

SERVICE CHARTER

THE MEDICAL CENTER We are pleased to present the Service Charter of Ortodont Srl, which outlines the multifunctional and care-related features offered by our facility.

The list of services provided is organized by specialty and instrumental treatments and is continuously updated to meet the demand for new services.

Our outpatient services are of very high quality. It is our constant commitment to seek out specialists with a clear reputation and extensive professional experience.

The Service Charter serves as a communication and quality tool. It simplifies access to the healthcare facility, facilitates information, and streamlines procedures.

The Service Charter provides users with information about the quality levels to which the Poliambulatorio (outpatient clinic) is committed and allows everyone to know their rights.

As a result, users can evaluate the service received in relation to the guaranteed quality standards.

We thank you in advance for choosing us, and we would be grateful if you could provide us with your suggestions, observations, and ideas, which are very useful for improving our service and being closer to the needs of our patients in providing an appropriate, qualified, and better response.

Poliambulatorio Ortodont Srl

- **Diagnostic imaging**
- **Outpatient visits**

Ortodont Srl, authorized to operate under the provisions of Regional Law 22/2002, has implemented a document management system with the intention of seeking Institutional Accreditation over time. The implemented Quality Management System allows monitoring of service delivery and continuous improvement in quality. It also provides patients with a reference structure for their requests.

This has also allowed us to identify any critical issues and prevent their occurrence. The oversight of various activities is constantly monitored and accurately documented. The continuously updated operational procedures guarantee high quality for patients who benefit from outpatient and diagnostic imaging services. Additionally, timely and accurate information is provided to users regarding the diagnostic services rendered.

The Owner,

Dr. Sergio Dovigo.



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INTRODUCTION In recent decades, there has been significant reconsideration of values and ethics within the medical profession in the Western world. The mutual relationship between healthcare providers and patients, as well as user satisfaction, have become increasingly central.

Concurrently, since the late 1980s, there has been a growing need for transparency and participation within all socio-healthcare structures, both in the private and public sectors. This led to the introduction of the “service charter” for interactions with users and the general public.

From this perspective, the ‘service charter’ represents the Poliambulatorio’s commitment to adhering to predetermined organizational and quality standards. The Poliambulatorio aims to provide patients with:

- **High-quality acceptance, diagnostic, and therapeutic services**
- **Significant reduction in waiting times**
- **Substantial reduction in service costs**

Certainly! Here’s the translation of the text:

LOCATION - OPENING HOURS

Ortodont SRL is located at Corte Ferrighi, 3/1C, in Noventa Vicentina (VI) 36025, and at Via Ponticelli, 80 in Agugliaro (VI) 36020.

The center is open from Monday to Friday, from 8:30 AM to 7:30 PM (continuous hours). On Saturdays, it is open from 8:30 AM to 12:30 PM.

Appointments can be scheduled directly at the facility or by phone at the following number: Phone: +39 0444 760303

We are also available for information via the following contacts:

- Email: info@centromedicoveneto.it
- PEC (Certified Email): poliortodont@legpec.it

The Health Director is Dr. Sergio Dovigo, a Specialist Oral and Maxillofacial Surgeon.

Information about the center is also available on our website: Centro Medico Veneto

The outpatient clinic is attentive to patients' diverse needs and strives to provide timely appointments based on patients' care requirements, taking into account their schedules and commitments. The waiting list follows a chronological order of booking, except for urgent cases and emergencies, which are evaluated on a case-by-case basis according to the indications provided by the referring physician.

Patients (or their guardians) can request additional information about clinical conditions and planned treatments, as well as discuss any other needs, by arranging a conversation with the medical staff, who remain available upon agreement with the administrative personnel.

SPECIALTIES OFFERED TO PATIENTS

DIAGNOSTIC IMAGING Ortodont Srl provides the following diagnostic imaging services:

- **Magnetic Resonance Imaging (MRI):** ANKE Open Mark III SN 0829040313
- **Tomosynthesis Mammography:** GE Senograph Essential SN 630467BU9
- **CT:** ANKE "Precision 128" SN 20231080081
- **RX System:** ANKE ASR-6850P RX551 SN 04931040685
- **C shaped Arc:** Siemens "Arcadis Varic" SN 2421-2006
- **Respirator:** Drager "Savina 300" SN 50001496
- **Bone Densitometry:** LUNAR BX – 1L MOD 8743 S/N 74047 RY83
- **Ultrasounds:** GE Voluson E8 SN D10195, GE I8 SN BS21388, Philips iU22 SN O2RPMG ultrasound machine, and Philips Epiq7 SN US315C1195 echocardiography machine.

