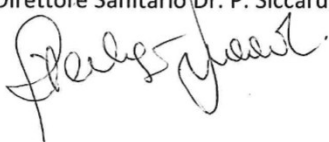


Service Charter of Villa Anna Maria

Rev. 12 of 14.09.2026
Direttore Sanitario Dr. P. Siccardi



Introduction

What is the Villa Anna Maria Service Charter

Dear Client,

The Service Charter is the document required by Italian law as an essential instrument in the accountability process of every healthcare facility, guaranteeing the quality of information about the services and treatments provided, as well as the rights of citizens.

Specifically, the Service Charter represents Casa di Cura Villa Anna Maria's promise to the recipients of its services: through this pact, the Company formally commits to providing the services and treatments described, sets quality standards, and grants users the power to monitor its conduct, clearly indicating what guarantee mechanisms are available for the protection of users' rights.

The Villa Anna Maria Service Charter is designed to make it simpler and more immediate for you to understand our organization, the quality of our services, and your rights.

Who it is for

The main recipients of the Service Charter are citizens/users of the National Health Service, healthcare workers, general practitioners, and volunteer and citizens' rights advocacy associations.

What it is for

The Service Charter is a communication tool between Casa di Cura Villa Anna Maria and the citizen/user, through which information about treatments, services offered, and how to access them is disseminated. It identifies the quality standards the facility commits to respecting, protecting patients' rights and ensuring maximum transparency. The Charter is available electronically on the website and in paper format at the front desk and in the common areas of the outpatient clinics.

Casa di Cura Villa Anna Maria asks for the cooperation of all citizens/users, as well as citizens' rights advocacy associations, in reporting any observations, suggestions, risks, and complaints useful for improving the quality of our care. For this purpose, the “Complaint – Praise – Risk” form is available in paper format at the reception desk, which we invite you to fill out, guaranteeing full anonymity.

Regulatory references

The Service Charter has been drafted in compliance with the following regulations:

- Decree of the Commissioner ad Acta of 6 October 2014, no. U00311 “Guidelines for the Drafting of the Healthcare Services Charter of Companies and Healthcare Facilities of the Lazio Region”
- “Reference framework for the healthcare sector Service Charter” DPCM of 19 May 1995
- “Implementation of the Service Charter of the National Health Service” guidelines of 31 August 1995, ordinary supplement to the Official Gazette no. 198
- “Adoption of the Healthcare Services Charter” Circular of the Ministry of Health prot. No. 100/Scps 21.12833 of 30 September 1995

Section 1: Our Facility

Company presentation

Casa di Cura Villa Anna Maria is a private specialist healthcare facility founded in 1969. It is accredited with the National Health Service for Hemodialysis, Cardiology, Clinical Laboratory, and Diagnostic Imaging services.

In addition to guaranteeing the performance of treatments through state-of-the-art equipment, the laboratory analysis service, as well as the hemodialysis service, is ISO 9001:2015 certified.

The facility is spread over 8 floors, including two basement levels, a ground floor, and five upper floors, for a total surface area of 4,500 sq. m. Everything is connected by a single organizational system designed to ensure a smooth diagnostic and therapeutic pathway.

All areas are air-conditioned to ensure adequate comfort for patients. Patients are invited to wait for their turn in fully equipped waiting rooms. Access to the facility is free of architectural barriers.

Villa Anna Maria's mission

Villa Anna Maria's mission is to contribute to the well-being of every patient with the goal of improving their quality of life, respecting their safety, personal dignity, and right to privacy, with the human care and professional expertise necessary to meet every care need.

To pursue its mission efficiently, Villa Anna Maria relies on a team of healthcare and administrative professionals with whom it shares and pursues continuous improvement of the quality of services provided, through the planning and monitoring of activities, the prevention and management of healthcare risks, the analysis of results achieved and the satisfaction of all stakeholders, through the implementation of an organizational model based on ethical, organizational, and professional principles.

A dedicated staff is ready to welcome every patient with kindness and sensitivity, in the conviction — to which the clinic adheres — that the human relationship is the foundation of every care process.

Nurses, technical staff, and doctors constantly make their skills and professionalism available, valuing the trust our patients place in us.

Our objective has always been to offer high-level healthcare combined with special attention to the patient, who is welcomed in a comfortable environment and treated with the utmost courtesy and helpfulness, with the aim of “improving their quality of life.” All of this is guaranteed through the spontaneous and shared adherence to the following values:

- welcoming and facilitating access
- respect for the person and confidentiality of personal data
- prompt response to needs
- quality of treatments
- transparency of procedures
- professionalism of the medical team, nursing staff, and all collaborators
- use of modern technologies

The facility is committed to ensuring fairness and transparency in the performance of healthcare services, protecting its own position and image, as well as the expectations of its users and the work of its employees and collaborators.

It is committed to ensuring the best diagnostic and treatment services, in terms of appropriateness, timeliness, effectiveness, systematicity, and continuity required by the patient's condition, providing the fullest information on the care methods adopted.

