

Private clinic BCP SRL
Accredited with the SSn:
Physiotherapy and functional rehabilitation, Orthopedics.
Ophthalmology, Ultrasound, Vascular surgery and Angiology, Dermatology,
Urology, Cardiology, , Electromyography,

Not accredited for:
Otolaryngology , Food science

v.le Graziosi 31- Maranello
tel. 0536 -940736 fax 0536-940736
E-mail bcpbcp@virgilio.it
Website: www.poliambulatoriobcp.it

Health director
Dr. De Santis Ugo, Physiatrist

CHARTER OF SERVICES

D.M. 19/5/1995 N.65

PREMISE

The Service Charter aims to represent all the services provided and the commitments made to users by the BCP Clinic, and responds in particular to the need to improve the relationship between the client and the organization through transparency.

The elements contained in the same content are oriented towards the citizen-user benefiting from specialist outpatient services, and in this sense, the "service charter" represents the commitment of the health care unit to respect pre-established standards of organization and quality.

The service charter is to be understood as a dynamic synthesis of a process in progress that perceives the organization transforming itself according to the needs of the client with operators' collaboration. In fact, it contains information related only to the clinic in question because it wants to be an agile tool for consultation with respect to the organization and the commitments made towards users.

This service card has been created according to the Ministry of Health's guidelines on the simplicity of access routes, on clinical information, on the orientation of users and their reception, but also considers cultural contributions made by the Management, from the staff and also from some users particularly attentive to the problems contained in it.

The card that was outlined by the BCP Clinic has tried to consider all these factors that determine the quality of the service offered:

- For the aspects related to timing, elements related to "timeliness" (waiting times to access the services) and to "accessibility" (days and opening time) of the services, to the "standardization" (expected time for the performance)
- For the aspects linked to the simplicity of the routes, elements related to "comfort" (possibility of telephone booking for visits) and "Ease" (easy access to the structure and availability of internal staff) have been identified.
- The satisfaction of users, who have used the services, is verified by filling in a questionnaire available at the facility. The collected elements are evaluated by the B.C.P. clinic in order to make service improvements.
- Regarding "personalization", privacy elements have been defined as elements that protect the confidentiality of the interviews between doctor and patient or relative, and the personalization of relationships with medical operators, physiotherapists, nurses and secretaryship personnel.

INSPIRED PRINCIPLES

The basic inspiring principles, of which the BCP Clinic is committed to observance, can be summarized as follows:

- **EQUALITY:** equal opportunities for all citizens in accessing the service;
- **EQUITY AND IMPARTIALITY:** equal treatment with respect to the same diagnostic and therapeutic needs on the users' side, equal right to the performance and quality of these ones;
- **CONTINUITY:** stability and regularity of the functioning of the BCP Poliambulatorio services;
- **EFFICIENCY AND EFFECTIVENESS:** guarantee of professional skills and technologies suitable to ensure the correspondence of the services provided to users' need, while achieving an optimal relationship between the results assured and the resources used by the BCP Clinic to obtain them; technical effectiveness through the development of research and organizational innovation, organizational and production effectiveness through the activation of management paths and procedures able to guarantee the optimal use of financial and human resources;

**POLIAMBULATORIO CERTIFICATO PER IL SISTEMA DI GESTIONE PER LA QUALITÀ
UNI EN ISO 9001:2015**

- RIGHT TO INFORMATION: specialists' rigorous implementation of the provisions of the Medical Deontological Code regarding information to the client on therapies and prescriptions, on the possible risks and side effects and on results;

- RESPECT FOR THE PERSON: the staff of the BCP Poliambulatorio is committed to adopting behaviors that do not compromise in any way the respect for customers or that are harmful to their dignity;

- AVAILABILITY, COURTESY, CORRECTNESS, HUMANIZATION: the relationship with users is also affected by the climate of serenity and trust that allows to rely on care with tranquility. In fact, BCP Polyclinic, requires to each operator, besides the specific technical competence, also courtesy and availability;