Specifically, ultrasounds are performed in the following areas:

- Abdominal
- Hepatic
- Gynecological
- Articular
- Obstetric

- Soft Tissue
- Prostatic
- Renal
- Thyroid
- Bladder
- Temporomandibular Joint (TMJ)

Vascular Diagnostics - Color Doppler Ultrasound:

- Arterial
- Venous
- Lower Limbs
- Supra-aortic Trunks
- Carotid

The center relies on medical and technical professionals for its diagnostic imaging services. The physician in charge of the “diagnostic imaging” area is Dr. Tchakountio Nkwayep Alvine Natacha.

Mammography is a radiologic examination used primarily to detect breast cancer at an early stage and to identify any abnormalities or suspicious lesions. During the exam, the patient places her breast on a special platform, and the machine applies gentle pressure to compress the breast tissue. Although this process may cause some discomfort, it is essential to obtain clear and detailed images. The duration of the examination is usually short, taking about 20 minutes.

Mammography is a very effective diagnostic tool because it can detect breast tumors that may be too small to be found through self-examination or other methods. Additionally, it can identify lumps or lesions that might indicate malignant formations, allowing for early diagnosis and more effective disease management. If you feel a suspicious lump or mass during breast self-examination, it’s crucial to consult with a trusted physician immediately. They can assess the situation, prescribe appropriate diagnostic tests (including mammography), and guide you on the next steps for accurate diagnosis and treatment. This proactive approach helps detect problems early, increasing the chances of effective treatment and improving survival prospects.

Remember that regular breast screenings are essential for prevention and timely diagnosis of breast cancer. Following general guidelines, all women should start having mammograms from the age of 40. The frequency of examinations can vary and should be individually assessed by health professionals, considering factors such as family history and individual risks. Generally, mammograms are recommended every one to two years, depending on medical indications. If you have any concerns or need further information, don’t hesitate to consult with your healthcare provider. They can provide personalized guidance based on your specific situation.

Magnetic Resonance Imaging (MRI) is a highly relevant methodology for diagnostic evaluation of musculoskeletal pathologies. It provides information that other diagnostic techniques cannot offer. Musculoskeletal MRI allows visualization of joint structures, vascular and neural tissues, and soft tissues in major joints (such as the shoulder, knee, wrist, ankle, hand, foot, pelvis, and cervical-dorso-lumbar spine).

The ANKE Openmark III MRI operates at low field strength (0.3T). It is an “open” MRI, allowing diagnostic exams even for patients who experience claustrophobia. As a state-of-the-art model, the ANKE Openmark III ensures excellent image quality. Additionally, the Agugliaro facility houses a

high-field (1.5T) Philips Ingenia MRI capable of performing detailed diagnostic assessments of all anatomical regions in the human body, including contrast-enhanced imaging.

Certainly! Here's the translation of the provided text into English:

Computed Tomography (CT) Computed Tomography (CT), also known as computerized tomography, is a diagnostic imaging technique that allows for the examination of various parts of the body (such as the brain, lungs, liver, pancreas, kidneys, uterus, arteries, veins, muscles, bones, and joints) for diagnostic and therapeutic purposes.

It is a radiological examination that involves collecting data related to the passage of X-ray beams through the area of interest. This data is then processed by a computer to reconstruct a three-dimensional image of the different types of tissue being analyzed. The "Precision 128" CT scanner is a state-of-the-art machine capable of producing high-definition sequences. With the assistance of artificial intelligence, it can perform scans with up to 256 layers.

Direct Digital X-ray Direct Digital X-ray, also known as digital radiography, is a diagnostic imaging technology that allows for the acquisition of X-ray images in digital format. Unlike the older analog technique, digital radiography utilizes software and hardware capable of storing and modifying images after acquisition.

