



# SERVICE CHARTER







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The **Service Charter**, prepared by the Administration and the Medical Directorate of the **Fisiomed** Centre, is a tool available to users with the aim of making all information regarding services, technologies, and the skills of healthcare staff and medical performance accessible.



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# 1. INTRODUCTION TO FISIOMED

**Who we are:** Fisiomed S.r.l. was founded in 2009 following an assessment of healthcare needs in Priverno and its surroundings. The goal was to establish a cutting-edge centre capable of providing high-quality services to the community. Today, the centre offers a wide range of medical services in the following specialities:

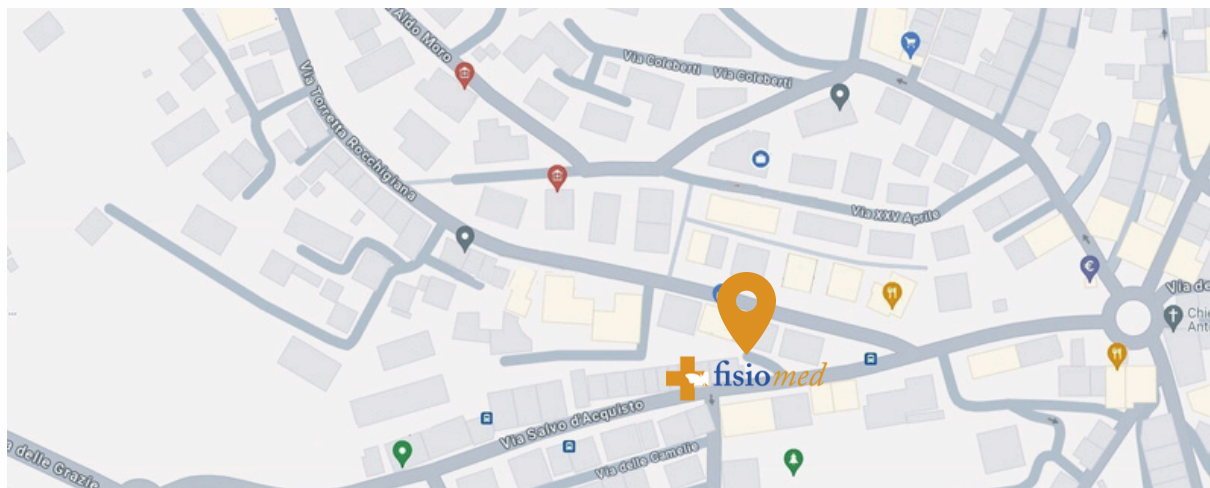
- Allergy and Pulmonology
- Angiology and Vascular Surgery
- Cardiology
- General Surgery
- Dermatology and Venereology
- Imaging Diagnostics
- Dietetics and Nutrition
- Endocrinology and Diabetology
- Gastroenterology and Proctology
- Gynaecology and Obstetrics
- Sports Medicine
- Aesthetic Medicine
- Internal Medicine
- Neurology and Neurosurgery
- Child and Adolescent Neuropsychiatry
- Ophthalmology
- Orthopaedics and Traumatology
- ENT (Ear, Nose and Throat)
- Podiatry
- Rheumatology
- Urology

In recent years, increased demand in the area has enabled the centre to expand its private services to younger patients. This has led to significant growth in services dedicated to neurodevelopmental disorders.

Rehabilitation treatments assist children with neuromotor disorders, cognitive delays, mixed developmental disorders, language disorders, coordination difficulties, and learning disabilities.

As of 2024, **Fisiomed** is authorised and accredited by the Regional Health Service to provide developmental age rehabilitation services, both outpatient and home-based.

**Where we are:** Fisiomed S.r.l. is located at **Via XXV Aprile, No. 27/29, Priverno (LT)**. It is accessible by car or bus using Cotral services from nearby towns (Sezze, Roccagorga, Maenza, Sonnino, Terracina) and from the city of Latina.



## 2. VISION, MISSION AND OBJECTIVES

**Fisiomed**, fully authorised to provide healthcare services and to operate as a multi-specialist outpatient clinic, was established in 2009 with the intention of offering the residents of Priverno and surrounding areas a modern reference centre for high-quality medical care. Over the years, it has been driven by the desire to continually improve its services, achieving the standards of quality and reliability that now define it.

**Fisiomed**, which continues to grow steadily, aims to stand out for its high level of professionalism, reliability, and organisational efficiency. It brings together medical and healthcare professionals working in synergy and makes use of constantly updated equipment and techniques, in order to offer patients the highest possible quality and diagnostic accuracy.

This dedication has led, in recent years, to the Centre's recognition and regional accreditation for the provision of specialised services in developmental age care, once again distinguishing Fisiomed within the healthcare sector.

