



THE PATIENT'S GUIDE TO SERVICES

ULTRASOUND | BREAST PATHOLOGIES | COLOR DOPPLER ECHOCARDIOGRAPHY | ECHOCARDIOGRAPHY
MRI | CT SCAN | CT CONE BEAM SCAN RADIOLOGY | RADIOLOGY | BONE DENSITOMETRY
BODY REMODELLING | DERMO-COSMETIC LASER | MINOR SURGERY

CARDIOLOGY EXAMINATIONS, GENERAL SURGERY, VASCULAR SURGERY AND ANGIOLOGY, HAND
SURGERY, PLASTIC SURGERY, ENDOCRINOLOGY, DERMATOLOGY (MOLE MAPPING), DIETETICS,
GASTROENTEROLOGY, AESTHETIC MEDICINE, NEUROSURGERY, NEUROLOGY, OPHTHALMOLOGY,
OTOLARYNGOLOGY, ORTHOPAEDICS (SHOCK WAVES), OBSTETRICS AND GYNECOLOGY, UROLOGY.

SPORTS MEDICINE | PHYSICAL THERAPY

VIA SEGHE SAN TOMASO, 17 37129 VERONA – TEL. 045/8002248 FAX 045/8069203
WEBSITE www.tecnomedcentridiagnostici.it EMAIL info@tecnomed-verona.it

PHYSICAL THERAPY | PHYSIATRIC EXAMINATIONS | ORTHOPAEDIC EXAMINATIONS
RHEUMATOLOGY EXAMINATIONS | NUTRITION PROGRAMME
ULTRASOUND

VIA FRATTINI, 14/18 37122 VERONA – TEL/FAX 045/8002205
WEBSITE www.tecnomedcentridiagnostici.it EMAIL info@tecnomed-verona.it

FOREWORD

The Patient's Guide to Services is designed to provide our Clients with transparency and with information about our health structure, about the medical services offered and about the objectives the organization is committed to achieving. It is also one of the most important channels for the assessment, control and improvement of the quality of the services provided, also thanks to the participation of their end users, the Patients.

This document, in fact, regulates the relationship between Patients and our structure and, with the purpose to safeguarding the patients' needs and health, give them the opportunity to check the services supplied and their quality.

The *Tecnomed Verona* staff, at all responsibility levels, takes an active part in the quality of the service, to guarantee the integrity of its services as well as a kindly and careful assistance to the patients needs in each step of their relationship.

PRESENTATION OF THE STRUCTURE

Tecnomed Verona is a centre that works with the National Health Service (NHS) to provide the Imaging Services. It consists of two buildings, both based in Verona – the first is in Via Seghe San Tomaso N° 17, which provides: Imaging Services, Outpatient Services and Treatments (Cardiology, Neurology, Endocrinology), Orthopaedic Physical Therapy which includes also shock waves and Physical Medicine Therapies, Rehabilitation, Rehabilitation and Functional Recovery (Physical Therapy with the most appropriate techniques), Surgery (general surgery, hand surgery, plastic surgery, vascular and angiology surgery), Gastroenterology, Aesthetic medicine, Dermatology and mole mapping, Laser Therapy, Obstetrics & Gynaecology, Otolaryngology and Urology; Opening soon is the Sports Medicine Services to get the certification of practicing both, competitive and not competitive sports.

The second building located in Verona – Via Frattini N° 14/18, provides Physical Medicine Therapies, Rehabilitation, Rehabilitation and Functional Recovery (Physical Therapies and treatments), Orthopaedics, Rheumatology, and Ultrasound.

Having most of the specialties in common, the two centres work together. The patients of the diagnostic centre located in Via Seghe San Tomaso can also benefit of the physical therapies services provided in the one located in via Frattini as well as the diagnostic equipment is available for all the physicians that work in Via Frattini.

The primary commitment of our structure, together with our attending physicians, is to answer the right to health of our patients by offering an efficient, effective and complete service.

We aim to provide an integrated diagnostic, through to all different analytical survey, to achieve an exhaustive diagnosis of the clinical cases that are brought to the attention of our specialists. To reach these purposes as best we can, the centre has been equipped with the latest technology for

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traditional and dental radiology, ultrasound, bone densitometry, mammography, CT scan and MRI imaging.

In order to improve the efficiency and efficacy of the services provided, we do update all our medical equipments and if required, we replace the “old” device with a new one. We also own a body remodeling equipment, a laser for minor surgery procedures (such as removal of benign skin lesions, viral lesions, vascular lesions of the face and lower limbs, skin spots, etc.), permanent hair removal, a laser to remove tattoo, and a dermatoscope for mole mapping.

We also aim to provide physical therapies and specialistic services in both centres to recover and rehabilitate all patients affected by orthopaedic pathologies. The structure located in Via Frattini has been recently equipped with a shock waves device and two tecar equipments in order to provide our patients a therapy in the forefront. Besides, in order to provide an even more complete offer we have recently implemented a new rheumatology examination service as well as an ultrasound diagnostic service agreed with the National Health Service (NHS).

To accomplish our proposal, we will open in via Seghe San Tomaso an outpatient Sport Medicine Service for pro, amateur and athletes to join.

At last, regarding our outpatient services, we increased our offer including the following specialties: Endocrinology, Gastroenterology, Urology and Otolaryngology services.

