

SERVICE CHARTER

OSPEDALE ISRAELITICO

Poliambulatorio Via Veronese 53

Autorizzazione Determina G09075 del 28/06/2017

“Whoever saves a single person is as if they saved the entire world”

“The Hospital staff has always undertaken to offer all services not only at a high level of quality and specialization, but also with appropriate courtesy and humanity.”

Dear User,

The Israelite Hospital has been operating for more than 400 years and boasts a long tradition of excellence in hospital care and patient treatment.

This Service Charter describes its internal organization and sets out the fundamental principles that inspire the daily work of our healthcare staff: equality, information, participation, and quality of services.

In this way, we intend to facilitate access to the services offered and to respond quickly and concretely to the needs of those who use our services.

Throughout its long experience, the staff of the Israelite Hospital has always undertaken to offer services not only with a high level of quality and specialization, but also with appropriate courtesy and humanity.

I wish to personally thank all those who work within the Hospital for the work they carry out every day, with great professionalism and attention toward the citizens who entrust themselves to us.

We remain available to provide any useful information to meet your needs.

At the service of health.

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1. GUIDE TO READING THE SERVICE CHARTER

The Service Charter of the Outpatient Clinic at Via Veronese 53 of the Israelite Hospital was drawn up in compliance with the Decree of the President of the Council of Ministers of 19 May 1995, “General reference framework for the Charter of Public Healthcare Services,” and subsequent updates, as well as DCA U 00311 of 6 October 2014. This edition is a revision of the one published in 2020.

The Service Charter is not only a form of commitment toward citizen-users, but also a powerful internal management tool for evaluating service quality, in full integration with the Quality Management System.

This Service Charter:

- indicates the duties and fundamental principles by which it must be inspired;
- illustrates the new organizational system of the Outpatient Clinic, with particular reference to the treatments, the services provided and the methods for accessing them, seeking to make everything more understandable and accessible, the stay at the facility more pleasant, and rights more fully guaranteed;
- explains the protection and verification mechanisms. In particular, it indicates the procedure for verifying user satisfaction and filing a complaint following a service failure, act or conduct that has denied or limited access to the services;
- indicates the assumption of commitments concerning service quality and the adoption of general and specific quality standards, identifying the verification tools used to monitor implementation of those standards and the method for communicating the results to citizens.

2. HISTORICAL NOTES AND JEWISH CULTURE

Opera Pia Ebraica was founded in Rome in 1600 with the purpose of providing a minimum level of healthcare assistance to Rome’s Jewish population. The organization, in its mainly home-care form, continued until 1884.

Around the time of the cholera epidemic of 1834, the authorities of the time, fearing the spread of infection, allowed only temporarily the establishment of a quarantine hospital for Roman Jews, located in Palazzo Cenci. In 1881, many years after the unification of Rome with the Italian State, the Jewish Community obtained from the Municipal Administration the concession of the old convent near the Church of San Bartolomeo for use as a hospital, also considering the proximity of Tiber Island to the old



Ghetto. This occurred following the death of a fellow believer who, having fallen ill, was not admitted to public hospitals.

During the Nazi occupation, the Temple inside the Hospital was the only functioning synagogue in the city.

The Island has always been regarded as an important sacred place, with the distinctive feature of being endowed with therapeutic powers. Indeed, the famous Temple of Aesculapius, inaugurated in 289 BC, was erected on the Island, in its southern part, on the site now occupied by the Church of San Bartolomeo.

Care and support for needy Roman Jews were strengthened through the merger of several Jewish associations and confraternities, which also financed the future Israelite Hospital through bequests and charitable donations. The official deed establishing, by Royal Decree, the Hospital and the Home for the Elderly Poor and Disabled (RIPI) dates from 1911.

The Israelite Hospital, affiliated with the National Health Service, opened a new facility near the Magliana district in 1970, acquiring a suitable building capable of accommodating a substantial number of beds. As an Ecclesiastical Hospital and subsequently a classified hospital, while in any case operating within the public system, the Israelite Hospital carries out its activities in the service of the local population, without distinction of religious belief or ethnic origin. The historic building on Tiber Island became one of the organization's outpatient clinics and its registered and administrative office.

In 2002, the Israelite Hospital obtained authorization to open a new outpatient facility in Via Veronese.

In compliance with the rules of Judaism, the Israelite Hospital carries out its activities in observance of Jewish dietary rules and, above all, through its social purposes, following the moral and universal laws that form part of every person's conscience.

In Jewish culture, observance of dietary laws is of primary importance and is regarded as an educational instrument. Dietary rules combine satisfaction of a primary need with observance of a sacred rite.

The significant aspects of these rules can be summarized by the term "kasher," which means "to be suitable."

It is impossible to explain the complexity of the rules in a short space; in readily understandable words, we may instead say that kasher is equivalent to purity, integrity, hygiene, the prohibition of certain foods, and the selection of those used for nourishment.

During the Jewish Passover, "Pesach," according to an ancient tradition, the diet contains no leavened foods, in remembrance of what happened when the Jewish people left Egypt.

Users are therefore invited to comply with these rules out of respect for Jewish laws.

3. FUNDAMENTAL PRINCIPLES

In order to place the user at the center of its daily work, and with the awareness that improvement in the technical quality of treatments and services is inseparable from improvement in the quality of relationships with citizens, the Outpatient Clinic at Via Veronese 53 is guided by observance of the fundamental principles contained in the Directive of the President of the Council of Ministers of 27 January 1994 ("Principles governing the provision of public services"):

EQUALITY

The provision of healthcare services is based on the principle of equality among users.

The rules governing relationships with users are the same for everyone, regardless of sex, race, religion and political opinions.

Equal treatment under equal conditions of service is guaranteed, regardless of the user's geographical area and/or social group.

IMPARTIALITY

Objectivity, justice and impartiality are the criteria adopted toward users.

CONTINUITY

Healthcare services are carried out continuously, regularly and without interruption. Furthermore, the necessary measures are adopted to minimize the duration of any service disruptions.

RIGHT TO CHOOSE

The user may freely choose, throughout the national territory, the healthcare facility that they wish to access.

PARTICIPATION

The user's participation in the provision of the service is guaranteed, both to protect the right to its correct provision and to encourage collaboration with service providers. The user has the right to access information concerning them, may submit documents, make suggestions and lodge complaints.

EFFICIENCY AND EFFECTIVENESS

The Outpatient Clinic is constantly committed to ensuring that the services provided meet criteria of efficiency and effectiveness.

4. REGULATORY REFERENCES

The principal regulatory references taken into consideration in drawing up this Service Charter are:

- Law No. 273 of 11 July 1995, "Adoption by all providers of public services of their own service charters."
- Prime Ministerial Decree of 19 May 1995, "Reference framework for the healthcare sector of the service charter."
- Official Gazette No. 108 of 31 August 1995, ordinary supplement: Guidelines No. 2 of 31 August 1995.
- Ministry of Health Circular No. 100/SCPS/21.12833 of 30 September 1995.
- National and regional laws and regional resolutions laying down rules on the management of accredited private nursing homes.
- Article 4 of the Gelli-Bianco Law of 8 March 2017, No. 24.
- Lazio Region guideline SAN_DCA_U00311_06_10_2014.
- Decree of the Commissioner ad Acta No. U00469 of 7 November 2017.

5. MISSION

The Mission of the *Tiber Island Outpatient Clinic* is summarized in three fundamental objectives:

- personalization of care (Reception);
- effectiveness and safety of care (Professionalism);
- quality and advanced technologies (Technology).



It combines high professional standards and organizational efficiency in order to respond to the user's needs with the strictest respect for their fundamental rights.

