



Admin

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Medical Director

Quality Manager

Organization, method
and care are the core
of our profession.



Publicizing the Service Charter

The Fisiomedica S.r.l.s. Medical Center agrees to send a copy of this Service Charter to the Regional Health Accreditation Service and the Patient Associations

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Service Charter

This Service Charter constitutes a written covenant with citizens-users on the quality of services provided by Centro Medico Fisiomedica S.r.l.s.; with it, the Medical Center undertakes to provide a quality service responding to the fundamental principles below and to make it increasingly conform to the needs of patients. With this Charter, patients verify that the Fisiomedica S.r.l.s. Medical Center meets its commitments and can demand compliance with them.

Company Introduction:

The Fisiomedica S.r.l.s. Medical Center was founded in November 2014 thanks to an idea and commitment of Dr. Fabrizio Antonelli. The Facility is dedicated to physiotherapy treatment following traumatology and in general disabilities of the human body, there are numerous outpatient services in order to cover a wide range of services useful for the well-being of users.

Clinic: Via Roma, 55 - Fraz. Bastarado -
06030 - Giano dell'Umbria (PG) - Italia

Multi-specialty outpatient Clinic of:

- Physiotherapy
- Physiatrics
- Sports Medicine
- Cardiology
- Orthopedics
- Podiatry
- Ophthalmology
- Angiology
- Otolaryngology
- Speech therapy
- Biologist/Nutritionist
- Neurology
- Rheumatology
- Diagnostic imaging (Ultrasound/Echocolor Doppler)
- Occupational Medicine
- Dermatology and Venereology
- Psychology-Psycotherapy
- Gastroenterology





Our Values

Equality:

All citizens are provided equal services, regardless of age, sex, race, language, nationality, religion, political opinions, customs, physical condition, mental condition, economic condition, personality structure.

Impartiality:

All citizens are assured of objective and equitable behavior, both by services and by staff working in the Facility.

Continuity:

Citizens are assured of quantitative and qualitative continuity and regularity of services. Ations and suggestions, in the proper delivery of the service and the improvement of the service provided by the Facility.

Right of choice:

Every citizen may exercise the right of free choice by applying directly to the chosen Accredited Facility.

Participation:

The citizen's right to cooperate, with observations and suggestions, in the proper delivery of the service and the improvement of the service provided by the Facility is guaranteed.

Efficiency and Effectiveness:

The service is provided in a manner that ensures efficiency and effectiveness; the Facility takes appropriate measures to achieve these objectives.



Clinic and Services

Rehabilitation Services

Medical Visits

Diagnostic Imaging

Overall, the Facility has a staff consisting of:

Medical Director

Dr., Alessandro Fioretti (Specialist in Physiatrics and Sports Medicine)

Sports Medicine

Dr. Carlo Loiacono

Dr., Alessandro Fioretti

Radiology

Dr. Cesare Baldetti

Physiatry-Ozonotherapy

Dr. Alessandro Fioretti

Dr. Pier Giuseppe Marino

Ultrasound

Dr. Cesare Baldetti

Orthopedics

Dr. Maurizio Mecocci

Physiotherapy/Kinesiology/Osteopathy

Dr. Fabrizio Antonelli

Dr. Giacomo Basso

Podiatry

Dr. Eleonora Giacchè

Dr. Elisabetta Filippucci

Cardiology

Dr. Federico Patriarchi

Dermatology and Venereology

Dr. Franca D'Agata

Gastroenterology

Dr. Vito Carretta

Dr. Luca Santucci

Occupational Medicine

Dr. Marino Marini

Angiology

Dr. Maurizio Perari

Dr. Massimo Menculini

Dr. Chiara Ercolani

Nutrition and Biology

Dr. Giulia De Iaco

Psychology/Psychotherapy

Dr. Pamela Coccetta

Dr. Maria Letizia Gramaccia

Otolaryngology

Dr. Graziano Brozzi

Neurology

Dr. Pierluigi Brustenghi

Logopedia

Dr. Francesca Antonelli

Secretary

Marta Antonelli

Chiara Regni

Admin:

Marta Antonelli

Quality Management Manager

Dr. Fabrizio Antonelli

Training Manager

Dr. Fabrizio Antonelli

Physiotherapists Coordinator

Dr. Fabrizio Antonelli

All employees will be issued with an identity card with their full name, position and date of commencement of collaboration/employment.