In addition to the promptness and quality of the clinical services provided in both centres, we offer the advantage of the agreement with the National Health System (NHS) that guarantees access to all Italian and foreign citizens in possession of the NHS health card; moreover, the centres operate in agreement with Public and Private Institutions and in strict relationship with the citizens involved. Finally, we remind that our centres in Verona keep constantly in touch with Tecnomed Trento, facility belonging to Tecnomed Group as well, where our patients can take an MRI with contrast with the NHS, not taken in Verona yet.

All of our medical services are guaranteed by the constant presence of medical and paramedical staff, as well as of employees, all committed in the organization. All of our staff is selected according to their qualifications and/or previous work experience and upon the attitude the candidate show during the interview. This allows us to assess the specific skills and value if the candidate fit for the purpose, our “work philosophy”.

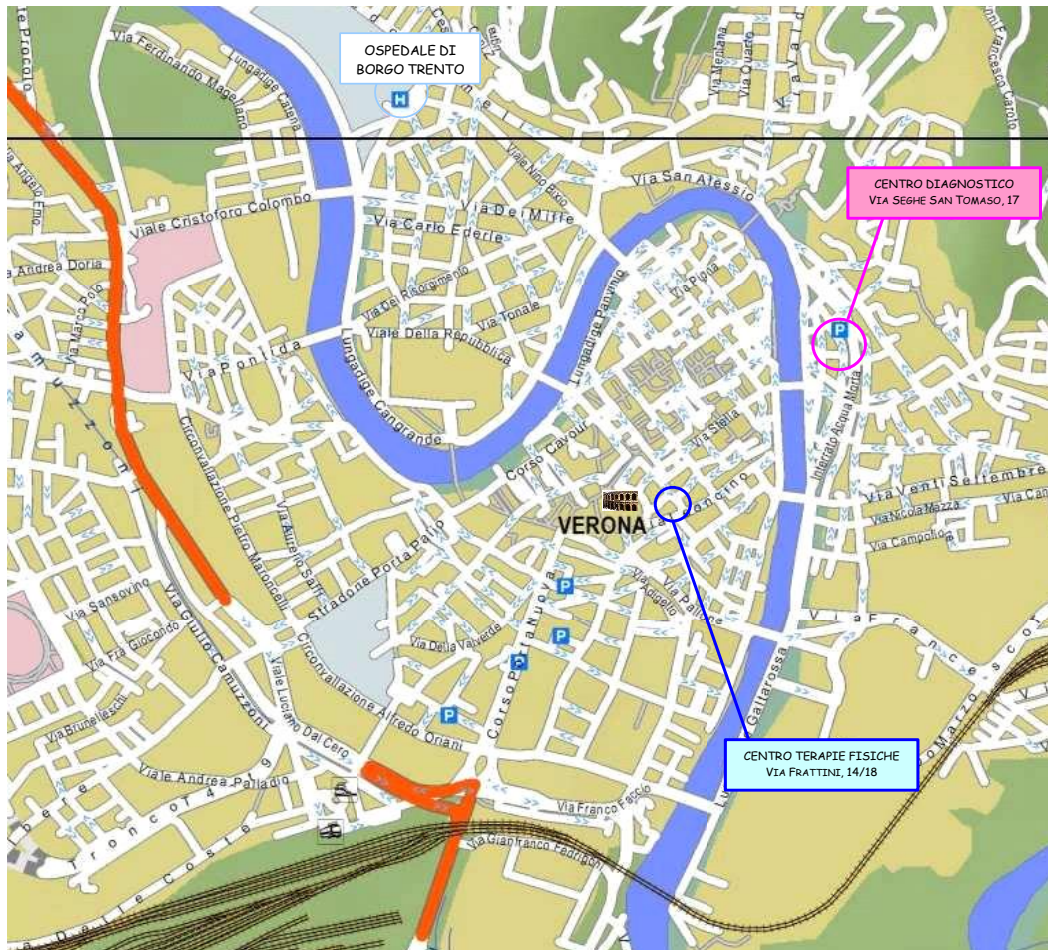
Newly hired personnel undergoes an adequate period of training kept by expert internal staff and attends periodical refreshment training courses and assessment meetings.

Most of our post-degree operators are enrolled in the major National Scientific Societies of the sector, while the structure as a whole is enrolled in the Macroarea Ambulatoriale Veneta of Confindustria and since 2016 is a member of ANISAP Association. In performing each activity, every member of the staff must follow the guidelines given by prestigious scientific societies and implemented by the Health Division, and others written by an internal medical team for each service.

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GENERAL INFORMATION ABOUT TECNOMED VERONA

Tecnomed Verona consist of two buildings, both located in downtown Verona (see their location on the map following):



1. **DIAGNOSTIC CENTRE:** Via Seghe San Tomaso N° 17 (opposite Piazza Isolo).
Tel. 045/8002248 (6 lines/PBX and 3 operators) – Fax 045/8069203
E-mail address: info@tecnomed-verona.it - Pec: tecnomedverona@gigapec.it
Website: www.tecnomedcentridiagnostici.it

Easily reached by the following bus routes N. 31, 32, 33, 72 and 73. Underground car parking is available (for a fee) nearby, as well as parking meter slots in the surrounding streets. For patients with disabilities, the municipal parking has some free spots.

For any kind of information, patients can contact, during opening hours, the reception staff directly on location or by phone calling on 045/8002248. The location can also be reached by fax or email to the address indicated above.

EDITING	CHECKING	APPROVAL	ISSUE
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The center is open to the public for medical services:

- from **Monday to Saturday** → from **8.00 a.m. to 7.00 p.m. non-stop**

2. **PHYSICAL THERAPY CENTRE**: Via Frattini N. 14/18 (near to Piazza San Nicolò).

