

CHARTER OF SERVICES

Rev. 5 of 11 march 2019

Premise

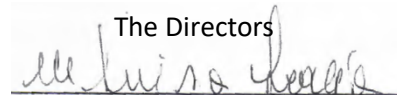
Dear User,

with the CHARTER OF SERVICES, we would like to introduce you to our organization and provide information about the health services provided, the quality standards adopted, ways of presenting any complaints and about methods of checking user satisfaction in order to guarantee the most appropriate and timely response to the need for health care.

In addition to being informative, this Charter of Services defines the commitment of Fisioroma to ensure the implementation of rules provided to protect the fundamental rights of citizens, so that all are satisfied with the levels of professional quality, attention, courtesy and respect.

All information contained here is available on our website www.fisioroma.it

We thank you for any suggestions that you may have for us, which will enable us to make the service offered all the more efficient and cater to your needs.

The Directors


Presentation of the Structure

History

Studio Fisioroma Sas was founded in 1977, thanks to the professional commitment of Riccardo Colombo, accompanied in his activity by his daughter Donatella from 1983, the year she graduated as a rehabilitation therapist. Both continued their commitment to care, awareness and information on the importance of rehabilitation, not only for the recovery of functions, but also for the prevention or worsening of degenerative diseases.

Despite the sad loss of the founder several years ago, the family commitment continues with the enrichment of a third generation thanks to his nephew Lorenzo Simpson, currently engaged in the organization of the clinic and also studying for a degree in osteopathy. To date Riccardo Colombo's widow Maria is the Legal Representative of Fisioroma Sas.

The Firm, authorized by the Lazio Region since its initiation, has obtained definitive regional accreditation with DCA n ° U00343 of 14/11/2012 for the specialized branch of Physiokinesitherapy.

Mission

Since then, believing in the right of every person to enjoy excellent health, Fisioroma pursues the finest innovative techniques to provide performance in the field of Physiokinesitherapy and Postural Re-education.

The services offered to the individual or to groups aim to improve both acute and chronic pain conditions and to develop, maintain or recover movement and functional skills during all phases of life, especially in those circumstances where they are compromised by trauma, disease, surgery, environmental factors and age.

Every citizen, according to the right of free choice sanctioned by law, can directly contact Fisioroma where, for agreed services, the same ticket or exemption rates in place in Public Structures will be applied, in addition to private services.

Territorial scope of the structure and functionality

The structure is located in the Municipality of Rome, on the ground floor of a building used as residential accomodation in the district of **Villa Bonelli**, in Via Gaetano Fuggetta n° 47.

Fisioroma is in an area of Rome that presents a system of urban traffic that can be reached either by private means or by public transport, use bus lines 44 and 774 with terminus in Via Camillo Montalcini, or line 771. Access is guaranteed with ease, provided by internal and external signs, and also suitable for people with disabilities who can take advantage of a dedicated entrance, free of architectural barriers.

The structure respects local regulations throughout, urban planning, building, technical, hygiene and safety in the workplace, appropriate to the specific use.



The catchment area is preferentially that of the district but, given the specialized level of the Firm, the citizens of other urban areas also benefit from the services offered.

Organization

Health, management and administrative activities are governed by:

Legal Representative: Ms. Maria Luisa Scalia

Human Resources & Administration: Clive Simpson

Health Director: Dr. Florinda Valdivia Torres

Coordination of activities and health services: Dr. Donatella Colombo

All systems and equipment present are subject to regular maintenance whose interventions are scheduled and recorded. The architecture and furnishings are designed to ensure optimal levels of hygiene and comfort. In the waiting room there is a vending machine with hot and cold drinks and sweet and savory snacks.



