

CHARTER OF SERVICES

with Guide to Services and Charter of Patients' Rights

Table of Contents

1.	THE HEALTHCARE FACILITY AND THE U.S.I. GROUP	4
2.	QUALITY, CLINICAL RISK MANAGEMENT, SUSTAINABILITY	5
3.	INFORMED CONSENT, RIGHTS AND OBLIGATIONS OF THE PATIENT	5
4.	USER PROTECTION, SUGGESTIONS AND COMPLAINTS	5
5.	ACCESS TO BENEFITS AND COSTS	6
6.	THE COLLECTION OF REPORTS	7
7.	PERFORMANCE AND WAITING TIMES	7
	SPECIALIST OUTPATIENT MEDICINE.....	7
	OUTPATIENT SURGERY.....	8
	DIAGNOSTIC IMAGING	9
	PHYSICAL MEDICINE AND REHABILITATION	10
8.	LOCATION AND CONTACT DETAILS.....	11
9.	OPENING DAYS AND HOURS.....	11

Attachments, which can be requested from the Secretariat:

-  *Tariffs for services, under private regime or accreditation with the NHS*
-  *Guides and information brochures on health services and benefits, in private or accredited with the NHS*
-  *Organization chart*

Dear user,

this Service Charter contains information that we believe is useful to learn more about our facility and how to access health services.

We remind you that for the main services there are also information, guides or brochures, available at the headquarters and on www.usi.it, in which you will find all the information on the health offer of the U.S.I. group.

We hope that, also through this Service Charter, you can appreciate our constant commitment to concretely translate the values and principles that feed our Work, which identifies the "centrality" of the Patient as the most important objective, in the face of cutting-edge diagnoses and therapies in the medical field, in strict compliance with the principles of Evidence-Based Medicine (EBM).

Finally, we invite you to report ideas and suggestions that can contribute to the continuous improvement of the organization, efficiency and sustainability of our healthcare facility.

The Medical Director

Dr. Gabriella Marsilli

1. THE HEALTHCARE FACILITY AND THE U.S.I. GROUP

The U.S.I. (International Health Union) S.p.A. was founded in 1953 by Dr. Luigi Sperone becoming, over the years, an integrated health network consisting of more than thirty facilities and over five hundred specialized operators.

The most widespread healthcare reality in Rome, since 2022 the U.S.I. has also been present in the Tuscany Region.

The headquarters of U.S.I. Piazza Bologna, located in Via G. Squarcialupo 17/b district, a few steps from Tiburtina Station, is extended over 2 levels and provides the following health services, subsequently deepened:

- **Physical Medicine and Rehabilitation**
- **Specialist Medicine and Instrumental Diagnostics**
- **Diagnostic Imaging**

The facility is accredited with the Health Service of the Lazio Region (the regional accreditation resolutions are shown at the bottom of the front page of this service charter). Countless services are provided in agreement with the NHS or with private bodies, as detailed in the following chapters.

The structures of the U.S.I. provide an integrated, wide and advanced healthcare offer in the field of Clinical Laboratory Analyses (*Clinical Chemistry, Molecular Biology, Cyto-Histopathology*), Diagnostic Imaging and Nuclear Medicine (*Magnetic Resonance, CT, Digital Radiodiagnostics, Ultrasound, PET, Scintigraphy*), Specialist Medicine and Occupational Medicine, Cancer Prevention and Treatment (*Radiation Oncology*).

The U.S.I. It consists of the following health facilities:

LAZIO

U.S.I. PRATI via Virginio Orsini, 18 Roma
AXA-PALOCCO via Eschilo, 191 Roma
ACILIA (USI-Acilia S.r.l.) Via F. S. Altamura, 44 Roma
BORGHESIANA via Casilina, 1838 Roma
CASALPALOCCO (USI-Acilia S.r.l.) P.le Filippo il Macedone 54 Roma
CINECITTÀ viale Bruno Rizzieri, 203 Roma
COLLE-PRENESTINO via Mirabella Eclano, 27 Roma
COLLATINO viale della Serenissima, 22 Roma
EUR-LAURENTINA via Vincenzo Cerulli, 2/b Roma
EUR-MARCONI viale Guglielmo Marconi, 139 Roma
EUR-SERAFICO via Paolo di Dono, 9 Roma
FURIO CAMILLO via Cerreto di Spoleto, 21 Roma
IGEA via Igea 12/a-b-c-d, 18 Roma
MORENA (Centro Analisi Cliniche Morena S.r.l.), via di Morena, 30-32, Ciampino (RM)
LIDO DI OSTIA viale del Lido, 3 Roma

