



CHARTER OF SERVICES



EUROPE MEDICA MEDICAL AND DENTAL MULTI-SPECIALTY CLINIC CORSO MILANO, 74 37138 VERONA – TEL. 045/584575

DENTISTRY |

SPECIALIST CARDIOLOGY VISITS (ECG), DERMATOLOGY, NEUROLOGY, ORTHOPEDICS AND TRAUMATOLOGY
| SPORTS MEDICINE | PHYSICAL MEDICINE AND REHOUSING (MANUAL TREATMENTS ONLY) | PSYCHIATRY
| PSYCHOLOGY

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INTRODUCTION

The Service Charter is a tool to ensure our Users/Clients transparency and understanding of our healthcare facility, the services provided to the community, and the objectives the organization strives to achieve. Furthermore, it is one of the most important channels for verifying, monitoring, and improving the quality of the services offered and the services provided, thanks also to the participation of the Users themselves and the citizen protection associations to whom this document was submitted.

The Service Charter governs the relationship between the Client and our facility, with the primary objective of protecting their needs and health. Thus, Europe Medica s.r.l. offers the opportunity, through its reading, to effectively monitor the services provided and their quality.

Europe Medica s.r.l. staff, at all levels of responsibility, are committed to the quality of service, ensuring the reliability of the service provided and providing courteous assistance that is always attentive to the needs of the customer throughout every phase of the relationship.

PRESENTATION OF THE STRUCTURE

Europe Medica s.r.l. is a multi-clinic facility located in:

- **Corso Milano n° 74 (Verona)**, that provides:
 - **Dental services both** as a private practitioner and under an agreement with the Veneto Region Health Service.
 - Specialist visits with instrumental tests within the **cardiology** service (ECG, blood pressure Holter, 24-hour cardiac Holter).
 - Specialist visits in **orthopedics and traumatology, neurology, psychology/psychotherapy, psychiatry and dermatology**.
 - Specialist visits in **physical medicine and rehabilitation**: physiatric visits
 - Specialist visits with instrumental and manual physical therapies for the treatment and functional rehabilitation of patients affected by osteoarticular pathology: **physiotherapy, therapeutic massages, functional motor re-education and tens**.
 - Specialist **speech therapy** visits.
 - Specialist visits in the field of **sports medicine** for the certification of non-competitive sports practice.

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Europe Medica s.r.l.'s primary commitment is to meet its users' right to healthcare, working closely with their physicians and public and private facilities in the areas we serve, offering them an efficient, effective, and comprehensive service.

Our specific goal is to perform integrated diagnostics, using various investigative methods, enabling us to arrive at a comprehensive diagnosis of the clinical cases seen by our physicians.

To continuously improve the efficiency and effectiveness of our services, all equipment in use is constantly updated in software or, where possible, replaced with more cutting-edge and higher-performance devices.

Regarding the services we offer, we intend to expand our offerings by adding new specialties during 2025 based on our users' requests and the needs expressed by our local health authority (ULSS).

In addition to the speed and quality of services provided, for the Dentistry services provided at the Verona office only, we also benefit from an agreement with the Veneto Regional Health System, which guarantees access to all residents of Veneto, both Italian and foreign, with a valid health card. Furthermore, both centers operate under agreements with public and private entities and maintain direct contact with interested citizens.

All services are guaranteed by the constant presence of medical and healthcare personnel, as well as secretarial staff.

All staff members are selected based on their qualifications and/or work experience, and the aptitude they demonstrate during interviews.

This allows us to assess their specific skills and appreciate their orientation to our "work philosophy." Newly hired staff are provided with an adequate training period with experienced in-house staff, and refresher courses and assessments are conducted periodically.

All healthcare professionals, all registered with the relevant professional associations, are members of the main national scientific societies in the field.