Fisiomed defines its mission as a strong commitment to improving and maintaining the health of the local population—serving people of all ages, from young children to the elderly, and from the most privileged to those most in need.

In order to ensure and deliver high quality, the Centre seeks to ensure that both its healthcare professionals and available technologies are constantly updated and of the highest standard. It remains consistently user-focused, respectful of all patient needs.

The **Administrative and Medical Directorate of Fisiomed**, based on the Centre's mission and vision, have defined a series of general and specific objectives, which they are committed to pursuing with the full cooperation of all staff:

- To foster and ensure effective, ongoing communication—both internally (through meetings) and externally, by maintaining a strong relationship with the public;
- To provide a comfortable and welcoming environment, respectful of the needs of all types of patients;
- To adopt a human resources policy (covering administrative and healthcare staff) that guarantees top quality at all levels;
- To maintain continuous improvement by relying on professionalism and competence across the range of services offered—through constant training, scientific consultation and analysis, and participation in professional development courses;
- To expand services and treatments in order to provide a broader and more cutting-edge range of care;
- To increase the number and variety of patients treated, making services more accessible to everyone.



### 3. CORE VALUES AND FUNDAMENTAL PRINCIPLES

In pursuing its goals and maintaining high quality standards in line with its Mission and Vision, **Fisiomed** delivers its services based on the following values and guiding principles:

**EQUALITY:** All services are provided without discrimination based on gender, language, social status, physical or psychological condition, religion, or political beliefs;

**IMPARTIALITY:** Services are delivered objectively, fairly, transparently, and without bias;

**CONTINUITY:** **Fisiomed** ensures the ongoing delivery of its services without unjustified interruptions, minimising inconvenience to patients;

**RIGHT TO CHOOSE:** The Centre respects the citizen's right, under current legislation, to select services flexibly and according to their needs;

**APPROPRIATENESS:** Treatments are considered appropriate when they are:

- Suitable for the individual, situation, and setting;
- Scientifically valid;
- Acceptable to both the patient and the healthcare professional;

**PARTICIPATION:** **Fisiomed** ensures that users have the right to:

- Submit complaints and requests;
- Offer feedback or suggestions;
- Access service information;

This active engagement helps improve service delivery and fosters a culture of transparency and collaboration.

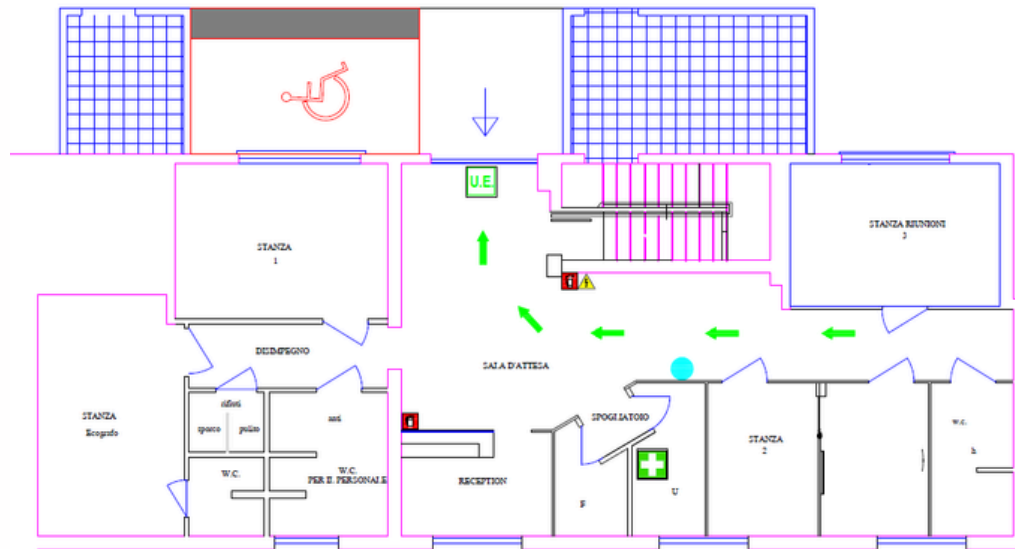
**EFFICIENCY AND EFFECTIVENESS:** Services are provided through optimal use of resources, applying the latest quality standards. **Fisiomed** adopts all necessary measures to meet patients' needs promptly, while avoiding waste;

**RESPECT FOR DIGNITY, PRIVACY, AND CONFIDENTIALITY:** Every patient and staff member is treated with kindness, courtesy, and respect for their dignity and privacy. The Centre adheres strictly to EU Regulation 2016/679 (GDPR) regarding the processing of personal data.

