



## Charter of Services

INDEX:

**SECTION 1**

- 1.1. PRESENTATION OF THE STRUCTURE
- 1.2. MISSION
- 1.3. VISION
- 1.4. OBJECTIVES AND QUALITY STANDARDS

**SECTION 2**

- 2.1. LIST OF BENEFITS
- 2.2. ACCESS
- 2.3. HOURS
- 2.4. RESERVATIONS
- 2.5. USER MANAGEMENT
- 2.6. COST OF BENEFITS
- 2.7. METHOD OF PAYMENT
- 2.8. WITHDRAWAL OF REPORTS
- 2.8.1. ONLINE REPORT COLLECTION

**SECTION 3**

- 3.1. BUSINESS COMMITMENT
- 3.2. WAITING TIMES
- 3.3. INFORMATION
- 3.4. HOSPITALITY AND COMFORT
- 3.5. CLINICAL RISK MANAGEMENT
- 3.6. DATA PROCESSING AND INFORMED CONSENT
- 3.7. IMPROVING THE RELATIONSHIP BETWEEN THE CENTRE AND THE TERRITORY
- 3.8. PATIENT PROTECTION AND LISTENING

**SECTION 4**

- 4.1. TRAINING
- 4.2. RELATIONS WITH THE TERRITORY AND CITIZENS
- 4.3. RIGHTS AND DUTIES OF CITIZENS
- 4.3.1. RIGHTS
- 4.3.2. RIGHT TO PRIVACY
- 4.3.3. DUTIES OF THE CITIZEN
- 4.4. BASIC PRINCIPLES

Dear Sir/ Madam,

the document you are reading is our Charter of Services. This is an important document that allows you to know our structure, the services we provide, the objectives and the control tools we have set to provide a quality health service. It is therefore above all a means of protecting the needs of all those who choose to use our services. The purpose of this document is twofold: to explain in detail the services that the Polyclinic offers the user to enable him to choose the most suitable service for him, and bear witness to our constant commitment to improving the quality of the services offered, a goal to achieve which we will be of precious help your collaboration in providing us with advice, observations and evaluations.

Available for any clarification.

La Direzione

## **1.1. PRESENTATION OF THE STRUCTURE**

The BIELO DIAGNOSTICA Medical Center is a new structure of over 1000 square meters that is spread over three floors free of architectural barriers, in which operate various organizational articulations able to interact closely with each other.

- 1) There is a parking space adjacent to the clinic
- 2) The imaging and radiology department is located on the ground floor.

The clinic is equipped with a reception for patient, waiting room and services that comply with the mandatory standards.

The Medical Center employs specialized medical and paramedical personnel, modern and effective equipment, computer systems in constant evolution for booking and data management, for the pursuit of correct diagnosis.

## **1.2. MISSION**

The principle of the MEDICAL CENTER and its employees is firm:

- establish and expand the field of new diagnostic technologies
- performing outpatient surgery
- support specialist medical visits through diagnostic imaging tools.

It also aims to be a reference for users for the quality of services provided, customer satisfaction, professional hospitality and great flexibility and availability.

Our mission is to:

- understand the expectations and needs of our patients;
- provide services in accordance with agreed commitments;
- continue to improve processes and services in order to meet future patient expectations;
- provide a qualified service supported by the most advanced technologies;
- develop internal skills
- operate with excellence in the entire business process.

## **1.3. VISION**

To meet its MISSION, the structure provides users with a large number of medical specialties quickly providing qualified and reliable services and increasing year by year the type of services and improving the quality. It's a well-defined goal and requires business strategies that globally involve the human and technological resources of our organization.

The strategies to achieve the goal are aimed at:

- to have a constant attention to the market that allows us to propose always current and innovative services;
- provide the patient with a valid medical support - diagnostic to recommend the most appropriate solutions;

- to have a constant attention to the use of the most modern and advanced technologies suitable to offer the maximum of the current technological capacity;
- plan the services process by streamlining the operating modes in a healthy and safe environment;
- ensure a capillary and timely help to the customer in the drafting of accurate diagnoses;
- train and update its employees to ensure their continuous professional growth, in order to make the services provided more competitive (quality/cost);
- ensure an organization that has a confident impact with the public, that is simple in directing the customer towards the services required by him and sufficiently elastic to absorb any peaks of the requests.

