



English version

0. INTRODUCTION

This document constitutes the "Quick Guide to Acceptance" of SISS a rl. It is given to each user upon accessing the facility and is structured to ensure transparency, fairness in the provision of care and full compliance with legislative provisions regarding data protection, patient protection and management of logistical security.

1. Fundamental Rights of the Patient and the Citizen

In accordance with the principles of the **Prime Ministerial Decree of 19 May 1995** (Charter of Public Health Services) and European recommendations, SISS guarantees and protects the following user rights:

Right to Equality and Impartiality: No distinction based on sex, race, language, religion, or political opinion may be made in accessing the facility's services.

Right to Centrality and Respect for the Person: The patient has the right to be assisted and treated with care, human warmth and with full respect for his or her dignity and privacy.

Right to Choice and Information: Citizens have the right to receive clear and complete information regarding the diagnosis, prognosis, risks, and benefits of treatments proposed by specialists (Orthopedics, Vascular Surgery, Neurology, Anesthesia and Resuscitation) and the Physical Medicine and Rehabilitation team, and can freely express or revoke their informed consent.

Right to Feedback and Participation: Patients are encouraged to express their opinion on the quality of care received through company questionnaires and have the right to submit formal complaints in the event of poor service.

2. Information on the Processing of Personal and Health Data (Art. 13-14 GDPR)

Pursuant to **Articles 12, 13, and 14 of EU Regulation 2016/679 (GDPR)** and **Legislative Decree 196/2003 and subsequent amendments**, SISS fulfills its transparency obligations by providing the interested party with the following information on the processing of their sensitive personal data (relating to health):

Data Controller: Società Italiana Servizi Sanitari a rl (SISS), Via Moisè di Gaio, 5 - 02100 Rieti, Tel. 0746.201120, PEO: segreteria@fisioterapiapaciuccirieti.it.

Data Protection Officer (DPO): Dr. Giuliano PALOTTO, who can be contacted for privacy-related issues at the company's certified email address: sis-arl@pec.it.

Purpose of Processing and Legal Basis: Personal, fiscal, and health data (diagnostic tests such as ultrasound, Doppler ultrasound, electromyography, clinical diaries, and reports) are processed exclusively for the purposes of diagnosis, treatment, rehabilitation, administrative and accounting management of services, and to fulfill legal obligations and information obligations to the Ministry of Health (New Health Information System - NSIS). The legal basis is Articles 6 and 9, paragraph 2, letter h) of the GDPR (processing necessary for occupational medicine, diagnosis, assistance, or healthcare purposes).

Data Sources: Data may be collected directly from the data subject (internal sources) or come from external sources (e.g., dematerialized prescriptions from the National Health Service, regional CUP, previous clinical documentation produced by other facilities).

Retention Period: Health data and reports are retained indefinitely (historical archive required by law), while administrative and billing data are retained for a minimum period of 10 years in accordance with civil and tax regulations.

Data Subject Rights: Patients may exercise the rights set forth in Articles 15-22 of the GDPR (access to data, rectification of inaccuracies, erasure where permitted, restriction of processing, objection, and data portability) at any time by submitting a formal request to the company's Data Protection Officer. Data subjects also have the right to lodge a complaint with the Italian Data Protection Authority (Garante per la protezione dei dati personali).

2.1 Notes and Consent Form for the Processing of Health Data

The processing of health data, although necessary for the provision of the requested medical care,

The undersigned (User ID: _____), having acquired the information provided by the Data Controller pursuant to Articles 13 and 14 of the GDPR:

1. CONSENT TO THE PROCESSING OF HEALTH DATA FOR CLINICAL PURPOSES

☐ AGREE ☐ DOES NOT AGREE

To the processing of your sensitive personal data (relating to your health and clinical condition) necessary for carrying out specialist visits, instrumental diagnostic tests, and Physical Medicine and Rehabilitation plans.

2. CONSENT TO ELECTRONIC TRANSMISSION AND CONSULTATION (FSE)

☐ AGREE ☐ DOES NOT AGREE

To the secure transmission of your health data to institutional bodies (NSIS) and to the feeding of your Electronic Health Record (FSE).

Date: ____/____/____ Patient Signature: _____

In the case of a minor, the holder of parental responsibility signs.

3. Operating Rules for the CUP and Payment Management

To ensure transparency and efficiency in organizational processes, SISS applies the following binding rules for booking and paying for services:

3.1 Operation of the Unified Booking Center (CUP)

Booking Procedures: Services can be booked in person at the Front Office (Monday - Friday 8:00 am - 7:30 pm), by telephone at 0746.201120, or online using the appropriate form on the institutional web portal.

Required Documentation: Upon booking or check-in, the user must present their Health Card (TS-CNS) to allow the data to be scanned and any personal data errors to be eliminated, together with a valid identity document and any medical referral (dematerialized prescription).

Cancellation Management: Patients are required to communicate any cancellations or requests to reschedule their appointments at least **24** business hours before the scheduled time. Failure to cancel within this timeframe will result in the application of penalties set forth in regional guidelines (except in cases of documented force majeure).

3.2 Payment Regulation and Financial Transparency

Payment Terms: The balance of the healthcare co-payment (SSR ticket) or the private regime fee must be paid in full at the reception desk **before** accessing the clinical premises for the provision of the service provided.

Accepted Payment Methods: Cash payments are accepted (within the legal limits), via credit or debit cards, or enabled POS devices. To enable tax deductions for healthcare expenses, the SISS encourages the use of traceable payment methods, simultaneously issuing a compliant digital invoice.

4. Safety Procedures and Behavior in Case of Emergency

To ensure the physical safety of all users and in accordance with the company safety protocols drawn up by RSPP Dr. Claudia APPIERTO, all facility users are required to observe the following provisions in the event of an emergency (e.g., fire, earthquake, prolonged power outage , or evacuation of the premises):

1. **Keep Calm:** Avoid panic, screaming, or impulsive behaviors that could hinder movement patterns.
2. **Follow Staff Directives:** SISS staff is specifically trained in managing logistical emergencies. Users must strictly follow verbal instructions given by department staff or evacuation personnel.
3. **Identify Escape Routes:** Leave the premises by following the high-visibility safety signs positioned along the corridors, moving towards the nearest emergency exit.
4. **Elevators Prohibited:** In the event of an evacuation or fire alarm, the use of elevators or mechanical lifts is strictly prohibited. Use only standard escape stairs.
5. **Reaching the Assembly Point:** Once leaving the building at Via Moisè di Gaio, 5, patients and their companions must gather at the "Safe Assembly Point" located in the external parking area, remaining available to staff for checking those present and taking roll calls.

5. Institutional Advertising and Information Transparency

In compliance with the transparency and disclosure requirements established by Legislative Decree 33/2013 for healthcare providers operating under regional institutional accreditation, this Quick Guide to Admissions, the policies for the processing of personal and health data, and the operating regulations of the CUP are made permanently accessible online for users and regulatory bodies. Anyone can verify compliance with the procedures and consult the updated digital version of the ISO 9001:2025 quality manuals by scanning the electronic code shown below.

6. Validity and updating of the Guide

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:

