POLICLINICO LUIGI DI LIEGRO

SERVICE CHARTER

REVISION STATUS		
REVISION	**DATE**	**REASON FOR UPDATE**
0	04/05/2017	First issue
1	18/07/2019	Accreditation and changes required by the Local Health Authority (ASL)
2	12/06/2020	Procedures for delivery of clinical documentation
3	13/01/2023	Customer satisfaction update
4	29/05/2023	Update
5	20/02/2024	Update
6	26/05/2025	Update
7	04/12/2025	Update
8	26/02/2026	Update
9	14/03/2026	Update
10	18/04/2026	Update
11	10/10/2026	Update

Via dei Badoer, 5–9 – Via dei Buonvisi, 50–54
00148 Rome

Tel.: +39 06 656565
www.policlinicodiliegro.it

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Dear Sir/Madam,

the document you are reading is our Service Charter.
This is an important document that enables you to become familiar with our facility, the services we provide, as well as the objectives and monitoring tools we have established to ensure high-quality healthcare services.
Your cooperation in providing suggestions, comments and evaluations will be greatly appreciated, by completing the dedicated form or by sending an email to: customercare@policlinicoportuensespa.it.
We thank you for choosing our facility for your care and assistance, and we remain at your disposal for any information or need.

Healthcare Director

Dr Guido Lanzara

Il Direttore Sanitario
Policlinico Portuense "Di Liegro"
Dr. Guido Lanzara

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1.0 INTRODUCTION

The "L. Di Liegro" Polyclinic, managed by **Policlinico Portuense S.p.A. (single-shareholder company)**, has been authorised and accredited to carry out healthcare activities by the **Lazio Region** through Commissioner's Decree No. 33/2019, Regional Government Resolution (DGR) No. 693/2022, Determination – GSA No. G13101 of 05/10/2023, and DGR No. 398/2024.

With this Service Charter, the "L. Di Liegro" Polyclinic aims to provide users with a clear and comprehensive overview of the healthcare services offered, in compliance with and implementation of the principles governing the provision of public services as set out in the Prime Minister's Decree (DPCM) of 19/05/1995, *"General Reference Guidelines for Healthcare Service Charters"*, concerning obligations towards users in order to safeguard healthcare rights and ensure the quality of services provided.
The purpose of this Charter is to achieve user satisfaction within a framework of continuous improvement, by providing transparency regarding the organisational structure and the quality of the services delivered by the "L. Di Liegro" Polyclinic.

The Service Charter is available at the Healthcare Directorate and at the main reception points of the facility for users' consultation; it can also be viewed on the company website. This Charter is structured in accordance with the standards established by current regulations (Commissioner's Decree – DCA U00311 of 06/10/2014), as well as the additional accreditation requirements set out in DCA No. 469 of 07/11/2017 – Criterion 2, and is subject to periodic updates and revisions.



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1.1 Geographical Location – Directions – Contacts

The "L. Di Liegro" Polyclinic is located in Rome at:
Via dei Badoer, 5 – Via dei Badoer, 9 – Via dei Buonvisi, 54.
Directions:
By car
From the GRA (Grande Raccordo Anulare – Rome Ring Road), take Exit 33 (Portuense area). A covered car park is available in front of the facility. For users with disabilities, direct access to the internal parking area is available (Via dei Buonvisi, 50).
By public transport
By bus:
• Route 96 – 775 - 786 (stop on Via di Casetta Mattei)
• Routes 701 – 771 – 773 (stop on Via Portuense)
By train:
• Trastevere Station, then bus 786 (final stop on Via di Casetta Mattei)
By metro:
• Line B, from EUR FERMI or EUR MAGLIANA stations, then bus 771 (stop on Via Portuense)



Contacts:
Reception: 06 656565
Outpatient Admissions Office: 06 65656786 – 06 65656761
Inpatient Admissions Service: 06 65656711
Report Collection Service: 06 65656206
Healthcare Directorate – Administrative Directorate: 06 65656121
Website: www.policlinicodiliegro.it

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1.2 Structure and Organisation

The "L. Di Liegro" Polyclinic is housed in a single building consisting of eight floors and five access points, three of which are reserved for users.
Healthcare services, administrative offices and inpatient wards are organised as follows:

Level -3: pharmaceutical cabinet, archive, changing rooms, storage room, washroom, loading and unloading goods.
Level -2: administrative offices, meal reception area, outpatient clinics, sterilisation unit, didactic training classrooms.
Level -1: café, private outpatient admissions, private clinics, operating theatre block, endoscopic surgery room, outpatient surgery room, rehabilitation gyms, surgical and rehabilitation day hospital, mortuary, chapel, general management offices.
Level 0: reception service, inpatient admissions and discharge office, outpatient admissions, outpatient clinics, blood sampling unit, radiology and diagnostic imaging department, healthcare and administrative directorates, home care service management.
Level 1: medical area (general medicine and long-term care).
Level 2: rehabilitation area.
Level 3: surgical area, dialysis unit and clinical laboratory.
Level 4: additional inpatient wards.

1.3 Corporate Mission and Vision

The "L. Di Liegro" Polyclinic aims to provide comprehensive care to individuals requiring treatment and assistance.
In full respect of individuality, confidentiality and human dignity, the Polyclinic considers the overall needs of each patient and addresses them through qualified care, in close collaboration with families and local healthcare services, also providing psychological support and social care services.
The "L. Di Liegro" Polyclinic is committed to:

- pursuing optimal levels of health through a multidimensional approach to patient care;
- ensuring high-quality care through personalised interventions, supported by continuous staff training to enhance motivation and professional competence, as all activities are aimed at meeting patients' needs;
- promoting an organisational approach focused on achieving defined objectives and measurable results;
- defining key performance indicators (effectiveness, efficiency, outcomes) to evaluate the performance of all services provided and identify areas for improvement;
- rationalising expenditure through continuous analysis of service delivery processes, taking into account patient quality of life, Lazio Regional requirements, available resources and budget constraints;
- periodically reviewing the effectiveness of the quality management system and the level of achievement of the objectives set out in the quality policy;
- optimising the risk management system with a view to continuous improvement of service quality.

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2.0 GENERAL INFORMATION FOR USERS REGARDING ACCESS TO CARE

<table>
<tr><td></td><td>
<table>
<tr><td rowspan="2">Information Desk located at the main entrance, at the reception area.</td><td>OPENING</td><td>CLOSING</td></tr>
<tr><td>6.00</td><td>23.00</td></tr>
</table>
</td></tr>
<tr><td colspan="2">Telephone Contacts</td></tr>
<tr><td></td><td>Internal Booking Centre: +39 06 656565
Request for Healthcare Documentation (reports and medical records): +39 06 65656711
Private Outpatient Services Booking: +39 06 65656761
Private Admissions: +39 06 65656135</td></tr>
<tr><td colspan="2">Pathways</td></tr>
<tr><td></td><td>At the reception desk, it is possible to request and obtain information on the routes to follow in order to access the various wards and services. Floor plans of the facility are displayed in the corridors. Lifts are clearly signposted and visible from a distance.

Internal pathways are all spacious and free of architectural barriers.</td></tr>
<tr><td colspan="2">Disabled Parking</td></tr>
<tr><td></td><td>The entrance to the car park is located at Via dei Buonvisi No. 50. Reserved parking spaces are available for vehicles carrying persons with disabilities and for patients undergoing dialysis at the “L. Di Liegro” Polyclinic (upon presentation of the appropriate certification permit).</td></tr>
<tr><td colspan="2">Silence</td></tr>
<tr><td></td><td>Observance of silence and respect for the tranquillity of the wards is required, particularly during the hours from 2:00 p.m. to 4:00 p.m. and from 10:00 p.m. to 6:00 a.m.</td></tr>
<tr><td colspan="2">Smoking</td></tr>
<tr><td></td><td>Smoking is prohibited in all enclosed areas and in the vicinity of the facility.</td></tr>
<tr><td colspan="2">Safety</td></tr>
</table>

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	In the event of any emergency (fire, smoke, power outage, earthquake, etc.), patients and visitors are advised to remain calm, contact the ward staff, and follow their instructions. Staff members are trained to manage emergency situations. Fire safety procedures to be followed in case of necessity are displayed in the corridors and common areas. In the event of a hazardous situation, lifts must not be used unless authorised by staff. Appropriate signage indicates the routes to the designated "safe areas."
Accident Prevention	
	Staff are trained to respond to emergencies, including fire control, in order to ensure the safety of users. Fire safety procedures to be followed in case of necessity are displayed in the corridors and common areas. In the event of a hazardous situation (fire, smoke, power outage, earthquake, etc.): • avoid any condition of panic; • strictly follow the instructions of staff; • do not use lifts unless authorised by staff.
Tips / Gratuities	
	All staff are available to assist and care for patients to the highest standard. These duties fall within the scope of their professional roles; therefore, no healthcare professional is authorised to accept tips or gratuities.