Acceptance and Reservsation of Services

Reservations for specialist examinations and Physical Therapy and Rehabilitation services should be made directly at the reception of the Bastardo office from 9:30 a.m. to 12:30 p.m. and 3:30 p.m. to 7:30 p.m.

Reservations can also be made by phone call at 0742.99910 or by WhatsApp message at 348.4128654.

Reservations for specialist examinations and diagnostic imaging can also be made at FarmaCUP, NUS toll-free number: 800.636363, CUP Hospital, Umbria Region website: cup.regione.umbria.it/cup.

The interested party must be provided with:

1. Any doctor's prescription, which must contain the following information:

name of the patient

diagnosis

stamp and signature of the physician

date

2. Health Card and Identity Card

Privacy - Processing of sensitive data

Upon acceptance, the patient is informed, in accordance with DL. 196/03 and European Regulation 2016/679 (GDPR), about the processing of sensitive data. The administrative staff is available for any information inherent to the legislative provisions on Privacy Protection.

Cancellation of Reservations

Users have the option to cancel their reservations at any time by phone call or in person at the office secretary's office.

Payment for services

Payment for the service is made through all available methods, with the most up-to-date systems, directly at the office secretariat.



Medical Services



The Medical Center welcomes the Patient with the specialist intake that ascertains the pathology he or she is suffering from and consequently implements, personalizing it to the Patient's current status, the most suitable therapeutic offer to solve the specific morbid event and its possible sequelae.

PHYSIOTHERAPY SERVICE
ULTRASOUND AND VASCULAR SERVICE
MEDICAL SERVICES:

Physiotherapy
Orthopedics
Physiatrics-Ozonotherapy
Sports Medicine
Angiology and Doppler
Podiatry
Rheumatology
Neurology
Otolaryngology
Psychology/Psychotherapy
Cardiology
Biology and Nutrition
Radiology and Ultrasound
Gastroenterology
Dermatology and Venereology
Occupational Medicine

Physiatrist-Ozonotherapy:

The Physiatrist, a specialist in Physical Medicine and Rehabilitation, after collecting the medical history (past and recent medical history), completes the clinical and functional examination of the Patient and draws up the diagnosis that identifies the pathology and the resulting functional impairment; consequently identifies the therapeutic goal to be achieved and the necessary therapeutic tools.

Orthopedics

Orthopedics and Traumatology physicians specialize in the diagnosis and treatment, both surgical and nonsurgical of problems of the locomotor system.

Urology/Andrology

Urology is a specialized medical and surgical branch that deals with diseases affecting the male/female urinary system and external male genitalia.

Sports Medicine

Sports medicine, also known as sports and exercise medicine, is a branch of medicine that deals with sports, exercise and related diseases, including preventive care. It issues fitness for competitive and noncompetitive sports activities.



Angiology and Doppler

Angiology is that branch of medicine that studies the anatomy and diseases affecting blood and lymphatic vessels.

Podiatry

Podiatry is a branch of medical science that studies the physiology, diseases and treatments of the foot.

Gastroenterology

Gastroenterology is that branch of internal medicine that deals with the study and treatment of diseases of the gastrointestinal tract.

Psychology/Psychotherapy

Psychology is the discipline that studies behavior and the mind, through the study of psychic, mental and cognitive processes in their conscious and unconscious components, through the use of the scientific method and/or leaning on a subjective intrapersonal perspective. Such study thus concerns the cognitive and intrapsychic processes of the individual, individual and group human behavior, and the relationships between the subject and the environment

Cardiology

This is a branch of medicine concerned with the study, diagnosis and treatment (pharmacological and/or invasive) of acquired or congenital cardiovascular diseases. Those who deal with this branch of medicine, as medical specialists, are called cardiologists.