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

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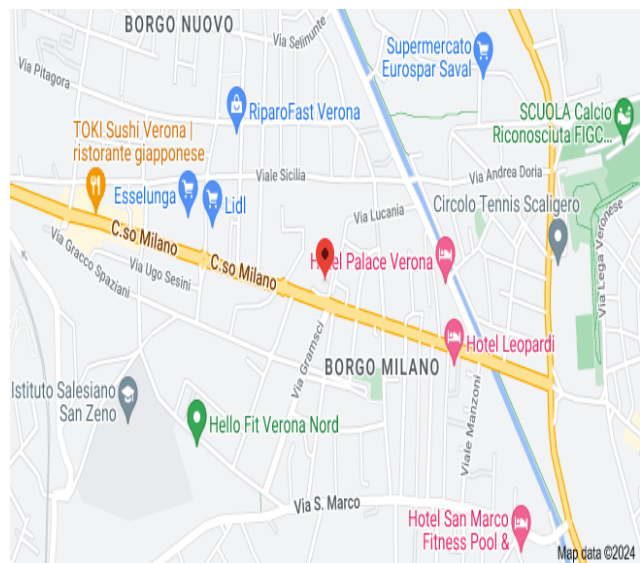
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GENERAL INFORMATION

The *Europe Medica s.r.l.* Medical and Dental Clinic has one office in the Veneto Region (the location of the facility is highlighted on the map below).

- Verona Corso Milano n. 74** (next to the Eminflex store).
Tel. 045/584575

The Verona branch at Corso Milano 74, not far from the Adigeo Shopping Center and the Verona Nord motorway exit, is easily accessible from both the province and the city and offers ample parking in the surrounding areas. It is easily accessible using urban buses 11, 33, 95, 161, and 162. For those arriving by car, there is a free parking lot directly opposite. For disabled visitors, the facility offers free private parking.



For any information, customers can contact the reception staff at each location during opening hours or call **045/584575**. They can also contact us by email at europemeditica17@gmail.com.

The opening hours to the public, during which all services are provided, are as follows:

- **MEDICAL AREA: Monday and Friday** → from **9.00 to 12.30** and from **14.00 to 19.00**
- **DENTAL AREA: Tuesday, Wednesday and Thursday** → from **9.00 to 12.30** and from **14.00 to 19.00**

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Email address: europemedita17@gmail.com
 Certified email: europemedita@pec.it
 Website: www.europemedita.it

The Medical Director of the Medical Area is **DR. UMBERTO BARETSAGHI**.

The Medical Director of the Dental Area is **DR. PATRIZIA PUGLISI**.

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THE STRUCTURE AND THE SERVICES OFFERED

1. STRUCTURE: INTENDED USE OF THE PROMISE

The Verona Medical and Dental Clinic, located at **Corso Milano 74**, occupies a portion of a ground-floor building with a total floor area of approximately 110 square meters, arranged on a single level, and is easily accessible to patients with disabilities. The following areas are available to clients for services:

- n° 3 consulting rooms (including diagnostic rooms equipped for dental and stomatology services).
- n° 1 consulting room for specialist visits.
- n° 1 reception/administrative area.
- n° 1 instrument sterilization room.
- n° 1 changing room.
- n° 1 storage room.
- n° 1 storage/archive room.
- n° 1 waiting room.
- n° 2 restrooms, one of which is open to the public (including patients with disabilities) and one for staff.

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2. INFORMATION AND RESERVATIONS

All services require an appointment, which can be made by phone or in person at the clinic during opening hours.

When booking, the following information is provided to the Client: type of service provided, day and time of service, performing physician, any preparations required, cost and payment method (service available only with direct payment or service available under an agreement with the National Health Service), and any service delivery times.

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

- **MEDICAL AREA: Monday and Friday** → from **9.00** to **12.30** and from **14.00** to **19.00**
- **DENTAL AREA: Tuesday, Wednesday and Thursday** → from **9.00** to **12.30** and from **14.00** to **19.00**

3. ACCESS METHODS

For services provided under the National Health Service (SSN) agreement, patients do not need to have a prescription written by their GP or specialist on a **regional prescription pad or a digital prescription (DEMA)**. However, they must present themselves at the reception desk with:

- Health card and tax code;
- Certificate of exemption (if applicable);
- Any previous X-rays.

Payment of the ticket, if due, is made at the time of acceptance, that is, at the time of use of the service.