- SAFETY: the BCP Clinic pays the utmost attention to customer safety, it is a company commitment to ensure clinical risk management to reduce the probability of adverse events. To avoid the risk of transmission of infections between the operator and customer and between customers, appointments are taken exclusively by booking, and there are appropriate disposable devices available to the whole personnel, to be used whenever possible, and appropriate procedures for sanitation and disinfection;

- CUSTOMER SATISFACTION, OBSERVATION AND COMPLAINTS: attention to the results according to the needs expressed: each user has the opportunity to present observations, suggestions and complaints, through the personnel available in the center or by using the appropriate written forms. The Management undertakes to examine all the information reported and in cases where it is necessary to respond;

- TRANSPARENCY and quality assurance in the methods of providing services in availability and comparison with similar structures, in the implementation of the objectives that the structure intends to provide, in their implementation and in the dissemination of the results obtained in terms of production efficiency assessment.

GUIDE ELEMENTS ARE AND SHOULD BE:

- training of operators as a strategic investment to improve technical and management aspects.
- Group work to aggregate and improve company strategies
- Activation of reward systems also for responsibilities.
- Attention to customers' suggestions regarding some company choices related to front desk, expectations and urgencies.

HISTORY AND EXPERIENCE OF THE COMPANY

B.C.P. Srl it was established in November 1979 by notary.

The activity originally includes two medical branches: physical therapy and radiology.

In 1984 B.C.P. Srl decides to focus exclusively on physical therapy and rehabilitation and eliminates the provision of radiological services.

It thus becomes a point of reference for visits and psychiatric care not only for the citizens of Maranello, where is located, but also in the whole "foothills" area that interests the most common (Castelnuovo Rangone, Castelvetro, Montale, Formigine) neighbors.

In the nineties the center maintains and consolidates its presence on the market, adapting itself to the measures to rationalize the expenditure adopted on several occasions by the Ministry of Health, the Emilia Romagna Region and the Local Company.

IN 1998 B.C.P. SRL, in the logic of a partial reconversion of its activity dictated by the market and precise signals launched by the local company, has introduced a new specialized branch, ultrasound diagnostics, after having naturally obtained authorization from the municipality of Maranello to carry out this new activities.

In 2002 the B.C.P. Srl has further expanded its activities, creating a larger and complete rehabilitation gym with m / f changing rooms for customers, and obtained health authorization for new specialist branches: Orthopedics, Vascular surgery / Angiology / Phlebology, Urology, Dermatology, Neurology, Cardiology, to be more and more 'the reference point for the users of Maranello and surrounding areas.

In 2009 he obtained institutional (definitive) Accreditation from the S.S. Regione Emilia Romagna

In 2012 an application for renewal of accreditation is made and accreditation is obtained with the National Health Service until 31/07/2018

In 2013 B.C.P. S.rl. introduces other new branches of specialist outpatient, Food Science and Otorhinolaryngology

On 30/01/2018 B.C.P. has submitted the renewal application as required by current legislation.

The management of B.C.P. always attentive to users' requests, it intends to make clinical performance data available to users, publishing the user satisfaction data every six months and the data on the clinical efficacy of physiotherapy.

OBJECTIVES OF B.C.P. Srl

The objectives that B.C.P. Srl arises are:

- the maintenance of our clientele in the branch of physical therapy and rehabilitation accredited with the S.S.N.
- the development of private physical therapy and rehabilitation activities
- the development of the instrumental diagnostic activity carried out privately or in "service" with the S.S.N.
- Internet connection with the CUP of the USL Company and the CUP of pharmacies and Post Offices for the services performed in accreditation with the S.S.N.