## 4. STRUCTURE AND ORGANISATION OF THE FISIOMED CENTRE

**Fisiomed** guarantees full and safe access to its facilities for users with disabilities, in compliance with the structural and technological requirements prescribed by law. The premises are organised across two levels, as follows:

### GROUND FLOOR



### LOWER GROUND FLOOR



- Reception area and Waiting room
- Spaces for staff and administrative operations
- Office used as an archive
- Consultation rooms for specialist appointments
- Minor surgical procedures room, including: Sterilisation area and Recovery room
- Dedicated spaces for developmental rehabilitation therapies
- Gymnasium for neuropsychomotor rehabilitation therapy

This structural layout is designed to support a smooth, accessible, and comfortable experience for patients and professionals alike, promoting efficient care and therapeutic continuity.

## 5. FISIOMED: SERVICES AND TREATMENTS

**Fisiomed** provides both outpatient and domiciliary services tailored to a wide variety of users depending on their needs, conditions, and age.

Every treatment offered is handled with urgency where necessary, ensuring equal access and adherence to the values outlined in **Section 3** of this Service Charter.

### 5.1 SERVICES PROVIDED BY THE CENTRE

Originally established as a private specialist polyclinic, **Fisiomed** was officially accredited in 2024 for delivering developmental rehabilitation treatments. This marked the launch of the “**Crisalide**” Rehabilitation Department.

#### Medical Specialties Available:

- Allergy and Pulmonology
- Angiology and Vascular Surgery
- Cardiology
- General Surgery
- Dermatology and Venereology
- Diabetology and Endocrinology
- Dietetics and Nutrition
- Gastroenterology and Proctology
- Haematology
- Gynaecology and Obstetrics
- Occupational Medicine
- Sports Medicine
- Aesthetic Medicine
- Neurology and Neurosurgery
- Child and Adolescent Neuropsychiatry
- Developmental Neuropsychomotor Therapy
- Ophthalmology

- Orthopaedics and Traumatology
- Orthoptics
- Osteopathy
- ENT (Ear, Nose and Throat)
- Podiatry
- Psychology and Psychotherapy
- Rheumatology
- Urology

### **Diagnostic Imaging:**

- Ultrasound Scans (abdominal, liver, renal, skin and subcutaneous tissue, head and neck, thyroid, musculoskeletal, gynaecological – pelvic or transvaginal, obstetric – including nuchal translucency and bi-test, prostate via transrectal, testicular, breast, etc.)
- Echocardiogram
- Colour Doppler of the supra-aortic trunks
- Colour Doppler of the abdominal great vessels (e.g. abdominal aorta)
- Colour Doppler of limbs (upper and lower)
- X-rays – chest, limbs, spine, etc.
- Diagnostic hysteroscopy
- Colposcopy
- Cystoscopy

### **Other Outpatient Services:**

- Epiluminescence using video dermatoscopy
- Allergy tests
- Laryngoscopy
- Cryotherapy with liquid nitrogen
- Baropodometric examination
- Spirometry
- Electrocardiogram (ECG)

- Intradermal biostimulation with vitamins and amino acids
- Intradermal biostructuring with hyaluronic acid
- Medical radiofrequency
- Carboxytherapy
- Chemical peels (for pigmentation and acne)
- Mesotherapy
- Sports medical examinations (competitive and non-competitive)
- Corticosteroid injections
- Minor Surgical Procedures: (Mole removal; Phenolisation for ingrown toenails; Skin biopsies; Seborrhoeic keratosis removal; Removal of foreign bodies; Incision of abscesses; Excision of thrombosed haemorrhoidal nodules; Removal or diathermocoagulation (DCT) or CO2 laser treatment of external genital warts; Lipoma removal; Sebaceous cyst excision)
- Cardiology-Specific Services: 24-hour Holter monitoring; Exercise stress testing using cycle ergometer.

### **Private Rehabilitation Services:**

- Assessment, tutoring, and certification for Specific Learning Disorders (SLD)
- Applied Behaviour Analysis (ABA) therapy
- Developmental Neuropsychomotor Therapy
- Speech and Language Therapy
- Occupational Therapy
- Physiotherapy
- Orthoptic Rehabilitation
- Cognitive and Attention Enhancement
- Individual and Group Psychotherapy
- Supportive Therapy Groups
- Pet Therapy
- Osteopathic Treatment

### **Accredited Rehabilitation Services:**

- Developmental Neuropsychomotor Therapy
- Speech and Language Therapy
- Occupational Therapy
- Physiotherapy
- Cognitive Behavioural Therapy (CBT)
- Parent Training Programmes

