

**opti**medica  
ambulatorio oculistico

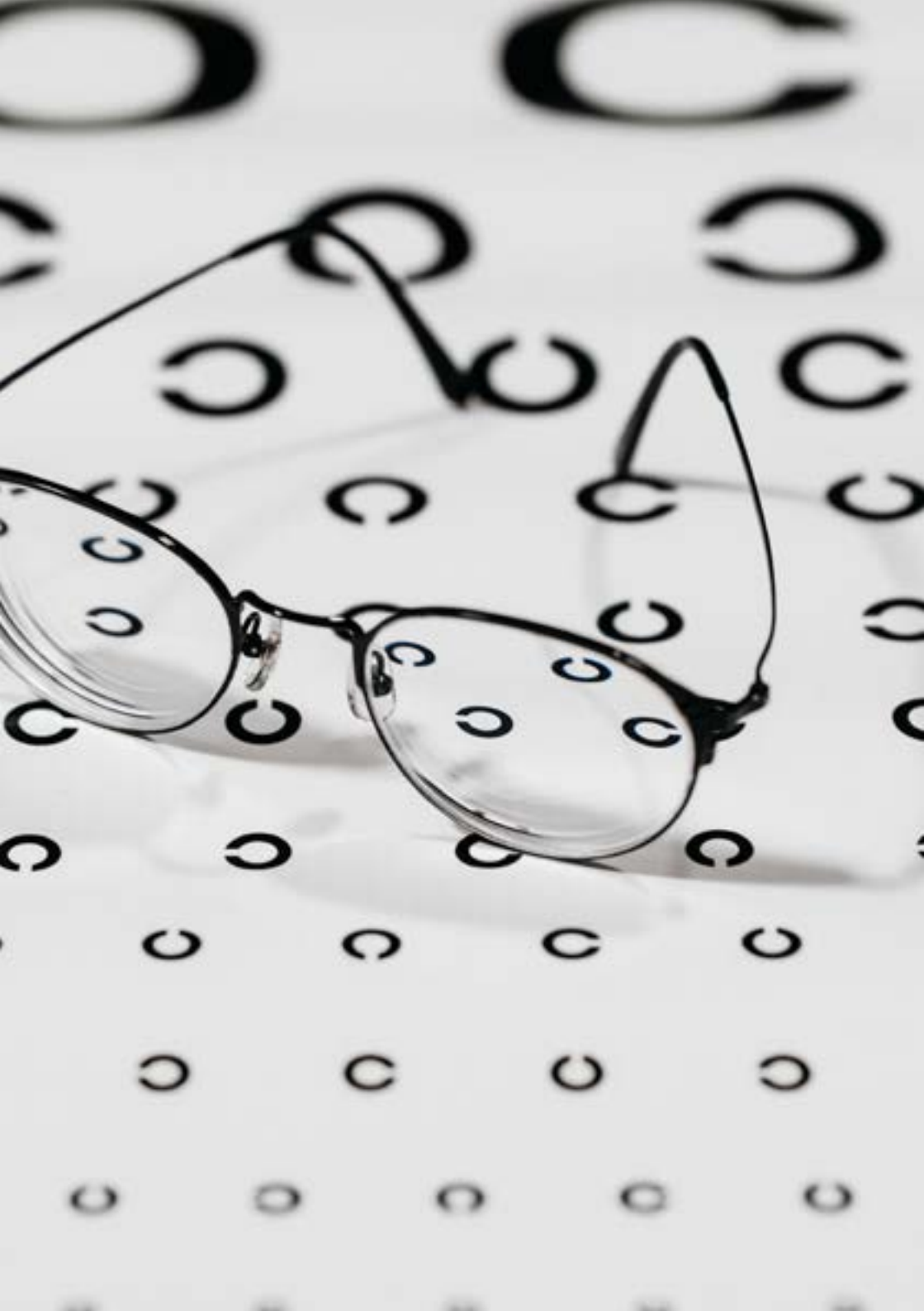


**SERVICE CHARTER**

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# HEALTHCARE SERVICE CHARTER

The Optimedica healthcare service charter is designed to protect patients and patients' right to healthcare. Our clinic uses it to give our patients full information about how to access care, what consultations are available, how to pay, opening hours and how to pick up results.

