



English version

0. PREMISE

This **Service Charter** is the institutional document that governs the provision of services, drafted in accordance with the **Decree of the Commissioner ad Acta (DCA) no. U00311 of 06/10/2014** of the Lazio Region. This instrument guarantees transparency, information, and citizen protection in accessing Regional Health Service (SSR) services.

1. PRESENTATION AND COMPANY DATA

The **Società Italiana Servizi Sanitari a rl (SISS for short)**, known locally as **the Paciucci Medical Center**, has been operating in Rieti for over 45 years, offering excellent diagnostic, treatment and rehabilitation services.

Identification and Contact Data

Company Name: Italian Society of Health Services (SISS)

Registered Office and Headquarters: Via Moisè di Gaio, 5 - 02100 RIETI (RI)

Tax Code: 00557380573

VAT number: 00922840574

Telephone: 0746.201120

PEO: segreteria@fisioterapiapaciuccirieti.it

PEC: siss-arl@pec.it

Website: www.fisioterapiapaciuccirieti.it

Opening hours: Monday to Friday, 8:00 AM to 7:30 PM

2. ORGANIZATIONAL CHART AND CORPORATE GOVERNANCE

The structure of SISS's corporate responsibilities and functions is defined as follows:

Legal Representative: Dr. Eleonora PACIUCCI

Medical Director: Dr. Francesco TRABATTONI

Risk Manager: Dr. Pasquale APPIERTO

Data Protection Officer (DPO): Dr. Giuliano PALOTTO

RSPP: Dr. Claudia APPIERTO

Quality Certification: **ISO 9001:2025** certified by the international organization **Quality Austria** (Certificate No. 21807/0) for the activities provided at the center.

3. FOUNDING PRINCIPLES AND CODE OF ETHICS

SISS bases all professional and relational activities on the following values of its Code of Ethics:

Patient-centered: Personalized treatment plans respecting individual dignity. Each treatment reflects the patient's specific needs.

Integrity and Transparency: Absolute rejection of unlawful practices or conflicts of interest. We guarantee complete transparency in administrative reporting.

Humanizing Care: Active listening and acceptance to overcome the depersonalization of clinical intervention. Empathy is an integral part of therapy.

Impartiality and Equity: Service provision free from social, economic, religious, political, or gender discrimination. Equal rights for every citizen.

4. BINDING REGULATORY FRAMEWORK

European Union legislation

EU Regulation 2016/679 (GDPR): Processing and protection of personal and health data.

Directive 2011/24/EU: Patients' rights in cross-border healthcare.

National Legislation

Law 24 of March 8, 2017 (Gelli-Bianco Law): Safety of care, professional liability, and insurance transparency obligations.

Legislative Decree 502/1992 and subsequent amendments: Regulations regarding institutional authorization and accreditation.

Law 219/2017: Informed Consent and Advance Treatment Directives (ADPs).

Legislative Decree 81/2008 and subsequent amendments: Implementation of Article 1 of Law No. 123 of 3 August 2007 regarding health and safety in the workplace.

Regional Legislation (Lazio Region)

DCA n. U00311 of 06/10/2014: Quality standards and mandatory requirements for Service Charters.

DCA No. U00090/2013 and subsequent amendments: Regulation of minimum authorization and accreditation requirements.

5. ACTIVITY REGIME AND MEDICAL TEAM

SISS operates by providing distinct services based on its authorization and accreditation regimes.

A. Specialist Activity in Private / Solvent Regime (Visits Only)

The facility is authorized to provide clinical and outpatient services for the following specialties:

Orthopedics: Dr. Francesco TRABATTONI – Rieti Medical Association No. 1025.

Vascular Surgery: Dr. Domenico MARERI – Rieti Medical Association No. 742.

Neurology: Dr. Claudio CASTAGNOLI – Rome Medical Association No. 49311.

Anesthesia and Resuscitation: Dr. Stefano SANTOPRETE – Rome Medical Association No. 49438.

B. Activities under Institutional Accreditation with the SSR

The center is permanently accredited in the field of **Physical Medicine and Rehabilitation**. Services include:

Physiotherapy and Manual Rehabilitation

Motor re-education

Orthopedic, neurological and sports rehabilitation

Massage therapy and postural gymnastics

Lymphatic Drainage and Kinesio taping

Physical and Instrumental Therapies

Tecar therapy and laser therapy

TENS, Hilterapia and Electrostimulation

Cryo T-Shock, Iontophoresis and Diadynamics

Ultrasound, Magnetotherapy, Shockwaves and Pressotherapy

6. TARIFF, TICKETS AND EXEMPTIONS

Accreditation Scheme (SSR)

The agreed-upon services follow the rates of the Lazio Regional Single Catalogue.

