



# PATIENT'S GUIDE TO SERVICES

**EUROPE MEDICA VERONA** SEDE DI CORSO MILANO, 74 37138 VERONA – TELEPHONE 045/584575

**ODONTOSTOMATOLOGY AND MAXILLOFACIAL SURGERY**

**EUROPE MEDICA BERGAMO** SEDE DI VIA PIETRO ROVELLI, 28/L 24125 BERGAMO – TELEPHONE 0350483872

**ODONTOSTOMATOLOGY AND MAXILLOFACIAL SURGERY**



# PATIENTS GUIDE TO SERVICES

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25/06/2024

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## FOREWORD

The Patient's Guide to Services is designed to provide our customers, with transparency and with information, about our health structure, about the offered medical services and the objectives the organization is committed to achieve. Furthermore, it's one of the most important channels for the assessment, control, and improvement of the quality of services offered and provided, also thanks to the participation of their end users, the customers.

This document, in fact, regulates the relations between customers and this structure and, with a view to safeguarding the customers' need and health, provides them with the tool for controlling the services supplied and their quality.

The *Europe Medica s.r.l. Dental Clinics* staff, at all responsibility levels, takes an active part in the quality of service, to guarantee reliability of services as well as courteous assistance focused on customers' needs in all phases of their relations with the latter.

## PRESENTATION OF THE STRUCTURES

*Europe Medica s.r.l. Dental Clinics* are healthcare facilities located in:

- **Corso Milano n° 74 (Verona)**, that provides the following medical services:
  - **Dental and maxillofacial surgery services** both as a freelancer and under an agreement with the Regione Veneto Health Service.
  
- **Via Pietro Rovelli n° 28/L (Bergamo)**, that provides the following medical services:
  - **Dental and maxillofacial surgery services** both as a freelancer and under agreements with the main Supplementary Health Funds and with the National Institute for Insurance against Accidents at Work (INAIL).

The primary commitment of *Europe Medica s.r.l. Dental Clinics* is to respond to the right to health of its Users, in close collaboration with the treating doctors and with the public and private structures present in the reference territories, offering them an efficient, effective and complete service.

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The precise aim is to carry out integrated diagnostics, thanks to the various investigation methods, which allows us to arrive at an exhaustive diagnosis of the clinical cases that come under the observation of the doctors who operate in our offices.

In order to obtain a constant improvement in the efficiency and effectiveness of the services provided, all the equipment in use is constantly updated in software or, where possible, replaced with more cutting-edge and higher-performing equipment.

In addition to the speed and quality of the services provided, for all odontostomatology and maxillofacial surgery services provided at the Verona office, there is the advantage of the agreement with the Regione Veneto Health System, which guarantees accessibility to all citizens residing in Veneto, Italians and foreigners, in possession of a regular health card; furthermore, both centers operate in agreement with public and private bodies and in direct contact with interested citizens.

The complex of services is guaranteed by the constant presence of medical and healthcare personnel, as well as secretarial staff. All the people who work in the two structures are selected on the basis of their qualifications and/or work experience developed and the aptitudes they demonstrate during the interview. This allows us to evaluate the specific skills possessed and appreciate the orientation towards our "work philosophy".

For newly hired staff, an adequate period of support is arranged with expert internal staff and updates and checks are carried out periodically.

The healthcare workers, all registered in the relevant professional registers, are associated with the main national scientific societies in the sector.

In carrying out individual activities, each healthcare worker must comply with both the guidelines prepared by authoritative scientific societies and implemented by the Health Management of each facility, and those developed by an internal medical team relating to individual services.

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## GENERAL INFORMATION

**Europe Medica s.r.l. Dental Clinics** is made up of two offices, located in two different Regions (the location of each structure is highlighted in the following maps).

**1. Verona office Corso Milano n. 74 (next to the Eminflex shop).**

**T. +39 045 584575**

The headquarters in Verona Corso Milano n° 74, not far from the Adigeo Shopping Center and the Verona Nord motorway toll booth, is easily reachable from both the province and the city and has ample parking facilities in the surrounding areas, and is easily reachable using the urban lines n° 11, n° 33, n° 95, n° 161 and n° 162. For those arriving by car, there is free parking nearby. For disabled users, the structure has free private places.



