

## SERVICE CHARTER

### PRESENTATION

Proposte Educative Srl is a **Private Center Accredited for DSA Diagnosis (DGR 146 of 20/02/2024) and authorized as a Rehabilitation Center (DG 543 of 19/11/2024)** that presents itself as an **integrated and multifunctional structure**. It carries out its activities with the contribution of various professional figures and in connection with other social-health services in the area.

The main work is carried out in the following areas:

- Specific Learning Disorders • Neurodevelopmental Disorders • Behavioral Disorders and ADHD • Autism Spectrum Disorders • Anxiety and mood disorders • Intellectual disability • Language and communication disorders • Movement and motor coordination disorders (dyspraxias)



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

- the possibility of knowing and choosing the specialist to whom to entrust your child;
- the professionalism of all the operators of the facility;
- the comfortable, colourful and child-friendly environments;
- reduced waiting times for booking visits and tests (including online bookings for payments)
- the immediate release of reports following the services performed;
- respect for privacy.
- the integration of professionalism and multi-services offered in the same centre, in continuity with the services present in the area

Proposte Educative srl **already accredited for the release of the diagnosis and certification of specific learning disabilities (DSA)** with Resolution/CR n. 6 of 01/29/2024 (DGR nr.146/2024 of 02/20/2024), has recently obtained **the Authorization to operate as a Center and Functional Rehabilitation Center for the mentally, physically and sensorially disabled (ex. Art.26)** (DD Azienda Zero n.543 of 11/19/2024), in the process of being accredited as a BC/4 Outpatient Clinic.

## PURPOSE: THE MISSION

Proposte Educative SRL- Centro Medico polifunzionale per l'Età Evolutiva is an organization conceived in 2008 from the need of individual professionals to meet for a continuous and targeted exchange aimed at building a series of good practices in the name of comparison and cooperation. Today it has become a **polyclinic that pursues the goal of taking care of the psycho-physical health of minors in developmental age.**

Over time it has taken on an increasingly important role in responding to the **needs of the family** in its greatest complexity, considering it the primary, natural and essential organism of society, from which changes and innovations can arise.

The Multipurpose Medical Center for Developmental Age **operates on a multi-specialist level** (medical and health services) and deals with the management of developmental crises in individuals and families and the management of prevention programs in collaboration with other Services and other public and private bodies, schools and other educational agencies.

The polyclinic integrates, in a new model of clinical and educational intervention on the growing child, rehabilitation skills with enabling skills. 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 that between adults and children, and the ability to respond to the needs of children and adults.

## PURPOSE: THE VISION

Proposte Educative SRL - Multifunctional Medical Center for Developmental Ages, intends to pursue levels of excellence, adapting to the continuous changes in the social-health sector that aim at an ever higher level of quality of the services provided.

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

## THE CATCHMENT AREA

The catchment area corresponds to that of the 22 Municipalities of the West Vicentino area, extending over a surface area of 515.94 km<sup>2</sup> and with a population of 178,122 inhabitants of which 23,593 are children (0-15 years). The municipalities involved are: Alonte, Altissimo, Arzignano, Brendola, Brogliano, Castelgomberto, Chiampo, Cornedo Vicentino, Crespadoro, Gambellara, Lonigo, Montebello Vicentino, Montecchio Maggiore, Montorso Vicentino, Nogarole Vicentino, Recoaro Terme, San Pietro Mussolino, Sarego, Trissino, Val Lione, Valdagno, Zermeghedo.

Due to geographical proximity, some municipalities of Ulss 7 rely on our services, in particular the municipalities of District 2 Alto Vicentino, the municipalities of: Arsiero, Breganze, Caltrano, Calvene, Carrè, Chiuppano, Cogollo del Cengio, Fara Vicentino, Laghi, Lastebasse, Lugo di Vicenza, Malo, Marano Vicentino, Monte di Malo, Montecchio Precalcino, Pedemonte, Piovene Rocchette, Posina, Salcedo, San Vito di Leguzzano, Santorso, Sarcedo, Schio, Thiene, Tonezza del Cimone, Torrebelvicino, Valdastico, Valli del Pasubio, Velo d'Astico, Villaverla, Zanè and Zugliano with a population of 183,103 inhabitants of which 23,687 are pediatric (0-15 years).

Following the accreditation for DSA diagnoses (2024), a small portion of users come from outside the province (Verona, Padua, Venice).

## WHY A SERVICE CHARTER

### **The service charter is:**

- a fulfillment based on a series of rules and therefore mandatory;
- one of the requirements for accreditation;
- a soft tool for approaching quality, in which a specific procedure is proposed for identifying dimensions, factors, indicators and quality standards;
- a dynamic tool, subject to continuous checks and integrations;
- a tool available in the Outpatient Clinic containing information on the routes to be taken by the user to benefit from the services provided.

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

*The service charter therefore assigns a strong role both to the service providers and to the citizens in orienting the activity of the services towards their task: to provide a good quality service to the citizen-users.*

*The Charter also provides for the methods through which citizens themselves can easily access the complaint procedures regarding the violation of the principles established by the same.*

The principles that inspire Proposte Educative SRL - Multipurpose Medical Center for Developmental Ages in its actions are based on some fundamental concepts recalled in the Directive of the President of the Council of Ministers (27/01/1994):

- **Equality:** services and benefits are provided according to the same rules for all, without any type of discrimination.
- **Impartiality:** services are provided without privileging any user to the detriment of others, inspired by criteria of professionalism, objectivity, justice and impartiality.
- **Continuity:** services are provided continuously and without interruptions, committing to reducing costs to a minimum. inconvenience to users in the event of irregular operation or interruption of service.
- **Right of choice:** the user is guaranteed free choice regarding the different existing structures within the territory of competence capable of providing the requested services, within the objective limits of the work organization.

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**POLIFUNZIONALE**  
*per l'età evolutiva*

**Multipurpose Medical Center for Developmental Age**  
[www.proposteeducative.it](http://www.proposteeducative.it)

Via G. Marconi, 1. 3673 Cornedo (VI)  
cf/p.iva 04375420249

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tel. 327-9442664, 0445.22.61.04

- **Participation:** users have the right to submit complaints and/or proposals for improvement of the services offered by the firm.
- **Efficiency and effectiveness:** services and performances must be provided by adopting all measures necessary to satisfy the needs and requests of users.

#### REGULATORY SOURCES

The fundamental reference standards for the "service charter" are: **the directive of the President of the Council of Ministers of 27 January 1994**, containing - *"Principles on the provision of public services"* - which are defined in this context as - *aimed at guaranteeing the enjoyment of the constitutionally protected rights of the person*, first and foremost the right to health, even when such services are "performed under a concession or by agreement"; the **Prime Ministerial Decree of 19 May 1995**, concerning the *"General reference scheme for the public health service charter"*; a provision which reiterates that this requirement must be fulfilled by *"entities providing public health services, including those under a concession or by agreement"* and that such entities are required to give *"adequate publicity to users"* of their "charter"; **the guidelines of the Ministry of Health (SCPS) No. 2/95** relating to the *"Implementation of the service charter in the national health service"*, a guidance document which reiterates the guiding principles of the "charter" and illustrates suggestions for its structure and content.

#### PUBLICATION OF THE SERVICE CHARTER

The facility undertakes to make the service charter available to its customers at its headquarters and on the website [www.proposteeducative.it](http://www.proposteeducative.it).

#### INFORMATION ON THE SERVICES PROVIDED

##### OPENING HOURS

Monday to Friday from 07.30 to 19.30

Saturday open by appointment – Sunday closed

##### ACCEPTANCE

It provides information regarding the available services and benefits, the rates for individual health services, as well as the location of the various diagnostics, specialist clinics and the physiotherapy area. More specifically, the facility guarantees the Patient the following services:

**Monday to Friday from 08.30 to 19.30**

rev.09 of 12/18/2024

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- telephone reservations
- optimization of access times in case of multiple performances
- delivery of reports, also by home delivery upon request
- collection of fees for specialist services.

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

The telephone switchboard is in operation during all opening hours, for information and reservations. In some time slots, characterized by heavy telephone traffic, the Patient may be placed on hold with the commitment of the operators to respond in the shortest possible technical time. 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 MANAGER	Dr. Roberta Maria Povoleri
HEALTH	HEALTH DIR.	Dr. Giuseppe Marchioro
ADMINISTRATIVE	ADMINISTRATIVE DEPARTMENT	Dr. Chiara Corolli
QUALITY'	QUALITY MANAGEMENT MANAGER	Dr. Roberta Povoleri
SAFETY	SAFETY MANAGER	Dr. Roberta Povoleri Roberto Cestonaro (consultant)
HUMAN RESOURCES	RESPONSIBLE	Dr. Marta Bevilacqua
COMMUNICATION	RESPONSIBLE	Dr. Jessica Belluzzi
ACCEPTANCE	SECTOR MANAGER	Dr. Chiara Corolli
PRIVACY	RESPONSIBLE	Dr. Roberta Povoleri
PEDIATRIC NURSING CLINIC TECHNICAL MANAGEMENT		Dr. Giuseppe Marchioro
PEDIATRICS	TECHNICAL MANAGEMENT	
NEUROPSYCHIATRY	TECHNICAL MANAGEMENT	Dr. Stefanella Michielin
PHYSIATRICS	TECHNICAL MANAGEMENT	Dr. Filippo Giuseppe
PHONIASTRY	TECHNICAL MANAGEMENT	Dr. Pasian Massimo

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PSYCHIATRY	TECHNICAL MANAGEMENT	Dr. Ciccio' Giuseppe
GYNECOLOGY	TECHNICAL MANAGEMENT	
DERMATOLOGY	TECHNICAL MANAGEMENT	
ENDOCRINOLOGY	TECHNICAL MANAGEMENT	Dr. Moghetti Paolo
PSYCHOLOGY/PSYCHOTHERAPY	TECHNICAL MANAGEMENT	Dr. Giulia Greselin
PEDAGOGY/EDUCATION	TECHNICAL MANAGEMENT	Dr. Giulia Bianchi
OSTEOPATHY	TECHNICAL MANAGEMENT	Dr.Faccin Fabio
SPEECH THERAPY	TECHNICAL MANAGEMENT	Dr. Marina Gelai
NEUROPSYCHOMOTRICITY	TECHNICAL MANAGEMENT	Dr. Cristina Cestaro
PHYSIOTHERAPY	TECHNICAL MANAGEMENT	Dr. Giovanna Cattapan
OBSTETRICS	TECHNICAL MANAGEMENT	Dr. Elisa Gonella
ORTHOPTICS	TECHNICAL MANAGEMENT	Dr. Maria Frigo

### STAFF NUMBER and LIST OF SPECIALITIES

The working group is made up of about forty professionals who collaborate in various capacities in a network.  
(updated 18.12.2024)

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<b>Medical Staff</b>	
Cicciù Giuseppe	Doctor - Neurologist - Psychiatrist
Filippi Giuseppe	Doctor - Psychiatrist
Michelin Stefanelle	Doctor - Child Neuropsychiatrist
Pasian Massimo	Doctor - Phoniatician
Sartor Carlo	Doctor - Child Neuropsychiatrist
Giuseppe Marchioro	Surgeon, Medical Director
<b>Health personnel</b>	
Beatrice Babbolin	Speech therapist
Bevilacqua Marta	Psychologist - Psychotherapist
Cattapan Giovanna	Physiotherapist
Cristina Cestaro	Neuropsychomotor therapist
Colbacchini Umberto	Psychologist, Music Therapist
Dal Pozzo Giuditta	Psychologist, BCBA
De Seta Paola	Neuropsychologist
Faccin fabio	Physiotherapist and Osteopath
Fongaro Chiara	Professional Nurse

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Fortuna Arianna	Psychologist
Francato Leopoldo	Psychotherapist and Psychoanalyst
Frigo Maria	Orthoptist
Furlan Laura	Psychologist-Psychotherapist
Gelai Marina	Speech therapist
Gonella Elisa	Midwife
Greselin Giulia	Psychologist - Psychotherapist
La Verde Francesca	Speech therapist
Lizza Laura	Psychologist - Psychotherapist
Marta Guerra	Speech therapist
Nadia Grotto	Neuropsychologist
Pallavicini Alberto	Nutrition Biologist
Santi Elise	Psychologist
Schiarante Barbara	Psychologist - Psychotherapist
Monica Zerbato	Nurse
<b>Educational Staff</b>	
Jessica Belluzzi	Pedagogist



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Bianchi Giulia	Pedagogist
Corolli Valentina	Birth Operator - Doula
Dal Mas Valentina	Instructor Lab.Danza e Movimento
Michela Debattisti	Instructor Sc.Naturali
Lovato Elisa	Pedagogist - ABA Analyst
Provolo Maddalena	Legal - Mediator fam.
Retis Anna	socio-pedagogical educator
Tatiana Ruaro	Clinical Pedagogist
Rigodanzo Beatrice	Pedagogist
Irene Relievo	pedagogue
temperini Francesca	Language teacher
<b>Employee Staff</b>	
Corolli Chiara	Administration Manager - Psychologist
Ferrari Alberta	APS Administration
Ferrari Raffaella	Administration
Capectru Parascovia	Cleaner

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Povoleri Roberta	CEO
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Proposte Educative SRL - Multifunctional Medical Center for the Developmental Age offers the following specialties at the opening stage:

- pediatrics;
- pediatric nursing clinic;
- child neuropsychiatry;
- gynecology and obstetrics;
- psychiatry;
- physiatry;
- physiotherapy;
- pedagogy;
- phoniatics;
- endocrinology; • dermatology; • speech therapy;
- psychology and psychotherapy;
- neuropsychomotor skills;
- orthoptics;
- nutrition.

#### **DSA ASSESSMENTS AND SCHOOL CERTIFICATIONS**

DSA Team:

1. Dr. Giulia Greselin – psychologist psychotherapist 2. Dr. Paola De Seta – neuropsychologist 3. Dr. Laura Furlan – psychologist psychotherapist 4. Dr. Marina Gelai – speech therapist 5. Dr. Marta Guerra – speech therapist 6. Dr. La Verde Francesca – speech therapy 7. Dr. Cristina Cestaro – neuropsychomotor therapist 8. Dr. Stefanella Michielin – child neuropsychiatrist

Activity:

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First visits and follow-up visits, evaluations. • Relations with school staff in

compliance with legal obligations (meetings scheduled according to

program agreement for minors with certifications according to law 170/2010 for DSA, clinical relations in situations of vulnerability according to BES)

• Clinical reports and school certifications are provided in accordance with Law 170. • Treatment, rehabilitation and monitoring plans are prepared

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Reservations:

To book, you must call the office from Monday to Friday from 08.30 to 19.30 (tel. 0445-22.61.04 or 327.944.2664)

### **SECRETARIAL SERVICE**

The secretarial service is available to users for telephone reservations and for information regarding access methods to the facility, the services, their overall cost and times.

There is no priority for access; all user requests are treated as emergencies.

Accounting services are also provided at the reception.

### **RIGHT TO PRIVACY**

The Center is committed to respecting privacy both from an organizational perspective and for the collection, dissemination and storage 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 stored in digital format and is available only to the competent doctor or therapist, to guarantee confidentiality.

For minors, the signature and document of one of the parents/guardians are required in cases of common treatments doctors (visits, medications, eye exams, etc.) in application of the general principle that ordinary administrative acts can be performed separately by each parent (art. 320 Civil Code). In these cases, the consent of the other parent is considered implicit.

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

### **INFORMED CONSENT**

Each patient who must undergo therapeutic treatment is informed about the methods of intervention and declares his/her written consent by filling out a form.

The user has the right to receive confidential, respectful, understandable and timely information on the acts diagnostic and therapeutic, on the risks associated with them, on the secondary effects and contraindications and on the

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possibility of alternative treatments even if they can be carried out at different healthcare facilities, and finally on delays or changes to the planned clinical programme.

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

The client can interrupt the therapies in progress by expressing his/her will.

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

#### **WAITING TIMES**

Waiting time for reservations: approximately 5 minutes

Waiting time for acceptance: approximately 5 minutes

Waiting times for specialist visits: max 20 days

Waiting times for reporting: immediate

#### **PAYMENT FOR SERVICES**

Services are paid in advance at the time of booking unless otherwise agreed with the Management.

#### **BOOKING METHODS**

Bookings for all services can be made from 9.00 to 19.30 at the Reception Service of the Centre 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 polyclinic staff 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 may hinder the correct use of services. The service is valid in English, German, Chinese, Japanese, Arabic

#### **QUALITY STANDARDS THAT THE CENTER IS COMMITTED TO GUARANTEEING**

<b>Goals</b>	<b>Quality standards and indicators</b>
Operator identifiability	All outpatient staff are provided with a specific identification document, which is kept in plain sight.
Inform clearly and correctly inform the patient about the facility's services	The reception staff is able to provide detailed information on the services offered by the Centre, the methods of delivery, access times and costs of individual services.

<p>Respect the patient's dignity and privacy</p>	<p>The patient's personal data is stored in the Centre's computer archive and can only be accessed by authorised personnel and for justified reasons. The healthcare personnel is bound by professional secrecy. The clinics and physical therapy boxes are kept constantly closed at the time of provision of the service.</p>
<p>Ensure appropriate and constantly verified technologies</p>	<p>The Center periodically carries out checks on the functionality of the equipment with the support of qualified technicians. The Health Management and the Administrative Management are continuously updated on the new technologies that the market offers and evaluate the acquisition opportunities.</p>
<p>Ensure professionalism</p>	<p>The center only uses the collaboration of qualified personnel who attend refresher courses required by law and by the needs arising from the activity they carry out.</p> <p>Medical and paramedical staff are trained with refresher courses on the services that the facility provides and operates according to validated guidelines.</p> <p>The Center is committed to implementing updates to the guidelines and clinical protocols applied.</p> <p>The staff undertakes to respect the agreed times for the services.</p>
<p>Understanding the patient's needs</p>	<p>The Center is equipped with a reporting and complaints point that everyone can access and guarantees a timely response.</p>
<p>System Maintenance Quality Management aimed at continuous improvement</p>	<p>The system is kept constantly updated.</p> <p>Quality indicators are defined based on patient and employee suggestions and improvement targets.</p>

## REPORTS AND COMPLAINTS

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

## PATIENT SATISFACTION SURVEYS

At the front office, you can fill out the patient satisfaction questionnaire (Annex 2). Every six months, the Quality Manager will analyze the answers to the questionnaires given by the users, forwarding them to the Management, which will provide for the resolution of any sources of poor service and dissatisfaction. The patient satisfaction questionnaire, once filled out, must be inserted rev.09 of 18/12/2024

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in the appropriate container located at the reception. The results of the satisfaction surveys are displayed at the reception of the facility and published on the website, as well as any improvement actions implemented following reports from users.