

Services Charter

**A practical way
to learn about
the center and
patient rights**

PREAMBLE

The adoption of this Service Charter represents a significant step in the process of improving the quality of our services and involving our patients. This Service Charter has been drawn up with the contribution of the heads of our organizational structure and with the broad involvement of our internal staff. With this tool, we aim to promote the right to health, offering our clients comprehensive information on the organization of our services and defining precise safeguards, in compliance with the principles of administrative transparency.

In this regard, with a sense of responsibility, we rely on specific procedures that we have implemented. Procedures that are particularly complex precisely to guarantee the best possible service to our clients. The demonstration of the seriousness of our work is evident in our full compliance with UNI EN ISO 9001 standards for our analysis laboratory and for Diagnostic Imaging. This is a source of pride but also of awareness of a mission that we can no longer neglect.

The charter is certainly only a starting point for building a laboratory together with our clients that is able to constantly fulfill its commitment and its role. A dynamic charter, subject to constant updating and definition based on the new and continuous quality standards imposed by the market.

In this perspective, we believe it is more appropriate to speak of charters in the plural because this initiative should not be limited to a simple listing of what we offer and what we could offer. Moreover, we believe it is appropriate for this new awareness on the part of CENTRO MEDICO DIAGNOSTICO ANXUR SRL to involve all clients in the perspective of transparency of behaviors and the certainty of equitable treatment. The user, as a client, must increasingly be listened to, informed and guaranteed by the laboratory. All this through the awareness and professional motivations of the highly qualified staff of CENTRO MEDICO DIAGNOSTICO ANXUR SRL. This first document will be subject to periodic reviews, as the improvement process we have initiated progresses and in any case at least annually. This Service Charter was adopted on 03/11/2010 and revised in rev. 09 on 10 June 2024 and brought to *the attention of all internal parties at the Center*.

ONLY ADMINISTRATOR

Dr. Vito Votta

C.D.M. Anxur srl
Amm. Unico
Dott. Vito Votta



PRESENTATION

C.D.M. "ANXUR" srl has its registered office and operating headquarters in Lungolinea Pio VI n° 107 - 04019 - Terracina (LT).

C.D.M. "ANXUR" srl is a Limited Liability Company, founded in 1979 as an analysis laboratory in Via Fosse Ardeatine, Terracina. From the outset, it established itself on the local market and experienced a development of its activities that allowed it to also deal with diagnostics and provide medical services provided by professionals. In 1994 it moved to its current headquarters.

C.D.M. "ANXUR" srl is a multi-functional structure located in the heart of the city that is positioned in the healthcare functional area, creating a reference center in the sector.

Its architectural configuration lends itself to an agile management of the services offered and, at the same time, fits well into the urban context as an expression of the "new" in harmony with the "past", creating a break in the consolidated urban architectural cycle. In C.D.M. "ANXUR" srl a new way of conceiving private healthcare is realized: a qualified management of services integrated into a cultural reference point.

The structure is located in:

Via Lungolinea Pio VI, 107 - 04019 Terracina (LT)

Tel: 0773. 727480 - 0773. 724025

e-mail: anxur.srl@tiscali.it

Legal Representative: Dr. Vito Votta

Medical Director: Dr. Salvatore Quattrocchi

Technical Director of the Analysis Laboratory: Dr. Salvatore Quattrocchi

Technical Director of Diagnostic Imaging: Dr. Vito Votta

Head of Rehabilitation: Dr. Giovanni Massaro

ADI Coordinator: Dr.ssa Brunilde Hodo

Medical Director of Level I Assisted Reproductive Technology (ART): Dr. Salvatore Quattrocchi

Authorization and Accreditation Documents

- **DCA nr. U00434 del 24.10.19 con il quale è stato confermato l'accreditamento del laboratorio, implementato l'accreditamento della Dxl ed autorizzate le attività di recupero e riabilitazione funzionale (fisioterapia); inoltre ampliata l'autorizzazione per alcune attività di assistenza specialistica.**
- **Determinazione G14153 del 11.11.2021 autorizzazione al servizio di ADI**
- **Determinazione - GSA - G02840 del 13.03.24 autorizzazione alla PMA di primo livello.**
- **Determinazione - GSA nr. G03569 del 29.03.24 autorizzazione all'attività di riabilitazione ex art. 26**

- **Determinazione G06507 del 29.05.2024 autorizzazione di ulteriori branche ambulatoriali: Medicina del Lavoro, Neuropsichiatria infantile, Reumatologia, Neurologia)**

List of services provided under accreditation: see attached document.

List of services provided privately: see attached document.