**2. Bergamo office Via Pietro Rovelli n. 28/L (next to the Osteria della Dogana restaurant).**

**T. +39 035 0483872**

The Bergamo office Via Pietro Rovelli n. 28/L, located in the southern area of Bergamo not far from the OrioCenter Shopping Center and the Bergamo motorway toll booth, is easily reachable from both the province and the city and has ample parking possibilities in the surrounding areas. For disabled users there are spaces reserved for them in the internal car park.

The urban lines that serve the area are n° 1 and n° 8.



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Customers requiring any type of information can contact, during opening hours, the reception personnel directly by person or by phone by calling **+ 39 035 0483872** (for the Bergamo office) or **+ 39 045 584575** (for the Verona office). You can also contact us by sending an email to [europemedita17@gmail.com](mailto:europemedita17@gmail.com).

Both Centers are open to the public for medical services:

### **VERONA OFFICE:**

■ **tuesday, wednesday and thursday** → from **9 a.m. to 12.30 p.m.** and from **14 pm to 19 pm**

### **BERGAMO OFFICE:**

■ **monday, wednesday and friday** → from **9 a.m. to 12.30 p.m.** and from **14 pm to 19 pm**

E-mail: [europemedita17@gmail.com](mailto:europemedita17@gmail.com)

Pec: [europemedita@pec.it](mailto:europemedita@pec.it)

Website: [www.europemedita.it](http://www.europemedita.it)

The head of the structure and Medical Director of Verona is **DR. PATRIZIA PUGLISI**.

The head of the structure and Medical Director of Bergamo is **DR. UMBERTO BARTESAGHI**.

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## STRUCTURES AND SERVICES

### 1. STRUCTURES: INTENDED USE OF THE PREMISES

The Dental Clinic of **Verona Corso Milano n° 74** occupies the portion of a building on the ground floor of a building for a total area of approximately 110 m<sup>2</sup>, arranged on a single level, and easily accessible even to disabled people. The following rooms are available to customers for the performance of services:

- n° 3 rooms (among which there are diagnostics equipped for odontostomatology services).
- n° 1 office/secretariat.
- n° 1 reception area.
- n° 1 instrument sterilization room.
- n° 1 changing room.
- n° 2 warehouse rooms.
- n° 1 waiting room.
- n° 2 toilet rooms, 1 of which is available to the public (including disabled people) and 1 for staff.

The Dental Clinic of **Bergamo Via Pietro Rovelli n° 28/L** occupies the portion of a building on the first floor of a management building for a total surface area of approximately 100 m<sup>2</sup>, arranged on a single level, and also easily accessible by lift (mounts loads) for customer use. The following rooms are available to customers for the performance of services:

- n° 2 rooms (among which there are diagnostics equipped for odontostomatology services).
- n° 1 office/secretariat.
- n° 1 instrument sterilization room.
- n° 1 changing room.
- n° 1 waiting room.
- n° 2 toilet rooms, 1 of which is available to the public (including disabled people) and 1 for staff.
- n° 1 storage room located in the basement of the building.

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## 2. INFORMATION AND BOOKING PROCEDURES:

All services require booking, which can be made by telephone or directly by going to the clinic during opening hours to the public.

At the time of booking, the following information is communicated to the Customer: type of service provided, day and time of performance of the same, performing doctor, any preparations to be carried out, cost and payment method (service available only for direct payment or service available under an agreement with the National Health Service), methods and possible execution times.

The opening hours to the public for these services are as follows:

### **VERONA OFFICE:**

- **tuesday, wednesday and thursday** → from **9 a.m.** to **12.30 p.m.** and from **14 pm** to **19 pm**

### **BERGAMO OFFICE:**

- **monday, wednesday and friday** → from **9 a.m.** to **12.30 p.m.** and from **14 pm** to **19 pm**

## 3. ACCESS PROCEDURES

At the entrance of both offices, the User will find the Staff who will hand over the "medical history" and "privacy sheet", to be filled in only in the case of first access.