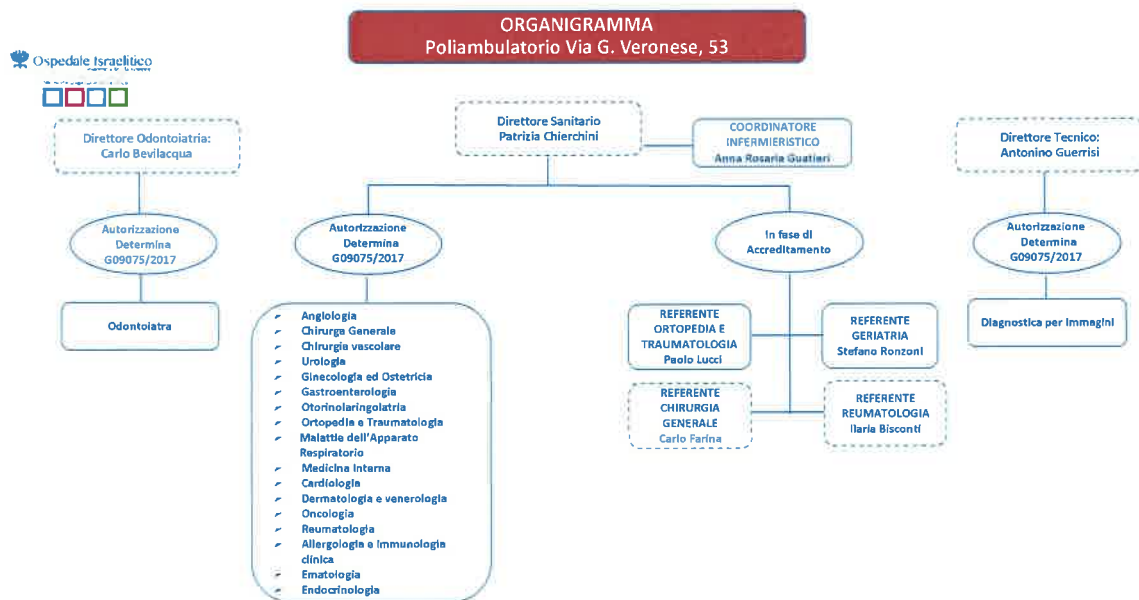
With the intention of offering services and treatments that are always up to date, the Outpatient Clinic refers to diagnostic and therapeutic protocols in accordance with the Guidelines for the proper management of outpatients, in line with evidence-based medicine.

The Israelite Hospital:

1. believes in the central importance of the person and therefore promotes a culture of respect and listening, and invests in reading, understanding and interpreting their health needs;
2. contributes to creating conditions of equity in access to and use of services;
3. relies on the ethical component of its daily work, inspired by principles of transparency, visibility of organizational action, and effective and efficient management of resources;
4. undertakes to take charge of its users by designing responses that make use of the entire healthcare system, with particular reference to what is available locally;
5. promotes the construction of a network of alliances with social, public and private stakeholders, so that unified solutions may emerge from synergies;
6. encourages an orientation toward specialization as an undisputed and irreplaceable factor in the quality of the services provided;
7. encourages continuous improvement aimed at excellence in clinical and care pathways, including through the construction of professional, organizational and accessibility guarantees that inspire reliability and a sense of security;
8. encourages technological innovation and scientific progress;
9. invests in the development, motivation and enhancement of employees who demonstrate character, commitment, dedication, team spirit and a sense of belonging, rewarding them with professional growth and other recognition based on results and performance;
10. focuses on the "recognizability" of its approaches and results by those who access the facility.



6. ORGANIZATIONAL CHART



01/09/2026

7. SERVICE INFORMATION

Useful numbers:

CUP 06602911

Monday to Friday, 7:30 a.m. to 7:30 p.m.

Sunday, 8:00 a.m. to 1:00 p.m.

SWITCHBOARD 06655891

VIA VERONESE 53 FACILITY

Outpatient Clinic Head Nurse: 0655341010

8. LOCATION AND TRANSPORT LINKS

The Outpatient Clinic is located at Via Veronese 53 — 00146 Rome.

How to reach us

Public transport:

Metro Line B (Rebibbia–Laurentina): get off at Marconi station, take bus line 791 (C.ne Cornelia), get off at the Grimaldi/Pietra Papa stop, and continue on foot for 250 meters to Via Veronese 53.

Metro Line A (Battistini–Anagnina): get off at Termini station and change to Line B toward Laurentina as far as Marconi station; take bus line 791 (C.ne Cornelia), get off at the Grimaldi/Pietra Papa stop, and continue on foot for 250 meters to Via Veronese 53.

