

SERVICE CHARTER

INTRODUCTION

n° 92

The Italian legislation provides that all public service providers, even if not operating under an accreditation system, are equipped with a "Service Charter"

The Service Charter is intended to illustrate the management methods of the facility and the organization of the Clinical Research Center Ortasa Srl, a diagnostic center based in Rome to make it easier for users to access services.

The purpose is to indicate the quality standards of the service of the Diagnostic Center and in particular of the clinical analysis and radiology service provided in agreement with the National Health System (SSN).

The Charter is an instrument for the protection of users' rights since it gives direct control over the quality of the services provided.

The Service Charter of our Clinical Research Center Ortasa structure represents a link between the center itself, citizens, hospitals and universities, clinics, private and public care institutions, physiotherapy, research, medical associations category, sports, general practitioners, occupational doctors, diving companies and companies that carry out work in the "caissons" or in hyperbarism.

The Service Charter is divided into four parts:

The first part Identifies the fundamental rules to which the provision of assistance services is standardized and the rights of the patient are reaffirmed.

The second part presents the structure and organization of services with the methods of accessing outpatient services and routine and urgent specialist visits.

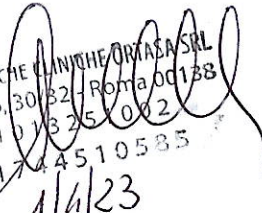
The third part Describes the standards, commitments and programs to improve Quality.

The fourth part describes the user protection mechanism that interfaces with the Public Relations office.

PART ONE: FUNDAMENTAL PRINCIPLES

Purpose

The Clinical Research Center Ortasa Srl, located in Rome Via San Leo, number 30 and known by users as the "Pantamedica Diagnostic Center" was authorized by the ASL RM A with a Decree issued by the General Manager in March 1997 with application No. Protocol: 005711, as an


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accredited private structure, to carry out its activity as a diagnostic center, subsequently expanded for some specialized branches application protocol No. G09567 and release of the Director General of the Department of Health and Social and Health Integration of the Lazio Region on 26/07 2013. The Clinical Research Center Ortasa Srl operates in compliance with Article 32 of the Constitution of the Italian Republic "The Republic protects health as a fundamental right of the individual and in the interest of the community and guarantees free care to the indigent. Nobody can be obliged to a specific health treatment except by law. The law cannot in any case violate the limits imposed on respect for the human person "and in respect of the state of health" state of complete physical, mental and relational well-being "as also issued by the O.M.S. (World Health Organization). The goal is to provide a service conducted by qualified professionals in: Biomedical Laboratory Techniques, Biology, Radiology Techniques for Imaging and Radiotherapy, Radiology, Physiotherapy, Osteopathy, training courses, with the aim of protecting the state of health of the user regardless of age, sex, nationality, socio-economic conditions, culture, religion or presence of handicap, with the use of available resources according to criteria of Equality, Impartiality, Continuity, Efficiency and Effectiveness.

The Clinical Research Center Ortasa Sri, with the service charter, aims to:

- tangibly guarantee the quality of the services provided, with the aim of meeting citizens' expectations,
- recognize the User the right and duty to expose or propose complaints with the aim of optimizing the service by implementing the policy of involving all those who work in the structure at various levels.

Therefore, it undertakes to:

- Ensure compliance with quality standards;
- Identify and publish the standards adopted and inform the user thereof;
- Verify compliance with the standards adopted and the degree of satisfaction;
- Accept complaints and comments that must be submitted within seven days by the User to the Company Manager;
- Guarantee the user's privacy during visits and other health services;
- All information and instructions;
- Access to documentation relating to one's health and any other situation.

SERVICES AND FUNDAMENTAL PRINCIPLES

The Ortasa Clinical Research Center provides Clinical Analysis, Radiology, CT, Magnetic Resonance and Ultrasound.

The services are provided in compliance with the following fundamental principles:

Equality

The services are provided in compliance with the following fundamental principles:

Equality

The services and benefits are provided according to the same rules for everyone regardless of gender, race, language, religion and political opinion.

Impartiality

The services and performances are provided by adopting objective, fair and impartial behavior towards users.

Continuity

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The services are provided continuously and without interruptions from Monday to Friday from 7:00 to 13:00 and from 15:00 to 20:00; Saturdays from 7:00 to 13:00 and Sundays from 8:30 to 10:30, with exceptions relating to ordinary and extraordinary maintenance of the systems.

Right of choice

All citizens can make use of the services provided by the Ortasa Srl Clinical Research Center; in this way, the right of personal freedom of the citizen is respected, who in the health sector can choose to be treated throughout the national territory, and therefore can request, in agreement with the head of the Center, the opinion of another doctor of his own. trust, regarding the diagnostic investigations to be carried out.