Villa Anna Maria's Vision

Villa Anna Maria intends to recognize itself as an integral part of the National Health Service and the Lazio Region, with which it shares and develops a quality care service, oriented toward continuous improvement, capable of effectively responding to the increasingly complex and articulated needs of citizens.

The Casa di Cura therefore intends to contribute to the creation of integrated and synergistic healthcare pathways with all stakeholders involved, with particular attention to the rational use of the human, structural, technological, and economic resources needed to implement the services provided.

Our fundamental principles

The provision of the services described in the Service Charter is inspired by the following fundamental principles:

- Patient centrality: the healthcare pathway of each guest cannot disregard active listening to the needs of each individual, on the basis of which the facility commits to providing the necessary support and the most appropriate response possible, respecting their fundamental rights.
- Equality: the rules governing relationships among users guarantee equal treatment for all, respecting the dignity of the person and specific needs, such as those of people with disabilities, without distinction of sex, race, nationality, religion, language, political opinions, or social status.
- Impartiality: the Center is committed to aligning its conduct with the principles of fairness and justice; therefore, staff will avoid attitudes of bias or injustice, or discrimination.
- Continuity: the protection of health knows no pauses; the service and treatments are regular and uninterrupted.
- Right to choose: this right is an integral part of the broader rights to personal freedom and free movement of the citizen.
- Participation: user participation will always be allowed, both to guarantee the right to correct service delivery and to encourage cooperation with service providers.
- Efficiency and effectiveness: the Casa di Cura guarantees that the service is provided efficiently, through the identification, elimination, and replacement of inadequate resources.
- Caring for those who care: promoting a work environment where each collaborator can find stimuli, motivation, and tools to improve personal, educational, and professional growth.

Our services in summary

Casa di Cura Villa Anna Maria provides services on an outpatient and inpatient basis.

Specifically, the services offered on an outpatient basis are:

- Specialist visits
- Cardiology visits
- Diagnostic imaging
- Clinical analyses
- Dialysis

The services offered on an inpatient basis are:

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- General surgery / reconstructive plastic surgery

Casa di Cura Villa Anna Maria is committed to guaranteeing equal treatment in the provision of services to all citizens, without distinction of age, sex, race, language, nationality, religion, political opinions, customs, physical conditions, mental conditions, economic conditions, or personality structure, meeting patients' needs while respecting individual requirements (e.g., visits requested by the patient can be performed by staff of either sex).

Our data

Year founded:	1969
Legal form:	Limited liability company (S.r.l.)
VAT number:	04650081005
Registered office:	Via Saturnia 25 – 00183 Rome
Legal representative:	Bersabea Crisci
Medical Director:	Pierluigi Siccardi
Privacy:	Gruppo NP
Data Protection Officer:	Maurizio Belli

Location and transportation

Villa Anna Maria is located in Rome, at Via Saturnia 25, in the Appio Latino district, within the area covered by ASL RM “2”, 7th Municipality, near the San Giovanni Addolorata Hospital.

It is located in a well-connected area, easily reachable by public transport.

- Bus: lines 87, 360, 218, 628, 671, 673
- Metro, Line “A” – S. Giovanni and Piazza Re di Roma stops

For patients of the hemodialysis center, Villa Anna Maria provides a shuttle service.

Opening hours

- Monday to Friday, 7:30 AM to 7:00 PM
- Saturday, 7:30 AM to 6:00 PM

Our contact details

- Telephone: 06 70476455
- Fax: 06 7001696
- Email: amministrazione@villannamaria.it
- Website: <https://www.villannamaria.it>

Our staff

The entire Villa Anna Maria facility is structured to ensure maximum clarity in the tasks assigned to each staff member. As part of the Quality Management System, the facility's Organizational Chart has been defined and, for each role included in the chart, specific duties have been established.

This results in increased operational efficiency, through the rigorous application of internal rules — formalized in Procedures, Instructions, and Methods — and the implementation of measures aimed at minimizing waiting times and any inconvenience to users, activating priority pathways for patients in vulnerable conditions (e.g., reduced mobility, pregnancy, etc.).

Every department, in carrying out its activities, prioritizes the interests of the User and, therefore, all staff — highly qualified — are required to comply with the ethical codes of their respective professions, in particular:

- Code of Medical Ethics for Physicians
- Code of Ethics for Chemists and Biologists
- Code of Ethics for Radiology Technicians
- Code of Ethics for Nurses

All staff wear an identification badge with their name and qualification and are prepared to provide any type of information regarding the Casa di Cura's services, both by phone and at the facility.

Section 2: Our Services

Services under agreement with the National Health Service

The Casa di Cura is a private facility that, since 1977, has also provided a public service, and is currently under agreement with the Regional Health Service following accreditation for the following services:

- Clinical analyses (Laboratory Technical Director Dr. O. Vicenti)
- Diagnostic imaging (Medical Director Dr. M. Rojas)
- Cardiology (Medical Director Dr. L. Perrone)
- Hemodialysis (Medical Director Dr. Marco Gamberini)

Booking

Bookings for cardiology visits, diagnostic imaging services, and hemodialysis treatments can be made directly at the Casa di Cura, by telephone, or, for hemodialysis treatments, by fax.

