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**Medical Center: Olimpia Medical Center
- Planet Healthcare Srl**

SERVICE CHARTER

**Medical Center address: Strada Padana
Towards Verona, n. 303 (extension 291),
Vicenza, 36100.**

**Registered Legal office: Strada Statale Pasubio,
10/I, 36030 Costabissara (VI)**

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Dear Sir/ Madam,

the document you are reading is our Service Charter. This is an important document that allows you to get to know our structure, the services we provide, the objectives and control tools that we have set ourselves to provide a quality health service. It is therefore above all a tool to protect the needs of all those who choose to use our services.

The objective of this document is twofold: to illustrate in detail the services that the Outpatient Clinic offers to the user in order to enable him/her to choose the most suitable service for him/her , and to demonstrate our constant commitment towards improving the quality of services offered, an objective to achieve which your collaboration in providing us with advice, observations and evaluations will be of invaluable help.

Available for any clarification .

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Section I

Presentation and basic principles.

Section II

Information on activities and services.

Section III

Quality standards, commitments and programs.

Section IV

Protection and participation.

Attachment 1

Updated form list of doctors and days of reception

SECTION FIRST PRESENTATION OF THE CLINIC QUALITY POLICY

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MISSION

the outpatient prevention, diagnosis and therapy facility aims to provide highly specialized multi-specialist healthcare activities, providing assistance to Users through individual freelancers who are specialists in their respective fields of expertise, and who allow Users to be followed up from the reception phase , that of managing bookings and visits up to subsequent treatment and follow-up visits.

The "Olimpia Medical Center" aims to place the patient's needs, their state of health, at the center of its activity, with human attention and professional competence, respecting dignity and privacy, necessary to satisfy every need for diagnosis and treatment, through a team always aimed at analyzing the results and pursuing the improvement of quality, through the shared application of ethical principles.

VISION

The “Olimpia Medical Center” (Part of Planet Healthcare Srl, healthcare provider through the medical center and its network of collaborators and partners) intends to pursue excellence through continuous training, the implementation of services and instrumental equipment, the quality in the provision of services, as well as being a point of reference for outpatient psychology, physiotherapy and rehabilitation services .

The OBJECTIVES of the “Olimpia Medical Center” outpatient clinic can be identified as follows:

- guarantee the effectiveness and efficiency of company processes and the quality of the service provided through the use of adequate professional and technological resources.
- satisfy the needs of users with respect to the types and volumes of services requested, with the common objective of reducing waiting times, in particular for instrumental diagnostic services.

Ensure respect for the patient's time and dignity through:

- ❖ the arrangement of broad and convenient access times;
- ❖ certain and transparent waiting times and booking procedures;
- ❖ compliance with the agreed times for services;
- ❖ the possibility for the patient to know and choose the specialist to whom

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to rely on;

- ❖ immediate reporting for diagnostic services;
- ❖ a comfortable, clean environment that guarantees confidentiality during the provision of the service;
- ❖ professionalism and courtesy on the part of all employees and willingness to provide information;
- ❖ respect for privacy.

Pursuant to the DPCM of 19 May 1995, our Service Charter identifies the following fundamental principles relating to the provision of the service:

Equality

All citizens are provided with equal services, regardless of: age, sex, race, language, nationality, religion, political opinions, customs, psychic conditions, economic conditions, personality structure.

Impartiality

All citizens are assured of objective and fair behavior by the staff working in the structure. All patients have the right to be treated with courtesy and promptness in respect of reciprocal rights and duties.

Continuity

All citizens are guaranteed the qualitative continuity, safety and regularity of the service.

Right of choice

Every citizen, in possession of the specialist request (from the doctor of the National Health Service), can exercise the right of free choice by directly contacting the chosen accredited Structure.

Participation

The citizen's right to collaborate is guaranteed, with observations, suggestions and complaints for the correct provision of the service and for the improvement of the service chosen by the Structure

Efficiency and efficacy

The service is provided in such a way as to guarantee the efficiency of the administration of the therapy and the structure adopts all the measures necessary to achieve these objectives.

Privacy Policy

The data provided by users at the time of acceptance are treated as personal data and data relating to health in accordance with Legislative Decree. 196/03 and for the effects of the EU GDPR 2016/679, by the data controller, subject to the authorization signature of the interested parties.