Our commitment to looking after your health lies in providing checked, valid standardized procedures, guaranteeing top quality healthcare performance.

All professionals working in our clinic are fully and constantly committed to providing excellent quality service in collaboration with our patients who are, rightfully so, asked to actively participate by providing feedback, suggestions and complaints where necessary that may be useful in helping us to improve our service.





*Optimedica srl is also committed to providing services in line with these key principles:*

## **EQUALITY**

The healthcare service we provide must be inspired by the principle that the rights of all patients are equal. No distinction must be made because of gender, ethnicity, language, religion or political bias.

## **IMPARTIALITY**

Optimedica healthcare professionals must adopt codes of behaviour towards patients conforming with criteria of objectivity, fairness and impartiality.

## **CONTINUITY**

Provision of public services must be continuous, regular and uninterrupted. Any irregularity or interruption of service will be managed by adopting measures to limit disruption for patients and always respecting waiting lists.

## **FREEDOM OF CHOICE**

Patients have the right to choose their healthcare provider for the service they need, in compliance with applicable legislation.

## PARTICIPATION

Citizens must always be guaranteed access to public healthcare service (including private practices providing Italian health service (SSN) accredited services). Patients have the right to access information held about them by Optimedica srl. Patients are welcome to submit observations and suggestions to improve service. Optimedica regularly gathers patient assessments of quality of service provided.

## EFFICACY AND EFFICIENCY

The service must be performed in an effective and efficient way. Optimedica healthcare professionals adopt measures to achieve this goal.

In addition to the Principles of Public Services dated 27/01/1994 referred to above, Optimedica also complies with the principles of the European Charter of Patients' Rights, presented in Brussels on 15/11/2002.

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# PRESENTATION

*OPTIMEDICA srl **clinic** is a specialist clinic authorised to practice ophthalmology since 1987. OPTIMEDICA puts patients' requirements and welfare at the centre of everything we do, focussing on human care and professional skills.*

*Our **premises** are climate-controlled to guarantee constant temperature and humidity conditions all year round. As of May 2020, our exam rooms and waiting area are ozone-sanitized twice a day. This is to ensure absolute hygiene and safety for all users and staff.*

*Our **workflow** organization is totally digital, from patient check-in to issuing results. This allows us to manage all phases, guaranteeing correct individual patient identification.*

# QUALITY POLICY

*Optimedica Management aims to pursue modern quality management, focussing on excellent organisation of resources in order to achieve full customer satisfaction and to improve efficiency and efficacy in order to deliver outstanding products and services by constantly seeking to improve all processes currently used in our clinic.*

*The goal set by the Management is to concentrate the efforts of all staff on careful management of any problems associated with quality. We therefore consider it necessary for all staff to provide guaranteed quality service in the pursuit of efficient processes, prioritising safety and reliability of services in full compliance with current applicable laws and standards.*

*We achieve this aim through expert suppliers, trained staff and constantly monitored, regularly updated services.*

*Quality of service is thus considered a company strategy of primary importance, in which patient satisfaction can be improved continuously by*







*fulfilling healthcare requirements and needs.*

*Our quality goals are set out and published at the start of the year and are constantly monitored by Optimedica Management.*

# IMPROVEMENT PLANS

One of our main goals at Optimedica is achievement of excellent quality standards in the services we offer our patients. This necessarily involves constantly adapting to patient needs and requests.

Several projects are carried out annually to ensure this goal is achieved:

- ✔ *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 of quality policy and its reference aims.*





# NOTIFICATION AND COMPLAINTS

Notification and suggestion forms are available in the waiting area to let us know how we can improve our services.

You can return completed anonymous or signed forms to the secretarial staff in person. Alternatively you can email the form to: **info@optimedita.it**.

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

Optimedita will respond within 15 working days of receiving your notification and resolve any disputes within a reasonable time.

# CONSULTATIONS

## PRIVATE CONSULTATIONS

### EYE EXAM

Includes biomicroscopy, refraction, tonometry test  
fundus exam

### FIELD OF VISION

### PACHYMETRY TEST

### DRIVING LICENCE RENEWAL EYE TEST

Hospital Medical Commission

### CORPORATE DISCOUNT

## CONSULTATIONS FUNDED BY ITALIAN HEALTH SERVICE (SSN)

### INITIAL EYE EXAM

### CHECK-UP

### FUNDUS EXAM

### TONOMETRY TEST

### FIELD OF VISION

### PACHYMETRY TEST

# OPENING HOURS

## Secretary's office opening hours

### MONDAY

8.30am-1pm and 2.30pm-6pm

### TUESDAY-FRIDAY

8.30am-1pm and 3pm-7pm

## Bookings, information and results

### MONDAY

8.30am-1pm and 2.30pm-6pm

### TUESDAY-FRIDAY

8.30am-1pm and 3pm-7pm

# BOOKINGS



# Private consultation bookings

- ▶ *Telephone the secretary's office on this number 049 8803596*
- ▶ *In person, visit the secretary's office in Via Marco Polo 3, 35123 Padua*
- ▶ *By email: [info@optimedica.it](mailto:info@optimedica.it)*

## Italian health service (SNN) **consultation** bookings

You must obtain a doctor's request from your GP before you can book an appointment:

- ▶ ***By telephone:** The CUP call center is open from Monday to Friday from 7.30am to 5pm*
  - from a land line: 840 000 664*
  - from a mobile phone: 049 8239511*
  - (call charges are based on your mobile plan)*
- ▶ ***In person at your local Health and Social Security (DSS) office:** Bacchiglione - Terme Colli - Piovese*
- ▶ ***Online:** [www.aulss6.veneto.it](http://www.aulss6.veneto.it)*
- ▶ ***By email:** [prenotazione@aulss6.veneto.it](mailto:prenotazione@aulss6.veneto.it)*

# CANCELLATIONS

## Cancelling a **private booking**

Cancel your booking at least 24 hours before your appointment time for your consultation:

- ▶ *In person, visit the secretary's office in Via Marco Polo 3, 35123 Padua*
- ▶ *By email: [info@optimedica.it](mailto:info@optimedica.it)*
- ▶ *Telephone the secretary's office on this number 049 8803596*



# Cancelling a **public health service booking**

As indicated by the USLL6 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. Patients can cancel:

- ▶ ***By telephone:*** *The CUP call center is open from Monday to Friday from 7.30am to 5pm*
  - from a land line: 840 000 664*
  - from a mobile phone: 049 8239511*
  - (call charges are based on your mobile plan)*
- ▶ ***In person at your local Health and Social Security (DSS) office:*** *Bacchiglione - Terme Colli - Piovese*
- ▶ ***Online:*** *[www.aulss6.veneto.it](http://www.aulss6.veneto.it)*
- ▶ ***By email:*** *[prenotazione@aulss6.veneto.it](mailto:prenotazione@aulss6.veneto.it)*
- ▶ ***By FAX:*** *on this number 049 8216330*

**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.**

# RESULTS

Specialist medical results are given to patients at the end of the appointment.

Field of vision and corneal pachymetry test results will be ready to be picked up on the Tuesday following your appointment.

Results are handed over in a sealed envelope and can be picked up either by the patient or someone else with the patient's express permission.

# PAYMENTS

Payment for both private and public health consultations must be made on arrival at the entrance desk before your appointment.

You can pay by cash, Italian Bancomat circuit debit or credit cards.

# 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 personal data processing.

The clinic keeps up-to-date on the latest ways of protection of sensitive personal data. Our administrative staff are happy to deal with any queries you have about the laws governing privacy.

# WHERE WE ARE



For information and bookings, call this telephone number:

**049 8803596**

We can be reached on public transport:



***Metrobus***  
*Piazzale Santa Croce bus stop*



***Bus line A, 22, 24, 43***  
*Santa Croce bus stop*



**[www.optimedica.it](http://www.optimedica.it)**  
**[info@optimedica.it](mailto:info@optimedica.it)**  
**PEC [Optimedica1@legalmail.it](mailto:Optimedica1@legalmail.it)**  
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