Clinical analyses, on the other hand, do not require a booking and can be accessed directly (no waiting lists) during the established opening hours, as specified below.

At the time of booking, front office staff, in addition to indicating the date and time of the appointment, provide all information needed to carry out the service, the documents to bring, and any at-home preparation required for certain tests.

At the time of booking, the client is guaranteed the first available appointment, with the possibility of arranging the date and time most suited to their needs.

Our staff are prepared to provide detailed information (both verbal and written) on any aspect concerning tests and specialist services that require booking and/or at-home preparation.

Waiting lists

At present, there are no waiting lists for the analysis laboratory, the diagnostic imaging clinic, or the hemodialysis center.

For the cardiology clinic, the waiting list varies depending on the period, with a maximum wait of 8 days.

Admission

To access services under agreement with the SSN (National Health Service) as well as private services, the following documents must be presented at the front office at the time of admission:

- the referral (request) issued by the treating physician
- the health card (tax code)
- any previous test results (excluding the Analysis Laboratory)

Pregnant women and people with severe disabilities have priority during admission.

Payment for services

The co-payment fee due from the citizen, in accordance with current laws, must be paid at the time of administrative admission.

For services accredited with the SSN, exemptions are applied in accordance with current regulations, as indicated by the treating physician on the referral.

Information on citizens' co-payment fees can be requested from front office staff and is also available in dedicated documents for users.

Payment can be made in cash, by credit card, or debit card.

Analysis Laboratory

The laboratory performs all clinical chemistry services. A detailed, up-to-date list of services — distinguishing between those under agreement and those private, with the relevant costs — is available to users at the information desk.

Blood samples must generally be taken while fasting. Some tests may require specific preparation, provided to the patient by staff at the desk via an information sheet. For urine and stool tests, use the appropriate containers, available for purchase at a pharmacy, and deliver the sample to the laboratory as soon as possible.

In addition to guaranteeing test execution for inpatients or patients undergoing treatment at the Hemodialysis Center, the analysis laboratory also provides its services to outpatients. Tests are carried out using state-of-the-art equipment, partly networked with the reporting software in order to reduce errors arising from the transcription of results. For the determination of certain highly technological and specialized analyses, Villa Anna Maria uses an external service provider (Rome American Hospital), which has a highly specialized laboratory to which it sends its samples in order to guarantee the highest level of reliability and precision. This facility is aligned with the quality and technological development principles adopted by the Casa di Cura and is therefore trusted by us.

Tests whose values fall outside established ranges are repeated to confirm the result and, in order to guarantee the reliability of results — thanks to rigorous and constant verification, as well as participation in internal (CQI) and external (VEQ) quality control programs — analytical activity is constantly monitored.

Additional tests requested by the patient can be performed within three days of the blood draw, provided they are compatible with the sample available at the laboratory.

The laboratory is able to perform the following analyses: Clinical Chemistry – Coagulation – Hematology – Clinical Immunology – Immunoenzymatic tests – Tumor markers – Hormones – Hepatitis markers – Microbiology and Parasitology – Molecular Biology – Food Intolerances – ALEX Test – Alcohol toxicology tests.

Hours

Blood draws are performed every day, Monday to Saturday, from 7:30 AM to 9:30 AM, without the need for a booking. During these hours, samples collected at the patient's home are also accepted.

Waiting room

After completing the administrative admission procedure, the patient is accommodated in a waiting room equipped with every comfort: air-conditioned environment, comfortable armchairs, magazines, television, a vending machine for snacks and hot/cold beverages, and Wi-Fi access, available with a password that can be requested at the admissions desk.

Delivery of results (reports)

At the time of admission, the patient is given a collection form containing the information needed to collect results (date and time).

At the time of collection, in compliance with EU Regulation 679/2016 (GDPR), a valid identification document must be presented (ID card, passport, driver's license, or other equivalent documents pursuant to art. 35, paragraph 2, of Presidential Decree 445/2000). If the patient is unable to collect the results in person, they must complete the proxy form attached to the collection slip and give it to the person who will collect the results, in order to better protect the confidentiality of personal data as required by GDPR 679/2016.

Collection by proxy is not valid for HIV tests, which must be collected in person by the individual concerned.

Results for basic tests are delivered on the same day or the day after the blood draw, and in any case within the minimum technical timeframe, and within 7 days for more complex tests. The collection date is communicated at admission, and reports can be collected every day from 7:30 AM to 7:00 PM.

For urgent requests, the patient must indicate this need at the time of admission; if compatible with the technical time required, the laboratory is notified by changing the collection date in the system.

Blood draws are performed in a dedicated room, one patient at a time, respecting patient privacy.