The activities aimed at the relationship with the public are managed by:

Secretaries: Lucia Di Clemente

Iskra Luchetti

Lorenzo Simpson

Health services are provided by:

Physiotherapists: Donatella Colombo

Letizia Alessandroni

Tomasz Fronczak

Francesco Raucci

Lyubka Margina

Cristiano Borsacchi

Osteopath: Stefano Rea

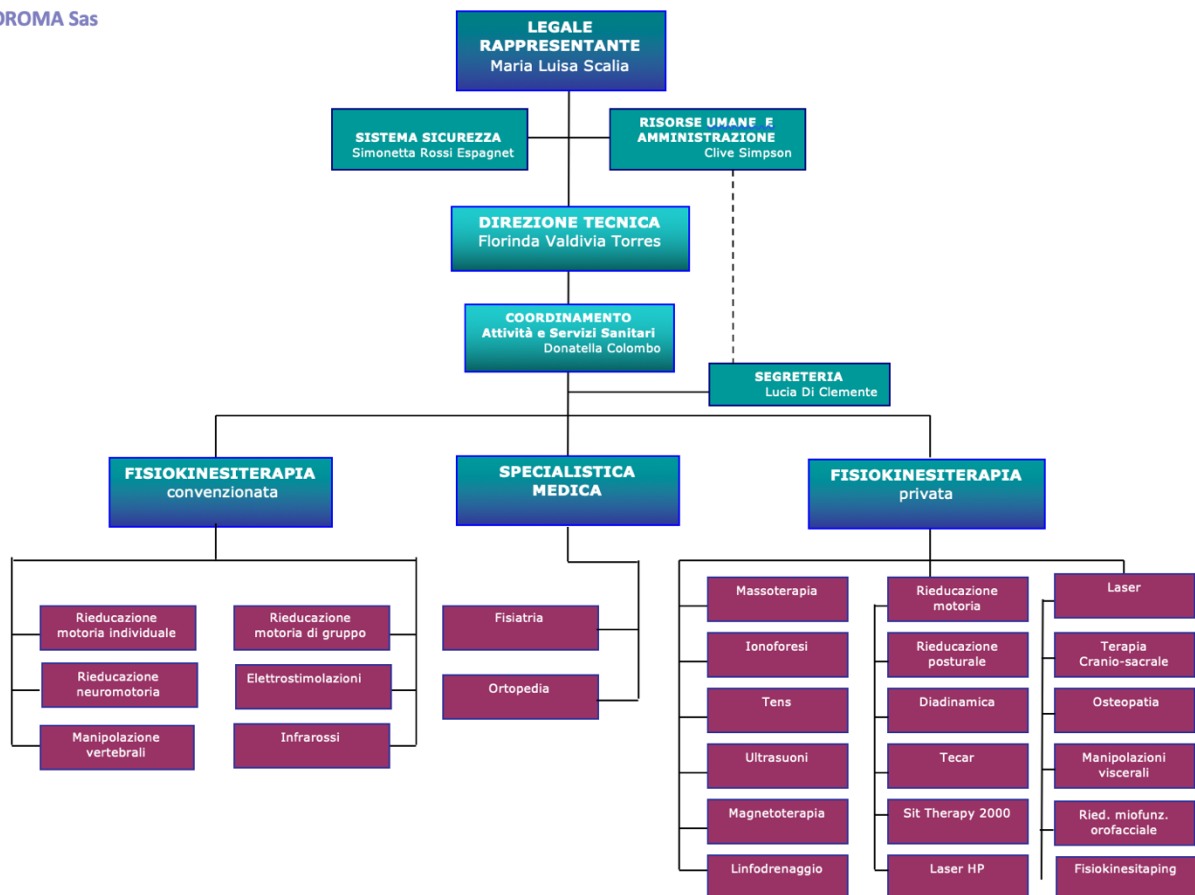
Physiatrist: Dr. Florinda Valdivia Torres

Dr. Marco Gagni

Orthopedic: Dr. Daniele Patacconi

The organizational structure model shown below describes the composition of the organizational units and the related hierarchical and functional links.