Biology and Nutrition

The nutritionist is a figure who deals with the relationship between food, nutrition and the state of well-being.



Otolaryngology

An otolaryngology examination is a specialized medical examination that is performed by the otolaryngology specialist, the purpose of which is to diagnose, rule out, or monitor the presence of diseases affecting the ears, nose, throat, and neck.

Neurology

Neurology is the specialized branch of medicine that studies diseases of the central nervous system (brain, cerebellum, brainstem and spinal cord), the somatic peripheral system (spinal roots and ganglia, nerve plexuses and nerve trunks) and the peripheral autonomic nervous system (sympathetic and parasympathetic ganglia, extravisceral and intravisceral plexuses).

Rheumatology

Rheumatology is the branch of medicine that deals with rheumatic diseases, conditions characterized by inflammation of joints, muscles, bones, and sometimes other internal organs (kidneys, lungs, blood vessels, and brain).

Radiology/Ecography

Medical radiology is the branch of medicine concerned with the production and interpretation, for diagnostic or therapeutic purposes, of certain branches of diagnostic imaging, including radiological images. It is also called diagnostic radiology or radiodiagnostics: these terms are in fact equivalent and are derived from the basic method of obtaining radiological images, the use of ionizing radiation. The radiologist also performs examinations of a diagnostic ultrasound nature (lymph nodes, abdominal, thoracic, pelvic organs, glands, and the musculoskeletal system).

Dermatology

Dermatology (from Greek δέρμα dèrma, skin) is the branch of medicine that deals with diseases affecting the skin and skin adnexa (hair, hair, nails, sweat glands). A physician who specializes in dermatology is a dermatologist. In contrast, dermosyphilopathy studies skin diseases associated with sexually transmitted diseases.

Occupational Medicine

Occupational medicine is that branch of medicine that deals with the prevention, diagnosis and treatment of diseases caused by work activities

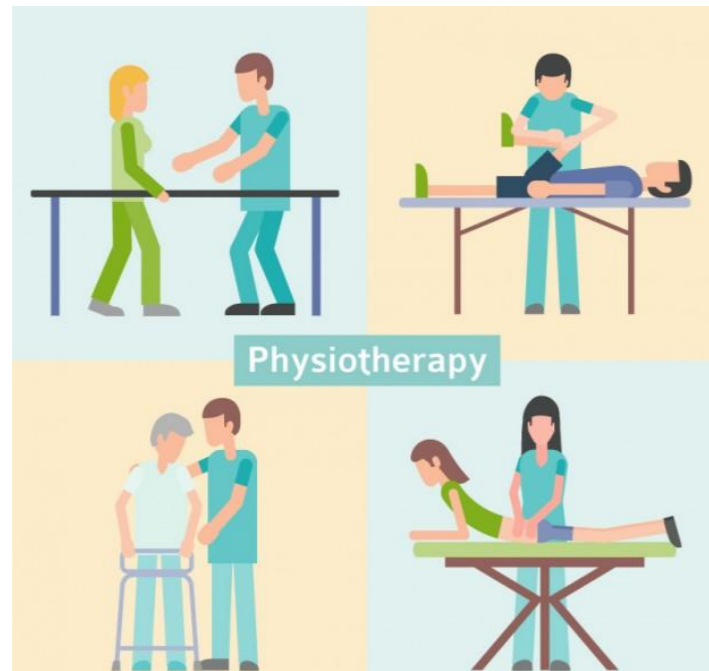
Speech therapy

Speech therapy deals with the study, prevention, evaluation and treatment of pathologies and disorders of the voice, speech, communication, swallowing and related cognitive disorders (e.g. related to memory and learning).



