
SERVICE CHARTER



English version

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This **Service Charter** constitutes a written agreement with Users governing the quality of the services provided by the **Optimedica clinic**. Through this Charter, Optimedica undertakes to provide high-quality services increasingly in line with the needs of patients and meeting the fundamental principles set out below.

Optimedica srl is a private **Ophthalmology clinic** accredited by the Italian national health service, authorised to operate in ophthalmology since **1987**.

For almost 40 years, the clinic has been responding to the health needs of patients in the area, selecting **highly qualified professionals** and equipping them with **state-of-the-art technologies** to ensure accurate, timely diagnosis.

The **long-standing experience**, reliability, **discretion** and proven **professionalism** of the clinic's specialists and staff, their continuous professional development, and the cutting-edge equipment at their disposal, are key to ensuring the highest level of patient satisfaction and safety.

Every **room** in the clinic was completely **renovated** in 2024. Together with the leading architectural studio Archethics, the new, high-profile clinic offers first-rate systems and utmost comfort for patients and staff.

The **Optimedica clinic** is **barrier-free**, granting patients with disabilities free access to all the services provided.



Our 5-point commitment



Respect for the fundamental principles of equality, impartiality, continuity, effectiveness and efficiency.

The clinic guarantees equal treatment for patients with equal need. Moreover, all patients are granted equal access to information and services.

Care is provided on a regular, continuous and timely basis.



Standardisation and quality

Our workflow organisation is totally digital, from patient check-in to issuing results. This makes it possible to ensure unequivocal patient identification and secure, unlimited storage of health data every step of the way.

All the organisational processes are standardised by means of a centralised quality control system.



Sensitive data management and privacy protection

The entire medical, paramedical and administrative staff is bound by professional secrecy. Data is processed exclusively for the purposes of making diagnoses, providing treatment and drawing up medical or other health records.



Safety and hygiene

The Optimedica clinic operates in accordance with Italian Legislative Decree 81/2008 on health and safety at the workplace. The quality and operation of the equipment, instruments and facilities are constantly monitored and checked, with maintenance carried out by certified companies.



Improvement plans

Management's main goal is to achieve optimal service quality. This involves constantly adapting to and monitoring citizens' needs and requirements.



Various yearly projects are implemented in order to achieve optimal service quality:



Waiting list and booking checks



Service approval rating checks and analysis



Internal guideline awareness and application checks



Checks on compliance with requirements set by regional and national legislation accreditation schemes





Checking and reassessing the Quality Policy and its reference aims.

Bookings for private consultations

Optimedica's reception desk provides the following services:

BOOKINGS

 **e-mail**
info@optimedica.it

 **tel.**
049 880359

 **at headquarters**
Via Andrea Costa 21/a, Padua

INFORMATION

on appointments, consultations, rates

CANCELLATIONS

For private consultations, cancellations must be communicated **within 24 hours of the scheduled appointment.**

Italian health service (SNN) consultations


- » Initial eye exam
- » Follow-up appointment
- » Fundus exam
- » Tonometry test
- » Visual field
- » Pachymetry test

Private consultations


- » **Eye exam**
(includes biomicroscopy, refraction, tonometry test, fundus exam)
- » **Visual field**
- » **Pachymetry test**
- » **Driving licence renewal eye test**
(Hospital Medical Commission)
- » **Corporate discount**

Bookings for Italian health service consultations

Patients holding a doctor's request from their GP and a valid health card can make an appointment as follows:

 **by telephone:**
840 000 664 (from a land line)
049 8239511 (from a mobile phone)

 **online:**
www.aulss6.veneto.it

 **in person**
at your local Health and Social Security office

 **by email:**
prenotazione@aulss6.veneto.it

CANCELLATIONS

As indicated by the ULSS 6 Euganea public health authority, you must cancel a public health service booking **at least 3 days before your appointment for an ordinary exam and 5 days before your appointment for a diagnostic procedure.**

Users may cancel an appointment following the same procedures as for making an appointment.

IF YOU DO NOT CANCEL YOUR APPOINTMENT, YOU WILL BE REQUIRED TO PAY THE FULL COST OF THE EXAM, EVEN IF YOU HAVE AN EXEMPTION CERTIFICATE.

Payment

Payment for both private and public consultations under the Italian health service may be made by cash, debit card, credit card, cheque or bank transfer.

RESULTS

Medical results are given to patients at the end of the exam.

