

INDEX

Company presentation	2
The Physiotherapy service	3
The Structure	4
How to reach FISIOEUROPA	4
The STAFF	5
Access to the structure and reception	5
Services provided	5
Goals	6
Rules of conduct of personnel	6
Rights and information of the citizen / user and family members	6
Listening	6
The Quality Management System	6
Protection mechanisms and instruments	7
Privacy	7
Complaints	7
Internal audits	7
Satisfaction questionnaires	7
Quality objectives for verifying the service provided	8

COMPANY PRESENTATION

The Prime Ministerial Decree of January 27, 1994 (containing "Principles on the provision of public services" hereinafter also referred to as "the Directive", dictates the principles which the provision of public services must comply with and establishes the obligation to all public and private providers to define and adopt "specific standards of quality and quantity of services". With this Service Charter, FISIOEUROPA intends to provide the citizen / user, as well as all health care professionals (GPs, public institutions, etc.) with a clear and comprehensive picture of the health services offered,

On this basis and on subsequent principles, FISIOEUROPA has drawn up its own Service Charter, namely:

EQUALITY

The services and benefits are provided according to principles and rules based on equality, without discrimination of language - religion - age - sex - social status - health condition - political positions.

IMPARTIALITY AND RESPECT

The behaviors towards each citizen / user are inspired by criteria of justice and impartiality, the Physiokinesitherapy Center of FISIOEUROPA undertakes to assist them with care, courtesy and attention, respecting the person and their dignity.

RIGHT OF CHOISE

The citizen / user is free to choose which health facility to use, among those that provide the services he needs.

EFFECTIVENESS AND EFFICIENCY

The services and performance must be provided through the most appropriate use of resources and according to the most advanced quality standards, adopting all necessary measures to promptly meet the needs of the citizen / user.

CONTINUITY

The provision of services is guaranteed with continuity and without interruptions. Should it be necessary to temporarily suspend the provision of one or more services, due to an essential requirement, appropriate measures will be taken to alleviate the inconvenience of the citizen / user.

PARTICIPATION

Every citizen / user has the right to submit complaints, observations, requests and to propose suggestions for improving the service.

These principles are complemented by those of the Patients' Rights Charter, which this structure has adopted and which is an integral part of this document.

THE PHYSIOTHERAPY SERVICE OF FISIOTERAPIA

The **Physiokinesitherapy** service of FISIOEUROPA, accredited with the S.S.R., has been providing rehabilitation services to its patients for about twenty years, registering an ever-increasing trust and loyalty. It is aimed at people with motor deficits of neurological origin (lesions of the peripheral and central nervous system, multiple sclerosis, extrapyramidal diseases and myopathies) or of rheumatological origin (osteoarthritis and inflammatory rheumatic diseases).

To keep its reputation high, it avails itself of the professionalism of six operators, constantly updated on new rehabilitation techniques and protocols, assisted in their manual work by the best physiotherapy equipment.

Fisiowarm® technology makes *tecartherapy* applications particularly comfortable.

Enerpulse® is an authentic innovation in the world of pain therapies, using a highly biocompatible, and not at all invasive, magnetic pulse.

Hiliterapia® maximizes the effectiveness of the laser beam in all pathologies where it is indicated.

Furthermore, the **Physiokinesitherapy** department of FISIOEUROPA makes available to its citizens / users the *pediatrics and infantile osteopathy* service, reflexology techniques (plantar, connective and auricular) as well as the main *postural gymnastics methods*.

The collaboration with the gynecology department has developed a protocol for the ailments of new mothers including *rehabilitation of the pelvic floor*.

Dental patients can take advantage of the possibility of performing myofunctional therapy, if necessary, and improve the outcomes of using orthodontic appliances or bites.

The experience gained over the years guarantees the accuracy of the initial assessment in order to effectively customize the most suitable treatments for the citizen / user.

STRUCTURE

The FISIOEUROPA Polispécialistic Medical Studio is located in Rome in the EUR area, on the 2nd floor of an elegant building in Viale dell'UMANESIMO 308. For information, you can communicate with the Studio using the following contact details.