NUMIDIO QUADRATO via Tuscolana, 703 Roma
OSTIENSE (USI-Marco Polo S.r.l.) viale Marco Polo, 41 Roma
PIAZZA BOLOGNA via Gian Luca Squarcialupo, 17/b Roma
PIAZZA BOLOGNA via Gian Luca Squarcialupo, 36 Roma
PIAZZA MAZZINI viale Angelico, 39 Roma
PIAZZA VITTORIO via Machiavelli, 22 Roma
PIETRALATA via dei Durantini, 362 Roma
SERPENTARA via Gaspare Pacchiarotti, 95 Roma
SERPENTARA piazza Fernando De Lucia, 76-86 Roma
TRIESTE corso Trieste, 22 Roma
USI DOC - PRATI via Virginio Orsini, 18/27a Roma
USI DOC - TUSCOLANA via Tuscolana 212/f Roma
USI DOC - LIDO DI OSTIA viale del Lido, 5/a Roma
USI DOC - ACILIA (R.Lab S.r.l.) Via F. S. Altamura, 44 Roma

TOSCANA

CHECK UP ARANCIO trav. II Via Romana, 35 - Lucca
SANT'ANNA via Luigi Einaudi, 150 Lucca
LUNATA via Pesciatina, 236 - Capannori (LU)
ALTOPASCIO via Cavour, 25 - Altopascio (LU)
PORCARI via Romana Est, 76 - Porcari (LU)
VALDERA (Radiologia Diagnostica Valdera S.r.l.) via di Gello, 175 - Ponsacco (Pisa)

LAMMARI via delle Ville, 128 - Capannori (LU)
FOLLONICA via Litoranea, 68/c - Follonica (GR)
PIOMBINO via Carlo Pisacane, 63 - Piombino (LI)
VIAREGGIO via Amerigo Vespucci, 172 - Viareggio (LU)
LIVORNO ARTIGIANATO via dell'Artigianato, 53/55 - Livorno

2. QUALITY, CLINICAL RISK MANAGEMENT, SUSTAINABILITY

Since its founding U.S.I. applies advanced quality control and management systems that provide for participation in national and international programs. All services are provided in compliance with guidelines and methods recognized by the scientific community. Clinical risk is assessed at all stages of the health pathway.

The *vision* and *mission* of the U.S.I. can be summarized in a wide range of healthcare offer, of high quality standard, accessible and widespread in the territory, based on highly qualified personnel, advanced technologies and management models oriented towards Quality, Safety, Effectiveness, protection of users' rights and economic, environmental and social sustainability.

The *vision* and *mission* of the U.S.I. can be summarized in a wide healthcare offer, of high quality standards, accessible and widespread in the territory, based on highly qualified personnel, advanced technologies and management models oriented towards Quality, Safety, Effectiveness, protection of users' rights and economic, environmental and social sustainability.

The processes are constantly monitored using indicators relating to the quality of performance, analytical accuracy, waiting times, rates of repetitions and cancellations of services, satisfaction of users and interested parties, incidence of any "non-conformities", complaints, accidents, adverse events and the effectiveness of the improvement actions undertaken.

The structure's Quality System is certified according to the international standard UNI EN ISO 9001:2015 issued by a prestigious certification body.

The health facility is also accredited with the Health Service of the Lazio Region, based on *the Additional requirements for the accreditation of health facilities*, governed by the reference legislation.

3. INFORMED CONSENT, RIGHTS AND OBLIGATIONS OF THE PATIENT

The healthcare facility actively guarantees the right of patients and users:

- ✓ to be informed in an appropriate and understandable way about their state of health and characteristics, risks and alternatives to the services that concern them, expressing their consent or refusal in advance;
- ✓ to be assisted with care, impartiality, confidentiality and confidentiality, respecting their time, dignity, philosophical or religious needs and convictions;
- ✓ the transparency and simplicity of administrative paths;
- ✓ to the Safety and Quality of health services;
- ✓ to the complaint and to an appropriate response.

Please note that it is always advisable to:

- ✓ prospect to the staff any needs related to their health conditions, to prevent any risks (e.g. in the event of problems related to patient mobility or therapies already in progress);
- ✓ a behavior based on respect and understanding of the rights of other users and patients, as well as trust and collaboration with healthcare personnel;
- ✓ compliance with the schedules of the booked services, informing in the event of delays or cancellations.

4. USER PROTECTION, SUGGESTIONS AND COMPLAINTS

Suggestions or complaints can be made through the [www.usi.it website](http://www.usi.it), on "white paper" or on the *Satisfaction Questionnaire* available in the acceptance secretariat and once completed to be inserted in the appropriate containers or to be sent by ordinary mail or e-mail to the addresses indicated in this Service Charter.

Complaints and suggestions are analysed by the Health or Laboratory Technical Management and the departments involved and a response is ensured in the shortest possible time, in any case no later than 30 days, except for important obstructive causes.

It is also possible to lodge a complaint with the TRIBUNAL FOR THE RIGHTS OF THE SICK (Viale Angelico, 28, 00195 Rome, Tel. 06/3729924, 06/6385881 e-mail: roma@cittadinanzattiva.it).

5. ACCESS TO BENEFITS AND COSTS

Services in agreement with the NHS

To access services provided under the National Health Service (NHS) agreement, an SSN referral issued by the attending physician is required; this must specify the clinical question and any applicable exemptions. Typically, the referral is valid for 180 days if no priority class is indicated and covers up to eight services per medical specialty.

For services in agreement with the NHS, the same rates are applied as for public facilities.

Services under private regime or in agreement with private entities

A prescription from your doctor or specialist may be required for certain services. Refer to the following chapters of the service charter in relation to the specific services.

Information is provided at the reception secretariats or by contacting the single number **06 32868.1** on the costs of services provided under a private regime or in agreement with private bodies and on any specific or multidisciplinary health packages.

Preparation and other performance information

Information on the times, methods of preparation and characteristics of health services are available at the reception secretariats or by contacting the single number **06 32868.1**.

On **the www.usi.it website**, information notices containing indications for correct preparation and information on the health services provided are also available.

Further information is provided in subsequent chapters of the service charter in relation to the specific services and in *brochures* available at the facility for certain services.

Please note that health information can only be released by the health personnel in charge of the services.

Payment methods

Payment of services is possible by cash and bank cards. For further payment methods, you can request information at the time of booking or by calling the single number **06 32868.1**.

For information on the stipulation of agreements with private organizations, you can contact the relevant office at the e-mail address convenzioni@usi.it.

Preferential access and emergencies

Preferential paths are provided for patients in a condition of fragility (e.g. reduced mobility or affected by oncological or debilitating diseases), also considering the needs related to religious beliefs or cultural aspects.

For any emergencies, the health personnel concerned evaluates the execution of the analyzes in the time required, establishing the time for the release of the complete or partial report in the shortest possible technical time.

Indicate any needs during the acceptance phase or contact the single number **06 32868.1** to agree on the appropriate preferential access methods.

Additional Useful Information

At the structure there is staff able to communicate in **English** and / or in other foreign languages. An English version of the Service Charter is available and can be requested from the Secretariat.

The staff of the health facility, even in the training phase, can be identified by the identification card.

Hand sanitizers are available in the property. Proper hand hygiene easily prevents most healthcare-associated infections (HAIs). Consult the **www.usi.it** website for information campaigns on prevention promoted by the U.S.I.

6. THE COLLECTION OF REPORTS

The collection of the reports and any attachments can be carried out at the Acceptance Secretariat or "*online*", activating the relevant service at the time of acceptance.

Please note that the reports can be delivered, according to the deadlines indicated in chapter 7, only:

- to the person concerned or delegated person (who must present his/her identity document, the proxy and a copy of the identity document of the delegating party);
- in the case of a minor, to the person concerned with an identity document or to the person exercising parental authority, with an identity document;
- to the guardian or curator with an identity document and the necessary documentation.

The storage of health documentation is carried out in accordance with mandatory legislation. For any duplicates of paper reports, consider the ordinary times defined according to the type of report (see chapter 7).

7. PERFORMANCE AND WAITING TIMES

The following chapters are detailed for each specialist branch:

- the name of the reference manager
- specific information on how to book and access
- services provided under a private regime or under an agreement with the NHS
- waiting times for booking, access and reporting

SPECIALIST OUTPATIENT MEDICINE

Medical Director: Dr. Gabriella Marsilli

Booking and access

- Book the service on site, through the call center at **06 32868.1** or on the **www.usi.it website**.
- At the visit, it is advisable to show documentation of any previous or ongoing diagnostic tests or therapies.
- The Acceptance Secretariat is available for information on the services provided under a private regime or in agreement with private bodies, on the related times, costs and on the specialist staff of reference.

Authorised specialist medicine services, provided privately and related waiting times

Authorised services are provided under the private regime in the following branches:

ALLERGOLOGY (*)	GASTROENTEROLOGY (*)	NEUROLOGY	PAEDIATRICS (*)
ANGIOLOGY (*)	GERIATRICS (*)	OPHTHALMOLOGY	RHEUMATOLOGY
CARDIOLOGY (*)	GYNECOLOGY (*)	ONCOLOGY (*)	PNEUMATOLOGY
DERMATOLOGY (*)	INTERNAL MEDICINE	ENT(*)	UROLOGY/ ANDROLOGY (*)
ENDOCRINOLOGY	NEPHROLOGY	ORTHOPEDICS	

(*) services being organized, request information from the secretariat.

The waiting times for booking and for the collection of reports and attachments of outpatient specialist medicine services provided in private care are shown in the following table:

Waiting times for Outpatient Specialist Medicine services provided privately		
Performance	Waiting list for reservations	Report and annexes
Outpatient specialist medicine	1 max. 5 days	At the end of the service

OUTPATIENT SURGERY

Head: Dr. Marsilli Gabriella

Booking, access, waiting times

- Information on characteristics, dates and correct preparation for surgery is provided by the medical and nursing staff of the service.
- It is recommended to read the information on the characteristics and preparation for the services received at the time of booking or acceptance or to be downloaded on the www.usi.it website
- Information on the types and costs of the interventions performed is provided by the Acceptance Secretariat.
- Book the service with the Service staff or through the call center on **06 32868.1** or on the www.usi.it website.
- At the end of the services, the specific health documentation is issued by the person in charge of the intervention.

Outpatient surgery and invasive diagnostics carried out exclusively on a private basis

At the facility, in connection with the authorized medical branches, the following interventions are carried out:

- ✓ INVASIVE OUTPATIENT DIAGNOSTICS
- ✓ LOW AND MEDIUM INVASIVE OUTPATIENT SURGERY

DIAGNOSTIC IMAGING

Head of Traditional Radiology: Dr. Carmen Colacci

Booking and access

- Book the service on site, through the call center at **06 32868.1** or on the **www.usi.it website**.
- The Acceptance Secretariat and the call center are available for information on the services provided under a private regime or in agreement with private entities and on the related times, costs and specialist reference personnel.
- It is recommended to read the information for preparation for the services received at the time of booking or acceptance or to be downloaded on the website **www.usi.it**

Radiological services provided under accreditation with the NHS and related waiting times

RX ALSO	SACCROCOCCYGEAL X-ray	FEMUR X-RAY (RIGHT OR LEFT)
X-RAY OF DENTAL ARCHES INF./SUP.	SKULL X-RAY	LEG X-RAY (RIGHT OR LEFT)
AXIAL X-RAYS OF THE PATELLA	CHEST X-RAY (DORS.)	SALIVARY GLAND X-RAY,
X-RAY LOWER LIMBS	X-RAY OF PARANASAL SINUSES	KNEE X-RAY (RIGHT OR LEFT)
PELVIS RX	TELE SKULL X-RAY	ELBOW X-RAY (RIGHT OR LEFT)
X-RAY ARMS AND FOREARMS	WRIST X-RAY (RIGHT OR LEFT)	OESOPHAGEAL X-RAY WITH CONTRAST
COMPLETE DIGESTIVE SYSTEM X-RAY	HEPATIC DIRECT X-RAY	ANKLE RX
DIRECT X-RAY COMPLETE URINARY TRACT	SHOULDER RX (RIGHT or SX)	TRACHEA X-ray
RX COLLARBONES	HEMITHORACIC X-rays	STERNUM X-RAY
CERVICAL SPINE X-RAY	EPEPHARYNGEAL RX	DIRECT X-RAY ABDOMEN VACUUM
LUMOSACRAL RX		FOOT X-RAY (RIGHT OR LEFT, EVEN UNDER LOAD)

The waiting times for booking and for the collection of reports and attachments of diagnostic imaging services provided under accreditation with the NHS are shown in the following table:

Waiting times for radiological services provided under accreditation with the NHS			
Performance	Waiting list for reservations	Report collection	Image Recall
GENERAL RADIOLOGY	1-5 days	4 working days	10 minutes from the service with the possibility of delivery on digital media
ORTHOPANORAMIC	1-5 days	4 working days	

Radiological services provided privately and related waiting times

RX ALSO	SACCROCOCCYGEAL X-ray	FEMUR X-RAY (RIGHT OR LEFT)
X-RAY OF DENTAL ARCHES INF./SUP.	SKULL X-RAY	LEG X-RAY (RIGHT OR LEFT)
AXIAL X-RAYS OF THE PATELLA	CHEST X-RAY (DORS.)	RX GASTR. SUP. (ESOPHAGUS, STOMACH, DUODENUM)
X-RAY LOWER LIMBS	X-RAY OF PARANASAL SINUSES	SALIVARY GLAND X-RAY,
PELVIS RX	TELE SKULL X-RAY	KNEE X-RAY (RIGHT OR LEFT)
X-RAY ARMS AND FOREARMS	DIRECT X-RAY ABDOMEN VACUUM	ELBOW X-RAY (RIGHT OR LEFT)
COMPLETE DIGESTIVE SYSTEM X-RAY	HEPATIC DIRECT X-RAY	RX LARYNGE
DIRECT X-RAY COMPLETE URINARY TRACT	EMANDIBULAR X-ray	HAND X-RAY
RX COLLARBONES	HEMITHORACIC X-rays	TRACHEA X-ray
CERVICAL SPINE X-RAY	EPEPHARYNGEAL RX	RX ORTO OVERVIEW
LUMOSACRAL RX	X-RAY NASOPHARYNX	X-RAY OF NASAL BONES
FOOT X-RAY (RIGHT OR LEFT, EVEN UNDER LOAD)	ANKLE RX	SHOULDER RX (RIGHT or SX)
WRIST X-RAY (RIGHT OR LEFT)	MAMMOGRAPHY X-ray	STERNUM X-RAY

Ultrasound: Joint, Mammary, Soft Parts, Pelvic, Prostatic (Transrectal Biplane), Testicular, Thyroid.
ECHOCOLORDOPPLER: Abdominal aorta, Renal arteries, Carotid, Thyroid, Testicular, Supra-aortic vessels.

It is possible to request information from the Secretariat on any additional radiological services performed at the facility or at other facilities of the U.S.I. Group on a private basis.

Waiting times for radiological services in private mode			
Performance	Waiting list for reservations	Withdrawal of the report	Image collection
GENERAL RADIOLOGY	0 max. 2 days	3 working days	10 minutes from the service with the possibility of delivery on digital support
ORTHOPANORAMICS	0 max. 2 days	3 working days	
ULTRASOUND, ECHOCOLOR DOPPLER	1 max. 5 days	Images and any report available at the end of the service	
MAMMOGRAPHY (low dose) TOMOSYNTHESIS	1 max. 5 days	3 working days	

PHYSICAL MEDICINE AND REHABILITATION

Technical Director: Dr. Gabriella Marsilli

Booking and access

- Book the service on site, through the call center at **06 32868.1** or on the **www.usi.it website**.
- The Acceptance Secretariat is available for information on the services provided, their costs, any agreements with private bodies and specialist reference staff.
- At the physiatric examination, it is recommended to show any documentation relating to previous diagnoses.
- For rehabilitation and instrumental therapies, appointments are agreed with the reference staff.

Physiotherapy services provided under accreditation with the NHS and related waiting times

MOBILIZATION (MANIPULATION) OF THE SPINE

MOTOR RE-EDUCATION (PASSIVE OR ACTIVE-ASSISTED KINESITHERAPY)
ELECTROSTIMULATION

For all Physical Medicine and Rehabilitation services provided in agreement with the NHS, waiting times per booking are 0 max 2 days.

Physiotherapy services provided on a private basis and related waiting times

MOBILIZATION (MANIPULATION) OF THE SPINE

MOTOR RE-EDUCATION (PASSIVE OR ACTIVE-ASSISTED KINESITHERAPY)

LYMPHATIC DRAINAGE

MASSAGE THERAPY

OSTEOPATHY, POMPAGE

TECAR THERAPY®

MAGNETOTHERAPY

NEUROMUSCULAR TAPING

GLOBAL POSTURAL RE-EDUCATION

INFRARED RAYS

TENS

SHOCK WAVES

LASERAPIA (HIGH POWER)

CRYOULTRASONICS

DIADYNAMICS

IONOPHORESIS

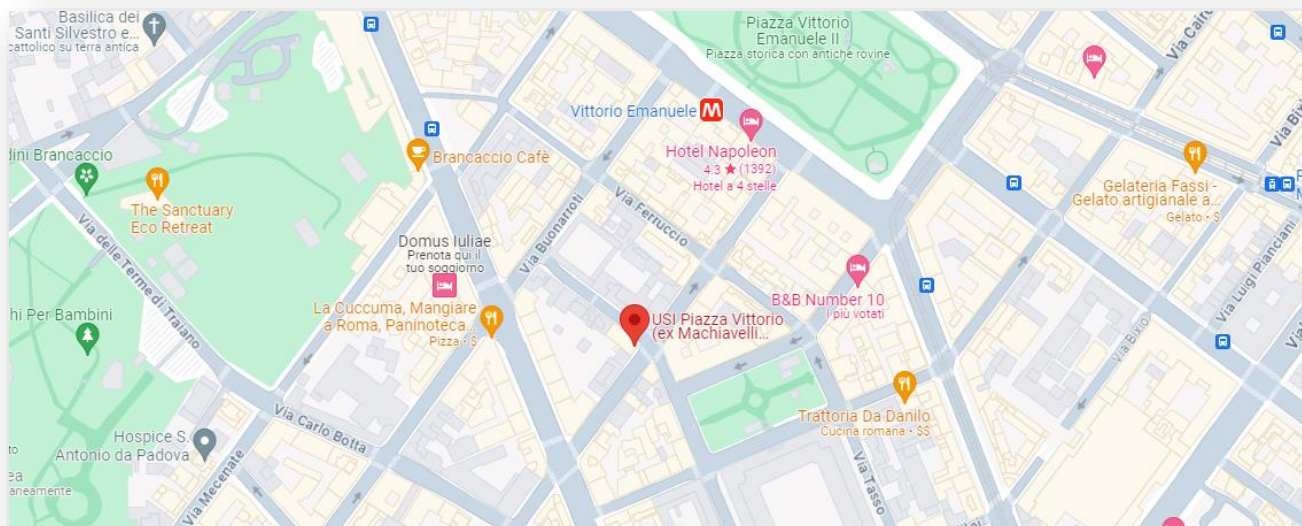
ULTRASOUND

ELECTROSTIMULATION

For all Physical Medicine and Rehabilitation services provided in agreement with the NHS, waiting times per booking are 0 max 2 days.

8. LOCATION AND CONTACT DETAILS

The health centre is located in Rome in Via Gianluca Squarcialupo, 36 (Piazza Bologna) and is easily accessible via the Metro Line B (Piazza Bologna or Tiburtina Station stops) and the countless bus/tram transport lines that stop at Piazza Bologna and Tiburtina Station.



WEBSITE: www.usi.it

EMAIL: info@usi.it

Single U.S.I. number for acceptances and reservations: **06 32868.1**

9. OPENING DAYS AND HOURS

Opening	Report collection
Monday - Friday: 7.00 a.m.-7.00 p.m. Saturday: 07.00-13.00	Monday - Friday: 11.00 a.m.-7.00 p.m. Saturday: 11.00-13.00
