

SERVICES' CHARTER

O.T.I. MEDICALE VICENZA S.r.L.

Hyperbaric oxygen therapy

Via Degli Avieri, 29 – 36040 Torri di Quartesolo (VI)

FIRST SECTION

OTI MEDICALE VICENZA S.r.L. PRESENTATION AND MAIN PRINCIPLES

1. OTI MEDICALE VICENZA S.r.L. PRESENTATION

1.1 Institutional aims

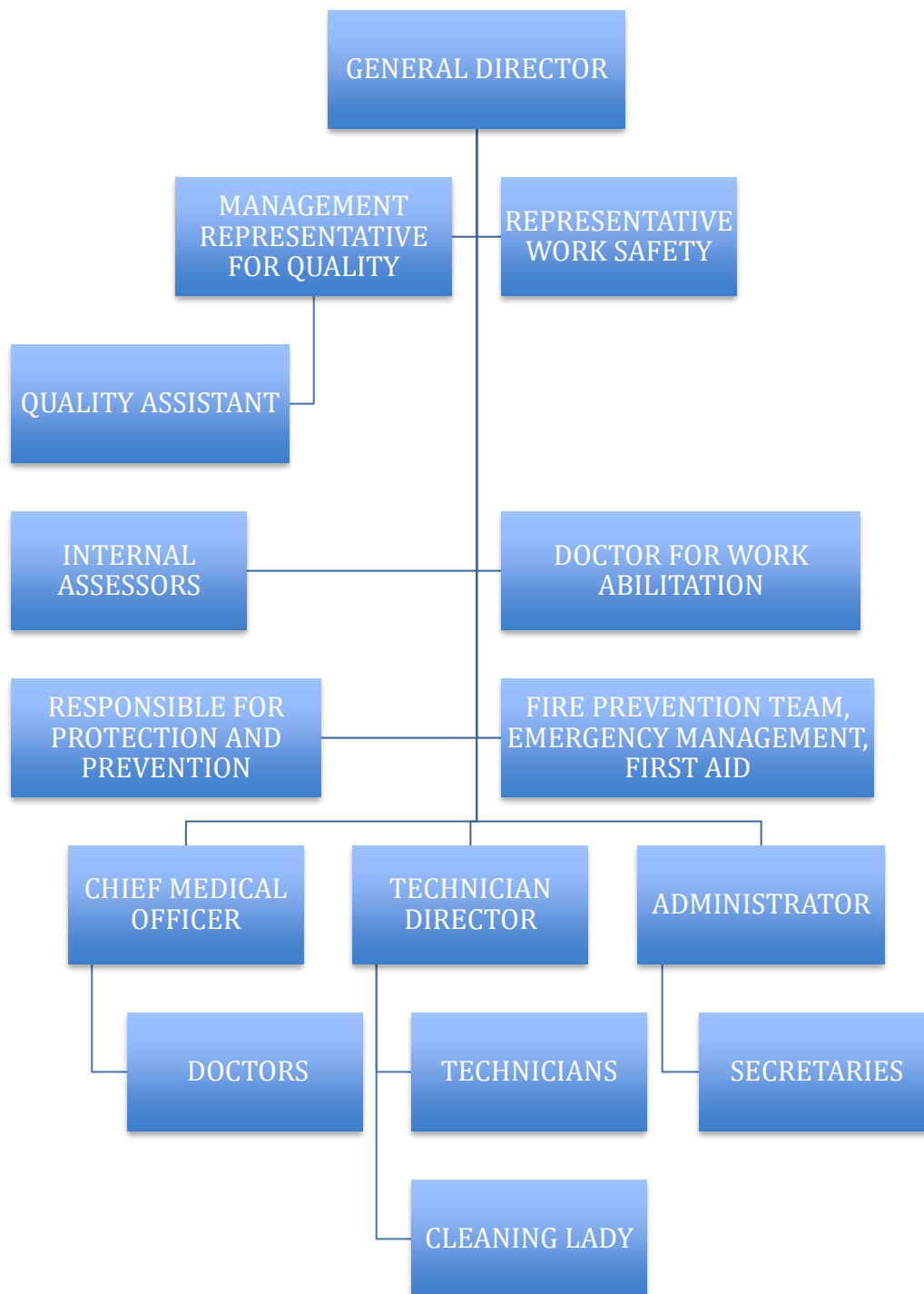
OTI MedicaLe Vicenza S.r.L. is a private clinic, founded in 1986 by Prof. Ettore Modesti; it supplies, accredited with the National Sanitary System, Hyperbaric Oxygen for sick patients since 1987. The Chief Medical Officer, Dr. Nicola Bronzini, is specialised in Anaesthesia and Intensive Care with sub-specialisation in Hyperbaric Therapy.

