



Health
Services Directory
Poliambulatorio Arcella

Company with UNI EN ISO 9001:2008
Certified Quality System

Advertising of the Health Services Charter

POLIAMBULATORIO ARCELLA undertakes to send a copy of this Charter of Services to the Veneto Regional Council, to the Health Board as well as to their reference Health Departments and to all General Practitioners.

Texts and images by Luca Rubaltelli



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Knowledge towards Trust

“The new millennium has inaugurated the era of the medicine of the dialogue, of the equal relationship between the physician and the patient... The essential prerequisites for this developments are information and communication. Only an informed and aware patient can develop a relationship of trust - and not of addiction - both with his/her physician and the health clinic treating and can participate responsibly to the therapeutic choices that, more likely, will take his/her life project in the entirety of his/her person into account”.



Health Services Directory

The Health Services Directory of POLIAMBULATORIO ARCELLA is a means of information whose aim is to safeguard the Person in his/her right to Health, by ensuring the observance of precise qualitative and quantitative standards of the services offered and regulating the relationships between our Structure, which provides the Health Benefits and the Citizen Users, according to the Directive issued on 19.05.1995 from the Cabinet.

POLIMBULATORIO ARCELLA, aware of the great tradition of Padua Medicine, is committed to providing specialist check-ups, technical-instrumental tests and health services that comply with the advances of modern medical science that are more and more increasingly responsive to the Patients' needs in order to professionally meet every need of prevention, care, diagnosis and treatment.

By the Health Services Directory, an outline of useful information to facilitate the access and use of our specialized services, POLIAMBULATORIO ARCELLA signs a pact of a successful cooperation between our Structure, its operators and Users in order to pursue the continuous rising level of the services offered by inviting the Patient to verify the respect of the commitments undertaken, by requiring their compliance and by making proposals that may be useful to an optimal orientation of the service.

Moreover, POLIAMBULATORIO ARCELLA undertakes to observe with absolute respect the "Principles on the provision of public services" set out by the Council Directive of Ministers of 27.01.1994 and those expressed in the European Chart of Patients' Rights issued in Brussels on 15.11.2002.



Fundamental Principles

Equality

All Citizens are provided with the same services, regardless of age, sex, race, language, nationality, religion, political opinions, customs, physical conditions, mental conditions, economic conditions, personality structure

Impartiality

All Citizens are assured with a behavior marked by criteria of objectivity, justice and impartiality by the staff that works in the Structure.

Continuity

Citizens are guaranteed with the qualitative and quantitative continuity and regularity of the services. In case of any irregularities of the service, appropriate measures to cause users minimum disruption will be taken.

Right of choice

Every Citizen, in accordance with the law, can exercise the right of "free choice" by referring directly to one of the Structures that can provide the service they need.

Participation

It is guaranteed the right of the Citizen to cooperate, by observations and suggestions, to the correct the delivery of the service and the improving of the service given by the Structure. The patient has right of access to the information concerning him/her in possession of the donor.