FISIOROMA Sas



Values

The values and principles that inspire and guide Fisioroma are:

The centrality of the person: each person is unique and his/her health needs to receive the highest consideration and attention. In relations with users, the reception, the relationship and the communication are particularly taken care of.

The continuous improvement of therapeutic quality: this activity is carried out for the physical well-being of the person, in particular to bring the user back to full osteoarticular function and to the prevention of the worsening of degenerative pathologies.

The multidisciplinary approach to clinical aspects: to ensure an adequate response to the health needs of users, the staff is highly qualified, through continuous training and a team work comparison.

The enhancement of human resources: all professionals working in the structure have a card of recognition that shows his/her name and their professional role; this allows the identification of the personnel and increases the degree of confidence with patients.

Ethics: respect and dignity of the human person are the source of working in the areas of service offered.

Principles

In line with the guidelines and opinions expressed by national Institutions, Fisioroma carries out its activities in compliance with the following fundamental principles:

Equality: performs its activity according to the same rules for all, without distinction of sex, race, language, class, religion and political opinions.

Impartiality: operators guarantee fair and impartial behavior and objectives for patients while respecting the uniqueness and diversity of each individual

Continuity: ensures the regularity of its services on an ongoing basis and without interruptions in the operating mode defined by national and regional rules and regulations.

Right of choice: allows the user to choose the provider and take advantage of services agreed with the NHS, private services and in agreement with insurance funds.

Participation: guarantees the user correct, clear and complete information and the possibility to express their own evaluation of the quality of the received services.

Efficiency and effectiveness: we are committed to producing valid results for the health of the person, safeguarding proceedings without waste of resources.

Appropriate treatment: we offer appropriate therapies according to the needs of a person's health, respecting the clinical indications for which the effectiveness, the methods of delivery and the most opportune times regarding the health and social conditions of the user have been demonstrated.

These principles are integrated with the contents of the European Charter of Patients' Rights, displayed in a place that is clearly visible to the public.

Rights and duties of Patients

Fisioroma recognizes to each Patient the right:

- to receive a complete and prompt medical treatment in relation to the diagnosed pathology;
- to obtain accurate, complete and comprehensible information on one's state of health;
- to the secrecy of all data related to his pathology and to any other circumstance concerning him/her;
- to rely on the availability and collaboration of the staff for every need for assistance;
- to know in advance the costs relating to personal services and services of the structure;
- to receive answers for any observations or suggestions, however addressed to the structure and the staff operating in it.

Fisioroma expects from Patients:

- full cooperation with doctors and staff;
- compliance with regulations and provisions to the advantage of the seriousness of the structure and the full efficiency of the services;
- compliance with the absolute ban on smoking and the ban on the use of mobile phones on the premises of the structure.

The management of Fisioroma confides in the cordial collaboration of each Patient in order to avoid any cause of misunderstanding.

Protection of confidentiality

According to the indications provided by the EU Regulation 2016/679, concerning the protection of individuals with regard to the processing of personal data, as well as the free circulation of such data, Fisioroma is particularly guarantees the privacy of its Patients in collecting data related to health to their afferents.

These data are those "relating to the physical or mental health of a person, including the provision of health care services, which reveal information relating to his/her state of health" (Article 4 GDPR). They are included in the broader category of data subject to special treatment (Article 9 GDPR) as it is able to reveal very intimate details of the person.

The Acquisition of Informed Consent is also present in the Risk Management architecture of Fisioroma to allow the User to accept or refuse a specific therapeutic treatment performed on his / her person.

All personnel, health and administrative, are authorized to process the data acquired and operate according to the principle of professional secrecy.

Assistance for foreign citizens

Fisioroma informs that this Charter of Services is also legible in English.

Within the governing bodies, Mr. Clive Simpson, a native English speaker and member of the structure, will be able to provide all the necessary information. Beyond that the Company also ensure the understanding and the spoken language of English, French, Spanish, Polish, Bulgarian and Russian.