OTI MedicaLe Vicenza Srl dedicates maximum attention to the main aspects of the proper activity: SECURITY, RESULTS and QUALITY OF THE SERVICES are prioritised.

In 2000, OTI MedicaLe Vicenza Srl obtained the Certification of Quality, and this has been a prestigious recognition for the organisation and the delivery of hyperbaric oxygen to cure insufficient oxygenation of tissues.

The treatments that the Hyperbaric Oxygen clinic releases, are carried out for all the pathologies foreseen from the Veneto region in Dgr n° 1912 of 23-12-2015 that require scheduled events or emergencies. The available hyperbaric rooms are three; and the seats are in total 37.

1.2 Organisational chart



2. FUNDAMENTAL PRINCIPLES

The business's aim is to obtain the maximum therapeutical results, optimizing the available resources, in respect of the patient and his rights, in particular:

2.1 *Equality and impartiality* are principles applied to all patients.

2.2 *Continuity*. The hyperbaric activity is guaranteed 24 hours a day, 365 days per year.

2.3 *Freedom of choice*. The citizen can liberally choose whether to be treated or not with the Hyperbaric Oxygen Therapy. The clinic offers English, German, French, Spanish and Albanian speaking personnel. The clinic can provide assistance to both men and women.

2.4 *Participation*. During the welcome visit, the security precautions are clearly outlined from the doctor, as well as the objects not allowed in the chamber when undergoing the therapy. Every patients signs a form stating he's understood the rules.

2.5 *Efficiency and effectiveness* are patients' expectations and the need of all prescribing doctors and O.T.I. Medicale Vicenza Srl.

2.6 *Privacy and courtesy* are regulated, the first according to law, the second, by correct training and sense of duty of all personnel.

SECOND SECTION

INFORMATION ABOUT THE BUILDING, ITS STRUCTURE AND THE SERVICES OFFERED

3. TYPE OF HEALTH BENEFITS

3.1 Content, in general form, of the level of assistance guaranteed

The O.T.I. Medicale Vicenza guarantees the supply of Hyperbaric Oxygen in routine regime, as well as in urgent cases. The patient's treatment is subordinate to the good outcome of an initial visit to establish if the patient suffers from absolute counter-indications.

This visit is performed by trained doctors in the field, authorised from the Chief Medical Officer of O.T.I. Medical Vicenza S.r.L. The activities performed in the business occur in regard of "the policy of reference to treat within O.T.I.", and to the ones of the Veneto region as well as ISPESL.

3.2 Handling emergencies

The Hyperbaric Oxygen Therapy has an important role in the treatment of some conditions considered as "urgent": poisoning from carbon monoxide, gaseous gangrenes, fractures at high risk of infection are the most frequent. For every condition the business has established treatment guidelines, derived from the national and international lectures other than from the personal experience that the business gained over time.

3.2.1 Definition of the service

The answer to emergencies is guaranteed by hospitals with emergency departments.

The hospital guarantees, other than the urgent mobile accident unit, the first diagnostic check, the necessary surgery to stabilize the patient, other than transportation in case the patient needs to undergo Hyperbaric Oxygen Therapy.

3.2.2 Activation modalities

The sending department contacts the business to establish the modalities of supply of the treatment. Then, it will provide the transportation of the patient to O.T.I. Medicale Vicenza Srl.

O.T.I. Medicale Vicenza will guarantee the availability of the Hyperbaric Oxygen room, of a technician and a doctor 24 hours a day, 365 days a year, other than the presence, if necessary, of an anaesthetist to handle intubated patients and children under three years of age.

3.2.3 Access modalities

To activate any emergency, a call from the sending department is enough. Later it will have to send the patient with prescription for access.

3.3 Hyperbaric Oxygen Therapy routine treatments

3.3.1. Treatment definition

The clinic guarantees accredited treatments for all conditions authorised by the Veneto region.

3.3.2 Access modalities

Accredited treatments with SSN are subordinate to the doctor's prescription in the conditions' branch of knowledge. The prescription has to be filled in all of its parts.