Tel./Fax 045/8002205

E-mail address: info@tecnomed-verona.it - Pec: tecnomedverona@gigapec.it

Website: www.tecnomedcentridiagnostici.it

Downtown Verona, the building is easily reached taking the local buses that stop at Piazza Brà. Pay and display parking is available at Piazza Cittadella and Arena parking facilities (both located behind Piazza Brà). Please remember that car access to the area surrounding the centre is allowed only at specific times, because it is a Limited Traffic Area (LTA): Monday to Friday from 10.00 a.m. to 1.30 p.m. and from 4.00 p.m. to 6.00 p.m.; Saturday from 10.00 a.m. to 1.30 p.m.. Road signs indicate the mandatory route you must take in the historical center, and parking is allowed only for cars exhibiting the Verona Park ticket.

For further information, patients can contact, during opening hours, the reception staff directly by phone or fax calling on 045/8002205.

The center is open to the public for medical services:

- from **Monday to Friday** → from **8.00 a.m. to 7.00 p.m. non-stop**

The chief medical officer of both Tecnomed Verona S.r.l. centres is **Dr. Matteo De Iorio**. He is also in charge of the technical management for image diagnostics.

THE DIAGNOSTIC CENTRE THE CENTRE AND ITS SERVICES

1. **CENTRE AND SERVICES**

The *Diagnostic Centre* is located at Via Seghe San Tomaso N. 17. The building arises in an overall surface area of 1,100 m² distributed on two floors connected by a lift (elevator) for patients. The following examination rooms are available:

- **n° 9** rooms for ultrasound diagnostics (including equipment for heart diagnostics, electromyography, minor vascular and angiology surgery, plastic surgery, dermatological surgery, aesthetic medicine, shock waves therapy, sports medicine service, physiotherapy, and outpatient services);

EDITING	CHECKING	APPROVAL	ISSUE
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- n° 1 room for CT scan;
- n° 1 room for dental radiology;
- n° 2 rooms for Magnetic Resonance Imaging (MRI);
- n° 1 room for anamnesis;
- n° 1 room for bone densitometry;
- n° 1 room for mammography;
- n° 1 rooms for X-Rays;
- n° 4 waiting rooms;
- n° 8 restrooms, 2 of which equipped for disabled patients.

2. INFORMATION AND RECEPTION

For any kind of information, patients can contact the reception staff in person at the Information/Bookings desk, or by phone, fax and email. In order to provide a better efficient service to our clients, the centre is equipped with a 6-line/PBX telephone exchange system.

The centre is open to the public at the following hours:

- from **Monday to Friday** → from **8.00 a.m.** to **7.00 p.m.**
- **Saturday** → from **8.00 a.m.** to **6.30 p.m.**

3. APPOINTMENT BOOKING AND ACCESS

All diagnostics services and outpatient services with specialists require an appointment booking, which can be done directly with the secretary at the desk or calling on during the following hours:

- from **Monday to Friday**
 - front desk booking → from **8.30 a.m.** to **7.00 p.m.**
 - booking by phone → from **8.00 a.m.** to **7.00 p.m.**
- **Saturday** → from **8.00 a.m.** to **1.00 p.m.** for both, front desk booking and booking by phone.

At the time of booking, the patient will receive all the information about the service booked, the day and time of the appointment, the name of the doctor, any further specific instruction (preparation), the fee and how to pay: direct payment only or NHS's ticket.

- For all medical services paid through the NHS it is required that the patient be in possession of the **prescription made out by a general doctor or specialist written on the Regional prescription pad.** Moreover, the patient must show the appointment with the following documents:
 - NHS card and personal tax code;
 - any tax-exempt status;
 - any previous medical results.

Payment of the ticket, where due, will be requested at the front desk, i.e. immediately prior to receiving the service.

EDITING	CHECKING	APPROVAL	ISSUE
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- For all private medical services (not covered by the NHS), the client will be asked to present the doctor's request (mandatory only for radiology services) that will be returned to the former together with the invoice. Payment of the service is requested by the secretary before the examination has done.
- For all medical services taken upon conventional agreements with organizations, professional mutual aid associations, insurance companies, etc., access, payment terms and conditions will be those indicated by the conventions themselves and will be explained to the patient by the reception staff in details. The list of the organizations Tecnomed agreed can be viewed at the information desk upon request.

Medical services can be paid by cash, debit card, bank cheque and by credit card.

The order of access to the medical services is defined by the time of booking and not by the time of arrival.

When the patient arrives at the reception desk will be given a paper indicating: the waiting room where to wait for the examination, the patient number by which the patient will be called – the number system is used in order to respect the patient's privacy – and the room number where the medical examination will take place.

Special led screens, located in all waiting rooms, will warn the patient when his turn has arrived. The call number and the examination room number will flash together.

4. MEDICAL RESULTS DELIVERING

To promote continuous development of the highest possible standards in healthcare, we try, for all examinations, to deliver the results after the examination has been taken. This actually occurs for ultrasound imaging and mammograms; for the other types of examination our doctors try to deliver the result within 1 o 2 hours after the end of the examination or, at most within three days in case of impediment. For all examinations, with the only exception of the orthopantomographic imaging, the patient will receive a CD containing the images of the examination. The x-rays can be printed only upon patient's request and is subject to a fixed fee. Anyway, at the front desk, the patient will receive the same day of the examination, a paper with the day and time of the results to pick up, and an authorization form if the patient cannot take the results personally. Every six months, patients will also receive a *customer satisfaction questionnaire* that the management will use to assess the quality of the service to promote continuous development.