Services offered and Performance

Located at the entrance of Fisioroma there is a Reception service available to Users.

The time of entry from Monday to Friday is as follows: morning from 8:00 to 13:00; afternoon from 2.30 to 7.30 pm. On Saturdays and Sundays Fisioroma remains closed.

The therapies and specialist visits are made by reservation, upon presentation of a medical request. The appointment is agreed upon acceptance. If there is no immediate availability, the user will be placed on the waiting list with a maximum waiting time of 8-10 days.

For Users with particular fragility and / or urgency (eg post-surgical or fracture outcomes) a preferential list is provided.

To perform therapies under the agreement with the NHS, the Patient must present a suitable request by the family doctor or by the public service specialist on a red or white (electronic) prescription. The prescription lasts one year and may contain a cycle of up to 10 sessions for no more than 6 therapies, in the case of diseases in the acute phase, or 3 in other cases.

The following must be clearly indicated:

- ✓ name, surname, tax code, any specification of the right to exemption from payment of the service;
- ✓ specification of the services requested according to the aforementioned limit, as required by the current provisions;
- ✓ doctor's stamp and signature and date of prescription.

Legislation of the NHS welfare levels establishes the benefits the use of which is subordinated to the payment of tickets, as a share of participation by the citizen, and services outside the convention.

In order to perform services excluded from the NHS or in agreement with private organizations, a medical prescription is still required.

A dedicated price list can be consulted at the Reception desk.

The payment of services or of the ticket, where applicable, takes place at the time of acceptance and can be made, in cash, also with Bancomat and Credit Cards during the opening hours of the Reception desk.

For each type of information / booking, Users can contact the Reception staff, available to provide all the information requested:

- by calling 06 55286956
- by fax at 06 5501402
- by email at fisioromasas@gmail.com

Agreed conventional services

- Simple and complex individual motor re-education
- Group motor re-education
- Neuromotor re-education
- Infrared
- Electrostimulation
- Vertebral manipulation
- Physiatric specialist examination
- Specialized orthopedic examination



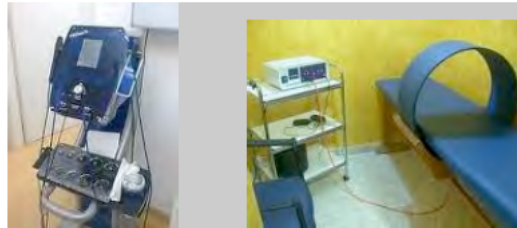
Fisioroma S.a.s.

Via Gaetano Fuggetta, 47 - 00149 ROMA

P.IVA 01296121005 TEL/FAX 06.552.86.956 - 06.550.14.02

Private services

- Massage therapy
- Individual postural re-education
- Iontophoresis
- Ultrasound
- Tens
- Diadynamic
- Tecar
- Magnetic
- Laser therapy
- Laser therapy H.P.
- Cranio-Sacral therapy
- Osteopathy
- Visceral manipulation
- Orofacial myofunctional re-education
- Lymphatic drainage
- Sit Therapy
- Kinesiotaping
- Postural re-education on a bed with perceptive surfaces
- Motor re-education with Gyrotonic technique



Tools for protection, verification and transparency

Fisioroma has activated a series of initiatives to facilitate interaction with users and protect the right to the proper use of services, encouraging citizen participation in the various stages of implementation of the interventions.

In particular:

Reporting of complaints

For reporting critical staff behavior, service anomalies, safety anomalies, defects or malfunctions related to therapies performed with electro-medical devices, it is possible to contact the Coordination of health activities and services: Dr. Donatella Colombo cell. 328 0150015 / e-mail fisioromasas@gmail.com

In addition, the Patient can make a complaint using the appropriate forms available at the reception desk, which can be returned after completion, or placed in the dedicated box located at the Reception. After receiving the complaint, Fisioroma guarantees an immediate verification and corrective action where necessary, producing a response to the alert within 7 days.