- For services provided under the SSN agreement it is not necessary for the Patient to be in possession of a **prescription written by the general practitioner or specialist doctor on a regional prescription book or on a dematerialized prescription (DEMA)**. Instead, it is necessary to present yourself at the reception equipped with:
  - Health card and tax code;
  - Possible exemption certificate;
  - Any previous x-rays.

Payment of the ticket, if due, is made at the time of acceptance, i.e. when the service is used.

- For freelance services it is not necessary to show the request from the attending physician; also in this case the payment is made at the time of use of the service.
- For services provided under conventional agreements with institutions, professional health insurance funds, insurance companies, supplementary healthcare funds, etc. the access and payment methods are obviously those contemplated by the agreements themselves and will be promptly illustrated to customers by the reception staff. The list of affiliated organizations is posted in the waiting room.

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The order of access to services is determined by the acceptance time and not by the booking time.

The opening hours to the public in which the services are provided are as follows:

**VERONA OFFICE:**

■ **tuesday, wednesday and thursday** → from **9 a.m.** to **12.30 p.m.** and from **14 pm** to **19 pm**

**BERGAMO OFFICE:**

■ **monday, wednesday and friday** → from **9 a.m.** to **12.30 p.m.** and from **14 pm** to **19 pm**

#### 4. LIST OF SERVICES AVAILABLE

Information brochures are available to users in the waiting rooms of each location, indicating all the services provided for each location; furthermore, information on individual services and related rates is given in the displays. All this information, and more, can be found directly by consulting the Europe Medica Ambulatori Odontoiatrici website [www.europemedita.it](http://www.europemedita.it).

Specifically, in the **Verona Corso Milano office n. 74**, the following services are provided (the asterisk\* next to the individual service means that it can be provided exclusively in a freelance regime):

**ODONTOSTOMATOLOGY AND MAXILLOFACIAL SURGERY**

- |   |  |
|---|--|
| <input type="checkbox"/> Conservative                   | <input type="checkbox"/> Dental aesthetics                     |
| <input type="checkbox"/> Orthodontics: fixed and mobile | <input type="checkbox"/> Pedodontics                           |
| <input type="checkbox"/> Dental hygiene and prophylaxis | <input type="checkbox"/> Periodontology                        |
| <input type="checkbox"/> Oral surgery                   | <input type="checkbox"/> Prosthetics: fixed and mobile         |
| <input type="checkbox"/> Implantology                   | <input type="checkbox"/> Conscious sedation with nitrous oxide |
| <input type="checkbox"/> Endodontics                    |  |

**DENTAL RADIOLOGY (FOR COMPLEMENTARY INVESTIGATION)**

- |   |   |
|---|---|
| <input type="checkbox"/> Intraoral x-ray              | <input type="checkbox"/> Orthopantomography |
| <input type="checkbox"/> Teleradiography of the skull |   |

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Specifically, in the **Bergamo Via Pietro Rovelli office n. 28/L**, the following services are provided (the asterisk\* next to the individual service means that it can be provided exclusively in a freelance regime):

**ODONTOSTOMATOLOGY AND MAXILLOFACIAL SURGERY \***

- |   |  |
|---|--|
| <input type="checkbox"/> Conservative                   | <input type="checkbox"/> Dental aesthetics             |
| <input type="checkbox"/> Orthodontics: fixed and mobile | <input type="checkbox"/> Pedodontics                   |
| <input type="checkbox"/> Dental hygiene and prophylaxis | <input type="checkbox"/> Periodontology                |
| <input type="checkbox"/> Oral surgery                   | <input type="checkbox"/> Prosthetics: fixed and mobile |
| <input type="checkbox"/> Implantology                   |  |
| <input type="checkbox"/> Endodontics                    |  |

**DENTAL RADIOLOGY (FOR COMPLEMENTARY INVESTIGATION) \***

- |  |   |
|--|---|
| <input type="checkbox"/> Intraoral x-ray | <input type="checkbox"/> Orthopantomography |
|--|---|

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## CORE VALUES

The core values on which this Patient's Guide to Services is based are those sanctioned by the *European Charter of Patients' Rights*, to which all staff working in in Structures are invited to know and adopt.

### EQUALITY AND IMPARTIALITY

The *Europe Medica s.r.l.* philosophy is founded, first, on the principles of equality and impartiality. In fact, we provide healthcare and medical services following rules that are the same for everyone, regardless of race, gender, language, religion, political opinions, psycho-physical or socio-economic conditions. Unjustified discrimination is totally banned.

To break down linguistic barriers, given the considerable access of foreign patients, the Management has decided to display this document to the public at least in English.

Furthermore, our Facilities adopt, for disabled people, all initiatives aimed at allowing the use of services on an equal basis to other users.

In applying the operational rules, all Operators must be inspired, in their relationships with users, by criteria of objectivity, justice and impartiality. Furthermore, all employees and collaborators must follow the organizational model implemented in accordance with law 231/2001.

Furthermore, to ensure the right of personal privacy of the clientele, *Europe Medica s.r.l.* has adopted procedure on the Security of Personal and Confidential Data pursuant to General Data Protection Regulation (EU) 2016/679 (GDPR).

### CONTINUITY

*Europe Medica s.r.l.* takes care of the continuity of care of patients who undergo a cycle of therapies or specialist visits. In the first and third cases, communication with the general practitioner or pediatrician of free choice guarantees the flow of information necessary for the formulation of a more precise diagnosis; in the second case, following a cycle of therapies, the patient is actually taken care of in order to guarantee complete therapy.

*Europe Medica s.r.l.* ensures the regular and complete performance of the agreed services, avoiding interruptions and suspensions, unless motivated by causes of force majeure such as, for example, sudden absence of healthcare personnel or equipment failure.

In all cases *Europe Medica s.r.l.* undertakes to adopt measures aimed at causing the least possible inconvenience to users, while trying to keep the appointment unchanged by replacing the healthcare personnel involved or the equipment, if available.

In case of impossibility to keep the appointment, the secretarial staff will be responsible for immediately notifying the Patient, to reschedule the service as soon as possible.

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## RIGHT OF CHOICE

The Patient has the right to choose freely, and outside of any moral and material constraints, to benefit from the service offered by *Europe Medica s.r.l.*, within the limits of the structural, technological and technical-professional competence requirements offered. Furthermore, he has the right to receive information on the type of service that will be provided to him; for this purpose, for the services that require it, the Form for the Collection of Informed Consent has been prepared. Please remember that, at the time of acceptance, the Patient is asked to express consent to the processing of their personal data in accordance with the provisions of current legislation.

## PARTICIPATION

*Europe Medica s.r.l.* ensures compliance with the customers' right to receive the service correctly, giving customers, citizens associations and local and regional authorities always the chance to verify the correctness of operator behavior, of service quality and of compliance with the law.

In detail:

- guarantees access to the documentation regarding authorizations and credits, compliance with the requirements of the law, with safety regulations, with quality assessment regulations regarding the services supplied.
- With regards to the information held by the dental clinics of Verona and Bergamo, the Customer is guaranteed the right of access to information concerning him, according to the relevant legislation.
- Customer ratings are acquired by completing the satisfaction questionnaire, the data of which is subsequently processed and published every year directly on the site, where the improvement actions undertaken are also indicated.
- It is possible, at any time, to submit a complaint, even in written form, to which a timely and relevant response is guaranteed (with the exception of those presented anonymously, to which it is not possible to give an *ad personam* response while still taking charge of it).

## EFFICIENCY AND EFFICACY

*Europe Medica s.r.l.* operates in such a way as to guarantee the efficiency and effectiveness of the service provided; this means that the organisation, in all its operational functions, is aimed at providing a service that is as functional as possible with respect to the User's needs and is oriented towards the criterion of continuous improvement. To guarantee and maintain a high level of efficiency and effectiveness of the service provided, the dental clinics in Verona and Bergamo constantly monitor their processes. Therefore, the detection and processing of Users' opinions is considered fundamental, acquired both through satisfaction questionnaires and through the collection and evaluation of all complaints and/or reports. Furthermore, some quality standards (indicators) have been set in relation to which specific commitments and programs have also been established.