- For private practice services, it is not necessary to show a request from your doctor; in this case too, payment is made when the service is used.
- For services provided under agreements with organizations, professional health insurance funds, insurance companies, supplementary health funds, etc., the access and payment methods are obviously those set forth in the agreements themselves and will be promptly explained to customers by reception staff. The list of approved organizations is posted in the waiting room.

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Services can be paid for in cash, by POS, by check, or by credit card.

The order of access to services is determined by the admission time, not the booking time.

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4. DELIVERY OF REPORTS

As far as possible, with a view to continuously improving the quality of the service offered, we try, for all types of visits, to deliver the report immediately after the performance of the service: for all private visits, our doctors try to provide the response within 1-2 hours from the end of the visit or, at most, within three days if organizational impediments arise, for visits under agreement with the National Health Service.

5. LIST OF AVAILABLE SERVICES

In the waiting rooms of each location, information brochures are available to users, detailing all the services provided. Displays also provide information on individual services and their fees. All this information, and more, can be found directly on the Europe Medica s.r.l. website at www.europemedita.it.

Specifically, the following services are provided at the **Verona office at Corso Milano 74** (the asterisk * next to the individual service means that it can only be provided either as a private practitioner or under an agreement with the National Health Service; the asterisk ** next to the individual service means that it can currently only be provided as a private practitioner):

DENTISTRY *

- | | |
|--|--|
| <input type="checkbox"/> Conservative | <input type="checkbox"/> Dental aesthetics |
| <input type="checkbox"/> Orthodontics: fixed and removable | <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 removable |
| <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 | |

CARDIOLOGY **

- | | |
|--|---|
| <input type="checkbox"/> Cardiology visits with ECG | <input type="checkbox"/> Electrocardiogram |
| <input type="checkbox"/> Holter blood pressure monitor | <input type="checkbox"/> 24-hour cardiac Holter |

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DERMATOLOGY **

- Dermatological visits

PHYSICAL MEDICINE AND REHABILITATION **

- Physiotherapy visits

SPORTS MEDICINE **

- Visits for certification of suitability for non-competitive sports practice

NEUROLOGY **

- Neurological visits

ORTHOPAEDICS AND TRAUMATOLOGY **

- Orthopedic visits

OTHER SPECIALIST VISITS **

- | | |
|---|--|
| <input type="checkbox"/> Physiotherapy visits | <input type="checkbox"/> Therapeutic massages |
| <input type="checkbox"/> Speech therapy | <input type="checkbox"/> Functional motor re-education |
| <input type="checkbox"/> Psychiatric visits | <input type="checkbox"/> Tens |
| <input type="checkbox"/> Psychological/psychotherapeutic visits | |

* The price list for services, both in the National Health Service and in private practice, is displayed in the waiting rooms.

** Services provided exclusively on a freelance basis.

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FUNDAMENTAL PRINCIPLES

The fundamental principles that inspire the Service Charter are those established by the European Charter of Patients' Rights, which all staff working in the Facility are invited to know and adopt.

EQUALITY AND IMPARTIALITY

The philosophy of *Europe Medica s.r.l.* is founded, first and foremost, on the principles of equality and impartiality. Services are provided according to the same rules for everyone, regardless of gender, race, language, religion, political opinions, psychological, physical, and socioeconomic conditions. Unjustified discrimination is strictly prohibited.

To break down language barriers, given the significant number of foreign patients, the Management has decided to display this document to the public at least in English.

Furthermore, our facility adopts all measures to ensure that disabled patients receive services on an equal basis with other users.

In applying the operating rules, all Operators must be guided, 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.


In order to guarantee the user's right to privacy, *Europe Medica s.r.l.* has complied with the European regulation on the Security of the Processing of Personal and Sensitive Data (GDPR 679/2016).

CONTINUITY

Europe Medica s.r.l. ensures the continuity of care for patients undergoing a course of therapy or specialist visits. In the first and third cases, communication with the general practitioner or pediatrician ensures the flow of information necessary for a more accurate diagnosis; in the second case, following a course of therapy, the patient is fully taken care of to ensure complete treatment.