## **6. CORPORATE ORGANISATION**

### **Sole Administrator:**

Antonella D'Alessio

email: [info@fisiomedpriverno.it](mailto:info@fisiomedpriverno.it)

phone: 0773 904549

### **Medical Director:**

Franco Stirpe - Medico specialista in Pediatria

email: [info@fisiomedpriverno.it](mailto:info@fisiomedpriverno.it)

phone: 0773 904549

### **Administrative Director:**

Francesca Rossi

email: [francescarossi@fisiomedpriverno.it](mailto:francescarossi@fisiomedpriverno.it)

phone: 0773 904549

mobile: 3515836276

### **Head of Prevention and Protection Services / Data Protection Officer (DPO):**

Marco Rossi

email: [qualisconsulenza@gmail.com](mailto:qualisconsulenza@gmail.com)

mobile: 3931041017

## 7. SERVICE MANAGEMENT AND QUALITY STANDARDS

To ensure effective service delivery, meet patient needs, and protect the rights of both users and staff, Fisiomed is committed to upholding appropriate quality objectives and standards:

- Quality standards are regularly monitored using user satisfaction questionnaires, internal audits, and control registers.
- Suggestions and complaints are encouraged to identify and resolve any service issues.

### COMMUNICATION

The staff are trained and available to assist and inform users, ensuring maximum transparency regarding access procedures, fees, and waiting lists. General operational questions are answered courteously and clearly.

### RECEPTION

Staff are committed to being present, courteous, attentive, competent, and professional at all times.

### CLEANLINESS, COMFORT, AND HYGIENE

The Centre's management ensures all spaces are properly organised, comfortable, and clean, maintaining appropriate environments for all activities carried out within the facility.

### PRIVACY, DIGNITY, AND CONFIDENTIALITY

Fisiomed is committed to protecting patient privacy in strict compliance with current laws. Personal and sensitive data is stored both physically and digitally in secure archives or protected databases. Digital access is password-protected and restricted to authorised personnel with justified reasons. All staff are bound by professional confidentiality, and consultation rooms are kept closed during medical appointments.

### PROFESSIONALISM, PRECISION, AND COMPLETENESS

The Centre employs qualified medical and non-medical staff who receive continuous training. Regular updates on services and procedures ensure the Centre remains current and effective.

## **7.1 SATISFACTION QUESTIONNAIRES**

The Centre periodically assesses user satisfaction regarding services, the environment, and staff performance. Collected data is analysed to make any necessary improvements. Questionnaires are available at reception and should be placed in the designated box.

## **7.2 FEEDBACK AND COMPLAINTS**

Any service issues experienced before, during, or after treatment should be reported to the management. Complaints can be made:

- In person at the reception desk (verbally)
- By completing a designated form available at reception

## **7.3 INFORMED CONSENT AND DATA PROTECTION**

Patients must read and sign a consent form authorising the processing of personal data in accordance with Law 196/03. Patient records are stored in secure areas, accessible only by authorised medical professionals. For minors, a parent or guardian must provide ID and signature.

## **7.4 WAITING TIMES**

While exact times may vary, average waiting times are as follows:

- Appointment booking: approx. 5 minutes
- Reception processing: approx. 5 minutes
- Specialist visits: maximum 20 days

## **7.5 PRICING AND PAYMENT**

Prices for private services are available at reception. Payments are due at the time of service, unless alternative arrangements have been made with management.



## 7.6 SMOKING POLICY

Smoking is strictly prohibited within the facility, in accordance with Law No. 584/75, the Prime Ministerial Directive of 14.12.1995, and Article 52, Paragraph 20 of Law No. 448/2001.

## 7.7 CLEANINLESS

**Fisiomed S.r.l.** ensures regular cleaning and sanitation in compliance with regulations. Patients are expected to adhere to general hygiene norms during their visits.



## **FISIOMED SRL**

**Via XXV Aprile, 27/29 - 04015, Priverno (LT)**

**Reception phone:** 0773 904549

**Reception mobile:** 334 9933395

**Email:** [fisiomed.09@gmail.com](mailto:fisiomed.09@gmail.com)  
[info@fisiomedpriverno.it](mailto:info@fisiomedpriverno.it)

**Admin:** 3515836276

**PEC:** [fisiomed@arubapec.it](mailto:fisiomed@arubapec.it)

### **Opening hours:**

dal lunedì al venerdì - dalle ore 8:30 alle 20:00

Sabato - dalle ore 8:30 alle 13:00.

## **Rehabilitation department** **"CRISALIDE"**

**Coordinator Contact:** 3513559116

**Email:** [riabilitazione@fisiomedpriverno.it](mailto:riabilitazione@fisiomedpriverno.it)

**Document Revision:** September 2024