Organizational Chart: See attached organizational chart.

C.D.M. “ANXUR” srl, always attentive to the quality of its services, recognizes its great responsibility in its ongoing activities. Responsibility regarding the relationship with the client, the professionalism of its employees, the quality of the service, and the suitability of the facilities.

To this end, the Center constantly seeks to adapt its service according to the client's requirements, technological innovations, and scientific research.

C.D.M. “ANXUR” srl is a dynamic organization, capable of offering services that meet the needs of its clients. Activities are carried out in a 3-story building dedicated to specialized outpatient clinics, analysis laboratories, sections for advanced diagnostic imaging, and physical therapy and rehabilitation.

C.D.M. “ANXUR” srl has its Analysis Laboratory, Diagnostic Imaging, and Rehabilitation Therapy certified under UNI EN ISO 9001:2015 (Quality System Certification). C.D.M. “ANXUR” guarantees control over business processes, from procurement to the provision of the service you request, and the adoption of a continuous improvement logic by all personnel.

Cultural Mediation

To facilitate the provision of services offered by the Center to foreign people, CDM Anxur provides staff who can interpret and interact with patients in English.

Services

Analysis Laboratory

Bacteriology
Clinical biochemistry and toxicology
Hematology
Coagulation
Immunology
Seroimmunology
Cytology

Allergy

Specialist consultations
Allergy tests: Prick test, patch test
Desensitization therapy
Pulmonary medicine consultation

Otorhinolaryngology

Specialist consultations
Spirometry
Impedancemetry
Audiometry
Vestibular examination

Angiology

Specialist consultations
Vascular Doppler velocimetry
Sclerosing therapy

Cardiology

Specialist consultations
Electrocardiogram

Endocrinology

Specialist consultations

Rheumatology

Specialist consultations

Occupational Medicine

Specialist consultations

Child neuropsychiatry

Specialist consultations

Neurology

Specialist consultations
Electromyography

Gynecology

Specialist consultations
Pap test – DNA Pap test

Imaging Ultrasound

Gynecological ultrasound
Interventional ultrasound
Internal medicine ultrasound
Fine needle aspiration of thyroid and breast
Urological ultrasound

Radiology

Conventional radiology
3D mammography, Tomosynthesis
Digital panoramic dental X-ray
MRI
Bone mineral density (BMD)

Functional and Motor Rehabilitation

Physiotherapy (PT)
Pediatric physiotherapy
Massage therapy
Global postural re-education
Hip pathology treatment

Kinematic and dynamic gait analysis

Global assessment of autonomy level

Basic Activities of Daily Living (ADLs)

Instrumental Activities of Daily Living (IADLs)
Individual motor re-education
Musculoskeletal disorders
Rheumatic diseases
Disabilities, handicaps, impairments

Neuromotor rehabilitation

Treatment of neurodegenerative diseases

Sports recovery

Outcomes of sports injuries
Overuse injuries
Pain management

Training in the use of orthoses and aids

Post-traumatic rehabilitation

Instrumental Treatments
Tecar therapy
Shockwave therapy
Magnetotherapy
Magneto+Cryotherapy
Electrical stimulation
Ultrasound therapy
YAG laser therapy
TENS
Diadynamic currents
Iontophoresis

Rehabilitation under Article 26

Kinesiotherapy and motor, neuromuscular, and sensory rehabilitation
Speech therapy, audiological, and neurolinguistic rehabilitation
Neuropsychological rehabilitation
Neuropsychomotor rehabilitation
Neurovisual and orthoptic rehabilitation
Cardiac, respiratory, and cardiorespiratory rehabilitation
Urological rehabilitation
Occupational therapy
Psychological therapy
Psychopedagogical orientation
Educational intervention
Training in the use of orthoses, prostheses, and aids (patient and caregiver)

LABORATORY

The CDM Anxur Laboratory is fully automated and equipped with state-of-the-art technology. Regular internal and external quality controls are performed, and almost all tests are carried out on-site, allowing patients to receive results on the same day. All instruments are interfaced with the Reporting System, and tests are performed directly on the primary tube, minimizing human error.

The CDM Anxur Laboratory has also acquired new instrumentation for the identification and antibiogram of microorganisms. This technology allows us to define the best therapy for each patient with the lowest possible antibiotic dosage, with the following advantages:

- Greater effectiveness of therapy
- Lower risk of developing antibiotic resistance

The Vitek 2 Compact Biomerieux technology allows us to determine, for each antibiotic, the MIC (Minimum Inhibitory Concentration) value, which is the lowest concentration of antibiotic that inhibits microbial growth, following the European guidelines established by EUCAST (European Committee on Antimicrobial Susceptibility Testing).