Europe Medica s.r.l. ensures the smooth and complete performance of agreed-upon services, avoiding interruptions and suspensions unless due to force majeure, such as the unexpected 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 still striving to maintain the appointment schedule by replacing the affected healthcare personnel or equipment, if available. If it is impossible to keep the appointment, the secretarial staff will immediately notify the patient to reschedule the service as soon as possible.

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RIGHT TO CHOOSE

Patients have the right to freely choose, free from any moral or material constraints, to benefit from the services offered by *Europe Medica s.r.l.*, within the limits of the structural, technological, and technical-professional competence requirements offered. Furthermore, they have the right to receive information on the type of service they will receive; for this purpose, an *Informed Consent Form* has been prepared for services that require it.

Please note that, upon admission, patients are required to consent to the processing of their personal data in accordance with applicable legislation.

PARTICIPATION

Europe Medica s.r.l. guarantees respect for the right to proper service provision by always offering clients, citizen organizations, and local and regional public administrations the opportunity to verify the correct conduct of operators, the quality of services provided, and compliance with legal requirements.

Specifically:

- Access is guaranteed to documentation relating to authorizations and accreditations, compliance with legal requirements, compliance with safety standards, and the quality assessment of services provided.
- Regarding information held by the healthcare facility, clients are guaranteed the right to access their personal information, in accordance with applicable legislation.
- Client feedback is collected through the completion of the Customer Satisfaction Survey, the data of which is then processed and published annually directly on the website, where any improvement actions undertaken are also noted.
- You may submit a complaint at any time, even in writing, and will receive a timely and relevant response (except for those submitted anonymously, which cannot be addressed individually, even though we will still take charge of them).

EFFICIENCY AND EFFECTIVENESS

Europe Medica s.r.l. operates to ensure the efficiency and effectiveness of the service provided; this means that the organization, in all its operational functions, is aimed at providing a service that best meets the needs of its users and is oriented towards continuous improvement. To ensure and maintain a high level of efficiency and effectiveness in the service provided, the healthcare facility constantly monitors its processes. Therefore, it is essential to collect and process user opinions, gathered both through satisfaction surveys and by collecting and evaluating all complaints and/or reports. Furthermore, certain quality standards (indicators) have been established, with specific commitments and programs established.

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QUALITY STANDARDS: COMMITMENTS AND PROGRAMS

WELCOME AND GUARANTEED STANDARDS

Regarding reception, the healthcare facility has organized itself to ensure and, above all, improve its established quality standards.

At the entrance to the healthcare facility, for example, staff are available to provide necessary information on the location of the restrooms and the general operation of the healthcare facility. All staff who come into contact with clients are identifiable by their first name; if contact occurs by telephone, staff are required to identify themselves by their first name.

Restrooms are clearly marked and accessible without architectural barriers.

Waiting times are arranged in suitable spaces with a sufficient number of seats and adjacent restrooms.

Restrooms for the public are separate from those reserved for staff, and their number is adequate for the flow of patients.

Informational materials are available within the facility, as well as complaint forms.

BOOKING AND GUARANTEED STANDARDS


Since booking is a crucial step and tool for ensuring proper and timely access to services, our staff is trained to provide comprehensive information about the services requested, assuming their responsibilities towards the Client, and making themselves identifiable by wearing uniforms bearing their first name or by stating their first name when communicating over the telephone. All reception staff are adequately trained in the procedures for performing the services provided and any potential contraindications, to avoid incorrect bookings that could cause inconvenience to the Patient.

Bookings can also be made directly on the website, in the "Service Booking" area, following the specific instructions for the requested service.

Before accessing the healthcare facility, or 48 hours before the scheduled appointment date, the Patient will be sent a reminder indicating the day, time, and any instructions regarding the booked service.

To ensure maximum efficiency, the healthcare facility has equipped itself with a system that monitors incoming calls, waiting times, and missed calls, with the aim of minimizing any potential disruptions.

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PERFORMANCE OF SERVICES AND GUARANTEED STANDARDS

Services are provided with the utmost respect for ethical standards.

Staff conduct and the organization of the premises protect the right to confidentiality.

Patients are strictly prohibited from entering the clinics unless called by staff; our staff may also enter areas where work is in progress only after announcing themselves and receiving permission from those working inside.

Access to services is also guaranteed to patients with disabilities and/or patients on stretchers. All administrative staff are adequately trained in the procedures for welcoming such patients.

To offer an efficient service, including with a view to minimizing delays (which are possible for healthcare services that always require the utmost care from healthcare staff), careful scheduling of work schedules and workloads is implemented, also with the aim of avoiding unnecessary waste of time.

WAIT TIMES AND PRIORITY

The right to benefits and waiting times

One of the fundamental principles of the National Health Service is to protect citizens' health, ensuring equal access based on health needs and providing effective services. Respecting available resources and responding to the ever-increasing demand for services from citizens, Europe Medica s.r.l. has adopted a method that, using the priority classes defined by current legislation, ensures that patients with the most serious problems are seen first, followed by all others.

The priority classes and maximum times to be guaranteed

Priority classes are a tool for differentiating access times for specialist visits and services, adjusting them based on the patient's clinical condition and health risk.

Our doctors have always analyzed patients' problems and recommended or withheld further diagnostic testing, deciding whether or not the need for further treatment is greater or lesser. This approach is now standardized; it is also used to regulate waiting times for healthcare services, and new referrals are designed for this purpose. It will therefore be the doctor's responsibility to assign the priority class to the request for a specialist visit or service based on how early, in his or her opinion, it should be performed.

Four priority classes have been defined, corresponding to four maximum waiting times, which, in accordance with the latest Veneto Region legislation on the matter (Regional Law 30 December 2016 no. 30, art. 38), are as follows:

U = Urgent, meaning to be guaranteed within 24 hours of the request and therefore to be reserved for serious cases in which there may be a real risk for the patient

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B = Short wait, i.e. up to a maximum of 10 days

D = Deferred, i.e. with a maximum wait of up to 30 days from the booking, both for specialist visits and for tests and instrumental procedures (X-rays, ultrasounds, etc.)

P = Scheduled, meaning referring to problems that require further investigation but do not require a quick response; these services must be provided within 60/90 days of the appointment, as indicated by the prescribing physician.

These maximum times are guaranteed only for initial visits or initial services (i.e., the first time the patient is seen for that health problem) and not for subsequent check-ups or in-depth analyses, which are decided and scheduled following a visit or examination by the specialist or service that initiates patient care.

COLLECTION OF REPORTS AND GUARANTEED STANDARDS

Reports must be delivered within the deadlines communicated to the User upon acceptance, in compliance with the European Privacy Regulation (GDPR 679/2016).

In the event of delays due to reasons beyond the User's control, the User will always be notified promptly.

Upon request, reports can be delivered to the User's home address by courier, according to the methods indicated in the specific operating procedure.

If the Patient requires a copy of the report after a certain period of time, he or she may request one by calling 045/584575 or by emailing europemeditica17@gmail.com.

Printing the report is free.

CUSTOMER REPORTS AND COMPLAINTS

For *Europe Medica s.r.l.*, evaluating User complaints and reports is not only an act of protecting Citizen rights, but also a valuable tool for identifying critical service issues, analyzing their causes, and preparing the necessary corrective measures, with the aim of promoting continuous improvement.

Users may file a complaint when they believe they have experienced a poor service that denies or limits their access to services, or when they perceive behavior that violates the laws and regulations governing the use of healthcare services and has denied their access.

In particular, reference is made to violations:

- of the principles contained in the Service Charter;
- of the principles contained in the Prime Ministerial Decree of 19.05.1995 relating to the rules for drafting the public health service charter;
- of the principles contained in the Directive of the President of the Council of Ministers of

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27.01.1994 which also deals with the provision of public services;

- of the regional health plan and of the regulations on authorization and accreditation;
- of the ethical and deontological principles of the healthcare professions of professionals registered in the Registers.

The complaint can be submitted within the peremptory deadline of 15 days from the moment in which the interested party suffered the harmful act against him/her, using the following methods:

- verbally (in person or by telephone) to the Quality Assurance Manager or, in his absence, to the relevant secretarial staff, who will be responsible for recording the report and forwarding it to the internal manager;
- by filling out the complaint form available in waiting rooms and at information desks;
- by writing a letter or an email to europemeditica17@gmail.com, for all reports or complaints not concerning privacy violations;

Anonymous complaints can be made directly at the facility by completing the appropriate form and placing it in the complaints box.