Each patient has to pay € 36,15 for each prescription, which, by law, can hold a maximum of six therapeutical cycles (60 sessions). From this fee are excluded exempt patients, if the doctor marks the specific exemption on the prescription, and those who are hospitalized.

Furthermore, each patient must pay a fee of € 20,00 for a white coat. This fee will be given back at the end of the therapy when the coat is returned.

The patients who intend to undergo the therapy privately can book an appointment.

All patients are checked for suitability to perform the therapy.

3.3.3. Delivery of the treatment

Each patient is required to arrive at the hyperbaric center fifteen minutes before the start of the session and prepare for access to the hyperbaric chamber by placing personal belongings in the lockers, together with all prohibited items, wear a white coat and over shoes.

At the time set by the program, each patient will be called by the hyperbaric technicians who will check their suitability with a metal detector and a recorded audio message.

Upon entering the hyperbaric chamber, all patients must follow the instructions of the internal assistant for the entire duration of the session.

3.3.4. Delivery modalities of therapy for minor patients

With reference to Law No. 176 of 27 May 1991, every minor (child under the age of eighteen) has the right to health care without distinction of any kind. The procedure will be the same as for any other patient, but the minor must be accompanied by a parent or other person with a proxy and identity document for the visits. The person in charge must sign all the documentation for the minor. The adult accompanying the minor stays with him all the time prior to the hyperbaric therapy and entrusts the minor to the assistant who enters the hyperbaric chamber. He must also be present at the end of the therapy to take the minor back into delivery.

3.3.5. How to communicate with a doctor

If the patient or his delegate needs to speak to a doctor, ask the secretariat from 9AM to 6PM to schedule an appointment. The request can also be made via email.

3.3.6. How to communicate with relatives and caregivers

Medical communications to family members and caregivers without the presence of the person concerned must always have a written authorization issued by the same.

3.3.7 Patient rights

The patient, identified with his/her name and surname, has the right to be assisted and treated with care and attention, respecting human dignity and his/her own ethical, moral, philosophical and religious convictions, also has the right to be listened with respect. The same respect must be given by the patient to the personnel who's assisting him/her.

3.3.8. Bookings register

O.T.I. MedicaLe Vicenza provides for the insertion of the patient's name in a special computer bookings register. The interested party can ask for information on reservations and report any request for changes to appointments at least 48h in advance.

3.4 Information

For information contact the administrative office at 0444/380240 or 0444/583395. Fax 0444/380377. From 9AM to 6.00PM, from Monday to Friday.

3.5 Bookings

It's possible to book via phone, or via website: <https://www.otimedicale.it>

THIRD SECTION

QUALITY STANDARDS, OBJECTIVE AND PROGRAMS

OTI Medical Vicenza S.r.L. dedicates maximum attention to the quality of the services it offers professionalism, hygiene, efficiency and security of the environment and of the equipment, privacy in managing personal data, correct information towards the colleagues and respect towards the dignity of the patients.

For 2022 the main aim will be in line with the budget established from the ULSS n. 8 Berica.

4. WELCOMING FOR THE PROGRAMMED SERVICES

4.1 Quality standards

- Maximum wait for a visit depends on the priority specified on the prescription and whether the patient has done chest X-rays and ECG
- Maximum wait to enter the hyperbaric chamber: 15 minutes
- Duration of a session: 112 minutes
- On every service released an assistant is always present within the hyperbaric chamber
- Mean number of sessions released per cycle: 20
- Maximum wait for feedback from complaint: 30 days
- The cost of the treatment of 112 minutes routine treatment is of 97,75 euros. For treatments in emergency the price is of 390,85 euros and the duration varies based on the condition. The fee will be paid by the Italian Sanitary System if access happens through doctor's prescription and the condition is recognised by the Veneto region
- Ordinary upkeep of all equipment
- Disinfection of all areas according to the guidelines
- Respect of the "REGIONAL LINE GUIDES"

4.2 Equipment to verify the respect of standards for the quality of the programmed services

- Sample check and complaints paper for compliance with the maximum waiting times (it is performed by the secretariat which proceeds to initiate the patient to the first session)
- Systematic recording and detection of the parameters of all therapies, including duration
- The internal assistant who participates in the session signs the patient list for each treatment
- All complaints are filed in the appropriate register with, as an attachment, the observations, and initiatives of the General Management
- Every routine maintenance activity on the plants is scheduled, performed, recorded and archived

4.3 Quality programme of the released service

O.T.I. Medicafe Vicenza has started a process of planning and recording of health, technical, administrative and hygienic activities obtaining, in the course of 2000, the Quality Certification subsequently evolved into ISO 9001: 2015 as a further guarantee for the patient and the institutions, regarding the to offer a service of excellence in compliance with the declared quality and safety standards.

For those who need an English translation of the Company's brochure, in addition to English, French, Spanish, German and Albanian speaking personnel, they can ask the secretariat. The assistance and organizational activities carried out by the staff and collaborators of O.T.I. Medical Vicenza are carried out in compliance with and taking into account age, gender and any particular health and frailty conditions.

5. WELCOMING FOR THE RELEASE OF URGENT SERVICES

5.1 Quality standards

The patients that access to the centre in urgent circumstances are unavoidably visited by a trained operator. In case they need resuscitation assistance a doctor specialised in anaesthesia will provide the needed support. This service is available 24 hours a day, 365 days a year.

5.2 Equipment to check the respect of quality standards for urgent services

The instruments are the same used in the welcoming for routine treatments.

5.3 Commitments and programs on the quality of the service released

Throughout 2003, it has been sustained with a positive outcome the verification of the Quality System, with the passage from ISO 9002 to ISO 9001:2000, subsequently to ISO 9001:2008 and finally to ISO 9001:2015.

The aim is to maintain such qualification.

FOURTH SECTION

MECHANISM OF VERIFICATION AND GUARDIANSHIP

6. RECLAMATION

O.T.I. Medicafe Vicenza guarantees the protection function towards the citizen through the possibility for the latter to lodge a complaint following a disservice, act or behavior that has denied or limited the usability and/or the quality of the service.

6.1 Modalities of presentation of complaints

The complaints can be formalised by filling in a form and putting it in a box nearby the secretary. The room is available to the public from 9AM to 6PM, from Monday to Friday. Alternatively, the complaints can be communicated via letter, fax or certified email at info@pec.otimedicale.it

6.2 Functions

The Administration Department of the structure is responsible of feed-backing to the citizen within fifteen days, answering with an appropriate observation or solution.

6.3 Forms of solace and modalities of functioning of these from the citizen

The user has the right to express his/her observations, needs and comments with the forms prepared by the clinic. For complaints, any disputes will be evaluated by the Court of Vicenza.

7. RESULTS OF THE INVESTIGATIONS ON THE LEVEL OF SATISFACTION

7.1 Relation on the standards

O.T.I. Medicale Vicenza guarantees the update of the actuation of the standards through the application of the system of quality UNI EN ISO 9001:2015 that looks forwards to the levels of service obtained.

The service's charter has been shared with the association of active citizenship of Vicenza.

7.2 Services' conference

The structure guarantees twice a year a meeting with the major powers in the business to verify the developments and analyse the organisation adopted for the research of a constant improvement.

7.3 Checking on the patients' satisfaction

O.T.I. Medicale Vicenza guarantees the carrying out of surveys on the degree of satisfaction of patients, promoting the administration of questionnaires, assessed quarterly by the Quality Manager and annually by the General Management.

The questionnaire is given to the patient at the end of the cycle or at the end of several cycles, if these are carried out without interruptions. This principle applies both to patients who undergo hyperbaric oxygen therapy on an outpatient basis, and to those who undergo it whilst being hospitalized.

The results of these surveys are made public and attached to the Charter of Services renewed annually.

8. RESULTS OF THE INVESTIGATIONS ON THE LEVEL OF SATISFACTION

The investigation has been carried out obtaining, throughout 2022, 160 completed questionnaires from the patients of O.T.I. Medicale Vicenza.

The following relate to the entries on the questionnaire, expressed out of a hundred. There were no complaints.

1. Directions via telephone.....	98,44/100
2. The hospitality and help desk.....	99,06/100
3. The doctor's hospitality.....	95,63/100
4. The technician's hospitality.....	97,66/100
5. Hygiene judgement of the lounge.....	97,97/100
Hygiene judgement of the toilet facilities.....	97,50/100
Hygiene judgement of the doctors' office.....	97,97/100
Hygiene judgement of the Releasing Oxygen Chamber.....	98,28/100
6. During the first medical visit have you received enough information on your case and on the standards of security.....	95,47/100
7. Assistance in the Chamber during the session.....	96,72/100
8. Your overall judgement on the structure.....	97,81/100

Torri di Quartesolo, 02-01-2023

Administrator

Chief Medical Officer

Chief Technical Officer