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|  | Charter of Services | | |
| | CS | Rev. 00 | Del 15/01/2024 |




Centro Poliambulatorio Specialistico
 Situated in: **VIALE ASSISI, 88 – (Villa Pigna) – 63084 FOLIGNANO (AP)**
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CHARTER OF SERVICES


| REV. | date | DESCRIPTION | CHANGES (REF. PARAGR.) |
|------|------------|----------------|------------------------|
| 0 | 15/01/2024 | First émission | |
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1 GENERAL INFORMATION

Opening hours: from Monday to Friday

08.00 – 12.30 PM

2.30 – 8.00 PM

Saturday from 9:00 AM to 12:30 PM

Telephone: 0736/390256 Fax: 0736/390156

info@pianetasalutesrl.it

Reception:

Martina Filiaggi

Ilaria Cristina Massetti


Ilaria Giardini

Arianna Orsolini

Antonella Acquistucci

Health Director Dr. Pasquale Allevi

Head of Diagnostic Imaging Area Dr. Fabio Lupi

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2 PATIENT RESPONSIBILITIES

- Do not smoke in the facility premises
- Avoid causing disturbance
- Collaborate with the operational staff
- Respect the appointment schedules, informing in case of impossibility
- Refrain from using mobile phones
- Show utmost respect for the environment, materials and collaborate to their efficiency
- Report any situation that undermines your rights or any problem to the Health Director

3 PATIENT RIGHTS


- Respect of the individual's integrity, modesty, privacy, moral beliefs, etc.
- Respect of the confidentiality of all information related to one's health state and personal matters
- Consult with the Health Director during established hours or upon request at the reception.
- Respect of the established schedules
- Have the information about the therapeutic process, methods, benefits and potential risks, expressing one's willingness to undergo medical treatments through a vocal "informed consent" that shows up in the choice to undergo the requested procedure
- Receive all clarifications deemed necessary, both from the Health Director and the operators, according to their competencies

4 MODES OF DISPENSATION

Access to the service is only possible with a medical prescription of the requested procedure. Reservations can also be arranged by phone and must be regularized at the counter upon provision. At the time of booking, the front desk specifies possible ways and behaviors in order to conduct the survey.

During the facility's opening hours it is possible to:

- Reserve requested services;
- Receive information on the requested service delivery method;
- Receive information on tariffs;
- Consult, upon request, with the Health Director or with the facility's radiologists;
- Retrieve examination reports;
- Request certifications for received services;
- Receive information on the possible payment methods;
- Pay for services.

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For each user the Case Manager is the Radiologist assisted by the Health Director, the DI Responsible Doctor and the Radiology Technician.

5 INTERNAL REGULATIONS

In order to ensure the delivery of services to all users and in respect of people's freedom it is necessary to observe the following rules of civilized and dignified living in common areas:

- It is not allowed to entry beyond the waiting room and stand in the passageways without the personnel permission
- Loud conversations and the use of offensive language are not allowed
- Familiarity with staff members is not allowed
- The use of mobile phones or electronic games that may interfere with the work environment is not allowed
- Changes to assigned schedules must be agreed upon with the staff, considering the available slots.

Warnings:

- For Magnetic Resonance Imaging (MRI) examinations, it is necessary to adhere to the instructions given by the staff
- For General Radiology, Computed Tomography (CT) and Bone Densitometry examinations, a referral or request from a specialist is mandatory (these are machines that emit ionizing radiation). Therefore, it is necessary to follow the instructions given by the staff at the time of booking.
- For ultrasound examinations, it is necessary to adhere to and respect the instructions provided by the reception staff

6 SERVICES AND EXAMINATIONS OFFERED:

- X-ray Investigations
- Computed Tomography
- Open Magnetic Resonance Imaging (MRI)
- Bone Densitometry
- Mammography - with Tomosynthesis
- Ultrasonic Diagnostics (Multidisciplinary Ultrasound)

| DIGITAL RADIOGRAPHS |
|--|
| • Digital Orthopantomography |
| • Skull Teleradiography |
| • Telespinogram In Orthostatism In Antero-Posterior |
| • Telespinogram In Orthostatism Bi - Projective |
| • Radiography Lower Limbs In Orthostatism (Feet Underloaded) |
| • Skull Radiography |
| • Radiography Temporo-Mandibular Joint |
| • Cervical spine radiography |
| • Dorsal spine radiography |