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PRESENTATION OF THE STRUCTURE A

The "Olimpia Medical Center" is a modern structure based in Strada Padana Verso Verona, n. 303 (extension 291) in Vicenza with numerous services to protect the health of the citizen, a structure totally free of architectural barriers.

THE COLLECTION AREA (TERRITORIAL AREA OF ORIGIN OF THE USER): The polyclinic is focused on providing medical support to the American personnel of the Caserma Ederle. It will also give support to the Italian population that requests it.

The volume of services capable of guaranteeing the Poliambulatorio Olimpia Medical Center includes specialist visits, instrumental tests and physical therapies .

The Poliambulatorio Olimpia Medical Center is authorized by the Municipality of Vicenza: The Olimpia Medical Center is located on the first floor. It is equipped with 8 clinics , a reception with 3 stations at the entrance, a waiting room and services also set up for the disabled as per mandatory regulations.

Currently the Poliambulatorio Olimpia Medical Center is characterized by the wide range of services offered as a freelancer, such as to make it a complete and effective specialist point of reference for the needs of users.

The Poliambulatorio Olimpia Medical Center makes use of highly specialized medical and paramedical personnel, modern and efficient equipment, constantly evolving computer systems for booking and data management, so as to fully satisfy every need for diagnosis, in full compliance with the Protection of Privacy (The data provided by users at the time of acceptance are treated as personal data and data relating to health pursuant to Legislative Decree 196/03 and for the effects of EU GDPR 2016/679, by the data controller , subject to the authorization signature of the interested parties.)

SECOND SECTION INFORMATION ON ACTIVITIES AND SERVICES

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HEALTHCARE ACTIVITIES PROVIDED

List of medical branches/specializations

Cardiology
Endocrinology
Physiatry
Diabetes
Specialist consultancy in the field of Orthopedics and
Neurosurgery
Ultrasounds
Pediatrics
Radiology (non ionizing)
Plastic surgery
Medical Idrology
Anesthesia and pain management
Gynecology

Non-medical healthcare list

Outpatient physiotherapy
Pediatric and Adult Psychology

SECOND SECTION INFORMATION ON ACTIVITIES AND SERVICES

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BOOKING PROCEDURE AND OPENING HOURS

All services can be booked from 8:30 to 12:30 and from 14:30 to 18:30 from Monday to Friday at the Admissions Service of the Outpatient Clinic in the secretariat or by telephone, on + 39 380 366 5975, or online at www.olimpiamedicalcenter.com . In addition, a telephone support for information available 24 hours a day for American personnel.

For the services that require it (specialist visits and diagnostic tests) the reports are delivered directly by the doctor to the patient after delivery. Payments can be made in cash, by debit card or by cheque. The patient is required to warn in case of delay on the agreed time to verify the possibility of a move. The performance of the service is not guaranteed in the event of a delay without notice.

The cancellation of the appointment can also be made by telephone, e-mail or fax to the numbers of the center during office hours.

Organization

Medical Director: Dr.ssa Stefania Cacciapuoti
Sole director: Dr. Cardone Marcella

Staff duties

The staff is classified into medical, paramedical, secretarial and administrative. The medical staff takes care of specialist examinations, instrumental tests, etc. etc. The Medical Director, Dr.ssa Stefania Cacciapuoti, supervises the work of all the doctors and is responsible for the structure from a health point of view.

The paramedical staff is represented by physiotherapists and professional nurses. The secretarial staff carries out information, acceptance, booking, invoice issuing and collection activities according to the directives of the medical director and the administrative director.

The sole administrator is the legal representative of the structure.

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| SECTION THREE QUALITY INDICATORS AND STANDARDS |
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WAITING TIME

Given that it is not possible to precisely determine the waiting times for access to the various services of the centre, we can provide a table of average waiting times broken down by specialist branch .

| TYPE OF SERVICE | MINIMUM TIME OF WAIT | WAITING TIME |
|-----------------|----------------------|--------------|
|-----------------|----------------------|--------------|

| | | |
|--------------------|--------|--------|
| Visits Specialist | 3 days | 5 days |
| Therapies physical | 5 days | 7 days |
| Exams instrumental | 5 days | 8 days |

