



## PHYSIOTHERAPY, RADIOLOGY AND MEDICAL SPECIALIST CLINICS

INFORMATION ON ASSISTANCE ROUTES  
REV. 1 OF 08 OCTOBER 21



*Dear Sir / Madam,*

*the document you are reading is our Information on health care pathways in physical medicine, radiology and medical specialists.*

*This is an important document, which allows you to know our structure, the services we provide, the objectives and the control tools that we have set for ourselves to provide a quality health service.*

*It is also a tool for protecting the needs of all those who choose to use our Services.*

*The objective that we set ourselves with this document is twofold: to illustrate in detail the services that Costruire il Domani offers to the user in order to enable him to choose the one most suitable for him, and to testify our constant commitment to improving quality.*

*To achieve this goal, your collaboration in providing us with advice, observations and evaluations will be of precious help.*

*Available for any clarification or suggestion.*

The direction  
*Dr. Giuseppe Sulla*



Section I.  
Presentation and fundamental principles.

Section II  
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Section III  
Quality standards, commitments and programs.

Section IV  
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Attached  
Form for reports and complaints.



**Section I.**  
**Presentation and fundamental principles**



## HISTORY

The ONLUS association Costruire il Domani provides specialist outpatient health services, physical medicine and diagnostic imaging services, alongside the extensive extra-hospital rehabilitation services and the “Dopo di noi” family home.

Costruire il Domani was born in 1986 in its form of non-profit association, by a group of people united by the presence in their families of children with disabilities.

Initially, the association operated in the restricted area of the association, providing playful and recreational assistance to children with disabilities, using the work of volunteers (members and non-members).

Subsequently he begins to operate in the health sector dealing with extensive rehabilitation; for this he obtained the authorization to open a Rehabilitation Center for the provision of rehabilitation services in favor of patients suffering from physical, mental and sensory disabilities in the single and small group outpatient form and in the internship and semi-internship form.

At the headquarters in via Regina Elena, the activities of Physical and Rehabilitation Medicine and Diagnostic Imaging have been authorized and started. In addition, outpatient medical specialist activities have been authorized at the new headquarters in via Gallo Vincenzo.

## MISSION

Costruire il Domani aims to place the needs of the patient, his state of health at the center of its activity, with human attention and professional competence necessary to satisfy every need for diagnosis and treatment.

The structure works with a team aimed at pursuing the improvement of quality, also through the analysis of the results, applying the shared ethical principles and respecting the dignity of the person and his privacy.

## VISION

Costruire il Domani intends to pursue excellence through the continuous training of medical and paramedical staff, the implementation of the services provided and the updating of instrumental equipment, for an ever greater quality in the performance of services.

The **OBJECTIVES** of the of the Outpatient Clinic Costruire il Domani are as follows:

- guarantee the effectiveness and efficiency of company processes and the quality of the service provided, through the use of adequate professional and technological resources;
- meet the needs of users, both for outpatient diagnostic services and for the supervision of physical medicine and rehabilitation, through a correct management response to the continuous changes in requests; consequently the production factors are constantly monitored and adjusted, both in terms of human resources and in terms of technological resources;
- guarantee respect for time and the dignity of the patient through:



- the provision of wide and convenient access times;
  - certain and transparent waiting times and booking procedures;
  - compliance with the agreed times for services;
  - the possibility for the patient to know and choose the specialist to rely on;
  - immediate or short-term reporting of diagnostic services;
  - a comfortable, clean environment that guarantees confidentiality during the provision of the service;
  - the professionalism and courtesy of all employees and the willingness to provide adequate information;
  - respect for privacy;
- achieve and maintain product and service standards as planned, in order to pursue continuous improvement.

## ALTHEA MED

The Diagnostic Center, the Physical Medicine Center and the Medical Specialist Outpatient Clinics are identified by a trademark.



## PRESENTATION OF THE STRUCTURE

### **The Diagnostic Center**

The Center is located in the central Via Regina Elena in Rogliano, at number 72. The structure is equipped with all services, which can also be used by the disabled.

The Diagnostic Center provides the services of:

- Traditional radiology
- Mammography
- MOC
- Orthopantomography
- Ecography

The Center employs highly specialized and experienced medical and technical personnel. The servants are delivered in market queens.

### **The Center for Physical Medicine**

Also located in Via Regina Elena 72 in Rogliano, it represents an innovative and easily accessible physiotherapy center.



It shares the spaces with the Diagnostic Center, and has the most modern equipment for instrumental therapies (laser, magneto, tecar, ultrasound, etc.)

