



# **RADIOLOGIA MEDICA DOTT.WALTER ANGELUCCI S.R.L**

## **SERVICE CARD**

Rev. 1 del 09/01/2023

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**RADIOLOGIA MEDICA DOTT.WALTER ANGELUCCI S.R.L.**

**Via Risorgimento,6-8/B  
Fano (PU) - 61032**

**RESPONSIBLE FOR THE STRUCTURE: Francesco Angelucci**

**HEALTH DIRECTOR: Dott. Stefano Mazza**

# INDEX

PRESENTATION, MISSION AND VISION P.3

HEADQUARTERS P.4

STRUCTURE P. 5

SERVICES PAYABLE P.6

OUR COMMITMENTS P.10

TARIFF P.12

SAFETY P.13

PRIVACY POLICY P.13

COMPUTER SYSTEM P.13

CONFIDENTIALITY P.13

BEHAVIORAL INDICATIONS P.13

ACCESS METHODS AND TIMETABLES P.14

EXAM BOOKING P.14

WAITING TIMES P.14

CANCELLATION OF RESERVATIONS P.14

INFORMED CONSENT P.14

RELEASE OF REPORTS P.15

PAYMENT OF BENEFITS P.15

DUTIES OF CITIZENS P.15

COMPLAINTS AND DETECTION OF USER SATISFACTION P.15

RIGHTS AND DUTIES OF THE PATIENT P.16

BASIC PRINCIPLES P.16

## **PRESENTATION, MISSION AND VISION**

The company's activity is aimed at citizens and companies, in a private and accredited regime institutional with the National Health Service and in agreement with other institutions and private companies.

Among the main objectives, the Management of **RADIOLOGIA MEDICA DOTT.WALTER ANGELUCCI S.r.l.** pays constant attention to the achievement of diagnostic imaging, highly complex outpatient surgery, sports medicine and functional recovery and rehabilitation, the constant increase of training, technological and organizational standards in line with national and regional regulations.

Its **MISSION** is to contribute to improving the health of the population of the area in which it relates by supporting prevention activities, the accuracy and precision of its investigations for the purpose of treatment, the continuous innovation and updating of techniques and tools, the constant improvement in the accessibility to services and the assiduous attention to the needs of medicine, as well as to the epidemiological phenomena of the territory.

Its **VISION** is responsible private healthcare, aimed at safeguarding the fundamental principles of patient care according to rigorously scientific criteria based on clinical evidence and diagnostic appropriateness. This vision presupposes close transversal coordination between all levels and the human resources involved in the internal organization of services, as well as a good level of technological integration with the tools of the global IT network.

**The Management intends to increase the quality standard of services in a constant and progressive manner, through:**

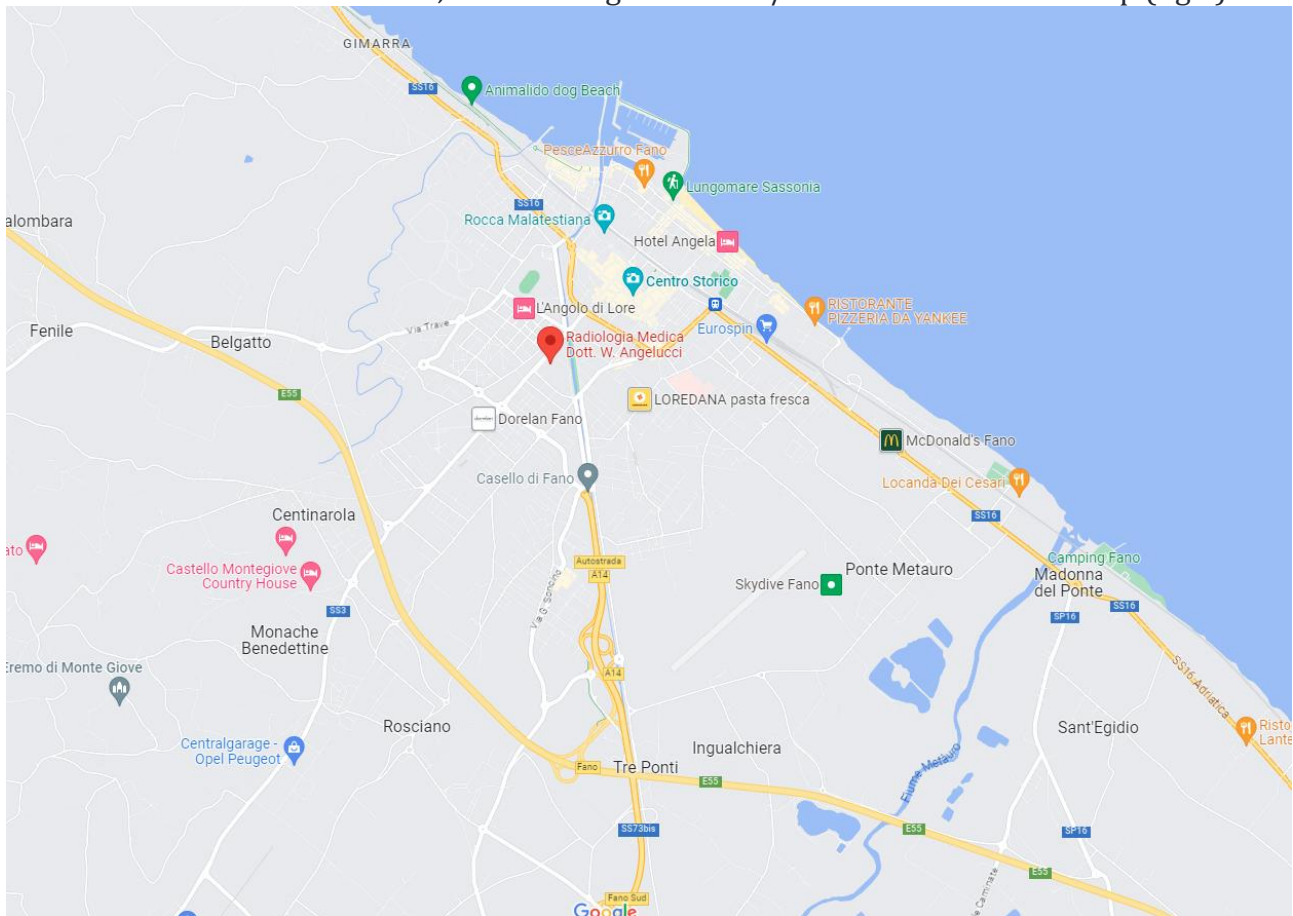
- Improvement of work organization and livability in it;
- The continuous and targeted updating of personnel;
- Control and transparency of business processes;
- The execution of quality controls.

**The data that make the company a potential well-distinguished and qualified entity in the local context are:**

- Consolidated experience of the Medical Director and of the specialist doctors he uses;
- A rigorously adequate and constantly monitored capital stock;
- Qualified and attentive staff, ready to listen and welcome users.

**SITE:**

The structure is located in Fano, in via Risorgimento 6-8/B as indicated on the map (fig.1)



*Fig.1*

**RADIOLOGIA MEDICA DOTT.WALTER ANGIUCCI S.r.l.** operates through a polyclinic located in the city of Fano in the province of Pesaro-Urbino. It is one of the best known and most appreciated by citizens because it combines professionalism with humanity through an approach oriented towards the centrality of users and patient care.

The **Health Management** is entrusted to Dr. **Stefano Mazza**, born in Pesaro and graduated in Medicine and Surgery with a specialization in Radiology and Nuclear Medicine.

## **STRUTTURA**

**RADIOLOGIA MEDICA DOTT.WALTER ANGELUCCI S.r.l.** is a private health facility accredited by the Marche Region and agreement with the National Health Service. The services under the agreement with the S.S.N. they are provided only upon presentation of a referral from the requesting doctor. In addition to the aforementioned binding, the patient must be equipped with:

- Health insurance card
- Documentation certifying the right to any exemption from paying the ticket
- Previous exams performed
- Therapy in progress

Access to services under the agreement with the S.S.N. it is also open to patients from other regions of Italy in the same way and without further authorisations.

### **PERFORMANCES PROVIDED:**

- 1. Conventional radiology**
- 2. Internal ultrasound**
- 3. Vascular ultrasound**
- 4. Total Body Resonance**
- 5. Joint resonance**
- 6. MOC**
- 7. Mammography**
- 8. Dental Scan**

**All equipment and related accessories are subjected to a periodic control program aimed at ensuring operation in optimal conditions.**

## OUR COMMITMENTS

### Factors, indicators and quality standards

DIMENSION	FACTOR	INDICATOR	STANDARD
Time-related aspects, such as timeliness, punctuality and regularity	Waiting for acceptance	Average waiting time at acceptance	Less than 10 min. in 90% of cases
Time-related aspects, such as timeliness, punctuality and regularity	Waiting for your reservation	Average waiting time at the exam	Less than 30 min in 90% of cases
	Respect for the time communicated at the time of booking	Waiting time compared to the time	Less than 30 min in 90% of cases
Aspects related to the simplicity of the procedures, such as the convenience of being able to operate requests by telephone, or the ease of administrative obligations	Possibility of telephone booking	Positive (or negative justified) replies	100%
Aspects related to the simplicity of the procedures, such as the convenience of being able to operate requests by telephone, or the ease of administrative obligations	Simplicity of administrative requirements	Satisfaction/ dissatisfaction with questionnaires	"Positive" in 90% of cases
Aspects related to health treatment information: comprehensibility, clarity, completeness	Information provided by staff	Satisfaction/ dissatisfaction with questionnaires	"Positive" in 90% of cases
Aspects related to orientation and reception at the entrance and the necessary general information on services (schedules and location of services, methods of requests, etc.)	Service Charter Availability	Satisfaction/ dissatisfaction with questionnaires	"Positive" in 90% of cases
Aspects related to orientation and reception at the entrance and the necessary general information on the services (schedules and location of services, names of managers, methods of requests, etc.)	Service schedules	Satisfaction/ dissatisfaction with questionnaires	"Positive" in 90% of cases

DIMENSION	FACTOR	INDICATOR	STANDARD
Aspects related to orientation and reception at the entrance and the necessary general information on the services (schedules and location of services, names of managers, methods of requests, etc.)	Identification of personnel	Satisfaction/dissatisfaction with questionnaires	"Positive" in 90% of cases
	Clarity of the Service Charter	Satisfaction/dissatisfaction with questionnaires	"Positive" in 90% of cases
Aspects related to physical facilities: comfort and cleanliness of facilities, services, waiting room	Cleaning of toilets	Satisfaction/dissatisfaction with questionnaires	"Positive" in 90% of cases
	Cleanliness of the structure	Satisfaction/dissatisfaction with questionnaires	"Positive" in 90% of cases
	Comfort of the waiting room	Satisfaction/dissatisfaction with questionnaires	"Positive" in 90% of cases
Aspects related to social and human relations: personalization and humanization of treatment, courtesy and respect for dignity	Courtesy of the staff in acceptance	Satisfaction/dissatisfaction with questionnaires	"Positive" in 90% of cases
Aspects related to social and human relations: personalization and humanization of treatment, courtesy and respect for dignity	Availability and courtesy of health personnel	Satisfaction/dissatisfaction with questionnaires	"Positive" in 90% of cases
Aspects related to the usability of performance	Time of availability of the report	Satisfaction/dissatisfaction with questionnaires	"Positive" in 90% of cases

The Management, in consideration of the growing demand from users for consolidated quality standards, convinced of the internal improvements achievable with the development of a culture of quality, has defined and documented the Quality Policy with the support of the Quality Management Manager.

Management ensures that this policy is understood and supported. For this purpose it is distributed to all functions and posted in visible points of the structure. The quality of the exams and professionalism is guaranteed by the experience and careful surveillance of all collaborators by the Medical Director, Dr. Stefano Mazza.



## TARIFFS

### ECOGRAFIA

<b>PERFORMANCE</b>	<b>PRICE</b>
HEAD AND NECK DIAGNOSTICS (neck, thyroid)	<b>45</b>
DOUBLE NECK (neck/thyroid; neck/lymph nodes)	<b>60</b>
THYROID COLOR DOPPLER (thyroid + thyroid color doppler)	<b>65</b>
BILATERAL UDDLE	<b>60</b>
BALANCED UDD. + AXILLA, MONO/BILATERAL	<b>80/90</b>
UPPER ABDOMEN	<b>50</b>
(liver, biliary tract, pancreas, spleen, kidneys and adrenals, retroperitoneum)	<b>45</b>
LOWER ABDOMEN	<b>60</b>
(ureters, bladder, M/F pelvis, suprapubic prostate)	<b>55</b>
COMPLETE ABDOMEN	<b>45</b>
KIDNEYS + URINARY TRACT	<b>45</b>
LARGE VASES	<b>45</b>
(Abdominal aorta, great abdominal vessels and paravascular lymph nodes)	<b>45</b>
SOFT PARTS (includes iliac crest)	<b>60</b>
OSTEOARTICULAR (shoulder, knee, wrist,....., tarsal joint, humerus, pelvis for congenital hip dislocation screening)	<b>45</b>
MUSCLE TENDON	<b>45</b>

ECHOCOLOR DOPPLER TESTICLES/SCROTAL (testicles + color doppler testicles/scrotal)	<b>65</b>
TRANSRECTAL PROSTATE (TR)	<b>55</b>
TOTAL ABDOMEN + TRANSRECTAL PROSTATE (TR)	<b>80</b>
KIDNEYS + URINARY TRACT + TRANSRECTAL PROSTATE (TR)	<b>75</b>
TRANSVAGINAL	<b>60</b>
EVEN IN NEWBORNS	<b>40</b>
NEWBORN HIPS AND KIDNEYS	<b>50</b>

### **MAMMOGRAPHY**

<b>PERFORMANCE</b>	<b>PRICE</b>
BILATERAL MAMMOGRAPHY	<b>70</b>
SINGLE-LATERAL MAMMOGRAPHY	<b>50</b>
MAMMOGRAPHY + BREAST ULTRASOUND, BILATERAL	<b>95</b>
MAMMOGRAPHY + BREAST ULTRASOUND, SINGLE-LATERAL	<b>70</b>

### **BREAST DIAGNOSIS**

<b>PERFORMANCE</b>	<b>PRICE</b>
BREAST ULTRASOUND WITH BREAST EXAMINATION	<b>110</b>
MAMMOGRAPHY WITH BREAST EXAMINATION	<b>100</b>
MAMMOGRAPHY AND BREAST ULTRASOUND WITH BREAST EXAMINATION	<b>150</b>

## CONVENTIONAL RADIOLOGY

<b>PERFORMANCE</b>	<b>PRICE</b>
OPT	<b>25</b>
TELERAD. SKULL	<b>20</b>
OPT + TELERAD. SKULL	<b>40</b>
OPT + LL	<b>40</b>
SINGLE-LATERAL TMJ	<b>30</b>
BILATERAL TMJ	<b>50</b>
OTHER RAD. OF FACE BONES	<b>20</b>
RAD. SKULL + PARANASAL SINUSES	<b>30</b>
RAD. SELLA TURCICA	<b>20</b>
RAD. CERVICAL SPINE	<b>25</b>
RAD. DORSAL SPINE	<b>25</b>
RAD. LUMBAR SPINE	<b>25</b>
RAD. SPINE 2 parts C+D or D+LS or C+LS	<b>45</b>
RAD SPINE C+D+LS	<b>60</b>
RAD. COMPLETE WITH THE SPINE (also called TELESPINO for scoliosis)	<b>45</b>
RAD. STERNUM AND CLAVICLE RIBS (hemithorax)	<b>25</b>
RAD. RIBS STERNUM CLAVICLE BAL	<b>40</b>
RAD. SHOULDER AND UPPER LIMB (humerus)	<b>25 - Double 45</b>
RAD. ELBOW AND FOREARM	<b>25 - Double 40</b>
RAD. WRIST	<b>25 - Double 40</b>

RAD. HAND	<b>25 - Double 40</b>
RAD. KNEE FEMUR AND LEG (tibia)	<b>30 - Double 50</b>
RAD. FOOT	<b>25 - Double 40</b>
RAD. ANKLE (TT)	<b>25 - Double 40</b>
LOWER LIMBS. AND PELVIS UNDER LOAD	<b>45</b>
RAD. AXIAL PATELLA 30° 60° 90°	<b>---</b>
RAD. AXIAL SINGLE PATELLA	<b>25/40</b>
RAD. KNEE + AXIAL PATELLA	<b>45 - Double</b>
RAD. SKELETON IN TOTAL	<b>150</b>
BONE AGE STUDY	<b>20</b>
RAD. CHEST	<b>25</b>
RAD. SHOULDER + O.VIEW 2P	<b>30</b>
DOUBLE RAD. SHOULDER + O.VIEW 2P	<b>50</b>
RENAL STRATIGRAPHY	<b>40</b>
RAD. VACUUM URINARY APP	<b>25</b>
RENAL STRATIGRAPHY + VACUUM SYSTEM	<b>60</b>
RAD. DIRECT ABDOMEN	<b>30</b>
RAD. PELVIS	<b>25</b>
RAD. PELVIS + HIP	<b>45</b>
RAD. PELVIS + HIPS	<b>55</b>
OBLIQUA + LS (conv. + dynamics)	<b>45</b>

PROGRESSIVE DISCOUNTS WILL BE APPLIED FOR QUADRUPLE X-rays AND INCREASINGLY.

**DENTAL CT – DENTALSCAN – CT (Computed Tomography) CONE BEAM 3D**

MANDIBULAR ARCH (LOWER ARCH)	<b>90</b>
MAXILLARY ARCH (UPPER ARCH)	<b>90</b>
DOUBLE ARCH (UPPER AND LOWER)	<b>150</b>
SINGLE-SIDED 3D TMJ	<b>90</b>
BILATERAL 3D TMJ	<b>150</b>
NASAL AND PARANASAL SINUSES	<b>110</b>

**BONE DENSITOMETRY – MOC (Computerized Bone Mineralometry) – DEXA (Dual Energy X-Ray Absorptiometry)**

FEMORALE	<b>35</b>
(COLUMN) LUMBAR	<b>35</b>
LUMBAR AND FEMORAL	<b>45</b>
ULTRADISTAL	<b>35</b>
TOTAL BODY	<b>60</b>

**MAGNETIC RESONANCE 0.31T FOR SMALL JOINTS**

<b>PERFORMANCE</b>	<b>PRICE</b>
MAGNETIC RESONANCE FOR SMALL JOINTS (KNEE, ANKLE, FOOT, ELBOW, WRIST, HAND, FINGERS) WITHOUT CONTRAST	<b>100</b> Double <b>190</b> Triple <b>270</b> Quadruple <b>340</b>

**1.5T HIGH FIELD TOTAL BODY MAGNETIC RESONANCE**

<b>PERFORMANCE</b>	<b>PRICE</b>
SMALL JOINTS (KNEE, ANKLE, FOOT, ELBOW, WRIST, HAND, FINGERS) *	<b>140 (with MDC 220)</b>
CEREBELLAR PONTUS-APC ANGLE *	<b>170 (with MDC 250)</b>
EAR *	<b>170 (with MDC 250)</b>
PARANASAL SINUSES *	<b>170 (with MDC 250)</b>
BRAIN *	<b>170 (with MDC 250)</b>
SELLA TURCICA *	<b>170 (with MDC 250)</b>
DYNAMIC PITUITARY (WITH CONTRAST)	<b>250</b>
CINE A.T.M. (WITHOUT CONTRAST)	<b>170</b>
ATM. (WITHOUT CONTRAST)	<b>170</b>
FACIAL MASSIVE *	<b>170 (con MDC 250)</b>
ORBITS *	<b>170 (con MDC 250)</b>
NECK	<b>170 (con MDC 250)</b>
PAROTID OR OTHER SALIVARY GLAND *	<b>170 (con MDC 250)</b>

THYROID AND PARATHYROIDS *	<b>170 (with MDC 250)</b>
CHEST *	<b>180 (with MDC 260)</b>
CERVICAL SPINE *	<b>140 (with MDC 220)</b>
DORSAL COLUMN *	<b>140 (with MDC 220)</b>
LOWER SACRAL COLUMN *	<b>140 (with MDC 220)</b>
COLUMN IN TOTAL *	<b>340 (with MDC 420)</b>
SHOULDER *	<b>140 (with MDC 220)</b>
ARM *	<b>140 (with MDC 220)</b>
FOREARM *	<b>140 (with MDC 220)</b>
PELVIS *	<b>140 (with MDC 220)</b>
HIP *	<b>140 (with MDC 220)</b>
THIGH *	<b>140 (with MDC 220)</b>
LEG *	<b>140 (with MDC 220)</b>
SOFT TISSUE *	<b>140 (with MDC 220)</b>
UPPER ABDOMEN *	<b>180 (with MDC 260)</b>
KIDNEYS *	<b>160 (with MDC 240)</b>
BLADDER *	<b>160 (with MDC 240)</b>
PELVIC EXCAVATION *	<b>180 (with MDC 260)</b>
LOWER ABDOMEN *	<b>180 (with MDC 260)</b>
MULTIPARAMETRIC PROSTATE MRI (WITH CONTRAST)	<b>260</b>
MR ANGI INTRACRANIAL DISTRICT (WITHOUT CONTRAST)	<b>170</b>
CHANGIO-MRI (WITHOUT CONTRAST)	<b>150</b>

ENTERO-MRI OF THE SMALL INTESTINE (WITH CONTRAST)	<b>260</b>
BRACHIAL PLEXUS (WITHOUT CONTRAST)	<b>210</b>

- EXAMS MARKED WITH \* ARE PERFORMED BOTH WITHOUT CONTRAST AND WITH CONTRAST (MDC)
- DOUBLE JOINT 250 (with MDC 330)
- DOUBLE SPINE 250 (with MDC 330)

## **TARIFF LIST Services under the SSN 2023 agreement**

### **ULTRASOUND**

<b>PERFORMANCE</b>	<b>TICKET</b>
HEAD AND NECK DIAGNOSTICS (neck, thyroid)	<b>28,40</b>
ECHOCOLOR DOPPLER THYROID	<b>28,40</b>
UNILATERAL AXIL LYMPH NODES	<b>28,40</b>
BILATERAL UDDLE	<b>35,90</b>
SINGLE-SIDED UDDLE	<b>21,20</b>
UPPER ABDOMEN	<b>36,20</b>
(liver, biliary tract, pancreas, spleen, kidneys and adrenals, retroperitoneum)	<b>32,00</b>
LOWER ABDOMEN	<b>36,20</b>
(ureters, bladder, M/F pelvis, suprapubic prostate)	<b>36,20</b>
COMPLETE ABDOMEN	<b>32,00</b>
KIDNEYS + URINARY TRACT	<b>28,40</b>
LARGE VASES	<b>32,50</b>



MUSCLE TENDON	<b>28,40</b>
UNILATERAL GROIN LYMPH NODES	<b>28,40</b>
SKIN AND SUBCUTE	<b>28,40</b>
PENIS	<b>31,00</b>
TESTICLES/SCROTAL	<b>31,00</b>
ECHOCOLOR DOPPLER TESTICLES/SCROTAL	<b>31,00</b>
TRANSRECTAL PROSTATE (TR)	<b>36,20</b>
EVEN IN THE NEWBORN	<b>32,50</b>

#### **MAMMOGRAPHY**

<b>PERFORMANCE</b>	<b>TICKET</b>
BILATERAL MAMMOGRAPHY	<b>34,90</b>
SINGLE-LATERAL MAMMOGRAPHY	<b>23,00</b>

#### **CONVENTIONAL RADIOLOGY**

<b>PRESTAZIONE</b>	<b>TICKET</b>
OPT	<b>20,70</b>
TELERAD. SKULL	<b>10,30</b>
SINGLE-LATERAL TMJ	<b>15,00</b>
OTHER RAD. OF FACE BONES	<b>15,00</b>

PARANASAL SINUSES	<b>22,20</b>
RAD. SELLA TURCICA	<b>15,20</b>
RAD. CERVICAL SPINE	<b>18,10</b>
RAD. RACHIS. DORSAL	<b>17,30</b>
RAD. RACHIS. SACRAL LUMBUS	<b>17,30</b>
RAD. COMPLETE WITH THE SPINE (also called TELESPINO for scoliosis)	<b>34,60</b>
RAD. STERNUM AND CLAVICLE RIBS (hemithorax)	<b>16,00</b>
RAD. BILATERAL STERNUM CLAVICLE RIBS	<b>24,30</b>
RAD. SHOULDER AND UPPER LIMB (humerus)	<b>17,80</b>
RAD. ELBOW AND FOREARM	<b>15,00</b>
RAD. WRIST	<b>14,20</b>
RAD. HAND	<b>14,20</b>
RAD. KNEE FEMUR AND LEG (tibia)	<b>21,20</b>
RAD. FOOT	<b>17,80</b>
RAD. ANKLE (TT)	<b>17,80</b>
LOWER LIMBS. AND PELVIS UNDER LOAD	<b>30,20</b>
RAD. AXIAL SINGLE PATELLA	<b>26,30</b>
RAD. SKELETON IN TOTAL	<b>36,20</b>
BONE AGE STUDY	<b>12,10</b>
RAD. CHEST	<b>15,50</b>
RENAL STRATIGRAPHY	<b>27,90</b>
RAD. VACUUM URINARY APP	<b>19,40</b>

RAD. DIRECT ABDOMEN	<b>19,40</b>
RAD. PELVIS	<b>17,60</b>
RAD. HIP	<b>17,60</b>

**DENTAL CT – DENTALSCAN – CT (Computed Tomography) CONE BEAM 3D**

MANDIBULAR ARCH (LOWER ARCH)	<b>93,00</b>
MAXILLARY ARCH (UPPER ARCH)	<b>93,00</b>

**BONE DENSITOMETRY – MOC (Computerized Bone Mineralometry) – DEXA (Dual Energy X-Ray Absorptiometry)**

FEMORALE	<b>31,50</b>
(COLUMN) LUMBAR	<b>31,50</b>
ULTRADISTAL	<b>31,50</b>
TOTAL BODY	<b>36,20</b>

**MAGNETIC RESONANCE**

<b>PERFORMANCE</b>	<b>TICKET</b>
SMALL JOINTS (KNEE, ANKLE, FOOT, ELBOW, WRIST, HAND, FINGERS) *	<b>36,20</b>
CEREBELLAR PONTUS-APC ANGLE *	<b>36,20</b>
EAR *	<b>36,20</b>
PARANASAL SINUSES *	<b>36,20</b>
BRAIN *	<b>36,20</b>

SELLA TURCICA *	<b>36,20</b>
DYNAMIC PITUITARY (WITH CONTRAST)	<b>36,20</b>
CINE A.T.M. (WITHOUT CONTRAST)	<b>36,20</b>
ATM. (WITHOUT CONTRAST)	<b>36,20</b>
FACIAL MASSIVE *	<b>36,20</b>
ORBITS *	<b>36,20</b>
NECK *	<b>36,20</b>
PAROTID OR OTHER SALIVARY GLAND *	<b>36,20</b>
THYROID AND PARATHYROIDS *	<b>36,20</b>
CHEST *	<b>36,20</b>
MEDIASTINUM *	<b>36,20</b>
CERVICAL SPINE *	<b>36,20</b>
DORSAL COLUMN *	<b>36,20</b>
LOWER SACRAL COLUMN *	<b>36,20</b>
COLUMN IN TOTAL *	<b>36,20</b>
SHOULDER *	<b>36,20</b>
ARM *	<b>36,20</b>
FOREARM *	<b>36,20</b>
PELVIS *	<b>36,20</b>
HIP *	<b>36,20</b>
THIGH *	<b>36,20</b>
LEG *	<b>36,20</b>

SOFT TISSUE *	<b>36,20</b>
UPPER ABDOMEN *	<b>36,20</b>
BLADDER *	<b>36,20</b>
PELVIC EXCAVATION *	<b>36,20</b>
LOWER ABDOMEN *	<b>36,20</b>
MULTIPARAMETRIC PROSTATE MRI (WITH CONTRAST)	<b>36,20</b>
MR ANGI INTRACRANIAL DISTRICT (WITHOUT CONTRAST)	<b>36,20</b>
CHANGIO-MRI (WITHOUT CONTRAST)	<b>36,20</b>
ENTERO-MRI OF THE SMALL INTESTINE (WITH CONTRAST)	<b>36,20</b>

EXAMS MARKED WITH \* ARE PERFORMED BOTH WITHOUT CONTRAST AND WITH CONTRAST (MDC)

## **SAFETY**

For the safety and protection of company workers and users, **RADIOLOGIA MEDICA DOTT.WALTER ANGELUCCI S.R.L.**, through its risk prevention and protection service, fulfills all the obligations pursuant to Legislative Decree 81/08 adapting the levels of performance to the highest standards of safety and protocols adopted by the institutions.

## **PRIVACY PROTECTION**

All personal data of patients are processed in compliance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 «relating to the protection of individuals with regard to the processing of personal data, as well as the free movement of such data (hereinafter RUE 2016/679), which entered into force on 25 May 2016 and became operational in Italy on 25 May 2018.

## COMPUTER SYSTEM

The structure is computerized and this makes it easier to carry out work procedures. The center is equipped with an Internet connection and there are hardware firewall and cloud back-up security systems.

## CONFIDENTIALITY

Upon acceptance, the user is requested to authorize the processing of sensitive data and the disclosure of information on his state of health for the purpose of protecting the user's health. The doctors of **RADIOLOGIA MEDICA DOTT.WALTER ANGELUCCI S.R.L.** in any case, they guarantee the user professional secrecy in relation to diagnoses, therapies and all information of a private and personal nature that emerges in the context of the service. Subscribing to these authorizations is essential for the execution of the service.

## BEHAVIORAL INDICATIONS



Mobile phones. For the respect of the environment and other users, and also to avoid any interference with the delicate electronic equipment in use, please turn off mobile phones beyond the acceptance environment.



Emergency **RADIOLOGIA MEDICA DOTT.WALTER ANGELUCCI S.R.L.** prepared contingency plans for unexpected events; these plans can be triggered immediately when necessary and in them each element plays a precise role. The objectives of these plans are to minimize the risks that users may encounter due to the event, rescue those who may be involved and control the event for damage reduction. In the event of unforeseeable events, please remain calm and carry out what is requested by the department staff. In particular, in the event of abandonment of the structure, do not return to the area from which you came, but head towards the nearest emergency exit indicated by the signposts.

## METHOD OF ACCESS AND TIMETABLES

**RADIOLOGIA MEDICA DOTT.WALTER ANGELUCCI S.R.L.** is located in Fano with a double entrance from Via Risorgimento n° 8/b (crossroad of Via Roma) and the new entrance in Via Risorgimento 6/b.

Both entrances are located on the ground floor with easy access for invalids and handicapped people. The complex of which the structure is part is equipped with ample parking for cars. The structure is easily reachable on foot from the historic center (continuing from the Arch of

Augustus towards Rome) and from the bus terminal; in the immediate vicinity of the studio there is a bus stop. The studio is open to the public every weekday from Monday to Friday from 9:00 to 19:00.

PERFORMANCES ARE PERFORMED  
FROM MONDAY TO FRIDAY FROM 8.30 AM TO 7.00 PM  
ON SATURDAYS FROM 8.30 TO 12.30

## **EXAM BOOKING**

They can be carried out either directly at the office's secretariat or by telephone on 0721 802723 during the entire opening hours. For cancellations and clarifications the dedicated telephone number is 0721 831613. The services with the urgent request agreed with the S.S.N. (chest x-ray) are performed immediately. To simplify bookings, provide yourself with all the minimum information required in advance:

- name and surname of the patient;
- exact name of the type of exam;
- telephone number for communications.

At the time of booking the applicant will also be informed about:

- the first possible date of the exam
- possible preparation for the exam

## **WAITING TIMES**

The waiting times to take advantage of the service vary depending on the type of exam to be performed; the booking staff, based on the waiting lists existing at the time of the request, provides the patient, on a case-by-case basis, with precise information on the availability of the practice to carry out the exam. In the event of any possibility of bringing forward the exam, due to the cancellation of other patients after booking, the secretariat will be responsible for promptly informing the patients on the waiting list

## **CANCELLATION OF RESERVATIONS**

To allow for short waiting lists, any patient unable to show up on the day set to benefit from the reservation is obliged to notify the office secretary promptly by calling the dedicated telephone number 0721 831613.

## **INFORMED CONSENT**

The carrying out of certain diagnostic tests may require the acquisition by the Specialist Doctor of specific anamnestic information and the patient's consent to the use of the diagnostic modality.

Consent must be of an informed nature: for this reason it is the patient's right to receive comprehensive information on the type of diagnostic tests to be carried out.

The facility staff is available to patients who must sign the consent form.

## **RELEASE OF REPORTS**

Reporting of radiological tests is carried out within two working days following the examination. The reporting of MRI exams is carried out within three working days following the exam. The ultrasound exam reports are delivered immediately at the end of the exam itself. Urgent radiology test reports are delivered immediately. The report must be collected by the patient, or by a delegated person (both with an identity document) with a special coupon issued at the time of the exam, at the office's secretariat. The collection can be made every weekday from Monday to Friday from 09.00 to 19.00. Reports are available for up to 30 days from the scheduled collection date. Failure to collect the report relating to services provided under the accreditation regime entails the necessary communication to the competent ASUR, which will charge the patient the entire cost of the service.

## **PAYMENT OF BENEFITS**

The payment of services or any copayments to be paid by the patient for services provided under the agreement with the NHS. it can be paid in cash, by bank check or debit card, after the exam, at the office's office which will also issue the receipt. The price list of services provided for a fee or the contribution payable by the patient for those provided under an agreement with the NHS is available at the Secretariat for consultation.



## **DUTIES OF CITIZENS**

Complying with a duty means contributing to improving the quality of the healthcare services provided. For these reasons we invite Customers to respect these few rules, so that our service is always of high quality and can satisfy everyone's needs. The Citizen is required to respect the environments, equipment and furnishings found within the healthcare facility. It is advisable to avoid behavior that disturbs or inconveniences healthcare workers or other users of the facility. The Citizen is required to respect the times indicated for carrying out the services, promptly communicating any inability to go to the appointment. - Smoking is prohibited in health centers. Observance of this provision is an act of respect towards others and a healthy lifestyle. - For obvious reasons of hygiene and cleanliness it is forbidden to introduce animals.

## **COMPLAINTS AND USER SATISFACTION DETECTION**

A questionnaire is available in the waiting room through which patients can anonymously express their impressions of the service provided. They can also report inconveniences, incorrect behavior and useful suggestions for the continuous improvement of our work and our services. This form can be collected directly at reception. The form, once completed (not signed), must be handed over to the secretarial staff.

It will be the Center's responsibility to promptly provide feedback to the user and ensure the adoption of the necessary actions to resolve the problem raised and remove its causes. Through the joint use of the questionnaire and complaints, as well as the internal checks required by our "quality system", the Center measures the indicators relating to the humanization of services, the personalization of treatment, the protection of privacy and the production of the necessary information for access and use of the services.

## **RIGHTS AND DUTIES OF THE PATIENT**

Every patient has the right:

- to be treated with care and attention while respecting human dignity and one's religious beliefs
- to be called by name and surname, using "lei", and to be able to immediately identify the people with whom he speaks
- to be informed about the services provided, the related costs and the methods of access to the facility

- to be promptly informed about the impossibility of keeping a booked appointment
- to the processing of any confidential information concerning him in full respect of privacy and professional secrecy
- to voluntarily and anonymously express an evaluation of the services offered by the firm using the specific questionnaire offered by the secretariat.

**Every patient has the duty:**

- to behave responsibly while respecting and understanding the rights of other patients
- to collaborate with the staff present
- to respect the organization and timetables of the facility since incorrect behavior as well as access at unauthorized times can harm other users
- cancel an agreed appointment at least 24 hours in advance and in any case as quickly as possible to allow careful management of booking times
- not to smoke inside the structure

**FUNDAMENTAL PRINCIPLES**

The activities of MEDICAL RADIOLOGY DR. WALTER ANGELUCCI S.R.L. are based on the utmost correctness and consideration of the patient and in particular follow the principles of:

Equality. The Structure guarantees all users access to the health services offered without distinction of age, sex, race, language, nationality, religion, political opinions, physical and mental conditions or otherwise.

Impartiality. The Structure bases its action on criteria of impartiality, that is, justice and objectivity. Each user is guaranteed a service that reflects their dignity.

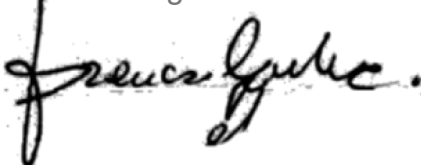
Continuity. The Center undertakes to guarantee all its patients services with continuity, regularity and without interruptions, adopting the necessary measures to avoid inconvenience to users. In the event of scheduled or unscheduled absence of managers, a new person responsible for continuity of service is identified internally, in order to keep any inconvenience for patients to a minimum.

Right to choose. The Center recognizes the user's right to choose the healthcare facility that best meets their needs.

Participation. Users have the right to information, the right to submit complaints and have them answered, as well as to submit proposals for improving the services offered by the Centre.

Effectiveness and efficiency. The services and performances must be provided by adopting all necessary measures to adequately satisfy the needs and requests of users. The effectiveness of the services is a consequence of the efficiency of the system, the level of specialization of the staff, the modernity of the equipment, and the most advanced medical-scientific knowledge resulting from continuous training.

The Management

A handwritten signature in black ink, appearing to read "Francisco", written in a cursive style.