Staff Identification

Within the "L. Di Liegro" Polyclinic, staff can be identified by means of an identification badge displaying the employee's first name, surname, professional role, and, where applicable, employee ID number.

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Bookings and Opening Hours

Venous Blood Sampling and Biological Sample Collection	Monday to Saturday, from 7:00 a.m. to 10:30 a.m.
Outpatient Specialist Consultations (SSN – National Health Service) – Information and Booking	By appointment, by telephone at +39 06 9939 (Regional RECUP Booking Centre)
Outpatient Specialist Consultations (Policlinico Amico and Private) – Information and Booking	By appointment: • by telephone at +39 06 65656786 – +39 06 65656761 (from 8:00 a.m. to 8:00 p.m.) • directly at the Outpatient Admissions Office • online via the dedicated section of the website: www.policlinicodiliegro.it
Payment Methods	Debit card, cash, credit card, cheques

Collection of Printed Reports

The report collection desk is located at Via dei Badoer, 9 – Room 15, and is open to the public on the following days and times:

- Monday, Wednesday and Friday: from 10:30 a.m. to 2:00 p.m.;
- Tuesday and Thursday: from 3:30 p.m. to 8:00 p.m.;
- Saturday: from 8:30 a.m. to 1:00 p.m.

Online Report Access

By entering personal credentials in the dedicated portal on our website (www.policlinicodiliegro.it), it is possible to download and save both the report and the related images.

Request for CD Copy

In addition to the report and images downloaded online, it is also possible to collect a CD copy containing the images from the administrative office of the Radiology Department (Ground Floor), from Monday to Friday, between 9:00 a.m. and 4:00 p.m.

Collection may be carried out by the patient upon presentation of a valid ID document or by an authorised representative. The representative must present a completed authorisation form, their own identification document, and a copy of the delegating person's ID.

For patients unable to provide consent and for minors, a copy of documentation confirming their status is required.

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3.0 HEALTHCARE SERVICES PROVIDED

The "L. Di Liegro" Polyclinic provides inpatient services (continuous-care admissions and day hospital/day surgery), outpatient services, and **Integrated Home Care (ADI – Assistenza Domiciliare Integrata)**.

3.1 Admissions

SURGICAL AREA *

	Total Beds
Inpatient Admission	62
General Surgery	17
Orthopaedics	12
Urology	8
Gynaecology	3
Plastic Surgery	6
Day Surgery	16

MEDICAL AREA **

	Total Beds
Inpatient Admission	74
Day Hospital	1

REHABILITATION AREA ***

	Total Beds
Inpatient Rehabilitation	57
Rehabilitation Day Hospital	6

MEDICAL LONG-TERM CARE

	Total Beds
Long-Term Care	30

All admissions may be carried out either under agreement with the **National Health Service (SSN – Servizio Sanitario Nazionale)** or on a private basis and/or through agreements with major insurance companies (direct and indirect billing arrangements).

DIALYSIS CENTRE

	Total Capacity
Dialysis Stations	16

***SURGICAL AREA – Beds accredited with the Regional Health Service (SSR – Servizio Sanitario Regionale):** 10 General Surgery; 6 Orthopaedics; 3 Urology; 1 Gynaecology.
****MEDICAL AREA – Beds accredited with the Regional Health Service (SSR – Servizio Sanitario Regionale):** 45 beds.
*****REHABILITATION AREA – Beds accredited with the Regional Health Service (SSR – Servizio Sanitario Regionale):** 53 beds.

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3.1.1 Enhanced Hotel Comfort

The "L. Di Liegro" Polyclinic offers the possibility to stay under the **"enhanced hotel comfort"** option, which includes:

- single room;
- breakfast, lunch, afternoon snack and dinner;
- meals included for one accompanying person;
- television, air conditioning and Wi-Fi.









