



CIDAT srl

SERVICE CHARTER

COMPANY HISTORY AND MISSION

CIDAT is a healthcare facility created with the aim of creating and developing healthcare services with high technological content for: instrumental diagnostic imaging, specialist visits, physiotherapy, endoscopy, dentistry, occupational medicine, small Surgery.

It was founded in 1990 and in 1991 it installed the first MRI in the Umbria region, experimenting with new instruments and new diagnostic investigations in collaboration with the Neuroradiology of the Santa Maria Hospital in Terni.

It has therefore always been committed to developing an organizational model aimed at guaranteeing the highest quality in services, placing the health and well-being of the citizen-user at the center of attention.

CIDAT intends to be a point of reference and continuous dialogue with all subjects in the healthcare world with particular reference to the public healthcare system, general practitioners and all local medical specialists.

CIDAT has always tried, in a continuous evolutionary process, to guarantee a wide range of interrelated services capable of satisfying the various needs of the user.

CIDAT has always operated in compliance with quality levels, obtaining in June 2005 the quality certification in accordance with the provisions of the UNI EN ISO 9001:2008 standard, and in 2007 the Institutional Accreditation of the structure with del. 6800 of the Umbria Region.

All booking and reporting activities are managed online with an information system equipped with multi-level protections, respecting patient privacy, a system that has the possibility of sharing health information with the public health system.

QUALITY POLICY

The company's Quality Management System aims to provide all services, diagnostic, rehabilitation and specialist outpatient services, respecting patients and their rights.

This objective is extended to all CIDAT srl staff who work for:

1. create services that fully satisfy users.
2. carry out continuous surveys of the efficiency of services.
3. use cutting-edge equipment for a diagnostic process that is as complete as possible.
4. maintain constant updating of the medical and administrative staff to guarantee a high degree of professional competence.
5. continuously maintain the suitability and effectiveness of its Quality System.
6. systematically make every possible effort to offer its customers greater value than that of its competitors
7. best satisfy the Customer's needs, focusing on the quality of the product/service and improving their expectations
8. guarantee users transparency, availability, thoughtfulness and kindness, without any discrimination
9. the optimization of internal resources, in order to avoid waste, errors, delays and inefficiencies
10. the selection of suppliers through objective selection criteria

11. maintain compliance with all legal provisions

This policy is posted in the work premises and all staff are made aware of it through update meetings.

ROLE OF THE SERVICE CHARTER

The Service Charter is the document required by the Prime Ministerial Decree. 12 May 1995 n°163 with the aim of illustrating the service offered and informing the citizen/user. The document intends to briefly but comprehensively illustrate our activities, our organisation, the services offered, the methods for accessing them, the measures adopted for the protection of citizen users. It therefore represents a tool made available to users in order to provide detailed information aimed at guiding the choices of the citizen/user, general practitioners and specialists. The service charter is systematically updated, is available to users in each center and is published on the company website ***cidatsanita.it***.

With the adoption of the Service Charter, CIDAT illustrates its commitments towards users, and makes its actions transparent with:

- Presentations of the main services offered
- The definition of the organizational structure of the Centre
- The methods of access to services
- The adoption of measures to protect user rights

- The constant search for the highest organizational technological level
- Guarantee of user privacy
- Constant monitoring of the level of user satisfaction

FUNDAMENTAL PRINCIPLES

In harmony with its mission, CIDAT makes its services available, based on the following fundamental principles:

- **EQUALITY:** every user has the right to receive the diagnostic service, without distinction of sex, race, language, religion, political thought and social class.
- **IMPARTIALITY:** behavior towards users is inspired by criteria of objectivity, justice and impartiality.
- **RESPECT FOR DIGNITY:** the services are provided guaranteeing the user confidentiality, information and respect for the person.
- **CONTINUITY:** services are provided continuously and without interruptions, within the limits imposed by regulations and internal organisation.
- **RIGHT TO CHOICE:** the user has the right to choose the professional who participates in the provision of the service, within the scope and limits of the Centre's organisation.
- **PARTICIPATION:** the user's participation is guaranteed in accordance with the procedures established by law. The Center has the duty to provide citizens with all information regarding the services requested. Users can make suggestions for improving the service. The right of access is

exercised according to the methods regulated by Law 7 August 1990 n° 241.

- **ASSISTANCE:** the Center staff provides the user with the help and all the information necessary to access the services offered in the simplest and most complete way possible.

- **EFFICIENCY AND EFFECTIVENESS:** each operator, medical or otherwise, based on their technical-scientific knowledge, professional ethics and specific tasks, carries out their role and guarantees that the services provided meet efficiency and effectiveness criteria in compliance with specific guidelines

- CIDAT welcomes any collaboration with patient associations aimed at improving the provision of services or taking care of patients.

COMPANY PRESENTATION

CIDAT, in line with its corporate strategies, is located in the area with three specialist centres:

DOMUS GRATIAE Terni Via Ippocrate 164

The center is characterized by the high technology of diagnostic imaging and a wide range of specialists, it is located on an area of 600 square meters with high-tech equipment and highly specialized healthcare personnel.

The center is located within the healthcare complex of the same name and with convenient parking; Its position allows easy access to both disabled users and patients

transported by dedicated vehicles (e.g. ambulances, etc.),

Tel. 0744 221025

MURRI DIAGNOSTIC CENTER Terni Via Ciaurro 6

the center is characterized by physiokinesitherapy activities, specialist activities, digestive endoscopy, dentistry, occupational medicine, outpatient surgery activities.

It is located close to the city center with convenient parking. Its position allows easy access to both disabled users and patients transported by dedicated vehicles (e.g. ambulances, etc.).

The Center has a covered area of 700 square meters equipped with an operating room with all the necessary diagnostic instruments, a gym for rehabilitation and equipment for physiotherapy and rehabilitation activities and with highly specialized healthcare personnel.

Tel 0744 427262

ORVIETO DIAGNOSTICS Orvieto Piazza Monterosa 44

- The clinic is located in Orvieto Scalo, within the Il Borgo real estate complex. Its position allows easy access to both disabled users and patients transported by dedicated vehicles (e.g. ambulances, etc.). The center occupies a covered area of 150 square meters equipped with radiological

diagnostic equipment, and offers a wide range of vascular diagnostics, ultrasound, MOC, mammography, cardiological diagnostics, also offers a wide range of specialist visits, and operates with highly specialized healthcare.

Tel 0763 32521

How to communicate with the centers and how to reach us:

DOMUS GRATIAE

VIA IPPOCRATES 164 TERNI

booking@cidatsanita.it 0744 221025

MURRI

VIA CIAURRO 6 TERNI

diagnosticamurri@gmail.com 0744 427262

ORVIETO DIAGNOSTICS

PIAZZA MONTE ROSA 44 ORVIETO

orvietodiagnostica@cidatsanita.it 0763 32521

All centers are open:

Monday 8am-8pm

Tuesday 8am-8pm

Thursday 8am-8pm

Friday 8am-8pm

Saturday 8am-2pm

CONVENTIONS

CIDAT is a structure affiliated with the NATIONAL HEALTH SERVICE (S.S.N.),

At the facilities it is possible to carry out diagnostic tests and specialist visits under an AGREEMENT.

To obtain services in this modality, a request from the NHS doctor is necessary. prepared in the regional recipe book (demanding) or with an electronic recipe. THE REQUEST MUST ALWAYS CONTAIN: - Surname, Name and Tax Code; - Indication of any payment exemption code; - Motivation and/or Clinical Question -. The specification of the required services; - Date, stamp and signature of the requesting doctor. The cost participation fee (ticket) due by the citizen must be paid upon acceptance at the Diagnostic Center.

ARE EXEMPT: - Citizens aged under 6 or over 65 belonging to families with a total gross annual income not exceeding Euro 36,151.98;

- Unemployed individuals, registered with the Employment Centers as long as they belong to a family unit with a total gross annual income not exceeding Euro 8,263.31, increased to Euro 11,362.05 in the presence of a dependent spouse, increased by Euro 516 for each child. load;

- Subjects in receipt of a social pension or minimum pension, over 60 years of age, and their dependent family members, provided that they belong to a family unit with a total gross annual income not exceeding Euro 8,263.31 raised to Euro 11,362.05 in the presence of a dependent spouse, increased by Euro 516.00 for each dependent child;

- War invalids, service invalids, civilian invalids, work invalids; - Subjects exempt due to pathology, limited to services related to the pathology and reported on the exemption certificate.

The booking of the service must be made at any booking point (CUP, PHARMACIES ETC.) of the USL.

CIDAT also has agreements with the following insurance companies:

- **INAIL**
- **UNISALUTE**
- **EXT. FUND**
- **CASPIE**
- **CESARE POZZO**
- **MY ASSISTANCE**
- **BLUE ASSISTANCE**
- **PREVIMEDICAL**

LIST OF SERVICES

HIGH FIELD MAGNETIC RESONANCE

LOW FIELD MAGNETIC RESONANCE

CT scan

MOC

TRADITIONAL RADIOLOGY

CONE BEAM DENTAL RADIOLOGY

MAMMOGRAPHY

ECOCOLORDOPPLER

ULTRASOUND

ELECTROMYOGRAPHY

SPECIALIST OUTPATIENT VISITS

PHYSIOTHERAPY ,

DIGESTIVE ENDOSCOPY

REHABILITATION WITH THE USE OF INSTRUMENTS

WORKPLACE MEDICINE

DENTISTRY

MULTISPECIALIST OUTPATIENT

SURGERY

DIGESTIVE ENDOSCOPY

INVASIVE TREATMENTS FOR PAIN

THERAPY

WITHDRAWAL POINT

PERFORMANCE DETAIL

CIDAT carries out high-level instrumental diagnostic investigations, both under accreditation and as a freelancer, according to the following scheme:

Operational services:

RADIOLOGY SERVICE

Skeletal exams

Apparatus exams

ULTRASOUND SERVICE

Articular

Internal medicine

Obstetrics and gynaecology

Endocrinology

Andrological

Color Doppler echo

T.A.C. SERVICE (without and with administration of contrast medium)

Joint exams

Neurological tests

Total body exams

Virtual colonoscopy

M.O.C. SERVICE

Femoral exams

Lumbar exams

Total Body exams

MAGNETIC RESONANCE SERVICE (all body structures are performed with or without contrast medium)

Joint exams

Internal medicine exams

Neuroradiological tests

AngioMRI

Prostate exam

REHABILITATION SERVICE

Orthopedic Rehabilitation

Neurological Rehabilitation

Electromedical therapy:

Tecar

Tens

Magnetotherapy

Laser

Iontophoresis

Ultrasound

ENDOSCOPY SERVICE

Colonoscopy

Gastrosocopy

Removal of small-sized poly

SPECIALISTIC EXAMINATIONS

Detail:

MAGNETIC RESONANCE

TESTS THAT CAN BE PERFORMED WITH MRI:

CEREBRAL MRI

RM ANGIO

MRI OF THE SPINAL COLUMN
MRI ABDOMEN AND PELVIS
OSTEO-ARTICULAR MRI
MRI NECK
CHEST MRI
Breast MRI
MULTIPARAMETRIC PROSTATIC MRI
MRI SOFT PARTS

•ALL MRI TESTS CAN BE PERFORMED WITH CONTRAST

To guarantee a high quality response, specialists in radiology and neuroradiology are available

Dr. Pierfausto Ottaviano, Dr. Pietro Enrico, Dr. Giulia Conti

Type of appliance
Siemens MAGNETOM SOLA FIT RMN 1.5 T
Opera ESAOTE osteoarticular MRI 0.2 T

Information note on Magnetic Resonance Imaging

Magnetic Resonance Imaging (MRI) is a well-established technique, which allows obtaining multilayer images of the examined systems.

The exam includes:

- positioning of the patient in the bed within the magnetic field (the instrument has a 70 cm gantry to avoid claustrophobic sensations)
- the capture and processing of the signal coming from the body sector studied.

To date, there are no evident negative biological effects of the medical use of MRI

but there are specific contraindications which will be evaluated by both the prescribing doctor, the radiologist and the radiology technician.

Each patient will be given a specific questionnaire:

The following are considered absolute contraindications: ferromagnetic vascular clips, cardiac pacemaker, Swan-Hanz catheter, endocorporeal electrodes, cochlear implants (some types), metal stapedial prostheses, metal connectors for ventriculoperitoneal shunts, vascular filters, metal stents and coils, devices endocorporeal devices with magnetic or electrical activation (bone growth neurostimulators, pumps for continuous infusion of drugs, sphincters and magnetic ocular implants), lens prostheses with titanium and platinum loops, ferromagnetic foreign bodies in noble locations (intracranial, endocular or vascular).

Relative contraindications are to be considered: pregnancy (especially the first trimester), thermoregulation disorders, heart valve prostheses, non-vascular metal clips, foreign bodies ferromagnetic in non-noble location.

As a precaution, it is inadvisable to exclude women in the first trimester of pregnancy from the investigation, even though a teratogenic and/or harmful effect of magnetic and variable fields, as well as radiofrequency pulses on the embryo of the fetus, has not yet been documented.

For each test it is necessary to complete and sign the informed consent form.

Information note on contrast media used in Magnetic Resonance Imaging

For specific investigations, the intravenous administration of particular contrast agents with paramagnetic properties, chemically derived from Gadolin, may be useful. The contrast agents currently available in MRI are extremely safe products and have been used in millions of patients. However, they can occasionally cause problems. The staff who assist you are trained to best treat these reactions if they occur.

CIDAT guarantees all services with the use of contrast medium, with the presence of the Anesthetist.

The patient must have fasted for at least 6 hours

The types of reactions that can occur are:

1. Minor reactions, such as sneezing, nausea and skin rash (1% chance)
2. very rarely major reactions occur, such as respiratory and/or cardiovascular difficulties, convulsions, loss of consciousness (probability 0.01%). Very rarely, as happens with other drugs, contrast agents can cause death (probability 0.0000002%).

The attention of patients and their doctors is also drawn to the recent AIFA note which informs on the association observed between the administration of contrast

agents containing gadolin and the onset of Nephrogenic Systemic Fibrosis in patients with severe renal failure (glomerular filtration rate <30 ml/min/1.73 m²) or who have had or are awaiting a liver transplant

All tests using contrast agents are performed in the presence of the anesthetist.

CT scan

(CT COMPUTER AXIAL TOMOGRAPHY)

CIDAT has the latest generation multi-slice CT equipment suitable for carrying out any type of examination required for this method in high resolution with short execution times.

Executable exams:

BRAIN CT

CT SPINAL COLUMN

CT NECK

CHEST CT

CT ABDOMEN

OSTEOARTICULAR CT

CT PELVI

ANGIO TC

DENTAL SCAN

VIRTUAL COLONOSCOPY

URO TC

•ALL TESTS CAN BE PERFORMED WITH CONTRAST MEDIA

To guarantee a high quality response, specialists in radiology and neuroradiology are available

Dr. Pierfausto Ottaviano, Dr. Pietro Enrico, Dr. Giulia Conti

Type of appliance

Siemens Somaton Go.Now

Information note on CT scan

Computerized Axial Tomography, commonly defined by the acronym TAC, is a diagnostic test which uses complex X-ray equipment to reconstruct sections of the body region subject to investigation on the computer. From this comes the name "tomography" which means "image in section". The CT exam uses ionizing radiation.

Women of childbearing age must be certain that they are not pregnant, any doubt requires them to postpone the execution of any examination that involves the irradiation of the body and parts of the body with X-rays. The instrumentation used inserts into every report the radiation dose administered.

CT Diagnostics is equipped with a special system (digital injector) to carry out exams with injection of iodinated contrast medium in maximum safety.

It is extremely important to bring all the health documentation connected to the clinical question requested, including, of course, previous radiological tests (ultrasound, CT scans, etc.), if carried out.

For each test it is necessary to complete and sign the informed consent form.

Information note on CT contrast agents

Some investigations require the use of contrast medium. In this case it is necessary to measure creatinine and urea nitrogen, electrocardiogram, and fast for at least 6 hours.

Any previous episodes of reactions to MDC or any allergies should always be reported to the Radiologist.

To use MDC intravenously, a small needle cannula is preliminarily positioned in a superficial vein of the arm through which the MDC will be administered.

If undergoing a virtual colonoscopy examination, the patient will be invited to drink a MDC in order to opacify the intestinal loops.

Once the exam is completed, if the MDC has been administered, the needle used for the infusion will be removed after an adequate observation period (at least 15 minutes after the end of the exam).

Subsequently, the patient does not have to follow any particular regimen or prescription and can immediately resume his normal activity and possibly comply with medical prescriptions.

POSSIBLE REACTIONS TO THE USE OF THE CONTRAST MEDIUM

Iodinated contrast agents are real pharmaceutical substances, generally well tolerated and almost completely free of side effects. To explain some of them, immuno-allergic mechanisms have been called into question. Currently the old high osmolality agents have been entirely replaced by low osmolality formulations which have

comparable diagnostic efficacy with a lower incidence of adverse reactions.

Urticarial reactions, itching and sensation of heat recur more frequently and generally resolve spontaneously without treatment or by administration of a single dose of antihistamines depending on the severity.

A careful clinical-anamnestic evaluation by the Radiologist is important in order to identify any risk factors and in particular: - allergic predispositions and above all previous adverse reactions to the contrast

Dr. Pietro Enrico, Dr. Giulia Conti, Dr. Nuti Alessandro, Dr. Crino' Giacomo Alessandro,

CHEST

OSTEOARTICULAR

DIGESTIVE SYSTEM

SKULL

VERTEBRAL COLUMN

UPPER AND LOWER LIMBS • ENTIRE SKELETON

CONE BEAM DENTAL RADIOLOGY

Rx information note

Radiology is the most classic application of X-rays in medicine.

The term Digital Radiology indicates the digital mode of acquisition of the RX image which allows the use of computerized processes for the modification and archiving of images after their acquisition.

The center is equipped with newly developed radiological equipment that allows it to carry out any type of radiographic investigation with high quality

medium and the existence of a history of allergies; - renal failure, especially if severe; - diabetes complicated by severe renal failure.

All tests using contrast agents are performed in the presence of the anesthetist.

TRADITIONAL RADIOLOGY

Available specialists:

Dr. Orlandi Emanuele

digital images and the reduction of the radiological dose applied to the patient.

The RX investigation is optimized through post-processing on the reporting Work-Stations,

subsequently the images can be printed on dry x-ray film, or recorded on computer support (CD-ROM, DVD).

In some conditions it is advisable not to undergo ionizing radiation, such as pregnancy or particular pathologies. It is advisable to discuss this with your radiologist.

For each test it is necessary to complete and sign the informed consent form.

MAMMOGRAPHY

Information note on mammography

Mammography is the radiographic examination of the breast, carried out through a low dose of X-rays. The woman

stands in front of the machine that performs the examination, one of the breasts is placed on a transparent plastic plate and is pressed firmly, but without hurting, from another plate that comes down from above. The two plastic surfaces are used to flatten the breast and hold it in place, in order to produce a better mammographic image. The pressure lasts for a few seconds and does not hurt the breasts at all. The process is repeated for the other breast.

Finally, the machine plates are rotated ninety degrees, to be able to analyze the breast also from a lateral perspective.

Finally, you are given two x-rays of each breast, for a total of four x-rays.

Some women feel worried about possible dangers from radiation exposure, however these are very modest and considered harmless. Current technology and the experience of the radiology technician allows high-quality images to be obtained using a particularly low radiation dose.

The mammography machine produces a mammogram, which is an x-ray of the breast printed on a sheet of x-ray film.

Then the doctor, who is usually a specialist (radiologist), carefully examines the x-ray.

For each test it is necessary to complete and sign the informed consent form.

ORTHOPANORAMIC

Informative note

The orthopantomogram radiography allows a complete view of the patient's dental anatomy and constitutes the basis on which to set subsequent in-depth studies for the most scrupulous diagnostic needs.

It is a quick, non-invasive test, for which we use one of the most modern x-ray machines.

Women of childbearing age must be certain that they are not pregnant, any doubt requires them to postpone the execution of any examination that involves the irradiation of the body and parts of the body with X-rays.

For each test it is necessary to complete and sign the informed consent form.

Cone Beam Technology

Three-dimensional Cone Beam volumetric tomography reduces the patient's exposure to radiation, up to forty times less than traditional CT, for maximum protection of your health. Furthermore, this exam ensures you and your dentist maximum precision for dental diagnosis, allowing him to operate with greater tranquility and precision.

MOC

Dr. Giancarlo Policani

type of device

Lunar Prodigy Advancer GE

Gelunar 73269 GE

Information note Moc

The equipment with which this exam is carried out is the GE Lunar Prodigy. It uses a technique which, through X-rays, which are given in quantities that are not dangerous for health, is able to provide a very precise assessment of body composition.

The machine exploits the principle through which the X-rays passing through the different tissues undergo an attenuation which is greater the denser the part of the body crossed. This principle allows the evaluation of different tissues, such as bone matrix, muscle mass and fat.

No specific preparation is necessary for performing DEXA.

The evaluation of bone density is very important for the prevention and treatment of osteoporosis.

The analysis is indicated in the following conditions:

- Hyperthyroidism
- Hyperparathyroidism
- Hypothyroidism
- Hypogonadism
- Cushing's syndrome (hypercortisolism)
- Osteoporosis
- Evaluation of body masses (lean mass, fat mass, bone tissue)
- Evaluation of body masses in sport
- Nervous anorexia
- Obesity
- Celiac disease
- Malabsorption syndromes
- Menopause
- Surgical or Iatrogenic menopause
- Early menopause
- Malignant neoplasms subjected to chemotherapy
- Menstrual cycle disorders
- Prolonged immobilization
- Old age

Our MOC exam is usually also performed with an internal evaluation by Dr. Policani, who is one of the leading regional experts in pathologies related to osteoporosis.

ULTRASOUND

Dr. Giulia Conti, Dr. Elisa Frongillo, Dr. Pietro Enrico, Dr. Nuti Alessandro, Dr. Crinò Giacomo Alessandro, Dr. Orlandi Emanuele

type of device

Samsung HS70

Esaote Mylab 40

- CARDIAC
 - ABDOMINAL
 - LIVER
 - SPLENIC PANCREATIC
 - RENAL AND ADRENAL
 - ABDOMINAL AORTA
 - BLADDER
 - PELVIC
 - PROSTATIC
 - THYROID
 - SCROTAL
 - SALIVARY GLANDS
 - Osteoarticular SOFT TISSUES:
- SUPERFICIAL ULTRASOUND OF THE MUSCLE BANDS AND JOINTS
- Information note on ultrasound

This instrumental analysis is used to analyze, where deemed appropriate, any anatomical part and without any contraindication.

This medical diagnostic investigation system does not use ionizing radiation, but ultrasound and is based on the principle of echo emission and transmission of ultrasound waves.

Today this method is considered as a basic or filter exam compared to more complex

imaging techniques such as CT and magnetic resonance imaging. In the event that the diagnostic test concerns the abdomen, both upper and lower, or the prostate (transrectal ultrasound), specific preparation is necessary, the information regarding this is provided at the time of booking the diagnostic test.

ECOCOLORDOPPLER ECHOCARDIOGRAPHY

Dr. Omero Sereni, Dr. Giovanni Giannini,
Dr. Maurizio Ciarfuglia, Dr. Marco Ridarelli

type of device
Samsung HS70
Esaote Mylab 40

CAROTID COLOR DOPPLER ECOCOLOR-DOPPLER UPPER AND LOWER LIMBS COLOR DOPPLER OF THE ABDOMINAL VESSEL

ECHOCARDIOGRAPHY

Information note on Vascular Ultrasound
It is a non-invasive diagnostic imaging technique that allows the ultrasound visualization of blood vessels and the study of blood flow. In particular, through color Doppler ultrasound it is possible to see the

movement in the vessels and study the quantity of blood that reaches an organ or structure.

This method proves to be very useful in the diagnosis of vascular pathologies, allowing the monitoring of arterial and venous stenosis, aneurysms, thrombosis and venous insufficiencies over time.

If it is necessary to undergo an ultrasound color Doppler of the upper and lower limbs, carotid or cardiac, no particular preparation is necessary. If the area to be checked is the abdomen, fasting is required for 6 hours before the exam.

Color Doppler ultrasound is a test that does not cause any pain or discomfort.

Once the exam is finished, no particular precautions are necessary and the patient can leave the diagnostic center and resume his usual habits.

SPECIALISTS

To carry out specialist visits, CIDAT selects professionals with considerable experience which has usually been acquired in important hospital facilities. Our professionals have usually held management or deputy management roles in specific departments.

CARDIOLOGICAL EXAMINATION ELECTROCARDIOGRAM

**Dr. Giovanni Giannini, Dr. Marco
Ridarelli**

Information note on the Electrocardiogram (ECG)

The electrocardiogram is the most important clinical investigation in cardiological diagnostics. Thanks to the information it provides, it is possible to identify the presence of cardiac rhythm disorders, or of the propagation of the electrical impulse which causes the depolarization of the muscle fibers (conduction alterations), and of myocardial alterations resulting from ischemic suffering (coronary artery disease).

No specific preparation is necessary to take the exam.

NEUROLOGY-EMG (ELECTROMYOGRAPHY)

Dr. Adriano Bruni,

Information note on Electromyography (EMG)

Electromyography is a diagnostic technique widely used in the neurological and orthopedic fields; very often electromyography is complementary to other types of diagnostic investigations such as, for example, computerized axial tomography and magnetic resonance imaging.

Electromyography provides information regarding both the functionality of peripheral nerves and skeletal muscles. The main purposes of electromyography are both the analysis of muscle activity at rest and during voluntary activation and the study of nerve, motor and sensory conduction. The execution of the exam

may involve the use of needles to study the muscles or surface electrodes to study neuropathies.

No specific preparation is necessary to take the exam.

ORTHOPEDECS

**Dr. Bonpadre Vincenzo, Dr. Dini
Ferdinando, Dr. Faini Andrea**

The orthopedic service includes the management of pathologies of the entire skeletal system, of the spine, and of rheumatic pathologies. It also provides for the possibility of small invasive treatments such as intra-articular administration of drugs and outpatient orthopedic surgery

SPINE PATHOLOGY

Dr. Roccalto Salvatore

It deals with all spinal pathologies

GYNECOLOGY

Dr. Mazzocanti Cinzia

Performs specialist obstetric-gynecological visits and ultrasound diagnostics

DERMATOLOGY

Dr. Di Giorgio Alberto

The dermatology service deals with all dermal pathologies, mole mapping, small

surgical treatments, such as biopsies, etc., and treatments with aesthetic purposes.

GERIATRICS - DISEASES OF THE ELDERLY

Dr. Proietti Maria Grazia

Geriatrics deals with all pathologies of the elderly and cognitive assessments also with the administration of psycho-aptitude tests

PNEUMOLOGY

Dr. Claudio Gradoli

Pneumology deals with all pathologies of the respiratory system, and performs spirometry.

UROLOGY

Dr. Luzio Luzi, Dr. Carlo Nico

Urological visits, urological ultrasounds, the services are guaranteed by a highly qualified professional with experience in managing urology services. It is possible to perform small urological operations.

HAND SURGERY

Dr. Antonio Azzarà

He deals with orthopedic and neurological pathologies of the hand and performs

surgical treatments for carpal tunnel, trigger finger and other hand surgery.

NEPHROLOGY

Dr. Claudio Verdura

He deals with all renal pathologies, in particular he follows patients with severe renal insufficiency even under treatment with hemodialysis.

It deals with kidney stones, with metabolic and ultrasound investigations and specific dietary indications.

NEUROSURGERY

Dr. Iacoangeli Francesco

He deals with brain and spinal pathologies.

RADIOTHERAPY - ONCOLOGY

Dr. Ernesto Maranzano

Director of Radiotherapy, deals with all solid neoplastic pathologies, in particular for the planning of radiotherapy treatments

NEUROLOGY

Dr. Moroni Stefano,

Neurology deals with neurological and neurodegenerative pathologies of cognitive assessments also with the administration of psycho-aptitude tests.

GENERAL SURGERY

Dr. Parise Amilcare,

Director of General Surgery, he mainly deals with abdominal and thoracic pathologies, visits are guaranteed by a highly qualified professional and expert in innovative surgical methods

Dr. Cerroni Michele (Proctologist)

It deals with all proctological pathologies with low invasive diagnostics and surgical treatments

ENT specialist

Dr. Santino Rizzo

Director of the Ororino Clinic, he deals with ENT visits and carrying out instrumental diagnostics, with the possibility of carrying out small operations.

PHYSIOTHERAPY REHABILITATION

Dr. Marino PierGiuseppe

Physiotherapists, Morena Bracone, Rita Sforza, Pozzi Federico, Fabri Lorenzo Maria,

Specialist visits and physiotherapy treatments are carried out. Physiotherapy treatments can be integrated with instrumental treatments, upon indication of the physiatrist or orthopedic specialist.

Physiotherapy treatments include the neurological, muscular and joint areas, patients with post-traumatic or post-surgical outcomes can be treated, the treatments are also evaluated by the physiatrist.

The following are performed:

Orthopedic Kinesis, Postural Kinesis, Neuromotor Kinesis, craniosacral, pressotherapy, massotherapy, lymphatic drainage, aesthetic bandaging.

For some pathologies it is advisable to use particular instruments.

Instrumental treatments:

Tecar

Tens

Magnetotherapy

Laser

Ionophoresis

Ultrasound

At therapy

Information note on Rehabilitation

When the client/patient accesses the physiotherapy service, they are informed by the staff on the behavior to be followed during the rehabilitation and on any contraindications.

For each treatment it is necessary to complete and sign the informed consent.

GASTROENTEROLOGY

Dr. Della Spoletina Anselmo, Dr. Terribili Lando

Director of the U:O: of Gastroenterology, guarantees gastroenterological visits for pathologies of the gastrointestinal and hepatic system.

DIGESTIVE ENDOSCOPY

Dr. Della Spoletina Anselmo, Dr. Terribili Lando

Instrumentation:

Latest generation instruments and closed-cycle instruments are used for the sanitization-sterilization of endoscopes.

Information note on Colonoscopy
It is a method designed to explore the digestive system and consists of introducing a probe, a colonoscope, with a camera at the top and a light at the tip, with a diameter of approximately 13 mm, along the colon through the anal canal. Upon request of the patient, the examination can be carried out under conscious sedation with anesthetic assistance.

To carry out the test it is necessary to carry out a thorough cleansing of the colon. After the preparation, fasting is not necessary and a light, liquid meal can be taken. No fiber (vegetables, legumes, fruit, small seeds, etc.) should be consumed in the three days preceding the exam.

At the time of booking, documentation will be delivered which illustrates the preparation method for taking the exam.
Information note on Gastroscopy

Gastroscopy consists in the introduction of a probe, gastroscope, with a diameter of approximately 1 cm, with a camera and light at the tip, along the upper digestive system through the mouth or nose. Upon request of the patient, the examination can be carried out under conscious sedation with anesthetic assistance.

To perform the test you need to fast for at least 6-8 hours.

At the patient's request, tests can be performed in the presence of the anesthetist.

For each test it is necessary to complete and sign the informed consent form.

NUTRITIONIST

Dr. Di Benedetto Tiziana

Dietology is a branch of food science that studies the effects of foods on the body's metabolic processes, also considering their digestive implications. The dietary approach is often integrated with gastroenterological pathologies, to this end the specialist areas collaborate for a better response to the patient.

It offers the best indications for a healthy diet, which allows weight loss if necessary, or overcoming some intolerances.

DENTISTRY CENTER

Medical director Dr. Fabrizio Perla, Dr. Brescia Vincenza, Dr. Mercuri Emanuele

The center guarantees endodontics and conservative dentistry, invisible orthodontics, implantology and oral surgery, fixed and removable prosthetics, oral hygiene and whitening, Cone-beam dental radiology.

Some specialists are mainly dedicated to pediatric pathologies.

For each treatment it is necessary to complete and sign the informed consent.

BLOOD SAMPLES

At the MURRI and ORVIETO DIAGNOSTICA center there is a SAMPLING POINT service for clinical microbiological and anatomopathological analyses.

The withdrawal can be made from 08:00 to 11:00 on the following days:

MURRI

Tuesday Thursday Saturday

ORVIETO DIAGNOSTICS Tuesday-Thursday

It will be performed by specialized nursing staff. The sample taken will then be managed by an accredited and certified laboratory. No reservation is required to make the withdrawal.

It is possible to carry out home withdrawals upon request.

OUTPATIENT SURGERY

CIDAT has an operating room for small operations at the center in via Ciaurro, and guarantees outpatient surgery services for the following specialists:

General surgery, Proctology, Dermatology, Orthopaedics, Hand surgery, ENT, Pain therapy.

All operations can be carried out in the presence of the anesthetist. After the operation the patient will be kept under observation for the necessary time.

WORKPLACE MEDICINE

CIDAT guarantees occupational medicine activities at the MURRI center and supplies competent doctors for numerous local companies.

In fact, occupational medicine deals with the prevention, diagnosis and treatment of diseases caused by work activities, caused by the main harmful agents present in the workplace. This activity is also regulated by numerous specific regulations. It is possible to carry out level I toxicological screening aimed at ascertaining the possible consumption of narcotic substances and preventing accidents connected to the performance of work, risks to the safety,

security and health of third parties. Current legislation makes such checks mandatory.

BOOKING METHOD

Booking for exams under the agreed regime:

Reservations can only be made at a CUP desk.

Freelance bookings:

Reservations can be made at the check-in desk, by telephone or by email (prenotazioni@cidat.it). For freelance services, a request from a general practitioner or specialist describing the symptoms or diagnostic hypotheses is sufficient.

The management of the booking calendar is computerized and takes place via terminal: the booking staff will illustrate to the user the availability of the exam, the related price list and waiting times.

Booking complex exams:

To book complex tests or tests that require particular preparations (colonoscopy), it is necessary to show up in person or request, at the time of booking, that the form be sent via email in which the patient's preparation method is specified.

Documents necessary for the performance of the services

At the time of acceptance, to carry out the requested service, it is necessary to present the health card and the tax code.

Conditions for the execution of services

By virtue of the type of service requested, the personnel in charge will carry out a short interview which will allow the patient's clinical history to be assessed. If the patient's health conditions do not meet the required prerequisites, it will not be possible to provide the service.

PAYMENT METHODS FOR THE TICKET OR SERVICE AND ANY REFUNDS/ADDITIONAL PAYMENTS

The amounts of the service or the ticket are paid to the administration at the end of the service.

In this phase, administrative and fiscal procedures will also be carried out (issue of the invoice and related accounting).

In the event that the service already paid for is not available to the patient, the fee paid to the secretariat will be immediately refunded.

If further diagnostic investigations are necessary, the patient is informed of the additional amount and the relevant invoice is issued following the provision of the service.

METHOD OF WITHDRAWAL OF THE REPORT

The reports relating to the diagnostic services performed in the Center, based on the type, are delivered directly to the patient at the end of the examination, or can be collected by the patient himself (or by his delegate according to procedure).

At the patient's request, the patient portal can be used for collection, which allows the exam to be downloaded digitally.

The Center's acceptance office is however able to inform the user, even by telephone, about the availability or otherwise of their report.

Out of respect for the user's privacy (Legislative Decree dated 10.08.2018 n. 101), it is prohibited to communicate information relating to the results of tests or treatments carried out to persons other than the interested party or anyone legally identified as exercising parental authority, as only the patient's doctor can be informed, under the obligation of professional secrecy. A different behavior can be followed only at the express request of the user himself, by the health personnel of the Center specifically authorized to do so.

COLLECTION OF REPORTS FOR SPECIALIST VISITS:

The report is delivered directly to the patient by the clinician at the end of the service.

COLLECTION OF RADIOLOGICAL, MRI, CT and RX REPORTS:

The reports of the tests performed can be collected within 48 hours of the execution. The collection can be made via the online portal by logging in with the credentials sent directly to the patient. If the patient requests the printing of diagnostic images,

he can collect everything from the front office counters.

CIDAT has a digital archive in which the images and reports of the tests produced are recorded. All the tests carried out at our center are recorded on a computer system (PACS) therefore, in the case of subsequent tests it will not be necessary to bring previous reports.

PROCESSING OF PERSONAL DATA

In compliance with the Legislative Decree of 10.08.2018 n. 101, all medical, nursing and administrative staff, in addition to being bound to professional secrecy, are appointed in charge of processing Customer/Patient data according to the determined purposes, means and terms. The Patient/Customer is given specific information and requested for consent to the processing of data. We remind you that the law establishes particular protections for data defined as "sensitive", i.e. data "suitable for revealing racial and ethnic origin, religious, philosophical or other beliefs, political opinions, membership of political parties, trade unions, associations or organizations of a religious, philosophical, political or trade union nature, as well as personal data suitable for detecting the state of health and sexual life".

They can be processed only with the written consent of the interested party and prior authorization from the Guarantor.

All databases held by CIDAT, digital and paper, are maintained and used with the criteria established by current legislation (passwords, uninterruptible power supplies, locked and fireproof cabinets, etc.)

Purpose of sensitive data processing

The treatments have the following purposes:

- a) Some data relating to the medical history are necessary to formulate a correct diagnosis and to guarantee the necessary safety in carrying out some tests,
- b) Fulfill obligations deriving from community laws, rules and regulations,
- c) Fulfill contractual and accounting and tax obligations,
- d) Offer the user attentive and qualified services; in particular, the telephone number provided by the user may be used for communications relating to the scheduling of the requested services or the availability of the results,
- e) Purposes related to public relations activities, information and measurement of the level of customer satisfaction; in particular, the contact details, postal and email addresses provided may be used to send courtesy communications and/or information material. It is understood that the User has the right to object to the aforementioned processing at any time.

By whom the data may be processed

For specific purposes, the data may be processed by the following categories of persons in charge and/or responsible: reception staff, medical/paramedic personnel involved in carrying out the services requested by the User, administrative management personnel. Obviously, the data relating to the results of the tests can only be processed by personnel specifically appointed and authorized to manage them, as well as by the designated doctor.

To whom the data may be communicated

Personal data relating to Users may be communicated:

- to the public or private healthcare facility that requested the service,
- to the A.S.L. competent in compliance with the law or regulations or resolutions of the Umbria Region relating to the S.S.N.,
- to the Ministry of Economy and Finance
- to external healthcare facilities and/or professionals practicing healthcare professions who collaborate with the Center for the provision of the services requested with the patient's authorization;
- to insurance companies, mutual funds, corporate funds indicated by the interested party at the time of acceptance,
- limited to accounting and tax data, to data processing companies and to banks, credit institutions, credit card issuing companies, for activities strictly connected to the execution and administrative management of the contract;

- with the User's authorization, to anyone who needs to track him or her from outside, for example by telephone, during his or her stay inside the facility.

Naturally, all the communications described above will be limited to only the data necessary for the recipient body/office (which will remain the independent owner of all the processing carried out) for the performance of its tasks and/or for the achievement of the purposes connected to the communication itself. The processing of the data in question may also consist of their communication abroad, both inside and outside the European Union to the User's country of origin, subject to authorization (where applicable) and limited to the data strictly necessary, in relation to specific requests from the User himself.

PERFORMANCE QUALITY STANDARDS

CIDAT has identified the following quality standards in relation to the diagnostic services provided.

Waiting times in the affiliated regime do not depend on the centre, but on the CUP waiting lists.

Radiology (in non-subsidized regime)

Service elements standard qualitative factors

Waiting time for delivery
(average/maximum) 2/3 days.

Waiting time to take the exam (after acceptance) (average/maximum) 15/20 minutes

Waiting time for reporting
(average/maximum) Max 48 hours.

SERVICE Ultrasound and vascular ultrasound

Service elements standard qualitative factors

Waiting time for delivery
(average/maximum) 2/3 days.
(in non-registered regime)

Waiting time for the exam (after acceptance) 15 minutes

Waiting time for reporting
(average/maximum) 10 minutes

CT PERFORMANCE

Service elements standard qualitative factors

Waiting time for delivery
(average/maximum) 2/3 days. (in non-registered regime)

Waiting time for the exam (after acceptance) 25 minutes

Waiting time for reporting
Max 48 hours

PERFORMANCE Magnetic Resonance

Service elements standard qualitative factors

Waiting time for delivery
(average/maximum 2/3 days)

Waiting time for the exam (after acceptance) 20 minutes

Waiting time for reporting (average/maximum) Max 48 hours

NB: For exams that involve the use of contrast medium, the times may vary based on the execution procedures.

RIGHT TO ASSISTANCE

(Right to information and participation)

CIDAT's priority commitment is to guarantee high quality performance. It considers user judgment to be fundamental and uses all suggestions received for continuous improvement of the service.

CIDAT is available to collaborate with all user associations.

Quality Policy:

every user has the right to a service suited to his physical and psychological needs. If necessary, personalized assistance will be activated to support any need.

Integration:

Personalized hospitality necessarily requires that different services operate in close collaboration with each other in order to guarantee personalized assistance.

Impartiality:

The services are inspired by the principle of equality and impartiality of treatment. The facility, in each of its locations, has procedures to follow in the case of taking care of "fragile subjects" or those with mobility difficulties.

Continuity:

CIDAT undertakes to guarantee the provision of services in a continuous, regular and uninterrupted manner throughout the year. Any disservice will be promptly addressed in order to limit user inconvenience.

Right to information and participation:

CIDAT ensures correct information on its functioning and considers "Clarity and Timeliness of Information" to be a fundamental factor. The operator must give clear, correct information, must be kind, available; the staff is required to strictly observe professional secrecy.

For any needs or complaints, the patient can speak with the doctor responsible for the service or with the Medical Director.

CUSTOMER/PATIENT PROTECTION

Protection is provided for:

- For any disservice, understood as a lack of effectiveness-efficiency, which has limited or denied the usability of the service to claim.

- For any violation of the law or regulations governing the use of health services and in particular:

Of Law 241/90 and related regional implementation;

Of the Service charter adopted by CIDAT s.r.l.;

Of the principles contained in the Prime Ministerial Decree 05/19/1995 (General outline of the Public Health Services charter);

Of the Regional Health Plan and the rules on accreditation;

The principles contained in the employment contract on the duties and behavior of employees;

Of the ethical and deontological principles inherent to the exercise of the healthcare professions of professionals registered in the Register.

Of the principles contained in the Centre's internal regulations.

The protection of the Center's users is guaranteed through the Quality Manager, the Medical Director and the Administrative Manager. Protection can be requested by any person who uses the services provided by the Center or by family members and/or relatives of the user.

The user activates the protection request procedures with:

- A telephone conversation with the operators of the Service, the transcript of which is countersigned by the operator who collected the complaint

- A direct conversation with the service operators and signing of the complaint.

- The presentation in writing of a complaint delivered personally to the External Relations service employee or transmitted by post, by fax.

- The complaint can be forwarded by completing the appropriate forms available at the reception desk of the centres.

- The service managers guarantee the user a response regarding the outcome of the proposed complaint within 20 days. working hours following the date of issue of the complaint.

- The service is open to the public every day from Monday to Friday from 08.00 to 20.00.

The acceptance service has the aim of collecting any complaints from the customer/patient, and once the complaint has been received, the preliminary investigation activity is prepared, acquiring all the cognitive elements, after which, once the causes have been researched, we proceed with the management of the same .

The complaint can be verbal or written using the appropriate form which may be requested upon acceptance.

All complaints will be analyzed in depth by the Management and will constitute the stimulus for continuous improvement of the activities provided.

SERVICES

Ambulance or disabled access

CIDAT guarantees access to ambulances or disabled cars in all its locations, there are suitable car parks for each centre.

Reception for patients with difficulties

In the case of access by disabled and unaccompanied patients, they are taken care of by the reception staff, accompanied to the waiting room, or to specialist clinics, and followed in every phase of the treatment.

Specialist services

The main interest of the structure is taking care of the user, management as a whole, with the guarantee that each service is offered with the highest quality, maximum depth, maximum empathy with the patient. Furthermore, the possibility of being able to carry out all diagnostic investigations increases the level of compliance of the response and their exhaustiveness.

Center Security Service

The Centre's task is the safety of the user and the responsibility of evaluating, modifying and above all promoting a safe environment in which truly qualified assistance can be provided.

To this end, all rooms comply with current hygiene and public health regulations.

The floors of the rooms intended to receive users are easily washable and the materials used guarantee maximum safety for the patient.

Furthermore, considerable importance is placed on the operating methods for the following activities:

- cleaning and sanitization of premises and work environments
- disinfection and sterilization treatments of equipment and instruments
- staff hygiene
- maintenance, quality checks and functionality of the equipment.

DIRECTOR

SANDRO FRATINI