms Eco color doppler Audiometrie Spirometrie	Sundry examinations	None	None
2022	Small Surgery	Nevi-Cyst Removal - Peduncles - Warts- shoulder washing, cosmetic interventions	None	None

Currently Fisioradi Medical Center is characterized by the wide range of benefits (more than 40 professionals) offered in the liberal profession, such as to make it a complete and effective specialist reference point for the needs of users.

Fisioradi Medical Center employs highly specialized medical and paramedical personnel, modern and efficient equipment, constantly evolving computer systems for booking and data management, so as to fully meet every need for diagnosis, in full respect of Privacy (law 196/03).

CHAPTER 2 - HEALTHCARE ACTIVITIES PROVIDED

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Fisioradi Medical Center provides services in the following specialist branches:

Specialist outpatient courses:

- ORTHOPAEDICS AND TRAUMATOLOGY
- PAEDIATRIC ORTHOPAEDICS
- NEUROSURGERY
- FISIATRIA
- NEUROLOGY
- RHEUMATOLOGY
- PAIN THERAPY
- Dr. ALESSANDRO INGARDIA
- SPORTS MEDICINE
- GENERAL SURGERY
- CARDIOLOGIA
- VASCULAR SURGERY
- ENDOCRINOLOGIA
- UROLOGY AND ANDROLOGY
- GYNECOLOGY
- HEMATOLOGY
- COSMETIC MEDICINE AND SURGERY
- MAXILLOFACIAL
- DERMATOLOGY
- ACUPUNCTURE
- NUTRITIONIST
- GASTROENTEROLOGIA
- OTOLARYNGOLOGY
- OPHTHALMOLOGY
- PSYCHOLOGY
- ONCOLOGY
- PODOLOGIA
- FORENSIC
- DIAGNOSTICS
- OTHER SPECIALIST

Services of instrumental diagnostics:



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- Service of ultrasound Angiology
- Service of ultrasound Cardiology
- General ultrasound service
- High field magnetic resonance 1.5 tesla
- Radiografia
- Mammography
- Moc
- Holter Cardiac and Pressor

Physiotherapy and functional rehabilitation service:

- Pressotherapy
- Ultrasound
- Functional bandage and kinesiotaping
- Shock waves
- Acuscope
- Laser therapy
- Tecarterapia
- Lymphatic drainage - Manual lymphatic drainage
- Osteopatia
- Joint mobilization
- Massage therapy
- Hydrokinesitherapy
- Gym
- Total Leg
- Vibrates 3.0
- Proprioceptive rehabilitation
- Desmotec
- Pilates

CHAPTER 3 - INFORMATION ON ACTIVITIES AND SERVICES



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RESERVATIONS AND OPENING TIMES

The reservation of all services can be made from 8.00 to 20.00 from Monday to Friday and Saturday from 8.30 to 12.30 at the Reception Service of Fisioradi Medical Center in the office or by phone, at the number 072133958.

In order to simplify bookings, have all the required minimum information previously:

- Name and surname of the person who is to provide the service
- Exact name of the type of examination
- Telephone number for communications

When booking, the applicant will also be informed about:

- The first available date for examination or examination or physiotherapy treatment
- Possible preparation for the examination

METHOD OF ACCESS

Fisioradi Medical Center is located in Pesaro in Via Lambro,15. The property is easily accessible both by public transport and by public transport. Fisioradi. There is a large private parking with parking space for disabled. Being located in a residential area is also well served by public parking.

The medical center is open to the public every day from Monday to Friday from 8.00 to 20.00 and on Saturdays from 8.30 to 12.30.

RELEASE OF REPORTS

For the services that require it (specialist examinations and ultrasound examinations) the reports are delivered directly from the doctor to the patient after delivery.

The report of the radiological diagnostic performance shall be carried out within two working days of the examination. Urgent examination reports are delivered the next day.

The report must be collected by the patient, or by a delegated person (both with ID), with a special sheet issued on the day of the examination.

The report can be collected at the front office during the opening hours.

PAYMENT OF BENEFITS

Payments can be made in cash, by ATM/credit card or by installment payment PagoDil.