Thanks to rigorous and constant verification, as well as participation in internal (CQI) and external (VEQ) quality control programs, analytical activity is constantly monitored.

Diagnostic Imaging

The diagnostic imaging department is located on the ground floor of the facility and is equipped with technologically advanced diagnostic equipment and a team of specialized professionals.

Exams are performed in a dedicated room, and the patient is invited to undress behind a privacy screen, respecting their privacy.

Types of services provided

At Villa Anna Maria it is possible to perform all traditional radiology exams and ultrasounds, both under agreement and privately.

Specifically, under agreement with the National Health Service, the following traditional radiology exams are available:

Anatomical area	Available exams
Spine	Cervical spine X-ray (2 views, oblique, dynamic); thoracic spine X-ray (2 views, including standing); lumbosacral spine X-ray (2 views, oblique, standing, dynamic); sacrococcygeal X-ray; full spine and pelvis X-ray under load; vertebral morphometry (thoracic and lumbar)
Pelvis and hip	Pelvis and sacroiliac joint X-ray; hip X-ray (right/left, including axial view); lower limb and pelvis X-ray under load
Upper limbs	Shoulder, arm, elbow, forearm, wrist and hand X-ray (right/left, including fingers); clavicle X-ray; scapula X-ray
Lower limbs	Femur, knee (including under load), leg, ankle and foot X-ray (right/left, including toes); comparative weight-bearing foot X-ray
Chest and rib cage	Chest X-ray (2 views, including pre-operative); rib cage and costal skeleton X-ray (uni/bilateral); sternum X-ray
Abdomen and urinary tract	Plain abdominal X-ray; plain urinary tract X-ray (kidneys and bladder)

Anatomical area	Available exams
Skull and soft tissue	Skull X-ray (3 views) and facial bones; neck soft-tissue X-ray (larynx, pharynx, salivary glands, epipharynx)
Mammography	3D digital mammography with tomosynthesis; unilateral mammography (right or left)
Bone densitometry	DEXA (bone densitometry) for 1 or 2 sites (femoral and/or lumbar)

An up-to-date list of all services with related costs is available at the information desk.

Hours

Diagnostic imaging services are available Monday to Friday from 7:30 AM to 11:00 AM and from 4:00 PM to 6:00 PM.

Some services require specific preparation, which will be communicated to the patient at the time of booking, along with a form containing all the information needed for correct exam preparation.

Results are delivered at the end of the service. A copy of the report, if requested subsequently, is delivered within seven days of the request.

Cardiology

At Casa di Cura Villa Anna Maria it is possible to have cardiology visits and electrocardiograms, both under agreement and privately.

Additional diagnostic tests can also be performed privately, as specified further in the section of the Service Charter dedicated to private specialist activities.

Cardiology visits can be carried out Monday to Thursday from 8:00 AM to 12:00 PM and from 3:00 PM to 6:30 PM.

Results are delivered at the end of the service. A copy of the report, if requested subsequently, is delivered within seven days of the request.

Visits are carried out in dedicated consultation rooms, respecting patient privacy.

Hemodialysis

The Hemodialysis Center has been operating since 1972 and is located on the first and second floors of the facility. The clinic has 24 beds, including 2 isolated beds specifically for HBsAg-positive patients, and dialysis treatment is managed via computerized systems.

HCV-positive patients are dialyzed using dedicated equipment, marked with indelible signage, in compliance with the universal precautions issued by the Atlanta CDC and specific measures. HBsAg-positive patients are dialyzed in rooms equipped with a separate changing area, septic disposal area, and separate restrooms.

All staff (Director, Doctors, Professional Nurses, etc.), each within their specific role, with clearly defined duties and responsibilities, operate taking into account the following fundamental aspects:

- the nephropathic patient, from the very first diagnosis of their condition, needs continuity of care, meaning they must be followed by an appropriate facility throughout the entire natural course of the disease;

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- the dialysis patient is a chronic and complex patient in whom, as a result of impaired kidney function and dialysis treatment, many organs may suffer damage that worsens over time, particularly the cardiovascular, nervous, skeletal, endocrine, and psychological systems.

Villa Anna Maria, with its highly specialized staff, aims to take care of the patient within the hemodialysis treatment, guiding and accompanying them, where possible, throughout the entire course of the disease.

Hours

Dialysis service is provided Monday to Saturday, with up to three daily shifts:

- Shift 1: 6:00 AM – 12:00 PM
- Shift 2: 12:00 PM – 6:00 PM
- Shift 3: 6:00 PM – 11:00 PM

Each shift is preceded by a 2-hour preparation period.

Bookings, admission, and reception

Hemodialysis treatments can be booked directly at our center, or by calling 0670476455 and 067000594; by sending a fax to 067001696, or an email to the dedicated dialysis address: dialisi@villannamaria.it.

In addition to indicating the date and time of the appointment, our staff will provide all information needed to carry out the dialysis treatment.

Access to outpatient services follows a simplified procedure for new users/clients, and the Center is committed to meeting patients' needs with courtesy and helpfulness from the very first encounter.

