

SERVICE CHARTER

Part 1

PRESENTATION, QUALITY POLICY and PRINCIPLES

The company's commitment is that of constructively collaborating with the National Health Service thus representing a local point of reference, also offering the services provided on a private practice basis.

Olomed gives the utmost importance to

- safety for its patients and health care workers
- a pleasant environment and courtesy towards patients
- quality of the services provided
- staff training
- up to date equipment, to which maximum attention is dedicated.

Olomed is a guarantee of respect for its patient, supporting the individual and encouraging a conscious and serene participation during the phases of diagnosis and treatment, involving when appropriate and required, the caregivers and the Family Physician (along with the contribution, for speakers of other languages and cultures, of external operators to facilitate Cultural Mediation).

The facility is a strong believer of the principles of **equality, impartiality, continuity, the patients' right to choose, participation, efficiency and effectiveness.**

Part 2

GENERAL INFORMATION FOR SERVICE ACCESS

Rights and duties of Olomed's patients

1. Olomed works on a scheduled basis, with organized work agendas structured in order to respect the utmost punctuality with respect to the established appointments, it is to be understood that the typical specificity of healthcare activities may cause delays that cannot be solely based to the organization of work.
2. The appointment must be agreed upon with the secretary's office, open to the public from Monday to Friday from 8 am to 6 pm. When referred to a specialist and diagnostic tests, the appointment can also be made by phone (address: 0432.938211); the request for services can also be forwarded by email (olomed@policlinicoudine.it), which will be followed by a call from the secretary's office. Further information can be found on our website: www.olomed.it
3. When booking the appointment, the patient will receive all the information required for the correct and complete completion of the procedure, clear instructions on how to prepare for the procedure, the precautions to be taken (particular type of clothing, eventual need to be accompanied by someone), the costs to be sustained and the methods of payment.
4. Patients who are unable to make it to the scheduled appointment must inform the secretary's office at least 24 hours prior to the appointment.
5. A patient who arrives late for the appointment at the clinic may not be guaranteed the service, as this could be the cause of delays of the following appointments.
6. Patients and those accompanying them are asked to be helpful and supportive with the healthcare workers, to be polite towards other patients and to have regard for the furniture and equipment.
7. The patient must be at the office at least 20 minutes ahead of time prior to the appointment (30 minutes for MRI), with his or her health insurance card and an identity document.
8. Payment can also be made by non-transferable bank check or a debt/cash card (Bancomat).
9. It is essential, especially for diagnostic imaging examinations, to bring any previous clinical documentation relating to the procedure in question.

10. We do not hand over medical reports to anyone besides the patient, unless by proxy signed by the patient on the form handed over at the time of the testing procedure (option not available for HIV testing). For other tests, the patient can also request that the report be sent home, at his or her own expense, to the address that has been indicated; the report can also be sent in advance by fax or email, always at the request of the patient, **relieving Olomed from any responsibility deriving from possible undue receipt or being seen by third parties who may have access to the fax or email account.**

11. Minors must be accompanied by their parents or by the person that has parental authority; the parent who presents himself/herself alone must underwrite - by signing a deed in lieu of affidavit - the responsibility of representing the absent parent as well, provided that the latter exercises parental authority as well; parents may, however, authorize an adult to accompany the minor (with a written document accompanied by a copy of an identity document); exceptions to the need for accompanying are the services rendered for the purposes of responsible motherhood in compliance with Law 194/78 and its subsequent amendments and integrations.

SERVICES PROVIDED

DIAGNOSTIC IMAGING *

LEVEL 1 SPORTS MEDICINE *

DERMATOLOGY *

ENDOCRINOLOGY/DIABETOLOGY * >

*These specialties are accredited to the Health Service.

CARDIOLOGY

VASCULAR SURGERY

PHYSIOLOGY

GYNAECOLOGY

INTERNAL MEDICINE

FORENSIC MEDICINE

NEUROLOGY

NUTRITIONISTICS

ORTHOPEDICS

OTOLARYNGOLOGY

PEDIATRICS

PNEUMOLOGY - ALLERGOLOGY

PODOLOGY

LAB TEST POINT in collaboration with the Laboratory of the Policlinic City of Udine

RHEUMATOLOGY

PAIN MANAGEMENT THERAPY

Part 3

QUALITY STANDARDS, COMMITMENTS AND PROGRAMS

Our facility guarantees

- the structural, technological and organizational requirements established by the Friuli-Venezia Giulia Region in accordance with the contents of the DGR 3586/2004 regarding the authorization of private healthcare facilities;
- the organizational and quality requirements established by the Friuli-Venezia Giulia Region within its institutional accreditation program.

In this case, as far as the rapport with the patient is concerned, the facility ensures compliance with all the standards defined in the second part of this Service Charter.

Part 4

MECHANISMS OF PROTECTION AND PARTICIPATION OF CITIZENS

Inefficiencies, non-conformities with respect to the contents of the Service Charter, along with complaints, as well as any other consideration that the patient deems appropriate, must be communicated in writing to the Management, possibly using the satisfaction survey form/questionnaire foreseen.

Patients can contribute to the process of service improvement, reporting situations deemed negative or, on the contrary, particularly appreciable by filling in and handing over the form at the time of access.

Official complaints are followed by a written response, usually within 15 days from the date of presentation and/or, where possible, an immediate resolution of the problem and/or a non-conformity through the corrective action deemed most appropriate.

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