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3.2 Outpatient Services

The "L. Di Liegro" Polyclinic provides outpatient healthcare services in the following specialist areas:

(* authorised ** accredited *** in the process of accreditation)

- Anaesthesia and Pain Management **;
- Angiology (Vascular Medicine) **;
- Cardiology **;
- General Surgery **;
- Plastic Surgery ***;
- Vascular Surgery **;
- Dermatology **;
- Dietetics and Clinical Nutrition **;
- Endocrinology **;
- Gastroenterology – Digestive Endoscopy **;
- Respiratory Diseases (Pulmonology) **;
- Physical Medicine and Rehabilitation **;
- Metabolic Diseases and Diabetology **;
- Sports Medicine **;
- Internal Medicine **;
- Nephrology **;
- Neurology and Electrophysiology (Headache Centre) **;
- Ophthalmology **;
- Dentistry and Stomatology ***;
- Oncology **;
- Orthopaedics and Traumatology **;
- Obstetrics and Gynaecology **;
- Otorhinolaryngology (ENT) **;
- Urology **.

All outpatient diagnostic, therapeutic and/or rehabilitation services may also be provided to patients under the age of eighteen, in accordance with the principle of shared consent between the healthcare professional and the patient (or legal guardian).

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The "L. Di Liegro" Polyclinic also provides services available to external patients, either under agreement with the **National Health Service (SSN – Servizio Sanitario Nazionale)**, on a private basis, and/or through agreements with major insurance companies, including:

- General laboratory services (blood chemistry and microbiological tests);
- Radiology services, both conventional and advanced diagnostic imaging, including:
  – MRI (Magnetic Resonance Imaging) – **Philips Prodiva 1.5 Tesla**;
  – CT Scan – **Philips Incisive CT 128 (including Cardiac CT)**;
  – Mammography and Ultrasound.

All outpatient services may be provided under the National Health Service (SSN), on a private basis, or through agreements with major insurance companies, both under direct and indirect billing arrangements.

Additional Services:

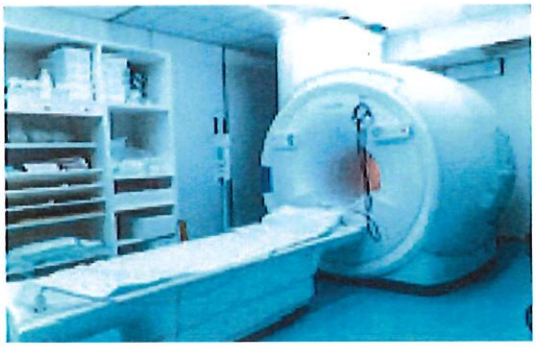
PRP (Platelet-Rich Plasma) – a procedure that, by utilising platelet growth factors, promotes cellular regeneration and supports the treatment of various conditions, contributing to improved outcomes and faster recovery.

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3.2.1 "Policlinico Amico" Programme

The "Policlinico Amico" programme is an initiative of the "L. Di Liegro" Polyclinic aimed at offering users specialist consultations and diagnostic services not covered under agreement with the **Regional Health Service (SSR – Servizio Sanitario Regionale)**, provided by leading professionals in each specialty at affordable rates.







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3.3 Description of Services and Procedures (Eligibility and Patient Admission/Management)

Hospital Admission

Within the inpatient wards of the "L. Di Liegro" Polyclinic, the following professionals operate:
• specialist physicians in the various medical fields;
• nurse coordinators and nurses;
• healthcare support staff, physiotherapists, psychologist, dietitian, speech therapists, cardiology technicians, radiology technicians, social worker, professional educators and auxiliary staff.

Medical staff are present within the facility 24 hours a day (H24).

At the time of admission, the patient must present:

• clinical documentation relating to any previous hospitalisations and examinations;
• a list of medications currently being taken (for patients transferred from another inpatient unit, a discharge letter or an unofficial copy of the medical record is required), as well as any information regarding drug and/or food allergies;
• documentation required for administrative admission: health card, tax identification number (Codice Fiscale), and a valid identity document.

For the inpatient stay, patients are required to bring:

• personal clothing: pyjamas or nightgown, dressing gown, towels, tracksuit, sports shoes or slippers with rubber soles (preferably with Velcro fastening);
• any personal aids or orthoses, if available, are recommended for use in order to ensure continuity of care;
• personal hygiene items and bottles of water.

For Day Hospital admission, patients are required to bring:

• towels, tracksuit, sports shoes or slippers with rubber soles (preferably with Velcro fastening), and bottles of water;
• any personal aids or orthoses, if available, are recommended for use in order to ensure continuity of care.

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Healthcare Information

Patients are continuously informed by healthcare staff about their health status and the ongoing diagnostic, therapeutic and care pathway. In the case of invasive procedures, patients are provided with appropriate information and are required to give written consent. Outside the designated hours, information regarding health conditions may only be provided for critically ill patients and subject to the availability of the on-call physician. In order to ensure greater protection of patient privacy, no medical information is provided by telephone.

Visiting Hours

Each patient may receive visits from relatives and friends. However, such visits must not interfere with ongoing healthcare and assistance activities. At the time of admission, visiting hours and additional information will be provided in the admission letter.

Personal Belongings

Patients are advised not to keep valuables (such as jewellery, electronic devices or cash). The Management accepts no responsibility for any loss or theft.

Discharge (Continuity of Care)

The date of discharge is communicated in advance directly to the patient and/or their family members. At discharge, a discharge letter will be issued on official letterhead, containing the patient's details, dates of admission and discharge, diagnosis, main diagnostic procedures performed, and any recommendations for follow-up outpatient visits.

Request for a Copy of the Medical Record (Continuity of Care)

Following discharge, it is possible to request a copy of the medical record at the Admissions Office located on the ground floor. The copy may subsequently be collected by the patient or by an authorised representative, in accordance with legal requirements, or sent to the patient's home.

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Admission to the Medical Ward (Arca Medica)

Services Provided (Eligibility)

Within the Medical Ward, continuous-care inpatient admissions are carried out for conditions of medical–internal medicine interest.

Admission (Patient Management)

Admission procedures comply with current regulations and include access via referral from the Emergency Department.

Private Admission

At the "L. Di Liegro" Polyclinic, admission to the Medical Ward may be carried out on a **private (self-paying) basis** or under agreement (direct and/or indirect billing) with major insurance companies. Information regarding private admissions may be obtained from the Admissions Office and/or by calling +39 06 65656711.

Enhanced Hotel Comfort

At the "L. Di Liegro" Polyclinic, patients may request admission under the **"enhanced hotel comfort"** option. Further information is available from the Admissions Office and/or by calling +39 06 65656711.

Admission to the Surgical Ward

Services Provided (Eligibility)

The Surgical Area performs procedures in:

- General Surgery;
- Orthopaedics;
- Urology;
- Gynaecology;
- Plastic Surgery;
- Spinal Surgery.

Procedures are carried out under inpatient admission, Day Surgery, and outpatient surgical settings.

The Surgical Area also performs plastic and reconstructive surgery.

Inpatient Admission and Day Surgery (Patient Management)

Patients undergo a pre-admission assessment (pre-hospitalisation) in order to confirm the surgical indication.

Admission

Admission procedures comply with current regulations and include, among others, the following access methods:

- admission from home with referral from a **General Practitioner (MMG – Medico di Medicina Generale)** or a physician of the **National Health Service (SSN – Servizio Sanitario Nazionale)**;
- transfer from public or accredited private hospital wards.

Private Admission

At the "L. Di Liegro" Polyclinic, admission may also be carried out on a **private (self-paying) basis** or under agreement (direct and/or indirect billing) with major insurance companies. Information regarding private admissions may be obtained from the Admissions Office and/or by calling 06 65656711.

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Enhanced Hotel Comfort
Patients may request admission under the **"enhanced hotel comfort"** option. Further information is available from the Admissions Office and/or by calling + 06 65656711.

Admission to the Rehabilitation Area

Services Provided (Eligibility)
The Rehabilitation Area provides **inpatient rehabilitation services** and **rehabilitation Day Hospital services**.

In addition, the facility offers an outpatient service delivering **FKT (Fisiokinesitherapy – Physical and Rehabilitation Therapy)** treatments.

Access to Rehabilitation Services (Patient Management)
Access is granted upon referral, using the appropriate documentation, by the physician of the originating hospital inpatient unit, through the **"Transitional Care" platform**.

Private Admission
At the "L. Di Liegro" Polyclinic, admission may be carried out on a **private (self-paying) basis** or under agreement (direct and/or indirect billing) with major insurance companies. Information regarding private admissions may be obtained from the Admissions Office and/or by calling +39 06 65656711.

Enhanced Hotel Comfort
At the "L. Di Liegro" Polyclinic, it is possible to request admission in a **single room** under the enhanced comfort option.

Admission to the Long-Term Care Area

Healthcare Services Provided (Eligibility)
Post-acute long-term care provides medical and rehabilitation interventions. The facility guarantees continuous medical supervision (24 hours a day), nursing care, and rehabilitation treatment. The duration of care generally extends up to 60 days from admission to the facility.

Access to Post-Acute Long-Term Care (Patient Management)
Admission to post-acute long-term care is proposed by the physician of the hospital inpatient unit (acute care wards), through the "Transitional Care" platform.

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Dialysis Centre

Services Provided (Eligibility)

The Dialysis Centre provides services for the prevention, diagnosis, and treatment of kidney diseases, including dialysis, which enables the removal of toxic substances from the blood.

Patient Transport

Patients arriving independently at the Centre with their own vehicle have access to a reserved internal parking area. The disability parking permit must be displayed in the vehicle.

Vehicles of accompanying persons are also allowed access to the internal car park.

Reception
Patients are requested to report to the dialysis waiting area located on the 3rd floor, approximately 30 minutes before the start of their scheduled session. They are then directed to the changing rooms to put on the appropriate garments required for dialysis treatment.

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3.4 Affiliated Insurance Companies

The "L. Di Liegro" Polyclinic has agreements with the following insurance companies, under direct and/or indirect billing arrangements:

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3.5 Agreement with "EUROFINS GENOMA GROUP"

The "L. Di Liegro" Polyclinic has established a partnership with EUROFINS GENOMA GROUP, a project of shared interest in the fields of prenatal and postnatal care, cardiovascular diseases, osteoporosis and bone health, as well as other conditions.
This collaboration is intended for use in both preventive and clinical practice, with the aim of providing patients of the "L. Di Liegro" Polyclinic with timely, targeted prevention programmes, and of improving the effectiveness of diagnostic and therapeutic processes, within the broader development of increasingly personalised medicine.

3.6 ADI – Integrated Home Care (Assistenza Domiciliare Integrata)

This service is characterised by care pathways that may involve the provision of a single service or the development of an **Individualised Care Plan**, agreed with the patient and their family members or caregivers, and subsequently implemented by the professionals operating within the service.
Access to the service may occur through:

- direct request by the patient or caregiver;
- referral from the relevant department of the Local Health Authority (ASL);
- request via email to the ADI Directorate of the "L. Di Liegro" Polyclinic;
- telephone request.

The Home Care Service provided by the "L. Di Liegro" Polyclinic identifies the **ADI Directorate** as the permanent point of reference for the patient and their family, as well as for all parties involved in the service (physicians, referring hospitals, and the organisation's staff).
The ADI Directorate (available from Monday to Saturday, from 8:00 a.m. to 8:00 p.m.) is responsible for the planning and organisation of care, as well as for the coordination and systematic monitoring of interventions. From an organisational and structural standpoint, the ADI Directorate operates in full compliance with the standards established by current regional regulations.

ADI Administrative Office Contacts:
Tel. +39 06 65656131
Email: assistenzadomiciliare@policlinicoportuensespa.it

3.7 Headache Centre

This outpatient service is characterised by a multidisciplinary approach to patient care, involving a thorough medical history and evaluation of the cervical spine, soft tissues, and cranio-cervico-mandibular structures (Phase 1), followed by initiation and monitoring of treatment (Phase 2), up to periodic follow-up.

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3.8 Pelvic Floor Rehabilitation

The pelvic floor rehabilitation outpatient service provides specialised physiotherapy for the treatment of the perineum—a muscle located in the lower abdomen—and for urological and gynaecological conditions, through the involvement of specialist rehabilitation physicians (physiatrists) and physiotherapists.

3.9 Regenerative Medicine – PRP

The regenerative medicine service of the "L. Di Liegro" Polyclinic, through the use of innovative PRP (Platelet-Rich Plasma) infiltrations, offers a range of treatment pathways in the fields of orthopaedics, dermatology, trichology, ophthalmology, gynaecology, urology, and the management of pressure ulcers.

Platelet-rich plasma, by utilising platelet growth factors, promotes cellular regeneration and supports the treatment of various conditions, contributing to improved outcomes and faster recovery.

4.0 FUNDAMENTAL PRINCIPLES APPLIED WITHIN THE FACILITY

4.1 Equality, Impartiality, Continuity, Right of Choice, Participation, Effectiveness and Efficiency

In carrying out its activities, the "L. Di Liegro" Polyclinic adheres to the following principles:

1. **Equality:** no distinction is made on the basis of sex, race, language, religion or political opinions.
2. **Impartiality:** equal treatment is guaranteed for all categories of users, with service delivery adapted to the needs of persons with disabilities. Staff conduct is guided by principles of objectivity, fairness and impartiality.
3. **Continuity:** care is provided continuously, regularly and without interruption, in accordance with the regulations governing the sector. Any cases of service disruption or irregular operation are governed by applicable laws. In all circumstances, measures will be taken to minimise inconvenience to users.
4. **Right of Choice:** within the limits established by current legislation and by structural, technological and professional requirements, patients are free to choose to make use of the services offered by the facility, without any form of coercion.
5. **Participation:** in order to safeguard the right of each user to proper access to services, user participation is guaranteed. In this regard, users:
   a) have the right to access information concerning them held by the facility;
   b) may submit observations and complaints, either verbally or in writing, to the responsible staff.
   Facility staff are required to take such feedback into consideration for any consequent actions. At the same time, the facility undertakes to maintain a system for collecting observations, complaints and suggestions, ensuring anonymity where necessary, in order to evaluate and improve the quality of services.

6. Efficiency and Effectiveness: services are provided in a manner aimed at ensuring both efficiency and effectiveness, in order to achieve the highest possible level of functionality in relation to users' needs.

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4.2 Code of Ethics

The "L. Di Liegro" Polyclinic, in compliance with regional regulations, has adopted an **Organisation, Management and Control Model** pursuant to **Legislative Decree No. 231/2001, as amended and supplemented (corporate and entity administrative liability)**, and has established a **Supervisory Body (Organismo di Vigilanza)**. Its purpose is to ensure compliance with the system of rules and procedures designed to prevent the risk of committing specific types of criminal offences.

The Organisation Model is continuously updated and implemented. All staff members are required to comply with the rules of conduct set out in the **Code of Ethics and Conduct** and in the applicable procedures.

4.3 Privacy and Confidentiality Protection

The "L. Di Liegro" Polyclinic complies with the provisions of the **Personal Data Protection Code (Legislative Decree No. 196/2003)**, which incorporates all regulations governing the processing of personal data already established under previous legislation.

This Code ensures that personal data are processed in full respect of fundamental rights and freedoms, as well as the dignity of the data subject, with particular regard to confidentiality, personal identity, and the right to data protection.

It also enforces the principle of necessity in data processing, thereby limiting the use of personal data to specific and clearly defined purposes.

4.4 Data Processing and Informed Consent

The "L. Di Liegro" Polyclinic ensures that healthcare professionals provide services only when the individual concerned has given **informed consent**. Patients must be able to decide whether they wish to undergo treatment; they have the right—and responsibility—to be fully informed about their health condition by requesting clarification from the physician, in order to make an informed decision regarding whether to proceed with a specific therapy or treatment.

Personal data of patients accessing the "L. Di Liegro" Polyclinic are processed exclusively for administrative, accounting and healthcare purposes, in full compliance with current data protection legislation. Patients have the right to access their personal data at any time, as required.

Staff are required to provide applicants with information regarding the purposes and methods of data processing, whether the provision of data is mandatory or optional, the consequences of any refusal to provide such data, and the entities to whom the data may be disclosed.

It is the responsibility of medical or other healthcare staff to provide the data subjects, or their authorised representatives, with appropriate healthcare information and documentation concerning their health status.

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4.5 European Charter of Patients' Rights

The "L. Di Liegro" Polyclinic complies with the provisions of the European Charter of Patients' Rights, presented in Brussels on 15 November 2002.

4.6 Staff Code of Conduct

All staff members are required to approach patients with courtesy and professionalism, clearly explaining their roles, while ensuring confidentiality. They must guarantee attentive listening and a welcoming approach, in order to provide patients with accurate information regarding the use of the services offered.

4.7 Patients' Rights and Duties

Patients have the right to:
• receive treatment appropriate to their clinical needs, aimed at achieving the best possible state of health;
• be informed about all aspects of their condition and any diagnostic or therapeutic measures deemed necessary;
• receive clear information regarding their health status;
• obtain copies of all clinical reports concerning them;
• have their dignity, privacy and modesty respected, as well as compliance with hygiene and preventive measures for the control of infectious diseases;
• be treated in a facility that is adequate in terms of technology, professional expertise and accommodation standards;
• report any malfunctions and/or shortcomings of the facility to medical or nursing staff;
• be informed about the consequences of refusing or voluntarily discontinuing medical treatment.

Patients have the duty to:

• cooperate with physicians in the management of their health condition, while respecting the work and professionalism of healthcare staff;
• inform the physician of any treatments undertaken elsewhere;
• respect cleanliness and general and specific hygiene rules, as well as other patients, healthcare staff, the environment and the facility in which they are receiving care.

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4.8 Clinical Risk Governance – Risk Management Programme

The "L. Di Liegro" Polyclinic complies with the applicable regulations governing clinical risk and risk management programmes.
The current organisational structure of the Polyclinic for clinical risk management originates from the implementation of a risk management programme within a broader framework of clinical governance, aimed at reducing risks, improving the quality of services, and simultaneously containing costs arising from adverse events.
The programme has led to the integration of the Legal Office, including claims management and medico-legal litigation units, within the Healthcare Directorate. This reflects the recognition that clinical risk management falls under the responsibility of the Healthcare Directorate, which, by law, holds primary responsibility for clinical governance.
Since 2018, in line with this approach, the role of Clinical Risk Manager (Risk Manager) has been established within the organisation.

4.9 Quality Management System – Objectives and Quality Standards

The "L. Di Liegro" Polyclinic applies a Quality Management System (QMS) to all its activities, with the aim of achieving full customer satisfaction and differentiating its services through continuous improvement of all operational processes, thereby enhancing efficiency and effectiveness.
Quality in service delivery is therefore identified as a core strategic objective and the primary means of continuously improving patient satisfaction.
Quality objectives are shared with all staff members of the "L. Di Liegro" Polyclinic through periodic audits, review activities, and continuous monitoring processes.
Since 22 June 2023, the Polyclinic has been certified ISO 9001:2018 by Bureau Veritas.

5.0 PROTECTION MECHANISMS

The "L. Di Liegro" Polyclinic guarantees patient protection by providing the possibility to lodge a complaint in the event of any service failure that may have denied or limited access to a service.

5.1 Customer Care – Reports, Complaints and Service Failures

This service is dedicated to the management of reports, complaints and service failures. Patients may submit a written report by completing the form "Complaints, Reports and Service Failures" and sending it to the following email address: customercare@policlinicoportuensespa.it
A response will be provided within 15 days.
The same email address is also used to manage complaints, reports and service issues submitted by institutional bodies, ensuring a response within 15 days from receipt.

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5.2 Customer Satisfaction – Satisfaction Questionnaires

With a view to continuous improvement of the quality of services provided, the "L. Di Liegro" Polyclinic conducts a **biannual survey** to assess user satisfaction, through the collection and analysis of data from questionnaires completed by patients.

5.3 Healthcare Directorate – Responsibility for Waiting Lists

The Healthcare Directorate is responsible for:

- providing technical guidance for the overall management of waiting lists, in compliance with current regulations, priority classes, and regional provisions as set out in the **BURL No. 6 – Annex A of 20/01/2026**;
  a copy of the management procedure may be requested from the Healthcare Directorate offices (**"PP_036 LISAT rev.3"**);
- monitoring activity and identifying a designated administrative contact person;
- planning scheduled admissions in accordance with the principle of equity;
- ensuring compliance with current criteria for inclusion and progression on waiting lists;
- carrying out periodic evaluations (procedure reviews) and implementing corrective actions in the event of significant non-compliance with established standards;
- verifying indicators related to the proper completion and maintenance of healthcare documentation.

5.4 Access Times for Healthcare Documentation

Certified copies of healthcare documentation relating to inpatient admissions (ordinary and/or **DH – Day Hospital**) are issued within the timeframes established by current regulations, upon request submitted:

- at counters No. 6/7 on the ground floor, Monday to Saturday, from 9:00 a.m. to 6:30 p.m.;
- via email at **uff.ricoveri@policlinicoportuensespa.it** or
- by telephone at +39 06 65656711.

Healthcare documentation relating to outpatient services is issued at the time-of-service delivery, in the form of a report indicating:

- diagnosis;
- prescriptions for continuity of care (follow-up);
- prescriptions for health promotion.

If the patient requests additional outpatient documentation, the request procedures and delivery timeframes are equivalent to those applicable for standard documentation requests.

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