Rehabilitation Services

branch of medicine that deals with the prevention, treatment, and rehabilitation of patients with congenital or acquired diseases or dysfunctions in the musculoskeletal, neurological, and visceral areas through multiple therapeutic interventions, such as: physical therapy, manual/manipulative therapy, massage therapy, postural therapy, kinesiotherapy, and others.



Ultrasonoterapia

Ultrasound therapy

Ultrasounds are sound vibrations at such a high frequency that they are not perceptible to the human ear. As the ultrasound waves propagate through the traversed medium, they cause certain oscillations dependent on the viscosity of the medium itself. The effects are mechanical (micromassage) and thermal (endogenous heat).

Magnetotherapy

Magnetotherapy is a special type of instrumental physical therapy that uses low intensity, variable frequency magnetic fields produced by special equipment.

The effects of magnetic fields on living organisms are many: facilitation of transmembrane cellular exchanges, activation of enzymatic reactions, reduction of fracture consolidation time, acceleration of tissue repair processes, anti-inflammatory action.

Electrotherapy

Electric currents can be used for therapeutic purposes either as constant unidirectional currents or as currents with variability characteristics. In the first case, the effect of passing the current through the body segment is essentially trophic. In the second case, depending on the type of current and the degree of intensity used, the effect may be analgesic or muscle-stimulating. The use of direct current is also very common for a particular technique of drug introduction that goes by the name of iontophoresis.

- * Diadynamic currents
- * Interferential currents
- * Galvanic currents
- * Tens
- * Iontophoresis
- * Stimulation currents of normo or denervated muscles.



Rehabilitation Medicine

Rehabilitation Medicine is a therapeutic method aimed at obtaining the highest degree of recovery of functions and motor systems compromised by the most varied morbid events: the rehabilitation process, containing or reducing the magnitude of the acquired impairment, aims to restore to the Patient the maximum degree of functional autonomy and/or work capacity compatible with the magnitude of the damage suffered, thus achieving positive repercussions on the social, family and work levels. Rehabilitation Medicine is aimed at treating disabilities of the musculoskeletal system, central and peripheral nervous system, respiratory, cardiovascular, phonation and language disabilities, resulting from any congenital or acquired pathology, such as trauma, neurological diseases, inflammatory or degenerative arthropathies, etc.; it is based on rehabilitation methods that use numerous kinesitherapy techniques, each of which is born and extracted from rigorous neurophysiological and degenerative arthropathies, etc. neurophysiopathology.

Segmental and/or global, postural, proprioceptive functional rehabilitation

It brings together all the techniques that are used in the recovery of injured function, both segmental, such as a simple post-traumatic and/or post-surgical joint limitation, and complex as in multiple osteoarticular injuries from complex trauma; it is also dedicated to global functional recovery in cases of hypokinetic syndromes such as those secondary to prolonged temptation and the restoration of a correct posture in the presence of acquired postural defects. Among the techniques used, in addition to Kinesitherapy in its various forms of active, passive and assisted, the recovery of normal proprioceptive is of particular importance, that is, the reacquisition by the Patient of all the complex of information, essential to make the movement fluid, harmonious and finalistic, that our motor organs (joints, muscles, tendons), our sensitive skin endings and our sensory centers (sight, hearing, balance organs) send to the nerve centers that induce and regulate our motor activity.

Rehabilitation of the spine, shoulder, elbow, hand, hip, knee and foot

Rehabilitation circuit based on the functional recovery of joints such as knee, shoulder, ankle and hip undergoing surgery or affected by traumatic or degenerative injuries. Here, according to the most accredited guidelines, the outcomes of ligament, meniscal injuries, chondropathies, patellar or joint fractures of the knee; painful shoulders caused by rotator cuff disease or humeral fractures; ankle sprains and malleolar fractures; coxarthrosis and hip and knee implants are treated. The patient is taken care of at most within 24\ 48 hours from the patient's request, with a treatment that involves physical therapy sessions (laser, magnetic therapy, analgesic currents and electrostimulation), passive mobilization, exercises for joint recovery, muscle strengthening and rebalancing, neuromotor reprogramming with the use of cutting-edge equipment under the guidance of dedicated and highly qualified personnel (Physiotherapist and Physiotherapist). Particular attention is given to competitive and non-competitive athletes, who can achieve rehabilitation programs and training.

