

<b>Health Center</b> <b>VE.DI. RADIOLOGICA SRL</b> <i>VIA ANTONIO TEMPESTA 12</i> <i>00176 ROMA</i>	<b>SERVICE CHARTER</b>	Rev. 6 Of 23/12/2018
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**SERVICE CHARTER**  
**HEALTH CENTER**  
**VE.DI. RADIOLOGICA S.R.L.**  
*VIA ANTONIO TEMPESTA 12 – 00176 ROMA*

***Approved on 23/12/2018***

***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 Health Center VE.DI. Radiologica S.r.l. 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.*

# PRESENTATION OF THE HEALTH CENTER

VE.DI. Radiologica S.r.l. Health Center was born on April, 27 2015, from a merger of the Maz Medical Lab and VE.DI. Radiologica S.r.l. radiology clinic; already rooted in the local health authority territory in the late 1980s with more than 60 thousand lab analysis and 9 thousand specialist services every year, that lead the facility to reach a really high quality standard. Of particular relevance, is the attention paid to the global quality. This means not only maximum reliability of the provided services, but also continuous improvement to optimize the reception and the relationship established with every single patient, to make as linear as possible the flow of information.

**VE.DI. Health Center S.r.l. is located in Rome, in Via Antonio Tempesta, 12. The area is easily accessible and reached by the public transportation.**



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# **INFORMATION ABOUT THE STRUCTURE**

## **SPECIALISED DIAGNOSTIC**

The specialised diagnostic service is available every weekday from 7.30 a.m. to 12.30 a.m. and from 15.30 p.m. to 19.30 p.m. (on Saturday only from 7.30 to 12.30) 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 immediately, 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 7.30 a.m. to 12.30 a.m. and 15.30 p.m. to 19.30 p.m. to set an appointment and to communicate the appropriate preparations required. 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.

## **ANALYSIS LAB**

There is no need to book the medical tests. Patients may present every day from Monday to Saturday from 7.30 to 10.00 to collect the sample of blood. Nevertheless, reservation shall be necessary in case of house calls. It is recommended to contact the lab in order to collect information about the proper procedures for the sample collect or for the body fluid collection to analyze. The patient can wait his turn in the waiting room, just in front of the reception. Priority shall be given to people with bad physical condition and to pregnant women. When a child is concerned one of the parents is required. Normally the results of routine exams are delivered in the same day. In case of more complex exams or analysis, time to deliver the results can vary from 1 day to a maximum of 7 days as in the project assembled by the local health authority, which will be promptly alerted.

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## 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, the Lab and the Health Center, there are:

- The Chief Medical Officer (responsible for the management and for the coordination of health activity)
- *Technical Managers for every branch* (responsible for technical and healthcare activities)
- *Administrative Officer ( that oversees the administrative development)*
- *Reception and public relation office* (helps users to take information about the service and, how to get a service, on the fees, waiting lists, on legislation, on the services net and every activity of the Health Center)

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

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# SERVICES

## Analysis Lab (in agreement with the National Health Service)

- **Basic health tests**
- **Microbiology and parasitology**
- **Haematology**
- **Coagulation**

### Diagnostic Imaging

- **Traditional Radiology\* (in agreement with the National Health Service)**
- **Orthopantomography\***
- **Mammogram**
- **M.R.I.**
- **Ultrasound**
- **Doppler ultrasonography**

### Health Center

- **Gynaecology**
- **Orthopedics**
- **Cardiology**
- **Dermatologia**
- **Urologia**
- **Neurologia**
- **Otorinolaringoiatria**
- **Endocrinologia**

**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**

VE.DI. Health Center S.r.l. is located in Rome, in Via Antonio Tempesta, 12. The area is easily accessible and reached by the public transportation.

### **OPENING HOURS**

MONDAY – FRIDAY 7,30 -12,30; 15,30 -19,00

SATURDAY 7,30 – 12,00

### **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 health center.*

#### **DIAGNOSTIC IMAGING**

MONDAY – FRIDAY 7,30 -12,30; 15,30 -19,00

SATURDAY 7,30 – 12,00

#### **SAMPLING**

Mon - Sat dalle 7,30 – 10,00

### **RESULTS AND BOOKING**

MONDAY – FRIDAY 10.00 -12.00 ; 17.00 -19,00

SATURDAY 10.00 – 12,00

The date of withdrawal is indicated on the receipt. Normally it takes 5 working days to get the results. Maximum time is 12 working days for particular examinations.

### **INFORMATIONS AND BOOKING:**

**Phone: 06.2751689**

**E-mail: [info@grupposanitel.com](mailto:info@grupposanitel.com)**

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# **BOOKING – RECEPTION**

## **TELEPHONE RESERVATION**

It is possible to book by telephone for diagnostic imaging and health center:

- For diagnostic imaging exams it is possible to book the appointment; for collecting biologic samples the reservation is not required;
- 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 hour 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, required by the Health Center for communications.

### **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.



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### **House calls analysis**

The Health Center offers a free service for patients with handicap with house analysis. Tests can be booked at the reception or by phone calling after 10 a.m. Doctor assigned for the analysis will agree date and hour of the exam with the patient. It is recommended the presence of a relative.