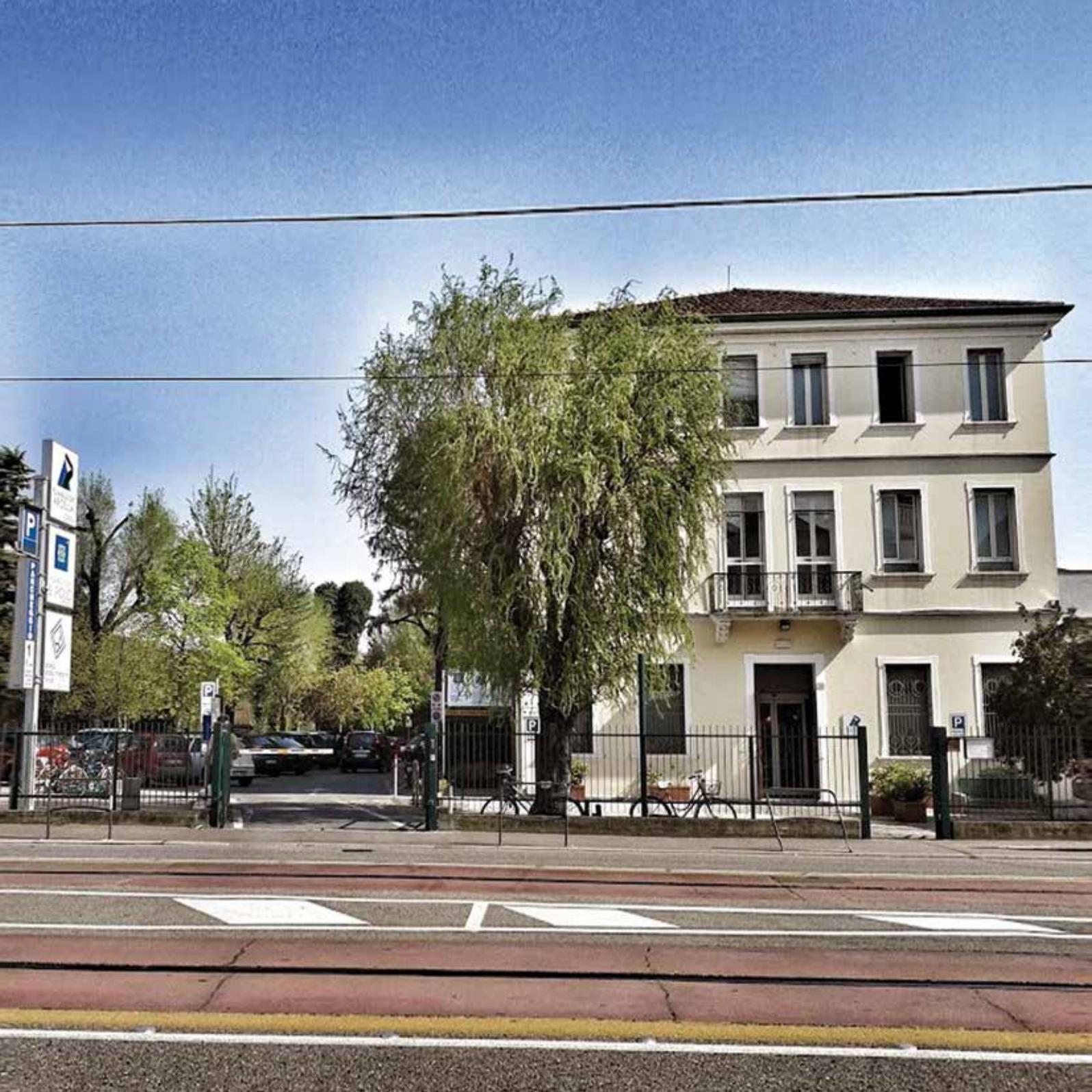
Efficiency and effectiveness

The service is provided so as to ensure maximum efficiency and effectiveness. The Structure takes suitable measures to achieve these objectives by providing the appropriate benefits in accordance with the internal protocols based on the latest international scientific knowledge.

Mission

POLIAMBULATORIO ARCELLA bases its conception of the "Service to the Person" on the patient's centrality, on the protection and care of his/her right to health and well being through the provision of a wide range of performances of preventive, diagnostic, curative and rehabilitative-functional fields.

POLIAMBULATORIO ARCELLA places at the base of their own activities the continuous improvement of the quality of the Services through the work of a team of medical specialists and a staff of professionals and operators who are able to respond with competence and promptness to all the health-related requirements in compliance with the highest quality standards- in accordance with the parameters set by the international certifications obtained- and through the continuous adaptation to the progress of technology and the steady increase of the internal safety and the organizational efficiency.



Who we are

POLIAMBULATORIO ARCELLA SRL is an excellence healthcare Structure authorized and accredited by the Veneto Region, in agreement with the National Health Service since 1976, which delivers performances of **Physical Medicine and Rehabilitation**: Physiokinesitherapy, Functional, Orthopedic and Trauma Rehabilitation, Neuromotor Re-education, Postural Re-education, Sportsman's Rehabilitation, Osteopathy, Speech Therapy, Occupational Therapy, Pain Therapy; **Diagnostic Imaging**: Digital Radiology, Orthopantomography (OPG), Ultrasound, Open Magnetic Resonance Imaging (RMN) Total-Body, Total-Body, Magnetic Resonance with Contrast Medium, Computerized Axial Tomography (TAC), Dental Scan TAC, Digital Senology and Mammography; **Clinical and Instrumental Diagnostic**: Cardiology, Dermatology, Dietetics and Nutrition, Orthopedics and Traumatology, Otolaryngology (ENT) and Audiology, Psychology and Psychodynamic Psychotherapy; Sports Medicine: Certification of Eligibility to practise competitive and non-competitive sports, Diagnosis and Treatment of sports-related diseases.

The current Medical Clinic of multi-specialist support originates from the former-existing "Casa di Cura Arcella" (Arcella Care Home), one of the most known landmarks in the Padua healthcare landscape already since the 30s, which updated and renewed, in the early 70s turned into an avant-garde Polyclinic according to the regulations laid down by the competent Authority in the field of Health.

Nowadays like then POLIAMBULATORIO ARCELLA SRL, in which a highly qualified medical staff and an always updated personnel work, bases its own Health Services on the willingness to listen to the Patient, on the attention to his/her Health needs to which the Structure replies with its total care and the execution of specialist examinations, health services and assistance programs, technical-instrumental tests and personalized therapies of rehabilitation.

This is the reason why POLIAMBULATORIO ARCELLA SRL places the continuous improvement of the delivery quality of its services at the base of its activities according to an increasing efficiency as far as the operational and organizational aspects are concerned. It always keeps updated with the progress of the biomedical technologies applied to prevention, as well as to diagnostics and medical therapies. The purpose is to provide an always adequate service and full satisfaction for its Users being aware of the legal and moral responsibility assumed towards them, towards their workers and the community.



Where we are

POLIAMBULATORIO ARCELLA is located in Padua in Via Tiziano Aspetti 106 - at the beginning of the Arcella Quarter -, near the train station and within a short distance from the exits of the bypass roads (near highway exits A4 Padova Ovest/West and Padova Est/East).

The large ARCELLA PARKING, adjacent to the Clinic but also to public use - **free short stay within the first 15 minutes; hour fare € 1,00** - has no architectural barriers, as the entire Specialist Clinic, to facilitate access and internal mobility to persons with disabilities.

POLIAMBULATORIO ARCELLA is also easily reachable by Aps public transport: num.16 and 22 buses and metrobus (Arcella stop) stopping in front of the entrance.

POLIAMBULATORIO ARCELLA is based at "Gruppo Sanitario Arcella" that also hosts in a building of approximately 3.000 sm the CENTRO MEDICO DI LINFODRENAGGIO MANUALE (Medical Centre of manual Lymph) - Lymphology reference point, the specialist POLIAMBULATORIO S.POLO, the Dental Centre SPAZIO SORRISO ARCELLA and an operating Unit of ARCELLA ANALISI MEDICHE BIOLAB. These Health Facilities are all linked by a close working relationship to provide patients with a complete and competent response to all needs related to their health and well-being.

POLIAMBULATORIO ARCELLA is located at GRUPPO SANITARIO ARCELLA
via Tiziano Aspetti, 106 - Padova



www.poliambulatorioarcella.it



www.linfodrenaggiomanuale.it



www.poliambulatoriosanpolo.it



www.spaziosorriso.it



www.aambiolab.it



Physical Medicine and Rehabilitation

Dott. Enrico Trevisi

Specialist and Responsible of Physical Medicine and Rehabilitation

Dott. Paolo Bortolotto

Specialist in Physiatry and Rehabilitation Therapy

Physiokinesitherapy

Functional Rehabilitation

Orthopedic and Trauma Rehabilitation

Neuromotor Rehabilitation

Occupational Therapy

Postural Re-education

Sportsman's Rehabilitation

Osteopathy

Speech Therapy

Pain Therapy

Imaging Diagnostic

Prof. Leopoldo Rubaltelli

Specialist in Radiology and Responsible of Diagnostic Radiology

Dott.ssa Yeganeh Khadivi

Specialist in Radiology

Dott. Giulio Pasquotti

Specialist in Radiology

Dott. Raffaele Iavicoli

Specialist in Neuroradiology

Dott. Christof Pramstraller

Specialist in Radiology

Dott. Shair Bezargar Mehdi

Specialist in Anesthesia and Intensive Care

Digital Radiology

Orthopantomography (OPG)

Ultrasound

Senology and Digital Mammography

Magnetic Resonance Imaging (RMN) Total-Body

Magnetic Resonance Imaging (RMN) with Contrast Medium

Computerized Axial Tomography (CAT)

Dental Scan (CAT)

POLIAMBULATORIO ARCELLA and its specialists deliver health services to Citizens and Companies both privately and in private practice regime that has an agreement with the National Health Service since 1976.

By the num. 3074 Decision of the Regional Council of the Veneto Region dated 14.12.2010 the convention has been converted into an Institutional Accreditation for the specialties of Physical Medicine and Rehabilitation, Diagnostic Radiology, Otolaryngology (ENT) and Audiology.

Clinical and Instrumental Diagnostics

Cardiology

Dr. Maurizio Sturaro

Specialist and Responsible of the Cardiology Area

Dr.ssa Greta Dequal

Specialist in Cardiology

Visit Cardiology

Visit Cardiac Control

Visit Specialist for obtaining / renewal Licence

Resting Electrocardiogram (ECG)

Electrocardiogram at home

ECG and Cardiac Visit at home

Cardiac Holter (24h dynamic ECG)

Holter Pressure Index 24h

Home Monitoring of blood pressure remotely

Doppler Ultrasound Cardiac

Doppler Ultrasound Cardiac under pharmacological stress

Arterial and Venous Doppler Ultrasound of art lower

Doppler ultrasound of the supra-aortic trunks

Bubble Test and Transcranial Doppler for research embolic sources

Exercise Testing the ergometer (exercise stress test)

Dermatology

Dr. Leopoldo Belluco

Specialist in Dermatology and Venereology

Dermatological Examination

Visit Dermatological Control

Visit and Removal neoformations cutaneous benign

(with Laser therapy, Cryotherapy, Dtc)

Dermoscopy Examination and Mapping melanocytic nevi

Videodermatoscopy

Epicutaneous Tests (patch test) for diagnosis allergy dermatitis

Peeling treatment

Sclerotherapy

Absorbable implant filler

Dietetics and Nutrition

Dr.ssa Cinzia Dalla Gassa

Specialist in Dietetics and Nutrition Coaching

Master Practitioner in PNL and Trainer in the health field

Visit Diet

Visit Diet Control

Assessment of nutritional status

Diet coaching

Specific Diet Therapy

Paths of nutritional Re-education

Mental Training applied to the change in eating habits

Food education Courses

Orthopedics and Traumatology

Dr. Christos Frangos

Specialist in Orthopedics, Knee Surgery, Sports Traumatology
Responsible of the Orthopedics and Traumatology Area

Dr. Sabri Dlimi

Specialist in Orthopedics and Traumatology, Shoulder Surgery

Dr. Christoph Idebrando Fulco

Specialist in Orthopedics and Traumatology, Hand Surgery

Visit Orthopedics-Traumatology

Visit Orthopedics-Traumatology Control

Visit Postoperative Control

Articular infiltration

Otoralyngology (ENT) and Audiology

Dr. Stefano Magarotto

Specialist in Otoralyngology and Audiology

Visit Otoralyngology (ENT)

Visit Otoralyngology (ENT) Control

Examination Audiometry Tonale

Bio-impedance and Tympanogram

Otofunkzionale Examination

Clinical Examination functional vestibular

Videonistagmografia

Ears Cleaning

Earwax plug Extraction

Cauterization vases

Tuba Eustachian Interventions

Endotubal Insufflation

Psychology and Psychodynamic Psychotherapy

Dr.ssa Natacha V. Aledda

Specialist in Psychology and Psychodynamic Psychotherapy

Psychological counseling and guidance

Psychological support

Individual Psychotherapy

Couple Psychotherapy

Family Psychotherapy

Sports Medicine

Dr. Gino Nassuato

Specialist in Sports Medicine

Eligibility for competitive sports practice

Eligibility for non-competitive sports practice

Diagnosis and Treatment of sports-related disorders



Acceptance and Reservation

Informing and bookings

The Information Service - Acceptance is the first contact between the Patient and the Clinic and responds with willingness and competence to the user's need.

For information on health services and booking check-ups, contact the Front Office - Acceptance of POLIAMBULATORIO ARCELLA or contact by phone the Clinic by dialing the main number +39 049 605344 in secretarial time:

from Monday to Friday from 7.30 a.m. to 8.00 p.m. (continued)
on Saturday from 7.30 a.m. to 12.30 in the morning

The Front Office - Acceptance staff, who have a special badge with their name and qualification, provide the following services:

- > information on medical-health services and the Specialists' visiting hours;
- > phone bookings and explanation on the terms and waiting times of the performances required;
- > information on exemptions, credits and ticket prices and quotations of the health services provided privately;
- > acceptance and completion of the necessary procedures for the specialist services to be carried out;
- > ticket payment and amounts relating to the health-care services provided;
- > delivery of the results in a sealed envelope.

Moreover, it is possible to ask for information and book specialist and online services via the website www.poliambulatorioarcella.it or by sending an e-mail to segreteria@poliambulatorioarcella.it, choosing between private regime and agreement regime in the outmost respect for privacy.

The reservation of specialist visits can also be carried out through the CUP (Single Booking Centre) of the Local Health Authority (local ULSS).

How to access to Services

To have access to the specialist services of POLIAMBULATORIO ARCELLA the Patient will have to provide the following documentation during the Acceptance phase:

- > prescription by his/her GP or specialist who addressed the Patient to the Clinic;
- > medical prescription containing the following indications:
 - patient's name
 - type of the service requested
 - diagnosis
 - priorities
 - any rights of exemption from payment
 - the physician's stamp and signature
 - date
- > health card
- > fiscal code
- > certification of the possible exemption
- > telephone number (optional) for communications
- > previous clinical documentation if required
- > sign the agreement to execute the performance and the processing of data as required by current regulations.

At the end of the booking a remainder with an indication of the specialist service booked, the date and time of the appointment will be issued.

If unable to turn out, the User is recommended to cancel even by phoning the secretarial staff within reasonable time, at least within three working days According to the n.600 Resolution of the Veneto Regional Council of 13.03.2007.

Failure to notice or cancellation made less than three days in advance, it will entail the ticket payment by the User even if exempted from it.

Result withdrawal

Reports are delivered in a sealed envelope at the end of the provided health Services or at the agreed date announced on the scientific and technical procedures and to the service time referring to the provided service. The withdrawal of the results, at the Front Office - Acceptance has to be carried out by the direct User or, alternatively, by a person delegated by the User carrying out the delegation and his/her own identity card.

The User can also ask the Acceptance to post the report home with the expenses at the User's charge.

Payment of the Services

POLIAMBULATORIO ARCELLA and its Specialists deliver health services both in convention with the Regional Health Service and privately.

The payment of the ticket, under current regulations, is to be made at the Acceptance. Performances provided privately must be paid before the carrying out of the service or at the issuance of the invoice.

Work Organization

The main purpose of POLIAMBULATORIO ARCELLA is the optimal delivery quality of health services to the Person also by examining the punctual feedback and the verification of the corrective actions put in place together with the identification and implementation of continuous improvement projects, which are regularly inspected by accredited certifying Bodies.

In the structure, to be distributed questionnaire-surveys of opinion, are further to disposition "cards claims".

For possible claims or signalings of poor service the patients can turn to the collaborating personnel or directly the holder Dr. Luca Rubaltelli.

In the briefest possible time the signalled facts will be verified and will be taken the suitable provisions.

The work organization, fully computerized, from the booking to the issuing of the final report, allows to follow all the phases of the patient's medical history step by step, ensuring criteria of absolute accuracy, confidentiality and rapidity.

For this purpose the Clinic has been equipped with modern computer systems, procedures and operating instructions for all staff, both administrative and medical, in order to manage information with maximum efficiency and safety.

General information

Privacy Sensitive data processing

POLIAMBULATORIO ARCELLA is aware that the respect of the Person and the safeguard of his/her human dignity presuppose the absolute protection of his/her **Right to Confidentiality**, especially in the health field.

The personal and sensitive data subject to electronic processing are managed through the use of authentication credentials; those processed without the aid of electronic instruments are stored and controlled in order to avoid any risk of unauthorized access, unauthorized treatment and non-compliant with the purposes of collection or destruction and loss of the same ones.

The data processing carried out by the competent staff is, therefore, strictly subordinated to the respect of the rights and fundamental freedoms as well as to the rules of law concerning the professional secrecy to which the persons responsible for treatment are subjected.

Each health worker will only be able to know the single information and data necessary to carry out his/her task.

At the moment of the Acceptance the Patient is informed, in accordance with the Legislative Decree num. 196 of 30.06.2003, regarding the handling of sensitive data.

The administrative staff is available for any information about the laws on Privacy Protection.

For more information, please refer to the "Art. 13 Statement, Legislative Decree num. 196 of 30 June 2003" available online on the website www.poliambulatorioarcella.it at the end of the section "Privacy Protection".

A copy of the form relating to the expression of Consent to the processing of personal and sensitive data necessary to proceed with the provision of services follows.

Information on the article 13, Legislative Decree num. 196 of 30 June 2003.

POLIAMBULATORIO ARCELLA s.r.l., with registered office in Padua, Via T. Aspetti 106, C.F. and P.I. 00606100287, in quality of data Controller, in the person of Legal Representative, according to the Legislative Decree num. 196 of 30 June 2003, herewith

Informs

that the Code regarding the personal data protection guarantees that the personal data management is carried out in the respect of the rights and the fundamental freedoms, and the dignity of the interested person, with particular reference to confidentiality, the personal identity and the right to personal data protection.

In compliance with the provisions of the Legislative Decree num. 196 of 30 June 2003, we provide the necessary information regarding the purposes and methods of the processing of your personal data, the nature of the data and the scope of its communication and diffusion.

[...]

Consent

The undersigned Patient, after having read the information and signed at the bottom of this form, gives his/her free consent so that the Proprietor (Clinic) proceeds to the processing of his/her own personal and sensitive data in order to be able to benefit of the laboratory services, diagnostic and/or therapeutic, however restricting it to comply with any other condition imposed by law.

Or

I, the undersigned, , First and Last Name: Place and date of birth:
Address: in quality of Tutor, curator, support administrator or legal guardian over the child

.....
having read the information and signed at the bottom of this form, I give my consent to the processing of the personal sensitive data of the person concerned in order to benefit of the laboratory services, diagnostic and/or therapeutic, however restricting it to comply with any other condition imposed by law.

Signature





Quality Standards

POLIAMBULATORIO ARCELLA considers the Quality of the services given and the Patient's satisfaction the main targets of its own mission and the basis of the continuity and of the renovated commercial success of its Organization.

For this purpose the Structure, actively engaged in adapting its assets to the highest international quality standards, has achieved by SGS Italia S.p.A. on 11.04.2003 the Quality Certification in accordance with UNI EN ISO 9001: (cert. N. IT02/0095) that recognizes the efficiency of its own services and organizational processes and the continued commitment to protect the Health of the Person meant as complete psycho-physical and social well being.

POLIAMBULATORIO ARCELLA, which is well aware that the quality of the services given also affects the Company's position on the market and the resulting profitability, lays the below-listed purposes at the base of their company policy:

- > orientating the reception and information phases with a friendly attitude to make the high internal quality standards immediately understood;
- > providing preventive and health care services, diagnosis and treatment that fully meet the patients' needs and preferences, in accordance with the applicable laws;
- > regularly identifying and screening the users' needs and opinions in relation with the perception of the quality of the service dispensed with particular reference to punctuality and reliability;
- > minimizing and containing amounts and causes of non-compliance by operating constant checks on the patients' expectations in order to prevent any possible reasons for a non-fully satisfaction;
- > keeping the monitoring required by the Local Health Authorities updated;
- > controlling the internal processes in order to ensure their efficiency and effectiveness and implement the planned-improvement projects according to the new emerging needs;

- > developing a steady increase in the company activity of competence and efficiency also by the constant professional updating and the permanent scientific-practical training of the operating professional experts;
- > proportioning the staffing requirements to the volumes and the types of the activities performed;
- > ensuring that the medical specialists, operators and staff work in a suitable environment that is conformed to the regulations in force;
- > searching for a constant collaboration with its own suppliers;
- > ensuring an adequate and effective internal and external communication.

The Structure, within its different activities and skills, is engaged to share and support the complete execution of the Management Quality System in order to carry out the best level of service in compliance with the set standards and the Patients' expectations by performing in this perspective and at least once a year a review of the System itself in order to assess its correct application by proceeding to the verification and/or reworking of its objectives of improvement. They aim to achieve the maximum production efficiency, with the cooperation of all Department Heads and all staff.

Particularly important in this process is the contribution of the user Citizen who is called to verify the fidelity of the Structure to the commitments made as far as the reception, punctuality, reliability, transparency and efficiency of the service provided together with the respect for the principles and the standards set out in this Service Charter by expressing evaluations, suggestions and advice and, when it is thought to be necessary, complaints by the appropriate Form available at the Front Office - Acceptance or by applying directly to the Direction Office.

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“It is useful and appropriate for the doctor
not to close in his trench of science and technology,
but to go out in the open field of human problems
through a full understanding of man
and his psychosomatic conditions.

Treating diseases by neglecting the person is a serious mistake...
As a matter of fact, suggesting a diagnosis is not enough,
you have to understand what the disease is and treat the sick.”

Prof. Enrico Rubaltelli
Founder of Casa di Cura Arcella
now POLIAMBULATORIO ARCELLA



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