Massage Therapy

Massage refers to a series of specific manual maneuvers carried on one or more body segments, for therapeutic purposes. The action of these manual skills affects, albeit in a different way, different anatomical structures: skin, dermis, connective tissue, muscles, blood and lymphatic vessels, joints, and of course nerve endings. The massage has a direct or mechanical action on the skin, blood vessels, muscles and nerve endings. At the vascular level, there is an improvement in blood circulation and a stimulus to venous and lymphatic outflow, which favors the resorption of any edemas and oozes. On muscle tissue, massage promotes the removal of waste (lactic acid) and the relaxation of fibers; in addition, it has a trophic action on hypotonic or inactive muscles. The direct action on the peripheral nerve endings is manifested by an analgesic effect. Reflex or indirect action is mediated by the peripheral and central nervous system: circulatory conditions improve and with them also the general tone of the whole body (relaxing action in erectile subjects and stimulating in depressed people).



Useful Information

What to bring

Available personal clinical documentation: letters of discharge, any medical records from previous hospitalizations, laboratory tests, x-rays or other tests performed. It is important to inform doctors about the treatments in place; it is therefore recommended that they carry medication packages with them.

If the execution of the therapies requires special clothing, this indication will be reported by the Specialist at the time of booking during the data collection session.

Waiting lists

For some services, in the impossibility of immediate delivery due to the need to schedule the Structure, waiting lists may be created. These will be managed by secretarial staff who will take note of the need and will schedule appointments as soon as possible, through the management software.

Eligibility Criteria

We accept users who meet the following criteria:

- 1) Age equal to or greater than 6 years;
- 2) Weight less than 140 Kg;
- 3) With regard to diagnostic imaging users, the instructions given by the secretariat at the time of booking on a private basis and/or written in the booking sheet issued by the ISES Web management system at the time of booking through the CUP systems must be respected;
- 4) Users of other cultural or religious origin must be accompanied by a family member;
- 5) Users who do not speak the Italian language can use the English language; in case of impossibility of communicating through these two idioms, they must be accompanied by a family member or a person capable of translating in real time;
- 6) The actual or presumed state of pregnancy does not imply the impossibility of performing ultrasound exams but must be declared by the user.

Quality standards:

The Center undergoes, through the evaluation of certifying entities, to UNI EN ISO 9001:2015 quality checks to obtain the certification of its Quality Management System (QMS). To keep its work under control, the Center uses indicators of appropriateness, volumes, resources and outcome.

Objectives next year:

Update computer systems, update electromedical devices, reduction of areas of weakness identified with the HFMEA.

European Regulation 24/2011:

The Center enforces this legislation. The Directive establishes the rules on the basis of which citizens of the European Union will be able to take advantage of health services in a European country other than the one of residence. The freedom to receive healthcare throughout the European Union must be accompanied by guarantees of quality and safety.

Information-Welcome-Hospitality

Although these three aspects concern the formal quality of our service, the Medical Center is aware that informing citizens with clear language and treating them with kindness and education are fundamental factors in obtaining a high level of perceived quality. The verification of the achievement of these indices is constantly monitored by carrying out surveys on patient satisfaction.

Punctuality

The Physiotherapy Medical Center undertakes to ensure maximum punctuality, limiting any waiting time to a maximum of 15 minutes compared to the time of performance of the services set in the booking.

The Structure is open from Monday to Saturday, from 9.00 to 13:00 and from 15:00 to 20.00 (with the exception of Saturday afternoon), at the clinic of Giano dell'Umbria (PG) - 06030 - Via Roma, 55 - Fraz. Bastard.