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## QUALITY STANDARDS: COMMITMENTS AND PROGRAMS

### RECEPTION AND STANDARDS GUARANTEED

As regards reception, the dental clinics in Verona and Bergamo have organized themselves to guarantee and, above all, improve the quality standards set.

At the entrance to both offices, for example, there is staff able to provide the necessary information on the location of the services and the general functioning of the two healthcare facilities.

All staff who come into contact with the Customer can be identified by wearing a uniform bearing their first name; if the contact is made by telephone, the staff is required to identify themselves by giving their first name.

The services are signposted and accessible without the interposition of architectural barriers.

The wait takes place in suitable environments equipped with a sufficient number of seats and with adjacent toilets. The toilets available to the public are distinct from those reserved for staff and their number is adequate for the influx.

In the individual structures, in all the waiting rooms and in the reception areas, there is information material, as well as the forms for submitting a complaint.

### BOOKING AND STANDARDS GUARANTEED

Since booking is a fundamental phase and tool for guaranteeing correct and timely access to the service, the staff in charge is prepared to provide complete information on the services requested, assuming their responsibilities towards the Customer, making themselves identifiable through the uniform bearing their name. baptism or by stating your first name in the case of telephone communication. All secretarial staff are adequately trained on how to carry out the services provided and on any contraindications, in order to avoid incorrect bookings which could cause discomfort to the Patient.

Reservations can also be made directly from the site, in the "service booking" area, following the specific instructions for the service requested.

Before accessing the healthcare facilities, i.e. 48 hours before the agreed day for the appointment, a reminder is sent to the Patient indicating the day, time and any instructions regarding the booked service.

To ensure maximum efficiency, the dental clinics in Verona and Bergamo have been equipped with a system that allows the monitoring of incoming phone calls, waiting times and missed calls, with the aim of reducing any inefficiencies to a minimum.

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## SUPPLY OF SERVICES AND STANDARDS GUARANTEED

The services are rendered with the utmost respect for ethical standards.

The behavior of the staff and the organization of the premises protect the right to privacy.

Users are absolutely prohibited from entering the clinics unless called by the staff; our operators can also enter the premises where an activity is taking place only after having announced themselves and having received the consent of those who are working inside.

Access to services is also guaranteed to disabled and/or stretchered patients. All secretarial staff are adequately informed on the methods of receiving such patients.

In order to offer an efficient service, also with a view to reducing delays to a minimum (however possible for healthcare services which always require maximum accuracy on the part of the healthcare personnel involved), careful planning of the schedules and work also with the aim of avoiding unnecessary waste of time.

## CUSTOMER SUGGESTIONS AND COMPLAINTS

The evaluation of complaints and reports by the User constitutes for *Europe Medica s.r.l. Dental Clinics*, as well as being an act of protection of citizens' rights, are a valuable verification tool for understanding the critical issues of the service, analyzing the causes and preparing the necessary corrective interventions, with the aim of promoting continuous improvement.

The User can make a complaint when he believes he has suffered a disservice that denies or limits the usability of the services or when he detects behavior in violation of the laws and regulations governing the use of healthcare services and which has denied the usability itself.

Particularly, reference is made to the following violations:

- the principles contained in the Patient's Guide to Services.
- the principles contained in the D.P.C.M. of May 19th, 1995, related to the rules for drafting the charter of public health services.
- the principles contained in the *Direttiva del Presidente del Consiglio dei Ministri* of January 27th, 1994, which also deals with the provision of public services.
- the regional health plan and the rules on Authorization and Accreditation.
- the ethical and deontological principles of the health professions enrolled in the Professional Registers.

The complaint can be forwarded, within the peremptory term of 15 days from the moment in which the person concerned has suffered the harmful act against him, using the following methods:

- verbally (in person or by telephone) to the Quality Assurance Manager or, in his absence, to the secretarial staff, who will take care of recording the report and forwarding it to the Manager.
- filling out the complaint form in the waiting rooms and information desks.
- by writing a letter, a fax or an e-mail to [europemedita17@gmail.com](mailto:europemedita17@gmail.com), for all reports or complaints not regarding privacy violations.

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The complaint, anonymously, can be made directly in the Facilities by filling out the appropriate form and then inserting it into the complaints box.

The Management also reserves the right to consider complaints presented after the 15-day deadline if the delay is justified by the environmental or personal conditions of the person holding the right to protection.

The Management undertakes to respond in writing to complaints within 15 days of their receipt. Throughout the opening hours there is at least one person who, where possible, removes the reported malfunctions or ensures that complaints receive prompt responses from the managers.

**We hope that our customers feel free to always communicate any incongruities between the principles and commitments indicated in this guide and the way our services are supplied.**

This will be extremely useful to the Management in helping it supervise the work performed at the centers and review quality aspects in terms of changes in user requirements and of the results achieved.

**Please be advised that complaints, especially those regarding professional ethics, are given prompter attention when received in writing.**

## HYGIENE

In order to prevent damage to Users or operators, whenever necessary the premises and equipment are cleaned and/or disinfected. Where possible, during the provision of the service, disposable "disposable" material is used; for any reusable instruments, both healthcare facilities are equipped with a sterilizer.

The rooms and toilets are constantly kept in excellent clean conditions. The toilets are equipped with all the necessary accessories.

In the common areas and in all the clinics there are sanitizing gel dispensers for hand disinfection; Access to the facilities is currently permitted only by wearing a surgical mask.

## SECURITY

Safety conditions are guaranteed by scrupulous compliance with national regulations, with particular reference to Law 81/2008 and subsequent additions. All of the personnel is informed regarding the content of the safety and evacuation plans and of their updated versions.

Special signs clearly indicate the risks, prohibitions and escape routes. In each waiting room there is an information sign on which the essential instructions of the evacuation plan are shown.

Escape routes and doors are kept free from any type of impediment.

Upon request, Users can consult the documentation relating to safety (checks carried out, risk assessment, inspection reports, etc.).

Furthermore, the Management has carried out a mapping of the potential clinical risks that Patients

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may encounter during the provision of the service, with an evaluation of the measures to be adopted to eliminate or minimize the possibility of their occurrence (List of clinical risks).

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## SAFEGUARDING AND EVALUATION MECHANISMS

The standards declared in this Service Charter represent precise commitments of *Europe Medica s.r.l. Dental Clinics* for their customers. However, these have little relevance if they are not supported by control tools set up by the organization in order to constantly verify their maintenance and improvement. All the standards listed above are periodically monitored through systematic or sample surveys, depending on their criticality. These internal checks are also prepared with the aim of achieving full protection of our customers and complete satisfaction with the service received.

### INFORMATION TO THE PUBLIC

This Service Charter can be consulted by all Users in our waiting rooms and/or in reception.

An information flyer has been created to be distributed to all our customers, which lists the services provided at our offices and provides information on how to reach the clinics. The prices of individual services are displayed in the waiting rooms.

All information regarding the services provided, timing and rates can be requested by telephone. The services provided in agreement with the National Health System are subject to the payment of the copay (€36.15) or a lower amount, if the Regional Price List provides for it.

Finally, the website ([www.europemedita.it](http://www.europemedita.it)) was created, where the User can find all the information relating to the offices. Furthermore, the Facebook and Instagram pages were activated mainly for the communication of events promoted by the structures and for health information.

It is then possible to request further information by sending an email to the administrative offices (from the "CONTACTS" page click directly on the email address that appears).

### PUBLIC RELATIONS

The constant presence on location of professionally and humanely competent and experienced physicians and of a person in charge of public relations will ensure that our customers have at all times a person ready to listen to suggestions and/or proposals and to collect reports of disruption in service or complaints, with the certainty of always receiving an appropriate answer as well as a prompt solution because they are dealing with a subject fully authorized to take action.

Customers anyhow can rest assured that periodical checks are affected and that regular staff meetings are held concerning the contents of the Patient's Guide to Services.

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## SERVICE MONITORING

The best tools for monitoring the maintenance of guaranteed quality standards are the questionnaire addressed to the public with the request for subjective judgments and the processing of various types of reports from customers.