The results of visual field and corneal pachymetry tests may be picked up from 3pm on the Tuesday following your appointment.

ISSUING A COPY OF THE TEST RESULTS. At the patient's request and in compliance with the Privacy legislation, a copy of the test results may only be collected by the patient or an authorised representative upon submitting the signed proxy form. The results will be provided in a sealed envelope made out to the patient. The documentation will be available within 7 business days of receiving the request.

PRIVACY SENSITIVE PERSONAL DATA

When you check in for your appointment you will sign a privacy disclaimer in compliance with Art. 13 of Italian Legislative Decree no. 196 dated 30/6/2003 and Art. 13 of Regulation (EU) no. 679/2016 (GDPR) for sensitive data processing.

NOTIFICATION AND COMPLAINTS

Optimedica protects users by means of a structured complaints collection and response procedure.

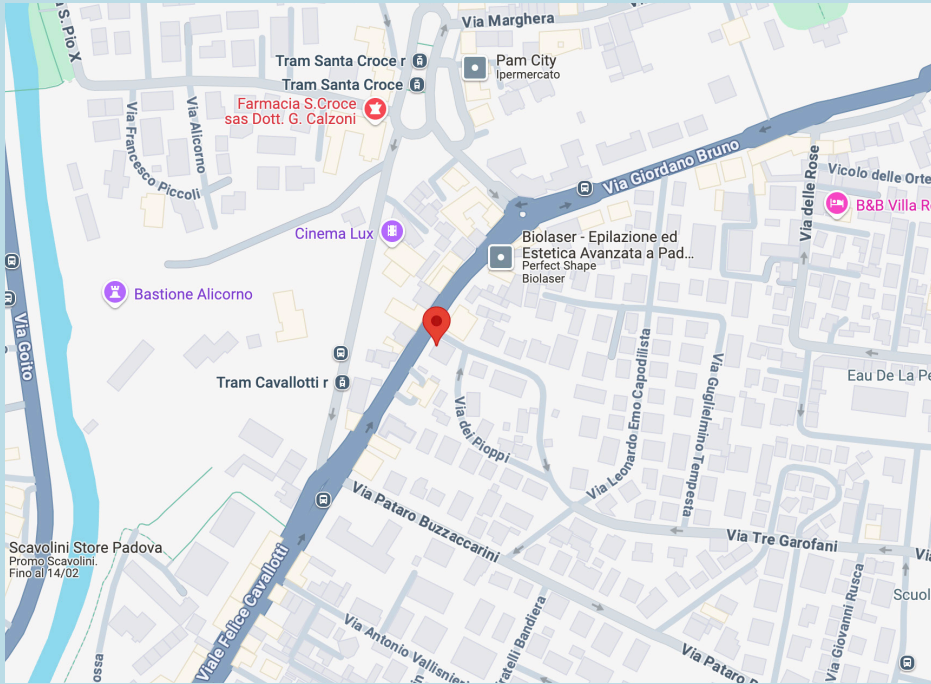
Such reports are useful for understanding any failings and implementing service improvements.

Reports may be submitted as follows:

- » **verbally**
in person or by telephone at 049 8803596
- » **by means of a NOTIFICATION/COMPLAINTS form**
available from the waiting room. Reports may be placed in our suggestions box or handed to a member of staff.
- » **email**
info@optimedica.it

If you wish to receive a reply, please remember to provide a postal address, telephone number or email.

Every year, Optimedica publishes statistics on the user reports received.



The Optimedica clinic is located in Via Andrea Costa 21/A 35124 Padua

We can be reached on public transport:



TRAMWAY

Piazzale Santa Croce and Cavallotti metrobus stops



BUS

Lines 22 and 24 Cavallotti and Santa Croce bus stops

Lines A and SST Cavallotti and Santa Croce bus stops



PARKING

There is a blue zone parking area (subject to payment) opposite the clinic, as well as a parking space for people with disabilities.

Contacts

- » Website www.optimedica.it
- » email info@optimedica.it
- » Tel. 049 8803596
- » PEC Optimedica1@legalmail.it

OPENING HOURS

Open hours

From Monday to Friday
from 8:30am to 1:30pm and from 2:30pm to 7:00pm

OPENING HOURS

Bookings, information and results

From Monday to Friday
from 8:30am to 1:30pm and from 2:30pm to 7:00pm



Chief Medical Officer Dr. A. Moro

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35124 – Padua

VAT No. 01058020288

www.optimedica.it
t. 049 8803596