### **The Outpatient Clinic**

Costruire il Domani Outpatient Clinic is located entirely on the ground floor, without any architectural barrier. It is equipped with 5 outpatient clinics, a large reception, a waiting room and facilities also for the disabled, as per current regulations.

Currently, the Outpatient Building of Tomorrow is characterized by the wide range of services offered in the self-employed regime, such as to make it a complete and effective multidisciplinary specialist reference point for the needs of users.

The Outpatient Clinic specializes in providing specialist consultations and related examinations in the following areas:

- Gastroenterology
- Cardiology
- Endocrinology
- Diabetology
- Pulmonology
- Otolaryngology

The outpatient clinic employs highly specialized medical and paramedical staff, modern and effective equipment, constantly evolving computer systems for booking and data management, so as to fully satisfy every need for diagnosis and treatment.

## **HOW TO GET**

**The Physical Medicine and Radiology Center** is located in Via Regina Elena 72 in Rogliano (CS).

**The medical specialist clinic** is located in Via Fausto Gallo snc in Rogliano (CS).

By car, it can be reached from the Rogliano motorway exit, then proceeding towards the historic center, then Piazza San Domenico and take via Regina Elena for the Physical Medicine and Radiology Center, or via F. Gallo for the specialist medical outpatient clinics.

By bus via Ferrovie della Calabria with numerous routes destined for Rogliano and get off at the Piazza S. Domenico stop, then proceed on foot for 300 meters.

By train via Ferrovie della Calabria, get off at Rogliano Centrale station.

In any case, the shuttle service is active from Piazza San Domenico and from the Central Station to via Fausto Gallo: just call 0984-452230 and request the free service.



There is no architectural barrier between the municipal road and the entrance to the structures.





## **Section II**

### **Information on activities and services**



## HEALTHCARE ACTIVITIES PROVIDED

### RADIOLOGY CENTER

The Radiology Center provides the following services:

- General radiology
- Digital Dental Radiology: ORTHOPANORAMICS
- Mammography
- Ultrasound
- Vascular Eco-Color-Doppler
- Color Doppler Echocardiogram
- M.O.C.

The Center, in order to guarantee the highest quality standards on the services offered, ensures:

- A high image quality;
- Reduction of the radiation dose, through the adoption of digital radiology (due to the greater sensitivity of our digital equipment);
- Respect for the environment (our digital process does not generate toxic waste);
- Flexibility in the supports used in radiology (return on transparent film and / or CD);
- In the case of images supplied or requested on CD, reprints can be made at any time.



The complete list of exams is available to users attached to the Service Charter, available in the waiting room in the special containers on the reception desk.

## **PHYSIOTHERAPY CENTER**

The Physiotherapy Center provides the following services:

- **FUNCTIONAL RE-EDUCATION**
  - SEGMENTARY KINESITHERAPY
  - NEUROMOTOR REHABILITATION
  - RESPIRATORY REHABILITATION
  - MASSOTHERAPY
  - ELECTRONIC PROPRIOCEPTIVE PLATFORM
  - FUNCTIONAL BANDAGE
  - KINESIOLOGICAL TAPING
  - POSTURAL RE-EDUCATION
- **MANUAL THERAPY**
  - VERTEBRAL MANIPULATION
  - NEURODYNAMICS
- **PHYSICAL THERAPIES**
  - IONOPHORESIS
  - LASER THERAPY
  - MAGNETOTHERAPY
  - TENS
  - ULTRASOUND THERAPY
  - TECAR THERAPY



- REHABILITATION OF THE HAND AND UPPER LIMB
- LYMPH DRAINAGE
- REHABILITATION GYM
- PHYSIATRIC CONSULTING (Dr. F. Morelli)

## **MEDICAL SPECIALIST CLINICS**

The Outpatient Building of Tomorrow provides services in the following specialist branches:

### **GASTROENTEROLOGY**

- Specialized Visit
- Gastroscopy
- Colonoscopy
- Rectoscopy

### **CARDIOLOGY**

- Specialized Visit
- Electrocardiogram basic and under stress
- Electrocardiogram 24-hour dynamic (cardiac Holter)
- 24-hour blood pressure monitoring (blood pressure Holter)
- Echocardiogram
- Pacemaker control



## **PNEUMOLOGY**

- Specialized Visit
- Spirometry
- Polysomnography

## **ENDOCRINOLOGY**

- Specialized Visit
- Needle aspirated

## **DIABETOLOGY**

- Specialized Visit

## **OTORHINOLARYNGOLOGY**

- Specialized Visit
- Audiometry
- Phoniatics
- Laryngoscopy
- Impedance analysis
- Vestibular examination
- Cochleo-vestibular examination
- Evaluation of the dysphagia patient



## **OPENING TIME**

Costruire il Domani Centers are open at the following times:

- Monday to Friday from 8.30 to 13.00 and from 14.00 to 18.00.

## **BOOKING METHOD**

All services can be booked from 8.30 am to 6.00 pm at the Reception Service or by telephone at the following numbers:

- Center for Physical Medicine and Radiology 0984.961530
- Specialist Medicine Clinics 0984.406997

The updated list of Specialists and timetables is available in the attachment.

## **TIMES AND WAITING LISTS**

The maximum waiting times between the date of booking and that of the execution of the therapy, examination or visit are a maximum of 6 calendar days.

Waiting lists are managed according to the chronological order of booking.



### **COST OF SERVICES**

The services are all paid for: the amounts are communicated by the reception staff at the time of booking or more simply by requesting a quote.

Digital payments are accepted with the relative registration of the service on the Health Card System.



## **Section III**

### **Quality standards, commitments and programs**





## Quality standards, commitments and programs

TARGETS	STANDARDS AND QUALITY INDICATORS
Identifiability of operators	All outpatient staff are provided with a special identification badge, kept in evidence.
Clearly and correctly inform the patient about the facility's services	The reception service staff is able to provide detailed information on the services that the Association offers, on the methods of delivery, on access times and on the costs of individual services.
Respect dignity and patient privacy	The personal data of the patient are kept in the computer archive of the Association and they are accessed only by authorized personnel and for justified reasons. Healthcare professionals are bound by professional secrecy. The Centers and clinics, at the time of the provision of the service, are kept constantly closed. The changing rooms and toilets are separate for men and women and designed for the disabled.



Ensure appropriate technologies constantly checked	<p>The Centers and Outpatient Clinics periodically carry out checks on the functionality of the equipment with the support of qualified technicians.</p> <p>The Health Department and the Administrative Department are continually updated on the new technologies that the market offers and evaluate the acquisition opportunities.</p>
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## **RESPECT AND PROTECTION OF PRIVACY**

The Association is committed to respecting privacy both from an organizational point of view and for the collection, dissemination and storage of personal and sensitive data.

The acquisition of information on patients, the medical history and the physical examination are discussed in the reserved outpatient rooms and also the management of the waiting shift takes place through a numbering system for each clinic.

Your data is managed in total security, both in terms of access and backup and encryption of the same.

## **COMFORT**

The structures are equipped with every comfort:

- Centralized air conditioning system, with air exchange system
- Continuous cycle air sanitization system



- Waiting room with information screens on services and access management
- Toilets, also for the disabled, with sanitation system

## **REPORTS AND COMPLAINTS**

Any reports or complaints about inefficiencies arising before, during and after the performance of the service, must be forwarded to the Management, through the reporting and complaints point located at the reception.

The Management, after having made the appropriate checks, will respond within 15 days.

The Reporting and Complaints Form is attached to this Service Charter.

## **PATIENT SATISFACTION SURVEYS**

On a quarterly basis, the Quality Manager analyzes the responses to the questionnaires made by users, forwarding them to the Management, which will resolve any sources of inefficiency and dissatisfaction.

The questionnaire is made available at the reception and once completed it must be inserted in the special container located at the reception.



## **Section IV**

### **Protection and participation**



## **Rights and duties of the citizen / user**

### **The rights**

1. The patient has the right to be assisted and treated with care and attention, with respect for human dignity and their own ideological and religious convictions.
2. The patient has the right to obtain information from the healthcare facility relating to the services provided by the same, the methods of access and the related skills. The same has the right to be able to immediately identify the people who are treating him.
3. The patient has the right to obtain from the healthcare professional who treats him complete and understandable information regarding the diagnosis of the disease, the proposed therapy and the relative prognosis.
4. The patient also has the right to be informed about the possibility of alternative investigations and treatments, even if they can be performed in other structures. If the patient is unable to determine himself or herself, the same information must be provided to family members recognized as foster carers.
5. The patient has the right to obtain that the data relating to his illness and any other circumstance concerning him remain secret.
6. The patient has the right to propose complaints that must be promptly examined, and to be promptly informed about the outcome of the same.



## **Duties**

1. The patient when he accesses to the Outpatient Clinic is invited to behave responsibly at all times, respecting and understanding the rights of other patients, with the willingness to collaborate with the health and technical personnel and with the management.
2. Access to the Outpatient Clinic expresses a relationship of trust and respect on the part of the patient towards health personnel, an indispensable prerequisite for setting up a correct therapeutic and assistance program.
3. It is the duty of every patient to promptly inform healthcare professionals of their intention to renounce, according to their will, scheduled healthcare services so that waste of time and resources can be avoided.
4. The patient is required to respect the environments, equipment and furnishings that are located within the structure, considering the same assets of all and therefore also their own.
5. Everyone is required to respect the times established in order to allow the normal therapeutic assistance activity to be carried out and to promote peace.
6. Smoking is forbidden in the outpatient clinic.
7. The organization and the scheduled times must be respected in all circumstances. The health services requested in incorrect times and ways cause a considerable disservice to all users.



8. It is advisable for patients to move around the health facility using the paths reserved for them, reaching directly the sites of their close interest.
9. The health personnel, as far as they are concerned, are invited to enforce the rules set out for the good performance of the ward and the well-being of the sick citizen.
10. The patient has the right to correct information on the organization of the health facility, but it is also his specific duty to inform himself about the times and in the appropriate places.

### **Relations with the Outpatient Clinic**

The Outpatient Clinic recognizes as its priority commitment the constant verification of the adequacy of the services offered and the continuous improvement of quality. For these purposes it also makes use of the collaboration of the users of its services.

### **COMPLAINTS**

The Outpatient Clinic guarantees protection towards the user also through the possibility for the latter to lodge a complaint following a disservice, act or behavior that has denied or limited the usability of the service.

Protection is provided for:

- a) for any disservice, understood as a lack of efficacy-efficiency, which has limited or denied, to the complainant, the usability of the service;



- b) for any violation of laws or regulations governing the use of health services and in particular:
- of the service charter
  - of the principles contained in the Prime Ministerial Decree of 19 May 1995 (General reference scheme of the public health services charter) and in the directive of the President of the Council of Ministers 27/01/94 containing principles on the provision of public services
  - of the principles contained in the employment contract on the duties and conduct of employees
  - of the ethical and deontological principles inherent in the exercise of the health professions of professionals enrolled in the Registers.

The protection of users and any communication with them is guaranteed through the Public Relations Office:

Responsible: Mr. Sulla Giuseppe

Tel. 0984.961530

Mail: [costruireildomanionlus@gmail.com](mailto:costruireildomanionlus@gmail.com)

- the complaint will be dealt with within 24 hours of its reporting.
- The Outpatient Clinic will provide the complainant with every update regarding its resolution no later than 15 days from the date of his report.





### **How to request and activate the protection**

Protection can be requested by any user of the outpatient services. The protection can also be requested through relatives or in-laws of the user or by voluntary and protection associations. In the latter case, the procedure is archived if the person directly concerned has objected, but the Protection Office continues to deal with the case as a report of disservice, without any reference to the user.

The user activates the protection procedures by:

- the submission of a complaint in writing, delivered personally to the office or sent by post (including electronic mail), or by inserting the complaint in the special box located in the waiting room;
- a telephone interview with the office operators, the transcript of which must be countersigned by the person concerned;
- a direct interview with the operators of the office and signing of the complaint.

### **Terms of application for protection**

The complaint is usually forwarded within fifteen days from the moment in which the user has suffered or became aware of the act or harmful behavior. Complaints presented after this deadline are also taken into consideration, but in any case no later than six months, if the delay is justified by the environmental or personal conditions of the person entitled to protection.

The office is open to the public every day from Monday to Saturday from 9.00 to 13.00



The office depends directly on the direction of the Association and carries out the following functions:

- receives complaints;
- prepares the preliminary activity, acquiring all the cognitive elements of the case in question from the organizational structures concerned.

### **SIGNALS AND SUGGESTIONS**

The public relations office receives the reports and suggestions of users and / or protection and voluntary associations and catalogs the elements that will be used by the management of the Association to carry out the annual self-assessment report in which the results are explained achieved in relation to the commitments and standards established and will be exposed in the Steering Committee to improve the quality of services.

### **DOCUMENTATION REQUEST**

Users who need health documentation relating to the activities carried out at the Clinic (reports, indications, etc.) can make a written and motivated request to the URP.

### **COLLABORATION WITH EXTERNAL FIGURES**

The doctors of the Outpatient Clinic are available for interviews with other professionals involved in the case (ASL doctors, family doctors, teachers, support teachers, family members, etc.) agreeing on methods and times.



## Reporting tab

### Form for reporting malfunctions - suggestions - complaints

#### **Complaint procedure:**

- Verbal
- Telephone
- With Module
- With letter attached

by Mr / Mrs .....

resident in .....

Phone .....

Subject of the report




Received on ..... / ..... / ..... from.....

Signature.....  
.....

For the reply to the citizen, the report is sent to:

Legal representative

Service contact person concerned

.....

Sent from the office ..... on ..... / ..... / .....

The operator .....