9. OUTPATIENT ACTIVITY

Medical Director: **Dr Patrizia Chierchini**

Outpatient activity at the Via Veronese 53 facility was authorized by the Lazio Region through Determination G09075 of 28 June 2017.

The outpatient services provided **on a private basis** are listed below:

- Angiology
- Vascular Surgery
- General Surgery
- Dentistry
- Urology
- Gynecology and Obstetrics
- Gastroenterology
- Otolaryngology
- Orthopedics and Traumatology
- Diseases of the respiratory system
- Internal Medicine and Cardiology
- Dermatology and Venereology

- Oncology
- Diagnostic Imaging Center
- Geriatrics
- Rheumatology
- Allergology and Clinical Immunology
- Hematology
- Endocrinology

10. APPOINTMENT BOOKINGS

HOW AND WHERE TO BOOK

Visits and specialist services are provided by the Outpatient Clinic at Via Veronese 53 following booking and payment for the service. Payment may also be made by debit card and credit card, with the exception of American Express.

BOOKINGS MAY BE MADE:

- Through **RECUP LAZIO REGION** (069939), exclusively for services under the National Health Service (SSN).
- Through the Hospital's **Central Booking Center (CUP)** at 06602911, every day from Sunday to Thursday, from 7:30 a.m. to 7:30 p.m.

On Fridays, the opening hours are as follows:

- from 1 November to 31 December: 7:30 a.m.–3:30 p.m.;
- from 1 January to 31 March: 7:30 a.m.–4:30 p.m.;
- from 1 April to 31 October: 7:30 a.m.–6:30 p.m.
- **In person** at the Administrative Admissions desks during the following hours: Monday to Thursday, 7:30 a.m.–7:00 p.m.

On Fridays, the opening hours are as follows:

- from 1 November to 31 December: 7:30 a.m.–3:30 p.m.;
- from 1 January to 31 March: 7:30 a.m.–4:30 p.m.;
- from 1 April to 31 October: 7:30 a.m.–6:30 p.m.

The Outpatient Clinic is closed on Saturdays.

- **Online**, by connecting to www.ospedaleisraelitico.it and clicking “Book your visit online.”

Reminder by SMS message: three days before the booked service, an SMS reminder will be sent to the patient’s mobile phone in order to:

- remind them of the date and time of the booked appointment;
- allow them to cancel the appointment simply by replying to the SMS with the text “0.”

If there are multiple appointments on the same day and the patient wishes to cancel only one of them, they must not reply to the SMS, but must call the CUP at 0602911. This is because the automatic appointment-cancellation service cancels ALL the appointments indicated in the SMS received.

11. WAITING LISTS

The organization regulates the criteria governing waiting lists for outpatient services. It takes into account the principles of equity, transparency, the right of access to care, and patients’ clinical priority.

This method contributes to the transparency of the process through the identification of definite criteria that are also known to the patient.

Bookings are recorded through a single computerized management system.

The criteria for progression through the list are:

- chronological order;
- priority code;
- patient unavailability.

Priority classes and waiting-list management

Chronological order may be overridden solely on the basis of clinical severity criteria identified by the general practitioner or prescribing outpatient specialist and coded on the prescription with the priority class.

The priority classes used for outpatient specialist services are coded as follows:

- U = urgent — to be provided within 72 hours; the prescription is valid for 10 days;
- B = short — to be provided within 10 days; the prescription is valid for 20 days;

- D = deferrable — to be provided within 30 days for visits and within 60 days for instrumental services; the prescription is valid for 40 days for visits / 70 days for services;
- P = schedulable — to be provided within 120 days; the prescription is valid for 130 days.

A patient is considered to have left the waiting list if they cancel the booking in one of the following alternative ways:

- at the Outpatient Clinic desk;
- by calling the CUP at 06.602911 and pressing KEY 4;
- by SMS in response to the reminder service sent by the facility to the patient's mobile phone;
- by sending an email to backoffice@ospedaleisraelitico.it containing the following information: surname and first name, service to be cancelled, and date and time of the appointment to be cancelled;
- through RECUP LAZIO REGION, exclusively for National Health Service services.