Telephone: +39 06.5910.802

Fax: +39 06.5910.806

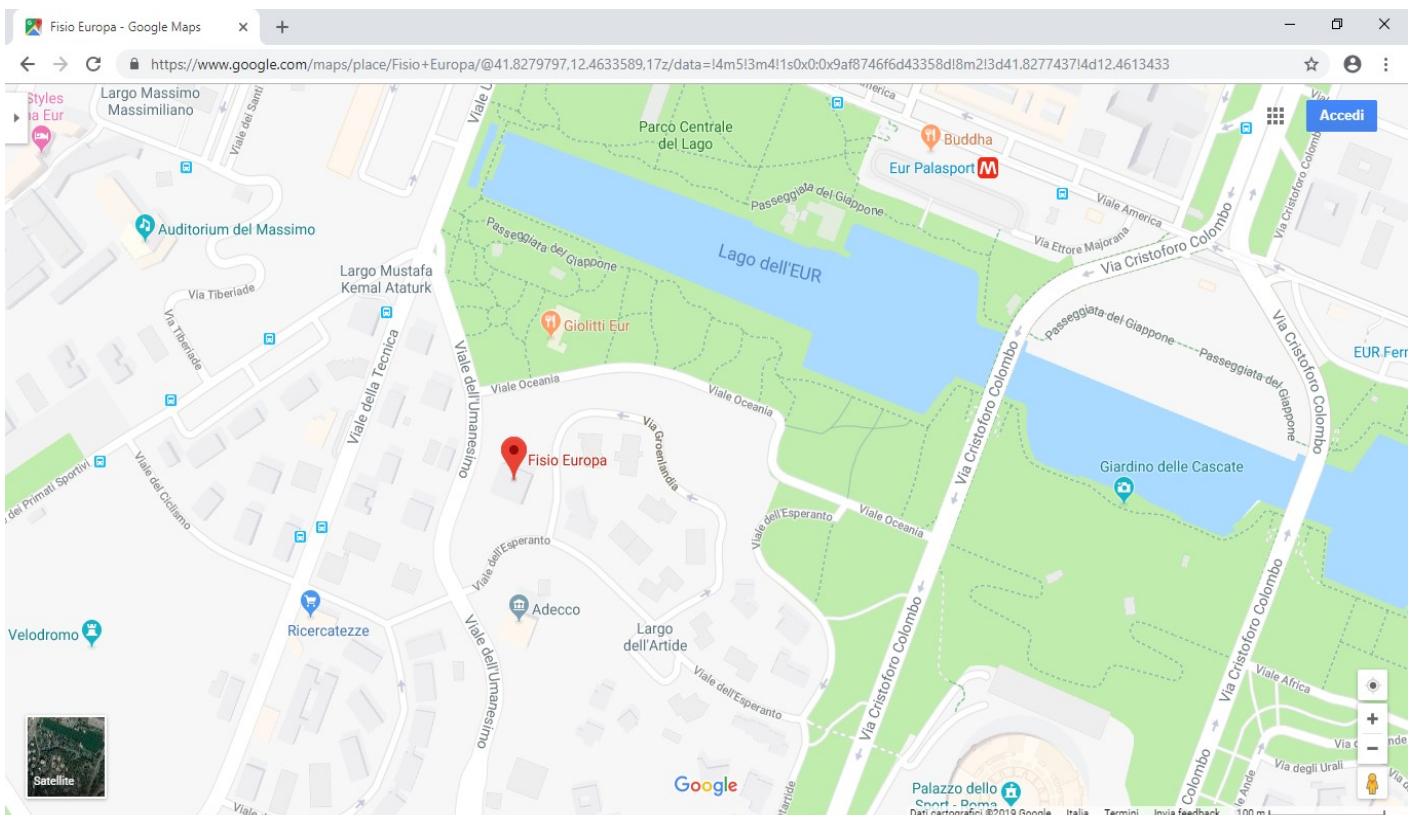
e-mail: info@fisioeuropa

The facility has a large and comfortable waiting room with television for the entertainment of patients and their accompanying persons. The Physiotherapy Service is provided in a dedicated area where seven BOXES are available, within which Patients receive therapies in total tranquility and confidentiality. All rooms are equipped with a summer - winter air conditioning system.

The Physiotherapy Service has an agreement with some Corporate CRALs and Sports and / or Recreational Clubs, with the consequent possibility of taking advantage of discounts on costs incurred by the Patient.

All the health personnel of the Service continuously enrich their professional background through a periodic certified update to which is added a constant renewal of the health equipment. The Physiotherapy Service offered by the FISIOEUROPA Polispécialistic Studio, which has an agreement with the SSR, has the primary objective of providing therapies in a short time and efficiently, always maintaining high quality standards.

