



Fisioradi S.r.l	THE SERVICES MAP	Revision 0 June 2023
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FISIORADI S.R.L.
SPECIALIST POLYCLINIC
REHABILITATION CENTRE
Diagnostic

THE SERVICES MAP

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

This is an important document that allows you to know our structure, the services we provide, the objectives and control tools we set for providing 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 objective of this document is twofold:

- to describe in detail the services that the Clinic offers to the user, so as to enable him to choose the service most suitable for him;
- To testify our constant commitment towards the improvement of the quality of the services offered, a goal for which we will be of valuable help your collaboration in providing us with advice, observations and evaluations. Available for any clarification.



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CHAPTER 1 - PRESENTATION OF THE MEDICAL CENTRE

MISSION

Fisioradi Medical Center is a national health centre of excellence

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 your quality of life.

OUR VALUES

RESPONSIBILITY

We take the initiative to solve problems of our competence autonomously, effectively and promptly. We take responsibility for our actions 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 field to innovate and improve the quality of our results. We recognise and value the professionalism and skills of our people.

Respect

We are very attentive and respond promptly to the needs of people. We listen and welcome ideas and solutions. We create and maintain relationships based on trust, cooperation and courtesy.

SENSE OF BELONGING

We are proud to be a unique and cohesive team that is moving 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 without ever seeing us. With our passion we are an example for each other.



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Our VISION

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

WHO WE ARE

The Poliambulatorio Fisioradi Medical Center was founded in 2001 in Pesaro thanks to the intuition of Maurizio Radi (physiotherapist, osteopath, chiropractor, chinesiologist) with the ambitious goal of structuring the centre in a complete way so that anyone who relies on his hands can be freed from pain, guaranteeing people to return to their lives as soon as possible. Maurizio started his activity in a small studio, soon attended by basketball and cycling champions and professionals of football, volleyball and rugby.

Driven by the desire to create something important, he thought of creating a very innovative centre for the time, that in these 20 years has undergone constant growth and various renovations to always keep a step ahead until inaugurating in September **2021 the brand new Fisioradi Medical Center, a structure of more than** one thousand metriquadrato with physiotherapy services, Rehabilitation, diagnostics, polyclinic and outpatient surgery.

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

Fisioradi Medical Center is equipped with a complete diagnostic (NMR, RX, MOC, mammography), 6 medical offices, 1 surgical room, 8 physiotherapy boxes, a 50 sqm pool of water for hydrokinesitherapy, a 120 sqm gym, two dressing rooms for men and women, Disabled bathroom, 4 front-office and 4 back-office stations, an administrative office and a marketing and communication office.

The catchment area of the territory in which the Fisioradi Medical Centre is located, counting the neighbouring municipalities, is more than 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 services.

Organization

Director of Health: Dr. Vittorio Gemmellaro/Doctor Surgeon - Specialist in sports medicine

Sole Administrator: Maurizio Radi

Tasks of the staff:

The staff is classified in medical, secretarial and administrative.

Medical staff is responsible for specialist examinations, instrumental examinations, etc. etc.



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The Director of Health, Dr. Vittorio Gemmellaro, oversees the work of all doctors and is responsible for the structure from a health point of view.

The health staff consists of physiotherapists, radiologists and nurses.

The secretariat staff carries out information, acceptance, booking, invoicing and collection activities according to the directives of the health director and the administrative director.

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

The sole manager is the legal representative of the facility.

Year	Treatments provided	Benefits provided	Negative performance	Cause
2022	Specialist visits	Visits of various kinds	No	No
2022	Visits sports medicine level 1	Competitive visits Non-competitive visits	No	No
2022	Diagnostic tests (MRI, CT, RX, MOC, mammography)	Various examinations	No	No
2022	Physical medicine and functional rehabilitation	FKT Instrumental, hydrokinesiotherapy	No	No
2022	Rehabilitation gym		No	No
2022	Ultrasound examinations	Various ultrasound images	No	No
2022	ECG Echocardiogram Eco color doppler Audiometrie Spirometrie	Various examinations	No	No
2022	Small Surgical Procedures	Removal of Nevi-cysts - Stalks - Warts- shoulder washing, cosmetic interventions	No	No
2024	Diagnostic MRI, CT	Coronary examinations with and without MDC	No	No

Fisioradi Medical Center is currently characterized by the wide range of services (more than 40 professionals) offered in a freelance regime, such as to make it a complete and effective specialist reference point for users' needs.



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

CHAPTER 2 - HEALTH ACTIVITIES PROVIDED

Fisioradi Medical Center provides services in the following specialist branches:

Specialist outpatient services:

- ORTHOPAEDICS AND TRAUMATOLOGY
- PEDIATRIC ORTHOPAEDICS
- Neurosurgery
- PHYSIATRICS
- Neurology
- Rheumatology
- PAIN THERAPY
- SPORTS MEDICINE
- GENERAL SURGERY
- CARDIOLOGIA
- VASCULAR SURGERY
- ENDOCRINOLOGIA
- UROLOGY AND ANDROLOGY
- Gynecology
- Haematology
- MEDICINE AND COSMETIC SURGERY
- MAXILLOFACIAL
- Dermatology
- Acupuncture
- DIETITIAN-NUTRITIONIST
- GASTROENTEROLOGIA
- ENT
- Ophthalmology



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- Psychology
- Oncology
- PODOLOGIA
- FORENSIC MEDICINE
- Diagnostic
- OTHER SPECIALIST OCCUPATIONS

Diagnostic Services Instrumental:

- Angiology Ultrasound Service
- Ultrasound service Cardiology
- General ultrasound service
- High field magnetic resonance imaging 1.5 tesla (NMR with MDC, NMR cerebral, NMR neck, cervical spine, dorsal, lumbar, thoracic NMR, upper abdomen NMR, lower abdomen or pelvis NMR, NMR angiography, osteoarticular NMR, multiprostatic prostate NMR, cardiac NMR)
- Scans (CT scan of the brain, CT scan of the neck, CT scan of the cervical spine, dorsal, lumbosacral spine, chest CT scan, CT upper abdomen, CT lower abdomen or pelvis, CT angiography, CT osteoarticular, CT cardiac, CT calcium score)
- Radiografia
- Mammography
- Moc
- Heart and Pressure Holter

Physiotherapy and functional rehabilitation service:

- Pressure therapy
- Ultrasound
- Functional bandage and kinesiotaping
- Shock waves
- Acuscope
- Laser therapy
- Tecarterapia
- Lymph drainage - Manual lymphatic drainage
- Osteopatia
- Joint mobilization
- Massage therapy



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- Hydrokinesis therapy
- Fisiopalestra
- Total Leg
- Vibra 3.0
- Proprioceptive rehabilitation
- Desmotec
- Pilates

CHAPTER 3 - INFORMATION ON ACTIVITIES AND SERVICES

RESERVATIONS AND OPENING HOURS

The reservation of all services can be made from 8.00 to 20.00 from Monday to Friday and on Saturday from 8.00 to 13.00 at the Fisioradi Medical Center Acceptance Service in the office or by phone, number 072133958.

To simplify your booking, please provide all the minimum information required:

- Name of person to be provided
- Exact name of type of examination
- Telephone number for communications

At the time of booking, the applicant will also be informed about:

- The earliest date available for examination or physical therapy
- Possible preparation for the examination

ACCESS METHODS

Fisioradi Medical Center is located in Pesaro in Via Lambro,15. The facility is easily accessible by both private and public transport. Fisioradi. There is a large private parking with parking for disabled people. Being located in a residential area is also well served by public parking. The medical centre is open to the public every day from Monday to Friday from 8.00 to 20.00 and on Saturdays from 8.00 to 13.00.

ISSUING OF REPORTS

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



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The radiological diagnostic performance shall be reported within two working days of the examination.

Urgent examination reports are delivered the next day.

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

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

PAYMENT OF BENEFITS

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

CANCELLATION OF RESERVATIONS

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 office hours at 072133998 or at the same number via whatsapp, or by mail to secretaria@fisioradi.it.

CHAPTER 4 - ENFORCEMENT AND VERIFICATION

WAITING TIMES

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 average waiting times by branch of expertise on the basis of experience of the past years.

TYPE OF SERVICE	MINIMUM WAITING TIME	MAXIMUM WAITING TIME
Specialist visits	3 days	15 days
Physical therapy	1 days	3 days
Sports medicine 1 Level	7 days	21 days
Diagnostic tests	2 days	8 days
Small operations	7 days	14 days

PATIENTS' RIGHTS AND DUTIES

Every patient has the right:

- To be treated with good manners and respect for human dignity and religious beliefs



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- To be called by name using the "you" and to know immediately with whom is talking identifying by name
- To be informed about the services provided and related costs
- To be informed about the access to the facility
- To be informed promptly of the impossibility of meeting an appointment
- To voluntarily express an evaluation of the services offered by the medical center through reviews on google.

Every patient has a duty:

- Respect the environment, equipment and furnishings that are located within the medical center
- To avoid behaviour that may cause discomfort or inconvenience to health care workers or other users of the medical centre.
- To respect the times indicated for the service that must perform as a delay of one person causes damage to many other people punctual.
- To notify at least 24H before, or in a timely manner, any cancellation of the appointment
- Do not smoke
- Do not introduce animals

HEALTH INFORMATION

Fisioradi Medical Center also strives to ensure that patients:

- objective and impartial information on the performance currently available, with constant updating in case of changes;
- direct information to patients and their families on the rehabilitation path and treatments implemented, while respecting the strictest confidentiality with respect to third parties;
- the acceptance of any complaints, both from patients and their families, about the total operation of the facility or about any malfunctions and dysfunctions;
- their right to refuse therapeutic methods that were not accepted for reasons and serious considerations, expressed to doctors and nursing staff.

Privacy

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

- processing of personal data: upon acceptance, the patient is informed about how his or her personal and sensitive data are processed, Guarantees are given to comply with the legislation on the subject and written consent is requested for the processing of their data.



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REPORTS/COMPLAINTS

- Any complaints about malfunctions or inconveniences may be forwarded by the citizen to the front-office staff of Fisioradi Medical Center, in the person of Claudia Radi, contact person also 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 weekday, according to the current opening hours. They can also be sent by post to the address of Fisioradi Medical Center.
- The complainant may demand confidentiality of his name, which will then remain known only to 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 to the Administrative and Health Department, available on the days and hours indicated in the facility, either through reports on the company's website or Google's review page.

At the time of disclosure of this service map, there are no adverse events for which an audit report has been issued.

SATISFACTION QUESTIONNAIRE

Fisioradi Medical Center, also in compliance with its internal procedures of quality undertakes to carry out surveys and verifications on the real degree of satisfaction of citizens/ users through appropriate questionnaires, distributed to patients at the end of hospitalization, and subordinate to their family members.

The correct filling of the questionnaires of gradimento allows the individual citizen/user to express their considerations/evaluations on the service received and to Fisioradi Medical Center to improve the quality of the service offered. Information which is annually revised

DISSEMINATION OF THE DOCUMENT

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

In order to enable anyone to come to know of such "Charter of Services" Fisioradi Medical Center undertakes to disseminate this document through its website and within the center it is possible to consult the paper by requesting it from the front-office staff.