The patient or his/her proxy (by the law) will receive the result in a sealed envelope by the reception staff. In case of pick-up by a proxy, the envelope will be sealed with a sticker reporting the initials of the secretary who originally placed the result in the envelope.

The results can be picked up at the front desk on the ground floor open to the public at the following hours:

EDITING	CHECKING	APPROVAL	ISSUE
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- from **Monday to Friday** → from **8.30 a.m. to 7.00 p.m.**
- **Saturday** → from **8.00 a.m. to 4.00 p.m.**

Upon request of the patient, results can be delivered to the patient's home address by courier service. The patient will be charged for the service.

Since 2016 Tecnomed provides the visualization of results on line; to download the results, the patient can access the website through a password provided at the reception desk, comfortably from his own house.

Since 2018 the Patient can print the result and relative images from totem at the entrance of Tecnomed.

5. LIST OF SERVICES AVAILABLE

At the information desks and in the waiting rooms of both centres, patients will find informative brochures with all of the medical services provided by each centre, addresses and phone numbers.

The centre located in Via Seghe San Tomaso offers the following services (the star * close the service means that it can be provided only under the system of private practice and not by the NHS ticket):

ULTRASOUND IMAGING

- Gastrointestinal tract
- Gynaecologic imaging
- Breast ultrasound scan
- Vascular imaging
- Dermatologic imaging
- Neck imaging
- SAT and upper/lower limbs color Doppler ultrasound imaging
- Ultrasound-guided fine needle aspiration biopsy of neck, lymph nodes, soft tissues
- Urologic imaging
- Endocrinology imaging
- Orthopaedic imaging
- Cardiologic imaging
- Otorhinolaryngologic imaging
- Skin and epidermis imaging

BREAST PATHOLOGIES

- Clinical and device examination of the breasts
- Ultrasound imaging of the breast
- Mammography
- Ultrasound-guided fine needle aspiration breast biopsy

CONVENTIONAL RADIOLOGY – X-RAYS

- Chest
- Joints and bones
- Skull
- Abdomen
- Vertebral column and hips

EDITING	CHECKING	APPROVAL	ISSUE
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DENTAL RADIOLOGY

- Dental CTScan
- Orthopantomography
- Cranial CTScan

MAGNETIC RESONANCE IMAGING

- Osteo-articular MRI
- Full Body MRI
- Full Body MRI with contrast (at Tecnomed - Trento)

CT SCAN

- Total Body

BONE DENSITOMETRY SCAN

- Lumbar spine/Femur densitometry
- Evaluation of fracture risk

CARDIOLOGY

- Heart examination*
- Heart ultrasound imaging
- Electrocardiogram*
- Heart and blood pressure HOLTER monitoring 24-hours*

SURGERY *

- Specialist surgery examinations:
- General surgery, angiology, vulnology, proctology, plastic surgery
- Minor vascular and angiological surgical procedures
- Minor plastic, dermatologic, cosmetic surgical procedures
- Laser surgery

DERMATOLOGY

- Dermatologic examinations
- Mole mapping
- Cryotherapy
- Minor dermatologic surgery
- Dermo-cosmetic laser

DIETOLOGY

- Dietologic examinations (nutritional therapy)
- Resting Energy Expenditure

ENDOCRINOLOGY

- Endocrinology examination with ultrasound evaluation of the thyroid
- Ultrasound-guided fine-needle aspiration of the neck
- Diagnosis of the thyroid pathology

SPORTS AND EXERCISE MEDICINE

- Sports medicine Fitness Evaluations and Assessment

AESTHETIC MEDICINE

- Velashape body remodeling
- Permanent epilation
- Carboxy Therapy
- Dermo Aesthetic Laser
- Tattoo removal
- Hyaluronic acid fillers
- Botulinum toxin (Botox®) injections

NEUROLOGY

- Neurological and neurosurgery examination
- Electromyography

EDITING	CHECKING	APPROVAL	ISSUE
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ORTHOPAEDY

- Orthopaedic examination
- Echo-guided infiltration
- Local infiltration
- Shock Wave Therapy

PHYSICAL THERAPY

- Physical medicine examination
- Kinesi Therapy
- Functional therapy and Rehabilitation
- Human Tecar Therapy
- Massage Therapy
- Massotherapy

OTHER OUTPATIENT EXAMINATIONS

- Ophthalmology examination
- Otolaryngology (ENT) ear, nose and throat specialist
- Urology examination
- Obstetrics/Gynaecology examination

THE PHYSICAL THERAPY CENTRE THE CENTRE AND ITS SERVICES

1. CENTRE AND SERVICES PROVIDED

The *Physical Therapy Clinic* located in Via Frattini N° 14/18, disposes of a surface area of 186 m². The following rooms are available for treatments:

- n° 9 therapy box;
- n° 2 kinesitherapy rooms;
- n° 2 clinic rooms (both available for ultrasound imaging too)
- n° 1 waiting room;
- n° 1 public toilet equipped for disable people;
- n° 2 locker rooms for staff;
- n° 1 toilet for staff.

2. INFORMATION AND RECEPTION

For all information, patients can contact the reception staff, during opening hours, in person at the Information/Bookings desk or by phone/fax.

3. APPOINTMENT BOOKING AND ACCESS

All Physical Therapy services are provided by appointment, which can be booked in person at the desk or by phone during the following hours:

from **Monday to Friday** → from **8.30 a.m. to 7.00 p.m.**

EDITING	CHECKING	APPROVAL	ISSUE
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Before starting any physical therapy, the patient must take a preliminary examination with one of Tecnomed physiatrist, if the therapies are provided with the NHS. The request must be provided by a general doctor (family doctor) on a Regional prescription form (red form).

