

SERVICE CHARTER

PRESENTATION

Proposte Educative S.r.l. it's a **private service that is intended as an integrated and multifunctional structure**. it carries out its activities with the contribution of various professional figures and in connection with the other social and health services of the territory.

Thanks to teamwork and the technical-professional qualities of competent professionals who have gained experience in the sector after years of activity, the Medical Center also stands out for its organizational quality through:

- the possibility of knowing and choosing the specialist to entrust your child to;
- the professionalism of all the operators of the structure;
- comfortable, colorful and child-friendly environments;
- reduced waiting times for booking visits and exams (including online payment methods)
- the immediate release of reports following the services performed;
- respect for privacy.
- the integration of professionalism and multi-services offered in the same center, in continuity with the services present in the area

MISSION

Proposte Educative S.R.L.- Centro Medico polifunzionale l'Età Evolutiva is a reality conceived in 2008 from the need of individual professionals to meet for a continuous exchange aimed at building a series of good practices in the name of comparison and cooperation, today it is become a **polyclinic that pursues the aim of taking care of the psycho-physical health of the child in developmental age**. Over time it has assumed an increasingly important role by responding to family needs in its greater complexity, considering it the natural and essential and primary organism of society, from which changes and innovations can arise.

The Centro Medico Polifunzionale per l'Età Evolutiva **operates on a multi-specialist level** (medical and healthcare services) and deals with taking charge of the evolutionary crises of the individual and the family and conducting network prevention programs with other Services and with other public and private institutions, schools and other educational agencies.

The Pedagogical office integrates, in a new model of clinical and educational intervention on the growing child, the rehabilitative skills with the habilitative ones. In its multiple articulations of **diagnosis, treatment, rehabilitation, training and research**, the mission of our center is achieved through the enhancement of the human relationship, especially the adult-child relationship, and the ability to respond to the needs of the child and the adult.

VISION

Proposte Educative S.R.L.- Centro Medico polifunzionale per l'Età Evolutiva, Proposte Educative SRL - Multifunctional Medical Center for the Developmental Age, intends to pursue levels of excellence, adapting to the continuous changes in the social-health sector which aim at an increasingly high quality level of the services provided.

Through a dynamic system, based on the professionalism of doctors and specialist professionals in the pediatric field, the Medical Center wishes to accompany the child from birth to adolescence, through a specific and guaranteed growth path from the first days of life.

WHY A SERVICE CHARTER

The service charter is:

- *a fulfillment based on a series of rules and therefore obligatory;*
- *one of the requirements for accreditation;*
- *a soft quality approach tool, in which a particular procedure is proposed for the identification of dimensions, factors, indicators and quality standards;*
- *a dynamic tool, subject to continuous checks and integrations;*
- *a tool available in the health centre containing information on the routes to be taken by the user to take advantage of the services provided.*

However, this is not a protection intended as a mere formal recognition of the citizen's guarantees, but the attribution to the citizen of a power of direct control over the quality of the services provided.

The charter of services therefore assigns a strong role both to service providers and to citizens in directing the activity of services towards their task: to provide a good quality service to citizen-users. The Charter also provides for the ways in which citizens themselves can easily access complaint procedures regarding the violation of the principles sanctioned by them.

The principles which inspire Proposte Educative SRL - Multipurpose Medical Center for the Developmental Age in its action are based on some fundamental concepts referred to in the Directive of the President of the Council of Ministers (27/01/1994):

- **Equality:**the services and benefits are provided according to rules that are the same for everyone, without any type of discrimination.
- **Impartiality:**the services are provided without favoring any user to the detriment of the others, inspired by criteria of professionalism, objectivity, justice and impartiality.
- **Continuity:** the services are provided continuously and without interruptions, undertaking to minimize inconvenience to users in the event of irregular functioning or interruption of the service.

- **Free choice:** the free choice on the part of the user is guaranteed with regard to the various existing structures in the area of competence capable of providing the requested services, within the objective limits of the organization of the work.
- **Participation:** users have the right to submit complaints and/or proposals for improvement of the services offered by the studio
- **Efficiency and effectiveness:** the services and performances must be provided by adopting all the measures necessary to satisfy the needs and requests of the users.

REGULATORY SOURCES

The basic reference standards for the "service charter" are: **the directive of the President of the Council of Ministers of 27 January 1994**, bearing -"Principles on the provision of public services"- which are defined in this context as - aimed at guaranteeing the enjoyment of the rights of the person, constitutionally protected, first of all health care, even when these services are "carried out under a concession or by means of an agreement"; The **DPCM May 19, 1995**, concerning the -"General reference scheme of the public health services charter"-; provision in which it is reiterated that this requirement must be met by the -"providers of public health services also under concession or through an agreement"- and that such subjects are required to give "adequate advertising to users" of their "charter"; **the guidelines of the Ministry of Health (SCPS) No. 2/95** relating to the "Implementation of the charter of services in the national health service", guidance document in which the guiding principles of the "charter" are reaffirmed and suggestions of structure and content are illustrated.

SERVICES CHARTER PUBLICATION

The structure makes the service charter available to its customers at its headquarters and on the website www.proposteeducative.it.

INFORMATION ON THE SERVICES PROVIDED

OPENING TIME

From Monday to Friday from 07.30 to 19.30. Office hours: 08.30-19.30

Saturday on reservation– Sunday closed

RECEPTION

It provides information regarding the services and services available, the rates relating to individual health services, as well as the location of the various diagnostics, specialist clinics and the physiotherapy area. More specifically, the structure guarantees the following services to the patient:

- From Monday to Friday from 09.30 to 19.30
- telephone reservations
- optimization of access times in case of multiple services
- delivery of reports, on request also by home delivery
- collection of fees for specialist services.

NB: Payments can also be made by credit card – debit card.

The telephone switchboard is open throughout the opening hours, for information and reservations. In some time slots, characterized by intense telephone traffic, the patient can be placed on hold with the operators' commitment to respond in the shortest technical time possible. The telephone answering service is active.

STRUCTURE AND ORGANIZATION

The organizational structure of the Center is represented by the following table:

AREA	FUNCTION	RESPONSIBLE
DIRECTIONAL	GENERAL DIRECTOR	Dr. Roberta Maria Povoleri
SANITARY	HEALTH DIRECTOR	Dr. Giuseppe Marchioro
ADMINISTRATIVE	ADMINISTRATIVE DIRECTOR	Dr. Chiara Corolli
QUALITY	QUALITY MANAGEMENT MANAGER	Dr. Roberta Povoleri
SAFETY	SAFETY MANAGER	Dr. Roberta Povoleri Roberto Cestonaro (consulente)
HUMAN RESOURCES	RESPONSIBILE	Dr. Marta Bevilacqua
COMUNICATION	RESPONSIBILE	Dr.ssa Jessica Belluzzi
RECEPTION	RESPONSIBILE	Dr. Chiara Corolli
PRIVACY	RESPONSIBILE	Dr. Roberta Povoleri
PEDIATRIC NURSING OUTPATIENT	TECHNICAL DIRECTION	Dr. Giuseppe Marchioro
PEDIATRICS	TECHNICAL DIRECTION	Dr. Cracco Franco
NEUROPSYCHIATRY	TECHNICAL DIRECTION	Dr. Michielin Stefanello
PHONIASTRY	TECHNICAL DIRECTION	Dr. Massimo Pasian
PHYSIATRIC	TECHNICAL DIRECTION	Dr. Filippi Giuseppe
PSYCHIATRY	TECHNICAL DIRECTION	Dr. Cicciu' Giuseppe
GYNECOLOGY	TECHNICAL DIRECTION	Dr. Paolo Tumaini
PSYCHOLOGY/PSYCHOTERAPY	TECHNICAL DIRECTION	Dr. Giulia Greselin
NEUROPSICHOMOTRICIST	TECHNICAL DIRECTION	Dr.ssa Cristina Cestaro
OSTEOPATHY	TECHNICAL DIRECTION	Dr. Faccin Fabio
PEDAGOGY/EDUCATION	TECHNICAL DIRECTION	Dr. Giulia Bianchi

SPEECH THERAPY	TECHNICAL DIRECTION	Dr. Marina Gelai
PHYSIOTHERAPY	TECHNICAL DIRECTION	Dr. Giovanna Cattapan
OBSTETRICS	TECHNICAL DIRECTION	Dr. Gonella Elisa
ORTHOPTICS	TECHNICAL DIRECTION	Dr.ssa Maria Frigo

ORGANIC ENDOWMENT and LIST OF SPECIALTIES

The working group is made up of about twenty professionals who collaborate in the network in various ways. (updated to 11.5.2023)

Medical Personnel	
Michielin Stefanella	Physician-Child Neuropsychiatrist Staff SLD
Cicciù Giuseppe	Doctor-Neurologist-Psychiatrist
Cracco Franco	Pediatrician
Filippi Giuseppe	Doctor-Physiatrist
Sartor Carlo	Physician-Child Neuropsychiatrist Staff SLD
Massimo Pasian	Phoniatic
Marchioro Giuseppe	Surgeon, Medical Director
Healthcare Personnel	
Baldisserotto Marta	Speech therapist- Staff SLD
Bertoldo Mara	Birth Operator Instructor Carrying the little ones
Bevilacqua Marta	Psicologa- PsicoterapueutaPsychologist- Psychotherapist
Cattapan Giovanna	Physiotherapist
Cestaro Cristina	Neuropsychomotor - Staff SLD
Paola De Seta	Neuropsychologist - Staff SLD
Faccin Fabio	Physiotherapist and Osteopath
Fortuna Arianna	Psychologist
Furlan Laura	Psychologist
Francato Leopoldo	Psychotherapist and Psychoanalyst
Gelai Marina	Speech therapist- Staff SLD
Gonella Elisa	Obstetrician
Greselin Giulia	Psychologist- Psychotherapist Staff SLD
Lizza Laura	Psychologist- Psychotherapist
Nadia Grotto	Psychologist
Pallavicini Alberto	Nutritionist biologist

Santi Elisa	Psychologist
Schiarante Barbara	Psychologist- Psychotherapist

Educational Staff	
Belluzzi Jessica	Pedagogist
Bianchi Giulia	Pedagogist
Corolli Valentina	Birth operator - Doula
Dal Mas Valentina	Dance and Movement Instructor
Debattisti Michela	Natural Science Instructor
Gasparotto Francesca	Socio-pedagogical educator and music therapist
Rigodanzo Beatrice	Pedagogist
Rilievo Irene	Socio-pedagogical educator
Temperini Francesca	Language teacher
Employee personnel	
Corolli Chiara	Administration- Psychologist
Parascovia Paola	Clean Assistant
Ferrari Alberta	Administration
Ferrari Raffaella	Administration
Povoleri Roberta	CEO, Pedagogist

Proposte Educative S.R.L.- Centro Medico polifunzionale per l'Età Evolutiva offers the following specialties during the opening phase:

- pediatrics;
- child neuropsychiatry;
- psychiatry
- physiatry;
- Physiotherapy;
- speech therapy;
- psychology and psychotherapy;
- pedagogy;
- professional education.

VALUATIONS SLD AND SCHOOL CERTIFICATIONS

Staff SLD (Specific Learning Disorders):

1. Dr.ssa Giulia Greselin – Psychologist Psychotherapist
2. Dr.ssa Paola De Seta- Psychologist
3. Dr.ssa Marina Gelai – Speech therapist
4. Dr.ssa Marta Baldisserotto –Speech therapist
5. Dr.ssa Cristina Cestaro – Neuropsychomotor
6. Dr.ssa Susanna Ambrosi – Physician-Child Neuropsychiatrist

Activity:

- First Visit, Check Visit, Evaluations.
- Relations with school staff in compliance with legal duties (meetings scheduled according to the program agreement for minors with certifications according to law 170/2010 for SLD, clinical reports in vulnerable situations according to BES)
- Clinical reports and school certifications are provided in accordance with law 170.
- Treatment, rehabilitation and monitoring plans are prepared

Reservations:

To book, call the secretariat from Monday to Friday from 9.00 to 12.00 and from 14.30 to 18.30 (tel. 0445-22.61.04 or 327.944.2664)

ADMINISTRATIVE OFFICE

The administrative office service is available to users, for telephone reservations and for information regarding methods of access to the Structure, the services, their total cost and times.

There is no access priority; user requests are all treated as emergencies. The accounting service is also carried out at the reception.

RIGHT TO PRIVACY

The Center undertakes to respect privacy both from an organizational point of view and for the collection, dissemination and retention of personal and sensitive data.

The patient reads and signs the consent form for the processing of personal data, pursuant to law 196/03 and in compliance with the European Regulation GDPR n. 679/2016.

The user's personal file is kept in a protected area available only to the competent doctor or therapist, to guarantee confidentiality.

For minors, the signature and document of one of the parents/guardians is required in cases of common medical treatments (visits, medications, vision checks, etc.) in application of the general principle that

ordinary administrative acts can be performed separately from each parent (art. 320 Civil Code). In these cases the consent of the other parent is considered implicit.

For acts of extraordinary administration (psychotherapy, etc.) the explicit consent of both parents is required.

INFORMED CONSENT

Each patient who has to undergo a therapeutic treatment is informed on the ways of intervention and declares his consent in writing by filling in a form.

The user has the right to receive confidential, respectful, understandable and punctual information on diagnostic and therapeutic procedures, on the risks associated with them, on the secondary effects and contraindications and on the possibility of alternative treatments even if they can be carried out in different health facilities, finally about delays or changes in the planned clinical programme.

The user is informed in detail of the cost of the treatments and services offered and of the payment methods. He has the right to receive all the information in order to be able to express an effectively informed consent.

The client can interrupt the therapy in progress by expressing his will.

The customer has the right to be heard by the staff for all his needs.

WAITING TIME

Waiting times for reservations: about 5 minutes

Waiting times for registration: about 5 minutes

Waiting times for specialist visits: max 20 days

SERVICE PAYMENT

The services are paid in advance at the time of booking unless special agreements are made with the Management.

BOOKING METHOD

All services can be booked from 14.30 to 19.30 at the Center's Reception Service or by telephone.

INTERCULTURALITY AND LINGUISTIC MEDIATION

In the case of foreign patients with communication difficulties, and/or at the request of the patient, the staff of the polyclinic activates the cultural mediation service, with the intervention of an interpreter who works in collaboration with the staff with the aim of removing linguistic-cultural barriers that can hinder the correct use of the services. The service is valid in English, German, Chinese, Japanese, Arabic.

QUALITY STANDARDS THAT THE CENTER IS COMMITTED TO GUARANTEE

Goals	Quality standards and indicators
Identification of operators	All clinic staff are provided with a specific identification
Inform the patient clearly and correctly about the services of the facility	The personnel in charge of the reception service is able to provide detailed information on the services that the Center offers, the delivery methods, access times and the costs of the individual services.
Respect the patient's dignity and privacy	The patient's personal data are kept in the Centre's computer archive

rev.06 del 16/10/2024

	and are accessed only by authorized personnel and for justified reasons. Healthcare personnel are bound by professional secrecy. The outpatient clinics and physical therapy boxes are kept constantly closed at the time the service is provided.
Ensure appropriate and costantly verified technologies	The Center periodically carries out checks on the functionality of the equipment with the support of qualified technicians. The Healthcare Management and the Administrative Management are continuously updated on the new technologies that the market offers and evaluate acquisition opportunities.
Ensure professionalism	The center makes use only of the collaboration of qualified personnel who attend the mandatory update courses by law and by the needs deriving from the activity it carries out. The medical and paramedical staff are educated with update courses on the services that the structure provides and operate according to validated Guidelines. The Center undertakes to implement the updates of the guidelines and clinical protocols applied. The staff undertakes to respect the agreed times for services.
Undestrand patient's needs	The Center has a reporting and complaint point that everyone can access and guarantees a timely response.
Maintenance of the Quality Management System aimed at continuous improvement	The system is kept constantly updated. Quality indicators are defined on the basis of patient and employee suggestions and improvement goals.

NOTICES AND COMPLAINTS

Any reports or complaints about disruptions that occurred before, during and after the performance of the service must be forwarded to the Management using the appropriate form (Annex 1) which can be requested from the front office. The Management, after having carried out the appropriate checks, will respond within 15 days.

PATIENT SATISFACTION SURVEY

At the front office it is possible to fill in the patient satisfaction questionnaire (Annex 2). On a quarterly basis, the Quality Manager will analyze the answers to the questionnaires given by the users, forwarding them to the Management, which will provide for the solution of any sources of disservices and dissatisfaction. The patient satisfaction questionnaire, once completed, must be placed in the appropriate container located at the reception.