#### 1.4 OBJECTIVES AND QUALITY STANDARDS

The objectives of the Polyclinic can be identified as follows:

| OBJECTIVES  | QUALITY STANDARDS  |
|---|--|
| <b>Identifiability of operators</b>   | All personnel are provided with a special identification document, kept in evidence.   |
| <b>Clearly and correctly inform the patient about the facilities services</b> | The reception staff can provide detailed information on the services that the centre offers, the methods of delivery, the access times and the costs of individual services.   |
| <b>Respect the dignity and privacy of the patient</b>                         | The patient's personal data is stored in the centre's archives and can only be accessed by authorised personnel for justified reasons.<br>Medical staff shall be bound by professional secrecy.<br>The clinics are kept closed at the time of provision. The toilets are divided and organized for people with disabilities.   |
| <b>Guarantee professionalism</b>  | The centre relies only on the collaboration of qualified personnel who attend the refresher courses provided by law and the needs arising from the activity it carries out.<br>The medical and paramedical staff is instructed with refresher courses on the services that the structure provides and operates according to validated guidelines.<br>The Centre undertakes to implement the updated guidelines and clinical protocols applied. The staff is committed to respecting the agreed schedules for services. |
| <b>Ensure appropriate and continuously verified technologies</b>              | The centre regularly checks the functionality of the equipment with the support of qualified technicians. Healthcare management and administrative management are continually updated on the new technologies that the market offers and evaluate acquisition opportunities.   |
| <b>Addressing the needs of the</b>  | The centre has a reporting point and   |

|  |  |
|--|--|
| <b>patient</b>   | complaints to which everyone can access and ensures a timely response.   |
| <b>Implementation of the quality management system aimed at continuous improvement</b> | Implementation of the quality management system that is kept constantly updated.<br>Quality indicators are defined on the basis of patient and employee recommendations and improvement targets. |

## Section 2

### 2.1. LIST OF BENEFITS

#### Diagnostic imaging

- Ultrasound
- Ecocolor Doppler
- Echocardiography
- Radiographs
- Mammograms
- Computed tomographies
- Magnetic resonances
  
- Ophthalmology

### 2.2. ACCESS

The Medical Center is located in Venice in Sestiere Santa Croce; it is easily accessible and is a strategic point thanks to its proximity to both the station and the city center and has a large car park.

#### FROM THE CITY CENTRE AND THE ISLANDS

From the city center you can easily reach by any vaporetto line that leads to Piazzale Roma.

#### FROM PIAZZALE ROMA AND FROM VENICE RAILWAY STATION (S. LUCIA)

To reach the Medical Center you can take advantage of:

- Walk from the station (about 6 min)
- Walk from Piazzale Roma (about 2 min).

#### BY CAR

Coming from Bologna Motorway A13:

- After the exit 'Padova Zona Industriale' continue to Venice A57
- After the barrier of Mestre - Villabona (Venice - Mestre) immediately take the first exit on the right and follow the signs for Venice.

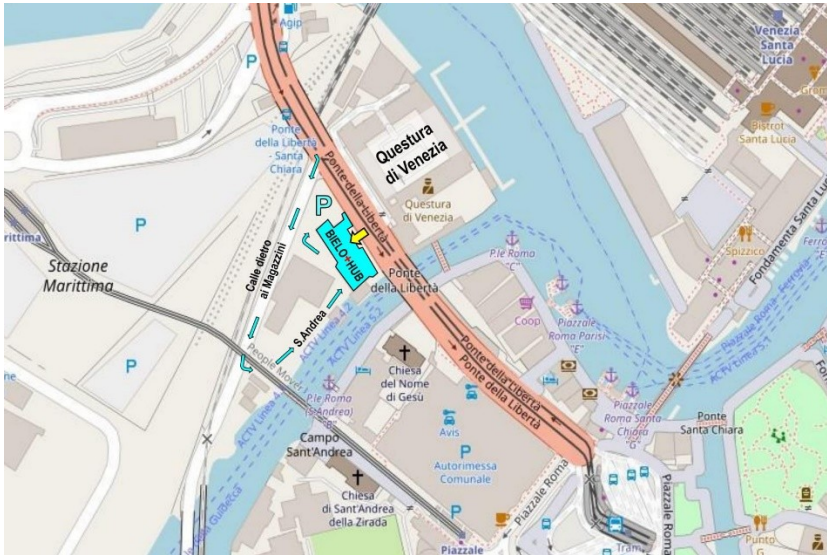
Coming from the A4 motorway direction Milan-Trieste:

- After the exit 'Padova Est' continue to Venezia A57
- After the barrier of Mestre - Villabona (Venice - Mestre) immediately take the first exit on the right and follow the signs for Venice.

Coming from the A4 motorway direction Trieste-Milan:

- After the exit Noventa di Piave continue towards Venice then continue on the ring road of Mestre take the exit PORTO and follow the signs for Venice.

Then follow the directions to Venezia Città - Porto Turistico. Take the Ponte della Libertà, the only road link between the mainland and Venice and follow the following signs: turn right and take Calle Dietro ai Magazzini. After the Sant'Andrea passage, turn on the first left and at the end of the tree-lined avenue you will find the Polyclinic on your right.



### 2.3. HOURS

The office is open to the public from 8.00 to 19.00 from Monday to Friday .

|   |  |
|---|--|
| <p><b>Venous sampling and delivery of biological samples</b></p>  | <p><b>Monday to Friday<br/>from 8.00 to 19.00</b></p> <p><i>Without appointment, except some exams that require appointment (see booking section).</i></p> |
| <p><b>Specialist visits, outpatient interventions and rehabilitation and physiotherapy services</b></p> | <p><i>By appointment, subject to availability of specialists.</i></p>  |
| <p><b>Withdrawal of reports</b></p>   | <p><i>Monday to Friday<br/>from 8.00 to 19.00</i></p> <p><i>At the request of the customer the report can be downloaded ONLINE .</i></p>                   |
| <p><b>Information and reservations</b></p>  | <p><i>Monday to Friday<br/>from 8.00 to 19.00</i></p>  |

## **2.4. RESERVATIONS**

The reservation for all outpatient services, physiotherapy and for laboratory services that require it, can be made during the opening hours:

- Telephone number 041
- Directly at the reception of the MEDICAL CENTER
- By email at [info@bielodiagnostica.it](mailto:info@bielodiagnostica.it)
- Via the website [www.bielodiagnostica.it](http://www.bielodiagnostica.it)

The patient is required to warn in case of delay on the agreed time to check the possibility of a move. You do not ensure the performance of the service in case of delay without notice. The cancellation of the appointment can also be made by phone during the secretarial hours.

By reservation it is also possible to make telephone withdrawals at home, usually by the next morning. It is possible to register requests and pay for them in the previous days. The execution of the withdrawal, in order to accelerate the acceptance procedures and reduce waiting times.

## **2.5. USER MANAGEMENT**

The patient in appointment shows up at the reception of the Clinic where the acceptance procedures are carried out, personal data is collected and a user card is created. The tax code and an identity document are required.

## **2.6 COST OF BENEFITS**

Currently the MEDICAL CENTER Clinic is not accredited with the Regional Health Service, so all benefits are provided at the total expense of the User. For the performance of Medicina di Laboratorio is applied the tariff of the Veneto Region.

The price list of specialist visits, outpatient surgeries, rehabilitation services and diagnostic examinations is available and can be consulted at the reception of the Clinic.

## **2.7 METHOD OF PAYMENT**

The laboratory tests are adjusted upon acceptance directly at the reception. Specialist visits and surgical interventions are regulated after the provision of the service. Payments can be made through:

- Cash
- ATM
- Credit card
- Bancoposta

## **2.8 WITHDRAWAL OF REPORTS**

The reports are, as a rule, delivered at the end of the specialist examination or the performance of instrumental diagnostics. Otherwise, the delivery of laboratory diagnostic reports takes place within the necessary technical time. At the request of the customer, the report can be sent by post to the relevant home, upon payment of the shipping stamp or consulted online upon request access credentials.