- For all medical services taken through the NHS it is mandatory that the patient be in possession of the **prescription made out by a general doctor (family doctor) using a Regional prescription book or on a dematerialized prescription.** Moreover, the day of the appointment the patient must have and show the secretary the following documents:
 - NHS health card and personal tax code;
 - any statement of exemption;
 - any previous medical documentation related to the requested therapy.
 Payment of the NHS co-pay, where due, will be requested at the reception desk, i.e. immediately before starting the service.
- In case of private services, the patient will be asked to present the physician's request that will be returned to the former together with the invoice. Payment of the service is requested by reception before the examination.
- In case of medical services through agreements with organizations, professional mutual aid associations, insurance companies, etc., access and payment terms and conditions will be those indicated by the conventions and shall be explained to the patient in detail by the reception staff. The list of organizations Tecnomed is related with can be viewed at the information desk upon request.

Medical services may be paid by cash, debit card, bank check and credit card.

At the time of appointment booking, the patient will receive all the information about the medical service he/she will take, the date(s) and time(s) of the therapy session booked, the cost and the different payment available: direct payment or payment with the NHS.

The order of access to the physical therapy session is defined by the time of booking.

To promote continuous development, every six months, all patients will receive a *customer satisfaction questionnaire* to be used by the management to assess the quality of the services provided and to fix new goals.

4. LIST OF SERVICES AVAILABLE

At the information desks and the waiting rooms of both centres, patients will find informative brochures indicating all of the medical services provided by each centre.

The centre located in Via Frattini offers the following services (the star * close the service means that it can be provided only under the system of private practice and not by the NHS ticket):

EDITING	CHECKING	APPROVAL	ISSUE
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PHYSICAL THERAPIES

- | | | |
|--|---|---|
| <input type="checkbox"/> Diadynamic therapy | <input type="checkbox"/> Electro-stimulation | <input type="checkbox"/> Electrotherapy (with NHS agreement) |
| <input type="checkbox"/> Infrared and ultraviolet therapy (with NHS agreement) | | <input type="checkbox"/> Interferential therapy (with NHS agreement) |
| <input type="checkbox"/> Ionophoresis | <input type="checkbox"/> Radar therapy | <input type="checkbox"/> Tecar Therapy |
| <input type="checkbox"/> Tens Therapy | <input type="checkbox"/> Laser therapy (YAG laser - M6 laser - SCANNER laser Therapy) | <input type="checkbox"/> Motor and functional re-education |
| <input type="checkbox"/> Ultrasound Therapy (with NHS agreement) | | |

MASSOTHERAPY

- | | | |
|--|---|--|
| <input type="checkbox"/> Massotherapy | <input type="checkbox"/> Therapeutic massages | <input type="checkbox"/> Lymphatic drainage |
| <input type="checkbox"/> Kinesitherapy | <input type="checkbox"/> Kinesio Taping | <input type="checkbox"/> Taping applications |
| <input type="checkbox"/> Pompage | | |

OUTPATIENT EXAMINATIONS

- | | |
|---|---|
| <input type="checkbox"/> Psychiatric examination (with NHS agreement) | <input type="checkbox"/> Orthopaedic examination and local infiltration |
| <input type="checkbox"/> Rheumatology examinations | |

ULTRASOUND

- | | |
|--|--|
| <input type="checkbox"/> Abdominal ultrasound | <input type="checkbox"/> Urologic ultrasound |
| <input type="checkbox"/> Gynaecological ultrasound | <input type="checkbox"/> Endocrinological ultrasound |
| <input type="checkbox"/> Vascular ultrasound | <input type="checkbox"/> Orthopaedic ultrasound |
| <input type="checkbox"/> Skin ultrasound | <input type="checkbox"/> Ear, nose and throat (ENT) ultrasound |
| <input type="checkbox"/> Head & Neck ultrasound | <input type="checkbox"/> Skin and subcutaneous tissue ultrasound |
| <input type="checkbox"/> Carotid, Upper and lower limbs doppler ultrasound | |

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CORE VALUES

The core values of the Patient's Guide to Services are:

EQUALITY AND IMPARTIALITY

The *Tecnomed Verona* philosophy is founded, first of all, on the principles of equality and impartiality. In fact, we provide healthcare and medical services following rules that are the same for everyone, regardless of race, gender, language, religion, political opinions, psycho-physical or socio-economic conditions. Unjustified discrimination is totally banned.

In order to overcome language barriers, considering the large number of foreign patients, the Management has decided to post for the public information signs at least in English and French in addition to the Italian ones.

Moreover, our structure has implemented all of the necessary measures to allow the disabled to utilize the services we offer just as easily as other patients do.

In applying the operational rules, all operators are obliged to act according to the criteria of objectivity, justice and impartiality in their relations with patients.

Furthermore, in order to ensure the right of personal privacy of the patients, *Tecnomed Verona* has adapted to the European Privacy Regulation 679/2016 (GDPR).

CONTINUITY

Tecnomed Verona is responsible for the continuity in assistance to patients, both as concerns imaging diagnostics and cycles of physical therapy or examinations by medical specialists. In the first and last case, communication with the family physician guarantees the exchange of information that is necessary to reach a more precise diagnosis; in the case of a physical therapy cycle, the center takes on direct responsibility of guaranteeing the patient a full therapy.

