



SERVICE CHART

Published on July 2017

General informations

Challenging and Priority

Compulsory or prescriptive medical treatment must always be submitted to the facility for the provision of the required benefit, except for those prescriptions directly provided by the medical practitioner (ie: medical staff) who will assess directly whether or not they will perform it Less (eg ultrasound, specialist visit). If the service is provided at the expense of S.S.R. (Regional Health System, or Convention), the patient may be called upon to pay for the expense charge, also known as the ticket term, and is not required to pay even if the ticket is in possession of an attestation that exempts him from payment . In this case, the priority given by the basic practitioner or other public structure is the priority which, according to the letter indicated, specifies the terms within which the benefit must be provided by the patient's chosen structure:

10 days for Priority B; 30 days for Priority D; 90 days for priority P
(Article 38 of Regional Law No. 30 of 30/12/2016)

If the patient does not accept the first booking, the priority times vary as follows:

20 days for Priority B; 60 days for Priority D; 120 days for priority P
(Note from the ESSR6 Euganean on 30/06/2017 – Regional Law n° 30 of 30/12/2016)

These priority values should not be applied to orders issued privately, that is to say, with the total expense of the user.

Disapprove appointments

If for any reason you can not present yourself to receive the performance on the set date, you must be notified of us at least three business days prior to our specialist and five-day work examinations for instrumental exams.

The applicable law (Regional Law 30 of 30 December 2016 - Article 38, paragraph 12) provides, in fact, for the payment of the entire amount of the provision provided by the Tariff Nomenclature, also to Exempt Users.

To access our Clinical Analysis Laboratory at Cadoneghe, which is part of the Italian Diagnostic Network (R.D.I.), no reservation is required; You only have access to the facility during the opening hours of the pickup point (from 7:30 am to 9:00 am Monday to Friday and 8:00 am to 10:00 am on Saturdays).

Ticket Information and Right of Exemption

We remind you that any single document attesting the exemption from the payment of the ticket is issued to you directly, exclusively by your ULSS competency. The facilities may not apply any exemption on the payment of the ticket on its own initiative or at the User's request.

Since the only guarantee for this right is the red binding (regional recipe) or the dematerialized recipe issued by a General Practitioner or by other public hospital doctors (hospitals), it is essential that the exemption code be included in the recipe same. In the

absence of such a code you will not be able to apply the right of exemption from the payment of the ticket.

If the stamp shows the stamp and / or the indication "Performance not available from S.S.R." means that the service is only provided in private.

Retrieving reports

The retrieval of diagnostic and laboratory reports is regulated as follows:

- The same day for examinations of electromyography, ultrasound, clinical instrumental examination of the breast, specialist outpatient examinations;
- within one working day for radiographic examinations (X-rays), magnetic resonances and densitometry;
- Within three working days for magnetic brain resonance imaging, computer axial tomography (T.A.C.);
- Within five business days for Holter;
- By the day after the blood withdrawal, unless specific tests requiring longer analysis times, at Cadoneghe's facility or online from 5 pm on the day following the withdrawal, go to website www.gvdr.it in the "Online Reports" section ", Following the instructions issued at the time of acceptance and entering the indicated login password. Online reports will be made available for a maximum of 30 days that can only be picked up at the facility. In addition, references may be sent at the user's domicile on their own written request by registered mail, e-mail (protected pdf file), facsimile fax by displaying a copy of a validation document in validity.

Recall that the current legislation (DGR 600 of 13/03/2007, in conjunction with Law 412/1991 and the Financial Act 2007) provides that the withdrawal of the report must be made within 30 days of the date of the execution of the diagnostic examination. Failure to comply with this term implies - on the part of the User - the payment of the entire service, even if it is exempt. In 2015, changes to the standard required healthcare providers to report the names of those who did not comply with the ULSS.

Patient Safety

The centrality and well-being of the User is our precise mission, and to ensure the achievement of the objective, the Group's structures implement the "safety of the patient": adequately reported safety exits, evacuation plans posted to each department, Fire-fighting guns where there are scheduled and periodically verified, behavioral alerts, personnel specifically designed to deal with any emergency situations and equipped with essential equipment for the first intervention; these are elements that contribute to providing the user with the utmost guarantee of immediate emergency intervention and effective.

In addition, the electromedical equipment used to deliver performance is not only technologically avant-garde but also periodically tested in terms of functional and electrical safety, ensuring maximum safety for the operator and the user as well as ensuring An effective delivery of the benefit.

Finally, the safety and well-being of the user are guaranteed by a comfortable environment and with adequate natural brightness in all structures that are easily accessible and lacking in architectural barriers.

All the staff of the Veneto Diagnostic and Rehabilitation Group staff took part in a 20-hour First Aid: Bls / D, Basic Life Support, Defibrillation and Triage.

Privacy

The particular collection of data not only personal but also inherent in the health of citizens involves extreme attention in the treatment of such data for which specific authorization for treatment will be required. Group information is affixed to the Group; In some you will be required to biometrically sign a computer tablet, authorize the processing of personal data for the purposes for which the collection is carried out, as well as all the informed consents that some performances require. The information and the entire process of personal and sensitive data management is in accordance with the dictate of D.Lgs. 196/2003. You may, however, always request a written copy of the information or download it directly from the website www.gvdr.it, section of documents. The staff of the facilities also pay the utmost attention to the communications concerning minors, as provided by the New York Convention on the Rights of the Child (Law 176/1991).

The Minor User

The Minority User is entitled to receive the benefit only if accompanied by the parents or by the homeowner. Any outcomes on the health of the underage person are communicated and delivered directly to the parents or to the homeowner who will be able to assist in the provision of the benefit.

Proxies

The results of the Diagnostic Examinations performed at the facilities of our Group, whether they are Diagnostic for Images of the Laboratory Analysis, may be withdrawn by third parties provided that they have written delegation in the invoice issued at acceptance or delegation sent by mail if Accompanied by a copy of the identity document of the delegate. Such delegation is stored at the facility. There is the possibility of submitting a cumulative delegation for the withdrawal of the fitness certificates for the competitive sport to be requested at our reception.

Traceability and archiving of your clinical history

With the aim of improving the service provided to the user and to ensure the highest precision and professionalism, the Veneto Group structures implement an electronic archive of images and reports that are kept indefinitely thanks to a sophisticated computer system.

This system allows you to always have access to and track down your clinical history for the activities performed at our facilities, allowing the specialist the best update to your folder and a more accurate diagnosis report issue.

This type of service, given its contents, is subject to maximum data protection and access to them is done exclusively by medical staff through the use of personal credentials.

The Veneto Group has joined the project of the "Electronic Sanitary Paper" (FSE) of U.S. 6 - Euganean, which can then be made available to Italian citizens throughout the country.

The FSE is the set of social and health-related digital data and documents generated by present and past clinical events relating to the patient.

*How we value your liking
... to help us improve*

The Group's structures have as a mission the well-being of the User and, in order to achieve the goals of continuous improvement, need your help. For this reason, there is a questionnaire for the acceptance of the acceptance at the reception desk, the reception desk and also on our website www.gvdr.it, section of the document.

The tool, which is completely anonymous, gives you the opportunity to express the satisfaction level and indicate which aspects (organizational, structure, environment) can improve service by providing observations and suggestions.

Finally, the questionnaire represents an important indicator for the Quality System to which the Group's structures are obliged to respond.

It can be delivered at the reception, or directly packed in the special red boxes in the facilities.

The questionnaire will ask questions about the behavior of the staff (administrative and health), the waiting times, the completeness of the information received, healthcare and environmental aspects.

Qualified interviews conducted by qualified external staff for a more complete collection of information needed to improve services can be conducted.

Our Quality

The Veneto Diagnostic and Rehabilitation Group has always been pursuing the goal of continuous improvement and for this reason has set itself the goals it has always reached. To date, in fact:

- The structures of the Veneto Diagnostic and Rehabilitation Group of Cadoneghe, Padova and Barbarano are certified according to the UNI EN ISO 9001 Quality Management System, while the structures of Scorzè and Conegliano Veneto are being certified;
- The structures of Cadoneghe (Padovano Physiotherapy Center - Physical Medicine and Rehabilitation and Scrovegni Radiology - Diagnostic for Images), Padua (Physical Physics Physics and Physical Medicine and Rehabilitation) and Scorzè (Centro Benedetto) are accredited by the Regional Health Service and have passed All checks with 100% of the positive results;
- the structure of Barbarano Vicentino (Fisiovicentina - Physical and Rehabilitative Medicine and Specialist Surgery) Adheres to the Regional Quality System (Decree of the Extraordinary Commissioner of ARSS No. 39 of 30 April 2012).

GVDR operates in the environment-friendly plan and has realized in the course of 2016 the " Zero Paper " project, which envisages dematerialization of documents and archiving them in digital format, eliminating paper management.

Fundamental principles, rights and duties and protection procedures

The Veneto Diagnostic and Rehabilitation Group operates according to the fundamental principles established by law: equality, impartiality, continuity, right of choice, participation, efficiency and effectiveness and guarantees its patients the following rights:

- The patient has the right to be watched and cared for with care and attention, respecting human dignity and his philosophical and religious convictions.
- The patient has the right to obtain from the GVDR information about the benefits provided by the same, the access methods and the relevant skills. The same has the right to be able to immediately identify the people who care for him.
- The patient has the right to obtain from the healthcare provider that he cares for complete and understandable information about the diagnosis of the disease, the proposed therapy, and its prognosis.
- In particular, except in cases of urgency in which the delay may pose a health hazard, the patient has the right to receive the information that allows him to express an informed consent before being subjected to therapies or interventions; Such information must also cover possible risks or inconveniences resulting from the treatment. If the health care provider reaches the reasoned belief that the information is not viable, the same should be provided, unless expressly denied to the patient, to the family members or to those exercising supervisory authority.
- The patient also has the right to be informed of the possibility of alternative investigations and treatments, even if executable in other facilities. If the patient is not able to determine themselves, the same information must be provided to the persons referred to in the previous article.
- The patient has the right to obtain information about his / her own illness and any other circumstance concerning him / her, remain secret.
- The patient has the right to file complaints that need to be promptly examined and be informed promptly about their outcome. This right can be exercised directly at the secretariat that will immediately contact the patient with the URP manager. Direct participation in the fulfillment of some duties is the basis for full use of their rights. Personal commitment to duty is a respect for the social community and the health services used by all citizens. Obtaining the duties listed below also means improving the quality of the benefits provided by GVDR.
- When accessing GVDR, the patient is invited to have responsible behavior at all times while respecting and understanding the rights of other patients with the will to collaborate with medical, health, technical and management personnel of GVDR.
- Access to GVDR expresses the patient's trust and respect for the healthcare staff, a prerequisite for setting up a proper therapeutic and care program.
- It is a duty of every patient to inform GVDR promptly of their intention to give up, according to their will, healthcare and health care plans that can be avoided by waste of time and resources.
- The patient is required to respect the environments, equipment and furnishings found within the facility.
- It is advisable to avoid any behavior that may cause disturbance or discomfort to other patients.
- The patient has the right information on the organization of the GVDR, but it is also his duty to inform him in the right times and ways.

GVDR guarantees the 14 patient rights established by European Charter of the Sick Rights

1) RIGHT TO PREVENTIVE MEASURES:

Everyone has the right to appropriate services to prevent the disease.

The Veneto Diagnostic and Rehabilitation Group facilities offer a full range of state-of-the-art diagnostic services, adhere to screening programs to provide Citizens Prevention Services, promote and promote health-care services. In addition, structures offer lifestyles through campaigns to raise awareness among the population.

2) FREE ACCESS RIGHT:

Everyone has the right to access the health services that his health requires. Health services must ensure equal access to everyone, without discrimination based on financial resources, place of residence, type of illness or time of access to the service.

The facilities of the Veneto Diagnostic and Rehabilitation Group guarantee equal treatment and access to all citizens without discrimination of any kind.

3) RIGHT TO INFORMATION:

Everyone has the right to access all information regarding his or her health status, health services, and how to use them, as well as any information that scientific research and technological innovation makes available.

The staff of the Veneto Diagnostic and Rehabilitation Group facilities are adequately prepared to provide Citizens with all the information they need to make it the best choice. Each user can exercise the right of access to all the health information that is relevant to him and that we own.

4) RIGHT TO CONSENT:

Everyone has the right to access all the information that may enable him to participate actively in decisions regarding his / her health. This information is a prerequisite for each procedure and treatment, including participation in the trials.

The patients in the Veneto Diagnostic and Rehabilitation Group are informed in advance of the possible health risks that they will be subjected to, so that they can express a truly informed consent.

5) RIGHT TO FREE CHOICE:

Everyone has the right to choose freely between different procedures and health care providers on the basis of adequate information.

The structures of the Veneto Diagnostic and Rehabilitation Group guarantee the Citizens the full implementation of their own free choice.

6) RIGHT TO PRIVACY AND CONFIDENTIALITY:

Everyone has the right to the confidentiality of personal information, including those relating to his / her health and possible diagnostic or therapeutic procedures, as well as the right to protection of his / her privacy during the conduct of diagnostic examinations, specialist visits and Medical and surgical treatments in general.

The facilities of the Veneto Diagnostic and Rehabilitation Group ensure the protection and confidentiality of all personal and sensitive information about patients. The organization of the structures and the procedures implemented ensure privacy during the implementation of diagnostic tests,

7) RIGHT TO THE PATIENT RESPECT TIME:

Everyone has the right to receive the necessary healthcare treatments in short and predetermined times. This right applies to every stage of treatment.

The Veneto Diagnostic and Rehabilitation Group structures observe the times foreseen by the statutory regulations at the time of booking (Law No. 30 of 30/12/2016). It also respects the duration of individual treatments as provided by the Regional Tariff Nomenclature and specific Guidelines.

8) RIGHT TO COMPLY WITH QUALITY STANDARD:

Everyone has the right to access high-quality health services based on the definition and observance of well-defined standards.

The facilities of the Veneto Diagnostic and Rehabilitation Group operate with a quality system certified UNI EN ISO 9001: 2008 and according to the highest standards of quality, authorization and institutional accreditation

9) RIGHT TO SECURITY:

Everyone has the right not to be harmed by the bad functioning of health services or medical errors and has the right to access healthcare services and treatments that guarantee high safety standards.

The Veneto Diagnostic and Rehabilitation Group has implemented a rigorous clinical risk management system aimed at constant monitoring and minimizing the risks to the patient's health, and therefore the most stringent safety criteria are applied.

10) RIGHT TO INNOVATION:

Everyone has the right to access innovative procedures, including diagnostics, in line with international standards and regardless of economic or financial considerations.

The facilities of the Veneto Diagnostic and Rehabilitation Group guarantee their patients the application of the most up-to-date guidelines and the maintenance of a constantly updated diagnostic and electromedical equipment park, always adopting the best available technology.

11) RIGHT TO AVOID SOFFERENCES AND DOLORS NOT NECESSARY:

Everyone has the right to avoid as much suffering as possible at any stage of his illness.

The operators of the Veneto Diagnostic and Rehabilitation Group act according to best performing procedures minimizing unnecessary pain, even the modern technology used contributes to ensuring this right.

12) RIGHT TO PERSONALIZED TREATMENT:

Everyone has the right to have diagnostic or therapeutic programs as appropriate to their personal needs.

The facilities of the Veneto Diagnostic and Rehabilitation Group provide customized diagnostic and rehabilitation pathways, calibrated according to the needs of each individual patient.

13) RIGHT TO RECLAM:

Everyone has the right to claim any damage and receive an answer.

The facilities of the Veneto Diagnostic and Rehabilitation Group make available to the Citizen the U.R.P. Which collects all complaints and comments or suggestions from the Citizen.

This is a space with staff dedicated to the protection of the User where you can address them for listening and to submit suggestions or activate the protection procedure by means of written complaint or requesting an interview with the staff.

The U.R.P. Collects complaints, remarks and suggestions by undertaking all the actions useful for improving the organization of the Veneto Group structures.

You can contact U.R.P. In person, by phone, by questionnaire or letter, email and fax.

Staff are available daily, by appointment, to:

CADONEGHE (PD) Via Gramsci 9

Tel. 0498874111

Fax 0498870010

Email: sistema.qualita@gvdr.it

Published review on July 2017

14) DIRECTION FOR DISPOSAL:

Everyone has the right to receive adequate compensation in a reasonably short time whenever he has suffered physical, moral or psychological damage caused by health services.

The rights to compensation for the patients of the Veneto Diagnostic and Rehabilitation Group are guaranteed by the insurance cover of the structure and, above all, that of its Professionals, whose validity is always monitored by the Management.

Struttura di Cadoneghe - Palazzo Al Doge

Sanitary Director: Dott. Giuseppe Caraccio

Via Gramsci 9 - Tel 0498874111 – Fax 0498870010

Open calendars: from Monday to Friday from 7:30 am to 8.30 pm – Saturday from 8:00 am to 1:00 pm

Aut. Esercizio Prot. 4622 del 07/05/2014 – Comune del Medio Brenta

Accreditata al S.S.R. con DGR 2139 del 23/12/2016 della Regione Veneto



It is the legal seat of the Group. It is spread over 4 floors with an area of more than 3,500 square meters and two rehabilitation pools on the third floor. It offers its services to a basin of more than 300,000 inhabitants in neighboring countries in Padua and Upper Padua. He uses a seat detached from Palazzo Bucintoro (Gym Salute & Wellness).

Radiologia Scrovegni

Resp. Sanitario: Dott. F. Peruzzi

Diagnostica per immagini

accreditato ULSS 6 Euganea

Risonanza magnetica

Densitom. ossea

Ecografia

Diagnostica senologica

TAC

RX e Ortopantomografi

Centro Fisioterapico Padovano

Resp. Sanitario: Dott. E. Gomiero

Medicina Fisica e Riabilitazione

accreditato ULSS 6 Euganea

Riabilitaz. ortopedica

Terapie fisiche

Riabilitaz. Neurologica e cognitiva

Analisi del movimento

Piscine riabilitative

Riabilitaz. Cardiologica e Fitness

Medicina di Laboratorio

Resp. Sanitario: Dott. G. Ruzza

Analisi Cliniche

Poliambulatorio

Resp. Sanitario: Dott. E. Gomiero

Visite specialistiche di: Cardiologia con ECG, Dermatologia, Ginecologia e Ostetricia, Ortopedia e Traumatologia, Urologia, Oculistica, Pneumologia, Medicina dello Sport, Reumatologia, Neurologia, Psicologia, Endocrinologia

How to reach us:

By car: exit West Padova (Limenella) subway towards Castelfranco, exit Cadoneghe

By car: exit Padova East (reference Hotel Sheraton) subway towards Castelfranco and exit Cadoneghe

By bus: from the railway station by tram with Vigodarzere terminus, then bus no. 4 destination Cadoneghe

Struttura di Padova - Centro Medico Fisioguizza

31 S. Maria Assunta Street – Padova
Sanitary Director: Dott. Giuseppe Caraccio

Tel 0498803767 – 0498801558 – Fax 0498870010
Open calendars: from Monday to Friday from 7:30 am to 8.30 pm
Aut. Esercizio n° 72 del 23/12/2016 – Comune di Padova
Accreditata al S.S.R. con DGR 2139 del 23/12/2016 della Regione Veneto



Built in 2010 by transferring the activities from the old site of Via Valgimigli. It operates in the Guizza - Bassanello area and collects the Padua and neighboring municipalities of about 200,000 Users.

Centro Medico Fisioguizza

Resp. Sanitario: Dott. E. Corato
Medicina Fisica e Riabilitazione
accreditato ULSS 6 Euganea

*Riabilitaz.
ortopedica*

*Terapie
fisiche*

*Riabilitaz.
neurologica*

Diagnostica per immagini

Resp. Sanitario: Dott. L. Bidoli
Ecografie

Poliambulatorio

Resp. Sanitario: Dott. E. Corato
*Visite Specialistiche di: Cardiologia, Neuropsichiatria
infantile, Neurologia, Ortopedia e Traumatologia,
Pneumologia, Medicina dello Sport, Allergologia ed*

How to reach us:

By car: exit East Padova (reference Hotel Sheraton) subway towards Chioggia - exit n° 10 on the right
By public transportation: from the railway station by tramway with the Sud Padova exit. Zone Guizza - stop Assunta.

Struttura di Barbarano Vicentino - Fisiovicentina

Sanitary Director: Dott. Giuseppe Caraccio

10 A. Carampin Street, - Tel. e Fax 0444776074

Open calendars: from Monday to Friday from 7:30 am to 8.30 pm

Aut. Esercizio Prot. 2749/2014 del 26/04/2014 – Comune di Barbarano Vicentino (VI)

Orario di apertura: dal lunedì al venerdì dalle ore 7:30 alle ore 20.30



Transferred from Noventa Vicentina in the summer of 2000, the structure is housed in a mixed commercial housing complex in the central area of Barbarano Vicentino (VI). Structure that operates exclusively under a private regime and offers its services to a basin of About 30,000 inhabitants, as well as being present with their own staff at Vacation Houses.

Fisiovicentina

Resp. Sanitario: Dott. E. Corato

Medicina Fisica e Riabilitazione

*Riabilitaz.
ortopedica*

*Terapie
fisiche*

*Riabilitaz.
neurologica*

Poliambulatorio

Resp. Sanitario: Dott. E. Corato

*Visite Specialistiche in: Ortopedia e Traumatologia,
Cardiologia con ausilio di elettrocardiografo,
Neurologia, Geriatria e Gerontologia, Medicina dello
Sport*

How to reach us:

By car: A4 motorway towards Verona - exit for Rovigo and exit to Albettono - Barbarano

By public transportation: from Vicenza line 8 - AIM

Struttura di Conegliano – Pol. Marca Trevigiana

Sanitary Director: Dott. Giuseppe Caraccio

94 Adolfo Vital Street - Conegliano (TV)

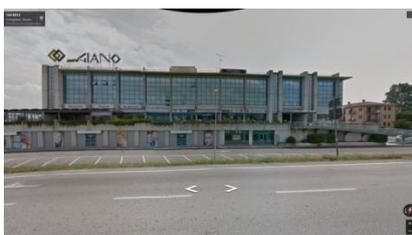
Tel 04381960970

segreteria.conegliano@gvdr.it

Open calendars: from Monday to Friday from 7:30 am to 7:00 pm

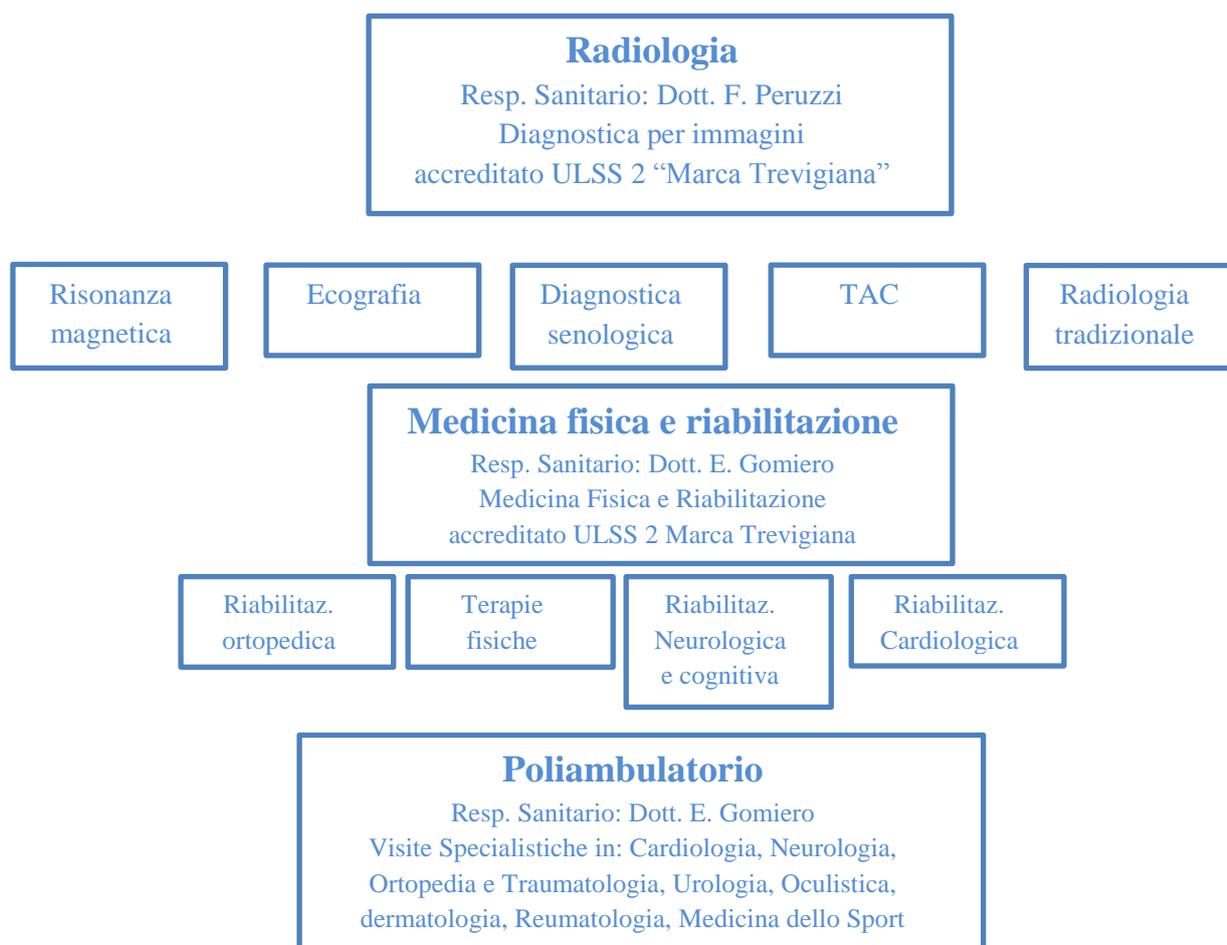
Aut. Esercizio Prot. (in fase di emissione) – Comune di Conegliano

Accreditata al S.S.R. con DGR (in fase di emissione) della Regione Veneto



Last acquisition of the Group after careful assessment of the needs of the Territory.

The strategic position, equidistant from Treviso to the south and Pordenone to the west for about 30 km, makes it easily accessible from a remarkable basin of citizen from Montebelluna, Oderzo, Motta di Livenza, Susegana, Spresiano, Sacile, Valdobbiadene, Cornuda Vittorio Veneto, Annone Veneto.



How to reach us:

By car: from Venice motorway A27 (exit for Conegliano)

From Padua: A4 motorway to confluence with A27 in direction Belluno - exit Conegliano

By public transport: from Padua Railway Station by train (59 min); By bus: from Padua to Mestre, then to Conegliano.

Struttura di Scorzè - Centro San Benedetto

Sanitary Director: Dott. Rocco Sergi

80, Venezia Street, - Tel 0415840740 – Fax 0498870010

Opening calendar: from monday to friday from 7:30 am to 6.00 pm

Aut. Esercizio n° 27 del 05/08/2014 – Comune di Scorzè (VE)

Accreditata al S.S.R. con DGR 2139 del 23/12/2016 della Regione Veneto



Acquired by GVDR at the end of August 2016, the facility is located in the center of Scorzè (VE) and offers physical and rehabilitation, electromyography and ultrasound therapy.

Medicina Fisica e Riabilitazione

Resp. Sanitario: Dott. G. Caraccio
accreditato ULSS 3 - SERENISSIMA

Riabilitaz.
ortopedica

Terapie fisiche

Riabilitaz.
neurologica

Diagnostica per immagini

Resp. Sanitario: Dott. G. Caraccio
Ecografie

Poliambulatorio

Resp. Sanitario: Dott. G. Caraccio
Visite Specialistiche in: Ortopedia e Traumatologia, Angiologia,
Neurologia

How to reach us:

By car: Highway A27 Exit Scorzè

By public transportation: BUSITALIA departing from Padova railway station directly to Scorzè (48 min.)