Participation

The right to information on the state of health and the services provided is guaranteed. Access to knowledge and control of the activity of the "Center" is also ensured through Voluntary and Rights Protection Associations. Users are committed to collaborating in optimizing the quality of the services provided.

Efficiency and effectiveness

The operators of the Clinical Research Center Ortasa Srl (Pantamedica) are constantly committed to ensuring that the services provided meet the criteria of efficiency and effectiveness.

USER RIGHTS AND DUTIES

The patient has the right to:

- be cared for and assisted with commitment and diligence;
- be informed (DPCM 19.05.1995 Art. 3) on the services provided by the structure, on the methods of access, on the relative competences, on the possibility of alternative investigations and treatments even if they can be carried out in other structures.
- The same information, unless expressly denied by the patient, may be provided to family members or to those exercising guardianship authority. (This situation is an exception in cases of urgency in which the delay could pose a danger to health).
- Being able to identify the operator who is treating him;
- Be aware (DPCM 19.05.1995 Art. 4) complete and understandable about the current disease, its evolution, its prognosis, the proposed therapy, the risks related to the treatment and the probability of success.
- Guarantee your privacy both concerning your illness and any other circumstance (Art. 7) and give your consent to the processing of personal data in compliance with Legislative Decree 196/03

The user has the right and the duty to expose or propose complaints to bring to light critical situations that must be examined and highlighted promptly to optimize the service, therefore it will be the administration's responsibility to inform the user about the outcome of the complaint.

Duties

When the user accesses the health facility:

- You are invited to behave in such a way as not to harm the rights of others;
- must collaborate with doctors in order to facilitate the diagnosis and the therapies to be performed by informing the doctor of any previous or current chronic or acute pathologies, the

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therapies performed or in progress. At the check-ups he will have to bring any health documentation in his possession;

- must inform the health professionals of his intention to renounce health care and services in order to avoid loss of economic and human resources;
- he is required to respect the environments, equipment and furnishings found within the health facility;
- he Must respect the regulations of the facility;
- he is called to respect the times and visits established by the Management of the Center to avoid a disservice;
- he is obliged to respect the ban on smoking;
- he is required to respect the ban on the use of mobile phones during the visit.

INFORMATION ABOUT THE CENTER

How to reach the center

The Ortasa Sri Clinical Research Center is located in Via San Leo 30, in the Fidene / Colle Salarico district.

Via S. Leo is a two-way street and can be accessed from Via Rapagnano and Via Incisa in Val D'Arno.

The property located on the ground floor, has access without architectural barriers, can be easily reached with your own vehicle by finding parking in front of it.

It can be reached by using various public transport means that are listed below

- o Bus (daytime): 334,341,336
- o Bus (night): n90.
- o Fidene Railway Station supplied by the FL1 and FL3 lines.

RULES FOR USERS

Coexistence in a health facility requires codified rules of behavior, which are essential to improve efficiency and to facilitate the administration of care. The organization and scheduled times must be respected in all circumstances. The health services requested in incorrect times and ways cause a significant disservice for all users.

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Users are required to respect the environments, equipment and furnishings that are located within the structure, considering the same assets of all and therefore also their own.
It is necessary to avoid any behavior that could create situations of disturbance, inconvenience or danger to other users.
It is mandatory to respect the ban on smoking.

INFORMATION FOR THE TYPE OF SERVICES

At the Pantamedica Diagnostic Center it is possible to carry out clinical analyzes, radiographic examinations, CT scans, MRIs scans and Ultrasounds scans.

The benefits are provided on an outpatient basis.

The treatments are carried out seven days a week, except for exceptions related to medical problems inherent to the user, health and technical emergencies, and holidays.

The Center does not carry out hospitalizations

RESERVATIONS

For clinical analysis you don't need a reservation: it's sufficient to go to the Center in the following open hours:

-From Monday to Saturday: 07:00am – 10:00am

-Sunday: 08:30am – 10:00am

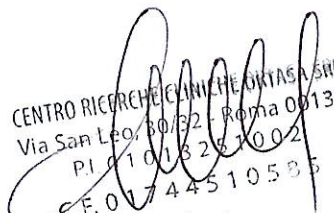
For other services you can book your appointment by phone calling the number +39068805719, via mail at the address: prenotazioni@pantamedica.it or directly from our website:

<https://www.pantamedica.it/prenotazioni-online/>

Go to the following address: Via San Leo, 30.

In the event of an impediment to appearing for the visit or diagnostic assessment, he must communicate his absence promptly, even by telephone.

The booking time may be postponed due to unexpected and non-programmable reasons of urgency and emergency or technical checks.


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INFORMATION FOR THE TYPE OF OUTPATIENT SERVICES

The Center provides services related to specialist Angiology, Cardiology, Diabetes, Dietetics, Endocrinology, Physiology, Gynecology, Neurology, Orthopedic, Otorhinolaryngology, Urology visits.