The laboratory is equipped with numerous automated instruments, some of the latest generation, which allow the relative activities to be carried out in conditions of maximum safety and in a very short time. In this way, patients can quickly receive the complete report of the requested diagnostic tests. The laboratory staff is highly qualified and receives adequate and continuous training in the necessary technical and scientific updates.

The laboratory is open to the public from 7:30 AM to 7:00 PM Monday to Friday and from 7:30 AM to 12:00 PM on Saturdays.

Booking Procedures

Appointments for services at C.D.M. "ANXUR" Srl can be booked by telephone. A team of operators is available at 0773.727480 or 0773.724025 from 7:30 AM to 7:00 PM Monday to Friday and from 7:30 AM to 12:00 PM on Saturdays. They can provide you with any information you need and book both routine and urgent appointments.

Appointments are only necessary for certain tests and will be scheduled within seven days, taking into account the patient's needs. Please note that most of our diagnostic tests can be managed on a daily basis without the need for an appointment.

Waiting times for registration and blood draws are approximately 15 minutes.

Biological samples, once collected or delivered to the laboratory, are sorted to the various departments for analysis or appropriate storage.

Reports, available at the ANXUR reception desk, will be delivered as soon as possible. The date is indicated on the acceptance form based on the methods used and the execution schedule. For some tests, reports can also be delivered in the afternoon of the same day.

CDM Anxur, through the activation of the consent procedure, can also deliver reports to the patient online (on the website) via a password provided to the patient at the time of registration.

Reports can be collected on days following the sample collection: from 11:00 AM to 7:00 PM; on the same day of the sample collection: from 5:00 PM to 7:00 PM. Reports can also be collected online by accessing the website using the password provided at the time of registration (username corresponds to the tax code).

The center undertakes to promptly inform users if, for technical reasons, it is not possible to meet the expected delivery date for the result. The Laboratory undertakes to

indicate, where possible, for each investigation carried out, the method with which it was performed.

In order to ensure the obligation to control the quality of services, the Laboratory participates in external quality assessment programs for all types of analyses.

The laboratory undertakes to make public the SSN rates, the professional fees and any tickets, making available to users the list of services with their respective prices.

The facility aims to achieve a high level of computerization and automation of equipment to obtain increasingly real and accurate analytical results. The instrumentation is frequently updated and maintained. The Laboratory has activated specific procedures for the protection of privacy and professional secrecy.

The Laboratory undertakes to disseminate this "Charter of Services" at its headquarters in Lungolinea Pio VI Street, 107 - 04019 Terracina (LT).

Payment Methods

Payments for services must be made at the time of registration or according to the methods provided (cash, check, or debit card) and previously communicated to the user directly by the secretary, who will issue an invoice.

Diagnostic Imaging

At CDM Anxur in Terracina, in the province of Latina, you can take advantage of radiology services, also known as diagnostic imaging. More specifically, radiology is a branch of medicine that deals with the production and interpretation of radiographic images using X-rays: the generic process through which all this is obtained is, in fact, diagnostic imaging. Through state-of-the-art equipment, CDM Anxur is able to reproduce and provide images of the patient's internal organs, not visible from the outside, in order to analyze any problems or pathologies. Diagnostics provides real, virtual, or reconstructed images that can then be used by specialists for analysis and treatment. At the facility, you can also find radiologists who perform therapies guided by radiological imaging methods: these include CT scans, ultrasound, and fluoroscopy.

These are some of the services available through diagnostic imaging:

- Open sector magnetic resonance imaging
- 3D digital mammography with Tomosynthesis
- Multidisciplinary ultrasound
- Echo-color Doppler
- Digital radiology
- Digital panoramic X-ray
- Low-dose Cone Beam CT dentaScan
- Colposcopy
- Total Body MOC Dexa method

CARDIOLOGY

In addition to the aforementioned echocardiograph, used for performing echocardiographic Doppler exams, we are able to offer a full range of non-invasive cardiology services: cardiology consultations, ECG, Holter pressure and Holter ECG monitoring, stress tests, and cardiology check-ups.

OCCUPATIONAL MEDICINE

Among the many services offered by CDM Anxur in Terracina, in the province of Latina, are those related to occupational medicine. This specialized field deals with health conditions or problems arising from work activities. Any professional can consult our specialized center to identify or assess symptoms caused by exposure to chemical, physical, and biological agents. Specifically, CDM Anxur offers:

- Preventive analysis
- Preventive check-ups
- Issuance of fitness to work certificates

All occupational medicine services are provided in accordance with Legislative Decree 81/08: the Consolidated Law on health and safety at work, which is periodically updated and provides regulations for worker protection in the workplace. The text can be consulted directly on the website of the Ministry of Labour and Social Policies.

