

# **CENTRO SAN PELLEGRINO**

## **s.r.l.**

Via del Novecento n° 11, 29 - 61122 Pesaro (PU)  
P. IVA 02771500416

### **SERVICE CHARTER**

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## **1. THE SERVICE CHARTER**

### **1.1. What is it**

The service charter is a useful and effective tool for providing information on the services provided as well as for the protection and participation of patients of our Polyclinic in improving the service offered. The continuous updating of the clinical team is aimed at providing therapies according to the state of the art, putting the needs of the Patients first.

The treatment plan is discussed and personalized, in order to guarantee the Patient objective and complete information on the different therapeutic options.

### **1.2. What is it for**

The service charter allows you to evaluate the quality of the service, verifying the correspondence between what is expressed in the charter and the treatment obtained. It is constituted as an objective evaluation tool and a positive tool that allows the patient to formulate suggestions and proposals; it was created to allow you to know the services offered by our Polyclinic and the ways in which they are provided.

## **2. The Polyclinic**

The premises present themselves as a comfortable and relaxing environment, specifically designed as a Polyclinic where everything has been studied to put patients at ease. The layout of our rooms and equipment is designed to optimize the available space, making everything welcoming and at the same time perfectly functional, ergonomic and modern.

### **2.1. Our services**

3D mammography

Tomosynthesis

Multidisciplinary ultrasound

Echocolor Doppler

Open magnetic resonance imaging

Computerized tomography (CT)

X-rays

X-rays at home

### **2.2. Location**

The Polyclinic is located in via del Novecento in via del Novecento n° 11 Pesaro and in via del Novecento n° 29 Pesaro.

The location allows you to park your vehicles as there are parking lots in the immediate vicinity..

## 1.1. Opening hours

The Outpatient Clinic receives by appointment on the following days:

Monday 08:30 – 21:30

Tuesday 08:30 – 21:30

Wednesday 08:30 – 21:30

Thursday 08:30 – 21:30

Friday

Saturday 08:30 – 21:30

08:30 – 13:00

For each appointment, the Outpatient Clinic reserves for the patient an outpatient clinic and the staff necessary to carry out the therapies. In order to guarantee an optimal service to all Patients, the Outpatient Clinic requires at least 24 hours notice in case of impossibility to keep an appointment. In case of urgency, the visit is guaranteed within 24 hours of the booking.

## 1.2. Contacts

For any information or reservations, you can contact the Polyclinic using the following references:

HEADQUARTERS PHONE 0721415898 / 0721417416

WEBSITE [www.centrosanpellegrino.it](http://www.centrosanpellegrino.it)

E-MAIL [info@centrosanpellegrino.it](mailto:info@centrosanpellegrino.it)

## 2. Company Organization

Legal Representative, Administration, Commercial and Personnel Manager: Eng. Bernardino Berdini

Health Director and Medical Officer: Dr. Paolo Coschiera

Quality, Clinical Risk and Training Manager: Dr. Paolo Coschiera

Acceptance/Front Office Staff: Giorgia De Grandis, Giada Balducci, Virginia Costantini.

The Health Director and the Center staff are available to users, during access hours, in order to provide all the necessary information and clarifications regarding the services provided.

## 3. Fundamental principles

**Equality:** the services provided by the Polyclinic are open to all users regardless of age, sex, nationality, ethnicity, religion, opinions, physical, mental and economic condition. In relation to all patients there is the commitment to propose the most effective and suitable therapy, guiding them in their choices with advice and suggestions, which are presented by the staff in charge in a clear and exhaustive way.

**Impartiality:** all staff is oriented to offer a service characterized by impartiality of professional behavior.

**Continuity:** the Polyclinic guarantees continuity in the provision and quality of the services provided.

**Right to choose:** the Polyclinic is aware of the right of every citizen to be able to freely turn to any facility that provides the same type of services.

**Participation:** the Polyclinic actively seeks the participation and collaboration of the end user from the first approach to the facility, guiding them in the choice of the path most suitable for them, promoting their right to the best care and aiming for their full satisfaction which is the central objective of all the activity; the user's satisfaction is also measured periodically to evaluate together with the user the improvement initiatives that the Polyclinic can activate.

**Attention to the individual needs of each patient** in terms of interpersonal relationships, clarity and transparency in each single operational step in order to optimize the therapeutic result and to obtain maximum satisfaction and tranquility of the individual who relies on the care of the center.

**Efficiency and effectiveness:** the Polyclinic is oriented to maximize the efficiency and effectiveness of its activities. For this reason it has adopted the operating procedures and intervention protocols recognized as the most valid according to the guidelines of Evidence Based Medicine (EBM).

#### 1. Fees and payment of services

Fees are collected upon issue of a suitable receipt, payments can be made by cash, debit card, credit card and bank transfer

#### 2. Waiting times

Respecting the appointment schedule must be one of the main objectives that the center sets itself, however it often goes beyond the will and so imponderable events that can occur during the therapies, requiring unplanned time, compromise the regular flow of appointments. Should this occur, the Polyclinic apologizes in advance for the understandable inconvenience and will do everything possible to ensure that this does not happen. Another of our primary objectives is to reduce waiting lists for access to care and diagnostic tests, the execution of which will be dictated by the booking order and the time availability of our professionals.

### 3. Privacy

The measures required by the legislation on the protection of personal data are adopted in the Center. An adequate booking and space system has been set up that defines the minimum distances and access to the counter for patient acceptance.

The premises are structured in such a way as to respect the comfort and privacy of individual patients.

Personal data relating to patients are archived in accordance with current legislation and are protected for the purposes of their security, integrity and confidentiality also based on the obligation of professional secrecy.

### 4. Access and acceptance

Upon entering the "Acceptance" point, the patient is asked to wait their turn.

When it is your turn, go to the "Acceptance" point while, during the waiting period, please stay at a sufficient distance to guarantee the privacy of those who are being accepted.

The acceptance activities are handled by our Staff who are responsible for recording your data.

It is recommended to bring a valid identification document and the Health Card. At the time of acceptance, the User is informed, pursuant to GDPR 2016/679 and subsequent amendments, about the processing of their sensitive data and is asked to sign the related authorization.

The patient is identified via an identity document, the health card and, if applicable, the medical request.

The data is entered into the computer system which verifies the correspondence with data already recorded from previous acceptances, imputing all the requested services and verifying compliance with the preparation conditions, where applicable.

The patient, following the booking, is assigned a specific and unique appointment and upon acceptance is informed of his/her position, the place of examination, the cost of the examination and the date of any return reports for particular examinations (e.g. MRI, CT, X-ray).

In accordance with the "Privacy" Regulations, the release of the authorization is required at the bottom of the data collection form.

## 5. Informed consent

During the acceptance phase, if required, you are asked to sign the informed consent for the health service to which you will be subjected.

## 6. Complaints

For any inconvenience