Medical and paramedical staff collect any requests from the user/client relating to their attendance at the center and provide key information on the facility and the location of services, in addition to guaranteeing full availability to accompany patients in particular need within the premises.

Upon their first visit, the patient must present themselves at the admissions office with:

- ID card or equivalent document
- Health card with certification of any exemptions

Specialist consultations

Since the Hemodialysis Center is part of a complex entirely dedicated to medical activities, Users can access specialist diagnostic and therapeutic services not related to dialysis treatment that may become necessary during the natural course of the disease, whether urgent or elective. Within a shared professional team approach, each doctor can contribute their own particular expertise on topics of specific interest or relevance.

These services are provided according to the organizational and financial terms set out in the relevant sections of the Service Charter.

Copies of the dialysis record are delivered within seven days of the request.

Quality of service

Based on the User's experience, and analyzing every moment of their dialysis journey during their time at the facility, the aspects relevant to the perceived quality of the services provided by the Center have been identified, as well as the quality standards already achieved and those to be pursued through planned actions.

Casa di Cura Villa Anna Maria and all its staff are committed to providing a quality service, with particular attention to:

Patient centrality: the dialysis patient has the right to receive treatment appropriate to their clinical needs in order to achieve the best possible state of well-being.

The dialysis patient has the right to be informed about any aspect of their condition and any diagnostic or therapeutic measure deemed necessary.

Every patient has the right, at any time, to have their personality and modesty respected, as well as to have hygiene and infection-prevention standards observed.

Every patient has the right to social, educational, and employment inclusion, so the timing and methods of dialysis therapy must, as far as possible, take these needs into account. The patient may request a shift change, which will be granted as soon as spaces become available.

Every patient has the right to report any shortcomings of the Dialysis Center.

Continuity of service: ensured in accordance with current regulations and the Center's capacity. In exceptional cases where the facility is unavailable, the user is given the option of undergoing dialysis treatment at a suitable healthcare facility in the area.

Informational materials have also been prepared to support quality dialysis care, helping guide the patient through the many aspects the disease necessarily involves.

Regularity and punctuality of service: dialysis sessions are guaranteed taking into account the needs and priorities of the patient, according to the personalized schedule established by the Medical Directorate and the User/Client.

Cleanliness of restrooms, changing rooms, and the dialysis treatment room: we take care of every detail, and cleaning is performed whenever necessary and, in any case, always at the end of dialysis treatments.

Relations with staff and information for the User: the staff within the Center are highly qualified, able to provide all the information the patient needs, including information on procedures for access to Kidney Transplant Center waiting lists.

Comfort, order, and cleanliness: the room where dialysis treatment takes place is equipped with air conditioning to make the User's stay as comfortable as possible, both in the hot and cold seasons.

Smoking and disturbing others with loud voices is strictly prohibited within the premises (in compliance with legal requirements and out of respect for the health of oneself and other Users).

Cleaning of the premises is carried out regularly by dedicated staff and in accordance with current regulations.

Services provided privately

General surgery / reconstructive plastic surgery

Casa di Cura Villa Anna Maria has a functional general surgery inpatient unit with 30 beds and handles surgical procedures in the areas of general and specialist surgery, minimally invasive procedures, and outpatient surgery. It is equipped with 2 operating rooms and a cast room.

The Casa di Cura has single and double rooms, with private bathrooms and balconies.

The surgical services provided within the facility relate to general surgery / reconstructive plastic surgery, performed by specialized and highly qualified professionals.

Services can be booked every day, with the option of choosing among the specialists working at the Casa di Cura, and are carried out either with standard hospitalization or on an outpatient basis, following a pre-operative visit.

The decision on the type of care regime to be adopted always rests with the treating physician who, in full autonomy and responsibility, decides on the diagnostic and therapeutic pathway deemed most appropriate for the patient.

Specialist visits

The multi-specialty outpatient clinics for diagnosis and treatment offer the following specialist visits:

- Andrology
- Anesthesiology and resuscitation
- Angiology
- Pulmonology
- Cardiology
- General surgery / reconstructive plastic surgery
- Vascular surgery
- Dermatology
- Endocrinology
- Physiatry
- Gastroenterology and digestive endoscopy
- Gynecology and obstetrics
- Sports medicine
- Internal medicine
- Neurology
- Ophthalmology
- Orthopedics
- Otolaryngology
- Breast care (Senology)
- Urology

Outpatient care, hospitalization, and inpatient stays

The facilities and equipment at Villa Anna Maria are integrated and coordinated to provide both specialist outpatient care and specialist inpatient care.

The decision on the type of care regime to be adopted always rests with the treating physician who, in full autonomy and responsibility, decides on the diagnostic and therapeutic pathway deemed most appropriate for the patient.

Outpatient services

This mode of care is used for minor surgical procedures, diagnostic procedures, and invasive or semi-invasive therapeutic procedures requiring local, loco-regional anesthesia, or light sedation.

