



<i>Essepienne SpA</i>	Poliambulatorio medico	 <b>circuito della salute+</b> <b>ANTALGIK - MESTRE</b>	
<b>Service Charter</b>		Rev. 10 Date 14/09/15	Pag. 1 di 15



# Service Charter

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## **MESSAGE TO ALL USERS**

*Dear Customers,*

*This Service Charter responds to the need to establish common principles and rules in the relationships between health care facilities that provide some services and you citizens who benefit of them.*

*The "Charter" is a concrete demonstration of the cultural change in the relations between citizens and Health, as a result of which the recipient of the services changes from "user" to "co-participant user" in the quality of the health service.*

*The standard of the service, that all of us here in the Antalgik Center are committed to guarantee to you, refers to the concept of "Service Relationship" according to which the provision of the health service can not be exhausted in the professional act but has to be able to understand the relationship that determines it, the context in which the service is delivered, the perception of the recipient. This triangular relationship sees at each of its vertices:*

- the quality perceived by the citizen;*
- the technical quality of the professional act;*
- the organizational quality.*


*This Service Charter is addressed not only to you citizens as individuals or to the Associations for the protection of Users but also to Doctors in attendance and to Public Health facilities that use the services provided by this health facility.*

*Therefore the aim of the "Charter" is to provide answers on the activities of the structure, on the delivery times of the benefits, on the waiting times, on the possibility of lodging complaints and in general on all the commitments to which the Health facility has to accomplish.*

*Mestre 14/09/2015*

*The General Management  
Essepienne S.p.A.*

*Dott. Federico Monti*

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## ABOUT ANTALGIK

The Antalgik center is a medical clinic approved by the National Health Service for physiotherapy.

For a list of the services that are provided in accreditation and privately see Annex 1 to this document.

## THE MISSION

The company has as its strategic goal to achieve customer satisfaction through continuous improvement of all the company processes and through the contribution of all the main proposals of conventional medicine.

## THE ANTALGIK'S SERVICE CHARTER

The Antalgik's Service Charter gives effect to the principles set out in the Decree of the Council of Ministers of 19 May 1995 :

*equality and impartiality*: the Antalgik clinic is accredited by the National Health Service and is partner of various institutions, associations and private groups;

*continuity*: Antalgik is committed to provide a continued and uninterrupted service to its customers and it ensures intervention procedures designed to cause the minimal disruption, in case of emergencies.


*right of choice*: Antalgik is inserted into a circuit called the Circuit of Health Plus, which includes a total of 14 clinical structures with different features and offers a wide range of services located in Emilia Romagna and Veneto; therefore the user has the possibility to access any of these structures by including his clinical data one-off;

*participation*: Antalgik always uses the user suggestions to quickly remove the obstacles that make difficult the relationships with customers and thus improving the delivery of services, by examining in very short times any proposed complaints;

*efficiency and effectiveness*: the continued commitment of Antalgik is intended to guarantee the best service obtainable, ensuring the provision of innovative therapeutic solutions implemented by highly qualified professionals.

With its Charter Antalgik also intends to :

- identify the qualitative and quantitative standards of the offered services ;
- document a process of periodical measuring and monitoring aimed to verify whether the levels of quality are met (ie, if established standards are met and kept constant over time)
- activate a process of regular review and updating of these standards to obtain an improvement, documenting corrective actions and/or improvement plans whenever any deviation from the predetermined standard should be found.

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## HOW TO GET TO CLINIC

The Antalgik center is located in Via Poerio 16 - Mestre ( VE) .

## USEFUL NUMBERS AND OPENING HOURS

For any information, please contact:

041 972949


[antalgikmestre@circuitodellasalute.it](mailto:antalgikmestre@circuitodellasalute.it)

[www.circuitodellasalute.it](http://www.circuitodellasalute.it)

The opening hours of the structure are Monday to Friday from 08.00 to 12.00 and from 14.30 to 18.30.

The information is provided to customers at every visit. The health personnel is available to provide information to customers and doctors in attendance every day during the opening hours of the structure, prior appointment .

URP : it is available a service to users for any type of information during the opening hours .

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## QUALITY STANDARDS

### Introduction

The "quality of service " is derived from the relationship between the expectations of the customer and the services provided by the clinic; the greater is the gap between them, the lower is the level of acceptability of the service.


It is in the comparison between the perception of the received service and the desired level of it that the customer satisfaction is measured and it is on the basis of this result which corrective actions will then be defined and initiated.

The Antalgik's ability to respond to customer needs is defined by the following quality macro factors :

- the *communication*, meant as the ability to manage the relationship with the customer
- the *service accessibility*, understood as the simplicity of the procedures for access to individual performances ;
- the *transparency*, intended as the completeness and clarity of health information and as a chance to access the documentation.
- the *professionalism*, understood as guarantee of effectiveness and efficiency by the medical care ;
- the *timeliness*, understood as the ability to respond quickly to customer requirements;

The factors related to the service quality such as communication, information, humanization and personalization can be expressed in the most effective way only with satisfaction indicators .


The factors relevant to the temporal dimension of the service quality (timeliness, regularity, punctuality) are the ones that are more suitable to be expressed by process indicators in quantitative form.

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# Comunication

Comunication		
Quality factor	Indicator	Standard
Reception and clarity of the information provided by the administrative office	Customer satisfaction	Rates good/excellent >90% insufficient<5%
Treatment by the medical staff	Customer satisfaction	Rates good/excellent >90% insufficient<5%
Treatment by the paramedics	Customer satisfaction	Rates good/excellent >90% insufficient<5%
Courtesy and helpfulness of the staff	Customer satisfaction	Rates good/excellent >90% insufficient<5%

- The Office staff 's is open to all users with the utmost courtesy and providing clear and accurate information about the provision of health care services*
- At the Administrative office is established the Public Relations Office, at which all users can turn to for any type of information*
- The relationship with customers is treated as a priority by the medical and paramedical staff that is committed to providing information on the delivered services, to foster researches and analysis on the demand for services and on the effectiveness of the provided ones, in order to make proposals to define the organizational aspects of the relationship with customers as well.*
- The website [www.circuitodellasalute.it](http://www.circuitodellasalute.it) describes the provided services and the modes to access to them*
- The indoor signage allows to easily identify the clinics responsible for the provision of individual services*
- It is ensured the right of access to the forms in real time*


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## Accessibility to the service

Accessibility to the service		
Quality factor	Indicator	Standard
Related services comfort (changing rooms, toilets ..)	Customer satisfaction	Rates good/excellent >80% insufficient<5%
Order/cleanliness of the rooms	Customer satisfaction	Rates good/excellent >90% insufficient<5%
schedules compliance for the performance of therapies	Customer satisfaction	Rates good/excellent >90% insufficient<5%

- Simplified procedures have been implemented and differentiated by categories of customers and types of performance in order to get the service as fast as possible while minimizing the waiting times*
- The staff is equipped with an identification badge indicating the name and the qualification*
- It is guaranteed utmost care to the health situation of staging environments and changing rooms, as well as the one of doctors' surgeries*
- Antalgik is committed as much as possible to ensure the utmost punctuality in the services performance*




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## Professionalism

Professionalism		
Quality factor	Indicator	Standard
Clinical efficacy of the prescribed and dispensed therapies	<ul style="list-style-type: none"> <li>Percentage of customers satisfied with the professionals ( through questionnaires )</li> <li>Percentage of treatment interruptions due to deficiency / inefficiency of the UO</li> <li>Index of improving rehabilitation of patients undergoing a course of physical therapy</li> <li>Minimum reserved for the execution of specialist visits</li> <li>Number of not completed records in accordance with the fixed standard</li> </ul>	Rates good/excellent >90% insufficient <5%  <ul style="list-style-type: none"> <li>&lt;8%</li> </ul> Reduce by at least 45% pain of each stroke. Therefore the relationship between Initial Vas and Final Vas must be less than or equal to 0.55  <ul style="list-style-type: none"> <li>15 minutes</li> </ul> <ul style="list-style-type: none"> <li>&lt;= 2 of 100 watched folders as a sample every six months</li> </ul>
Efficacy of the training course	<ul style="list-style-type: none"> <li>Concluded courses on the total of scheduled courses</li> <li>Satisfied people trained on the total number of people trained</li> </ul>	<ul style="list-style-type: none"> <li>100%</li> <li>&gt; 90 %</li> </ul>


- The high professionalism of the medical specialists who work within Antalgik and the use of appropriate disease-specific protocols guarantee a service of "Quality" to the customer*
- It has been introduced the "monitoring" folder in which the results obtained in the process of discharge from physiotherapy are recorded and compared with the initial health condition of the patient, through the use of indicators on rehabilitative improvement*
- Once the patient's medical record has been updated, the physician can print the " letter to the doctoring attendance " which will automatically report the sentence of the final diagnosis.*
- The evaluation of indicators results in a careful analysis of the opportunities for improvement of the treatments used to guarantee to the customer the application of the known best techniques*

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# Timeliness

Timeliness		
Quality factor	Indicator	Standard
Timeliness of technical and organizational emergencies management	<ul style="list-style-type: none"> <li>Time that elapses to take advantage of performance that has not been carried out because of technical and organizational inefficiency</li> </ul>	<ul style="list-style-type: none"> <li>From the same day to 4 working days</li> </ul>
Waiting time between booking day and delivery day	<ul style="list-style-type: none"> <li>Waiting time for the execution in accreditation of physiatric</li> </ul>	<ul style="list-style-type: none"> <li>From the same day to 5 working days</li> </ul>
	<ul style="list-style-type: none"> <li>Waiting time for the execution of paid specialist visits</li> </ul>	<ul style="list-style-type: none"> <li>From the same day to 5 working days</li> </ul>
	<ul style="list-style-type: none"> <li>Waiting time for performance of the services of physical therapy in credit / payment</li> </ul>	<ul style="list-style-type: none"> <li>From the same day to 12 working days</li> </ul>
Interactive relationship between the centers of the Circuit of Health	<ul style="list-style-type: none"> <li>Waiting time between the booking and the execution in accreditation of physiatric visit in the first free and enabled center</li> </ul>	<ul style="list-style-type: none"> <li>From the same day to 2 working days</li> </ul>
	<ul style="list-style-type: none"> <li>Waiting time between the booking and execution of paid specialist visits in the first free and enabled center</li> </ul>	<ul style="list-style-type: none"> <li>From the same day to 3 working days</li> </ul>
	<ul style="list-style-type: none"> <li>Waiting time between the booking and the performance of the services of physical therapy in credit / payment in the first free and enabled center</li> </ul>	<ul style="list-style-type: none"> <li>From the same day to 3 working days</li> </ul>


