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**SERVICE CHARTER
DIAGNOSTIC CENTER
MEDICAL RAYSRL
VIA CARLO MEZZACAPO, 53 – ROMA**

Approved on 23/12/2018

Legal Representative

Relevant Legislation:

- ***The Prime Ministerial Decree of May, 19, 1995***
- ***DCA Guidance U00331/17 Regione Lazio***
- ***DCA 469/17 Regione Lazio***

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SERVICE CHARTER

The Service Charter, was introduced by the Prime Ministerial directive of January, 27, 1995 and made binding with the law 273/95, represents a fundamental tool to guarantee the conservation and the active participation of the citizen to the healthcare improvement, to the right to information and to maintenance of quality standards; this tool represents a significant change from administrative culture to a corporate one and the ability to activate measuring mechanism of the service and the achieving of the target set.

The Service Charter represents the deal between the provider for a service and the citizen, it takes the function of a tool to improve the quality of the offered service and of the communication, so it defines the targets and the commitments taken to reach the results by the authority, the reference standards, the way to measure the performances and the satisfaction level of the user.

On this basis, The Diagnostic Center Medical Ray srl is always aware of the citizens needs and it looks towards the perspective to provide services which meet the real needs through this Service Charter.

The Service Charter is a transparency requirement towards the citizens, a clarity guarantee about what a center can offer and a precise information about the whole organization.

This document represents the summary and the picture of what we can offer nowadays, but our commitment is to keep operating in order to reach a higher level of quality of our services. The Service Charter is a dynamic tool and is under a permanent status of verification and updating.

THE DIAGNOSTIC CENTER

The Medical Ray Diagnostic Center is a need to provide an easy access service but with a very high quality level for the patients, for the facility size and for the carers involved. The focus is on the user and this means that the provided services reach high standards and there is the possibility to optimise the reception creating a relationship with every single user that meet and talk to the carers and this also gives the opportunity to create a direct relationship with the doctors working in the facility. This helps the Management to improve his service, offering to the users a small center in contrast with the big realities of the country where it is possible to meet and talk to the carers, where it is possible to feel in the spotlight and where everybody can find answers and a quality service.



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INFORMATION ABOUT THE STRUCTURE

SPECIALISED DIAGNOSTIC ULTRASOUND

The specialised diagnostic service is available every weekday from 8.45 a.m. to 12.15 a.m. and from 15.30 p.m. to 19,30 p.m. To set an appointment and to communicate the appropriate preparations required for some of the diagnostic tests. The average waiting time for an appointment can be from one day to a maximum of 3 days. Normally, the results are delivered right after the test. If results are not delivered immediatly, they can be taken directly from the user in the facility, the user can also send someone else, with a proper authorisation, in compliance with applicable legislation concerning privacy.

DIAGNOSTIC IMAGING

For the diagnostic imaging service, users need a prescription. The acceptance staff is available every weekday from 8.45 a.m. to 12.15 a.m. and 15.30 p.m. to 19.30 p.m. The average waiting time for an appointment can be from one day to a maximum of 3 days. Normally the results are delivered up to 3 days. When a child is concerned one of the parents is required.

ORGANISATIONAL STRUCTURE

Chief of the facility is the Management of the Center, which defines the responsibilities, the authority and direct every activity.

Upstream of the services of Diagnostic Imaging there are:

- *Technical Manager of Radiology*
- *Administrative Officer* (that oversees the administrative development)
- *Reception and public relation office* (helps users to take information about the services, how to get a service, on the fees, waiting list, on legislation, on the services net and on every activity of the center.

Names, qualifications and professional role of the carers are set on the Management Structure, that is regularly update

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SERVICES

Diagnostic Imaging

- Traditional Radiology (in agreement with the National Health Service)
- Mammogram
- Orthopantomography
- Dual Energy X-ray absorptiometry
- Ultrasound
- Doppler ultrasonography

Note: The complete list of the services, with the list of charges, in agreement and private, can be found at the reception desk.

Services are available only by appointment system and every appointment, decided by the reception staff following the indications given in the paragraph about reservation and reception.

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HOW TO ACCESS

The Center is in Rome, in via Carlo Mezzacapo, 53, the area is easy to reach also using.

Openignhours

MONDAY – FRIDAY 8,45 -12,15; 15,30 -19,00

SATURDAY closed

SERVICES HOURS

Note: During summer months the opening hours could be slightly different and the possible variation will be comunicated earlier through notices hung the center.

DIAGNOSTIC IMAGING

MONDAY – FRIDAY 8,45 -12,15; 15,30 -19,00

RESERVATIONS

MONDAY – FRIDAY 8,45 -12,15; 15,30 -19,00

RESULTS

MONDAY – FRIDAY 8,45 -12,15; 15,30 -19,00

The date of withdrawal is indicated on the receipt. Normally it takes from 1 to 3 working days.

Maximum time is 5 working days for particular examinations.

INFORMATIONS AND BOOKING:

TEL: 06.4383003

e-mail:fabrizio_telloni@ astwebnet.it

WEBSITE: www.grupposanitel.com

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BOOKING – RECEPTION

TELEPHONE RESERVATION

It is possible to book by telephone for diagnostic imaging and radiology examinations:

- For diagnostic imaging exams it is possible to book the appointment,

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- It is important to have the medical prescription for the exam, the vital data and a telephone number in order to communicate them to the staff that will inform the person about the date and hours of the appointment.

RECEPTION

Exams in agreement with the Regional Health System

The center has an agreement with the Regional Health System for the exams. The medical prescription lasts one year from the date of issue and must contain the following information:

- Date of issue;
- Name and Surname;
- Health card and social security number;
- Possible rights to be exempted from paying the ticket for disease / pregnancy indicated by the attending physician;
- Required exams;
- Stamp and signature of the physician

It will be required to communicate the date of birth, residency and a telephone number.

Private healthcare:

It is possible to book private services, paying the cost of the entire exam. In this case, the prescription won't be required, but it is important to communicate vital data and social security number. The charges are available at the reception.