Reservation

Specialist visits can be booked by telephone, in person at the secretariat of the Center on the days and times previously reported via the Internet via the website:
<https://www.pantamedica.it/prenotazioni-online/>

PART THREE: COMMITMENTS TO QUALITY

Quality Standards

- standards relating to the booking center, whose control is entrusted to the Technical Director
- standard of approval of the diagnostic and outpatient service, periodically verified by the Management and by the Quality Service Manager
- standards of the various technological equipment, periodically checked by the Technical Director and the Safety Manager.

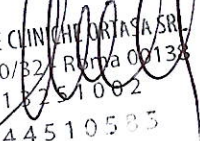
The Quality Factors

The Quality Factors are objectives illustrated by the Structure and constitute forms of guarantee to the user on the subject of the service.

The Factors present in the Service Charter concern the quality of the service offered such as: simplicity in the access procedures, completeness and clarity of information, timeliness, aspects related to the comfort and cleanliness of the structure, those related to the humane treatment that the user can easily verify.

When the Factors can be expressed with quantitative indicators (waiting times ...) we speak of Quality Standards, while if they are formulated in a qualitative way they are defined as Commitments or Programs.

The Clinical Research Center Ortasa Srl structure aims for the next three years:
COMMITMENTS TO THE QUALITY OF OUTPATIENT ACTIVITIES


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1. ACCEPTANCE

- Ensure minimum waiting times, in any case immediate in case of urgency to promptly warn patients; both for diagnostic tests and specialist visits in general,
- Guarantee preventive information on all the activities that are carried out and in particular clear and simple preventive information on the preparation that may be necessary before the execution of a service;

2. HEALTH ASSISTANCE

Ensure complete information for patients on the treatments they are undergoing;

3. RELATIONS WITH FAMILIES

Promote access to family members as much as possible;

4. RELATIONS WITH THE STAFF

Ensure the visibility of the identification card for each operator;
Promote correct interpersonal relationships between operators and users;
Improve reception conditions.

5. ASPECTS OF HUMANIZATION

Ensure adequate confidentiality, respect for privacy and human dignity;

6. HEALTH ASPECTS

Provide adequate information on the criteria for the visits and diagnostic services performed.

7. ADMINISTRATIVE ASPECTS

Archive and keep patient reports for the minimum time established by law.

08. COLLECTION OF USER EVALUATIONS

Distribute clear questionnaires to all users;
Simplify the procedures for submitting a complaint;
Guarantee adequate responses to the complaint and short response times and in any case within 15 days;

QUALITY SYSTEM AND QUALITY POLICY

The Ortisa Clinical Research Center, after having established the Standards and assuming the Commitments for Quality towards users, has set up its activity based on the UNI EN ISO 9001: 2008 standard, which is an international standard that establishes the requirements for quality. All the activities, resources and organization of the Center itself are part of a system that tends to meet the needs of the user and continuously improve them.

The pivot of the System is the definition, by the Management, of the Quality Policy, which describes the guidelines and the general objectives of the quality structure:

- 1) Ensure the use of the best technologies and procedures available in the medical and diagnostic fields
- 2) Carry out health services according to efficacy demonstrated by scientific evidence
- 3) Promote attention to the needs, expectations and rights of the user
- 4) Pursue management efficiency and appropriateness of performance



5) Enhance the skills of the staff through the training, involvement and empowerment of all operators

PART FOUR: PROTECTION AND VERIFICATION MECHANISM

Claims Management

The public relations office

The Public Relations Office was born following the Prime Ministerial Decree of 11 October 1994 and has the following purposes:

1. Implement the principle of transparency of administrative activity and the right of access to documentation and correct information
2. Systematically detect the needs and the level of user satisfaction for the services provided
3. Propose adjustments and corrective actions to facilitate the improvement of the structure as well as the simplification of languages and the updating of the ways in which the administration proposes itself to users.

Receipt and handling of complaints

Receives on Monday from 11:00 to 12:00 at the headquarters of the Pantamedica Diagnostic Center.

Users, relatives, association and voluntary organizations or the protection of rights can submit observations, objections, complaints or complaints against acts or behaviors that deny or limit the simplification of health care services.

Users can exercise this right through a plain paper letter, a telephone report or through an interview with the Center's Business Director.

Complaints must be submitted within 10 days from the time of the behavior that violate one's rights.

Complaints will be recorded in a special register.

The URP manager, identified for the Ortasa Clinical Research Center structure in the figure of the Company Director, will make a distinction between those that are easier to resolve and will therefore give a quick response to the user; otherwise, you will carry out further investigations in order to establish and optimize the best situations to solve the disservice.

The decisions taken are recorded on a Complaint Report together with the date of resolution of the disservice.

The URP manager provides a written reply to the users.

Thank for your kind attention,

Pantamedica's Staff


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