The achievement of these objectives cannot be separated from a continuous program of improvement and improvement of the services offered to customers that increasingly, given the economic problems in which the S.S.N. is debated, will benefit from our services in private. This includes training and refresher courses on new rehabilitation techniques, collaborations with other organizations from which to learn both at an operational and organizational level, and naturally also the quality path undertaken

Activities and services offered

B.C.P. S.R.L. delivers the following services:

INSTRUMENT PHYSIOTHERAPY:

- magnet
- Heneir laser therapy
- High Power laser therapy
- Short wave diathermy: radar therapy
- Ad short wave diathermy: marconi-therapy
- PHOTOTHERAPY-BIOBTRON
- electrotherapy
- electrostimulations
- ultrasound
- iontophoresis
- idrogalvanotherapy
- Diadynamic currents
- tens

- paraffin
- pressure therapy
- infrared radiation
- ultraviolet light therapy
- Tecarterapia (ultrasound)
- Scheletal traction
- High Voltage stimulation

MANUAL PHYSIOTHERAPY

- district massage therapy
- connective tissue massage
- massage therapy for lymphatic drainage
- separation massage
- myofascial massage
- pompage
- taping

REHABILITATION

- individual motile motor re-education
- serious motor motory rehabilitation
- Perineal re-education
- group motor re-education
- physiotherapy
- functional re-education
- corrective gymnastics
- kabat
- Bobath
- Souchart
- Mc Kenzie
- Back school
- Respiratory exercises
- Post Postural - proprioceptive exercises
- Walking and walking training
- home rehabilitation
- speech Therapy

INSTRUMENTAL DIAGNOSTICS

- tendon and osteoarticular ultrasound
- Intern internist and pediatric ultrasound
- thyroid ultrasound and soft parts
- Ost Obstetric and gynecological ultrasounds
- Vascular echocolor Doppler
- electrocardiogram
- electromyography
- echocardio

SPECIALIST DIAGNOSTICS

- Physiatrie visits
- orthopedic visits
- dermatological visits
- cardiological visits
- otorhinolaryngology visits
- dietary visits
- eye exams

- neurological visits
- angiological visits - vascular surgery
- urological visits

MANU MEDICA TREATMENTS

- vertebral manipulations - column mobilization
- infiltration
- cryotherapy
- diathermocoagulation
- sclerotherapy
- mesotherapy
- allergy tests
- acupuncture
- ear washes
- specillation of lacrimal canaliculi
- tear point specillation
- therapeutic application of contact lens
- examination of the fundus oculi
- sclerosing therapy for capillaries and lower limb veins
- audiometric examination
- vestibular examination
- ear washes
- impedenziometria

The Quality Requirements of the services provided are defined as well as in the NATIONAL NOMENCLATER, IN CONTRACTS STIPULATED WITH THE LOCAL HEALTH COMPANY AND IN THE PROTOCOLS A.U.S.L. in the documents

- PROTOCOL OF THERAPIES (D.09.01)
- REHABILITATION PROTOCOL (D.09.05)
- REHABILITATION PROTOCOL 1 (D.09.06)
- PROTOCOL OF THE DIAGNOSTICS (D.09.02)
- PRODUCTS CATALOG

IN D.09.01 all the application standards of physical therapies are collected that can be identified with:

- the maximum and minimum power supply current (galvanic, faradic, exponential, etc.)
- the intensity of heat (for thermotherapies)
- the maximum duration of the therapies
- contraindications

In D.09.05 and D.09.06 are the rehabilitation application standards; any changes to the standards of application are made only in the presence of a specialist or medical prescription that specifies it.

In D.09.02 the standards for the application of instrumental and specialized diagnostics are collected.

The aforementioned documents are available to medical and paramedical staff whenever there is a need to consult them.

THE CATALOG OF PRODUCTS CONTAINS QUALITY REQUIREMENTS AND INDICATORS AND STANDARDS OF MACRO PRODUCTS REHABILITATION AND PHYSICAL THERAPY, SPECIALIST DIAGNOSTICS, INSTRUMENTAL DIAGNOSTICS

CATCHMENT AREA

The catchment area of B.C.P it is predominantly of citizens of the Maranello and Sassuolo districts as well as the surrounding areas.

B.C.P. however it is open to anyone who wants to use its services.