Compared to conventional X-ray, digital technology sacrifices some spatial resolution. The analog point (the smallest element) in conventional X-ray has a diameter of 2 μm (using silver bromide in X-ray film). In contrast, the digital point is represented by a pixel—a significantly larger square ranging from 30 μm to 200 μm . While this results in a loss of spatial information, the human eye typically cannot perceive this difference under normal observation conditions.

However, digital systems offer a wide dynamic range, and their characteristic curve is nearly linear. Consequently, exposure errors (which are possible in radiology) still yield usable diagnostic images. In conventional systems, an exposure error would require repeating the exposure, subjecting the patient to double radiation.

It's important to note that digital radiography is qualitatively less accurate than techniques such as magnetic resonance imaging (MRI) and computed tomography (CT).

Our state-of-the-art ASR-6850P system allows examination of nearly all human anatomical regions. Additionally, this system can perform scans even with the patient in an upright position.

Specialist Outpatient Visits

Ortodont SrL offers outpatient visits in various specialties with diagnostic support:

- **Cardiology**
- **Endocrinology**
- **Diabetology**
- **Gynecology**
- **Neurology**
- **Orthopedics**
- **Radiology**

- **Urology**
- **Plastic and Reconstructive Surgery**

MISSION OF THE POLYCLINIC To support and accompany all individuals who turn to the Polyclinic to begin a medical journey, recognizing that any health issue is important and primary for each individual. Continuous updates, the definition of quality objectives, ongoing evaluation of services provided, their outcomes, and patient feedback contribute to the continuous improvement of healthcare delivery.

Certainly! Here's the translation of the text into English:

THE ETHICAL PRINCIPLES OF THE CLINIC The foundations that inspire The Polyclinic are as follows:

1. **EQUALITY AND IMPARTIALITY** Services and care are provided equally to all patients without distinction based on age, gender, language, religion, social status, or political opinion.
2. **RESPECT** Every patient must be treated with kindness, courtesy, and attention, respecting their dignity.
3. **RIGHT TO CHOICE** Patients have the right to choose among service providers.
4. **PARTICIPATION** Patients have the right to file complaints, submit requests, provide feedback, access information, and offer suggestions to improve the service.
5. **EFFICIENCY AND EFFECTIVENESS** Services and care must be provided with appropriate professional and technological competence, ensuring that they meet the expressed needs of patients while maintaining an optimal balance between results and resources utilized by the Polyclinic.
6. Certainly! Here's the translation of the text into English:
7. **CONTINUITY** The provision of services must be guaranteed with continuity and without interruptions. If it becomes necessary to temporarily suspend certain services due to essential requirements, appropriate measures will be adopted to alleviate any inconvenience to patients.
8. **RIGHT TO INFORMATION** Strict adherence to the Medical Code of Ethics applies regarding patient information on treatments, potential risks, side effects, and outcomes, with adequate documentation. The administrative/front-line staff, as well as the management, actively listen to patients.
9. **RESPECT FOR THE INDIVIDUAL** The staff is committed to behaviors that do not compromise patient respect or dignity in any way.
10. **PERSONALIZATION** All diagnostic and therapeutic pathways are organized to ensure continuity in the patient-doctor relationship, accommodating patients' needs and habits.
11. **AVAILABILITY, COURTESY, ACCURACY** The patient-staff relationship is also influenced by a climate of serenity and trust, allowing patients to rely on care with tranquility.
12. **SAFETY** The Polyclinic places the utmost attention on patient safety to prevent the risk of infection transmission between healthcare providers and patients, as well as among patients themselves, through the use of various protective measures. The Polyclinic employs disposable gloves and masks, and in cases where instruments need to be sterilized, the sterilization process is closely monitored with periodic validation of procedures. Additionally, rigorous sanitization procedures are applied to the environment and various surfaces.

QUALITY STANDARDS Poliambulatorio Ortodont Srl is committed to providing services that align with the ethical principles outlined and meet the expectations and needs of patients.

All equipment and materials in use are carefully selected to ensure suitability for their intended purpose, in compliance with national and international technical regulations and CE marking where applicable.

The maintenance of equipment standards is ensured through the adoption of a maintenance, control, and verification program for the equipment in use. The quality of performance and services is guaranteed through training and update programs followed by the Health Director and individual professionals.