SPECIALIZED OUTPATIENT CLINIC

Our facility has a multi-specialty outpatient clinic staffed by specialists in various fields: The following specialized clinics are available:

- Endocrinology
- Gynecology
- Angiology
- Otorhinolaryngology
- Allergy
- Cardiology
- Occupational Medicine
- Child neuropsychiatry
- Rheumatology
- Neurology

Booking Procedures

Appointments are required for all outpatient services (all specialties), radiology, cardiology, and rehabilitation therapy (ex. Art. 26). All appointments are scheduled within seven days, except for some specialists who may be present at the facility every 15 days. For radiology and rehabilitation therapy (ex. Art. 26), a preparation information sheet for the exam will be provided at the reception desk prior to each examination. Traditional radiology exams can also be performed without a reservation. In case of urgency, the Center will take steps to expedite the booking process and resolve the matter as soon as possible (within 24 hours).

Waiting times for registration and service delivery are approximately 15 minutes.

Reports will be delivered within 2 days, and for any emergencies, the center will take steps to shorten the time. Reports can be collected on the same day of the exam or on subsequent days from Monday to Friday from 7:30 AM to 7:00 PM and on Saturdays from 7:30 AM to 12:30 PM.

The center is committed to making public the SSN rates, private fees, and any tickets, providing users with a list of services and their corresponding prices.

CDM Anxur has activated specific procedures for the protection of privacy and professional secrecy.

Payment Methods

Payments for services must be made at the time of registration or according to the methods provided (cash, check, or debit card) and previously communicated to the user directly by the secretary, who will issue an invoice.

Level 1 Assisted Reproductive Technology (ART) Center

Level 1 Assisted Reproductive Technology (ART) refers to a set of techniques aimed at increasing the chances of conception for couples. Our facility is authorized to practice Level 1 ART and is registered in the National ART Registry. CDM Anxur has a multidisciplinary team composed of doctors, biologists/biotechnologists, psychologists, and nurses who can provide each couple with specific, yet synergistic and coordinated care.

PROCEDURE FOR PERFORMING IUI

- a) First visit * Couple registration
- b) Couple examinations
- c) Admission for ART treatment
- d) Semen collection
- e) Semen analysis
- f) Ovarian stimulation and monitoring
- g) Semen collection
- h) Semen processing and preparation
- i) IUI
- j) Follow-up monitoring

COUPLE REGISTRATION

Once an appointment has been made at CDM Anxur srl, the couple will have a first visit during which there will initially be an introductory interview with an expert doctor, followed by the registration of their data and a proper medical examination.

INITIAL MEDICAL VISIT

This is a specialized gynecological examination with a transvaginal ultrasound, followed by a consultation for case analysis. If you already have recent analyses, it is always advisable to bring them so that the visit can be better deepened. After a careful evaluation of the medical history, diagnostic tests previously performed, and any previous ART treatments, the doctor will explain the procedures, success rates, potential risks, and details of the proposed treatment plan to the couple. During the first visit, blood and instrumental tests will be prescribed.

To access the program, the couple must undergo laboratory and instrumental tests prescribed during the first visit. Based on the results of these assessments, if necessary, further investigations may be requested, such as specialized consultations (andrological, genetic, endocrinological, psychological, etc.). The requested assessments allow us to determine the most appropriate ART method and thus optimize the chances of a positive outcome for the couple.

Once the diagnostic process is complete, the couple will have a follow-up visit with the referring physician to review the results of the tests performed. During this visit, the treatment plan to be followed will be decided, which will be represented, depending on the indication, by:

1. Timed intercourse on a spontaneous cycle or with mild hormonal stimulation;
2. Intrauterine insemination (Level 1 ART) Once the procedure has been chosen, patients will be asked to sign an informed consent form, completed and signed by both the doctor who conducted the interview and the head of the facility.

It can be very useful to seek psychological support during the ART process, which is appropriate and possible at all stages of the diagnostic and therapeutic approach to infertility and possibly even after the treatment process has been completed. Article 7 of Law 40/2004, in the section on counseling and support for couples, clearly states that: (...) each ART center must provide for the possibility of counseling for the couple and the possibility of psychological support. CDM Anxur provides a specialist in psychology.

HOME CARE SERVICES (ADI)

TARGET POPULATION: Partially, temporarily or totally dependent individuals residing in the ASL district, such as the elderly, disabled, and frail individuals, people who have undergone surgery and require physiotherapy or healthcare and assistance.

