

# CHARTER OF SERVICES

**DIAGNOSTICA HERMES S.r.l. di Pietro Bembo**

**Registered and Operational Office Via Giacomo Matteotti, 38 – 04023 Formia (LT)**

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## PRESENTATION OF THE STRUCTURE

Diagnostica Hermes S.r.l. is a private multi-specialist healthcare facility, established on 29 January 1997, with legal and operational headquarters in Via Giacomo Matteotti n. 38 – Formia (LT). The Company, registered in the Latina Register of Companies with VAT number and Tax Code 01802430593, operates under an authorization and accreditation regime with the Regional Health Service of the Lazio Region, representing for over twenty-five years a point of reference for the citizens of the Formia area and the entire South Pontine area.

Over the years, the Facility has pursued a constant path of growth, developing an organizational model oriented towards **quality, technological innovation** and the **centrality of the person assisted**, progressively expanding its healthcare offer to respond more and more effectively to the needs of the population.

Currently, Hermes Diagnostics provides accredited services in the field of **Chemical-Clinical Analysis Laboratory, Diagnostic Imaging, Cardiology, Physical and Rehabilitation Medicine** and, on a private basis, the **Integrated Home Care (ADI)** service and numerous specialist outpatient branches, guaranteeing a multidisciplinary healthcare offer characterised by high professional, organisational and technological standards.

In the field of Diagnostic Imaging, the Facility has progressively implemented the latest generation of digital equipment, expanding services with mammography, tomosynthesis, multidisciplinary ultrasound, orthopantomography, telecranium, Dental Scan, computed tomography (CT), joint magnetic resonance, computed bone mineralometry (MOC), OCT (Optical Coherence Tomography) and further specialized diagnostic investigations. Similarly, the Cardiology area has been developed with the introduction of arterial and venous color Doppler ultrasound and the main methods of non-invasive cardiological diagnostics, while the Physical Medicine and Rehabilitation sector has modern equipment for instrumental and manual physical therapies, supplemented by personalized rehabilitation pathways.

The constant attention to **technological investments, continuous staff training**, scientific updating and the improvement of care processes today allows Hermes Diagnostics to offer reliable, appropriate and timely health services, in full compliance with national and regional legislation on authorization, institutional accreditation, safety of care, protection of privacy and quality of care health services.

This **Service Charter** is the tool through which the Facility informs users about the organisation of services, how to access services, the rights and duties of the assisted person, the quality standards adopted and the commitments made to citizens, promoting **transparency, participation, information** and **continuous** improvement, in accordance with the principles established by current legislation and the Guidelines of the Lazio Region.

## MISSION

The mission of Diagnostica Hermes S.r.l. is to guarantee citizens qualified, safe and accessible health care, through the provision of diagnostic, cardiological, rehabilitative and specialist services based on clinical appropriateness, scientific evidence and the use of modern technologies. The Facility places the assisted person at the center of every organizational process, ensuring care paths oriented towards respect for dignity, confidentiality, safety of care and continuity of care, in the constant pursuit of improving the quality of the services provided.

## VISION

Diagnostica Hermes S.r.l. intends to consolidate its role as a multi-specialist centre of reference for the area, promoting a health care model based on technological innovation, multidisciplinary, the professionalism of operators and the integration between the different diagnostic, therapeutic and rehabilitation pathways.

The Structure aims to develop an organization increasingly oriented towards quality, clinical appropriateness and safety of care, enhancing teamwork, the constant scientific updating of professionals and the use of modern diagnostic technologies, in order to offer reliable, timely services that meet the highest standards of care.

The goal is to make increasingly efficient, accessible and person-centered health services available to citizens, promoting integrated and personalized care paths that allow them to respond comprehensively to the needs of prevention, diagnosis, treatment and rehabilitation.

Through the continuous improvement of organizational processes, listening to users, collaboration with health professionals and constant dialogue with the Regional Health Service, Hermes Diagnostics intends to contribute to the development of a modern, responsible, sustainable territorial healthcare that is increasingly closer to the needs of the community, capable of combining professional competence, innovation and humanization of care.

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## OUR VALUES

The activity of **Diagnostica Hermes S.r.l.** it is based on a system of values that guides the organisation of services, the behaviour of staff and the strategic choices of the Management on a daily basis. At the center of the health action is the **assisted person**, considered the protagonist of the treatment path and recipient of services provided in full respect of **dignity, health** and fundamental rights.

The Structure guarantees access to services according to the principles of **equality, impartiality** and **non-discrimination**, ensuring that all users have equal opportunities to use the services, regardless of personal, social, economic or cultural conditions.

Every healthcare activity is based on the principles of **clinical appropriateness, safety of care** and **organisational quality**, through the application of shared procedures, the use of appropriate technologies and the constant monitoring of care processes, with the aim of pursuing the **continuous improvement** of the services provided.

Hermes Diagnostics also promotes **transparency** in relations with users, professionals and institutions, ensuring clear, complete and easily understandable communication, in full compliance with **confidentiality** and current legislation on **the protection of personal data**.

The quality of services is supported by the continuous **enhancement of professional skills**, the **permanent training** of health and administrative staff, **technological innovation** and constant

**scientific updating**, elements considered essential to ensure effective, safe services that meet the most recent clinical evidence.

Finally, the Structure recognizes the value of the **active participation of the user** and his or her family, encouraging their involvement in decision-making processes, in the sharing of information and in the evaluation of the quality of services, in the belief that collaboration between professionals and citizens is an essential element for the continuous improvement of health care.

## ORGANIZATION OF THE STRUCTURE

Diagnostica Hermes S.r.l. is organized according to a management model aimed at guaranteeing **effectiveness, efficiency, clinical appropriateness, safety of care and continuity of care**, ensuring an organization of services oriented towards the quality and centrality of the assisted person.

The company organization is composed of the **Management**, responsible for the overall management of the Structure and the allocation of resources, the **Health Management**, which is responsible for coordinating clinical-care activities and supervising the technical-professional quality of the services provided, as well as a multidisciplinary team consisting of administrative staff, employed health professionals and medical specialists operating in the various authorized and accredited branches.

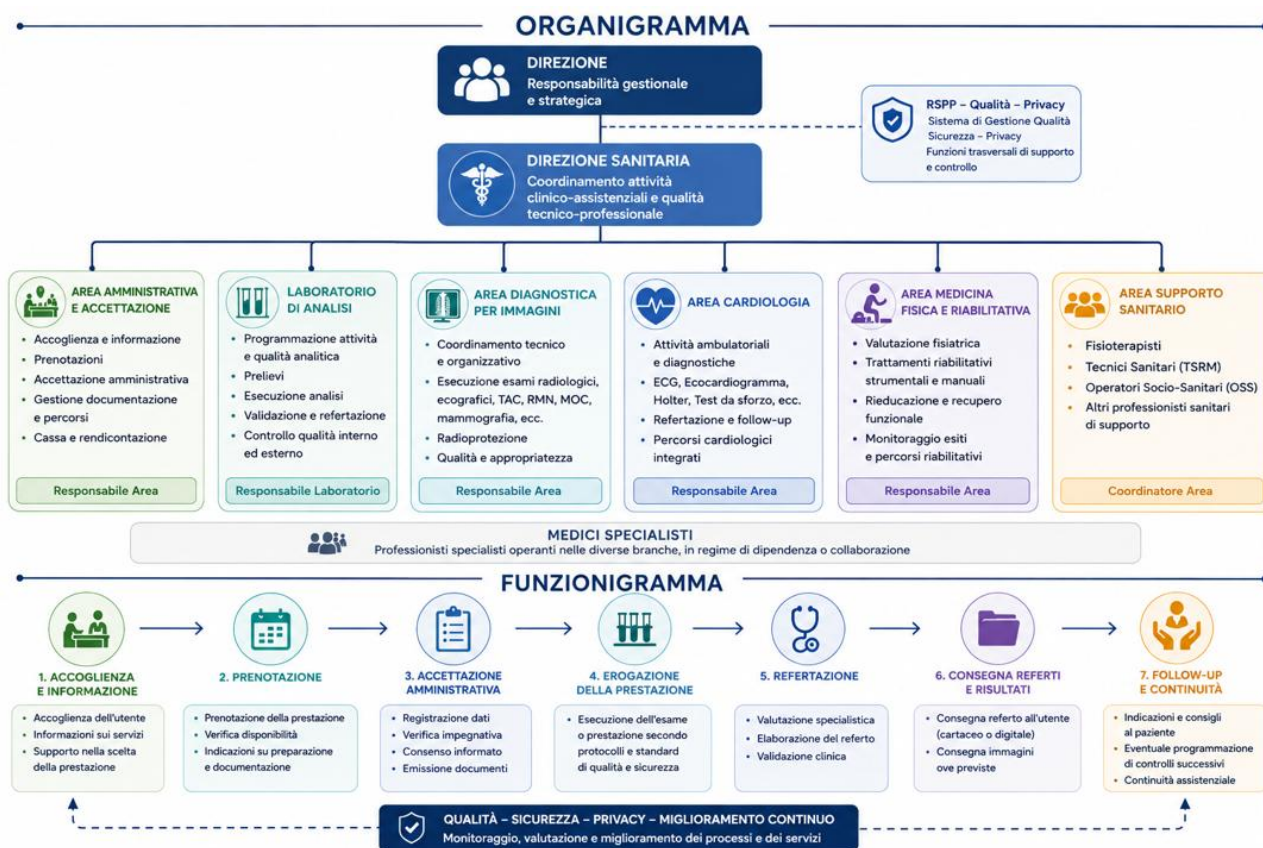
The **reception and administration staff** represent the first point of contact with the user and play a fundamental role in reception, booking management, administrative acceptance, patient information, management of health and administrative documentation and user orientation throughout the entire care pathway, ensuring availability, courtesy and confidentiality.

Medical **Radiology Technicians (TSRM)** work in the field of Diagnostic Imaging, ensuring the correct execution of diagnostic investigations, in compliance with company procedures, clinical protocols, radiation protection regulations and quality and safety standards required by current legislation.

The **specialist doctors**, each within the scope of their own discipline, carry out clinical assessments, formulate diagnostic and therapeutic indications, perform the specialist services of competence and guarantee the care of the assisted person according to criteria of appropriateness, safety and continuity of care. They work in close collaboration with the **Medical Director**, contributing to the constant improvement of the quality of care and the definition of diagnostic and therapeutic pathways.

The team is also made up of **physiotherapists, social and health workers (OSS)** and other health professionals provided for by the organization of the Structure, who collaborate in an integrated way to ensure personalized, effective and needs-oriented care pathways.

Hermes Diagnostics promotes **multidisciplinary collaboration, continuous training** and professional updating of all staff, in the awareness that the quality of healthcare depends on the integration of skills, the sharing of knowledge and the constant commitment to the pursuit of continuous improvement of the services offered.



## SPECIALIST BRANCHES

### Activities accredited with the Regional Health Service

- Diagnostic Imaging
- Clinical Chemical Analysis Laboratory
- Cardiology
- Physical Medicine and Rehabilitation

### Private specialist activities

Diagnostica Hermes S.r.l. also provides users with additional private specialist services, provided by qualified professionals in the various medical disciplines, in order to guarantee a wide and integrated healthcare offer, in continuity with its tradition as a multi-specialist centre. These activities are carried out in compliance with the authorizations held by the Structure and the regulations in force.

## SERVICES PROVIDED

Hermes **Diagnosics S.r.l.** offers citizens a wide range of diagnostic, specialist and rehabilitative health services, provided both under **accreditation with the Regional Health Service** and in private regime, in compliance with the authorizations held and current legislation.

The healthcare activity is organized to ensure appropriate care pathways, short response times and a high quality level of services, through the collaboration of qualified professionals and the use of modern diagnostic technologies.

The complete and constantly updated list of the services provided, both under **accreditation with the Regional Health Service** and under **the private regime**, is available at the **Secretariat**, which can be consulted on **the institutional website of the Structure** and can be requested at any time from the administrative staff, who will provide all the necessary information regarding how to access the services, the delivery times and related costs.

The main activities of the Structure include:

### **Chemical-Clinical Analysis Laboratory**

The Chemical-Clinical Analysis Laboratory offers a service aimed at the prevention, diagnosis, monitoring and follow-up of the main pathological conditions, guaranteeing citizens reliable and timely diagnostic support.

The Facility performs **basic and specialized clinical analyses**, making use of the collaboration of qualified service laboratories for the analytical phase, selected according to criteria of competence, reliability and compliance with the requirements of current legislation. This organization makes it possible to ensure a wide diagnostic offer, including both routine examinations and highly complex investigations, while maintaining high quality standards and reporting times appropriate to clinical needs.

All phases of the diagnostic process, from taking charge of the biological sample to the delivery of the report, are managed in compliance with the principles of quality, traceability, safety, appropriateness and confidentiality, ensuring the unambiguous identification of the samples, the correct storage and transport according to validated procedures, as well as the constant control of the entire analytical pathway.

### **Diagnostic Imaging**

**Diagnostic Imaging** is one of the main areas of activity of the Facility and is equipped with the latest generation of digital equipment that allows the execution of accurate, reliable diagnostic investigations characterized by high quality and safety standards.

Within the branch, traditional radiology, orthopantomography (orthopantomography), telecranium, Dental Scan (CBCT), digital mammography, breast tomosynthesis, computerized bone mineralometry (M.O.C.), computed tomography (CT) without contrast medium, low-field nuclear magnetic resonance (MRI), optical coherence tomography (OCT) and specialized ultrasound scans in the various clinical areas are provided.

Ultrasound services include, in particular, abdominal ultrasounds, muscle-tendon ultrasounds, osteoarticular ultrasounds, soft tissue ultrasounds, thyroid and neck ultrasounds, cardiac ultrasounds, breast ultrasounds, gynaecological ultrasounds, urological ultrasounds, paediatric ultrasounds and colour Doppler ultrasounds of the main vascular districts, where provided for as part of the authorised activity.

The diagnostic activity is carried out by Medical Radiology Specialists and Health Technicians (TSRM), in compliance with clinical protocols, radiation protection standards and the most recent scientific evidence, ensuring diagnostic appropriateness, safety of the assisted person and timeliness in reporting.

## Cardiology

The Facility provides specialist cardiological examinations aimed at assessing the state of cardiovascular health, the diagnostic classification of cardiac and vascular diseases, the control of the effectiveness of pharmacological treatments and the monitoring of patients suffering from chronic diseases.

The diagnostic activity includes the execution of electrocardiograms (ECGs), Color Doppler echocardiograms and arterial and venous echocolor Doppler, fundamental tests for the evaluation of cardiac function, valves, blood flow and the main pathologies of the arterial and venous system.

The services are performed by Cardiology Specialists, with the support of qualified health personnel, using modern diagnostic equipment that allows high quality images and clinical information, in compliance with care protocols and the most recent scientific guidelines.

The goal of the Facility is to ensure an early diagnosis of cardiovascular diseases, promote the prevention of complications and contribute to the protection of the user's health through comprehensive, personalized and safety-oriented specialist care.

## Physical Medicine and Rehabilitation

The activity of **Physical Medicine and Rehabilitation** is dedicated to the prevention, treatment and recovery of functional limitations resulting from pathologies of the musculoskeletal, neurological and osteoarticular systems, with the aim of reducing pain, promoting the recovery of motor skills and improving the quality of life of the assisted person.

The rehabilitation process begins with the **specialist physiatric examination**, during which the clinical-functional assessment of the patient is carried out and the most appropriate therapeutic program is defined in relation to the clinical conditions, rehabilitation objectives and individual needs.

The facility provides a wide range of **instrumental services**, including Tecar therapy, Laser therapy, Ultrasound therapy, Magnetotherapy, TENS, Electrostimulation, Iontophoresis and analgesic currents, aimed at reducing painful symptoms, controlling inflammation, functional recovery and stimulating tissue healing processes.

Alongside instrumental physical therapies, numerous **manual and rehabilitation services** are performed, including Massage Therapy, Manual Therapy, Joint Mobilization, Individual Motor Re-education, Rehabilitation Gymnastics, Postural Re-education and Functional and Joint Recovery programs, prepared in a personalized way on the basis of the specialist assessment and clinical evolution of the patient.

The services are provided by Specialist Doctors in Physical Medicine and Rehabilitation (Physiatrists) and qualified Physiotherapists, who work in close collaboration to ensure a personalized, safe rehabilitation path oriented towards achieving the maximum possible functional recovery.

The rehabilitation activity is carried out in compliance with the most recent scientific evidence, sector guidelines and care protocols adopted by the Structure, promoting a multidisciplinary approach, the active involvement of the assisted person and the constant monitoring of therapeutic results, in order to ensure effective, appropriate and high quality services.

## Specialist Outpatient Clinic

Alongside the accredited activities, Diagnostica Hermes S.r.l. has a **Specialist Outpatient Clinic** that provides users with numerous health services on a private basis, with the aim of ensuring multidisciplinary care of the person and promoting integrated diagnostic and therapeutic pathways.

The Outpatient Clinic makes use of the collaboration of **Specialist Doctors** with consolidated experience in their respective disciplines, ensuring an approach oriented towards prevention, early diagnosis, treatment and monitoring of the main diseases.

The specialist services include, among others, **Orthopaedics, Neurology, Dermatology, Otorhinolaryngology, Ophthalmology, Gynecology and Obstetrics, Urology, Vascular Surgery, General Surgery, Internal Medicine, Pulmonology, Allergology, Endocrinology and Diabetology, Hematology, Gastroenterology, Sports Medicine, Dietetics** and other specialized disciplines, with the possibility of integrating clinical visits, diagnostic tests and periodic check-ups in a single care pathway.

For many specialist branches, it is possible to carry out the necessary diagnostic investigations directly at the Facility, thanks to the presence of the Diagnostic Imaging and Analysis Laboratory services, thus facilitating coordinated management of the clinical path and reducing the time required for diagnosis and treatment initiation.

The activity of the Polyclinic is organized by appointment and is carried out in compliance with the principles of **clinical appropriateness, continuity of care, safety of care and centrality of the person assisted**, guaranteeing a high quality level of services, constant collaboration between professionals and assistance oriented to the needs of the patient along all phases of the treatment pathway.

## Integrated Home Care (ADI)

The facility also offers a **Private Home Care** service, aimed at patients who, due to clinical conditions, reduced autonomy, advanced age or special care needs, need health services directly at home.

Home care represents an organizational model aimed at ensuring the **continuity of care** outside the hospital or outpatient environment, allowing the assisted person to receive qualified health services in his or her own life context, with the aim of promoting the maintenance of health conditions, functional recovery, reduction of hospitalizations and improvement of quality of life. The service is provided **exclusively on a private basis** and is organized through personalized care programs, defined on the basis of the patient's clinical needs and agreed with the attending physician, family members or caregiver.

The multidisciplinary team of Hermes Diagnostics is able to ensure, according to care needs, **medical, nursing, rehabilitation and social-health support** services, guaranteeing scheduled interventions, monitoring of clinical conditions, health education for patients and family members, as well as constant contact between the professionals involved in the care pathway.

## HOW TO ACCESS THE SERVICES

Access to services takes place in compliance with the principles of **equity, transparency, clinical appropriateness** and **continuity of care**, guaranteeing all users equal opportunities to use the services. The services can be provided under the **Regional Health Service**, if provided for by current legislation and accompanied by the required medical prescription, or under the **private regime**, according to the organizational methods adopted by the Structure.

At the time of admission, the administrative staff verifies the necessary health and administrative documentation, provides all the information useful for carrying out the service, collects any informed consent in the cases provided for and guides the patient throughout the entire care pathway. For some diagnostic or specialist services, specific preparations or supplementary clinical documentation may be required, of which the patient is informed at the time of booking.

The Structure guarantees particular attention to people with reduced mobility, frail subjects, the elderly and patients with disabilities, adopting suitable organizational methods to facilitate easy access to services.

## RESERVATIONS

Reservations can be made directly at the Secretariat of the Structure, by telephone or through the other contact channels made available to users.

The reception staff provides all the necessary information regarding the preparation for the exams, the documentation to be submitted, any delivery times of the reports and the methods of access to services. The scheduling of appointments is carried out in compliance with the chronological order of requests and the availability of the professionals' agendas, taking into account any clinical priorities indicated by the prescriber and the organizational needs of the Facility. In the event of impediment, the patient is invited to promptly communicate the cancellation of the appointment, so as to allow better management of availability and reduce waiting times for other users.

## MANAGEMENT OF WAITING LISTS

Diagnostica Hermes S.r.l. organizes outpatient activities with the aim of guaranteeing access times compatible with the organizational capacity of the Facility, with the clinical needs of users and with the criteria provided for by current legislation, ensuring transparency, appropriateness and equity in the provision of services.

For services **provided privately**, bookings are managed directly by the Secretariat of the Facility, which schedules appointments according to the chronological order of requests, the availability of professional agendas and any clinical priorities indicated by the specialist doctor. If, in particular periods of greater turnout, the number of requests exceeds the immediate availability of services, users are placed on special internal waiting lists, managed according to criteria of transparency, traceability and chronological order, ensuring timely communication of the first available useful date.

For services **provided under accreditation with the Regional Health Service (SSR)**, bookings are made through the **Regional Single Booking Centre (ReCUP)**, according to the procedures provided by the Lazio Region.

Citizens, with a **dematerialized or paper medical prescription** and **health card**, can book the service by calling the **ReCUP Call Center** on **06 99 39**, active from Monday to Friday from 7:30 to 19:30 and on Saturdays from 7:30 to 13:00, or by contacting the **ReCUP counters, authorized pharmacies** or using the online booking services made available by the Lazio Region.

Once the booking has been made, the patient will be able to access the service at the Hermes Diagnostics on the date and time assigned by the ReCUP system, in compliance with the priority classes indicated in the medical prescription and the regional provisions on the management of waiting lists. The report is sent to the Electronic Health Record (EHR) becoming the digital clinical document made available by laboratories, hospitals or specialists, which can be consulted through the regional or national portal using SPID or CIE credentials.

The **Management** and the **Health Directorate** periodically monitor the progress of bookings and waiting times, collaborating in the identification of any organisational criticalities and promoting improvement actions aimed at ensuring increasingly timely, appropriate, transparent and fair access to services, both for services provided in the private sector and for those provided in agreement with the Regional Health Service.

### HOW TO REACH US

The Center is located in **Via Giacomo Matteotti n. 38, 04023 Formia (LT)**, in a position easily accessible by both public and private transport.

For users coming from the north of the province of Latina (Fondi, Terracina, Sperlonga, Monte San Biagio and neighboring municipalities), the structure is easily accessible along the State Road 7 Appia in the direction of Formia or the Flacca Regional Road (S.R. 213) to the city center.

For users coming from the south of the province of Latina and from the upper Caserta area (Minturno, Scauri, Castelforte, Santi Cosma e Damiano, Cellole and neighboring municipalities), it is possible to reach the structure along the State Road 7 Appia in the direction of Formia, following the signs for the city center.

The headquarters are located a few minutes walk **from the Formia-Gaeta railway station**, the main railway junction in the area, easily accessible by regional and national connections, making the structure easily accessible even to users who use rail transport.

The entrance is barrier-free and the rooms are organized to ensure maximum accessibility also for **people with disabilities, the elderly, patients with reduced mobility and caregivers**, in compliance with current legislation.

The structure has a large parking reserved for users, which allows easy and immediate access to health services. There are also additional public parking areas in the immediate vicinity, thus offering convenient parking spaces even during busy periods.

For any information relating to opening hours, access methods, services provided or reservations, you can contact the Secretariat at the following addresses:

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 **Via Giacomo Matteotti n. 38 – 04023 Formia (LT)**

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The operators of the Secretariat are available to provide information on health services, booking methods, necessary documentation, waiting times and any other organizational aspect relating to the services offered by the Facility.

## PATIENT JOURNEY

The Center guarantees an organized, transparent and person-oriented care pathway, accompanying the patient in all phases of access to health services, from booking to the conclusion of the service and the delivery of health documentation.

The process begins with the **booking** of the service and continues with administrative **acceptance**, during which the staff verifies the necessary documentation, provides useful information for carrying out the examination or visit and, where required, acquires informed consent. For specialist services, the patient is taken care of by the competent health professional, who carries out the clinical assessment, verifies the appropriateness of the requested service and proceeds with the execution of the examination or treatment according to the most recent scientific evidence and in compliance with the care protocols adopted by the Facility. At the end of the service, the patient receives all the necessary information regarding the next path, any therapeutic or behavioral indications and how to collect the report or health documentation.

Particular attention is paid to **frail patients**, the **elderly**, **people with disabilities** and users with special care needs, who are guaranteed suitable organizational methods to facilitate simple, safe and appropriate access to the services of the Facility.

## EXAM AND PERFORMANCE PREPARATION

Some diagnostic and specialist services require specific preparation, which is essential to ensure the quality of the examination, the reliability of the diagnostic result and the safety of the person being cared for. At the time of booking, the Secretariat staff provides all the necessary information regarding the required preparation, the documentation to be submitted, any drugs to be suspended or continued, the methods of access to the service and any other information useful for the correct conduct of the examination.

For some diagnostic investigations, such as particular ultrasound examinations, diagnostic imaging services or specific laboratory analyses, fasting, bowel preparation, special hydration or other preventive indications may be required, which are communicated in advance to the patient and also made available at the Secretariat and on the website of the Facility.

It is important that the patient comes to the appointment with all available health documentation, including any medical prescriptions, previous tests, specialist reports, diagnostic images and any other clinical information useful to the doctor for a correct assessment of the case. If the required preparation has not been carried out correctly or the necessary documentation is incomplete, the

healthcare professional may consider postponing the performance of the service, in the exclusive interest of diagnostic quality and patient safety.

For any doubts relating to the preparation of exams or how to access services, users can contact the Secretariat staff at any time, who remain available to provide clarifications and support before the appointment.

## REPORTS

Hermes **Diagnostics S.r.l.** guarantees the delivery of reports in compliance with the deadlines set for each type of service, ensuring diagnostic accuracy, confidentiality of information and traceability of the entire process. At the end of the examination or specialist service, the patient is informed of the methods and times envisaged for the collection of the report, which may vary in relation to the type of investigation carried out and any necessary diagnostic investigations.

The reports are sent to the Electronic Health Record (EHR) becoming the digital clinical document made available by laboratories, hospitals or specialists, which can be consulted through the regional or national portal using SPID or CIE credentials.

Alternatively, the reports can be collected directly by the interested party or by a specially delegated person, in compliance with current legislation on the protection of personal data and upon presentation of the required documentation. If, for technical or organizational reasons, there are delays in reporting, the staff of the Facility will promptly inform the user, indicating the new date scheduled for delivery.

## PRIVACY PROTECTION

Diagnostica Hermes S.r.l. guarantees the processing of personal and health data in full compliance with Regulation (EU) 2016/679 (GDPR), Legislative Decree 196/2003 and subsequent amendments, as well as the provisions issued by the Italian Data Protection Authority.

All information acquired during the care process is processed exclusively for health, administrative and management purposes related to the provision of the requested services, adopting appropriate organizational and technical measures aimed at guaranteeing its confidentiality, integrity, security and availability. Access to health data is allowed only to authorized personnel within the scope of their respective professional skills, in compliance with the principle of data minimization and the security measures provided for by current legislation. Each patient receives adequate information on the processing of personal data and exercises his or her rights in accordance with the provisions of the legislation on the protection of personal data.

## SAFETY OF CARE

The Structure adopts an organizational system oriented towards **the prevention of clinical risk** and the continuous improvement of the quality of services, promoting a culture of safety shared by all professionals.

During all phases of the care pathway, procedures are applied aimed at correctly identifying the patient, verifying the appropriateness of services, protecting confidentiality, preventing healthcare-associated infections, safety in the use of electromedical equipment and medical devices, as well as managing any emergency situations. The Structure also promotes the continuous training of staff, the

monitoring of adverse events and near *misses*, the analysis of reports from users and the adoption of improvement actions aimed at reducing risk and constantly increasing the quality and safety of care. Each user is invited to actively collaborate with health professionals, providing complete information on their state of health, current therapies, any allergies or special conditions and promptly reporting any doubts or problems that arise during the care pathway. The conscious participation of the assisted person is in fact a fundamental element to ensure the safety of care and the success of the services provided.

## **RIGHTS AND DUTIES OF THE PERSON BEING CARED FOR**

Hermes **Diagnostics S.r.l.** recognises the assisted person as the protagonist of their own treatment path and guarantees full respect for the fundamental rights enshrined in the Italian Constitution, in current national and regional legislation, in the **European Charter of Patients' Rights** and in the principles of quality and safety of care.

Every user has the right to access health services without any form of discrimination, receiving appropriate, safe and timely services, provided by qualified professionals in respect of the dignity, confidentiality and autonomy of the person.

The Facility guarantees the right to be informed in a clear and understandable way about one's state of health, the services offered, any diagnostic or therapeutic alternatives, the expected benefits, the possible risks and the methods of carrying out health services, so that the patient can express a free and informed consent.

The right to privacy protection, continuity of care, safety of care, submission of observations, suggestions and complaints and active participation in improving the quality of services are also guaranteed.

At the same time, each user is called upon to collaborate with the healthcare staff by adopting behaviors based on mutual respect and contributing to the smooth running of the care pathway. In particular, he is required to provide correct and complete information on his or her state of health, to follow the instructions received from health professionals, to respect appointment times or to promptly communicate any renunciation, as well as to take care of the environments, equipment and furnishings of the Facility, in respect of other users and staff.

Collaboration between patient and healthcare professionals is a fundamental element in ensuring the effectiveness of services, the safety of care and the achievement of care objectives.

## **COMPLAINTS, COMMENTS AND SUGGESTIONS**

Diagnostica Hermes S.r.l. considers the observations, suggestions and any complaints of users an important opportunity for comparison and continuous improvement of the quality of the services provided. Each citizen can submit reports regarding organizational, welfare, relational or administrative aspects, as well as formulate useful proposals to improve the organization and efficiency of the Structure.

Reports can be submitted directly to the Secretariat, using the appropriate forms available in the structure, by e-mail, in writing or through the other communication channels made available to users. Each communication is recorded, taken over and evaluated by the Management and the Health

Directorate, which carry out the necessary checks and, where necessary, adopt the appropriate corrective or improvement actions.

The Structure ensures feedback to the user within the time limits set by company procedures, guaranteeing impartiality, transparency, confidentiality and protection of the rights of the assisted person. The information collected through complaints, observations and suggestions is also one of the tools used by Hermes Diagnostics to monitor perceived quality, identify any organisational criticalities and promote the continuous improvement of services.

## QUALITY STANDARDS

Diagnostica Hermes S.r.l. considers quality a fundamental element of its business and daily orients the organization of services to the continuous improvement of the services provided, pursuing high levels of effectiveness, appropriateness, safety, timeliness and satisfaction of the person assisted.

The commitment of the Structure translates into the constant attention to welcoming the user, the competence and **continuous updating** of professionals, the use of modern **diagnostic technologies** constantly subjected to scheduled checks and maintenance, as well as the adoption of organizational and care procedures aimed at guaranteeing high standards of quality and safety during all phases of the process welfare.

Particular attention is also paid to compliance with the **times of access** to services, the clarity of the information provided to users, the protection of the confidentiality of **personal data**, the safety of care and the detection of perceived quality through **satisfaction** questionnaires, observations, suggestions and complaints.

The Management and the Health Management periodically verify the quality level of the services through monitoring activities, internal audits, analysis of process and result indicators, evaluation of user reports and review of improvement objectives, promoting the adoption of any necessary corrective and preventive actions.

The quality standards, monitoring indicators and related results are periodically updated by the Structure and are made available to users through the institutional website and other information channels adopted by Hermes Diagnostics, in order to ensure maximum transparency and allow citizens to know the commitments made and the results achieved in the continuous improvement of the health services offered.

## SATISFACTION QUESTIONNAIRES

At the end of the care pathway, users have the opportunity to express their opinion through special **satisfaction questionnaires**, prepared in a simple, anonymous and easily filled out form. The questionnaires make it possible to collect observations regarding reception, the organization of services, waiting times, the quality of services, the availability of staff, the clarity of the information received and, more generally, the experience lived during the care pathway.

The information collected is periodically analysed by the Management and the Health Directorate as part of the Quality Management System and is a fundamental tool for identifying any critical issues, defining improvement objectives and promoting initiatives aimed at increasing the quality of the services offered.

## ASSOCIATIONS FOR THE PROTECTION OF CITIZENS' AND PATIENTS' RIGHTS

Diagnostica Hermes S.r.l. recognizes the fundamental role played by associations for the protection of citizens and patients in the promotion of the rights of the assisted person, civic participation and the improvement of the quality of health services. The Structure encourages dialogue with these bodies, recognizing their value as an element of comparison and collaboration in the interest of the community and health protection.

Users who wish to receive information, assistance or support in the protection of their rights can contact the associations present in the area, including **Cittadinanzattiva – Tribunal for the Rights of the Sick**, which operates at national and local level for the protection of citizens' rights in the field of health services. Updated information on the contact details of the main protection associations is available at the Secretariat of the Structure and on the institutional website.

## CONTACT DETAILS

For any information regarding the services provided, how to access the services, bookings, the collection of reports or any other organizational need, users can contact the Secretariat of the Facility directly.

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The Secretariat is available to users during the opening hours of the Facility to provide information on services, booking methods, necessary documentation, exam preparation, reporting times and all the services offered by Hermes Diagnostics.

Opening hours:

**Monday to Friday: 8:30 am to 1:30 pm and 3:30 pm to 7:00 pm**

**Saturday: 8:30 AM - 1:30 PM**

**Sunday: closed**

Opening hours may be subject to change on the occasion of holidays or for special organizational needs. Any changes will be promptly communicated through the website of the Structure and through specific information at the Secretariat.

## Conclusion

Our center renews its commitment to guarantee health services characterized by professionalism, quality, safety, transparency and centrality of the person assisted, promoting a relationship of trust and collaboration with citizens and pursuing the continuous improvement of its services.

This Service Charter is reviewed and updated periodically, at least annually or on the occasion of changes in the organization, regulations or services provided, in order to ensure that information is always correct, complete and consistent with the organization of the Structure.

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