Visiting days are based on the availability of Professionals.

Reliability

The Medical Center adopts a constant quality control system by monitoring each phase of the operating process and through the evaluation of therapeutic outcomes in order to verify the real effectiveness of the treatments provided. With a view to maintaining a high quality standard, a constant scientific-practical updating of all staff operating in the Structure is guaranteed.

Transparency

The Medical Center guarantees the transparency of its administrative action by making available to the public any information relating to: type of services, how and where they are performed, booking times, rates applied.

Improvement projects

The Medical Center considers the main objective to achieve an optimal quality of the services provided to users through the systematic examination of the return information and the corrective actions taken, verifiable through periodic surveillance by accredited certification bodies.

Protection of users

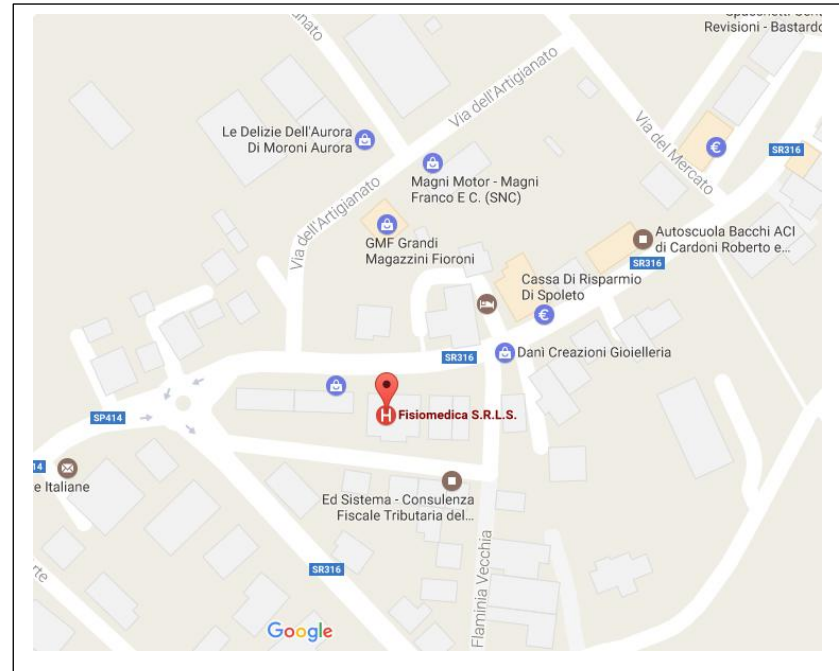
To remove any disruptions that limit the ability of the Structure to provide a quality service or that do not comply with the principles and standards set out in this Charter, users can submit complaints and reports to the Acceptance Service. The coordination of the Acceptance Service will forward the reports/complaints to the competent managers.

The Structure undertakes to resolve the disservice no later than 15 days after it occurred. For this purpose, questionnaires to be filled out will be periodically made available to the public. This will make it possible to obtain evaluations on the quality of the service offered and to provide any suggestions for its improvement.

Privacy Policy

The Physiotherapy Medical Center collect information about personal data in compliance with Legislative Decree 196/2003 (Consolidated Privacy Text) and subsequent amendments, and the European Regulation 679/2016 (GDPR).





How to reach us:

- From Foligno -----> initially follow the signs for Bevagna and then continue with the signs for Massa Martana until you reach “Bastardo”
- From Montefalco -----> follow the signs for Massa Martana until you reach “Bastardo”
- From Todi -----> follow the signs for Fraz. San Terenziano and then signs for “Bastardo”
- Form Perugia -----> take the E45 to the “RIPABIANCA” exit and then follow the “Bastardo” road sign
- From Terni -----> take the E45 to the “MASSA MARTANA” exit and then follow the signs for “FOLIGNO” until you reach “Bastardo”

Clinic address:

Via Roma, 55 - Fraz. Bastardo - 06030 - Giano dell’Umbria (PG) - ITALY

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