Office hours: Direct access to the secretariat from Monday to Friday from 8:00 AM to 6:00 PM and on Saturdays from 9:00 AM to 1:00 PM.

Service hours: Operators provide the service from Monday to Friday from 8:00 AM to 6:00 PM and on Saturdays from 9:00 AM to 1:00 PM.

On-call service: 24-hour on-call service from Monday to Saturday for the Service Coordinator and doctor (Medical Director/Coordinating Physician) at tel. 0773-724025. Nursing on-call service from Monday to Saturday from 7:00 AM to 10:00 PM and doctor from Monday to Saturday at the above-mentioned times at tel. 0773-724025.

ADMINISTRATIVE SERVICE Telephone: 0773-724025 The organizational coordinator of administrative activities is Valentina Antonetti. The secretariat staff is available to users for information and clarification.

SERVICE MANAGER The Service Manager is the ADI Medical Coordinator, Dr. Brunilda Hodo.

SERVICE ASPECTS

General objective of the ADI service

To promote and facilitate access to home care services for citizens, guaranteeing efficient and effective services.

Specific objectives of the ADI service

- Provide the person and/or their family members with more detailed information about the service and the methods of delivery.
- Collect information about the user.
- Ensure the correct identification and response to the user's needs.
- Ensure that the user is taken care of within five working days.
- Involve family members in the care process.

BOOKING PROCEDURES

The patient can book through their General Practitioner who will request the service through a specific platform.

PAYMENT METHODS The costs of services (payment of the ticket provided by the SSN) are paid at the time of registration or according to the methods provided (cash, check or debit card) and previously communicated to the user directly by the secretary, who will issue an invoice.

REHABILITATION SERVICES EX ART. 26

Our outpatient rehabilitation centers provide treatments aimed at enabling the recovery and functional rehabilitation and/or maintenance of acquired skills in people with complex physical, mental, sensory or mixed disabilities, often multiple, with possibly permanent outcomes. The outpatient services provided by Rehabilitation Centers differ from specialized outpatient activities of recovery and functional rehabilitation due to the global nature of the treatment of disability that requires a concurrent multidisciplinary clinical-rehabilitation approach. The complexity of the disability requires the preparation of an Individual Rehabilitation Project (IRP), using the bio-psycho-social model as a reference for identifying rehabilitative and socio-relational objectives; the IRP is created by an interprofessional rehabilitation team. The project specifies the objectives, resources, timing, interventions to be implemented with monitoring of the evolution and modifications of the disability, the methods of verification with the indication of standardized evaluation tools. The rehabilitative treatment, individual or in a small group, has a duration of at least 60 minutes.

The structure guarantees the complete usability of the spaces by all possible users with disabilities deriving from different pathologies; the complete absence of architectural barriers has been achieved, which limit access and movement within the structure and the safe use of the various spaces and services.

The specific environments are equipped according to the type of rehabilitation carried out and are differentiated into rooms and spaces for:

- Kinesiotherapy and motor, neuromuscular and sensory rehabilitation;
- Speech therapy, audiological and neurolinguistic rehabilitation;
- Neuropsychological rehabilitation;
- Neuropsychomotor rehabilitation;
- Neurovisual and orthoptic rehabilitation;
- Cardiac, respiratory and cardiorespiratory rehabilitation;
- Urological rehabilitation;
- Occupational therapy;
- Psychological therapy;
- Psycho-educational orientation;
- Training in the use of orthoses, prostheses and aids (patients and caregivers).

There are equipped areas for group activities (gym), for static and dynamic activities. The outpatient rehabilitation center is open from Monday to Friday from 7:30 AM to 7:30 PM. The Head of the Service is a specialist in rehabilitation, Dr. Giovanni Massaro.

The Center is staffed by:

- Medical director, specialist in rehabilitation
- Medical specialists, related to the type of disability most commonly treated;
- Psychologists;
- Rehabilitation healthcare professionals.
-

WAITING LISTS

In the Lazio Region, accredited facilities provide services covered by the National Health Service (SSN) in proportion to an assigned budget. The sum is annual and is divided by the working days. The principles to which our structure adheres in managing reservations are those of impartiality, transparency and chronological order, which requires processing user requests according to the chronological order of submission, except in emergencies. In particular, for reservations made through ReCup, the system itself provides the first availability for the requested service or the one that best suits the Patient's needs.

BOOKING PROCEDURES

The patient can book either by telephone, by visiting the Center or through ReCup.

