


<i>Felsinee Srl</i>	Poliambulatorio medico	 <b>circuito della salute+</b> ANTALGIK - MESTRE
<b>Service Charter</b>		Rev. 12 Date 20/01/22 Pag. 7 di 15

# Comunication

<b>Comunication</b>		
<b>Quality factor</b>	<b>Indicator</b>	<b>Standard</b>
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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<b>Service Charter</b>		Rev. 12 Date 20/01/2
		Pag. 8 di 15

## Accessibility to the service


<b>Accesibility to the service</b>		
<b>Quality factor</b>	<b>Indicator</b>	<b>Standard</b>
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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<b>Service Charter</b>		Rev. 12 Date 20/01/22
		Pag. 9 di 15

# Professionalism


<b>Professionalism</b>		
<b>Quality factor</b>	<b>Indicator</b>	<b>Standard</b>
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%  • <8%  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  • 15 minutes  • ≤ 2 of 100 watched folders as a sample every six months
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>	• 100%  • >90%

*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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<b>Service Charter</b>		Rev. 12 Date 20/01/22
		Pag. 10 di 15


# Timeliness

<b>Timeliness</b>		
<b>Quality factor</b>	<b>Indicator</b>	<b>Standard</b>
Timeliness of technical and organizational emergencies management	Time that elapses to take advantage of performance that has not been carried out because of technical and organizational inefficiency	• From the same day to 4 working days
Waiting time between booking day and delivery day	Waiting time for the execution in accreditation of psychiatric	• From the same day to 5 working days
	Waiting time for the execution of paid specialist visits	• From the same day to 5 working days
	Waiting time for performance of the services of physical therapy in credit / payment	• From the same day to 12 working days
Interactive relationship between the centers of the Circuit of Health	Waiting time between the booking and the execution in accreditation of psychiatric visit in the first free and enabled center	From the same day to 2 working days
	Waiting time between the booking and execution of paid specialist visits in the first free and enabled center	• From the same day to 3 working days
	Waiting time between the booking and the performance of the services of physical therapy in credit / payment in the first free and enabled center	• From the same day to 3 working days

*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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<b>Service Charter</b>		Rev. 12 Date 20/01/2
		Pag. 11 di 15

## Transparency

<b>Transparency</b>		
<b>Quality factor</b>	<b>Indicator</b>	<b>Standard</b>
Effectiveness in solving problems	Response time to complaints	Maximum 4 working days
Possibility to request a meeting with the Management	Waiting time between the request for appointment and the appointment	Maximum 2 working days

*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*