The structure is designed to ensure the regular and complete performance of the treatments and services requested and booked, thus preventing their interruption or suspension unless motivated by cases of force majeure. Whereas it become impossible to provide medical service in a continuous manner, the structure undertakes to implement measures aimed at reducing the inconvenience to its patients as much as possible.

RIGHT OF CHOICE

The patient has the right of choosing freely, without any moral and material constrictions, to utilize the services and treatments supplied by *Tecnomed Verona*, within the limits of the structural, technological and technical-professional competence requirements made available. To this end, the *Modulo per la Raccolta del Consenso Informato* (Informed Consent Form) has been prepared for the examinations and services that require it.

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PARTICIPATION

Tecnomed Verona provides a guarantee for the proper service delivered. It always gives the chance to patients, citizens associations and local and regional authorities to verify the correctness of operator behavior, the quality service and the observance of the laws.

In detail:

- The structure guarantees access to the documentation regarding authorizations and accreditations, compliance with the requirements of the law, with safety regulations, with quality assessment regulations regarding the services supplied by *Tecnomed Verona*.
- As regards the information kept on file with the structure, patients have the right to access their personal data.
- Every six months, customer satisfaction questionnaires input by the clients are processed and their evaluations assessed.
- Patients may, at any time, submit complaints which will be addressed and seen to as quickly as possible.

EFFICIENCY AND EFFICACY

Tecnomed Verona operates in such a way as to guarantee the efficiency and efficacy of its healthcare services. This means that the organization, in all its operational functions, is designed to provide services as functional as possible in response to clients' needs and to continuously improve its operational efficiency. In order to guarantee and maintain high service efficiency and efficacy levels, the structure keeps its processes under constant control. This is why it pays such close attention to the opinions of its clientele, acquired via customer satisfaction questionnaires and the processing of complaints. Last but not least, the structure works according to precise commitments and programs based on the compliance with specific quality standards.

QUALITY STANDARDS: COMMITMENTS AND PROGRAMS

RECEPTION AND STANDARDS GUARANTEED

As regards client reception, *Tecnomed Verona* has been organized so as to guarantee and, most importantly, improve the quality standards it has targeted.

At the entrance to both centers, for example, there is the reception staff trained to provide all of the necessary information regarding the location of the healthcare services and the general operation of the structure. All of the personnel that comes into contact with the patient wears identification badges. When contact is by phone, the staff is obligated to give the client his/her first name.

All services are properly indicated and are accessible without architectural barriers. Where necessary, the structure has a goods hoist or stairlift.

EDITING	CHECKING	APPROVAL	ISSUE
RAQ (Nicoletta Menegazzi)	Direttore Sanitario (dott. Matteo De Iorio)	Direzione (Sig.ra Federica Aichner)	21/05/2010
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Patients are invited to wait their turn in rooms equipped with sufficient seating and with washroom nearby. The public washrooms are destined only for patients, while the staff have their own, and their number is sufficient to meet the needs of the usual flow of clients. To make waiting more pleasant, all waiting rooms are equipped with hot beverage and water dispensers and with magazines and newspapers.

The reception hall contains standing displays containing informative brochures and suggestion/complaint forms.

BOOKING AND STANDARDS GUARANTEED

Considering that booking is a fundamental phase and tool for the patient's correct and timely access to our healthcare services, the booking personnel is trained to provide all of the information the client needs to book an appointment, after showing his/her badge or by declaring his/her first name over the phone. When booking is performed at the reception desk, the client receives a memo with the date and time of the appointment and any instructions for the preparation to the examination/service booked. When booking is done over the phone, the client can request reception of the memo by facsimile or e-mail.

In order to guarantee maximum efficiency, the structure has a telephone exchange with 6 lines and PBX (free line search) system run by 3 operators.

Appointment booking can be done in person at both centres, or by phone, during the following office hours:

Diagnostic Center

Front Desk: 8.30 a.m. – 7.00 p.m. (Monday to Saturday)

By phone: 8.00 a.m. – 7.00 p.m. (Monday to Saturday)

Physical Therapy Center

Front desk: 8.30 a.m. – 7.00 p.m. (Monday to Friday)

By phone: 8.00 a.m. – 7.00 p.m. (Monday to Friday)

SUPPLY OF SERVICES AND STANDARDS GUARANTEED

All services are supplied in full compliance with the professional code of ethics.

Personnel behavior and the organization of the rooms safeguard the right of confidentiality. At the Diagnostic Center, for example, the mammography, X-Rays, CTscan and MRI rooms are equipped with changing rooms; any rooms lacking changing rooms have a screen behind which patients can undress to prepare for the examination or visit, in a manner respectful of their privacy. In the Therapy Center, instead, the cubicles in which patients undress are fitted with doors with special devices that lock them from the inside, while all physiokinotherapy rooms are equipped with changing rooms.

EDITING	CHECKING	APPROVAL	ISSUE
RAQ (Nicoletta Menegazzi)	Direttore Sanitario (dott. Matteo De Iorio)	Direzione (Sig.ra Federica Aichner)	21/05/2010
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Patients are strictly forbidden to enter cubicles or examination rooms before they are called by the staff, and even the centers' operators are allowed to enter an occupied room or cubicle only after receiving the consent of the physician or technician working inside.

In order to provide efficient service and to reduce delays to a minimum (which can anyhow occur because some medical services require extreme accuracy and unexpected contingencies can happen), both centers apply a very accurate timing and work schedules so as to prevent any waste of time.