GOALS

| Scope | General Objectives |
|---|---|
| General | <u>Humanization</u> : Increase the "human relationship" component with users |
| Clinical | <u>Have the courage to</u> : Improve clinical practices and their complexity by adopting safer, more advanced and innovative techniques and logics <u>Increasingly qualified services</u> : increase the qualitative level of healthcare services by guaranteeing quantitative standards of efficiency |
| Performance Efficiency+effectiveness | The best service for the individual patient, possibly at the lowest cost: increasing attention to the economic aspects of clinical and instrumental diagnostic activities |

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| Increase the quality level of health services |
| Increase the complexity and appropriateness of activities |
| 1. Product standard and clinical outcome |
| Measure the effectiveness and efficiency that depend on us |
| 2. Risk governance |
| Improve the effectiveness of risk governance in and between processes (preventive, corrective and improvement actions, monitoring of indicators, controls, internal audits, records |
| 3. Formation-Communication |
| Improve communication between patients and collaborators, improve the organizational climate |

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| 4. Use of the integrated quality system for regulatory purposes |
| Activate the paths to request the authorization to operate and institutional accreditation where possible as required by the Veneto Region (Law 22/2002) using the tools of the integrated quality system |
| 5. Ensure the best performance for the patient by guaranteeing the best use of resources |
| Guarantee the appropriateness of the provision of outpatient services in line with the needs of the territory |

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To achieve the aforementioned objectives, the following have been identified:

- the specific commitments attributed to the various levels of responsibility
- the indicators by which to measure the actual achievement of the results

| GOALS | STANDARDS AND INDICATORS QUALITY' |
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| Identifiability of the operators | All staff are provided with appropriate identification document, kept in evidence. |
| Inform the patient clearly and correctly about the services of the facility | The personnel in charge of the reception service is able to provide detailed information on the services that the Center offers, the delivery methods, access times and the costs of the individual services. |
| Respect the patient's dignity and privacy | <p>The patient's personal data are kept in the Center's archive and are accessed only by authorized personnel and for justified reasons.</p> <p>Healthcare personnel are bound by professional secrecy.</p> <p>The clinics, at the time of the provision of the service, are kept constantly closed.</p> <p>The toilets are designed for the disabled.</p> |
| Guarantee professionalism | <p>The center makes use only of the collaboration of qualified personnel who attend the refresher courses required by law and by the needs deriving from the activity it carries out. The medical and paramedical staff are educated with refresher courses on the services that the structure provides and operate according to validated guidelines.</p> <p>The Center undertakes to implement the updates of the guidelines and clinical protocols applied.</p> <p>The staff undertakes to respect the agreed times for services.</p> |

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| Ensure appropriate and constantly verified technologies | The Center periodically carries out checks on the functionality of the equipment with the support of qualified technicians. |
| Understand the patient's needs | The Center has a reporting and complaint point that everyone can access and guarantees a timely response. |
| Quality maintenance aimed at continuous improvement | The system is kept constantly updated. Quality indicators are defined on the basis of suggestions from patients and employees and medical personnel |
| General information in addition to specific informed consent | All medical and psychological personnel, in addition to the specific explanation of informed consent, in the case of minors or people who are in charge of the guardian, are systematically informed about the patient's conditions, guaranteeing privacy. |

SECTION FOUR PROTECTION OF RIGHTS AND VERIFICATION

RESPECT AND PROTECTION OF PRIVACY

Privacy Policy

The data provided by users at the time of acceptance are treated as personal data and data relating to health in accordance with Legislative Decree. 196/03 and for the effects of the EU GDPR 2016/679, by the data controller, subject to the authorization signature of the interested parties.

NOTICES AND COMPLAINTS

Any reports or complaints about disservices that arose before, during and after the performance of the service, must be forwarded to the Management, through the reporting and complaints point located at the reception.

After carrying out the appropriate investigations, the Management will respond within 15 days to reporting the complaint, resolving the situation.

The Notifications and Complaints Form is present in the centre. Complaints can also be made online and in an online manner using a specific online feedback form on the site:

www.olimpiamedicalcenter.com

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PATIENT SATISFACTION SURVEY

Every six months, the Quality Manager will analyze the answers to the questionnaires given by the users, forwarding them to the Management who will provide for the solution of any sources of disservices and dissatisfaction.

The patient satisfaction questionnaire is present via a specific online form at the link: <https://www.olimpiamedicalcenter.com/en/feedback.php>

Once completed and sent, it will be received by the Management independently and anonymously.