Organization and articulation of services

the requirements of the requested service are re-examined before providing the customer service (for example: before the appointment of the quote), ensuring that:

- a) the service requirements are defined,
- b) any discrepancies between the contractual requirements with respect to those expressed previously have been resolved;
- c) the capacity exists to meet the established requirements.

the service is offered to the user through the direct contact with the company or the issue of documentation in front of participation in care. the service can be standard or designed to measure for the customer.

the recordings of the results of the reviews and of the consequential actions are preserved by the raq.

when the requirements of an order / contract are changed, B.C.P. s.r.l. ensures that the related documents are corrected and that the involved personnel is made of knowledge of the amendments as shown in section 3 "review of the contract"

the operating procedures and responsibilities related to the management of customer requests and the review of the contract are defined in section 3 "review of the contract"

the recordings of the contracts 'reviews are kept according to the following section 3 "review of the contract".

Commitments are::

- the minimum forms: generally consisting of the "therapeutic card program" and "the taking charge" for the physiotherapy activity, and the reports issued by the doctors in the event of a visit or clinical examination. Both are formulated on specific forms headed to the center with legible signature and clear and understandable language; they are always traceable and reproducible. The photographic images and the traces of the specialized exams, in single copy, are always released to the patients.

- Access: referable to a behavioral protocol related to the customer's first contact with the B.C.P. Clinic:

- Reservation programs: clear dates, times and list of therapy to be performed and available through the secretariat.

- The improvement of information to users: in giving information, operators take into account the characteristics of the interlocutor, his general and specific culture, his age and psychological aspects.

The language used to give the information must be clear and understandable by the ordinary person, simple and non-technical.

The information must be precise and detailed, if language barriers arise, the appropriate paths are activated

Objectives about:

The right to information and facilitation of access to healthcare facilities

- to guarantee at the moment of access a personalized welcome with an interview and the delivery of informative paper material;
- guarantee the annual update of reception protocols;
- guarantee the continuity of information; guarantee critical appraisal of complaints;

POLIAMBULATORIO CERTIFICATO PER IL SISTEMA DI GESTIONE PER LA QUALITÀ
UNI EN ISO 9001:2015

- guarantee the exchange of information between operators;
- inform the attending physician of any need for continuity of care

Personalization and humanization

- guarantee the confidentiality of information;
- guarantee the written procedures related to the signed consent;
- guarantee the modalities and correctness of the reception;
- guarantee respect for the smooth sliding in bookings
- guarantee complete and clear forms;
- guarantee the evaluation of customer satisfaction;
- guaranteeing compliance with the deadlines for the delivery of medical reports and documentation in general.

The comfort and safety of the health facility

- guarantee a space for waiting, furnished and comfortable even for accompanying persons;
- to guarantee clean premises with an adequate microclimate;
- guarantee sanitary facilities suitable also for disabled people.

Prevention

- guarantee the health of personnel by carrying out risk assessments pursuant to Legislative Decree 81;
- guarantee the preparation of the program of improvement measures to be implemented;
- guarantee the observation of the infection prevention and control plan.
- Ensure risk management for clinical risk, that is damage caused to the patient during health care

Mechanisms of protection

The health structure protects customer with the evaluation of complaints and with the periodic comparison of the results obtained in previous years. Complaints can be verbal or written; for the latter there is a written reply within seven days of receipt, by the Health Department (SAN) if the complaint is of medical origin or by the General Directorate (DIR) if it has an organizational or administrative origin.

APPENDIX User rights

The user:

- has the right to be treated with timeliness, attention and respect even of their philosophical and religious convictions;
- has the right to keep his name;
- has the right to be assisted by health personnel of his liking and whose general information can be known;
- has the right to the protection of their privacy and privacy during medical practices.

In particular, user rights can be summarized as follows:

Right to information and consent

The user has the right to receive confidential, respectful, comprehensible and timely information on diagnostic and therapeutic measures, on the risks connected to them, on the secondary effects and contraindications and on the possibility of alternative treatments even if they can be carried out at different health facilities, and on delays or changes in the planned clinical program.

The user is made aware in detail of the cost of treatments and services offered and payment methods. You have the right to receive all information in order to express an informed consent.

The client can interrupt the therapies in progress by manifesting their will.

Right to privacy

The right to confidentiality is observed in collecting, with the utmost discretion, the information on the person indispensable to obtain clinical information necessary for therapy, visit or instrumental examination.