ISSUE OF MEDICAL RECORDS AND STANDARDS GUARANTEED

Patients will receive their medical reports only within the response times provided at the time of reception, pursuant to the law (GDPR 679/2016).

Whereas there should be delays not attributable to the organization, the patient shall be notified in time.

At the patient's request, results can be sent to his/her house by courier service, as indicated in the specific procedure.

The organization's aim is to supply medical records immediately after each examination or visit, regardless of its type.

CLIENT SUGGESTIONS AND COMPLAINTS

The assessment of any patient suggestions and complaints is, for *Tecnomed Verona*, not only an action of compliance with Patient' rights but also a precious opportunity for uncovering any service problems, analyzing their causes and implementing corrective actions, to promote continuous improvement.

Patients are invited to submit a complaint when they believe they have experienced something that prevents or limits the use of the healthcare service or when they experience behavior that violates the law and regulations governing the use of healthcare services and that has impeded its use. In detail, the following violations are referred to:

- Statements made in the Patient's Guide to Services;
- Principles contained in the D.P.C.M. of 05.19.1995 relating to the regulations for the drawing up of Patient's Guides to Services of public healthcare centers;
- Principles contained in the Directive of the President of the Board of Ministers dated 01.27.1994 regarding the supply of public services;
- Provisions of the regional health plan and of the regulations governing authorization and accreditation;
- Deontological ethics principles of medical professions of the physicians enrolled in the medical registers.

Complaints can be submitted, within the mandatory term of 15 days from the day in which the patient underwent the controversial action, by the following ways:

EDITING	CHECKING	APPROVAL	ISSUE
RAQ (Nicoletta Menegazzi)	Direttore Sanitario (dott. Matteo De Iorio)	Direzione (Sig.ra Federica Aichner)	21/05/2010
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- verbally (in person or by phone) by speaking to the Quality Assurance Manager or, in his/her absence, with the corresponding secretarial staff who is in charge of taking note of the complaint and of forwarding it to the internal manager;
- by filling the complaint form "ATT. 10 Complaint Form" available in the waiting rooms and at the information desks;
- by writing, fax or e-mail.

The Management reserves the right to evaluate complaints submitted later than the 15 days term whereas the delay is justified by environmental conditions or due to the complaining patient's personal reasons.

The management will answer to any complaint within 15 days after receiving it, if anything, with a notice of take on responsibility first, and a following letter of resolution for the problems pointed out. During opening hours, each center has at least one person in charge for problem solving, where possible, and/or make sure that the complaint will be answered by the managing director as soon as possible.

In order to promote and keep the quality standards the structure is committed to, it is essential that every six months the management carries out the survey of the "Customer Satisfaction Questionnaire", from which it can result warning, advisories and/or suggestions to improve the service provided and heighten quality standards.

We hope that our patients feel free to communicate any incongruities between the principles and commitments indicated in this guide and the way our services are provided.

This will be extremely useful to the Management in helping it supervise the work performed at the centers and review quality aspects in terms of changes in user requirements and of the results actually achieved.

Please be advised that complaints, especially those regarding professional ethics, are given more attention when has been written.

HYGIENE

In order to prevent damages to patients or to operators, whenever necessary the rooms and equipment are cleaned and/or disinfected. Where possible, during the treatment or examination, single-use material is used, while all re-usable equipment is cleaned in the structure's sterilizing machine.

The examination rooms and toilets are kept constantly clean. All restrooms are equipped with all necessary accessories.

SAFETY

Safety conditions are guaranteed through the respect of national rules, with special reference to Law N° 81/2008. All the staff is informed regarding the content of the safety and evacuation plans and of their updated versions.

EDITING	CHECKING	APPROVAL	ISSUE
RAQ (Nicoletta Menegazzi)	Direttore Sanitario (dott. Matteo De Iorio)	Direzione (Sig.ra Federica Aichner)	21/05/2010
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Specific signs inform about specific risks, bans and outlets. Each waiting room has an information board carrying the essential instructions for evacuation in case of emergency.

Outlets and gateways are always kept free of all obstacles.

On request, patients can consult the documentation relating to safety (checks carried out, risk assessment, local inspection reports, etc.).

Moreover, the Management has mapped out any potential clinical risk patients may incur during service supply, including an evaluation of the measures to be adopted to remove or reduce to a minimum the chance of their occurrence (ATT. 25 – List of clinical hazards).

SAFEGUARDING AND EVALUATION MECHANISMS

The standards declared in this Patient's Guide to Services constitute an accurate commitment on the part of *Tecnomed Verona* toward all the patients. However, such commitments are insignificant unless they are supported by control tools implemented by the organization in order to constantly verify their application and improvement. All of the above indicated standards are periodically monitored systematic survey or sample surveys, according to their level of criticality. The purpose of these internal controls is to achieve a complete safeguarding of our patients safety and full customer satisfaction.

INFORMATION TO THE PUBLIC

The Guide can be consulted by all of our patients in the waiting rooms.

A general informative brochure with the list of the services provided by our structure has been prepared for distribution to all patients. The brochure gives directions on how to reach the two centers too.

Another source of information is the information desk, open to the public during center opening hours.

We also have an Internet website (www.tecnomedcentridiagnostici.it) that provides patients with all of the information about both centers. Finally, further information can be requested to the administration offices (from section "CONTACTS" click directly on the email address that appears) by email.

PUBLIC RELATIONS

The regular presence on location of professionally and humanely competent and experienced physicians and a person in charge of public relations will ensure that our patients have at all times a person ready to listen to suggestions/proposals, collect reports of disruption in service or complaints. The person in charge of public relations, being always present and authorized, will give an appropriate answer as well as a prompt solution.