In case of anonymous reporting, the answer will be made publicly on the bulletin board, located in the waiting room.

Each Complaint is reported in a special Register that is periodically analyzed by the Management to check all the corrective / preventive / integrative actions resolved or still open and proceed to close them.

Third party compensation request

In case of claim for compensation for injuries and / or damage suffered by people or things, Fisioroma has coverage of Insurance Policies for Civil Liability of the Company and Professional Liability of the operating staff.

It is possible to present the request to the Secretaries within 24 hours from the events, indicating precisely the incident and the injured subjects / things for which compensation is requested.

The Management is responsible for issuing an immediate claim to its insurers, delivering a copy of the claim to the applicant.

Refund request

In case of interruption of the therapy in progress, the Patient can request reimbursement no later than the third therapy performed.

It is possible to present the request to the Secretaries, obtaining a refund immediately.

Appeal

In the event of an appeal, reference is made to Italian law. The Court of Rome will be the exclusive competent body for any controversy, without prejudice to the mandatory limits of the law.

Transparency

Fisioroma ensures transparency in reference to the methods of service delivery, the clarification of objectives, effectiveness and efficiency adopted within it, sharing the results obtained with the operating staff and also with Patients, who can acquire details on simple request.

Access to documentation proving authorization to operate is also guaranteed, compliance with the requirements established by the laws and regulations on individual and collective security.

Quality standards

Work organization is aimed at guaranteeing the highest quality of services, adopting all the appropriate measures to meet the needs of Patients in a timely manner.

The services are carried out with appropriate precautions aimed at respecting the dignity of the person, as well as his/her private sphere. The provision of the service is characterized in all its phases by measures that ensure professionalism and availability by all staff.

For the improvement of quality, Fisioroma has defined standard levels and indicators regarding the services provided. Every year, any deviations with respect to the planned quality standards are analyzed by the Management, in line with its own information system, in order to guarantee a complete and effective measurement with consequent internal management reviews.

Verification of approval by Patients

At the end of the therapy performed, the Secretaries will provide the Patient with an assessment questionnaire to verify the satisfaction of the services and the perceived quality, which can be returned to them after completion, or placed in the dedicated box located in the Reception area.

Fisioroma periodically analyzes these evaluations, which it shares with all the professionals of the Structure to carry out careful consideration aimed at the continuous improvement of quality.

Health and Safety in the workplace

Within Fisioroma, through the H&S management, the respect of appropriate measures to ensure the protection of health and safety in the workplace are satisfied, in compliance with the provisions of Legislative Decree 81/08 and subsequent amendments to the prevention of work risks, and also the protection of User safety, according to the criterion of continuous improvement in quality by the company organization.

Communication

According to the EU Directive 97/17, Fisioroma considers effective communication as the key to successfully implement changes, determining how essential the point of view of Users is, taken into account in the development of the care process and in the system for improvement of its quality.

Communication is therefore considered as a bilateral process of information / listening, which sees two or more subjects involved with equal dignity and is an essential tool for qualifying the relationship between citizens and health service, improving the sense of belonging of the operators and encouraging autonomous decision of the Users for participation in decision making.

The Communication Plan of Fisioroma has therefore identified the interlocutors and the interventions, keeping in mind both internal and external communication.

This Service Charter is disclosed and is available to the User at the Studio.

Map



The Health Services Charter was drafted in compliance with the following national and regional legislation:

Law 7 August 1990, n. 241

"New rules on administrative procedure and right of access to administrative documents";

Decree of the President of the Council of Ministers of 19 May 1995

"General reference scheme of the Public Health Services Charter";

Ministry of Health - Guidelines No. 2/95

"Implementation of the Service Charter in the NHS";

Decree of the Commissioner ad Acta 6 October 2014, n. U00311

"Guidelines for the Development of the Health Services Charter of Healthcare Enterprises and Structures of the Lazio Region"

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