Through internal detection systems, our structures are able to keep all performance parameters under control in order to be able to intervene in the event that the declared standards are not respected.

Furthermore, we believe that the drafting of the procedures for maintaining Institutional Accreditation, specifically for the structure based in Verona, are an important source of monitoring the maintenance and improvement of the quality standards contained in this Service Charter.

## PRIVACY

To guarantee the protection of the privacy of all users in the best possible way, *Europe Medica s.r.l. Dental Clinics* has defined the minimum structural and instrumental measures that the organization must adopt and the behaviors that each employee and collaborator must adopt in managing the personal and sensitive data of its Customers, as established by the legislation in force.

Management of personal data means "*any operation or set of operations, carried out with or without the aid of electronic or automated means, concerning the collection, recording, organisation, conservation, processing, modification, the selection, extraction, comparison, use, interconnection, blocking, communication, dissemination, cancellation and destruction of data*".

In this regard, an information note has been prepared which is delivered to the Patient who accesses our services and the acceptance staff collects the authorization to process personal/sensitive data issued by the same.

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## HOW TO REQUEST HEALTH DOCUMENTATION

### Who can request health documentation:

The Owner of the documentation, the person expressly delegated by him or other figures in possession of the legitimizing status.

### Who can collect health documentation:

Directly to the Owner of the documentation, or the person expressly delegated by him, at the indicated Offices. The shipping of the documentation may also be requested: in this case the user will only be responsible **for paying the shipping costs**.

### How to request health documentation:

The **request** for health documentation can be presented at **the Health Facility**.

The request can be made on plain paper and **delivered directly to the Secretariat of the Bergamo or Verona Clinics or sent via PEC** to the address [europemedita@pec.it](mailto:europemedita@pec.it).

### Delivery time:

The available health documentation will be delivered **within 7 days** of the submission of the request by the eligible interested parties; any additions will in any case be provided **within a maximum of 30 days** from the submission of the aforementioned request. In non-urgent cases, the entitled person can immediately choose to have the requested documentation delivered directly within 30 days of the request.

## PERIODIC REVALUTIONS OF THE PAPER AND INFORMATION MATERIAL AVAILABLE TO USER

In addition to this Service Charter, which will be made available to users in the waiting room, the Management will prepare information material (e.g. leaflets, signage in the waiting room), which will specify the type of services provided, the operators responsible performance, timetables and costs. This material will be disseminated and distributed also with the contribution of associations for the protection of citizens, patients, family members and volunteers.

The quality of said material, as well as its dissemination and distribution methods, will be subject to periodic re-evaluation by the Facility Management at least every three years.

In any case, this review will be carried out, even before the prescribed three years, if significant changes occur with reference to the structure and quality of the content of the information present both in the Charter and in the information material prepared.

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## COMMUNICATION METHODS AND CHARTER UPDATE

This Service Charter constitutes an important relationship tool between Europe Medica Dental Clinics and its community, as well as being an institutional duty aimed at encouraging citizen participation in health policies.

Providing correct and updated information on the services offered and the methods of delivery, on the places and tools made available by the healthcare facility, guaranteeing a simple and rapid way of searching, is one of the commitments undertaken by *Europe Medica s.r.l.*

For this reason, in optimizing time and resources, information messages will be conveyed through the **company website**, a dynamic and interactive tool, which will allow you to quickly consult and select information via all commonly used devices: computers, tablets, smartphones.

Our Company has therefore transferred the meaning of the Service Charter, as an information and communication body, to the company portal.

The website, constantly updated through a collaborative and centralized supervision system, will therefore become "the place" where citizens can find immediate answers to their requests about services and where they can indicate the areas to improve.

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## GLOSSARY OF TERMS AND ACRONYMS

<b>DEMA:</b>	DEMATERIALIZED RECIPE
<b>DPCM:</b>	DECREE OF THE PRESIDENT OF THE COUNCIL OF DEI MINISTERS
<b>GDPR:</b>	GENERAL DATA PROTECTION REGULATION
<b>RX:</b>	RADIOGRAPHY
<b>SSN:</b>	NATIONAL HEALTH SERVICE

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