HOW TO REACH FISIOEUROPA



By car

From the ring road, exit onto via Pontina and follow it to the Palazzo dello Sport, then turn left onto viale dell'Umanesimo.

From the center of Rome, take viale Cristoforo Colombo towards the ring road, pass the EUR Lake, pass the Palazzo dello Sport, then turn right onto viale dell'Umanesimo.

By public transportation

Bus: 707 and 778 on via Oceania (parallel road);

Subway: EUR Palasport stop, Metro line B (walk about 300 meters).

Opening hours to the public

From Monday to Friday: 8:30-20:00.

Saturday: 9:00-14:00.

Sunday: closed

THE STAFF

Dr. Giuseppe Bianco	Legal representative
Dr. Teresa Navazio	Health director
Dr. Virgilio Salutari	Technical director
Dr. Tiziana Bini	Therapists coordinator
Dr. Laura Minghetti	Therapist
Dr. Flavio Canavacci	Therapist
Dr. Manuela Frezza	Therapist
Dr. Giulia Zucaro	Therapist
Dr. Emanuele Di Segni	Therapist
Ms. Monica Campagna	Administrative and reception service

ACCESS TO THE STUDIO AND RECEPTION

At the Physiotherapy Service of FISIOEUROPA it is possible to make reservations, even by telephone in the morning or in the afternoon, during the opening hours. Appointments are set directly with the reception staff in compliance, as far as possible, with the needs of the citizen / user without managing a waiting list because the citizen / user is entered in the first day / hour useful to start the treatment cycle. The citizen / user who accesses the Physiotherapy Service of FISIOEUROPA for the first time, are received by the reception where, in respect of privacy, all the necessary information on the activity carried out in the center is provided. A copy of this Service Charter is delivered and all the necessary information is provided so that the citizen / user can express his Informed Consent to the processing of personal data (privacy). If the citizen / user is unable to receive and / or understand the information received or to decide independently, the information is provided and the written consent required from those who represent him.

SERVICES PROVIDED

The Physiotherapy Services provided by FISIOEUROPA are:

Connective tissue massage	Mezieres method	Osteopathy
Lymphatic drainage	Rehab. Pelvic floor	Souchard ,etjpd
Plantar reflexology	Motor re-education	Pancafit
Myofunctional Therapy	Massage therapy	Postural gymnastics
Neuromuscular Taping	Post-operative rehabilitation	

TARGETS

The objective of the FISIOEUROPA Polispecialist Study in providing the Physiotherapy Service is to achieve the best state of well-being of the citizen / user, compatible with his clinical situation, placing him at the center of attention in respect of his rights and needs. In addition to clinical preparation and technical competence, the staff must always keep in mind the importance of the human relationship, given the peculiarity of the relationships between health personnel and the citizen / user.

CONDUCT RULES OF STAFF

Each operator must present himself to the Patients with courtesy and availability, explaining their functions, respecting the confidentiality and will guarantee the listening and welcoming of the Patients for the purpose of providing correct information on the service provided.

Patients, before undergoing physiotherapy, are informed by the Technical Director, Psychiatrist Doctor, about the purposes and nature of the therapy itself, as well as about the consequences and risks, about alternative treatments, in order to be able to freely and consciously express their consent, which it must be signed by the same. The information is given in confidential interviews.

The presence of medical and physiotherapy staff is guaranteed throughout the duration of the Service. Patients identified in situations of temporary or permanent frailty must be guaranteed support according to the indications given by the Technical Director, for all his time in the Clinic.

RIGHTS AND INFORMATION OF THE CITIZEN/USER AND OF THE FAMILIES

The Service Charter is a useful tool available to Patients to obtain clear and comprehensive information regarding the performance of activities at the Physiotherapy Service. The protection of the citizen / user is guaranteed by principles sanctioned by the Directive of the President of the Council of Ministers of 27 January 1994, which provides for respect for the dignity of the person, impartiality, continuity of services, the right to choose.

All operators are informed of the existence of the Service Charter which is available to all those who wish to consult it. The structure ensures that the values and habits of the Patients are respected, whatever their social background, culture, religious belief, origin; it also guarantees adequate communication with users through knowledge of the main foreign languages (English, French, Spanish) and easy access to services through the removal of architectural barriers, simple, clear and clearly visible signs.