Ticket: Cost co-payment calculated on the basis of the dematerialized prescription.

Exemptions: Applied electronically for income (**E01, E02, E03, E04**), chronic or rare diseases, and certified disability statuses.

Private Regime

Fees for visits and private services are displayed in Admission. Payments are made using traceable methods to allow for tax deductions.

7. DATA TRANSMISSION TO THE HEALTH CARD SYSTEM (TS)

In compliance with the Ministerial Decree of 31/07/2015, the center is required to electronically send the data on healthcare expenses incurred by patients to the TS System for the preparation of the pre-filled tax return (Form 730).

Patient Rights and Opt-Out

Right of Refusal: The patient has the right to object to the uploading of data relating to paid services into the system.

Opposition Procedure: Opposition must be expressed verbally or in writing to the Reception operator **before the tax document is issued** .

Effects: Following the refusal, the patient's opposition will be noted on the invoice and the financial and clinical data of the payment will not be transmitted to the TS System.

8. DUTIES OF THE CENTER, EMPLOYEES AND USERS

Duties of the SISS Center

Ensure the perfect state of hygiene, sanitation, and structural safety of the premises and garages.

Ensure continuity of care for the rehabilitation programs initiated.

Issue a copy of the clinical documentation within 7 working days of the request.

Duties of Employees and Collaborators

Always display your company identification badge with your name and title in a visible place.

Maintain a courteous, professional, and listening demeanor.

Strictly respect professional secrecy and user privacy.

Duties of Users (Patients, Caregivers and Family Members)

Schedule: Please respect the scheduled therapy hours. Cancellations require a minimum of 24 hours' notice.

Respect: Maintain civil behavior towards staff, furnishings, and other patients.

Privacy: It is absolutely forbidden to make audio, video or photographic recordings in the center.

9. PATIENTS' RIGHTS

Every user who accesses the SISS is entitled to specific welfare and human rights that the center is committed to protecting:

1. **Right to Quality and Appropriateness:** Receive healthcare and rehabilitation services that comply with the best scientific evidence and current guidelines.
2. **Right to Safety:** Carry out therapeutic processes in environments free from structural risks and with regularly monitored devices.
3. **Right to Recognition:** To be identified by your name and surname and to clearly identify operators through the badge displayed on the uniform.
4. **Right to Information and Consent:** Receive clear explanations about your Individual Rehabilitation Plan (IRP) and be able to freely express or revoke your informed consent.
5. **Right to Privacy:** To have your medical and personal data protected from unauthorized access and to have treatments performed in secure rooms.
6. **Right to Continuity of Care:** To be certain that scheduled treatment cycles will be completed without unjustified interruptions.
7. **Right of Expression and Reporting:** The right to make suggestions, praise, or formal complaints in the event of poor service or violations of rights.

10. REGIONAL QUALITY PARAMETERS (DCA U00311/2014)

Priority Classes of the Regional Waiting Time Management Plan (PRGTA)

The facility guarantees the provision of SSR services respecting the maximum times established by the priority classes indicated on the medical prescription:

Class U (Urgent): Service to be guaranteed within **72 hours** .

Class B (Short): Benefit to be provided within **10 days** .

Class D (Deferrable): Execution within **30 days** for visits / **60 days** for diagnostic-therapeutic services.

Class P (Scheduled): Services to be performed within a maximum of **120 days** .

Comfort and Logistics

Complete removal of architectural barriers and availability of compliant toilets.

Individual closed boxes to protect the patient's modesty and visual and acoustic privacy.

Air-conditioned waiting room with ergonomic seating. Ample reserved parking adjacent to the entrance.

11. INTERNAL INCIDENT REPORTING AND RISK MANAGEMENT PROCEDURE

The Risk Manager (Dr. Pasquale APPIERTO) coordinates activities aimed at identifying, assessing, and mitigating clinical risk within the facility, applying the Gelli-Bianco Law:

1. **Detection:** Any operator who detects an adverse event, an accident or a "near miss" *is required* to fill out the appropriate internal reporting form.
2. **Transmission:** The form is forwarded to the Risk Manager within 24 hours of the event in a protected format.
3. **Analysis:** The Risk Manager performs a *Root Cause Analysis* (RCA) to identify the systemic or procedural flaws that caused the event.
4. **Corrective Actions:** New safety barriers are implemented, clinical protocols are updated, and staff training sessions are initiated to prevent a recurrence of the incident.

12. LIABILITY INSURANCE, CLAIMS AND EVALUATION COMMITTEE

In compliance with Article 10 of Law 24/2017, SISS is covered by a Third Party Liability (RCT) and Contractor Liability (RCO) insurance policy.

Opening a Claim

The injured party (or entitled party) must send a formal written complaint via certified email (siss-arl@pec.it) or registered mail with return receipt to the center's registered office.

The notification must contain personal data, a detailed description of the incident, the alleged causal link, and supporting medical documentation.

Claims Evaluation Committee (CVS)

Composition: Medical Director (Dr. Francesco TRABATTONI), Risk Manager (Dr. Pasquale APPIERTO), the company's legal advisor, and a designated external medical examiner.

Duties: The CVS meets within 15 days of receiving notification to analyze the clinical documentation. It expresses a technical opinion within the following 15 days regarding the possible settlement of the damages by the insurance company or to formulate an out-of-court settlement proposal.

13. TERRITORIAL NETWORK AND VOLUNTARY ASSOCIATIONS

To promote social inclusion and support caregivers in managing patient logistics, SISS actively collaborates with the following organizations in the Rieti area:

- ✓ **Cittadinanzattiva Rieti – Patients' Rights Tribunal:** To conduct internal civic audits and protect citizens' rights within the National Health Service (SSR).
- ✓ **Misericordia di Rieti / Italian Red Cross (Rieti Committee):** For the organization of protected medical transport using approved vehicles with mobile platforms for non-ambulatory patients.

- ✓ **ALCLI "Giorgio e Silvia" ODV:** To support the assisted inclusion of frail patients or patients suffering from complex pathologies within neuromotor rehabilitation and lymphatic drainage programs.

14. OFFICIAL COMPLAINT PROCEDURE (EX DCA U00311)

The user has the right to file a formal report or complaint if he or she encounters a poor service or a violation of the guaranteed quality parameters.

Submission Procedure

Paper: By completing the form available in Reception and placing it in the appropriate locked box in the waiting room.

Digital: By sending an email to segreteria@fisioterapiapaciuccirieti.it or by certified email to siss-arl@pec.it, specifying "Official Complaint ex DCA U00311" in the subject line.

Report: Reported directly to the Medical Director, who will draft and sign a joint report with the user.

Response Times

The Health Department will initiate an investigation within 5 days. The company undertakes to provide a written, reasoned response to the user **within 30 days** of receiving the complaint.

15. ACCESS TO THE REHABILITATION FOLDER AND DELEGATION METHODS

The patient has the right to obtain a certified copy of his or her clinical records and individual rehabilitation diary.

Request and Release Procedures

The request must be submitted in writing to the secretary's office or via certified email, attaching a copy of your identity document.

The release takes place **within a maximum of 7 working days** from the date of the request.

How to Delegate Collection

If the cardholder is unable to collect the card in person, they can delegate a third party (caregiver or family member) by completing the "Delegation" section on the request form. The delegate must come to the counter with:

1. Power of attorney signed in original by the delegating patient.
2. Copy of the delegating party's identity document.
3. Your own valid identity document for formal recognition.

16. EXTRACT FROM THE INFORMATION ON THE PROCESSING OF PERSONAL DATA (ARTICLES 13-14 OF EU REGULATION 2016/679)

Data Controller: Società Italiana Servizi Sanitari a rl (SISS), Via Moisè di Gaio, 5 - 02100 Rieti (RI), e-mail: segreteria@fisioterapiapaciuccirieti.it.

DPO contact: Dr. Giuliano PALOTTO – certified email : siss-arl@pec.it.

Purpose and Legal Basis: Personal, tax, and health data are processed exclusively for the purposes of diagnosis, treatment, rehabilitation, billing, and fulfillment of legal obligations related to SSR accreditation. The legal basis is the provision of a healthcare service contract (Articles 6 and 9 of the GDPR).

Retention: Tax data is retained for 10 years. Clinical and rehabilitation records are retained indefinitely in accordance with national health regulations.

Data Subject Rights: Patients may exercise their rights to access, rectification, restriction of processing, and data portability at any time by sending a written request to the DPO. They also have the right to lodge a complaint with the Italian Data Protection Authority.

17. VALIDITY AND UPDATING OF THE CARD

This document is valid from the date of its issue until amended. It will be promptly updated in the event of substantial changes to the organizational structure, organizational chart, or guidelines issued by the Lazio Region.

*Approved by: The Medical Director (Dr. Francesco TRABATTONI)
and the Legal Representative (Dr. Eleonora PACIUCCI)*

QUICK ACCESS TO DIGITAL SERVICES (QR CODE)

By scanning the code below with your smartphone camera, you can directly access the facility's institutional portal to view updates to the Service Charter and make reservation requests:

