



SERVICE CHARTER

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ALTAMEDICA
ARTEMISIA



Altamedica Main Center Roma (PARIOLI)

Viale Liegi, 45 CAP 00198 Tel. 06 85 05 info@altamedica.it

www.altamedica.it

Altamedica Milano (DUOMO)

L.go Schuster,1 CAP 20122 Tel. 02 86 99 60 54 milano@altamedica.it

www.altamedicamilano.it

SERVICE CHARTER

Dear Customer,

We are pleased to present to you our **Service Charter** which represents, especially for a company that provides public and private health care, an **obligation of transparency** towards its patients, a guarantee of clarity about what you can offer and how quickly you can get it, and a correct information about the whole organization.

From the beginning the principle of the our structure growth was o put the **user at the center of our activity**. Around him we tried to turn the healthcare world with its rules, its continuous changes and the complexities connected to it.

Our philosophy of work is based on the concept of group, collaboration and teamwork because, in order to achieve the quality objectives we have given, it is essential that all interpreters of a process, of which you are also an integral part, are involved in order to contribute with their own experience to achieving a common goal.

MISSION AND OBJECTIVES

The patient and his treating physician are at the heart of all our activity. This principle is shared by all the staff, doctors, nurses, technicians, employees, managers and operators of all branches, who daily are committed to offer a personalized and flexible service that guarantees full satisfaction to its users.

THEREFORE:

- We are committed to a constant comparison with the consumers, Institutions and accredited bodies of protection of the user, in order to improve more and more our services;
- We are committed to maintaining high our standards of quality, effectiveness and speed of response to respect waiting times and to inform users, to detect their degree of satisfaction and to correct the dysfunctions that will be detected;
- We are committed to guaranteeing state-of-the-art technology in line with international standards;
- We are committed to improving communication processes between operators and users/family members;
- We are committed to guaranteeing the constant updating of our professionals both from a technical and assistance point of view.

BASIC PRINCIPLES

Our structure, moreover, adopts the basic principles contained in the General scheme of reference of the Charter for Public and Health Services (DPCM of 27/01/1994 and 19/05/1995)

listed below:

EQUALITY

Every client/patient of an ALTAMEDICA healthcare facility has the right to receive the most appropriate medical care and treatment without discrimination of age, gender, race, nationality, language, religion, political opinions and social status.

IMPARTIALITY

The behavior of operators towards patients must be inspired by criteria of objectivity, justice and impartiality.

CONTINUITY

ALTAMEDICA provides its healthcare services with continuity, intended both as a delivery in performance time and as a technical quality of the same. The provision of business services is therefore continuous, regular and uninterrupted, with the commitment to take all measures to cause the least possible inconvenience to patients, even in cases of contingent operational difficulties.

RIGHT OF CHOICE

ALTAMEDICA shall ensure, within the limits of its organization, the patient's right of choice referred both to the identification of the physician and the healthcare team responsible for performing the health service, as for the possible alternatives that are represented by them.

EFFICIENCY AND EFFECTIVENESS

Each operator must work towards achieving the primary objective that is the patient's health



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in order to produce, with the most up-to-date scientific knowledge, valid results for the health. The achievement of this objective is not separated from protection of resources that must be used in the best possible way, without waste and unnecessary costs.

In view of this, we present the Altamedica Service Charter, which wants to represent a contribution to the knowledge of the services offered by us and the “ quality paths “ that we follow to ensure your greatest satisfaction.

This document has been produced with the contribution of all the staff, placing also, and above all, greatest attention to the suggestions of our customers.

The service charter is periodically updated in relation to:

- Regulatory changes;
- Substantial changes in the various services;
- insertion of new activities;
- Authorizations and accreditations;
- Maintenance and implementation of the Quality Management System;
- Continuous improvement in reference to the customer's requests, to the results of the process monitoring, and to the findings emerged during the monitoring of the quality system by the certification body.

We would appreciate therefore if you want to express your always welcome suggestions using the satisfaction surveys present in the waiting room (MOD-QUES), or use the website www.altamedica.it -”Customer Care”, also anonymously, thus contributing to our improvement.

ALTAMEDICA - Artemisia Spa has the quality management system complies with standard **UNI EN ISO 9001** Reg. 7662-A for the following services

PROVISION OF PRENATAL AND INFECTIOUS DIAGNOSTIC SERVICES, MATERNAL-FETAL MEDICINE, ULTRASONOGRAPHIC DIAGNOSTICS FOR ORGANS AND APPARATUS, CLINICAL - CHEMISTRY, HEMATOLOGICAL, MICROBIOLOGICAL AND VIROLOGICAL LABORATORIES, SERVICE OF MEDICAL GENETICS AND COUPLE FERTILITY.



Luca Granata

Responsabile Sistema Qualità di Altamedica

Email: luca.granata@artemisia.it

BRIEF HISTORY

Artemisia was founded in 1970 as a **Laboratory of Clinical and Instrumental Analyses**. Progressively it develops different branches of clinical and instrumental diagnostics through a continuous scientific and technological update that puts it on the cutting edge in the national and international field.

In May 1979, the Centre for Ultrasound was inaugurated, in Viale Liegi 49, with the initial allocation of two ultrasound studies, operating in Gynecological and Obstetric Diagnosis. These are soon joined by a section for the study of fetal compliance and we begin to explore the universe of intrauterine life by increasingly treating the fetus as a patient.

In 1980 the Prenatal Diagnosis area is opened, an essential complement to the diagnostic work carried out, while it seeks to establish a closer contact with the specialists of neonatal and pediatric surgery, endocrinological, orthopedic, etc. in order to it is better to organize the various stages of pregnancy, always having as an end the best solutions to propose to the parental couple and to the treating physician for the fetus welfare and therefore of the new individual.

In the 80s a section of Andrology was opened, one of the first in Italy to carry out computer-assisted sperm analysis.

The clinical analysis laboratory, among the first in the region to use the techniques of radioimmunoassay and immunology, is oriented in **the development of new technologies and is the first in Italy to work with a Molecular Biology section (DNA probes) for diagnosis of infectious, genetic and paternity identification diseases**.

If scientific research is the basis of such a complex and diversified activity, laboratory results related to clinical studies are an additional starting point for the deepening of research, statistical elaboration and the diagnostic definition. **The continuous influx of data necessitated the study of a software able to collect, classify and organize them, and for this purpose ARMES, Artemisia Medical Expert System, has been studied**. With this system the growth curves of all the fetal districts and organs have been developed, routinely used in almost all ultrasound centers. These curves were achieved by mathematically processing over 50,000 records related to physiological pregnancies.

In the headquarters of Viale Liegi 37, where now Molecular Biology has become a routine, we begin the methods for **the study of tumor markers** no longer with analytical cytology but with the Flow Cytometry Method (FCM), which constitutes **a new automatic, fast and reliable instrument for the quantitative description in individual cells of certain aspects of tumor heterogeneity**.

The Center for Prenatal Diagnosis and maternal fetal medicine becomes a continuous destination of newly qualified doctors, residents and specialists from all over the country to learn or specialize in new diagnostic techniques. The numerical exuberance of these physicians necessitated the establishment of **a real didactic activity**, later included in the Artemisia Association program.

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Also during the 1980s, a congress activity was made necessary **to facilitate the scientific exchanges between the Artemisia Centers specialists and the treating physicians.**

Towards the end of the 1980s we start to think about the need to have a periodical and in 1991 comes out the number zero of the **Artemisia News, editorial of medical culture that arrived today in the twenty-sixth year of life**, is sent for free to over 60,000 specialists on throughout the country.

In the Centre of Viale Liegi, 49 **the collaboration with the Pediatric surgeon specialists of the Bambino Gesù Hospital** in Rome has become routine, with a fixed, free and weekly presence of such specialists in the Centre. This collaboration allows a correct pediatric obstetric management, which performs the timing, the mode of childbirth in agreement with the doctor and the post-partum up to postnatal therapy.

The scientific activity is supported by more than 800 publications of specialists in national and international journals and the publication of books and treatises that are used by all operators in the sector.

Both the Clinical Analysis Laboratory and the Center for Prenatal Diagnosis and maternal fetal medicine, have patients from all over the country and have closed the first collaboration agreements with Universities of Community Countries.

The genetics section, after a period of study, in 1994 has become operative with QFPCRs that allow to give for some pathologies on amniotic fluid, preliminary answers in 48 hours against the 14 days necessary for a routine examination.

In the Centre of Viale Liegi, 49 **a section for the study of diseases and infertility of couples is operative**, while a section for the **study of immunological diseases** has already been successfully operating for several years.

To complete the morphological studies of the embryo, for the study of certain targeted pathologies, a section of diagnostic embryoscopy is operative. Through the closer coordination with the industries concerned and the technological improvement of the optical fibers, more and more exciting results are being reached that will bring this method to be one of the spearheads of the prenatal specialist diagnostics.

From November 2004 Artemisia moved to the headquarters in Viale Liegi 45 (MAIN CENTER ALTAMEDICA), in a 9-storey structure distributed between laboratories, specialist studies, ultrasound studies, clinical analysis laboratories and medical genetics, couple fertility and specialist visits.

In October 2013 we attend an important event, Artemisia S.p.A. changes its brand and becomes **ALTAMEDICA, the brand of high medicine.**

The availability of new spaces allowed to activate ambulatories with the following specialist branches:

ALLERGOLOGY

ANDROLOGY

ANESTHESIA AND RESUSCITATION

ANGIOLOGY

CARDIOLOGY

GENERAL SURGERY

MAXILLO FACIAL SURGERY (ON VISIT)

PLASTIC AND RECONSTRUCTIVE SURGERY

VASCULAR SURGERY

DERMATOLOGY AND VENEREOLOGY

DIAGNOSTICS FOR IMAGES

HEMATOLOGY

ENDOCRINOLOGY

GASTROENTEROLOGY

GERIATRICS

DISEASES OF THE RESPIRATORY SYSTEM

OCCUPATIONAL MEDICINE

SPORTS MEDICINE

INTERNAL MEDICINE

FORENSIC MEDICINE

NEFROLOGY

NEUROLOGY

OPHTHALMOLOGY

ONCOLOGY

ORTHOPEDICS AND TRAUMATOLOGY

OBSTETRICS AND GYNECOLOGY

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OTOLARYNGOLOGY

PEDIATRICS

PSYCHIATRY

RHEUMATOLOGY

NUTRITION AND DIETETIC SCIENCES

UROLOGY

At the service of specialist branches there is a very well equipped surgical clinic that allows surgery with a hospitalization of a few hours of stay, enlivened by cinema, bar and internal parking.

The structure is equipped with a 100-seat conference room with a control room for training and conference events.

Today **Altamedica** has become a national network with offices in **Rome** and **Milan**.





WHERE WE ARE IN ROME

ALTAMEDICA-MAIN CENTER ROME (PARIOLI)

Clinical Analysis and Medical Genetics laboratory, Multi-specialist Clinic, Ultrasound center, Prenatal Diagnosis, Surgery, Specialist Visits, Couple Fertility, X-ray Radiology

Rome-Viale Liegi, 45 CAP 00198 (BAR and INDOOR PARKING)

Phone: 06 85 05 **Toll-Free Number:** 800.617.617

E-mail: info@artemisia.it

Website: www.altamedica.it

HOW TO REACH US

Bus

From Termini Bus 360 Direction Muse to stop Liegi/Ungheria or from Termini Bus 910 Direction Mancini to Paisiello/Bellini stop – 6 minutes by foot.

Car

From A90 (Grande Raccordo Anulare) take Exit 8 for Via Salaria/SS4 in the direction of Via Panama, then follow Via Panama to Viale Liegi.

COMPANY DATA

Head Office: Viale Liegi,45-00198 Rome

Registered Office, Administrative Office: Viale Liegi,41-00198 Rome

VAT: 00929551000 **Fiscal Code:** 00768340580

Sole Director: Prof. Claudio Giorlandino

Phone: 06 8505 **Toll-Free Number:** 800.617.617

Website: www.altamedica.it

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AUTHORIZED AND ACCREDITED CENTER BY REGIONE LAZIO FOR THE FOLLOWING ACTIVITIES:

Specialist Outpatient Clinic (in exclusively private) for Obstetrics and Gynecology, Cardiology, Urology, Andrology, Internal Medicine, General Surgery, Allergology and Clinical Immunology, Anesthesia and Resuscitation, Angiology, Vascular Surgery, Plastic and Reconstructive Surgery, Dermatology and Venereology, Diagnostics for images, Hematology, Gastroenterology, Geriatrics, Endocrinology, Nutrition and Dietetics, Diseases of the Respiratory System, Occupational Medicine, Sports Medicine, Nephrology, Pediatrics, Neurology, Psychiatry, Ophthalmology, Oncology, Orthopaedics and Traumatology, Otorhinolaryngology, Rheumatology, Forensic Medicine, maxillo-facial surgery to visit.

Clinical Pathology Analysis Laboratory with specialized sections RIA (under accreditation) + sections of Cytology, Cytogenetics and Molecular biology (in private practice);

Surgery (limited to authorized specialist branches);

Medically Assisted Procreation Center MAP level II.

CHIEF MEDICAL OFFICER

Claudio Giorlandino

Obstetrician-Gynecologist specialist , enrolled with the Medical Association of Rome and Province with position N. 24812. Degree in Medicine and Surgery 15/7/1977 at the Università Cattolica del Sacro Cuore of Rome. Qualification at the Università Cattolica del Sacro Cuore of Rome session Nov. 1977.

SALES MANAGER

Marco Costantini

TECHNICAL DIRECTOR OF LABORATORY

Marina Cupellaro

RESPONSIBLE FOR CYTOGENETICS AND MOLECULAR BIOLOGY

Alvaro Mesoraca

QUALITY SYSTEM MANAGER

Luca Granata

The choice to maintain our quality management system to the requirements of the International standard **UNI EN ISO 9001** was born from the desire to pursue the continuous improvement of business processes to achieve a common goal: to guarantee the maximum effectiveness and efficiency of the services offered and the consequent customer satisfaction.

Obtaining the recognition of the certification represents a significant contribution to the continuous commitment to the identification of the customer's expectations, and to its satisfaction guaranteeing the highest level of quality for the services provided.

RESERVATION AND PERFORMANCE OF OUTPATIENT SERVICES

Average Waiting time reservations

Ultrasound Diagnostics: 2 Days
 Radiologic Diagnostics: 2 days
 Laboratory Tests: without reservation
 Specialist Visits: 2-3 days

Examinations Average Waiting time

Ultrasound Diagnostics: 30 minutes
 Blood test: 10 minutes
 Prenatal diagnosis: approx. 2 hours

Response Average Waiting Times

Clinical analysis: 3 days (day urgencies)
 Medical genetics: Max in 15 days
 Invasive Prenatal Diagnosis: Preliminary response 48 hours- definitive response 15 days
 non-invasive prenatal diagnosis: report in 5 days
 Ultrasound Diagnostics: Immediate Medical Report
 Radiological Diagnostics: Immediate mammography report – 24 hours traditional radiology
 Cytology and Histology: 7 days

BOOKING

Bookings can be made by telephone, at the Altamedica centers or through the website www.altamedica.it on the page dedicated to the booking request

They are intended to guarantee the access to the performance in programmed manner, so as to avoid disservices and wasted time for the customer. In addition, the booking provides complete information on diagnostic examinations, specialist visits and operations to optimize the time and improve services.

The reservations staff is prepared for the purpose and is equipped with the supports to ensure complete and correct information (register appointments on the management program, with relative price list, preparation for examinations, etc...). With regard to laboratory analyses, the instructions for the correct compilation of examination requests and for the correct transport of samples are available on the website www.altamedica.it. The staff assumes their responsibilities on the information provided to the customer by making it identifiable: it answers the phone by presenting itself with the name and in the office on the uniform the tag that takes it back.

RECEPTION

At the entrance of the center is always present staff able to give the information necessary to use the services. All the staff that comes into contact with the customer can be identified through the uniform and the identification card. The waiting is programmed through the reservation service and takes place in the dedicated room, equipped with a number of seats

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that guarantee, together with the supervision by the staff and the distribution of the order of arrival numbers, that there are no customers forced to stand up. The toilets made available to the public are distinguished from those reserved to staff and are in appropriate number to the influx. One of the services is equipped for disabled. Information on the availability of toilets is also given by signs

RATES

For performance in agreement with the S.S.N. the user will pay the ticket and the prescription quotas when expected. For the services carried out under private system, the tariffs can be consulted at the reception, information and switchboard desks. For the execution of urgent but not critical examinations, to be reported at the time of acceptance is expected to pay an emergency fee.

PRIVACY

The data of the patients, the suppliers, the staff and the collaborators are processed according to the current regulations regarding the privacy.

We inform our kind customers that it is necessary to express their consent to the processing of the data, by our structure by affixing signature legibly at the end of the informative.

Moreover, always respecting Legislative Decree no.196/2003, the reports can be collected from the person concerned after the submit of his valid identity document, or by his specifically delegate in charged, armed with written authorization and upon submit of his valid identity document and that (or copy) of the delegating.



The reports can also be collected online by accessing the website www.refertiartemisia.it with your credentials or to the website www.refertialtamedica.it.

PAYMENT OF THE SERVICES

All payment methods are accepted: cash, debit cards, credit card also online, checks, bank transfers.

MEDICAL PRESCRIPTION

Before being presented at the desk, make sure that it has been completed in every part by the Physician (type of exemption, age, sex, etc.) or that the prescription dematerialized contain the correct personal data. At the time of acceptance, please present a valid ID and health card.

PRIVATE CONVENTIONS

Artemisia Spa has in progress several private agreements, both in direct and indirect form, with insurance companies, funds and companies whose lists are available to users at the switchboard and on the page of our website www.altamedica.it/convenzioni

INFORMATION OFFICE HOURS

From Monday to Friday from 7.15 AM TO 8.00 PM

Saturday from 7.30 AM TO 6.00 PM

Sunday from 08.15 TO 12.00

BLOOD SAMPLES TIME

From Monday to Friday from 7.15 am to 4.00 pm

Saturday from 7.30 am to 12.00 am

Sunday from 08.15 to 11.00

Blood samples, specialist visits, ultrasound scans, X-rays at home by appointment

LABORATORY STAFF OF CLINICAL ANALYSIS AND MEDICAL GENETICS



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LIST OF SERVICES

Surgery

Specialist Clinic

Allergology and Clinical Immunology

- Prick Test
- Patch Test

Andrology

Anesthesia e Resuscitation

Angiology

Cardiology

- Cardiological Visit
- Doppler Echocardiography
- ECG electrocardiogram
- Exercise ECG (Cycloergometer-Treadmill)
- Cardiac and Blood Pressur Holter (24 and 48 h)
- Sports Cardiology

Male and Female Prevention Check-up

General Surgery

Plastic and Reconstructive Surgery

Vascular Surgery

Nutritional Counseling

Prenatal Diagnosis (Center of International Excellence)

- Amniocentesis
- CVS
- PUBS
- Embryoscopy-Fetal biopsies
- Medical genetics-molecular biology
- Screening for Fetal Aneuploidy –SCA Test I and II trimester
- Fetal DNA in the maternal blood (FetalDNA)
- Multiprenatal Test (ultrasound + FetalDNA)
- Collection of stem cells derived from amniotic fluid

Ultrasound Diagnostics

- Ultrasound for internal medicine (adult-pediatric)
- Gynecologic Ultrasound
- Obstetric Ultrasound
- Specialist Ultrasound Scans

Dermatology e Venereology

- Epiluminescence (Mole Mapping)
- Intense Pulsed light / Laser
- CO2 fractional Laser

Diagnostics imaging

- Traditional Radiology
- Mammography
- Orthopantomographic
- TC Cone Beam

Ematology**Endocrinology****Ginecology**

- Ecosonohysterosalpingography
- Diagnostic and Operative Hysteroscopy

Fetal Maternal Medicine in collaboration with the “Bambino Gesù” Children’s Hospital

Monnalisa Touch**Urology**

- Cystoscopy
- Ureteroscopy
- Male Urology
- Urogynecology
- Uroflowmetry
- Urodynamics

Gastroenterology

- Gastroscopy
- Colonoscopy
- Rectoscopy

Geriatrics**Diseases of the respiratory system****Occupational Medicine****Aesthetic Medicine****Sports Medicine****Internal Medicine****Forensic Medicine****Nephrology****Ophthalmology**

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Oncology

Orthopaedics and Traumatology

Obstetrics and Gynecology

Otorhinolaryngology

Pediatrics

Proctology

Psychology - Psychiatry

Rheumatology

Nutrition and food sciences

Evaluation & Treatment of Pelvic Floor Disorders

Specialistic Visit

Clinical Analysis Laboratory (accredited by the Regione Lazio)

- Clinical Analysis
- Molecular biology
- Cytogenetics
- Cytology
- Seminology
- Medical Genetics
- Forensic Genetics

Couples Fertility Medically Assisted Procreation Center MAP (I and II level techniques)

- IUI intrauterine insemination
- FiveT
- ICSI
- PGD Pre-implantation genetic diagnosis
- PGS Pre-implantation genetic diagnosis
- Sperm Surgical Aspiration (PESA-TENSE-TESE)
- Cryopreservation male-female gametes (vitrification)
- Assisted Hatching
- Semen analysis with capacitation test
- Follicular monitoring

Laboratory Service

Service di Laboratorio

Household support services

- Blood Samples-Swabs
- Specialistic Visits
- Ultrasound (any branch)
- RX Radiology at Home
- Medical and Nursing Care

HANDLING OF COMPLAINTS

The on line customer care service is always available where patients can express their degree of satisfaction with the services we give. There also present are the complaint forms in the exhibitors to the public. The management of the complaint is carried out by the quality manager as described by the quality manual.

EXAMINATIONS LIST

The acceptance desks and the floor secretariats, you will be able to request further information on the performance, with distinction of the Examinations in Convention, private examinations and related costs.



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