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| • Lumbar spine radiography |
| • Sacrum - Coccyx Radiography |
| • Radiography Pelvis - Femoral Coxes |
| • Radiography Sacrum - Iliac - Pelvis |
| • Radiography Chest - Hemithorax |
| • Radiography Skeletal Segment |
| • Direct Radiography Abdomen |
| • Direct Radiography Epipharynx - Larynx |
| • Salivary Glands - Trachea |
| • Total Cone Beam |
| • Cone Beam Upper Or Lower Arch |
| • Cone Beam Hemiarchae |
| • Cone Beam Temporo - Mandibular Articulation |

BONE DENSITOMETRY - MOC

- Femoral And Lumbar Bone Densitometry
- Total Body Densitometry For Assessment and Quantification Of Bone Mineral Mass, Lean Mass And Fat Mass

OPEN MRI

- | | |
|----------------------------|-----------------------|
| • Articular | • Lumbar-Sacral Spine |
| • Cervical Spine | • Dorsal Spine |
| • Temporo Mandibular Joint | • Pelvic |
| • Encephalus | |

COMPUTED TOMOGRAPHY


- | | |
|------------------------------------|----------------------------|
| • Articular - Skull | • Chest - Abdomen |
| • Cervical Spine - Dorsal - Lumbar | • Temporo Mandibular Joint |

MAMMOGRAFY

- Mammography With and Without Tomosynthesis


ECOGRAFIES - ECOCOLORDOPPLER

| | |
|--|--|
| Neck (Thyroid, Parathyroid, Salivary Glands, Lymph Nodes) | Mammary |
| Salivary Glands | Axillary |
| Thyroid - Parathyroid | Renal - Adrenal - Bladder |
| Renal + Doppler | Testicular |
| Hepatic | Testicular + Doppler |
| Abdomen In toto (Liver, Gallbladder, Pancreas, Spleen, Kidneys, Pelvis, Bladder) | Upper Abdomen (Liver, Gallbladder, Pancreas, Spleen, Kidney) |
| Pelvic | Abdominal Aorta + Doppler |
| Pelvic - Trans.Vaginal | Pancreatic - Splenic |
| Muscle Tendon - Articular | Prostatic - Trans Rectal |

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|-------------------------|---------------------------|
| Echodoppler Lower Limbs | Carotid Ecodoppler - Art. |
| Echodoppler Upper Limbs | Venous Echodoppler |

| <i>RADIOLOGY MEDICAL SPECIALIST LIST</i> | |
|---|-----------------------------|
| Dott. Lupi Fabio | Dott.ssa Campanella Paola |
| Dott. Lattanzi Enrico Guido | Dott.ssa Grazioli Michela |
| Paoletti Pierdomenico | Dott. Pulsone Pierluigi |
| Dott. La Torre Michele | |
| <i>RADIOLOGY TECHNICIAN LIST</i> | |
| Dott. Senesi Andrea | Dott.ssa Speciali Francesca |

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7 VARIOUS INFORMATION

Attention: It is essential for the patient and accompanying individuals to provide technicians with detailed information to complete comprehensively the medical history form necessary for service provision. Please note that some procedures may be restricted due to their invasive nature:

- To females of fertile age who may be pregnant.
- To individuals with pacemakers.
- To patients with prosthetics.

Accepted payment methods:

N.B. Remember to bring your health card

- POS, Bancomat and credit card
- cash

8 VOLUMES OF SERVICES

Over the past three years the services provided have grown steadily. Currently Pianeta Salute is able to guarantee and deliver services with maximum queues of one week. Additionally, the volumes and the scheduling of delivery are such that any emergencies that arise can be taken care of.

9 METHODS OF DISTRIBUTION OF THE CURRENT DOCUMENT

This document is shared by projection on screen in the waiting room, published on the website and delivered in a non-controlled manner to whoever requests it.

10 MODALITIES FOR REVIEW AND REVISION OF THE PRESENT DOCUMENT

At least every two years, the management, also involving the medical director, will conduct a review of this document. The document will still be subject to review in case of substantial changes in the organization, services and delivery methods.