

**BREGMA PHYSIOTHERAPY
Castel di Lama AP**

SERVICE CHARTER

Dear Sir/Madam

the document you are reading is our Service Card.

It is an important document that allows you to get to know our facility, the services we provide, the objectives and the control tools we have set ourselves to provide a quality health service.

The objectives of this document are:

- to explain in detail the services offered by Bregma Physiotherapy Centre to the user in order to enable him/her to choose the most suitable service for him/her,
- to testify our constant commitment towards quality improvement of the services, a goal to which your cooperation is essential in providing us with advice, observations and evaluations.

Please feel free to contact us for any clarification.

The Management

FUNDAMENTAL PRINCIPLES

MISSION

The BREGMA PHYSIOTHERAPY CENTRE aims to place the patient's needs and state of health at the centre of its activity. Focussing on human care and professional competence, with the respect for dignity and privacy, necessary to satisfy every need for diagnosis and treatment. Through the skills of a team always striving to analyse results and pursue quality improvement, through the shared application of ethical principles.

VISION

The BREGMA PHYSIOTHERAPY CENTRE intends to pursue excellence through continuous training, performance implementation and instrumental equipment, quality in the provision of services, integrating with the Regional Health System in the continuous challenge aimed at the demolition of waiting lists and be a point of reference for physiotherapy services and re-education.

RIGHTS AND DUTIES OF THE PATIENT

Our Business places the user at the center of its activity guaranteeing the rights, therefore the OBJECTIVES of the BREGMA PHYSIOTHERAPY CENTRE are identifiable in the following points:

- assisting the patient with courtesy and professionalism;
- respecting the client's right to choose between the service providers;
- making the client an active user of the service, paying attention to suggestions, observations and complaints in order to improve the service;
- guaranteeing the effectiveness and efficiency of business processes and the quality of the service provided through the use of adequate professional and technological resources.
- meeting the needs of users with respect to the types and volumes of services requested, in collaboration with the ASLs as regards accredited activities, with the common objective of reducing waiting times, for outpatient physiotherapy services, within the framework of Regional Planning guaranteeing respect for the patient's time and dignity through;
- the provision of ample and convenient access times;
- certain and transparent waiting times and booking procedures;
- compliance with the agreed timetables for services;
- a comfortable, clean environment that ensures confidentiality during service provision;
- respect for privacy.

The collaboration of users is also fundamental for our structure, in such a way as to contribute to the provision and use of an efficient service that leads to an improvement in the condition of the sick citizen.

- It is important for the citizen to have confidence in the services rendered to him/her, and for any waiver of services to be communicated in a timely manner so that other patients may take advantage of them.
- Proper use of the rooms and facilities provided by the physiotherapy centre is recommended and therefore vandalism will be reported to the competent authorities.
- "It is absolutely forbidden to smoke throughout the physiotherapy center, any offenders will be sanctioned in accordance with current legislation."
- It is essential to respect the schedules of health services booked by appointment and to avoid cancellation of the reservation.

THE STRUCTURE

How we are organised (?)

The BREGMA PHYSIOTHERAPY CENTER is located entirely on the first floor without any architectural barrier. It is equipped with 1 doctor's office, 1 rehabilitation gym, 8 physiotherapy boxes.

Currently the BREGMA PHYSIOTHERAPY CENTER is characterized by a wide range of services offered both in accreditation and in private care, such as to make it a reference point in the field of complete and effective physiotherapy for the needs of users.

The BREGMA PHYSIOTHERAPY CENTRE,

set up in 2010, employs highly specialised medical and paramedical staff, modern and effective equipment, so as to fully meet all therapeutic needs, such as arthrosis, cervicgia, back pain, lumbago(?), sciatica, periartthritis, sports injuries, post-surgery rehabilitation, etc... also on prescription by your GP, in agreement with the National Health System.

HOW TO GET TO THE BREGMA PHYSIOTHERAPY CENTER

The BREGMA PHYSIOTHERAPY CENTER is located in Via Po, 109 63082 Castel di Lama (AP)

In addition to your own car, the Centre can be reached by the regular buses of Start S.p.A., bus stop Castel di Lama (AP)



HEALTH ACTIVITIES PROVIDED

The BREGMA PHYSIOTHERAPY CENTRE provides the following services:

REHABILITATION:

Motor Re-education	Mutual Therapy
Joint Mobilizations	Mutual Therapy
Proprioceptive Postural Exercises	Mutual Therapy
Respiratory Exercises	Mutual Therapy
Manual resolution of joint adhesions	Mutual therapy
“Step Training”	Mutual Therapy
Personalized corrective postural gymnastics (Mezieres method)	€ 40,00
Massotherapy	€ 30,00
Manual Therapy	€ 50,00
Taping Neuromuscular	€ 10,00
Manual lymphatic drainage	€ 40,00
Functional bandage	€ 25,00

The rehabilitation treatment is agreed upon with the treating physician or specialist and includes a programme of active and/or passive mobilisation exercises, followed by strengthening exercises proprioceptive facilitation and neuromuscular control.

The objective of rehabilitation is the elimination of the disability or the prevention of its aggravation by finding appropriate adjustments for daily movements.

In the paediatric field, the Bregma Physiotherapy Centre carries out corrective postural gymnastics sessions for the treatment of scoliosis, curved back and flat feet.

The physical therapy service of the Bregma Physiotherapy Center is aimed at restoring physical function and well-being through appropriate treatment requested by the attending physician or specialist.

ORGANISATION**OPENING HOURS**

The BREGMA PHYSIOTHERAPY CENTER is open from MONDAY to FRIDAY from 8.30 a.m. to 7 p.m.

The Acceptance Service is open for information from 8.30 am to 7.00 pm.

BOOKING METHOD

The reservation of all services can be made from Monday to Friday from 8.30 am to 7.00 pm at the Reception Service of the Centre or even by phone, always at the same times listed above.

All services provided by the Bregma Physiotherapy Center can also be booked privately by the patient always upon presentation of a medical prescription.

The patient who accesses the services must be in possession of the medical request completed in all its parts, including any exemption certifications.

At the time of access, the patient must present himself to the Reception desk and deliver the medical request by paying the due (ticket or private rate), no payment delays are granted.

Payments can be made in cash, by debit card, credit card or bank check.

In case of non-performance of the service, at the request of the patient, a credit note will be issued and the due will be refunded.

WAITING TIME

Given that it is not possible to accurately determine the waiting times for access to the various services of the center, we can provide a table with the times averages, based on previous years.

Physical therapy and private rehabilitation	2 days
Physical therapy and rehabilitation under convention	7 days
Physical therapy and rehabilitation under convention (inail)	2 days

QUALITY STANDARDS

The BREGMA PHYSIOTHERAPY CENTRE has developed an innovative programme in order to provide a service increasingly in line with the needs of citizens.

The quality standards concern:

The information, reception and courtesy of the staff are monitored by means of an annual questionnaire on customer satisfaction;

The patient's personal data are kept in the Centre's archives and are accessed only by authorised personnel and for justified reasons.

Medical personnel are bound by professional confidentiality.

Outpatient clinics and physical therapy cubicles are kept permanently closed when services are provided.

The centre only employs qualified staff who attend updated courses required by law and by the needs arising from their work.

The healthcare personnel are instructed in updated courses on services according to validated guidelines.

The Centre is committed to incorporating updates to the guidelines and clinical protocols are applied.

The staff is committed to respecting the agreed timetables for services.

The Centre carries out periodic checks on the functionality of equipment with the support of qualified technicians.