**SERVICE CHARTER**

*(Rev 3 of 01/01/2023)*

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**1. PRESENTATION OF THE CENTER, PURPOSE AND PURPOSE OF THE SERVICE**

The Salus Centers are a healthcare reality present in the area since 1982 entirely dedicated to the health service: prevention, diagnosis, therapy.The Salus centers are a functional re-education and recovery clinic, accredited and affiliated with the Marche Region, which provide healthcare services both under accreditation with the National Health Service and in a private regime.

The activities of the Centers are inspired and directed towards the most rigorous compliance with the ethical, moral, professional, health and legal norms inherent to the practice of medicine in all its aspects. The behavior of all operators complies with the utmost respect for the code of ethics through adherence to the fundamental canons of respect for universal human rights and the most complete knowledge of the problems of the relationship between healthcare facilities and patients.

The structure operates in the premises of SS 76 n.5 60033 Chiaravalle and Via del Commercio n.60 60127 Ancona, authorized to carry out this activity.

* **EQUALITY AND IMPARTIALITY**

The centers are committed to providing services in a relationship with users based on the principle of equality and respect regardless of race, sex, language, religion and political ideas. The service is therefore guaranteed to all citizens and is provided in an objective and impartial manner.

* **CONTINUITY'**

The services and performances are provided on a continuous basis, ensuring homogeneous levels of assistance as far as directly attributable to one's sphere of responsibility.

* **PARTICIPATION**

The Centers promote conditions to enhance and make concrete the participation of users in the provision of their services; therefore considers it important to involve them in the concrete verification of the ability of the services to satisfy the needs for which they are provided.

* **EFFICIENCY AND EFFECTIVENESS**

The Center guarantees organizational efficiency through the activation of management paths and procedures capable of guaranteeing the optimal use of human and technological resources and technical effectiveness through the development of research and scientific innovation.

**2. ORGANIZATION CHART**

Medical director: Dr. *Rosaniti Antonella, doctor-surgeon specializing in Orthopedics and Traumatology*

Front Office: *Surace Maria Piergigli Francesca*

Rehabilitation healthcare personnel: *Barchiesi Nicola*

*Bartoloni Alessandro*

*Burnt Roberta*

*Caserta Annalisa Diambra Daniela Franceschino Romina*

*Pagoni Giovanni*

*Pasqualini Giorgia*

*Beaten Francesco Reihany Atry Papak*

*Verzoni Caterina*

**3. RIGHTS AND DUTIES OF USERS**

**USER RIGHTS**

- receive correct and timely information regarding the organization chart of the clinic, clearly explained rights and duties of the user, list of services that can be provided in access mode, access times, costs, times and payment methods

- receive respect and courtesy from the facility staff

- take advantage of welcoming, sanitized and suitable rooms for the purposes

- be treated by qualified and graduated personnel based on current scientific evidence

- be treated at the times indicated and be notified of any movements

**-** monitoring of the level of customer satisfaction is carried out through the use of satisfaction questionnaires

- in the event of interruptions or irregular operation of the service, all necessary measures are adopted to avoid or reduce inconveniences

**Informed Consent** : the patient has the right not to be subjected to any treatment or therapy without having expressed his/her consent: the Salus Centers issue the patient with an Informed Consent form which includes the method of execution, the risks and possible side effects, to be fill in before undergoing the procedure.

**USER DUTIES**

**- Responsible behavior :** the patient has the duty to behave responsibly, respecting and understanding the rights of other patients and respecting the medical and healthcare staff within the facility.

- **Respect for the environment** : respect must obviously also be given to the
environments and equipment.

- **Collaboration with medical staff** : the patient has the duty to collaborate with the medical staff, demonstrating that he has trust in the healthcare staff, for the purpose of a correct therapeutic approach. The patient is therefore expected to provide clear and precise information on his health and the therapies performed.

**- Information** : the patient has the duty to promptly inform the healthcare personnel of his intention to give up scheduled healthcare treatments and services in order to avoid wasting time and resources. The patient must also inform the doctor or person in charge of the onset of any problems.