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

Management undertakes to respond to complaints in writing, except for anonymous complaints, within 15 days of receipt, possibly with a simple acknowledgement of receipt, which must be followed by a letter of resolution.

At least one person is present throughout the facility's opening hours to resolve any reported malfunctions, where possible, or to ensure complaints are promptly responded to by those responsible.

To maintain quality standards and the commitments made, it is essential to conduct an annual customer satisfaction survey through the administration and evaluation of the "*Customer Satisfaction Survey*". This survey may provide feedback and suggestions for improving the service provided and ensuring its continued high quality. **We hope our clients will always report any discrepancies between the provisions of this document, including commitments made, and the service delivery method.** This will be extremely helpful in helping Management monitor the quality of the service provided and reassess quality aspects based on changing customer needs and actual results achieved.

It is important to remember that any complaints, especially those concerning professional ethics, are given greater weight if submitted in writing.

HYGIENE

To prevent harm to users or staff, the facilities and equipment are cleaned and/or disinfected whenever necessary. Where possible, disposable disposable materials are used during service

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provision; for any reusable instruments, the healthcare facility is equipped with a sterilizer. The facilities and restrooms are kept in excellent clean condition at all times. The restrooms are equipped with all necessary accessories. Hand sanitizer dispensers are available in common areas and throughout all operating areas. Access to the facility is currently permitted only with a surgical mask.

SAFETY

Safety conditions are guaranteed by scrupulous compliance with national regulations, particularly Law 81/2008 and subsequent amendments. All staff are informed of the contents of the safety and evacuation plans and their updates.

Specific signs clearly indicate risks, prohibitions, and escape routes. Each waiting room has an information sign containing the essential instructions for the evacuation plan.

Escape routes and doors are kept free of any obstructions.

Upon request, users can consult safety documentation (checks performed, risk assessments, inspection reports, etc.).

Furthermore, Management has mapped the potential clinical risks that patients may encounter during service provision, assessing the measures to be taken to eliminate or minimize their occurrence (List of Clinical Risks).

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PROTECTION AND VERIFICATION MECHANISM

The standards stated in this Service Charter represent *Europe Medica s.r.l.*'s specific commitments to its customers. However, these are of little relevance if they are not supported by control tools implemented by the organization to constantly monitor their maintenance and improvement. All the standards listed above are periodically monitored through systematic or sample surveys, depending on their criticality. These internal audits are also designed to ensure full customer protection and complete satisfaction with the service received.

PUBLIC INFORMATION

This Service Charter is available to all users in our waiting rooms and/or at reception.

An informational flyer has been created for distribution to all our customers, listing the services provided and providing information on how to reach the clinics. The prices of individual services are displayed in the waiting rooms.

All information regarding the services provided, their timing, and fees can be requested by telephone. Services provided under agreement with the National Health System are subject to a co-payment or a lower fee, if required by the Regional Tariff List.

Finally, a website (www.europemedita.it) has been created, where users can find all the information relating to the healthcare facility.

Facebook and Instagram pages have also been activated, primarily for communicating events promoted by the facility and for health information.

You can then 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 of competent and well-trained doctors, both professionally and personally, and a customer relations manager, allows clients to always find a contact person to make suggestions and/or proposals, report malfunctions, or express complaints with the certainty of always receiving an appropriate and effective response, coming from someone authorized to take any necessary action.

Additionally, periodic checks and staff meetings are conducted to ensure compliance with the Service Charter.

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SERVICES MONITORING

The best tools for monitoring the maintenance of guaranteed quality standards are the public questionnaire, which also requests subjective opinions, and the processing of various customer reports.

Through internal monitoring systems, our organization is able to monitor all performance parameters in order to intervene if the declared standards are not met.

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

PRIVACY PROTECTION

To ensure the best possible protection of the privacy of all users, Europe Medica s.r.l. 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, in accordance with applicable legislation.

