

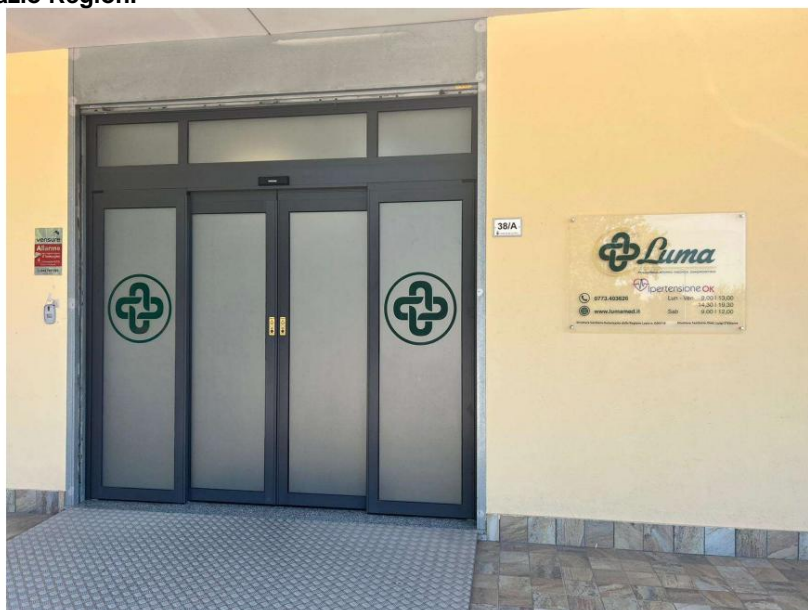


Service Charter 2023

Rev.1

This document was drafted with the collaboration of the Head of the Facility, the Sole Administrator, the staff working in the Facility, with the contribution of the Patients' Rights Tribunal, and also thanks to the valuable collaboration of Relatives and Patients who, through their suggestions, prove to be 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 within the scope of the Service provided. In this regard, the Poliambulatorio Luma Medigroup Srl 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 the different needs of those who use them. Our goal, in fact, is to offer qualified assistance, through the competence, professionalism and humanity of all those who, in various capacities, work in our facility. This Service Charter is therefore intended for patients, their companions but also for the entire population, with the aim of informing them both of the services offered but also of the principles with which we operate to improve physical and psychological well-being. The Charter was prepared in accordance with the provisions of the DCA (Decree of the Commissioner ad Acta) U00311 of 06/10/2014 of the Lazio Region.



Luma Medigroup Srl

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INDEX

- 1. What is the Service Charter?**
2. Headquarters
- 3. Our belief**
- 4. Patient Protection, Privacy Law**
- 5. Quality Management System**
6. Organic
7. Booking of services
8. Acceptance
9. List of services
10. Discharge and Request for Medical Records
- 11. Useful Information and Contacts**
12. Patients' Rights Charter



1. What is the service card?

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

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

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





2. HEADQUARTERS

The structure of Luma Medigroup Srl is a healthcare facility located in the Municipality of Latina in Via Carrara 38/A.

The headquarters occupies the entire first floor of an independent structure used only for healthcare facilities, in fact the ground floor is occupied by a Medical Polyclinic. The structure has a private parking lot for patients' use.

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

- Waiting room with reception and information desk
- Diagnostic imaging and radiology department
- No. 5 visiting rooms
- Reporting room
- Separate toilets for staff and patients, one of which is wheelchair accessible
- Changing rooms for staff
- Technical spaces

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

The structure is connected to the local public transport

Local Line:

- PV 612A connected to Latina station
- LT 913A connected to Latina station
- LT 23 A connected to Latina station
- F 3031 connected to Latina station

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3. Our belief

In providing its various services, the Luma Medigroup Outpatient Clinic is inspired by the following principles:

• Equality of rights of Users; • Impartiality and continuity in the provision of assistance; • Participation, through collaboration and acceptance of suggestions for improvement of the Services, with the guarantee of access to information concerning the user.

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

We believe in training staff to improve and qualify assistance and in considering all operators as fundamental elements that allow, with their conscious commitment, an increase 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 facility.

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

We strongly believe in prevention, for this reason, screening projects are developed.

We work by objectives and design each treatment path in order to assist patients until they recover.



We are available to welcome all suggestions, criticisms and proposals; for this reason, each patient is given a satisfaction questionnaire of the medical services that you can find in the waiting room. The questionnaire is anonymous, but our medical director Dr. Luigi D'Ettore is available every Thursday and for any needs for interviews with patients. Patient Protection in the facility is guaranteed by the principles established by the Directive of the President of the Council of Ministers of 27/1/1994 and by the International Charter of Patients' Rights,

which provide for compliance of the dignity of persons, of impartiality, of the continuity of services, with the exception of abstentions provided for by law.