- **Respect for timetables** : the patient has the duty to respect the agreed performance times, in order to allow normal activity to be carried out.

- **Compliance with safety regulations** : the patient is required to comply with the safety provisions:
• not leaving the place of destination without authorization • not approaching or touching electrical equipment; • not accessing areas where access is expressly prohibited.

- **Smoking ban** : respecting this provision is an act of acceptance of the presence of others and a healthy personal lifestyle.

**4. OUR SERVICES**

Following an injury, a surgical operation, an accident or after a period of bed rest, the person may lose functions or abilities such as running or being able to practice a sport as best as possible, but also the ability to basics such as walking and carrying out normal daily living activities. The physiotherapist, through targeted exercises and specific techniques, helps the person recover lost skills.

**INDIVIDUAL MANUAL THERAPY**

•kinesitherapy
•global postural re-education (according to Mezieres, according to Suchard)
•re-education of the pelvic floor

• **Massage therapy** :
o decontracting massage / connective tissue massage / reflexology massage /
deep transverse massage / sports massage
o lymphatic drainage (with and without bandage)

 **Bandages** :
o neuromuscular (kinesio taping) / functional / compressive

**INSTRUMENTAL PHYSICAL THERAPIES**

|  |  |
| --- | --- |
| •  | Electrotherapy: Low and medium frequency alternating currents, used for analgesic purposes: |

- Interferential currents
- Diadynamic current - TENS (Transcutaneous Electrical Nerve Stimulation)
•Iontophoresis

|  |  |
| --- | --- |
| •  | Muscle electrostimulation with faradic current / with exponential current / with Kotz current |

•Laser therapy
•Magnetotherapy
•Radial shock waves
•Tecartherapy
•TENS
•Ultrasound
•Immersion ultrasound

**NECK BACK SCHOOL REHABILITATION COURSES**

**5. ACCESS METHOD**

**The times**

Opening
Monday – Friday: 8.00 – 12.00 / 15.00 – 19.00

**The reservation**

To book, customers can access the facility during the declared service hours in the following ways:

Front office: SS 76 N.5 Chiaravalle and Via del Commercio 60 Ancona (from 8.00 to 12.00 and from 15.00 to 19.00)

Telephone: The telephone information and booking service is available to patients: 071/743022 Chiaravalle and 071/85696 Ancona (Mon-Fri: 8.00-12.00/15.00-19.00)

Email: info@centrisalus.it

At the time of booking, the Patient is provided with all the instructions, both verbal and written, to carry out the services.

The staff is able to help users to resolve problems inherent to the services provided within the facility, to listen and understand their expectations and needs individually or with the support of the medical and paramedical staff present.

Users are invited to communicate any cancellations at least 24 hours in advance of the appointment date.

Access to the services is carried out through the front office staff via the following methods:

If the patient has a suitable medical prescription, it is scheduled directly according to the methods established by the prescribing doctor; if you do not have a medical prescription, you are invited to contact a physiatrist or orthopedic specialist to establish the objectives of the treatment and the most suitable means to achieve it.

Before starting the physiotherapy session, the patient will read the privacy policy and the information relating to the treatment to be carried out, giving written informed consent.

**6. COSTS, TIMES AND METHODS OF PAYMENT**

**List of services**

Individual treatments with physiotherapist (massage, lymphatic drainage, manual treatment, postural re-education, functional re-education, training and training)

10 min: 10 euros

20 min: 20 euros

30 min: 25 euros

50 min: 40 euros

Functional re-education/postural re-education in a small group

10 sessions of 40 minutes: 250 euros

Instrumental therapy:

Laser scanning: 10 euros

Yag laser: 20.00 euros

CO2 laser: 30.00 euros

Tecartherapy: 25 euros

Magnetotherapy-Iontophoresis-Fixed and immersed ultrasound: 10 euros

Mobile ultrasound: 15 euros

TENS and dynamics: 10 euros

Shockwave: 60 euros

FREMS: 20 euros

Magnetrom: 20 euros

Home therapy:

45 min: 40 euros

**Payment times and methods**

The fee for the treatment must be paid before it is provided

*All healthcare services are VAT exempt*