Personal data management means *"any operation or set of operations, performed with or without the aid of electronic or automated means, concerning the collection, recording, organization, storage, processing, modification, selection, extraction, comparison, use, interconnection, blocking, communication, dissemination, erasure, and destruction of data"*.

In this regard, an information note has been prepared that is delivered to patients accessing our services, and admissions staff collects the authorization to process personal/sensitive data from the patient.

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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 legitimising status.

Who can collect health documentation:

Directly to the owner of the documentation, or the person expressly authorized by him, at the indicated offices. Shipping of the documentation may also be requested: in this case, the user will only be responsible for shipping costs.

How to request health documentation:

The request for Health Documentation can be **submitted to the healthcare facility**.

The request can be made on plain paper and **delivered directly to the healthcare facility's secretariat or sent via certified email to europemeditica@pec.it**.

Delivery times:

Available health documentation will be delivered **within 7 days** of the request being submitted by the eligible interested parties; any additional information will be provided **within 30 days** of the request being submitted. In non-urgent cases, the eligible interested party may immediately choose to have the requested documentation delivered directly within 30 days of the request.


PERIODIC RE-EVALUATIONS OF THE PAPER AND INFORMATION MATERIAL AVAILABLE TO USERS

In addition to this Service Charter, which will be made available to users in the waiting room, Management will prepare informational materials (e.g., leaflets, signs in the waiting room) detailing the types of services provided, the staff responsible for providing them, their hours, and costs. This material will also be disseminated and distributed with the support of associations for the protection of citizens, patients, family members, and volunteers.

The quality of this material, as well as its dissemination and distribution methods, will be periodically reevaluated by Management at least every three years.

In any case, this review will be carried out, even before the required three-year period, if there are significant changes to the structure and quality of the information contained in both the Charter and the informational materials provided.

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COMMUNICATION METHODS AND CARD UPDATES

This Service Charter is an important tool for establishing relationships between Europe Medica and its community, as well as an institutional duty aimed at encouraging citizen participation in healthcare policies.

Providing accurate and up-to-date information on the services offered and how they are delivered, on the locations and tools provided by the healthcare facility, while ensuring quick and easy research, is one of Europe Medica s.r.l.'s commitments.

For this reason, to optimize time and resources, information will be delivered through the **company website**, a dynamic and interactive tool that allows for quick access and selection of information via all commonly used devices: computers, tablets, and smartphones. Our company has therefore transferred the meaning of the Service Charter, as a body of information and communication, 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 service requests and where they can indicate areas for improvement.

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RESOURCE ALLOCATION

SERVICES PROVIDED	SERVICE DELIVERY LOCATION	AVAILABLE RESOURCES (See organizational chart)	SECRETARIAL STAFF
DENTISTRY	VERONA CORSO MILANO 74	5 DENTISTS 2 ARMCHAIR ASSISTANTS	1 administrative director 1 operational secretary
CARDIOLOGY	VERONA CORSO MILANO 74	1 DOCTOR	
DERMATOLOGY	VERONA CORSO MILANO 74	1 DOCTOR	
NEUROLOGY	VERONA CORSO MILANO 74	1 DOCTOR	
PSICHIATRY	VERONA CORSO MILANO 74	1 DOCTOR	
ORTHOPAEDICS AND TRAUMATOLOGY	VERONA CORSO MILANO 74	1 DOCTOR	
SPORTS MEDICINE	VERONA CORSO MILANO 74	1 DOCTOR	
PHYSICAL THERAPY AND REHABILITATION	VERONA CORSO MILANO 74	1 DOCTOR	
OTHER BRANCHES TO VISIT: - PSICOLOGY - PHYSIOTHERAPY - SPEECH THERAPY	VERONA CORSO MILANO 74	1 PSYCHOLOGIST/PSYCHOTHERAPIST 1 PHYSIOTHERAPIST 1 SPEECH THERAPIST	

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GLOSSARY OF ACRONYMS

DEMA: DEMATERIALIZED RECIPE
DPCM: DECREE OF THE PRESIDENT OF THE COUNCIL OF MINISTERS
GDPR: GENERAL DATA PROTECTION REGULATION
RX: X-RAY
SSN: NATIONAL HEALTH SERVICE

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