CANCELLATION OF RESERVATIONS



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The patient is required to warn in case of delay on the agreed time to check the possibility of a move. The cancellation of the appointment can also be made by phone during the secretarial hours at the number 072133998 or at the same number via whatsapp, or by mail to secretarial@fisioradi.it.

CHAPTER 4 - PROTECTION OF RIGHTS AND VERIFICATION

WAITING TIME

Given that it is not possible to determine precisely the waiting times for access to the various services of the centre, we can provide a table of the average waiting times for each specialized branch based on the experience of previous years.

TYPE OF BENEFIT	MINIMUM WAITING TIME	MAXIMUM WAITING TIME
Specialist Visits	3 days	15 days
Physical therapies	1 day	3 days
Sports Medicine 1	7 days	21 days
Diagnostic tests	2 days	8 days
Small interventions	7 days	14 days

RIGHTS AND DUTIES OF PATIENTS

Every patient has the right:

- To be treated with good manners and respecting one's own human dignity and religious convictions
- To be called by name using the "she" and to know in the immediate with whom he is talking identifying himself by name
- To be informed about benefits and related costs
- Be informed about how to access the property
- To be informed promptly about the impossibility of meeting an appointment
- To voluntarily express an evaluation of the services offered by the medical center through the reviews on google.

Every patient has the duty:

- To respect the environments, equipment and furnishings that are inside the medical center
- To avoid behaviours that may disturb or disturb health workers or other users of the medical centre.



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- To respect the times indicated for the performance that must be performed because a delay of a person involves damage to many other punctual people.
- To notify at least 24H before, or in any case in a timely manner, a possible cancellation of the appointment
- Non-smoking
- Not to introduce animals

HEALTH INFORMATION

Fisioradi Medical Center is also committed to ensuring patients:

- objective and impartial information on the services available at the moment, with constant updating in case of changes;
- direct information to patients and their families on the rehabilitation process and the therapies implemented, while respecting the strictest confidentiality towards third parties;
- the acceptance of any complaints, both from patients and their family members, about the full functioning of the facility or about possible disruptions and dysfunctions;
- their right to refuse treatment methods that were not accepted for reasoned and serious considerations, expressed to doctors and nursing staff.

PRIVACY

In compliance with current legislation on the confidentiality of personal data, Fisioradi Medical center guarantees:

- processing of personal data: at the time of acceptance, the patient is informed about how his personal and sensitive data are processed, guarantees are given for compliance with the relevant legislation and is asked for written consent on the processing of your data.

ALERTS/COMPLAINTS

- Any complaints about malfunctions or disruptions may be forwarded by the citizen to the front-office staff of Fisioradi Medical Center, in the person of Claudia Radi, responsible for privacy.
- Complaints, written on plain paper or through the appropriate form at the front-office and duly signed, or anonymous, will be delivered to the front-office counters every working day, according to the current opening hours. They can also be sent by post to the address of Fisioradi Medical Center.
- The complainant may demand the confidentiality of his name, which will then remain known exclusively by the Management, while the content of the complaint will be used for official formalization.
- Citizens/ users will have the opportunity to verify the commitments made by Fisioradi Medical Center, both through interviews requested from the Administrative and Health Department, available on the days and hours indicated in the structure, both through online reports on the company website or the Google review page.

QUESTIONNAIRE OF APPROVAL



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Fisoradi Medical Center, also in compliance with its internal procedures of Quality, undertakes to carry out surveys and checks on the real degree of satisfaction of citizens/ users through special questionnaires, distributed to patients at the end of the stay, and subject to their family members.

The correct compilation of the satisfaction questionnaires allows the individual citizen/ user to express their considerations/ assessments on the service received and Fisoradi Medical Center to improve the quality of the service offered. Information that is revised annually

DISCLOSURE OF THE DOCUMENT

The "Charter of Services" aims to make everyone aware of information on the types of services and services provided and define areas and criteria of the commitment that the structure intends to assume with patient users in order to protect their rights.

In order to allow anyone to become aware of this "Charter of Services" Fisoradi Medical Center undertakes to disseminate this document through its website and inside the centre it is possible to consult it on paper by requesting it from the front-office staff.