Standard hospitalization

Used for conditions that cannot be resolved on an outpatient basis and that require a period of observation and extended medical-nursing care.

Admission for hospitalization

On the day of admission, the patient must present themselves at the admissions office with:

- ID card or equivalent document
- Health card
- Insurance company card, if applicable

All inpatients are required to pay a security deposit.

The admissions and hospitalization booking office, located at the main entrance, is open Monday to Friday from 9:00 AM to 1:00 PM and from 5:00 PM to 7:30 PM.

Pre-admission

Casa di Cura Villa Anna Maria also offers the option of performing pre-operative tests before hospitalization, coordinating scheduling according to the patient's needs.

Information for inpatients — Arrival

Upon arrival, patients must check in at admissions, where staff will welcome them, handle the necessary administrative procedures, and nursing staff will accompany them to their room.

All inpatient rooms are equipped with a bed, private bathroom, telephone, and television.

The Casa di Cura declines any responsibility for theft or loss of items left unattended in the inpatient room.

Care

The physician responsible for the patient, supported by assistants, visits each patient regularly. Medical staff are available to provide complete information regarding diagnoses and prognoses. In every department, teams of nurses led by a head nurse operate; their task is to provide continuous care for inpatients and to notify the on-call doctor and treating physicians when necessary. Support staff, who handle cleaning and hygiene of the environment, are also present in each department.

An on-call doctor is available 24 hours a day.

Discharge

At the time of discharge, documentation is provided for delivery to the treating physician.

It is always advisable for the patient to check that they have not left anything behind in the room where they were hospitalized.

Medications

All medications are ordered and prescribed by doctors. The use of other medications may interfere with treatment and, for this reason, it is strictly forbidden to take medications brought from home without first and promptly informing the Casa di Cura's treating physician.

Private insurance agreements

Given the wide range of healthcare services provided, Casa di Cura Villa Anna Maria pays particular attention to healthcare assistance funds, insurance companies, and, more generally, all groups that gather the healthcare needs and expectations of large numbers of people.

For this reason, Casa di Cura Villa Anna Maria has entered into agreements with most insurance companies and supplementary assistance funds.

An up-to-date list of agreements is available on a dedicated page, accessible at: <https://www.villaannamaria.it>

Direct billing

For agreements providing direct reimbursement (where the patient is not required to advance hospitalization costs, except for any deductible), the company's take-charge form must be received at the time of admission.

We therefore invite holders of insurance contracts to contact their insurance company before hospitalization.

Indirect reimbursement

For agreements providing indirect reimbursement of hospitalization costs, benefits are available that vary depending on the type of service and the insurance or welfare company involved.

To take advantage of these benefits, holders of an insurance contract must notify the facility before hospitalization.

Support Services

Meal service

- Breakfast: 7:30 AM to 8:00 AM
- Lunch: 12:00 PM to 1:00 PM
- Dinner: 6:30 PM to 7:30 PM

Clinical requirements of individual inpatients are respected. Menus change seasonally. Each room has a list of allergens available, and we invite all our guests to inform us of any intolerances, allergies, or other useful information to help make your stay at our facility as comfortable as possible.

Religious service

A religious service is available at Casa di Cura Villa Anna Maria.

Users may contact the head nurse to request contact with the parish for religious assistance.

Transportation service for Dialysis Center users

For patients being treated at the Dialysis Center, Villa Anna Maria provides a paid shuttle service for transportation between home and the Casa di Cura and back.

Certified copies of medical records

Within seven days of a request submitted by entitled parties, in compliance with regulations on access to administrative documents and personal data protection law, Casa di Cura Villa Anna Maria provides the available medical documentation relating to the patient; any additional documentation is provided, in any case, within a maximum of thirty days from submission of the request.

The request must be submitted using the appropriate paper form, available at the information desk. Copies of dialysis records can be requested and collected on Wednesdays and Fridays from 5:00 PM to 7:00 PM, by the person concerned or by an authorized representative with a valid proxy.

Who may submit the request (entitled parties)

- The holder of the documentation (the patient), if of legal age and mentally competent
- A person authorized by the patient, with proxy and original ID document of the authorized person, along with a countersigned copy of the granting party's ID document
- A person exercising parental authority over a minor, or a guardian, curator, or support administrator for a person lacking legal capacity, or a legitimate or testamentary heir, with certifications attesting to such conditions

Comfort

The facility is equipped with air-conditioned environments, restrooms, and hand sanitizing stations in every outpatient department. Patients are invited to wait for their turn in waiting rooms equipped with sofas and armchairs, where newspapers, magazines, and television are available, along with a vending machine for hot/cold beverages and snacks. In the waiting rooms of the analysis laboratory and the diagnostic imaging and cardiology clinics, free Wi-Fi is also available, accessible with a password that can be requested at the admissions desk.

In the dialysis rooms, on the first and second floors, LCD TVs are available, and each dialysis station has headphones available to avoid disturbing other patients.