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

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



4. Patient Protection, Privacy Law

"Luma Medigroup" 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 regulated in the Programmatic Document on Security. 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. Luma Medigroup Srl has drawn up and annually updates a Data Protection Impact Assessment Document (DPIA) in which all data protection procedures are defined with particular attention to the management of health data, in order to provide its users with a high level of security and correct processing of the same.

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

Once the information has been read and understood, all patients are asked for consent to carry out the data processing necessary to provide medical and healthcare services and benefits.

5. Quality Management System

"Luma Medigroup" has equipped itself with a management system to pursue and guarantee quality processes and high patient satisfaction.

The system is made up of procedures and protocols that regulate all the activities of the facility, both management (Human resources management - Management of the facility - Management of equipment - Management of data and information) and service provision, from the moment of bookings to the planning of the rehabilitation program, to the medical and rehabilitation services, up to the end of the services but also to the Follow Up after the end of the program.

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	COLLECTION METHOD DATA SOURCE
User satisfaction checks are carried out in the facility	Implementation of surveys at the time of the resignation and related data communication elaborate	Questionnaires distributed to all users	Administration of the questionnaire
The checks on the user satisfaction provide positive findings	Percentage of responses with overall rating of Satisfied or Very Satisfied $\geq 85\%$	Statistical processing of questionnaires distributed to all users	Questionnaire administration and statistical processing
The facility undertakes to respond in writing to complaints submitted by the user within 30 days of receipt	Quarterly monitoring of reports, aimed at identifying improvement actions	Number of complaints to which the facility responded to within 30 days of receipt/total number of complaints received	Recording of complaints on a specific summary table and processing of the same
The facility periodically carries out, for each service, the detection of the waiting times necessary to obtain the requested services	Percentage of services 100% monitored	No. of requests monitored monthly	Summary reports
The structure has studied a specific informed consent and made it applicable in all services concerned.	100% guaranteed percentage	Percentage of services in to which informed consent applies	Periodic reports
A counter for payments of health services is available at the facility from 9.00 to 19.00	100% guaranteed percentage	Percentage of users served	Internal inspection checks
Continuous improvement	Treatment and solutions of problems detected at company level	No. of corrective actions closed with verification of the effectiveness of the solution/No. of corrective actions carried out	Action Module Corrective Register from the Not Compliance



6. Organic

The following professionals work permanently in "Luma Medigroup" and are at your disposal

Doctors

Name Dr.	Role	Presence
Luigi D'Ettorre	Medical Director and Technical Director Diagnostic Imaging	Every Thursday from 2.30pm to 7.30pm
Dr. Claudia Amidei	Head of the Cardiology Branch	Every Wednesday from 13:00 to 19:00
Dr. Tiziana Franco	Head of Dermatology Branch	From Monday to Friday on appointment
Dr. Federico Cece	Head of Vascular Surgery Branch Head of General Surgery Branch	From Monday to Friday on appointment
Dr. Mohammed Shaiban	Radiologist	From Monday to Friday on appointment
Dr. Antonio Capodanno	Radiologist	From Monday to Friday on appointment
Dr. Andrea Leonardi	Radiologist	From Monday to Friday on appointment
Dr. Giuseppe DiCrosta	Res. Urology Branch	From Monday to Friday on appointment
Dr. Marcello Avallone	General Surgeon	From Monday to Friday on appointment
Dr. Paola Poggio	Head of Neurology Branch	From Monday to Friday on appointment
Dr. Patrizia Eva Talone	Head of Gynecology Branch	From Monday to Friday on appointment
Dr. Michele Coppola	Head of Orthopedics Branch	From Monday to Friday on appointment
Dr. Francesco Raggi	Head of Hygiene and Prevention Branch	Wednesday and Friday on appointment

Radiology Technicians

• Luca Bianchi

Administrative Staff

• Giada Piromallo

• Alessio Guarnacci





7. Booking of services

Reservations are made by calling 0773.403626 or directly, by showing up at the clinic during opening hours for direct booking. The reception staff will be able to meet the needs of each patient.

It is important to inform the reservations staff of the following information:



- Name Surname
- Address
- Tax ID code
- Mobile number
- Email address
- Name of the attending physician
- Pathology for which the appointment is required

If booking for a minor, the degree of relationship.

It should be reported if there are particular needs for assistance, because the patient is unable to walk or for other problems related to the state of health.

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

Please notify us promptly in case of impediment to

show up for the appointment

8. Acceptance

Administrative Acceptance

When accessing the facility for the first appointment and before being received by the doctor for health acceptance, the reception staff records the patient's data on the management software which generates an informed consent form.

Upon admission, the patient must provide and display to the staff the following:

- Valid identification document
- Valid health card
- Request from your doctor (if the service is covered by the agreement)
- Prescription from a specialist, if you have one (for private services)
- The waiting time to access administrative acceptance does not exceed 15 minutes



Health Acceptance

At the time of the first visit, please present the following documentation if you have it:

1. Prescription filled out by the family doctor or medical record issued by the facility of origin



The patient is visited in the medical room by the referring doctor of the request, who after having examined the clinical documentation subjects the patient to a medical examination,

After the visit, the doctor fills in the following on the computer system:

The Outpatient Record with the anamnesis and the objective examination and possibly the diagnostic report

In case of doubts about the clinical condition of the patient the doctor relates with the doctors of the department of the facility of origin or with the attending physician depending on the origin and the diagnosis.

The relationship with the general practitioner and with the doctors of the department from which the patient comes is maintained, if necessary, by the Medical Director throughout the treatment period, at the end of the treatment and after the treatment for the time necessary until the therapeutic objective has been achieved.

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

- Collection of informed consent (on a specific form) after having explained to the patient and caregivers if present, the therapies and any risks
- Planned activities based on patient needs through analysis of social and environmental factors family's economic, physical, psychological, and functional status.



9. Performance

The facility offers its patients the following services:

Accredited with the Regional Health System

DIAGNOSTIC IMAGING: ÿ Traditional

X-ray ÿ Mammography

ÿ MOC

ÿ Ultrasound ÿ

Panoramic orthography and Cranial telegraphy

In private law:

MEDICAL VISITS AND TREATMENTS IN THE FOLLOWING BRANCHES:

ÿ CARDIOLOGY

ÿ ORTHOPAEDICS

ÿ GYNECOLOGY

ÿ NEUROLOGY

ÿ DERMATOLOGY

ÿ UROLOGY ÿ

RHEUMATOLOGY

ÿ ENT

ÿ PREVENTIVE MEDICINE

ÿ GENERAL SURGERY

ÿ AESTHETIC MEDICINE ÿ

INTRALIPOTHERAPY WITH VITAMIN C

ÿ HYPERTENSION OK

ÿ OZONE THERAPY ÿ

BACK PAIN

ÿ SINUSITIS

ÿ IMMUNE SYSTEM

ÿ SEASONAL ALLERGIES

ÿ THERAPIES

ÿ HERPES ZOSTER

ÿ DIABETE

ÿ IMMUNE SYSTEM ÿ LED

PHOTOTHERAPY

ÿ HIGH BLOOD PRESSURE

ÿ ENT LASER

ÿ VITAMIN C DRIP

ÿ LIPOIC ACID DRIP ÿ WELLNESS

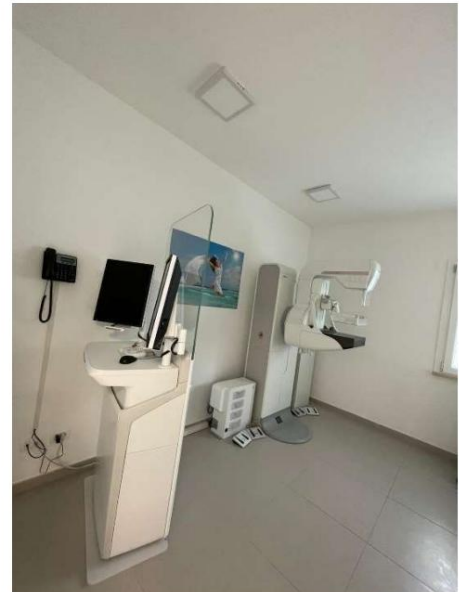
DRIP

ÿ REGENERATIVE MEDICINE

ÿ ANTI AGING TREATMENT

ÿ WELL-BEING RECOVERY

• CLINICAL NUTRITION





Rules for accessing rehabilitation

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

1. Take care of personal hygiene before going to the facility
2. Dress in comfortable clothes

NB it is recommended not to bring valuable objects (necklaces, rings, bracelets) and metal objects as they will have to be removed during the radiology examination





Compensation

Compensation is the patient's compensation for damage suffered due to rehabilitation practices or the application of an electromedical device. Medicine cannot be considered an infallible science, it is made up of successes, but also of possible negative outcomes and not always behind a complication there is someone's responsibility. But when there is an error and its connection with the damage to health is ascertained, then the right compensation is necessary. In March 2017 the first law on health liability was approved.

Dig deeper and get your documents. Go to your GP: he will help you understand if your suspicion is at least well-founded. Ask the facility that treated you for your medical records. They must give them to you within 7 days; if additions are needed, they must give them to you within 30 days.