PAYMENT METHODS

The costs of services are paid at the time of registration or according to the methods provided (cash, check or debit card) and previously communicated to the user directly by the secretary, who will issue an invoice.

INFORMATION

CDM Anxur, in order to guarantee maximum information and transparency regarding its services, has activated a website that will be further enriched over time. The site contains general and specific information, in particular regarding the modalities and preparation of the services provided and the opening/closing hours of the laboratory.

MANAGEMENT CONTROL

CENTRO DIAGNOSTICO MEDICO ANXUR SRL adopts a management control system through the management office, guaranteeing dialogue and listening with customers, using appropriate information tools. The quality standards, which are continuously monitored, mainly concern the timely response to customer needs, as well as the qualified behavior of laboratory operators, from a professional and relational point of view, also obtained through appropriate training moments. The aforementioned standards cannot fail to take into account individual customers and, above all, the category of the elderly and disabled. To this end, CENTRO DIAGNOSTICO MEDICO ANXUR SRL is committed to constantly verifying the ease of access to its structure. Therefore, in order to improve its performance, constantly monitoring customer satisfaction, CENTRO DIAGNOSTICO MEDICO ANXUR SRL has identified in some improvement indices the objective parameters of evaluation. These indices arise not only through the collection of any complaints from service users, but also and above all through the periodic distribution of the customer information questionnaire, easily available in the welcoming waiting room.

GUIDING PRINCIPLES OF THE SERVICE CHARTER

CENTRO DIAGNOSTICO MEDICO ANXUR SRL operates for the protection of health, as a fundamental right of the individual, respecting the dignity and freedom of the human person, guaranteeing:

- the equality of every citizen-user in receiving the most appropriate diagnostic and therapeutic acts, without discrimination based on sex, race, nationality, social condition, and religion;
- the quality and appropriateness of diagnostic and therapeutic acts;
- respect for the user's time, minimizing waiting times for access to services;
- respect for the patient's dignity, promoting the humanization of relationships and confidentiality;
- the protection of privacy, ensuring the application of current legislation (Reg. 679/2016), with particular reference to the processing of sensitive data;
- the periodic collection of user satisfaction surveys on the service offered;
- the duty to evaluate the quality of services to verify the commitments made
- cutting-edge and constantly updated technologies and professionalism. All this in compliance with the fundamental principles of equality, impartiality, continuity, right of choice, participation, efficiency, and effectiveness.