- Taking care of the patient is secured within a week for the paid performance*
- Users in discharge can perform a check-visit receiving notification of the date, time and place they have to appear with no need for further bookings*
- Thank to the computerization of the Circuit of Health it is possible to further accelerate the times by booking the service in the first free and enabled center of the circuit*

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## Transparency

Transparency		
Quality factor	Indicator	Standard
Effectiveness in solving problems	<ul style="list-style-type: none"> <li>Response time to complaints</li> </ul>	<ul style="list-style-type: none"> <li>Maximum 4 working days</li> </ul>
Possibility to request a meeting with the Management	<ul style="list-style-type: none"> <li>Waiting time between the request for appointment and the appointment</li> </ul>	<ul style="list-style-type: none"> <li>Maximum 2 working days</li> </ul>

- Thank to the computerized management of the medical and accounting folder it is possible to request the information related to one's own clinical data at any time*
- It is guaranteed to users the information about the purposes and the nature of the diagnostic and therapeutic services, as well as about their consequences and their risks in order to be able to freely express their consent*

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## PROTECTION AND VERIFICATION MECHANISMS

# Claim

The claim is the most immediate means of protection that the customer can invoke in the presence of irregularities in the course of his relationship with Antalgik. At the same time the claim, if properly used, it becomes a vital contribution to the concrete approach of the structure to the customer needs.


To ensure fairness, efficiency and transparency in its relations with the customer and to guarantee the progressive improvement of the quality of the offered services, Essepienne SpA has arranged the establishment of a procedure for the discipline of instances of accessible complaints, easy to understand and easy to use, which regulates the modalities of presentation, the terms for the examination and the response times of the Customer.

The Essepienne S.p.A. has created an archive of claims that, together with the monitoring of the individual case and the measurement of the impact of the same, it allows the adoption of all the necessary corrections to ensure the improvement of the service quality.

It should be finally pointed out that the claim is a form of protection of the customer which does not replace the administrative or judicial appeal expected by law and does not break the terms of it.

- Claims have to be made in writing*
- We guarantee 100% response of complaints received*
- The average response time is 4 days*
- After examining the subject of the complaint, the Management commits itself to send notice to the customer of the corrective actions that have been taken*

Users can also express their opinion about the degree of satisfaction of the service by filling in the "Rating Questionnaire" available to them at the administrative office. This will make possible to analyze the highlighted malfunctions or anomalies in order to improve as much as possible the quality perceived by users.

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**CLAIM FORM**

PLEASE NOTE THAT THE CLAIM DOES NOT REPLACE THE ADMINISTRATIVE AND JUDICIAL APPEALS

CLAIM SUBMITTED BY:

SURNAME.....  
NAME .....  
BORN IN..... DATE .....  
CITY ..... PROV. ....  
IN (STREET, SQUARE) ..... N. ....  
ZIP CODE..... TEL. ....

ACTING AS:

- PERSON CONCERNED OR DELEGATE
- .....

REASON OF THE CLAIM


.....  
.....  
.....  
.....  
.....

SUGGESTIONS

.....  
.....  
.....  
.....

DATE .....

SIGNATURE .....

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## RATING QUESTIONNAIRE

**Dear Madam, Dear Sir, Please help us to improve our services by filling in the questionnaire and posting it in the box located at each office. The questionnaire can be signed or anonymous . Thank you in advance for your cooperation.**

**It is also possible to meet a manager of the facility by appointment (to be fixed at the administrative office or by calling 051/ 4210046 ) .**

**SEX:** MALE  FEMALE

**AGE:** \_\_\_\_\_


**PERFORMED SERVICES** \_\_\_\_\_ **DATE** \_\_\_\_\_

**NAME AND SURNAME** \_\_\_\_\_

**SIGNATURE** \_\_\_\_\_

### EXPRESS YOUR OPINION ABOUT:

	EXCELLENT	GOOD	SUFFICIENT	NOT SATISFACTORY
1) Hospitality in answering by the administrative office If you wish you can enter the name of a Secretary _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 ) Treatment by medical personnel If you wish you can enter the name of a Physician _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 ) Treatment by the paramedic staff If you wish you can enter the name of a Therapist _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	EXCELLENT	GOOD	SUFFICIENT	NOT SATISFACTORY

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4 ) Related services (changing rooms , bathrooms, ....)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 ) schedules compliance for the execution of therapies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6) Outcome of treatment made	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7) The professionalism in the application of therapies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8) The order / cleanliness of the rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### **SUGGESTIONS**

I did not appreciate.....

.....

It needs to be improved.....

.....

I want to thank for.....

.....