

INTRODUCTION

This booklet describes the activities and procedures of the Polispecialistico Nomentano S.r.l. It wants to be a practical tool for users who will find useful information. The Polispecialistico Studio Nomentano Srl operates both in accreditation with the SRG in the field of laboratory diagnostics with specialized sectors in microbiology, virology and cytology, diagnostic imaging and Nuclear Medicine and it is authorized for specialized medicine in the following branches:

Cardiology, obstetrics and gynecology, otorhinolaryngology, endocrine and metabolism and nutrition diseases, dermatology, ophthalmology, orthopedics, urology, pediatrics, angiology, occupational medicine, sports medicine, neurology, neurosurgery, hematology, allergology, anesthesia, angiurgology, general , thoracic surgery, plastic surgery, gastroenterology, forensic medicine, oncology, pulmonology.

In 2017, it entered into a business network contract called "SPN GROUP", and it becomes the Leader / Mandatary of the "SPN GROUP" network.

The structure benefits from international standards in order to position itself as a point of excellence in the healthcare landscape, offering cutting-edge services, both in professional and technological and organizational terms, so as to guarantee to the customer effectiveness, efficiency, safety, timeliness, continuity, equity, involvement and comfort. For services contracted with the SRG, users must produce a doctor's request and pay for the ticket (if due).

The managers of the structure are: Dr. Andrea Santoro (Sole Director and Technical Director of Imaging Diagnostics), Dr. Giulietta Punzina. (Technical Laboratory Director); Dr. Luigi Santoro (Health Director) and Dr. Diego Pizzo (Technical Director of Nuclear Medicine). Every member of the staff can be identified by the

identification tag, as required by the DPCM 19.05.1995 in which it's indicated the name and the surname.

TICKET

The medical request must be completed in all its parts. Each request can be filled with a maximum of eight exams for a maximum cost of € 36.15, to which must be added a fixed fee of € 10.00 (DL 98/2011). No additional contribution is needed for exempt citizens. There are, also, exams which are not in the health agreement and they must however be paid even for the exempt citizens. The SRG provides exemption categories in according to law n° 724/94 and subsequent amendments and additions. The entitled parties can take advantage of the services, after showing a valid identity document, and the medical request duly completed by the family doctor, who will confirm the category of exemption by writing the relevant code (DR U0016 of 03.33.2011 in implementation of the Ministerial Decree 11.12 .2009).

PREPARATIONS

Some exams require special preparations or diets; when the patients book the exam, receptionists will give them written instructions about what they must do, with all the necessary clarifications. If the booking were made by telephone, the same instructions will be send by fax, email and whatsapp.

QUALITY STANDARDS

Hospitality

The receptionists are always available to give the necessary information about the location of the services and the general operation of the

clinic.

Waiting takes place in suitable environments, equipped with a sufficient number of seats. The toilets available to the public are distinct from those reserved and accessible without the interposition of architectural barriers. Rooms, equipment and toilets are cleaned and disinfected whenever necessary to prevent damage to customers and staff.

Safety

The emergency exit is signalated by the appropriate signs. Some fire extinguers are located in different areas of the structure. The safety conditions are guaranteed by scrupulous compliance with national regulations, according to Legislative Decree 81/2008 and subsequent additions.

Right to *privacy*

Privacy protection is guaranteed in full compliance with EU Regulation 2016/679.

Customer reporting, complaints

In the room there is a box where you can enter any complaints.

This is an indispensable activity for maintaining high our standards and commitments. During all our opening hours there is always one person responsible for public relation who will remove, where possible, the reported malfunctions or to ensure that the complaints are answered by the managers.

For further information, the service card can be consulted.

In carrying out its duties, the structure is inspired by the respect of the fundamental principles contained in the Directive of the President of the Council of Ministers dated 27.01.1994 (containing "Principles on the provision of public services"):

Efficiency and Effectiveness: the structure adopts every useful measure to increase the efficiency and effectiveness of the service

delivery, pursuing the constant improvement of the quality and the prices of the services.

Equality: The structure undertakes to guarantee equality of treatment for all customers. No one may be excluded from access to benefits on the grounds of sex, race, language, religion, political opinion, personal or social conditions.

Reliability: in order to monitor the precision and accuracy of the analytical methods used to ensure the reliability of the results obtained, the clinic adopts appropriate Continuous Quality Control Program.

Continuity: the clinic is committed to ensure the regularity and / or continuity of the service and to minimize disruption to users because of interruptions or outages due to force majeure, and to remove any inefficiencies.

Update: the structure is committed to ensuring constant updating of its operators, through continuous training programs, and of the machinery used within the structure.

Right of Choice: where permitted by current legislation, the customer has the right to choose the provider of the service of his choice.

Participation: the organization, in order to ensure a better delivery of the service, for an increasingly full compliance with the users' needs, carefully evaluates every indication, suggestion or proposal coming from the users themselves; the participation in the provision of the service is guaranteed to every customer. The right of access is exercised according to the procedures adopted by the Structure.

THE STRUCTURE AND ITS SERVICES

The NOMETANO POLISPECIALISTICO STUDIO S.r.l. is located in Via Nomentana 550/552 00141 Rome. The buses available to reach us are: 342 - 343 - 311 - 344 - 211 - 60 - 66 - 90.

The clinic is open every day.
From Monday to Friday 07.00 - 20.00

Saturday 07.00 - 13.00

Sunday 08.00 - 13.00

Blood tests are made every day without an appointment from 07.00 to 11.00.

Reservations can be made either at the clinic or by calling our switchboard. Reservations are managed by a management program.

In case of need, after costumers' request, the blood test and some radiographies can be made at home.



Reservations are required for all other services.

Blood tests and other exams' results can be get on the day written on the acceptance receipt from 1.00 pm to 8.00 pm; in the following days from 11.00 to 20.00 (continued) Blood tests' results can be withdrawn at the first reception; diagnostic imaging results at the ground floor reception; nuclear and specialist medicine results are withdrawn at the first floor reception.



**STUDIO POLISPECIALISTICO
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