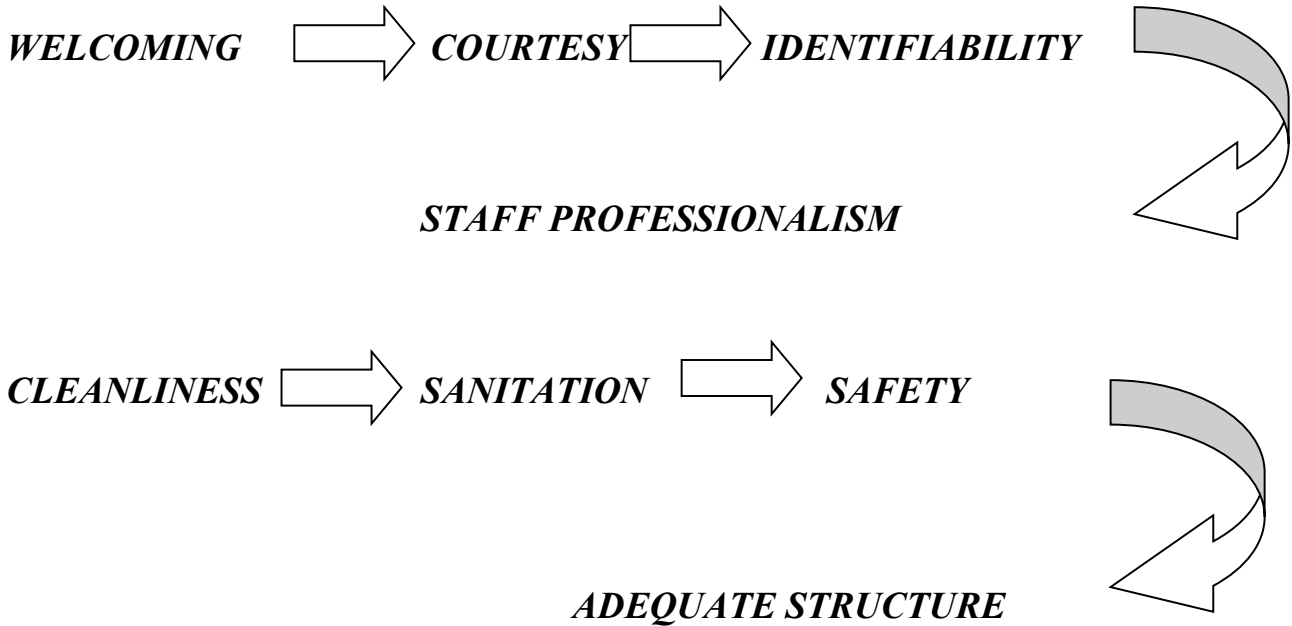
QUALITY POLICY

The Management of CENTRO DIAGNOSTICO MEDICO ANXUR SRL has decided to design and implement a "Quality Assurance System" in accordance with the requirements of the international standard EN ISO 9001:2015. The purpose of this decision is the desire to provide a high-quality service to obtain continuous and total customer satisfaction, while guaranteeing a growing efficiency of the organization of the structure. The Quality System of CENTRO DIAGNOSTICO MEDICO ANXUR SRL is based on the following fundamental principles:

- Quality understood as excellence of the result and organizational efficiency;
- Constant improvement of the quality standard of the service provided;
- Quality as the responsibility of everyone, management and staff;
- Prioritizing the quality requirements of the service over all others;
- Accountability of the staff in ensuring the quality of the work performed within their own function.
- Dissemination of the Quality Policy to all staff.

COMMUNICATIONS TO THE CUSTOMER

Based on the aforementioned principles, CENTRO DIAGNOSTICO MEDICO ANXUR SRL guarantees:



And furthermore, for the services:

- **Confidentiality** - Respect for privacy (Legislative Decree 196/2003 and EU Reg. 679/2016)
- **Report delivery** - Immediate indication of the day and time of collection
- **Information on patient preparation** - Ready and immediate
- **Clarity** - Information and reports understandable to all
- **Listening** - Prompt reception of customer requests

QUALITY STANDARDS, COMMITMENTS AND PROGRAMS

	Quality Indicator	Quality Standard
RESPECT FOR OUR CUSTOMERS' TIME	Waiting time for outpatient consultation	15 min
	Waiting time for laboratory analysis	15 min.

	Average waiting time in the waiting room for diagnostic imaging/magnetic resonance imaging	15 min
	Waiting time for physiotherapy treatment (upon reservation)	15 min.
CORRECT AND CLEAR INFORMATION	Documentation services	The Charter of Services is distributed in the waiting room
	Identification of operators	Each operator is identified: name, function
PROFESSIONALISM AND TECHNOLOGIES	Qualification of operators standards	Compliance with the minimum requirements provided by the Lazio Region
	Qualification of medical staff	Compliance with the minimum requirements provided by the Lazio Region
QUALITY OF SERVICES	Monitoring of user complaints	Distribution of reporting and/or complaint forms to users
	Customer satisfaction survey	Satisfaction surveys aimed at verifying user satisfaction

COMPLAINT PROCEDURES AND QUALITY ASSURANCE

CENTRO DIAGNOSTICO MEDICO ANXUR SRL guarantees the protection of its users by providing a mechanism for submitting complaints regarding any service failure, act, or behavior that has denied or limited access to services.

Complaints can be filed for:

- Any service failure, defined as a lack of effectiveness or efficiency that has limited or denied the complainant access to the service.
- Any violation of laws or regulations governing the provision of healthcare services, particularly:
 - The Charter of Services
 - The principles contained in the D.P.C.M. of May 19, 1955 and the directive of the President of the Council of Ministers of January 27, 1994 containing principles on the provision of public services
 - The regional health plan and regulations on authorization and accreditation
 - The principles contained in the employment contract regarding the duties and conduct of employees
 - The ethical and deontological principles governing the exercise of the healthcare professions of professionals registered in the professional registers.