Find an expert. A lawyer: choose one who specializes in health law. They will find a medical examiner to first make an assessment, which will evaluate the damage to your health and whether there may have been an error at its origin. If you don't want to go to a lawyer right away, contact a medical examiner for an assessment. Attempt an agreement. Preventive technical advice: a health professional makes a medical assessment and proposes the agreement before a judge. His expertise can be used as evidence if a lawsuit arises. The parties are required to appear. Or you can request mediation, a more informal alternative procedure. The mediator proposes the agreement based on any expertise from the parties. You can also do without a lawyer, but it is better to avoid it in this case.

At this point two roads open up.

Conciliation. An agreement is reached between the doctor/facility and the patient. You have six months, otherwise you go to court.

Compensation lawsuit. If filed against the hospital staff or doctor, the burden is on the patient to prove with an expert opinion that there was a medical error that caused your damage. If filed against the hospital or private doctor, the burden is on the accused to prove with their evidence that they did not make any mistake.

What the law

says In general, we can say that the intent of the new law is to make it easier to obtain compensation from healthcare facilities rather than from the doctors who work there. In fact, to assert their rights with hospitals, the patient has more time (10 years from the damage suffered) and has a lighter burden of proof: it is enough to demonstrate that they have suffered damage to their health (with documents, possible expert opinion...). The facility will then have to demonstrate that it is not the cause of that damage (the same goes for private doctors, such as dentists). In the case of a request for compensation from a doctor of a facility, however, things change and you have half the time to assert your claim (5 years); furthermore, the burden of proof is entirely on the patient, who will have to prove not only the problem they have had to their health, but also the fact that it was caused by the doctor's error. The aim is to make doctors work more peacefully and to contain the phenomenon of "defensive medicine": the doctor is afraid of being reported and therefore avoids risky interventions, even if necessary; or prescribes useless tests only to protect himself more, but generating a waste of 10 billion euros per year for the health service.

Reimbursement In

some cases, reimbursement occurs for damages caused by healthcare activities and can be either immediate (with payment by the facility on the basis of an out-of-court settlement negotiation) or subsequent to a court ruling after having completed a legal process.

Appeal The

instrument of appeal to the Authority arises historically with the need to remedy legal or factual situations that imply a violation of legal norms. Such violation can draw on legal relations as well as on acts.



The appeal is addressed directly to the Judge, who summarily evaluates its admissibility and, if necessary depending on the procedure, sets the hearing for the parties to appear, assigning the appellant a deadline for notification to the defendant.

13. European Charter of Patients' Rights

Health

• RIGHT TO TIME

Every citizen has the right to have his or her time respected, just like 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 or she needs, as well as to come into possession of the documents necessary to fully certify his or her health condition.

• RIGHT TO SAFETY

Anyone who finds themselves in a situation where their health is at risk has the right to obtain all the services necessary for their condition and also has the right not to suffer further damage caused by the poor functioning of the facilities and services.

• RIGHT TO PROTECTION

The health service has the duty to protect in a special way every human being who, due to his state of health, finds himself in a temporary or permanent condition of weakness, not allowing him to be deprived for any reason and at any time of the assistance he needs.

• RIGHT TO CERTAINTY

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

• RIGHT TO TRUST

Every citizen has the right to be treated as a trustworthy person and not as a potential 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 heal him and improve his health.

• RIGHT TO DIFFERENCE

Every citizen has the right to have his or her specificity recognized, deriving from age, sex, nationality, health condition, culture and religion, and to consequently receive differentiated treatments according to different needs. • **RIGHT TO NORMALITY**

Every citizen has the right to health care without altering his or her lifestyle habits beyond what is necessary.

• RIGHT TO FAMILY

Every family that finds itself having to assist one of its members has the right to receive from the Health Service the necessary material support.

• RIGHT TO DECISION

The citizen has the right, on the basis of the information in his possession and without prejudice to the prerogatives of doctors, to maintain his own sphere of decision-making and responsibility regarding his own health and his own life.



• **RIGHT TO VOLUNTEERING, TO ASSISTANCE FROM
NON-PROFIT SUBJECTS AND PARTICIPATION**

Every citizen has the right to a health service, whether provided by public or private entities, in which the presence of volunteers and non-profit activities is encouraged 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 maintaining his dignity, suffering as little as possible and receiving attention and assistance.

• **RIGHT TO REPARATION OF GROSSES**

Every citizen has the right, when faced with a violation suffered, to have the wrong suffered repaired promptly, and in an appropriate measure.

This service card was issued on 06/18/2023 in Rev. 1