HEARKEN

Fisioeuropa promotes within the Physiotherapy service an activity of listening to Patients aimed at gathering their needs and expectations, but also any complaints that it was not possible to highlight in the satisfaction questionnaire and / or through a Complaint.

Furthermore, this occasion is used by the Organization to promote activities and / or inform patients on certain topics such as safety, clinical risk, privacy management, etc.

This activity takes the form of an annual meeting with patients or, when possible, with one of their representatives.

THE QUALITY MANAGEMENT SYSTEM

The Physiotherapy Service of FISIOEUROPA organizes its activities in compliance with the main recommendations recognized at national and international level.

From January 2019 it decided to model its organization taking as a reference the model offered by the International Standard UNI EN ISO 9001: 2015 "Quality Management Systems", congruently with the commitment of the Company Management to pursue the continuous improvement of its performance and to guarantee both the protection of patients' rights and the satisfaction of their every need.

The Quality Management System guarantees constant monitoring of the quality of performance through a rigorous selection of the personnel who work in the Service and the verification of their training and updating. All staff, in addition to adhering to the professional code of ethics and the Internal Regulations, are required to operate in compliance with national and / or international guidelines.

The tools for verifying the quality of physiotherapy services consist of process indicators aimed at obtaining a measure of the effectiveness of the performance and are constantly monitored and evaluated by the Company Management, the Health Management and the Technical Management.

PROTECTION MECHANISMS AND INSTRUMENTS

The Physiotherapy Service of FISIOEUROPA, to guarantee the rights of Patients, has developed the following tools for verifying and controlling its activities:

PRIVACY

The privacy of the citizen / user during the acceptance phase is guaranteed by the courtesy distance indicated by a yellow line, which you are kindly requested not to cross. Upon acceptance, the citizen / user is informed, pursuant to EU Regulation 679/2016 "GDPR", about the processing of sensitive data and submits informed consent to the processing of data. Furthermore, the Patients are informed, by means of adequate signs, that all the common areas of the Outpatient Clinic (entrance, waiting room and corridors) are under video surveillance. Copies of the FISIOEUROPA "Privacy Policy" have been posted at the disposal of all Patients, indicating the methods of processing personal data. In any case, the administrative staff is available for any further information requested.

COMPLAINTS

the Physiotherapy Service, within its Quality Management System, has a system to ensure the management of any patient complaints. In case of anomalies or real dissatisfaction they can formally expose a complaint to any operator of the Service. Patients should preferably submit suggestions, observations or complaints by filling in the appropriate form, which they find in a container located in the waiting room.

The Health Management welcomes complaints, observations and suggestions seeking a quick resolution. For complaints that are easier to resolve, prompt responses are guaranteed; however, the Health Department will examine all other complaints and will analyze the causes to identify any possible solutions. In any case, the complaint formalized on the appropriate forms will be managed by the Health Department in collaboration with the staff directly involved, opening specific Corrective Actions and providing a written reply within a maximum of 30 days.

INTERNAL AUDITS

The Physiotherapy Service periodically carries out Internal Audits aimed at verifying the compliance of the activities with the organizational requirements of its processes. This activity is one of the essential elements of continuous improvement.

SATISFACTION QUESTIONNAIRES

At the end of the therapy cycle, the staff of the Physiotherapy Service asks its citizens / users to fill in a questionnaire to evaluate and monitor the satisfaction of the services provided.

Periodically, every six months, these results are made available on the website (www.fisioeuropa.it) by clicking on the “Physiotherapy” link and then on the “Rating” link.

QUALITY OBJECTIVES FOR VERIFYING THE SERVICE PROVIDED

The Physiotherapy Service works to ensure that the quality of the service provided is such as to correspond to the expectations of citizens / users. The tools for verifying the quality of the service provided are represented by indicators that are constantly monitored and evaluated by the Technical Department and the Health Department. The indicators identified for 2019 are shown below

TARGET	FINISH LINE
Effectiveness of therapy	Improved \geq 80%
Effectiveness for the containment of pain	Improved \geq 80%
Patient satisfaction	Positive > 60%
Internal (staff) satisfaction	Positive > 60%
Non-compliance	10/Year
Complaints	15/Year
Services provided for the SSR	100% of the budget
Benefits provided in a private regime	+ 15%
Sentinel events	0