Slots that become available are immediately made available to users.

Management of suspended patients

In the event of an unplanned absence of the physician, administrative staff reschedule the suspended appointments and deliver the sheet with the new date to back-office staff, who will notify the patients and communicate the new appointment to them.

12. RECEPTION SERVICE

At the entrance are the admissions desks and the queue-number dispenser.

Desk operators and nursing staff are available to users to provide explanations and/or directions.

The facility's staff can be recognized by an identification badge bearing their first name, abbreviated surname and professional qualification, as provided for by the Prime Ministerial Decree of 19 May 1995 and DCA U 00311 of 6 October 2014.

13. HUMANIZATION

Initiatives aimed at improving user reception and accessibility consist of making the following documents available at admissions:

- Service Charter;
- Quality Policy;
- Organizational Chart.

The Outpatient Clinic is required to welcome the user in accordance with the parameters of equality, impartiality, continuity, participation, transparency, efficiency and effectiveness.

14. IDENTIFICATION OF VULNERABLE PERSONS

The facility has defined the methods for identifying persons who find themselves in situations of vulnerability, including temporary situations, and has defined the support measures for such persons. It also ensures that all operators are informed about the methods and tools used to identify vulnerable persons and about the support measures. Furthermore, for the specific disciplines concerned (specialist visits and instrumental examinations), the outpatient is managed using evidence-based medical protocols.

15. INSURANCE

The Israelite Hospital has entered into agreements with the principal insurance companies. Insurance agreements and arrangements are continuously updated; therefore, we recommend always contacting your own insurance company in order to verify in advance the terms, conditions and procedures for benefiting from the relevant agreement.

16. DOCUMENTS TO BE PRESENTED

- identity document;
- tax identification code;
- health insurance card;
- any clinical documentation to be shown to the specialist physician (also remember medicines taken at home, any dietary prescriptions, food intolerances, and allergies to food and/or medicines).

17. PRIVACY PROTECTION

In application of EU Regulation 2016/679 concerning the protection of natural persons with regard to the processing of personal data, as well as the free movement of such data, the facility guarantees that personal data are processed with respect for the rights, fundamental freedoms and dignity of natural persons, with particular reference to confidentiality and personal identity. The Israelite Hospital, as Data Controller, guarantees all patients the utmost confidentiality of the personal data that it acquires by virtue of obligations arising from law. This confidentiality is guaranteed through:

- a precise and constant system for monitoring compliance with the relevant Regulation, guaranteeing the broadest respect for the rights, fundamental freedoms and dignity of citizen-users;
- adaptation to Bill 2801/2017, "Rules concerning informed consent and advance treatment provisions."

Particular attention is paid to protecting vulnerable groups (persons with disabilities, minors, older people and persons in need) and patients undergoing invasive medical treatments.

All personal data will be processed solely for the purposes of prevention, diagnosis and treatment of the patient, as well as for administrative, legal and accounting purposes. They will be stored and processed in accordance with the provisions of the Regulation. For further information concerning the protection of personal data, please contact the DPO (Data Protection Officer), Simona Vitullo, at dpo@ospedaleisraelitico.it, duly appointed and registered with the Data Protection Authority.

In accordance with Article 15 et seq. of the Regulation, all patient citizen-users are informed that they may exercise the following rights at any time:

- the right of access to personal data, which also includes the right to obtain a copy of the personal data undergoing processing;
- the right to receive personal data concerning them in a structured, commonly used, machine-readable and interoperable format;
- the right to obtain the updating, rectification or completion of data;
- the right to obtain the erasure, restriction, anonymization or blocking of data processed unlawfully, including data whose retention is unnecessary in relation to the purposes for which the data were collected or subsequently processed;

- the right to object, in whole or in part and on legitimate grounds, to the processing of personal data concerning them, even if relevant to the purpose of collection and to processing carried out for the purposes provided for by current legislation;
- the right to lodge a complaint with the Personal Data Protection Authority, in accordance with the procedure available at www.garanteprivacy.it, in order to complain of a breach of personal-data-protection rules and request an investigation by the Authority;
- the right to withdraw consent at any time without affecting the lawfulness of processing based on consent given before its withdrawal.