OBSERVATIONS AND COMPLAINTS Every patient has the opportunity to submit observations, suggestions, and complaints through a questionnaire available in the waiting room. This questionnaire aims to assess satisfaction with the services provided and evaluate any suggestions or shortcomings. The reception staff is available throughout opening hours to receive verbal or written feedback, which will be communicated to the Health Director for timely resolution. The identity of the reporter is treated with the utmost confidentiality.

Certainly! Here's the translation of the provided text into English:

RESEARCH Continuous updates on the latest technological and medical-scientific advancements are guaranteed, thanks to connections with Italian universities, specialized scientific societies, and the internet. The operational effort is aimed at maintaining highly qualified levels within the facility to ensure the most modern diagnostic and therapeutic approaches.

PATIENT RIGHTS The Patient has the right:

1. To be assisted and treated with care and attention, respecting human dignity and personal philological and religious beliefs.
2. To always be identified by their first and last name and to be addressed using the formal pronoun "you" ("Lei").
3. To obtain information from the facility regarding the services provided, access methods, and relevant competencies.
4. To receive complete and understandable information from the treating Specialist regarding the diagnosis, proposed therapy, and potential prognosis. If the Specialist deems it inappropriate to provide direct information, it may be given to the patient's family members instead;
5. To be informed about the possibility of alternative investigations and treatments, even if they can be performed in other facilities.
6. To ensure that data related to their illness and any other relevant circumstances remain confidential.
7. To submit complaints, which must be promptly examined, and to be promptly informed of the outcome.

MINORS' RIGHTS During visits and examinations, minors have the right to have one of their parents or a family-designated person nearby.

PATIENT RESPONSIBILITIES AT THE OUTPATIENT CLINIC Patients have the responsibility to:

1. Respect the environment, equipment, and furnishings within the facility.
2. Avoid behaviors that may create disturbances, such as noise or indiscriminate use of cell phones, while respecting the no-smoking policy and the presence of others.
3. Adhere to the organization and scheduled hours to prevent service disruptions for all users.
4. Provide advance notice if unable to keep appointments, allowing suffering individuals to be seen promptly.
5. Seek necessary information at the appropriate times and locations, exercising their right to accurate information about the organization of the facility.

RIGHT TO PRIVACY

The right to privacy is observed when collecting, with the utmost discretion possible, essential information about the individual necessary for therapy and their clinical conditions. It also applies during diagnostic and therapeutic interventions, respecting the person's personality.

This right entails a duty of professional or office secrecy on the part of all operators (Medical Health Professionals, Non-Medical Health Professionals, and Administrative Secretarial Staff). Information about the patient's health status and the progress of treatments will only be disclosed to the patient, or to their family members or other individuals with the patient's consent.

During the visit, the User is informed, in accordance with the GDPR regarding the protection of personal data, and their authorization for data processing is attached in written form to the service request. The Management, in compliance with privacy regulations and GDPR, ensures the security levels of documented information and the access methods for operators. An individual's personal and clinical data are stored in dedicated containers, securely locked or held in computer systems with complex access keys.

COMMITMENT TO THE ENVIRONMENT

Poliambulatorio Ortodont SrL recognizes the importance of sustainable development and values environmental respect as a necessary investment for the future. For this reason, proper waste differentiation receives adequate attention, with particular focus on special waste. Utilizing specialized services from a qualified company with dedicated operators ensures the correct life cycle closure of waste, up to its disposal.

VERIFICATION OF COMMITMENTS

To ensure the predefined commitments and objectives, Poliambulatorio Ortodont SrL guarantees the necessary presence of medical, non-medical health professionals, and administrative staff within the facility. Patients have access to illustrative schedules of activities, available services, and associated costs. The waiting list follows a temporal order of appointments, except for emergencies, which are assessed on a case-by-case basis according to the prescribing physician's indications.