EDITING	CHECKING	APPROVAL	ISSUE
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In addition, our management leads periodic checks and staff meeting about the contents of the Patient's Guide to Services.

SERVICE MONITORING

One of the best tool to supervise the fulfillment of the quality standards is the questionnaire, toward the patient containing the request for personal opinions, and the processing of different kinds of input from the patient such as advisories.

By an internal survey system, our structure is able to keep control on all service parameters and is therefore able to intervene when the declared standards of quality are not respected.

Moreover, we believe that the writing of the procedures for obtaining Institutional Recognition and Quality Certification, achieved in March 2008, shall constitute an important source of monitoring of keep on and improvement of the quality standards contained in this Guide.

PRIVACY

In order to guarantee safeguarding of our patients' privacy, *Tecnomed Verona* has defined, the minimum, structural and instrumental measures that the organization is required to adopt and the behavior each staff member and collaborator must have in handling the personal and sensitive data of the clients, as established by current legislation.

The term "processing of personal data" means "*any operation or set of operations, carried out with or without the use of electronic or anyhow automated means, concerning the collection, recording, organization, storage, processing, modification, selection, extraction, comparison, use, interconnection, block, communication, dissemination, cancellation and destruction of data*".

For this reason, a memorandum has been prepared and shall be handed out to patients attending our centers, while the reception staff has been taught to collect each patient's authorization to process his/her personal/sensitive data.

EDITING	CHECKING	APPROVAL	ISSUE
RAQ (Nicoletta Menegazzi)	Direttore Sanitario (dott. Matteo De Iorio)	Direzione (Sig.ra Federica Aichner)	21/05/2010
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EMPLOY OF HUMAN RESOURCES

SERVICES	CENTER	PROFESSIONAL STAFF ASSIGNED (see organization chart)	SECRETARY STAFF
ULTRASOUND	VIA SEGHE SAN TOMASO	14 PHYSICIANS	11 front-office secretaries 4 back-office secretaries
CARDIAC ULTRASOUND	VIA SEGHE SAN TOMASO	4 PHYSICIANS	
COLOR DOPPLER ULTRASOUND	VIA SEGHE SAN TOMASO	4 PHYSICIANS	
MAMMOGRAPHY	VIA SEGHE SAN TOMASO	6 PHYSICIANS 6 RADIOLOGY TECHNICIANS	
RADIOLOGY	VIA SEGHE SAN TOMASO	7 PHYSICIANS 7 RADIOLOGY TECHNICIANS	
MAGNETIC RESONANCE IMAGING	VIA SEGHE SAN TOMASO	4 PHYSICIANS 8 RADIOLOGY TECHNICIANS	
CT Scan IMAGING	VIA SEGHE SAN TOMASO	3 PHYSICIANS 4 RADIOLOGY TECHNICIANS	
BONE DENSITOMETRY	VIA SEGHE SAN TOMASO	3 PHYSICIANS 4 RADIOLOGY TECHNICIANS	
FINE-NEEDLE ASPIRATION BIOPSY	VIA SEGHE SAN TOMASO	4 PHYSICIANS 1 ANATOMIC PATHOLOGY SPECIALIST	
PHYSICAL THERAPY AND REHABILITATION	VIA FRATTINI	6 PHYSIOTHERAPISTS	
	VIA SEGHE SAN TOMASO	1 PHYSIOTHERAPISTS	
PHYSIATRIC EXAMINATIONS	VIA FRATTINI	2 PHYSICIANS	
RHEUMATOLOGICAL EXAMINATIONS	VIA FRATTINI	1 PHYSICIAN	
ORTHOPAEDIC OUTPATIENT CLINIC	VIA FRATTINI	1 PHYSICIANS	11 front-office secretaries 4 back-office secretaries
	VIA SEGHE SAN TOMASO	3 PHYSICIANS 1 PHYSIOTHERAPISTS	
ENDOCRINOLOGY OUTPATIENT CLINIC	VIA SEGHE SAN TOMASO	2 PHYSICIANS	
DERMATOLOGY OUTPATIENT CLINIC	VIA SEGHE SAN TOMASO	2 PHYSICIANS	
GASTROINTESTINAL OUTPATIENT CLINIC	VIA SEGHE SAN TOMASO	2 PHYSICIANS	
CARDIOLOGY OUTPATIENT CLINIC	VIA SEGHE SAN TOMASO	2 PHYSICIANS 1 NURSE	

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SERVICES	CENTER	PROFESSIONAL STAFF ASSIGNED (see organization chart)	SECRETARY STAFF
SPORT MEDICINE OUTPATIENT CLINIC	VIA SEGHE SAN TOMASO	2 PHYSICIANS 1 NURSE	
NEUROLOGY OUTPATIENT CLINIC	VIA SEGHE SAN TOMASO	2 PHYSICIANS 1 NURSE	
UROLOGY OUTPATIENT CLINIC	VIA SEGHE SAN TOMASO	1 PHYSICIAN	
VASCULAR SURGERY CLINIC	VIA SEGHE SAN TOMASO	4 PHYSICIANS	
PLASTIC SURGERY CLINIC AESTHETIC MEDICINE CLINIC	VIA SEGHE SAN TOMASO	2 PHYSICIANS	
DIETOLOGY	VIA SEGHE SAN TOMASO	1 BIOLOGIST NUTRITIONIST	
OTORHINOLARYNGOLOGY	VIA SEGHE SAN TOMASO	1 PHYSICIAN	

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