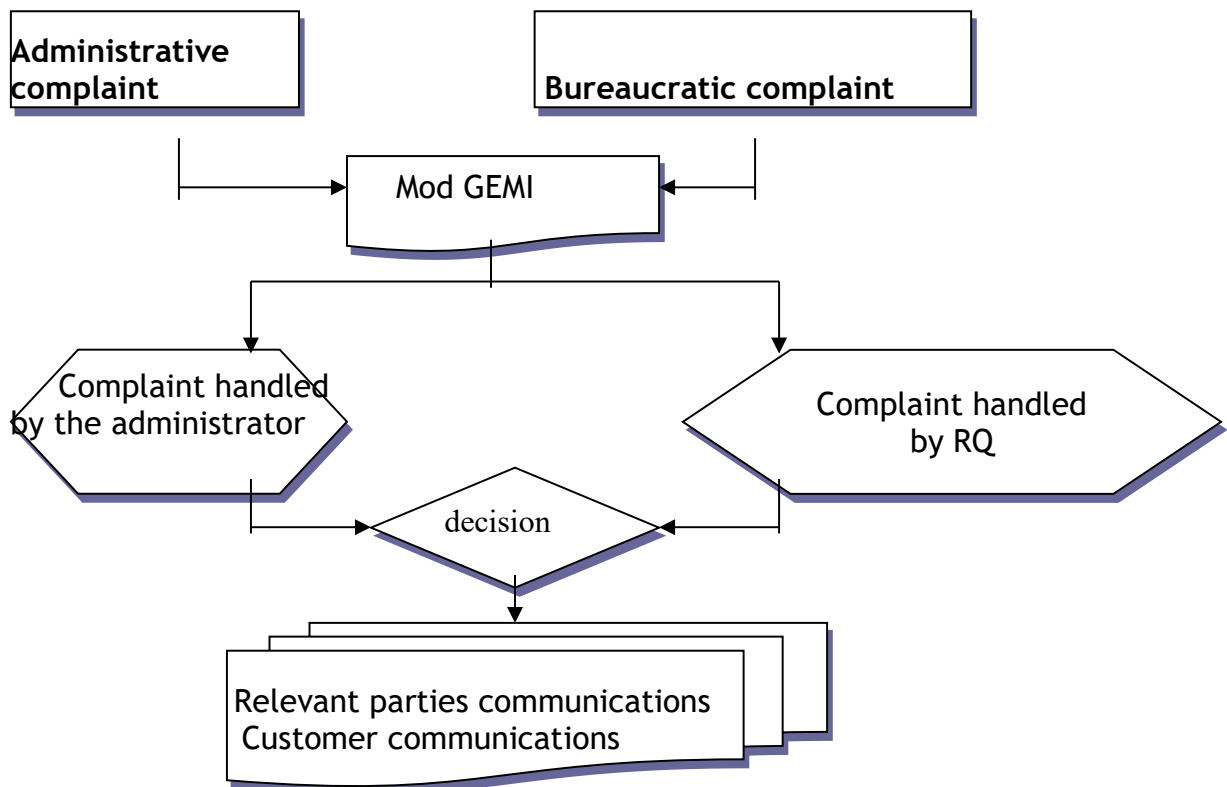
Users/customers can submit complaints through the following methods:

- Completing and signing the appropriate form that can be requested at the reception desk or directly from the Management/Quality Responsible;
- A simple letter addressed and sent to the Management/Quality Responsible or delivered by hand at the reception desk;

- By presenting themselves directly to the Management/Quality Responsible, providing their observations verbally;
- By telephone or fax notification signed and addressed to the Management/Quality Responsible.

The Management/Quality Responsible will provide an immediate response to those reports that require immediate resolution; in other cases, an investigation will be initiated with the responsible parties involved and a response will be provided to the complainant within 15 days.

The following procedure is adopted for the detection and management of complaints by internal operators:



As part of our commitment to customer satisfaction, we pay particular attention to customer observations, suggestions, and especially complaints.

Customer complaints can be received by:

- **The Reception Desk**, which handles front-line activities related to service delivery (in this case, the complaint is managed on the "Acceptance Form").
- **The Administrative Office**, for issues related to administrative matters.

It is the responsibility of the person receiving the complaint to open a non-conformity report by filling out the GEMI form (Management Improvement) or to manage the complaint on the "Acceptance Form".

Complaints are then handled:

- **In the first case**, by the Reception Desk for ordinary complaints; by the Quality Responsible (RQ) with the opening of a corrective action if the complaint is more significant.
- **In the second case**, by the Administrative Office.

Once the complaint has been analyzed, the RQ/Administrative Office will communicate to the customer the corrective actions taken to resolve the identified non-conformity.

Customer protection is guaranteed through:

QUALITY OFFICE

- RQ Responsible: Dr. Daniela Protopapa Tel: 0773. 727480 - 0773. 724025 Fax: 0773. 727484

CUSTOMER SATISFACTION QUESTIONNAIRES

A questionnaire (QSC form) is provided to the customer/user, which the Management encourages them to complete (even anonymously). It is available in the waiting room. Based on the responses, the Management undertakes to correct any sources of customer dissatisfaction.

CUSTOMER SATISFACTION SURVEYS

Annually, the Management will analyze the responses to the questionnaires provided by users, taking action to eliminate any causes of service failure and dissatisfaction.

C.D.M. Anxur srl
Amm. Unico
Dott. Vito Votta