At Ortodont SrL, the following specialized diagnostic assessments are provided in private practice:

Specialized Diagnostic Assessments:

- Echocardiogram / Electrocardiogram: Dr. Sarais Cristiano, Dr. Randon Maria Luisa;
- Uroflowmetry: Dr. Ammendola Ciro, Dr. Durante Salvatore, Dr. Rahmati Mojtaba;
- Ambulatory Blood Pressure Monitoring (Holter): Dr. Scaggion Giancarlo;
- Ambulatory Cardiac Monitoring (Holter): Dr. Sarais Cristiano;
- Polysomnography: Dr. Negrin Rolando; • Colposcopy / Cytology (Pap Test): Dr. Meloncelli Cristina;
- Obstetric and Gynecological Ultrasound: Dr. Meloncelli Cristina, Dr. Vettorato Francesca;
- Ultrasound: Dr. Resente Federico, Dr. Rinaldo Franca, Dr. Peretto Saverio, Dr. Biagi Alessandra, Dr. Tchakountio Nkwayep Alvine Natacha;
- Venous/Arterial Doppler Ultrasound: Dr. Marigo Aurelio, Dr. Peretto Saverio;
- Transcranial Doppler Ultrasound (TSA): Dr. Marigo Aurelio, Dr. Peretto Saverio;
- Bone Densitometry (partial / total body): Dr. Biagi Alessandra;
- Magnetic Resonance Imaging (MRI): Dr. Peretto Saverio;
- Computed Tomography (CT): Dr. Tchakountio Nkwayep Alvine Natacha;
- Conventional Radiology (X-ray): Dr. Tchakountio Nkwayep Alvine Natacha.

Specialized outpatient visits:

- Acupuncture: Dr. Ciorra Roberto;
- Anesthesia and Resuscitation / Pain Therapy: Dr. Cirillo Vito, Dr. Ruffin Tina;
- Andrology / Urology: Dr. Ammendola Ciro, Dr. Durante Salvatore, Dr. Rahmati Mojtaba;
- Allergology: Dr. Bacelle Lucio;
- General Surgery / Proctology: Dr. Ceoloni Andrea;
- Cardiology: Dr. Sarais Cristiano, Dr. Randon Maria Luisa, Dr. De Nardis Roberto;
- Dermatology: Dr. Dal Bello Giacomo; • Diabetology: Dr. Peditto Francesco;
- Vascular Diagnostics: Dr. Marigo Aurelio, Dr. Peretto Saverio;
- Endocrinology: Dr. Peditto Francesco;
- Physical Medicine and Rehabilitation: Dr. Barbetta Giovanni;
- Phlebology: Dr. Michele Tonini, Dr. Aurelio Marigo;

- Gastroenterology: Dr. Pezzato Roberto, Dr. Scaggion Giancarlo;
- Medical Genetics: Dr. Bonfante Aldo;
- Geriatrics: Dr. Roberto Pezzato, Dr. Scaggion Giancarlo;
- Gynecology / Obstetrics: Dr. Meloncelli Cristina, Dr. Thiella Mario, Dr. Panerari Francesca, Dr. Vettorato Francesca.
- Massage Therapy: Dr. Sartori Matteo
- Internal Medicine: Dr. Pezzato Roberto, Dr. Scaggion Giancarlo
- Neurology: Dr. D'Andrea Giovanni, Dr. Morello Federico, Dr. Vigneri Simone;
- Nephrology: Dr. Chiaramonte Stefano;
- Nutrition: Dr. Toniolo Silvia, Dr. Sartori Matteo, Dr. Peditto Francesco, Dr. Cenci Lorenzo; • Orthopedics: Dr. Tessari Paolo, Dr. Faggin Walter, Dr. Castaman Carlo, Dr. Zonta Filippo, Dr. Tsemzang Sobjio Martin, Dr. Akkawi Ibrahim;
- Osteopathy: Mr. Ballo Alessandro;
- Otorhinolaryngology: Dr. Faccioli Chiara, Dr. Mularoni Francesca, Dr. Lunghi Marcello; • Pulmonology: Dr. Negrin Rolando, Dr. Scatasta Mauro;
- Podiatry: Dr. Zantedeschi Chiara;
- Psychiatry: Dr. Borgherini Giuseppe, Dr. Lunardi Noemi;
- Psychology: Dr. Rancan Agnese, Dr. Boaretti Marisa, Dr. Girardello Federica;
- Radiology: Dr. Resente Federico, Dr. Peretto Saverio, Dr. Rinaldo Franca, Dr. Biagi Alessandra, Dr. Cavallini Davide, Dr. Tchakountio Nkwayep Alvine Natacha.

