

CENTRO DIAGNOSTICO ARCE	SERVICE CARD	DATA 02/05/2019
		CRITERIO 1 Requisito 2 Fase 1

Presentation

The Service Card has has intention to make known the available activities and services provided by our Center and the ways to access them.

Centro Diagnostico Arce, has drawn up its own Service Card and is committed to ensuring its disclosure, so that it becomes a real participatory tool for its users; furthermore, it allows the user to evaluate the quality and formulate proposals on the matter, enabling targeted interventions to be carried out for a constant improvement of the services.

Fundamental principles for the protection of the user

The activity of our Polyclinic is carried out in compliance with the fundamental principles established by the Directive of 27th January 1994 of the Council of Ministers and by the Decree of the President of the Council of Ministers of 18th May 1995 relating to:

- Sharing
- Equality and impartiality
- Respect
- Right of choice
- Participation
- Effectiveness and efficiency
- Continuity.

General description of the structure

A modern and technological three-storey building, of about 850 square meters each floor, with a total surface area of over 2500 square meters. This building accommodates the multi-functional healthcare facility "Centro Diagnostico Arce" which provides medical, clinical and instrumental diagnostic services, both on a private basis and under the agreement with the National and Regional Health Service. All the requirements and obligations necessary to achieve and maintain the accreditation and agreement requirements have been put in place.

Centro Diagnostico Arce is located in the town of Arce (FR) in via Casilina km 111.7 and is contactable at the following:

Telephone number: 0776 /538080-523277

Fax: 0776/523277

Email address: info@centrodiagnosticoarce.it

Facebook page: <https://www.facebook.com/centrodiagnosticoarce/>

Website: www.centrodiagnosticoarce.it

How to Access the services

Opening hours

Centro Diagnostico Arce is open from Monday to Friday from 7.30 am to 7.30 pm and on Saturday from 7.30 am to 1.30 pm

Two Sundays a month from 08.00 am to 1.00 pm

Information - Reservations

You can request information or book exams from 7.30 am to 7.00 pm by contacting the Secretary - Reception

- by telephone on 0776 / 538080-523277

- by fax on 0776/523277

- by email: info@centrodiagnosticoarce.it

Where necessary, at the time of booking all the information necessary will need to be provided to perform an adequate preparation for the exams.

Withdrawal of medical reports

Medical reports can be withdrawn from Monday to Friday in the afternoon from 2.00 pm to 7.00 pm..

Medical reports must be withdrawn strictly from the person concerned or from a person with a special delegation.

At the time of collection it is necessary to show the ticket issued at the time of the execution of the exam, an identity document and the exam payment receipt.

Reporting problems or complaints

The user can file a complaint, generally within 15 days from when the incident occurred, in one of the following ways:

- with a simple letter on paper, directed to the management
- going to the Polyclinic and verbally communicating the fact to the referent of the structure that draws up a precise report
- by contacting the structure by telephone and communicating the report to the referent
- by sending an email to the appropriate email address info@centrodiagnosticoarce.it

SERVICES PROVIDED

IN AGREEMENT WITH THE NATIONAL AND REGIONAL HEALTH SERVICE:

REHABILITATION TREATMENTS FOR PEOPLE WITH PHYSICAL, MENTAL AND SENSORY DISABILITIES (PURSUANT TO ART. 26 L.833 / 78)

Rehabilitation services pursuant to art. 26 of Law 833 of 23rd December 1978, are health services aimed at the functional and social recovery of subjects with physical, mental or sensorial disabilities, both congenital and acquired.

CLINICAL ANALYSIS LABORATORY

The Clinical analysis laboratory is fully compliant with current legislation on the subject of technical, structural, organizational and personnel requirements

NOT INCLUDED IN THE NATIONAL AND REGIONAL SERVICE (PRIVATE)

IMAGING DIAGNOSTICS

PHYSIOTHERAPY

SPECIALIST CLINIC:

- Cardiology
- Dentistry
- Endocrinology
- Gastroenterology
- Gynecology and obstetrics
- Aesthetic medicine
- Sports medicine
- Ophthalmology
- Orthopaedics
- Urology
- Traditional radiology

Informed consent to diagnostic services

For all therapeutic or diagnostics the user must be adequately and fully informed about the modalities, indications, contraindications and risks of the health act and placed in the position to exercise, with the doctor's advice, an aware choice.

Privacy

The Arce Diagnostic Center adopts all the measures necessary for the protection of privacy as required by current legislation.