Reports can be collected at the reception:

- Directly from the person concerned, by presenting identification document or tax code
- As delegated person, presenting written proxy and identification document.

### 2.8.1 ONLINE REPORT COLLECTION

The patient connects to the website [www.bielohub.it](http://www.bielohub.it) and enters the section REPORTS ON LINE; type your username in the field User and password in the field Password.

The password is strictly personal.

Benvenuto nell'area StudioWEB, questa sezione permette ai medici, pazienti e clienti di accedere ai propri referti direttamente via internet. I documenti sono in formato PDF (perchè PDF?) e visibili attraverso strumenti gratuiti come: Acrobat Reader o Foxit Reader.

A login form with a yellow background. On the left is a key icon. There are two input fields: the first contains 'r.bianchi' and the second contains '\*\*\*\*\*'. Below the password field is a link that says 'dimenticata la password?'. At the bottom is a blue button labeled 'Accedi'.

Si raccomanda di rivolgersi al medico di fiducia per la corretta interpretazione della documentazione clinica

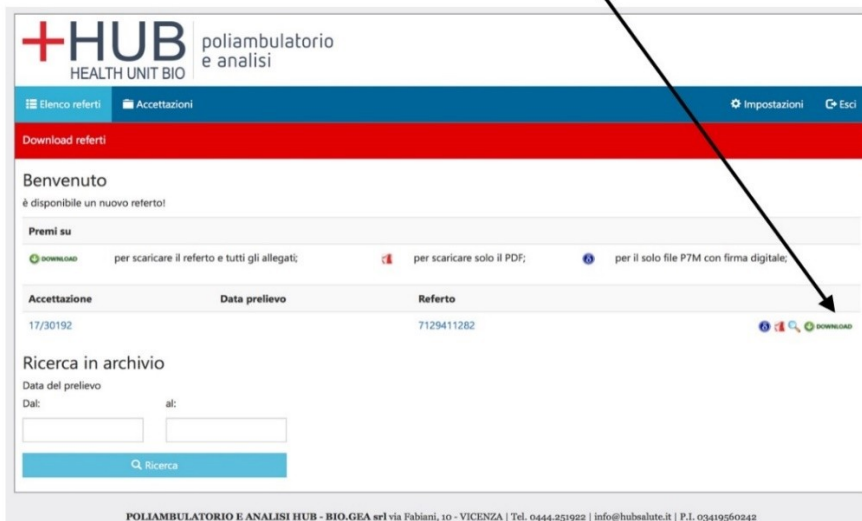
In case of lost password, it will not be possible to recover it in any way.

It will be necessary to go personally or with proxy to the structure for the paper collection.

At the first access, the portal requires the confirmation of the account with the data you provide and, subsequently, the choice of a new personal password not less than 8 characters. It's important to store the new password because it will remain unchanged for all subsequent logins.

The top part of the page shows the logo '+HUB HEALTH UNIT BIO poliambulatorio e analisi'. Below it is a red banner with the text 'Attivazione del servizio'. Underneath, there is a message: 'Gentile paziente, il primo accesso al portale prevede la conferma dell'account e la scelta di una nuova password personale, che utilizzerai da adesso in poi per accedere al sito. È importante memorizzare la nuova password, resterà invariata per tutti i prossimi accessi.' Below this is a form with a key icon and the following fields: 'ROBERTO', 'BIANCHI', '18/10/1970', 'Nuova password', 'Conferma', and 'Email'. A blue button at the bottom is labeled 'Procedi'. An arrow points from the 'Nuova password' field to the 'Conferma' field.

In the list of reports simply press the 'download' button to download the report in pdf.



When you have been issued the authentication credentials to access the online reports service, you have been submitted for approval the information pursuant to Article 13 of Legislative Decree. 196/2003 and EU Regulation 2016/679 on the protection of personal data.

### Section 3

#### 3.1. BUSINESS COMMITMENT

The Charter of Services is addressed to citizens to help them protect their rights. With the realization of this Charter, the Medical Center declares its commitments to them and the minimum standards of quality that must be guaranteed in the provision of health services. For the respect of such qualitative levels, all the staff is involved and responsibly. The correspondence between Services provided and declared standards is periodically verified and monitored. The quality factors of health services have been identified and associated with the following aspects/dimensions:

#### 3.2. WAITING TIMES

The waiting times for access to services and for reports are shown in the following table:

|  | Tipologia        | Tempi di attesa (di norma) |
|--|------------------|----------------------------|
| <b>Erogazione servizi e prestazioni specialistiche</b> | specialist visit | 1-10 days                  |
|  |                  |                            |
| <b>All'accettazione per:</b>                           | Reservations     | Up to 10                   |
|  | acceptances      |                            |

|   |                        |                         |
|---|------------------------|-------------------------|
|   |                        | <i>minutes</i>          |
|   | invoices               |                         |
| <b>Tra l'accettazione e l'esecuzione delle prestazioni</b>          | specialist reservation | <i>Up to 20 minutes</i> |
|   |                        |                         |
| <b>Tra l'erogazione della prestazione e la consegna dei referti</b> | specialist visit       | <i>Up to 15 minutes</i> |
|   |                        |                         |
|   |                        |                         |

### 3.3. INFORMATION

| QUALITY REQUIREMENTS   | INDICATOR                        | STANDARD                               |
|--|----------------------------------|--|
| Presence of a unique telephone number dedicated to the orientation of the citizen, active every day from 7.00 to 19.00 | Telephone access to service desk | 95% call response within defined range |
| Presence of an e-mail address dedicated to requests for information  | Computer access                  | 95% call response within defined range |

### 3.4. HOSPITALITY AND COMFORT

In addition to a qualified technical service, the Medical Center is committed to ensuring the citizen a friendly and accurate welcome.

| QUALITY REQUIREMENTS           | INDICATOR   | STANDARD                                      |
|--------------------------------|---|---|
| Kindness/accuracy              | Verification of user satisfaction through questionnaires on perceived quality | <i>At least one monitoring every 6 months</i> |
| Room cleaning                  | daily interventions   | <i>At least one a day</i>                     |
| Signage Plans to ensure safety | Provision of signs in designated areas  | <i>Provision of signs in designated areas</i> |

|                                      |                                |                             |
|--------------------------------------|--------------------------------|-----------------------------|
| Decent environments                  | Total comfortable environments | 100%                        |
| Ordinary maintenance service         | Total comfortable environments | <i>At least one a month</i> |
| Extra - ordinary maintenance service | Total comfortable environments | 100%                        |

### 3.5. CLINICAL RISK MANAGEMENT

It's a business commitment to ensure clinical risk management whose goal is to reduce the likelihood of adverse events, in other words damage caused to the patient in the course of healthcare.

| QUALITY REQUIREMENTS   | INDICATOR  | STANDARD                                       |
|--|--|--|
| Ensure the identification of risk analysis (active and latent) through the analysis of significant examples, litigation and citizen reporting. | Computerised system for the detection and recording of alerts. | <i>100% reporting detection and processing</i> |
| Sterilization of medical devices   | Sterilized kits  | 100%   |
| Medical waste management   | Presence of containers suitable for waste type                 | 100%   |

### 3.6. DATA PROCESSING AND INFORMED CONSENT

The MEDICAL CENTER Clinic works to ensure that healthcare providers provide services only if the person to whom they are directed agrees and gives informed consent.

The Patient must, that is, be able to decide if he wants to be treated/treated: he has the right/ duty to know all the available information on his health, asking the doctor what is not clear, so that he can choose, whether or not to undergo a specific therapy/ treatment.

| QUALITY REQUIREMENTS         | INDICATOR        | STANDARD |
|------------------------------|------------------|----------|
| Data processing consent form | Presence/Absence | 100%     |
| Informed consent             | Presence/Absence | 100%     |

|                  |                          |      |
|------------------|--------------------------|------|
| Informed consent | forms signed by patients | 100% |
|------------------|--------------------------|------|

**Data processing and consent:**

The personal data of patients accessing the MEDICAL CENTER Clinic are exclusively processed for administrative, accounting and health purposes, in full compliance with the current privacy law.

It is the right of the patient to know and access, for every need, their data. The staff is required to provide the applicants with information about the purposes and methods of processing, the mandatory or optional nature of the provision of data, the consequences of a refusal to respond, and to whom the data may be disclosed. It is the task of medical personnel, or other health care personnel, to provide the persons concerned, or their delegates, with the appropriate health information and documentation to reveal the state of health.

**Healthcare provision and consent:**

Informed consent is the expression of the will of the patient or the person entitled who, properly informed, consents to be subjected to a specific health service.

Any healthcare service can be provided only after obtaining the consent of the person concerned (or other subjects, in particular cases). Consent must be obtained in writing in the cases provided for by law and in cases where the particularity of the diagnostic and/or therapeutic services or the possible consequences thereof on physical integrity, an unequivocal manifestation of the person's will is appropriate.

Information to the patient is part of good medical behaviour and complements health care provision.

**Content and characteristics of the information:**

|                             |  |
|-----------------------------|--|
| Effectiveness and fairness: | The Health Department must clearly explain the reason for choosing the specific treatment.   |
| Athechnicity                | The language used to give the information must be clear and understandable by the common person, simple and non-technical.   |
| Personalization             | In providing information, the Health Care Department must take into account the characteristics of the interlocutor, his general and specific culture, his age and psychological aspects.  |
| Functionality               | The information must be accurate and detailed and include the nature of the disease presented, the nature of the proposed treatment, the general and specific contraindications, the benefits and risks of the proposed treatment, possible alternatives with their risks and benefits, precautions to be taken in the post-treatment period and the likelihood of failure. The list of hypothetical risks, even if possible, could be counterproductive by frightening the patient and causing him to give up a useful treatment. |
| Veracity                    | The information must be true.  |

**Content and characteristics of consent:**

|        |  |
|--------|--|
| Staff: | Consent must be given by the same person on whom the medical treatment |
|--------|--|

|                          |   |
|--------------------------|---|
|                          | must be carried out; no legal effect can be attributed to the wishes expressed by the family members of the patient, except in cases of exercise of parental authority and protection.            |
| Aware:                   | The validity of consent is based on the ability of the patient to make a conscious choice based on preventive, correct and complete information.  |
| Current:                 | The consent is valid for the specific treatment and, in the event that it is assumed to have to modify the intervention during the execution, it is appropriate to ask for an "extended" consent. |
| Estimate:                | Required in advance to allow an appropriate time frame (due to the severity of the disease) to assess the situation and give consent.   |
| Manifesto:               | Except in cases of implied, implied consent and presumed consent, the health care professional must prove that consent has been given.  |
| Free and free of charge: | It depends only on the patient's free self-determination and his release cannot be bound in any way or spoiled by error or wilful intent.   |
| Revocable:               | It may be revoked by the data subject.  |
| Required:                | Obtaining a valid consent is the responsibility of the healthcare professional who must ensure that the patient has understood the terms of the matter and consents to treatment.                 |

### 3.7 IMPROVING THE RELATIONSHIP BETWEEN THE CENTRE AND THE TERRITORY

The Polyclinic implements all the necessary actions to improve the relationship with the territory; the immediate and facilitated communication increases the professional operation and the quality of the service rendered to the citizens.

| QUALITY REQUIREMENTS                  | INDICATOR  | STANDARD                             |
|---------------------------------------|--|--------------------------------------|
| Questionnaire on patient satisfaction | Percentage of positive responses detected with perceived quality surveys | At least 75% of positive responses   |
| Management of alerts                  | Availability of forms for reporting                                      | Continuous evaluation of any reports |

**Surveys on patient satisfaction:**

The questionnaire on patient satisfaction is present in the waiting room in the appropriate container: once completed, it must be placed in the appropriate container located in the waiting room. The Quality Manager will analyze the answers to the questionnaires submitted by users, forwarding them to the Management that will provide the solution of any sources of disruption and dissatisfaction.

**3.8. PATIENT PROTECTION AND LISTENING**

The Medical Center is committed to organize and structure the health services it offers to citizens in order to personalize them by focusing on the person and his needs. To this end, the Polyclinic undertakes to involve all medical and paramedical personnel in the drafting of this Services Charter, in the drafting and collection of satisfaction questionnaires and the detection of any complaints, This is precisely to ensure the patient and the citizen a high quality service with the sole purpose of being at the service of the patient himself.

| QUALITY REQUIREMENTS  | INDICATOR   | STANDARD                           |
|---|---|------------------------------------|
| To carry out annually the survey of the satisfaction/approval of the users. | Performing the survey of user satisfaction, through the use of a questionnaire. | At least 70% of positive responses |
| Procedure for handling complaints   | Presence and application of the procedure                                       | 100% response to complaints.       |

| QUALITY REQUIREMENTS | INDICATOR | STANDARD |
|----------------------|-----------|----------|
|----------------------|-----------|----------|

|  |  |   |
|--|--|---|
| To ensure the improvement of relations between users and staff in immediate contact with them. | <ul style="list-style-type: none"> <li>• (Number of employees in immediate contact with trainees/Number of employees in immediate contact with users)</li> </ul> | <ul style="list-style-type: none"> <li>• Decrease in the percentage of complaints on relational aspects.</li> <li>• • Decrease of 10% of complaints on relational aspects.</li> </ul> |
| Detection of user satisfaction.  | Detection of patient satisfaction also with the support of medical and non medical personnel   | At least one survey per semester.   |

## Section 4

### 4.1. TRAINING

Our facility has innovative and state-of-the-art technologies and guarantees the continuous updating of healthcare personnel.

Training is fundamental and must be constant for good work and a necessary tool in human resource management.

In particular, the Polyclinic believes in the potential of young people, who are joined by professionals of proven and documented experience and who must follow a training path that includes both the specific basic training of each professionalism, is a common training basis which includes in particular communication, the time management and group dynamics, so as to prepare the professionals of the future.

### 4.2 RELATIONS WITH THE TERRITORY AND CITIZENS

The MEDICAL CENTER Clinic is strongly committed to working with local authorities to ensure a high quality service. In particular, it actively cooperates with the Hospital of Venice and with the initiatives of the City of Venice.

Our structure is made available to local companies that want to carry out health checks established by the Italian Legislation on Occupational Medicine, or who want to offer their employees/associates special facilities or specific health packages (check-up).

The Hospital has a complete website [www.bielohub.it](http://www.bielohub.it), continuously updated and available as an information system.

The Medical Center guarantees its users maximum confidentiality and privacy in the relationship with the patient and in the management of documents and medical reports.

All healthcare personnel must inform the patient correctly and comprehensively so that they can consciously and freely choose between different procedures and/or medical treatments.

The Clinic relies on the collaboration and availability of medical professionals for the correct approach with the patient, the collection of satisfaction questionnaires and the drafting of this Charter Services, based on the European Charter of the Rights of the Sick.

### 4.3 RIGHTS AND DUTIES OF CITIZENS

### 4.3.1 RIGHTS

The user citizen has the right to be assisted with care and attention, with respect for human dignity and their physiological and religious convictions.

The user citizen has the right to obtain from the healthcare institution information on the benefits provided by the same, the methods of access and the related skills. The same has the right to be able to immediately identify the people who are treating him.

The user citizen has the right to obtain from the health care provider complete and comprehensible information on the specialist examinations to be carried out.

In particular, except in cases of urgency in which the delay may result in a health hazard, the user citizen has the right to receive information enabling him or her to give effectively informed consent before undergoing diagnostic tests; such information must also cover possible risks or inconveniences arising from the processing.

If the health care professional reaches the reasoned conviction of the inappropriateness of a direct information, the same must be provided, unless expressly refused by the user citizen, to family members or to those who exercise podestà tutoria.

The user citizen also has the right to be informed about the possibility of alternative investigations even if they can be carried out in other facilities.

If the user citizen is not able to determine himself or herself, the same information shall be provided to the persons referred to in the previous article.

The user citizen has the right to lodge complaints that must be promptly examined to be informed promptly of the outcome of the same.

### 4.3.2 RIGHT TO PRIVACY

You have the right to consent or not to consent to the processing of your sensitive data, compliance with administrative simplification and access to documentation relating to the submission of self-certifications and replacement declarations, in accordance with current legislation. For this purpose, the Polyclinic BIELO + HUB has adopted the privacy policy (referred to in Legislative Decree 196/03 and EU Regulation 2016/679) as a commitment shared by the entire company ensuring its confidentiality by making organizational choices of a substantial nature, with consequent commitment in terms of resources and training.

In order for the implementation of the privacy legislation to be tangible and profitable for all users, operators are subject to a continuous and programmed training process.

The company ensures that its employees, in the performance of their tasks, use data and information related to the health of users with both computer and paper tools, suitable for ensuring the security of personal data processed.

The interested party to whom the personal data refer has the possibility to exercise, possibly also by proxy or written power of attorney issued to natural persons or associations, the following rights:

- know the existence of data processing concerning him;
- obtain confirmation of the existence or not, in the records of the company, of data concerning it;
- obtain the deletion of data, provided that there are no retention obligations;
- obtain data correction or update;
- object in whole or in part for legitimate reasons to the processing of data concerning him.

### 4.3.3 DUTIES

- The sick citizen is invited to behave responsibly at all times, respecting and understanding the rights of

other users, with the will to collaborate with medical staff, nursing, technical and with the direction of the health center where it is located.

- Access to the healthcare facility expresses a relationship of trust and respect on the part of the patient citizen towards the healthcare personnel, which is essential for the setting up of a proper therapeutic and care program.
- It is the duty of every patient to inform the health professionals in good time about their intention to give up, according to their will, scheduled health care and services so that waste of time and resources can be avoided.
- The citizen is obliged to respect the environments, equipment and furnishings that are inside the structure, considering the same heritage of all and therefore also own.
- Anyone who is in the structure is called to respect the schedule of appointments established in order to allow the performance of the normal scheduled activity.
- In considering being part of a community, it is advisable to avoid any behavior that could create situations of disturbance or discomfort.
- Smoking is not allowed in the hotel. Respect for this provision is an act of acceptance of the presence of others and a healthy personal style of living in the structure.
- The organization and the scheduled times in the health facility in which you access, must be respected in all circumstances. The health services required in incorrect times and ways determine a significant disservice for all users.
- Patients and visitors should move within the facility using the paths reserved for them, directly reaching the locations of their interest.
- The citizen has the right to a correct information on the organization of the health facility, but it is also his duty to inform himself in the time and in the appropriate locations.

(extract from the DPCM 19 May 1995)

#### 4.4 BASIC PRINCIPLES

The basic principles underlying this Charter for Services are:

**Equality and Impartiality** - services and benefits are provided according to equal rules for all without discrimination of age, sex, language, religion, social status, political opinions and health conditions.

**Respect** - every citizen user must be treated with care, courtesy attention in respect of the person and his dignity.

**Right of choice** - the user citizen has the right, according to current regulations, to choose between entities that provide the service.

**Participation** - the citizen has the right to submit complaints, requests, observations, to access information and to propose suggestions to improve the service.

**Effectiveness and efficiency** - services and services must be provided through the best use of resources, according to the most up-to-date quality standards and by taking all appropriate measures to meet the needs of the citizen in a timely manner, avoiding expenditures that would harm the community.

**Continuity** - the provision of services must be guaranteed continuously and without interruption. If it is necessary, for essential reasons, to temporarily suspend certain services, appropriate measures will be taken to alleviate the hardships of citizens.

All this helps to put the user at the center of the socio-health organization, allowing him a more conscious choice of the place of therapy and the specialist, as well as the possibility of access, in the shortest possible time, a care of absolute quality whatever the social, ideological, political, economic or age of the person concerned.