To protect the correct processing of personal data, information on patients' state of health is not provided by telephone. Furthermore, in order to guarantee the security and confidentiality of health information, a copy of health documentation is released personally to the client, or to an authorized representative, unless specific consent has been given for health documentation to be sent online, which will take place through a certified email address.

In compliance with EU Regulation 2016/679, Hospital Management has arranged for the privacy notice setting out the purposes and methods of personal-data processing to be displayed on the facility's premises.

18. AVERAGE REPORT DELIVERY TIMES

Reports relating to instrumental investigations are delivered at the end of the procedure; where this is not possible, they may be collected from admissions upon presentation of an identity document.

If reports are collected by a person other than the named recipient, authorization by means of a proxy and the relevant identity document of the interested person are also required if the latter is unable to collect them.

For other types of examinations for which reporting is not immediate, delivery will take place within the period specified on the service receipt; for example, the Pap test report is delivered 15 days after the test is performed.

Hours

- 10:00 a.m.–7:00 p.m., Monday to Thursday;
- 10:00 a.m.–5:00 p.m., Fridays from 1 January to 31 March;
- 10:00 a.m.–7:00 p.m., Fridays from 1 April to 30 September;

- 10:00 a.m.–4:00 p.m., Fridays from 1 October to 31 December.

19. REQUESTING A COPY OF REPORTS

A certified copy of a report may be requested in the following ways:

- directly at the Outpatient Clinic's administrative admissions desk, Monday to Friday.

The copy may be requested by:

- the holder of the health documentation, if of legal age;
- a person authorized to collect it;
- lawful heirs;
- persons exercising parental responsibility or guardianship for minors, persons subject to interdiction or incapacity, and support administrators.

Delivery takes approximately seven working days.

20. PUBLIC RELATIONS OFFICE (URP) SERVICE, VERIFICATION OF USER SATISFACTION AND COMPLAINT MANAGEMENT

Every piece of information received from users is useful for improving the activities carried out and the services provided. Analysis of tests measuring the level of user satisfaction and users' needs is aimed at improving the range of services. Through receipt, assessment and forwarding of the user's request, the organization provides a verbal or written response.

The Outpatient Clinic at Via Veronese 53 periodically verifies organizational suitability, including through reports from users (advice, complaints, etc.), who are invited to use the "User Satisfaction Questionnaire" form.

For every report, in whatever form it is received, an immediate attempt at resolution will be made.

In carrying out its functions, the URP receives observations, complaints, expressions of thanks and satisfaction surveys through:

- email: urp@ospedaleisraelitico.it;
- post: Ospedale Israelitico, URP, Via Fulda 14, 00148 Rome;

- telephone: 06.65589447.

21. QUALITY OBJECTIVES AND STANDARDS

The Service Charter is essentially aimed at protecting users' rights; this is not protection understood as mere formal recognition of a guarantee to citizens, but rather as granting them the power to monitor the quality of the services provided.

The Tiber Island Outpatient Clinic of the Israelite Hospital has the objective of providing assistance while ensuring the **quality, efficiency and effectiveness** of the care provided.

Its primary focus is **satisfaction of the patient's needs**, while respecting the physician's freedom of choice; for the physician, the effectiveness and efficiency of the services performed represent a professional and institutional duty.

The Tiber Island Outpatient Clinic of the Israelite Hospital **has defined its own standard factors and indicators for:**

- **clinical quality:** an outpatient pathway in line with expectations;
- **organizational quality:** compliance with waiting lists;
- **perceived quality:** reference is made to questionnaires measuring patient satisfaction. Objective for each item: (VERY SATISFIED + SATISFIED) > 70%.

These standard quality factors and indicators are defined taking account of the following aspects:

- Information and privacy:
 - **Identifiability** of all staff through a specific identification badge;
 - **Accurate communication** of the diagnostic and therapeutic process by the responsible physician;
 - **Informed participation** of the inpatient in the care provided;
 - **Right to privacy**, guaranteed by the methods used to process and communicate personal data, for which citizens give their informed consent.
- Timeliness:
 - **Speed** of service;
 - **Shortness** of waiting lists and queues;
 - **Punctuality**;

- **Regularity**, meaning compliance with established and communicated schedules.
- Aspects related to orientation and reception.
- Aspects related to the physical structure, technology and systems.
- Comfort and cleanliness of facilities and services.
- Aspects related to social and human relations:
 - personalization and humanization of treatment;
 - the ability to reassure;
 - courtesy and respect for dignity.

