

ECOMEDICA[®]

CENTRO DIAGNOSTICO POLISPECIALISTICO

Service Charter 2021

Rev.2

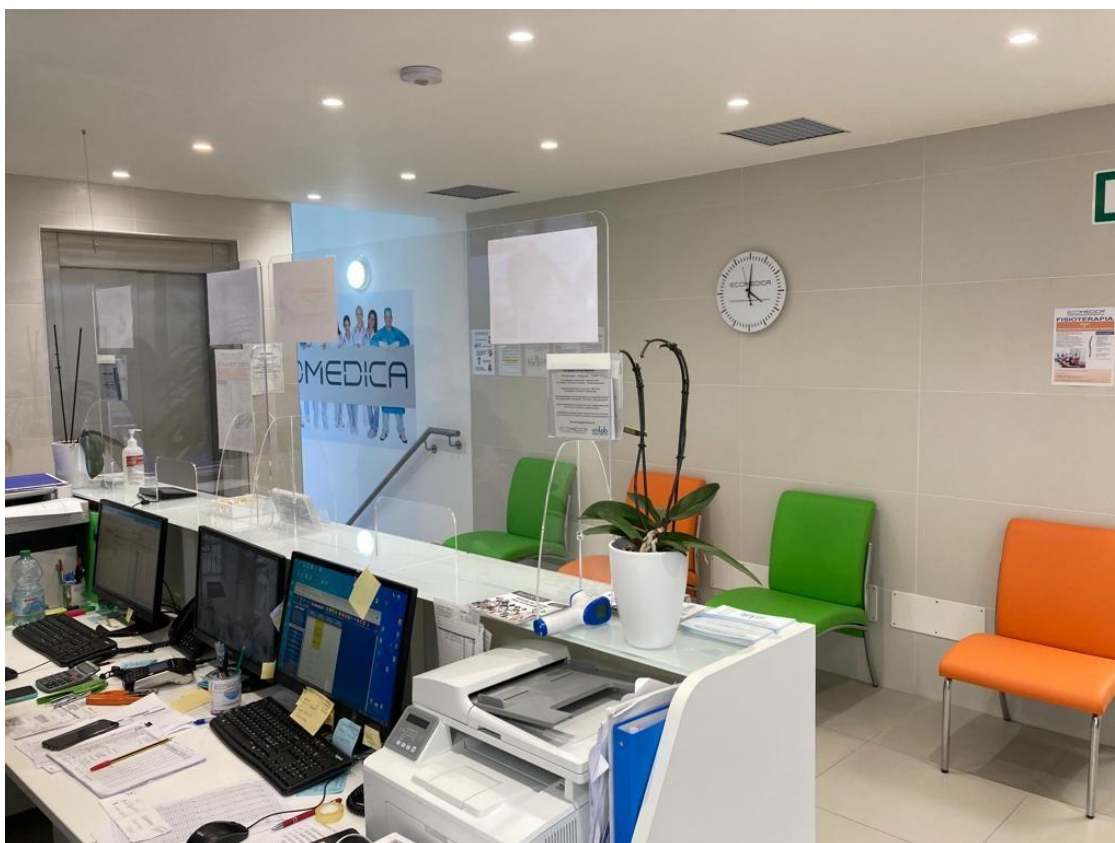


"Ecomedica" is a trademark of CMR Aranova Srl
Via Michele Rosi, 236 (loc. Aranova) 00054 Fiumicino (RM)
06.99336261
342.6103421
aranova@ecomedicaonline.it

ECOMEDICA®

CENTRO DIAGNOSTICO POLISPECIALISTICO

This document has been drawn up with the collaboration of the Manager of the Structure, of the Sole Administrator, of the personnel operating in the Structure, with the contribution of the Court of the Law of the Sick, and also thanks to the precious collaboration of Relatives and Patients who, through their suggestions, are indispensable for the continuous improvement of the Outpatient clinic.



Dear User, below we are pleased to present our "Service Charter", a tool that allows us to share and improve the quality of the services offered, designed and aimed at protecting the rights of citizens in the context of the service provided. In this regard, the Ecomedica Clinic wants to create an increasingly close relationship of dialogue and collaboration with the user, with the aim of improving the quality of the Services offered, making them not only more efficient and timely, but above all more capable of responding to different needs of those who use it. Our goal, in fact, is to offer qualified assistance, through the competence, professionalism and humanity of all those who, for various reasons, work in our structure. This Service Charter is therefore intended for patients, their carers but also for the entire population, in order to inform them both of the services offered but also of the principles with which we work to improve physical and psychological well-being. The Charter has been prepared in accordance with the provisions of the DCA (Commissioner Decree ad Acta) U00311 of 06/10/2014 of the Lazio Region.

Covid Emergency -19: Let's prevent infections together

In this period of emergency it is essential that everyone be an active part in the prevention of infections.

To do this, it is necessary to understand, know and apply the rules of conduct established by the competent bodies on the scientific evidence relating to the SARS Cov pandemic - 2.

Our structure has implemented these rules, adopting some prevention and control measures that we summarize in this service card. The staff is trained to implement the measures and constantly ensures that they are observed by all visitors to the facility, for the good and health of all.

In addition to the warning signs that are scattered throughout the structure and which serve to remind these measures, our staff is at your disposal for any further clarification on the matter.

5 THINGS TO KNOW

1. What is COVID-19?

- COVID stands for COrona Virus Disease, coronavirus disease of 2019.

It is a hitherto unidentified virus that belongs to the family of coronaviruses already widespread in animals and humans.

2. What are the symptoms of COVID-19?

- In most cases these are flu symptoms: runny nose, sore throat and fever.

However, it can be more serious for some and lead to pneumonia or breathing difficulties.

3. How does COVID-19 spread?

- Like normal flu, COVID-19 spreads through close contact. For example, if someone coughs or sneezes, the small drops containing the virus can infect those around them.

4. Who are the people at risk?

- Older people and those with medical conditions, such as diabetes and cardiovascular disease, are more at risk of developing a more severe form of the disease.

5. How is COVID-19 treated?

- At the moment, symptomatic and infected patients can be treated in the specific departments of the NHS authorized for Covid-19 treatment.

5 THINGS TO DO

1. Wash your hands often Wash your hands
 - ❖ often with soap and water and, if they are not visibly dirty, then use the alcoholic gel: this will remove the virus from your hands.
2. When you cough or sneeze, cover your nose and mouth with the inside of your elbow or with a tissue - not with your hands.
 - ❖ Don't leave the dirty tissue around and try to wash your hands with alcoholic gel as well.
This way you will protect yourself and others from all viruses released when coughing and sneezing.
3. If there is a person nearby who sneezes or coughs, keep a distance of about one meter if possible.
 - ❖ COVID-19 spreads like flu through contact between people.
It is advisable to reduce visits to sick relatives and acquaintances as much as possible.
4. If your hands are not clean, it is a good idea to avoid eyes, nose and mouth. You
 - ❖ touching your may touch dirty surfaces and risk bringing viruses and bacteria in general to the eyes, nose and mouth; therefore avoid touching your eyes, nose and mouth if you have not washed your hands before, even if only with the alcoholic gel.
5. Out of respect for others, if you have fever, cough and especially if you breathe badly, notify a healthcare professional immediately.

GENERAL PRECAUTIONS

Measures valid for all citizens:

- 1) Avoid close contact with people suffering from acute respiratory infections;
- 2) Wash your hands frequently, especially after direct contact with sick people or the environment in which they find themselves;
- 3) Use a mask preferably to cover the nose and mouth indoors and frequented by other people outside your home.
- 4) In any external social activity, keep a safe distance of at least one meter from any other person;
- 5) In case of acute respiratory infection, practice the respiratory label, wear a mask and seek medical assistance in the presence of respiratory distress.

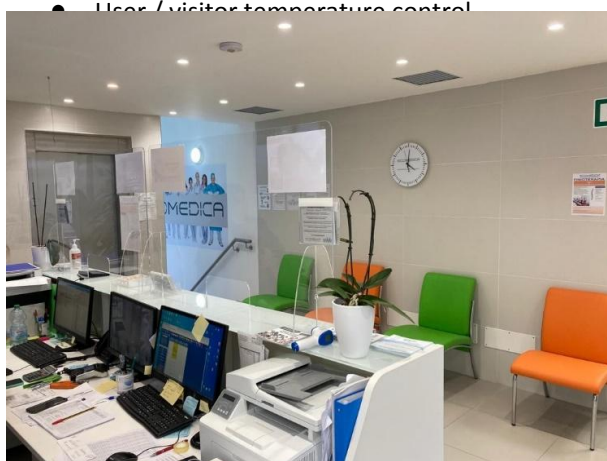
APPLYING THE RESPIRATORY



- LABEL Cover your mouth and nose during sneezing or coughing using paper towels or, failing that, the sleeve of your dress;
- Discard the paper tissue in the nearest waste bin;
- Practice hand hygiene immediately afterwards (with washing or using a hydroalcoholic solution).

ACCESS TO THE STRUCTURE

Upon arrival, our staff will carry out the following checks:



(in case of temperature above 37.5 ° C the person will not be able to access)

- Green Pass control

The user / visitor must access the structure with a mask worn correctly to cover the nose and mouth.

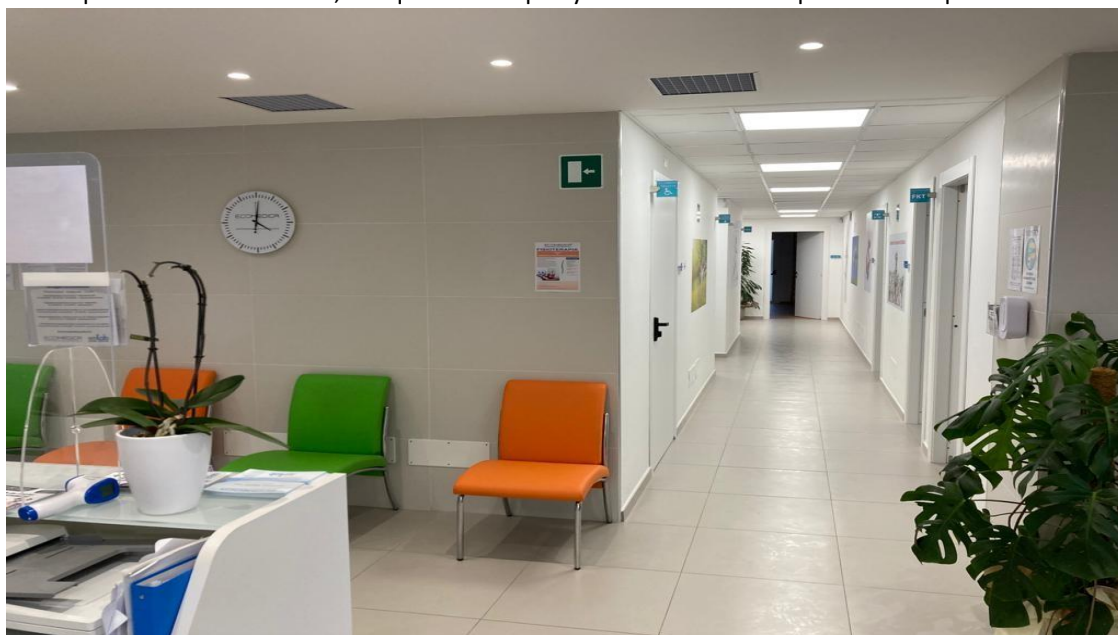
When accessing the user / visitor will have to disinfect their hands with the appropriate disinfectant gel made available to the methods described on the sign facing the dispenser

Throughout the stay in the facility all must wear the facial mask and maintain (when possible) 1 meter distance from other people.

ENVIRONMENTAL SANITIZATION

Cleaning and the use of correct hygiene measures in built environments represent a cornerstone in preventing the spread of SARSCoV-2. The latest studies show how significant environmental contamination is and how much this can potentially be central to viral spread, underlining the

fundamental and equivalent role of contact precautions compared to airway protection devices. Evidence is reported regarding the viral contamination of the built environment and the effectiveness of disinfectants on contaminated surfaces in such a way as to be able to guide you in choosing the correct aids in both healthcare and assistance. Finally, the rules to follow for cleaning the rooms that have hosted a patient are reported. Transmission of SARS-CoV-2 occurs mainly in two ways: through large respiratory particles (droplets > 5 µm) and by direct or indirect contact. Other routes of transmission have also been proposed, such as airborne transmission via aerosols (particles <5 µm) and a transmission linked to faecal elimination which, however, have not yet been fully elucidated (2, 3). In particular, with regard to environmental contamination, a potential mode of indirect contagion, the evidence emerging from previous studies on coronaviruses shows that this particular group is more stable in the environment than other enveloped viruses). It is therefore necessary to implement all the essential measures to limit the environmental transmission of the virus and to adopt all the necessary contact precautions including the sanitization of the surfaces. The Ecomedica Clinic adopts the indications derived from the recommendation of the National Institute of Health for effective chemical products to eliminate enveloped viruses (coronaviruses) from surfaces, furnishings and equipment used. The use of compounds containing active chlorine at 0.1% has been ordered for all washable surfaces that are not subject to deterioration due to use of the product; for all other surfaces, 70% volume alcohol is used. The common bleach is considered effective for the cost-benefit ratio provided that it is diluted appropriately to condition its chlorine content up to 0.1%. In the event of particular health problems for residents, adequate but equally effective chemical products are provided.



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1. What is the charter of services services

The active role of patients in defining clinical and care procedures favors greater attention to risk prevention and strengthens the relationship of trust between citizens and the health system.

In this perspective, the Charter of Health Services takes on particular importance, which represents the pact between the NHS structures and citizens, according to the following guiding principles:

- ❖ impartiality in the provision of services and equality of the right to access services;
- ❖ full information of the citizen users on the services offered and the methods of delivery of the same;
- ❖ definition of standards and assumption of commitments by the local administration regarding the promotion of the quality of the service and the determination of methods of constant evaluation of the quality itself;
- ❖ organization of structured procedures for the protection of citizens' rights;
- ❖ listening to the opinions and judgments, on the quality of the service, expressed by citizens directly or through the Associations that represent them through methods and tools of participation and involvement.



2. HEADQUARTERS

The structure of "Ecomedica Aranova" (CMR ARANOVA Srl) is part of a group of health facilities located in the Lazio region and is located in Aranova in the Municipality of Fiumicino in Via Michele Rosi, 236.



The headquarters occupies the entire first floor of an autonomous structure used only as health facilities, in fact the ground floor is occupied by a dental clinic, an analysis laboratory (which is part of the group) and a health one. The structure has a private parking for the use of patients and the first floor is connected to the ground floor by a staircase and an elevator.

The structure was designed and built for accessibility for people in wheelchairs and consists of:

- Waiting room with reception desk and information
- Diagnostic department for images and radiology
- N ° 5 examination rooms
- Department of recovery and functional rehabilitation with n ° 5 boxes for physiokinesitherapy and a gym for dynamic activities equipped with changing rooms and
- toilets Separate toilets for staff and patients, one of which is accessible for wheelchair users
- Changing rooms for staff
- Technical spaces

All rooms are equipped with windows and of air conditioning system, for a high thermal comfort of the occupants.

The structure is connected with the Local Public Transport

Line 15 one way (Mon-Fri) - Route: Palidoro - Aranova - Stops:

Borgo di Palidoro - Via Aurelia Palidoro Cemetery (**) - Via del sole in front of the Meridiana Park (* *) - Via del sole, 4 (**) - Via San Carlo in Palidoro, Outpatient Clinic - Via Aurelia, height of Palidoro Station - Via Aurelia, height of Traffic lights - Via Aurelia, Aranova - Via Michele Rosi, School - Via Michele Rosi, Height Distributor - Via Michele Rosi, 160 - Via Michele Rosi, 164 - Via Michele Rosi, 186 -- **Via Michele Rosi Post Office** Via Italo Raulich, 7 - Via Italo Raulich, 59 - Via Italo Raulich, 83- Via Tempio Pausania
Hours of departure: 07:30 - 08:15 - 09:00 - 10:05 - 10:50 - 12:10 - 13:10 - 14:00 - 15:45 - 16:47 - 17:50 - 18:40 - 19:30

Local Line 15 return (Mon-Fri) - Route: Starts from Via Tempio Pausania Arrives in Borgo di Palidoro

Stops: Via Tempio Pausania - Via Italo Raulich, 83 - Via Italo Raulich, 59 - Via Italo Raulich, 7 - **V. ia Michele Rosi Post Office** - Via Michele Rosi, 186 - Via Michele Rosi, 164 - Via Michele Rosi, 160 - Via Michele Rosi height Distributor - Via Michele Rosi, School - Via Ferdinando Beri height Via Crescini - Via Aurelia, height Traffic lights - Via Aurelia, Via di Granaretto - Via Aurelia, height of Borgo di Palidoro - Via Aurelia Cemetery of Palidoro (**) - Via del sole in front of the Meridiana Park (**) - Via del sole, 4 (**) - Borgo di Palidoro
Opening hours departure: 07:52 - 08:38 - 09:25 - 10:30 - 11:30 - 12:50 - 13:35 - 14:25 - 16:10 - 17:26 - 18:15 - 19:05 - 19:55

It is also possible to arrive from Rome San Pietro Station by train (duration 17 minutes - departure every hour) to Maccarese station and continuing with Bus line n ° 8 from Maccarese to Via Michele Rosi (duration 10 minutes departure every 30 minutes)

3. Our belief

In providing the various services, the “Ecomedica Aranova” Clinic is inspired by the following principles:

Equality of Users' rights;

Impartiality and continuity in the provision of assistance;

Participation, through the collaboration and the acknowledgment of suggestions regarding the improvement of the Services, with guarantee of access to information concerning the user.

Our work has as its objective and focal point the care and help of the patient.

We believe in staff training to improve and qualify assistance and in retaining all operators as fundamental elements that allow, with their conscious commitment, a growth in the service offered.

Our belief is to assist the Patient with availability and promptness and to provide care with competence. These principles are shared by doctors, nurses, physiotherapists, employees and all the operators located in the various services present in the structure.

We hope that this Service Charter, together with the collaboration of Users and Social Healthcare collaborators, can become a concrete tool for a constant improvement of medical, health and rehabilitation services.

We strongly believe in prevention, therefore screening projects are developed.

We work towards objectives and plan each rehabilitation path in order to assist patients until the maximum



We make ourselves available to accept all suggestions, criticisms and proposals; for this reason, each patient is subjected to a questionnaire of satisfaction of the medical services that you can find in the waiting room. The questionnaire is anonymous, but our medical director is available every Monday from 11:00 to 18:00 for patient interviews.

The protection of the patient in the structure is guaranteed by the principles sanctioned by the Directive of the President of the Council of Ministers of 27/1/1994 and by the

International Charter of the Rights of the Patient, which provide for respect for the dignity of persons, impartiality, continuity of services, except for the abstentions provided for by law.

The user is also guaranteed the free choice of health facilities to which he wishes to access.

Our belief is based on a real health pact with the patient.

4. Patient protection, Privacy law

The "Ecomedica Aranova" trademark of CMR Aaranova Srl, Data Controller, has applied all the measures provided for by Legislative Decree no. 196 of 30 June 2003 as amended by EU Reg. 679 of 2016 (GDPR) and in particular those governed by the Security Policy Document. The Legislative Decree no. 196 of 30 June

2003 provides for the adoption of a series of minimum security measures for the protection of personal data processed. CMR Aranova Srl has drawn up and annually updates an Impact Assessment Document for Data Protection (DPIA) which defines all the data protection procedures with particular attention to the management of health data, in order to provide its users a high level of security and correct treatment of the same.

In the waiting room, information is displayed to patients on how the data is processed and what the user's rights are regarding the protection of information concerning them.

Once the information has been read and understood, all patients are asked for consent to process the data necessary to provide medical and health services and services.

5. Quality Management System

"Ecomedica Aranova" has a management system to pursue and guarantee quality processes and high patient satisfaction.

The system consists of procedures and protocols that regulate all the activities of the structure, both the management ones (Human resources management - Management of the structure - Management of the equipment - Management of data and information) and those of service provision, from the moment of reservations to the planning of the rehabilitation path, to the medical and rehabilitation services, up to the end of the services but also to the Follow Up after the end of the path.

The system is based on the definition of objectives to be achieved for each activity carried out and defined in the following table:



| PROCESS | OBJECTIVE | FORMULA | METHOD COLLECTION SOURCE OF DATA The |
|---|--|---|---|
| structure carries out checks on user satisfaction | Implementation of surveys at the time of discharge and related communication of data elaborate | questionnaires distributed to all users | of the administration questionnaire |

| | | | |
|--|--|--|---|
| checks on user satisfaction surveys provide positive | Percentage of responses with overall opinion of satisfied or Very satisfied with $\geq 85\%$ | statistical analysis of questionnaires distributed to all users | of the administration questionnaire and statistical analysis |
| the structure undertakes to respond in writing to complaints submitted by the user within 30 days of receipt | monitoring Quarterly of reports, aimed at identifying improvement actions | Number of complaints to which the structure has responded within 30 days of receipt / number total of complaints received | Registration of complaints on a specific summary table and processing of the same |
| The structure carries out periodically for each service the detection of the waiting times necessary to obtain the requested | services Percentage of services monitored 100% | No. of requests monitored monthly | Summary reports |
| The structure has studied a specific consent informed and made it applicable in all the services concerned | Percentage guaranteed 100% | Percentage of services in which consent is applied informed | Periodic reports |
| is at the structure A counter available for the payment of health services from 9.00 to 18.00 | Percentage guaranteed at 100% | Percentage of users served | Internal audits |
| The structure implements a discharge system protected that guarantees non users self-sufficient continuity of assistance after discharge | Guaranteed percentage 95% | Number of requests processed by the Technical Director / number of requests submitted by Users | Report by the Technical Director |
| A rehabilitation project is drawn up for each patient undergoing rehabilitation therapy. | Percentage guaranteed. 100% | Drafting of the PDP Model | . Equipe Meetings |
| For each patient undergoing rehabilitation therapy must draw up examination and used validated scales | Percentage guaranteed 100% | Drafting Model PDP | Meeting Equipe |
| improvement Continuous | Treatment and solutions of the problems detected at the corporate level | N ° corrective actions closed with verification of ' effectiveness of the solution / No. of actions corrective carried out | action form Corrective Register of non-conformities |

6. Organic

The following professionals work permanently in the "Ecomedica Aranova" of Aranova who are at your disposal

Doctors

| Name | Role | Presence |
|---------------------------------|--|--|
| Dr. Nicola Di Leo | Health Director and Technical Diagnostic Director for Images | From Monday to Friday From 10:00 to 19:00 |
| Dr. Vesna Mandic | Technical Director of the Recovery and Rehabilitation Unit | From Monday to Friday From 10:00 to 19:00 |
| Dr. Maria Domenica Guarino | Head of Allergology and Immunology Branch Clinic NO | Tuesday and Thursday by appointment |
| Dr. Lorenzo Di Giulio Head of | Endovascular Vascular Surgery | Monday and Wednesday by appointment |
| Dr. Benito Valentino | Head of Rheumatology Branch | Wednesday and Friday by appointment |
| Dr. Giorgio Alberto Ortali | Head of Internal Medicine Branch | Tuesday and Thursday by appointment |
| Dr. Giovanni Maria Ticca | Res. Branca Dermatology and Venerology | Monday and Wednesday by appointment |
| Dr. Marco Cagnoni | Head of Gastroenterology and Endoscopy Branch | Wednesday and Friday by appointment |
| Dr. Francesca Davato Head of | Endocrinology and Replacement Diseases | Tuesday and Thursday by appointment |
| Dr. Cristiano Di Nota | Resp. Branca Otolaryngology | Monday and Wednesday by appointment |
| Dott. Giovanni Minardi | Head of Sports Medicine Head of Cardiology Branch | Wednesday and Friday by appointment |
| Dr. Dante Stocchi | Head of Ophthalmology branch | Tuesday and Thursday by appointment |
| Dr. Paola Tariciotti | Head of Urology branch | Monday and Wednesday by appointment |
| Dr. Antonio Nardone | Resp. Branca Neurosurgery | Wednesday and Friday by appointment |
| Dott. Francesco Lucianò Head of | Branca Gynecology and Obstetrics | Tuesday and Thursday by appointment |

Physiotherapists

- ❖ Giuliano Pierobon
- ❖ Alessia Pierobon
- ❖ Tiffany Mariani

Administrative staff

- ❖ Roberto Pizzuti
- ❖ Giovanni Antonacci
- ❖ Deborah Carnival
- ❖ Andrea Chiroban



7. Reservation of services

Reservations are made by phone at no. 06.99336261 or directly, by going to the outpatient clinic during opening hours for direct booking. The receptionists will be able to meet the needs of each patient.

It is important to provide the booking staff with the following information:



- Address
- Fiscal code
- Mobile phone number
- Email address
- Name of the attending physician
- Pathology for which the appointment is requested

If you are booking for a minor, the degree of kinship.

It should be reported if you have particular needs for assistance, because the patient does not walk or for other problems related to the state of health

The day before the appointment, the secretary will send an SMS message, or WhatsApp or by email to remind the patient or legal guardian (in the case of a minor) the time of the appointment and the doctor who will receive it.

Please notify promptly in case of impediment to present appointment

8. Acceptance

Acceptance Administrative

At the time of access to the structure for the first appointment and prior to being received by the doctor for health acceptance, the patient must remain anti-Covid 19 previously described procedures, the reception staff records the patient's data on the management software that generates a consent form for data processing that will be signed by the patient on the tablet on the reception desk.

At the time of acceptance, the patient must have and show to the staff:

- Valid identification document
- Valid health card
- Mandatory from the attending physician (if service under agreement)
- Prescription of a specialist, if he has one (for private services)

the waiting time to access health accepting no more than 15 minutes

acceptance health

on first visit please submit the following documents if possessed:

1. radiological
2. clinical Analysis
3. Prescription compiled by the family physician or medical records released by the structure provenance



by the Physiatrist or Orthopedist, who after having viewed the to a physiatric medical examination, to the assessment of pain need arises again, the mental / psychic evaluation (Mini Mental

- the rehabilitation project
- the physiotherapy file with the anamnesis and the physical examination

The completed documentation is shared with the physiotherapists.

In case of doubts about the patient's clinical status, the Doctor relates to the doctors in the department of the hospital of origin or to the treating doctor depending on the origin and diagnosis.

The relationship with the general practitioner and with the doctors of the patient's ward are maintained by the Physiatrist throughout the rehabilitation period, at the end of the treatments and after the treatments for the time necessary until the rehabilitation goal.

In the event that the Physiatrist detects that the Client is in a state of frailty, (as evidenced both by the compilation of the Mini Mental and by the Doctor-Patient interview), a specialist visit is activated by the specialist who collaborates with the structure, who draws up a report of the patient's emotional state and delivers it to both the Physiatrist and the Physiotherapist in charge for defining the methods of internal treatments and any prescriptions at home.

Once the medical aspects have been defined, the patient is taken in charge in the following ways:

- Collection of informed consent (on a specific form) after having explained to the patient and any caregivers present, the physiotherapy / rehabilitation practices and any risks
- Programmed the activity based on the patient's needs through the analysis of social and economic factors of the family, physical, psychological, and functional state.

9. Performance

The Presidio offers its patients the following services:

In accredited by the Regional Health System

RECOVERY AND REHABILITATION MOTRIA AND FUNCTIONAL

- Physical
- Activity individual dynamics and group
- Tecarterapia
- Magnetotherapy
- Laser Therapy
- Bandages
- Mobilization upper and lower limbs



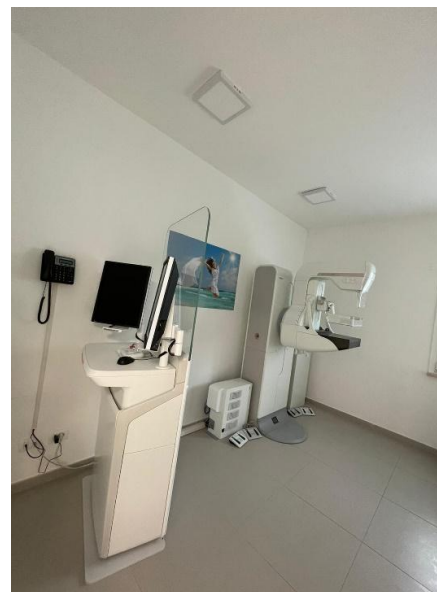
In privatized regime:

IMAGING:

- ❖ RXtraditional
- ❖ Mammography
- ❖ Ortopanoramiche
- ❖ MOC
- ❖ Ultrasound

MEDICAL IN SGUENTI CLAWS:

- ALLERGY AND CLINICAL IMMUNOLOGY NO
- VASCULAR SURGERY ENDOVASCULAR
- Rheumatology
- Internal Medicine
- Dermatology and Venereology
- Gastroenterology Endoscopy AND
- Endocrinology and DISEASES PART
- ENT
- SPORTS MEDICINE
- OPHTHALMOLOGY
- Urology
- NEUROSURGERY
- GYNECOLOGY AND OBSTETRICS



Rules for accessing rehabilitation

To access rehabilitation, the following simple rules must be observed:

1. Take care of personal hygiene before going to the facility
2. Dress in comfortable clothes (preferably with a tracksuit)

3. Bring a clean towel
4. Bring a pair of clean unused shoes outside (for gym activities)

10. Discharge and Medical Record Request

At the end of the rehabilitation period, the patient is given the discharge sheet with all the information for post-treatment and information for the GP or Pediatrician.

At the end of the rehabilitation period, the patient is contacted by the physiatrist to undergo an interview aimed at establishing the patient's progress or regressions regarding the functional recovery envisaged by the individual rehabilitation project.

If necessary, the patient is called back to a physiatric view.

For the post-treatment phase in the facility it is very important that the patient is sensitized to carry out any home treatments in order to be able to fully recover and return to normal life.

The clinical documentation (medical record containing a copy of the rehabilitation project, all the diagnostic tests carried out by the patient, the discharge sheet with post-treatment indications) is delivered to the patient within 10 days from the end of the rehabilitation process.

The medical record is free.

11. E Complaints

In the event of a disruption, a complaint can be made by requesting the form prepared at the reception or by downloading it from the website www.ecomedicaonline.it

The form can be inserted in the special box in the waiting room of the structure or sent via email to [aranova @ ecomedicaonline.it](mailto:aranova@ecomedicaonline.it). In any case, you can contact the Management Manager, which Dr. Franco del Luongo, by phone at no. 328.2929292

12. Useful Information and Contacts

In this section you will find all the contact information of the structure:

Address: Via Michele Rosi, 236 (loc. Aranova) 00054 Fiumicino (RM)

Telephone: Switchboard 06.99336261 - Mobile phone for emergencies or calls out of hours 342.6103421

Opening hours: from Monday to Friday from 90:00 to 19:00



Saturday from 9:00 to 13:00

Email: aranova@ecomedicaonline.it

Website: <https://www.ecomedicaonline.it>

13. European Charter of the rights of the patient

Health

- **RIGHT TO TIME**

Every citizen has the right to have his time respected as well as that of the bureaucracy and health workers.

- **RIGHT TO INFORMATION AND HEALTH DOCUMENTATION**

Every citizen has the right to receive all the information and health documentation he needs as well as to obtain the necessary documents to fully certify his health condition.

- **RIGHT TO SAFETY**

Anyone who finds himself in a situation of risk to his health has the right to obtain all the services necessary for his condition and also has the right not to suffer further damage caused by the malfunctioning of the structures and services.

- **RIGHT TO PROTECTION**

The health service has the duty to protect in a particular way every human being who, due to his state of health, is in a temporary or permanent condition of weakness, not making him lack for any reason and at any time the assistance you need.

- **RIGHT TO CERTAINTY**

Every citizen has the right to have from the Health Service the certainty of treatment over time and space, regardless of the provider, and not to be a victim of the effects of professional and organizational conflicts, sudden changes in the rules, discretion in interpretation of laws and circulars, of differences in treatment depending on the geographical location.

- **RIGHT TO TRUST**

Every citizen has the right to be treated as a person worthy of trust and not as a possible tax evader or an alleged liar.

- **RIGHT TO QUALITY**

Every citizen has the right to find in health services operators and structures oriented towards a single goal: to make him heal and improve his state of health in any case.

- **RIGHT TO DIFFERENCE**

Every citizen has the right to have his specificity recognized as a result of age, sex, nationality, health condition, culture and religion, and consequently receive differentiated treatments according to different needs.

- **RIGHT TO NORMALITY**

Every citizen has the right to be treated without altering, beyond what is necessary, his habits of life.

- **RIGHT TO THE FAMILY**

Every family that is assisting one of its members has the right to receive the necessary material support from the health service.

- **RIGHT TO DECISION**

Citizens have the right, on the basis of the information in their possession and without prejudice to the prerogatives of doctors, to maintain their own sphere of decision-making and responsibility regarding their health and life.

- **RIGHT TO VOLUNTARY SERVICE, TO ASSISTANCE BY NON-PROFIT ENTITIES AND TO PARTICIPATION**

Every citizen has the right to a health service, whether provided by public or private subjects, in which the presence of voluntary work and non-profit activities is favored and user participation is guaranteed.

- **RIGHT TO THE FUTURE**

Every citizen, even if condemned by his illness, has the right to spend the last period of his life preserving his dignity, suffering as little as possible and receiving attention and assistance.

- **RIGHT TO REPAIR OF WRONGS**

Every citizen has the right, in the face of a violation suffered, to reparation of the wrong suffered in a short time and in an appropriate measure.

This service card was issued on 18/11/2021 in Rev. 2

The Legal Representative

The Medical Director