The right to privacy entails, on the part of all operators, the duty of professional secrecy or ex officio. Information on the state of health and the progress of the treatments will be given only to the patient; to his family or to other persons, only with the prior consent of the interested party.

Children's rights

The minor under age, during treatment and benefits, has the right to have one of the parents or a delegated person of the family nearby.

Duties of the client

The client:

- has the duty when he accesses a healthcare facility to maintain responsible behavior, respectful of the rights of other patients and of the medical staff in charge;
- has the duty to respect the environments, equipment, and furnishings available to him/her;
- has the duty to observe the agreed timetables and shifts;
- has the duty to respect any waiting at the reception both at the time of booking and at the exit of the services. This time is made necessary by the provisions regarding registration of the access and the service provided established by the current regional legislation;
- has the duty, if it intends to renounce scheduled services, to warn in time so as not to create interruption of services and waste of resources;
- has the duty to request health services in the time and manner envisaged;
- has a duty not to smoke in the environment of health services;
- has the duty to take the information in the manner envisaged and to comply with the indications relating to security in any way expressed;
- has the duty to pay the service when expected.

AMBULATIONAL PERFORMANCE:

• SPECIALIST DIAGNOSTICS AND INSTRUMENTAL DIAGNOSTICS.

B.C.P. has an acceptance service for the booking and payment of the services to be carried out before the visit to complete the normal administrative procedures.

The booking is made under request of the General Practitioner of the Free choice pediatrics.

• BOOKING OF VISITS AND EXAMS:

It can be done by phone or in person.

In person, in the following hours:

- From Monday to Friday from 8.30 to 12.30 and from 14.30 to 18.30

By phone at N ° 0536/940736 active from Monday to Friday

from 8.00 to 20.00.

The booking of services through SSN is made through the CUPweb reservation system managed by the AUSL.

Reservations for private services are managed through the B.C.P. management system.

- **TICKET**

it is a form of participation in health care payable by the citizen for outpatient specialist assistance and instrumental and laboratory diagnostics. The criteria for participation are established by national and regional legislation.

Current regional directives require all citizens aged between 6 and 65 to pay the fee for participation in the health expenditure, except for cases of right of exemption by status (pathology or physical condition) or by income.

- **TICKET PAYMENT:**

In all cases where the user is expected to participate in health spending, he must pay the ticket on the day scheduled for the service at the B.C.P. cash desk before using the service.

In cash or by debit or check.

The user has the right to pay the ticket personally or through a third party.

- **HONORARY PAYMENT FOR PRIVATE PERFORMANCE:**

Where a private benefit has been made, the balance of the benefit must be paid at the B.C.P. cash desk after the service has been completed

- **DELAY:**

If the patient shows up in delay regards to the scheduled time, compatibly with the current activities, it will be visited in the queue compatibly with service activities.

- **REFERENCE RETREAT:**

The report is for immediate delivery except for ecg for non-competitive activities (within 3 working days).

To protect the privacy of users, the reports related to health checks must be withdrawn by the interested party, and in case of impossibility, from delegated person with written proxy and own identity document.

Indicators and standards

Product Macro: INSTRUMENTAL DIAGNOSTICS

Quality requirement	STANDARD	INDICATOR
accessibility	Morning and afternoon	always
Timeliness (benefits in free profession)	Day appointment-day of reservation for private bookings made with direct access	<8 days time bands
Timeliness (provision in accreditation with SSN)	Day appointment - reservation day for services with the SSN	<= 60 days
Degree of user satisfaction	Number of quality evaluation cards with positive staff availability on the total cards collected	> to 95%
	Number of quality evaluation	

	cards with professionalism of the positive operators on total cards collected	> to 95%
	Number of quality assessment cards with Positive center organization on the total number of cards collected	> to 95%
	Number of quality evaluation cards with positive environment evaluation on the total number of cards collected	> to 95%
documentability	Release report	In 100% of cases
Standardization Time	established for performance	yes

MACRO PRODUCT :SPECIALIST DIAGNOSTICS

Quality requirement	STANDARD	INDICATOR
accessibility	Morning and afternoon	always
Timeliness (benefits in free profession)	Day appointment-day of reservation for private bookings made with direct access	<8 days time bands
Timeliness (provision in accreditation with ssn)	Day appointment - reservation day for services with the SSN	<= 30 days
Degree of user satisfaction	Number of quality evaluation cards with positive staff availability on the total cards collected	> to 95%
	Number of quality evaluation cards with professionalism of the positive operators on total cards collected	> to 95%
	Number of quality assessment	> to 95%

	cards with Positive center organization on the total number of cards collected	> to 95%
	Number of quality evaluation cards with positive environment evaluation on the total number of cards collected	
documentability	Release report	In 100% of cases
Standardization Time	established for performance	yes

Risk management	MACRO PRODUCT SPECIALIST DIAGNOSTICS AND INSTRUMENTAL DIAGNOSTICS	
QUALITY REQUIREMENT	STANDARD	INDICATOR
Assurance of analysis of active and latent risks through litigation and reporting analysis	System for recording reports and recording of reports Detection and processing of	100% of reports
sterilization	N ° of positive sterilizations / number of sterilizations carried	out 100%
Special waste management	Presence of at least 1 container suitable for the type of waste per room	100%
PPE management (GLOVES)	Presence of at least 1 pack for room	of 100% local gloves

Schedules and specialists

Branch specialist	specialist
PHYSIATRY	DR. U. DE SANTIS PROF. F. FEDERZONI D.SSA S. FIORENTINI
ORTHOPEDICS	PROF. F. FEDERZONI DR. P. L. BONUCCI DR. E. TRIPOLI DR. G. COCCHI
DERMATOLOGY	DR.SSA ALESSANDRA GRANDI
OPHTHALMOLOGY	D.SSA E.CONTE D.SSA E. MESSORI DR. M. TELLINI
UROLOGY	DR. G. GALIZIA DR. L. GATTI

DIETETICS	D.SSA R. GOVONI
ELECTROMYOGRAPHY	DR. STEFANO FACCHINI
ULTRASOUND	DR. B. TALIA D.SSA. P. PUPPO DR. G. LEVRINI
ECHOCOLORDOPPLER	DR. M. BESSONE D.SSA J. VERONESI
CARDIOLOGY	Dr. ROBERTA GHINELLI DR. M.CRISTINA TESORIERI

THERAPEUTIC PERFORMANCE, REHABILITATION

It is possible to make prior reservation at the service of acceptance rehabilitation and physical therapy from Monday to Friday from 8 to 20.

The services are performed by qualified therapists and massage therapists who annually attend refresher courses to improve the quality of their services.

The service standards have been defined by protocols drawn up and shared by the health director and the department operators.

The department is located on the ground floor and also allows access for the disabled by accessing directly to the rehabilitation gym.

The services are provided from Monday to Friday from 8.00 to 20.00.

INDICATORS AND STANDARDS

MACROPRODUCTS REHABILITATION AND PHYSICAL THERAPY

Quality requirement	STANDARD	INDICATOR
accessibility	Morning and afternoon	always
Timeliness	Day appointment-day of reservation for private bookings made with direct access	<=30 days
Degree of user satisfaction	Number of quality evaluation cards with positive staff availability on the total cards collected	> al 95%
	Number of quality evaluation cards with professionalism of the positive operators on total cards collected	> al 95%
	Number of quality assessment cards with Positive center organization on the total number of cards collected	> al 95%
	Number of quality evaluation cards with positive environment evaluation on the	> al 95%

	total number of cards collected	
Standardization Time	established for performance	yes

Risk management	MACRO PRODUCT MACROPRODUCTS REHABILITATION AND PHYSICAL THERAPY	
QUALITY REQUIREMENT	STANDARD	INDICATOR
Assurance of analysis of active and latent risks through litigation and reporting analysis	System for recording reports and recording of reports Detection and processing of	100% of reports
Special waste management	Presence of at least 1 container suitable for the type of waste in the department	100%
PPE management (LASER EYEWEAR)	presence of operator glasses and patient glasses for each type of laser	100%
PPE management (GLOVES)	Presence of at least 1 pack of gloves per department	100%