22. VERIFICATION OF COMMITMENTS

Verification of compliance with the standards defined and reported below takes place through internal inspections planned by the Medical Directorate and aimed at assessing conformity with and application of the Quality System.

23. QUALITY CERTIFICATION

The Israelite Hospital has obtained Quality Management System Certification in accordance with ISO 9001:2015 (Certificate No. IT244212 of 21 May 2018) for the following services:

- Booking, Administrative Admissions, CUP;
- Report collection;
- Analysis Laboratory and Pathological Anatomy Service.

For all other services not covered by certification, the Hospital follows Operating Procedures and work instructions compliant with UNI EN ISO 9001 and DCA 469/2017 (Accreditation Manual).

24. ACCIDENT PREVENTION

Pursuant to Legislative Decree 81/2008, the staff of the Israelite Hospital are trained to intervene to control fires and protect patient safety.

25. CLEANING AND SANITIZATION

The Cleaning and Sanitization Service for the Outpatient Clinic's rooms, furnishings and systems is entrusted to qualified suppliers who ensure environmental cleaning and sanitization measures as provided for by the applicable regulations and reference guidelines. The supports that come into contact with the patient are disinfected at every change of patient. The sheet covering the examination couch is changed for every patient. Specific diagnostic equipment is cleaned daily.

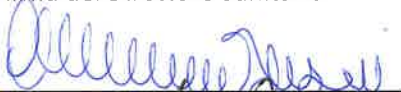
26. RIGHTS AND DUTIES

Communication and information between the person receiving care and the healthcare professional are essential for making decisions about our health. This handbook was created to inform users and facilitate communication with them.

1. When entering a healthcare facility, citizens are invited to behave responsibly at all times, respecting and understanding the rights of other patients and being willing to cooperate with medical, nursing and technical staff and with the management of the facility in which they find themselves.
2. Access to the Outpatient Clinic or another healthcare facility expresses, on the part of the citizen-patient, a relationship of trust and respect toward healthcare staff, an indispensable prerequisite for establishing a proper therapeutic and care program.
3. It is good practice for every patient to promptly inform healthcare staff of their intention, according to their own wishes, to waive planned care and healthcare services, so that waste of time and resources may be avoided.
4. Citizens are required to respect the premises, equipment and furnishings located within the hospital facility, considering it to be the property of everyone and therefore also their own.
5. Anyone within the Outpatient Clinic is called upon to comply with the visiting hours established by the Medical Directorate, in order to allow normal therapeutic activities to be carried out.
6. The patient has the right to be assisted and treated promptly and attentively, with respect for human dignity and for their philosophical and religious beliefs.
7. The patient has the right to obtain information from the healthcare facility concerning the services it provides and the methods of access. The patient also has the right to be able to identify immediately the staff caring for them.

8. The patient has the right to obtain complete information from the healthcare professional treating them concerning the diagnosis of the illness, the proposed therapy and the related prognosis.
9. In particular, except in urgent cases where delay could pose a danger to health, the patient has the right to receive the information that enables them to express genuinely informed consent before undergoing therapies or procedures; that information must also concern the possible risks or discomfort resulting from the treatment.
10. The Outpatient Clinic guarantees that all documentation relating to each patient will be stored in accordance with the fundamental principles of the right to privacy under EU Regulation 2016/679.
11. Following a service failure, act or conduct that has denied or limited access to services, the patient has the right to lodge a complaint by completing the specific form available at each facility.
12. The Public Relations Office receives observations, objections or complaints from users, conducting any necessary investigation and preparing a response. A user who, for objective reasons attributable to the facility, does not receive the booked specialist service is entitled to an *immediate* refund of the amount paid.

Firma del Direttore Sanitario



Firma del Direttore Amministrativo