Inpatient rooms are equipped with an LCD TV, air conditioning, telephone, and private bathroom.

Section 3: Protection of Citizens' Rights

Rights and Duties of Users

The rights of citizen-users of healthcare facilities are protected by the National Health Service reform law. Casa di Cura Villa Anna Maria places the person and their rights at the center of its actions, aware that the organization of activities and the work of staff exist to serve the citizen.

Right to respect as a person

Patients and users have the right to be cared for and assisted with care and attention, in full respect of their personal dignity and philosophical and religious beliefs. Users have the right to be treated professionally by staff, who are required to address them courteously and respectfully, using their first and last name and the formal pronoun (“Lei,” in Italian).

Right to privacy in treatment

Users have the right to privacy during visits and treatments, in full respect of modesty and personal intimacy.

Right to information and informed consent

Users have the right to obtain information regarding the facility's characteristics, the services it provides, how to access them, and the relevant areas of expertise. Staff members interacting with users are identified via an ID badge or by name and qualification printed on their coat pocket.

The Casa di Cura always pursues a relationship of care and trust between patient and physician through informed consent, in which the patient's decision-making autonomy meets the physician's competence, professional autonomy, and responsibility.

In this relationship, if the patient wishes, their family members or a trusted person may also be involved.

In providing its services, Villa Anna Maria takes into account the regulations on informed consent — Law 219/2017 — which confirms the principle that “No healthcare treatment may be started or continued without the free and informed consent of the person concerned, except in cases expressly provided for by law.” In this context, informed consent forms have been prepared, where necessary, highlighting patients' rights and physicians' obligations.

Rights

Patients have the right to:

- be informed in a complete, up-to-date, and understandable manner
- refuse, in whole or in part, to receive information, or to designate family members or a trusted person to receive it and express consent on their behalf, if the patient wishes
- accept treatment
- withdraw consent to treatment, even when withdrawal results in its interruption
- refuse treatment

Acceptance, withdrawal, and refusal are documented in the medical record or in other documents accompanying the medical service.

Obligations of physicians

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- Inform the patient in a complete, up-to-date, and understandable manner about the diagnosis, prognosis, benefits and risks of treatments, possible alternatives, and/or consequences of refusing treatment
 - Inform the patient in a complete and understandable manner about the course of their condition and the therapies to which they will be subjected, the medications that will be prescribed and administered, so that they are fully aware of and involved in their care. Except in urgent cases where delay could endanger life, users have the right to receive information allowing them to give truly informed consent before undergoing therapy; this information must also include possible risks or discomfort resulting from the treatment
 - Respect the patient's expressed will: if the patient refuses or declines healthcare treatment, the physician is exempt from civil and criminal liability. However, the patient may not demand healthcare treatments contrary to legal regulations, professional ethics, or good clinical practice
 - when the refusal or waiver concerns treatments necessary for survival, the physician explains the consequences of such a decision and possible alternatives, and promotes every action to support the patient, drawing on psychological support services where possible
 - the physician must work to relieve the patient's suffering, even in the case of refusal or withdrawal of consent to treatment, and ensure appropriate pain management, involving the general practitioner, and provide palliative care as set out in Law no. 38 of 15 March 2010
 - in emergency or urgent situations, the physician and healthcare team provide necessary care, respecting the patient's will where their clinical condition and circumstances allow it to be understood
 - physicians must refrain from any unreasonable administration of care in the case of patients with a short-term poor prognosis or imminent death
 - inform the patient about the possibility of alternative treatments, even if available at other facilities

Where the healthcare provider reaches a well-founded conviction that direct information is appropriate, it must be provided — except in the case of the user's express refusal — to family members or those exercising guardianship.

Consent must always be signed by both the physician and the patient, except in urgent cases where delay in treatment could endanger health.

Users have the right to have any complaints about service failures taken into consideration; they have the right to know, within a set period of time, the outcome of any complaint submitted, and the right to express their opinion on the quality of the services, treatments, and care received.

Right to privacy and transparency

Every individual has the right to confidentiality of personal information, including information regarding their state of health and possible diagnostic or therapeutic procedures, as well as the right to protection of their privacy during diagnostic tests, specialist visits, and medical-surgical treatments in general, which are carried out in dedicated consultation rooms or with areas separated by privacy screens. Casa di Cura Villa Anna Maria guarantees maximum respect for the privacy of every user, in compliance with GDPR 679/2016 and Legislative Decree 196/2003, as most recently amended by Legislative Decree 101/2018.

Patients have the right for information regarding their state of health and any other personal information to be subject to the confidentiality obligation that binds all staff, based on the principles of fairness, lawfulness, transparency, and protection of the person and their data.

The use of patients' personal data by the facility is governed by data protection regulations and is set out in the Privacy Notice, available in paper format at the information desk.

Casa di Cura Villa Anna Maria has appointed a Data Protection Officer (DPO), Maurizio Belli, whom every user may contact by email at dpo.vam@unilavoro.org.

The procedures, appointments, and requirements relating to the applicable regulations are described in the Privacy Implementation Document (DAP), updated annually.

Right to be heard

Every patient has the right to be heard and involved in the care process. Villa Anna Maria, attentive to meeting the needs of its patients, develops and promotes active listening to patients and their families.

Each specialist, within the relationship of trust built with patients, invites, promotes, and is available to schedule moments of active listening with patients and their families, in order to fully understand their needs for a care pathway that takes into account the particularities of the condition and the patient's social and family context.

Every visit and every encounter between patient and specialist also constitutes an important educational moment and an opportunity to involve the patient and their family members, tailored specifically to the individual patient's needs.

Users have the right to have any complaints about service failures taken into consideration; they have the right to know, within a set period of time, the outcome of any complaint submitted, and the right to express their opinion on the quality of the services, treatments, and care received.

Participation

The Casa di Cura guarantees citizens the opportunity to collaborate through observations and suggestions aimed at the correct provision of services and the improvement of the service offered by the facility and, prioritizing information and informed decision-making regarding care and treatment methods, ensures that the principles set out in this Service Charter are shared and reviewed through the suggestions received from various interested parties (Users, Patients, Associations, Local Authorities, etc.).

Patient duties

Access to Casa di Cura Villa Anna Maria represents, in itself, a choice made by the patient and forms the basis of a mutual relationship of trust and respect between the facility's staff and the patient.

People undergoing treatment have a duty, in compliance with the facility's rules, to maintain responsible and correct behavior toward other patients, staff, premises, and equipment, showing maximum cooperation, a prerequisite for proper care.

Patients must:

- promptly inform healthcare staff of their intention to forgo scheduled treatment, in order to avoid preventing other patients from accessing the same services
- respect the scheduled times for services in order to allow activities to proceed correctly
- respect the no-smoking policy within the facility
- comply with safety regulations
- adopt respectful behavior toward other patients, avoiding disturbance or behavior that is harmful to others' dignity

Aspects of Humanization

Respect for privacy and human dignity:

- personalized treatment plans and clear information about them
- the User's right to be identified by their own first and last name, and not by the name of their illness or associated medications

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- medical records kept in a protected, controlled archive
 - clear information notice regarding data processing

Complaints – Suggestions – Risks

Patients and their family members have the right to submit complaints, suggestions, and report risks, useful for Casa di Cura Villa Anna Maria to monitor and continuously improve its activities and services.

Reports, complaints, and suggestions may be submitted by fax, telephone, letter, in person, by completing the “Complaints – Suggestions – Risks” form available to patients at the admissions desk, or by email at info@villannamaria.it.

Complaints submitted will be promptly examined, and information on their outcome will be provided. Villa Anna Maria is committed to responding to complaints within 30 days of receipt. The Quality Manager (RGQ) and the Medical Directorate are responsible for collecting complaints. Every signed report will receive a verbal/written response as soon as possible, and in any case no later than 30 working days.

Supervisory Body

Casa di Cura Villa Anna Maria has adopted a supervisory system in compliance with Legislative Decree 231/2001. Following the adoption of the Organizational Model, a Supervisory Body has been appointed, which carries out oversight functions in order to prevent potential corporate offenses.

The Organizational Model provides that anyone who becomes aware of information relating to the commission of offenses or facts and/or conduct not compliant with the conduct rules set by Casa di Cura Villa Anna Maria may make voluntary reports to the Supervisory Body, using the body's email address: odv_vam@nuoviprogetti.com.

Safety

The Casa di Cura has all safety systems in place, in compliance with Legislative Decree 81/2008. All staff are trained to intervene to protect user safety if necessary.

Equipment used during service provision complies with legal healthcare regulations. Visits and instrumental exams are carried out in suitable environments by specialized medical staff.

Quality

Casa di Cura Villa Anna Maria pursues continuous improvement of the quality and efficiency of its services, adopting every appropriate measure to achieve these goals while keeping the patient and their needs at the center. It has adopted, as a reference model to which it aligns its organization and all services offered, the UNI EN ISO 9001:2015 standard, deciding to certify its Dialysis and Analysis Laboratory services according to this standard with the certification body CertiW.

At the end of a patient's service, they are given a satisfaction questionnaire on which they can express their level of satisfaction with the services received. Feedback provided by patients is very important for improving the quality of services offered, in a spirit of continuous improvement.

Attachment 01 – Complaint / Suggestion / Praise / Incident Form

FORM

☐ complaint ☐ suggestion ☐ praise ☐ incident / risk situation

Mr./Ms.:

Address:

Telephone:

Date the incident occurred:

Location where the incident occurred:

Description of the incident:

Date:

Signature:

The undersigned, pursuant to GDPR 2016/679 on data protection, informed that their personal data will be used solely for the purpose of managing the reported case and will be stored electronically at this office for statistical purposes, authorizes the use of the personal data provided above.

Signature:

Date:

Signature of the person receiving the complaint: