



**Centro Cardiologico – Centro di riabilitazione ex art.26 L.833/78**  
**Via Napoli 15/17 - 04011 Aprilia**  
**P.IVA 02718420595**

## **SERVICE CHARTER**



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## **INTRODUCTION AND FUNDAMENTAL PRINCIPLES**

The Cardiology Center is a healthcare facility belonging to the REDIMEDICA Group, which has been operating for years in the territory of the Province of Latina. The Group's healthcare mission is focused on Diagnostic Laboratory and Outpatient Specialist services, with facilities located in various municipalities of the Province. Most recently, the Territorial Healthcare Facility, the Cardiology Center of Aprilia, has been added. It is a rehabilitation and functional re-education center that provides services for patients with physical, psychological, and sensory disabilities.

The rehabilitation treatment aims to achieve the highest possible level of independence in physical, psychological, and social terms, considering the pathology each user is affected by. Recovery and re-education activities are carried out through a comprehensive approach to patient care by a multidisciplinary team, which must design a personalized rehabilitation program focused on recovery.

In fact, the rehabilitation program established by the multidisciplinary team involves various areas of expertise. Therefore, the Cardiology Center uses only highly experienced and skilled personnel, including:

- Medical specialists: orthopedists, physiatrists, neurologists, child neuropsychiatrists
- Healthcare professionals: rehabilitation therapists, psychologists, speech therapists, developmental neuro-psychomotor therapists, occupational therapists, health educators, and social workers

To better meet the needs of users, the facility is committed to humanizing the operator-user relationship through a welcoming environment and respectful acceptance of the user's dignity, correctly identifying and understanding their needs in relation to the services offered.

### **Services Provided**

The rehabilitation services provided include motor, neurological, speech therapy, psychomotor, and cognitive therapies, offered on an outpatient basis. These services target neuro-psycho-social issues and include, for example:

- Neuropsychological and neuropsychiatric rehabilitation
- Speech therapy
- Psychomotor, cognitive, and learning rehabilitation
- Individual and group psychotherapy
- Psychological counseling
- Parental support
- Neuropsychological evaluations
- Psychological assessments for individuals, families, and groups
- Neuropsychiatric evaluations
- Treatments aimed at improving health and social-educational conditions
- Physical medicine and orthopedic consultations and evaluations by other specialists to support the design and implementation of the patient's socio-health rehabilitation plan



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REHABILITATION TECHNIQUES used in outpatient treatments:

- Neuromotor rehabilitation
- Orthopedic rehabilitation
- Global postural re-education
- Instrumental physical therapy (T.E.N.S., diadynamic currents, iontophoresis, electrostimulation, magnetotherapy, laser, ultrasound)
- Psychological support therapy and psychotherapy
- Occupational therapy, aimed at achieving the highest possible autonomy and improving the individual's quality of life through meaningful activities and movements, involving the patient's whole personality and their environment
- Speech therapy
- Developmental Neuro and Psychomotor Therapy for children and adolescents

The therapies provided include:

- Neuropsychological and neuropsychiatric rehabilitation interventions
- **Rehabilitation:** corrective gymnastics (scoliosis, kyphosis, knock knees, bow legs, etc.), osteoarthritis in the elderly, arthritis and peri-arthritis, post-fracture conditions, post-surgical rehabilitation
- **Physical therapy:** radar therapy, iontophoresis, diadynamic currents, electrostimulation, ultrasound, laser, magnetotherapy, spinal manipulations, infrared, ultraviolet, pressotherapy, hyperthermia, tecar therapy, shockwave therapy, oxygen therapy

#### **Access Procedures for Services:**

##### *Treatments for Neuro-Psycho-Social Services*

*1st Cycle:* Request from the General Practitioner (G.P.) for consultation and treatment cycles.

*2nd Cycle and following:* The General Practitioner must request, specifying the diagnosis and the sessions already performed by the patient, the consultation of the specialist to assess the need for a longer treatment.

If the specialist deems the therapy necessary, they will issue a therapeutic plan, sending everything to the patient's General Practitioner, who will then prescribe any subsequent treatment cycles.

##### *Outpatient Rehabilitation Treatments*

*1st Cycle:* Request from the General Practitioner (G.P.) for a maximum of 3 treatment cycles.

*2nd Cycle and following:* The General Practitioner must request, specifying the diagnosis and the rehabilitation cycles already carried out by the patient, the consultation of the specialist to assess the need for extended treatment.

If the specialist deems the therapy necessary, they will issue a therapeutic plan, sending everything to the patient's General Practitioner, who will then prescribe any subsequent treatment cycles.



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In this case, the General Practitioner must request, specifying the diagnosis and rehabilitation cycles already performed by the patient, the consultation of the specialist, who will issue the prescriptions according to the procedures already described for outpatient treatments and in compliance with the Guidelines of the Ministry of Health for rehabilitation activities — i.e., with a therapeutic plan and first prescription.

In this case, however, a copy of the therapeutic plan issued by the specialist must also be sent to the Cardiological Center by the General Practitioner.





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## **INFORMATION ABOUT ORGANIZATION AND SERVICES OFFERED**

### **The Facility**

The Cardiological Center is structurally organized to carry out both individual and group therapies, equipped with a suitable gym and therapy boxes, in addition to appropriate rooms for the planned specialist consultations.

### **Services Offered**

The facility can provide highly specialized and rehabilitative services for a wide range of pathologies and age groups:

- Educational and clinical services aimed at neuro-psycho-social issues;
- Central and peripheral nervous system diseases in chronic and/or stabilized stages;
- Post-traumatic musculoskeletal disorders, both single-joint and multi-joint;
- Degenerative musculoskeletal diseases, both single-joint and multi-joint;
- Conditions resulting from burns or surgical interventions;
- Disorders related to paramorphisms and dysmorphisms in developmental age;
- Cardio-respiratory diseases.

## **PATIENT RIGHTS**

The Cardiological Center Ltd. undertakes, in compliance with the European Charter of Patient Rights (drawn up by the Active Citizenship Network (ACN), a European program for active citizenship), to comply with national and local regulations, as well as with the provisions of the World Health Organization, to recognize and respect the rights of the patient, which are:

- **Right to preventive measures.** Everyone has the right to appropriate services to prevent illness.
- **Right of access.** Everyone has the right to access health services that their health condition requires. Health services must guarantee equal access to all, without discrimination based on financial resources, place of residence, type of illness, or time of access to the service.
- **Right to information.** Everyone has the right to access all information about their health condition and the health services available and how to use them, as well as any scientific research or technological innovation that may benefit them.
- **Right to consent.** Everyone has the right to access all useful information to actively participate in decisions regarding their health. This includes participation in treatment decisions and clinical trials.
- **Right to free choice.** Everyone has the right to freely choose between different treatment procedures and healthcare providers, based on adequate information.
- **Right to privacy and confidentiality.** Everyone has the right to the confidentiality of their personal information, including health status and possible diagnostic or therapeutic procedures. They also have the right to privacy during diagnostic tests, specialist visits, and medical-surgical treatments in general.
- **Right to respect for patients' time.** Everyone has the right to receive necessary treatment within a pre-defined and reasonable period. This applies to every phase of treatment.



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- **Right to quality standards.** Everyone has the right to access high-quality health services, based on the definition and observance of precise standards.
- **Right to safety.** Everyone has the right to be protected from harm caused by poor healthcare services, medical malpractice, or errors, and to receive health services that ensure high safety standards.

#### **Rights of the Individual**

- **Right to Innovation:** Every individual has the right to access innovative procedures, including diagnostic ones, according to international standards and regardless of economic or financial considerations.
- **Right to Avoid Unnecessary Suffering and Pain:** Every individual has the right to avoid as much suffering as possible at every stage of their illness.
- **Right to Personalized Treatment:** Every individual has the right to diagnostic or therapeutic programs as closely tailored as possible to their personal needs.
- **Right to Complaint:** Every individual has the right to file a complaint whenever they have suffered harm and has the right to receive a response.
- **Right to Compensation:** Every individual has the right to receive fair compensation within a reasonable timeframe whenever they have suffered physical, moral, or psychological harm caused by treatment received in a healthcare setting.

The Cardiology Center also commits to:

#### **Regarding Admissions:**

- Ensuring short waiting times for the provision of services, preventive information, and documentation relating to services offered;

#### **For Healthcare Services:**

- Providing the patient with information about therapeutic treatments, optimizing access and wait times for radiological exams, specialist visits, and physiotherapy treatments;

#### **For Staff Relations:**

- Ensuring staff wear visible ID badges to allow patients to identify personnel, and providing personalized assistance tailored to the patient's needs;

#### **At the End of the Treatment Cycle:**

- Providing all clinical information and scheduling proper follow-up appointments for check-ups, etc.;

#### **Regarding Administrative Aspects:**

- Ensuring simplicity and speed in the delivery of all clinical documentation or any other requested documents;



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Regarding the Collection of User Feedback:

- Ensuring clear and accessible feedback forms for reporting satisfaction levels, dysfunctions, complaints, etc.;
- Publishing the results of statistical surveys on service quality and responding within legal timeframes to any complaints submitted.

**Cardiology Center of the RediMedica Group – Rehabilitation Center (pursuant to art. 26 L.833/78)**

**General Data:**

Sole Administrator: Dr. Francesco Maurizio Redi  
Medical Director: Dr. Umberto Antonio Mario Redi

**The switchboard can be reached at:**

**06.92.72.76.07** from Monday to Friday, from 9:00 AM to 7:00 PM,

**Saturday:** from 9:00 AM to 1:00 PM

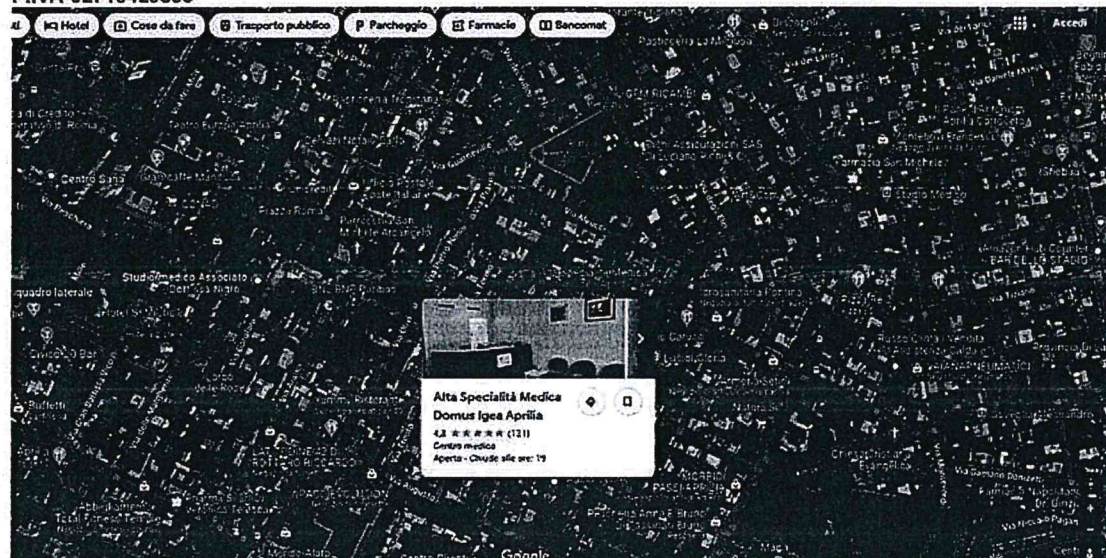
or via email: [info@centrocardiologico.it](mailto:info@centrocardiologico.it)

**The Cardiology Center is located in Aprilia (LATINA), Via Napoli 15/17 (Postal Code 04011).**



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#### **The Cardiology Center Ensures the Protection of Users:**

- Relationships with user representative associations are encouraged through the sharing of the Service Charter, which is sent to them.
- Reception staff are responsible for public relations and handling suggestions or complaints. Specific forms and suggestion boxes are available.
- Each patient is assigned a Case Manager, whose name is communicated at the start of the rehabilitation process. The Case Manager is responsible for managing the patient's individual rehabilitation project and communicating with the patient's family.

#### **Access to Clinical Information by Users**

Users may access their clinical information through:

- A meeting with the Case Manager
- A request for copies of medical documentation concerning them, submitted in writing using the Center's official forms.
- The **maximum response time** for requests is **7 days** from the date of the request.
- **Only with the user's consent**, operators may provide information or clinical documentation to family members.

#### **Users' Rights and Participation**

The Management of the RediMedica Group Cardiology Center invites all service users to promptly report any problems and reminds them of some fundamental rights:

- Being adequately informed about the type and duration of treatment: each outpatient service has a duration defined by national standards;
- Knowing the names of the healthcare providers assigned to them;
- Visiting the Center;
- Being informed about their rehabilitation project and any future updates;
- Receiving information concerning them;
- Viewing their medical documentation at any time and coordinating with management regarding timing and delivery of reports.

To help staff provide the best possible service, users are asked to:

- Respect scheduled appointment times;
- Promptly inform the RediMedica Group Cardiology Center of any absences and actively participate in the activities and therapy sessions."



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### **User Right to Privacy**

Patients have the right to have their privacy protected: the Center's Management pays close attention to safeguarding patient privacy, both through the safekeeping of medical documentation — for which a specific procedure is in place — and during the rehabilitation treatment itself. A procedure is provided for both the reception and healthcare staff to avoid calling patients by name upon entry into treatment. Instead, a number is assigned during the intake process to identify the patient, which is then used to assign them to a therapist.

In subsequent visits, the same therapist — at a set time — will welcome the patient at reception to continue therapy in the spaces designated for these activities. Every effort is made to ensure that the same therapist consistently treats the same patient unless organizational needs require a replacement.

In the rooms dedicated to rehabilitation treatments, sessions are normally individual unless otherwise specified and explained to the family at the time of the patient's intake in the individual rehabilitation plan.

### **Complaint Management**

A complaint is an expression of dissatisfaction that in turn requires a response. Reports are also useful for understanding existing issues, service malfunctions, and for identifying possible and appropriate actions to improve service delivery.

At the Center, the procedure for handling complaints is as follows:

- Complaints are received by the Reception staff;
- Reports must be made within 3 days of the incident;
- Reports can be made verbally, by phone, or in writing; for proper formalization, the specific **complaint form** must be completed, possibly accompanied by reports or documents;
- A response to the complaint will always be provided, and for significant issues, a written reply will be sent within 7 days of the report.

### **Satisfaction Assessment**

Patients will also be given a questionnaire — current model used by the Center — strictly anonymous and based on the model in use at the facility — concerning satisfaction with the services received. The questionnaire must be fully completed and placed in the designated boxes.

The questionnaire will be used to identify critical points in the service organization, which can then be continually improved with a focus on user satisfaction.

This tool will allow the preparation of a self-assessment report through which the Center examines the results achieved in relation to the commitments made and the degree of user satisfaction.



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SERVICE ASPECTS SUBJECT TO EVALUATION
Professionalism of reception staff
Waiting time for therapy
Professionalism and courtesy of the therapist
Duration of therapy
Facility cleanliness
Respect for privacy
Satisfaction with therapist replacement

#### Freedom to Choose the Service

"The commitments related to individual interventions and to the various types of assistance provided under this agreement are issued ... in compliance with the right to the free choice of the individual involved ..."

(Ref.: Standard agreement text for accredited rehabilitation centers).

APRILIA 10/01/2025

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