

# GVDR

*value for your wellbeing*



the services charter

GVDR 

Gruppo Veneto Diagnostica e Riabilitazione

*You have obtained the new Services Charter of Gruppo Veneto Diagnostica e Riabilitazione: a brilliant idea!*

*Put it in your bag or pocket, read it at your leisure and keep it safe. This is in fact a **concentrate of useful information** which we have drawn up to facilitate access to our facilities and associated services.*

*You are probably already familiar with some aspects of the GVDR facilities, but this little guide is intended to answer all your questions in a clear and precise manner.*

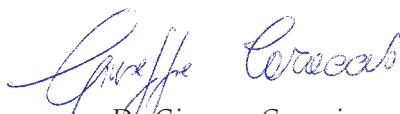
*Our purpose is to offer you the highest quality services so that you will feel assisted and at your ease, because we know that you expect to meet interlocutors who are competent and professional but who are also attentive and recognize your needs.*

*We therefore hope that these few pages will become an initial tool to communicate with you and familiarize you with the quality standards of our services.*

*As you read them you will learn about our commitments and your rights and duties: this is because we in GVDR believe that the key to meeting your needs is reciprocal collaboration.*

*Thank you in advance for your attention and for the trust you have shown us.*

*Have an enjoyable read!*



Dr. Giuseppe Caraccio  
Medical Director

# easy to consult



## **What needs can I turn to GVDR for?**

*List of the diagnostic, therapy and rehabilitation services.*

page 4



## **How can I avail of GVDR's services?**

*Booking, acceptance, collecting reports and payment.*

page 8



## **What does GVDR offer me? And what does it ask of me?**

*The company's principles and services; the user's rights and duties. PRO*

page 10



## **Who are the people who work for**

**GVDR?** *List of the professionals at the service of your health.*

page 14



## **Will GVDR give me the best support?**

*Training and updating as necessary requirements.*

page 16



## **Where are GVDR's facilities?**

**When are they open?** *Addresses, times and references of the four offices.*

page 18



## **Informative material**

*List of the leaflets written for you.*

page 22

The Services Charter is a document envisaged by a Directive of the President of the Council of Ministers of 19/05/1995. GVDR is convinced that as well as meeting a bureaucratic requirement, this booklet is an important tool for protecting your wellbeing and your health.

## Diagnostics by imaging

	centro Fisioterapico Padovano	centro medico Fisisio Guizza	Fisisio Vicentina	Radiologia Scrovegni
Digital radiography				covered by the HS*
Orthopantomography				covered by the HS
Echography				covered by the HS
Clinical-instrumental breast examination (mammography)				covered by the HS
Doppler Echo				covered by the HS
Articular magnetic resonance				covered by the HS

## Physiotherapy

Functional rehabilitation	covered by the HS	covered by the HS	private
Group motor rehabilitation	covered by the HS	covered by the HS	private
Speech re-education	covered by the HS	covered by the HS	private
Physical therapies	covered by the HS	covered by the HS	private
Massotherapy	private	private	private
"Original Vodder" manual lymphatic drainage	covered by the HS	covered by the HS	private
Vertebral massage	covered by the HS	covered by the HS	private
Electromiography	covered by the HS	covered by the HS	private
Rehabilitation at home	covered by the HS	covered by the HS	private
Shock waves	private	private	private
Acupuncture	private	private	private
Mesotherapy	private	private	private
Physiatrics	covered by the HS	covered by the HS	private
Articular infiltration	covered by the HS	covered by the HS	private
Arthrocentesis	covered by the HS	covered by the HS	private

## Outpatient clinic specialist visits in



Gynaecology and Obstetrics	private		
Ophthalmology	private		
Orthopaedics and Traumatology	private	private	private
<i>surgery of the hand</i>	private		
<i>surgery of the shoulder</i>	private		
<i>surgery of the knee</i>	private		
<i>surgery of the foot</i>	private		
Orthesis preparation	covered by the HS	covered by the HS*	
Ear nose and throat ENT	covered by the HS		
<i>Audiometry</i>	covered by the HS		
Cardiology ECG	private		private
Dietology	private		
Geriatrics	private	private	private
Neurology	private	private	private
Neuro-psychiatric rehabilitation	private	private	private
Dermatology	private		
Level 1 sports medicine	private		private
<i>Fitness for sports</i>	private		private

## Booking

You can fix an appointment for any visit, therapy or diagnostic service **both directly at one of the GVDR facilities, and electronically** (you will find all the useful numbers in this booklet).

As well as the indication of the date and time of the appointment, our staff will give you all the necessary information: the documents to produce, any preparatory activities, any contraindications and so on.

**Attention:** *if you realize that you will be unable to come on the scheduled date, please inform us with 3 days notice. If you do not give notice, you will have to pay for the entire service (see Reg. decree 600 of 13/03/2007).*

## Acceptance

When you attend one of our facilities **first of all** get the number that assigns your precedence for:

- :: being accepted
- :: receiving information
- :: making a **payment**, if due
- :: accessing the service.

**Attention:** *minors must be accompanied by their parents or delegates.*

## Always bring:

- :: your doctor's prescription
- :: your medical card
- :: your tax code no.
- :: any previous diagnostic examinations.

## Collecting reports

The report will be given to you at the end of the specialist visit.

You will only have to return to collect it in two cases: X-ray examinations (maximum wait: one working day) and magnetic resonance ones (maximum wait: three working days)

Reports are handed over in sealed envelopes and you can collect them personally or delegate another person in writing (this is envisaged by the law and therefore staff are not authorized to make exceptions).

*Attention: if you do not collect your report within 30 days of the examination, you will have to pay the sum corresponding to the entire service (see Reg. decree 600 of 13/03/2007).*



First of all we undertake to work to provide you with a high satisfaction level. This entails **constant attention to the quality** of our structures, of the services we provide and of the organizational aspects. Our clinical management carries out internal checks and audits systematically and takes any indication from you and other users into consideration (for example, strictly confidential interviews are carried out periodically on a sample basis).



We have also put the fundamental principles we apply every day during our activities into black and white.

#### 1. **Equality**

We offer our services to everyone without distinction. Furthermore, our staff are available and prepared at our structures to facilitate access to our services by users.

#### 2. **Impartialities**

Our work is inspired by criteria of objectiveness, justice and impartiality.

#### 3. **Respect**

We treat our users with courtesy, attention and punctuality in full compliance with confidentiality.

#### 4. **Continuity**

Our structures operate with precise opening times within which the services are continuous, regular and without interruption (except in cases of force majeure).

#### 5. **Right of choice**

You have the right to choose between the different people who provide the service.

#### 6. **Participation**

You not only have the right to access the information in our possession regarding you, but you can also contribute to improving our services through observations and suggestions.

For some services, the doctor will give you complete and prompt information so that you can sign informed assent along with him.

#### 7. **Efficiency and effectiveness**

We undertake to guarantee the best answer for your needs and optimize the resources available in maximum security, fulfilling your right to the best possible quality of the treatments.

Furthermore, our structures have drawn up internal protocols on the basis of the know-how of the international scientific companies.

#### 8. **Waiting time**

We guarantee the waiting standards envisaged by regional law (see Reg. decree 600 of 13/03/2007) and seek where possible to reduce them further.

**We ask you to accept our collaboration agreement:**

it is our desire to provide you with all the tools for getting to know GVDR and using our services as effectively as possible. Your attention will allow us to work better with you and all other users to obtain the same wellbeing to which you aspire too.

**Privacy**

The first time you contact one of the GVDR structures, you will be asked to give your permission for the processing of your personal details. You will already be familiar with this practice but you should know that it is a legal requirement (Leg. decree 166/03) which we are obliged to comply with and you are therefore kindly asked to be patient and collaborative: the end purpose in this case too is your protection.



**Public Relations Office (PRO)**

If you are not satisfied with the treatment you receive you can contact the PRO in the case of disservices and complaints.

This is a space dedicated to your protection and where you can turn to obtain a hearing and offer suggestions. You can also activate the protection procedure by means of a written complaint or following a discussion.

Strictly confidential interviews are carried out on samples periodically to monitor the points GVDR must improve in the organization of its structures.

The PRO is available every day on appointment.

where?

Piazza Insurrezione, 8/B  
35010 Mejanighe di Cadoneghe PD

telephone

049.8874111

e-mail

sistema.qualita@gvdr.it

Andrea Rossanese internal medicine | Elisabetta Corato physiatrician | Federico Bidoli radiologist | Francesco Peruzzi radiologist | Giampaolo Benini sports medicine | Kristos Frangos orthopaedist [knee surgery] | Luciano Arrighi cardiologist | Michele Tiozzo vascular surgery | Monica Gallo dermatologist | Paolo Negrin neurologist | Patrizia Moscardo neurologist | Pierluigi Castiglione physiatrician | Ruggero Testoni orthopaedist [upper limb surgery] | Simonetta Abelli physiatrician | Stefania Stefanello radiologist | Stefano Parolini ear, nose and throat | Astrit Daka physiotherapist | Barbara Pizzo physiotherapist | Bruno Palin physiotherapist | Daniele Giancesello physiotherapist | Ermanno Sattin physiotherapist | Filippo Luise physiotherapist | Francesco Saccuman physiotherapist | Gabriella Ferrantini physiotherapist | Gemma Martini physiotherapist | Ketti Cavallari physiotherapist | Margherita Varotto physiotherapist | Maria Sanzari physiotherapist | Maria Tesaro physiotherapist | Oliviero Brombin physiotherapist | Rita Mottes physiotherapist | Rossella Malatesta physiotherapist | Rossella Nicoletti physiotherapist | Samuel Martin physiotherapist | Sara Dal Ben physiotherapist | Udina Padoan physiotherapist | Luigi Prevedello TRSM [radiology technician] | Romeo Chiggiato TRSM [radiology technician] | Ambra Masiero administration | Chiara Giacon administration | Edy Giunta reception | Elena Malatesta reception | Elisabetta Favarato reception | Francesca Babuin reception | Giuseppe

Caraccio management | Lara Lazzari reception | Laura Pase reception | Maria Stella Zaia management | Mario Murer management | Marisa Bellon reception | Michele Varotto quality system and privacy | Raffaella Zanovello reception | Susanna Bottaro administration | Alessandro Siciliano gynaecologist | Matteo Bevilacqua pulmonologist | Stefania Addante physiatrician | Elisa Gomiero physiatrician | Elisa Ferrara ophthalmologist | Mario Armani neurologist | Salvatore Iacopetta dietologist | Rita Squarza psychologist and psychotherapist | Alessandra Castelliti psychologist and psychotherapist | Margherita Basso speech therapist | Stefania Gallinaro speech therapist | Silvia Rizzo speech therapist | Diana Ruiz Azuaga physiotherapist | Enrico Costa TRSM [radiology technician] | Laura Simeoni physiotherapist | Malgorzata Maniecka physiotherapist | Alina Cristina Ghioc physiotherapist | Francesco Mazza physiotherapist | Elisabetta Intina physiotherapist | Pierfrancesco Trevisan sports medicine | Stefano Tegner quality system | Stefania Coccia radiologist | Piero Fornelli TRSM [radiology technician] | Nicoletta Tognon reception | Patrizia Sturaro reception | Victoria Korzun Tachenko reception | Natalizia Quaranta reception | Maddalena De Togni physiotherapist | Federica Fantinato physiotherapist | Silvia Ossensi physiotherapist | Silvia Fortuni physiotherapist | Paola Campesato reception | Evelina Marotto reception | Michela Di Benga reception | Filippo Zordan physiotherapist | Valeria Volpin physiotherapist | Davide Varotto orthopaedist [foot surgery] | Alvisè Marton orthopaedist [hip surgery]

will GVDR give me the best support ?

You have decided to turn to GVDR, but you want to know more: this is natural, given that you are entrusting us with your health.

You should know that it is a fundamental principle of our company to avail exclusively of selected personnel who demonstrate **professional competence and relational skill**. We are convinced that the best service we can offer you derives from the use of the most recent technologies and, as the same time, from the use of capable and reliable staff.

You should also know that we have been operating for years in the medicine and health sector, where research and techniques have been evolving constantly. That is why we believe that the **updating of our staff is crucial**: doctors, speech therapists, physiotherapists and radiology technicians follow a planned calendar of meetings, conventions and study events.



### Nordestnet health courses

You should know that in order to offer you services of the highest standards, we count on **Nordestnet**, a body accredited at regional and national level for the professional training of the health personnel. We entrust the programming of the training aspects to Nordestnet's scientific committee.

**We, in the meantime, dedicate ourselves to your wellbeing.**

20,000 diagnostic imaging investigations per year

20 years' experience

354,000 physiotherapy services every year

health workers

80

14,000 specialist visits per year





## in CADONEGHE (Padua)

where?

Piazza Insurrezione, 8/B  
*Palazzo Bucintoro, in front of the town hall*  
35010 Mejaniga di Cadoneghe PD

telephone

049.8872581 or 049.8874111

fax

049.8870010

e-mail

[radiologia@gvdr.it](mailto:radiologia@gvdr.it)

[centrofisioterapico@gvdr.it](mailto:centrofisioterapico@gvdr.it)

opening hours

from Monday to Friday, from 7.30 to 20.00;  
Saturday from 8.00 to 12.00

## in PADUA

where?

Via M. Valgimigli, 6/3  
35125 Padova PD

telephone

049.8803767

fax

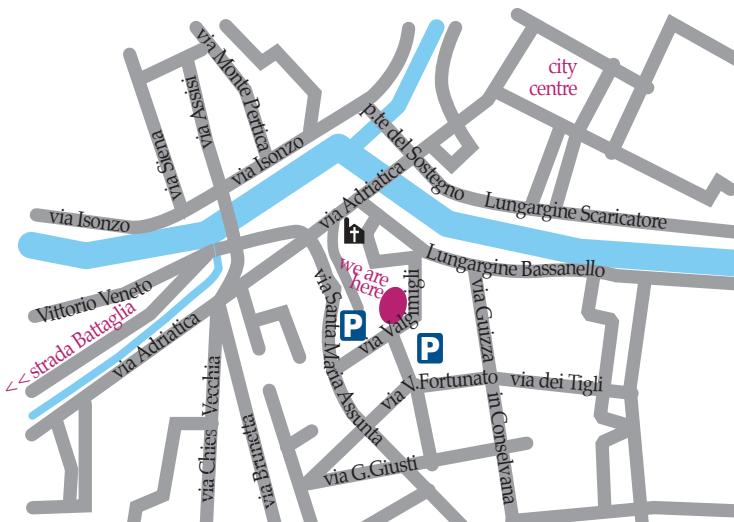
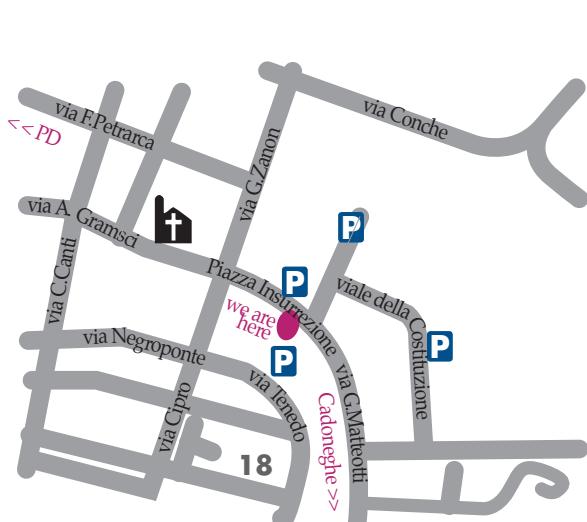
049.8801558

e-mail

[fisioguizza@gvdr.it](mailto:fisioguizza@gvdr.it)

opening hours

from Monday to Friday, from 7.00 to 20.00;  
Saturday from 8.00 to 12.00





Fizio Vicentina

## in BARBARANO VICENTINO

where?

Via Adelchi Carampin, 10  
36021 Barbarano Vicentino VI

telephone

0444.776074

telephone

0444.776074

e-mail

[fisiovicentina@gvdr.it](mailto:fisiovicentina@gvdr.it)

opening hours

from Monday to Friday, from 8.30 to 12.00

and from 15.00 to 19.00



Nordestnet *aggiornamento sanitario*

## Nordestnet health courses

### PADUA

where?

Via M. Valgimigli 6/4  
35125 Padova PD

telephone

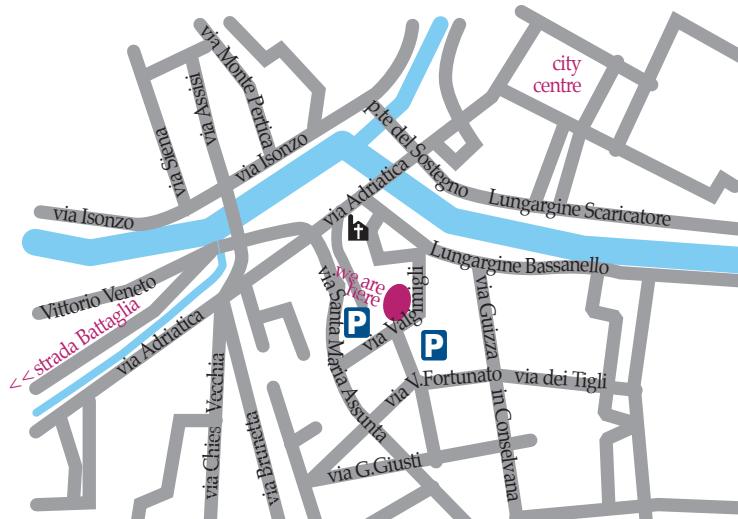
049.8803767

fax

049.8801558

e-mail

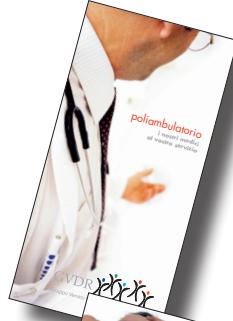
[aggiornamento@gvdr.it](mailto:aggiornamento@gvdr.it)



Booklets on our **services** are at your disposal to complete our Services Charter.

### outpatient clinic

*Our doctors at your service.*



### the advantages of laser therapy

*The use of laser makes it possible to reduce inflammation and pain quickly, especially when treating muscle-tendon and articular complaints.*



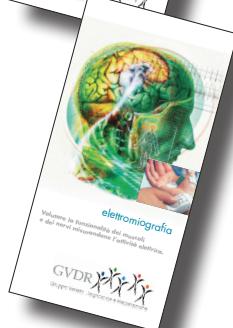
### instrumental physical therapies

*Quality and technology at the service of your health.*



### electromyography

*This is used for assessing the functionality of the muscles and nerves and measuring their electrical activity.*



### rehabilitation and massotherapy

*Function recovery techniques.*



### shock wave therapy

:: Stimulate reparatory processes at bone level

:: Develop mechanisms with anti-inflammatory and pain-relief effects in the soft tissues

*These are the main objectives of shock wave therapy, a non-invasive therapy based on the mechanical force generated by high-energy sound waves.*



### diagnostic imaging

*professionalism and technology at the service of your health.*



### Radiologia Scrovegni for more precise and effective dental diagnostics

*Planmeca ProMax 3D is an orthopantograph which makes it possible to carry out high-resolution digital 3D dental and maxillofacial radiographies thereby offering a potential for information which is greater than that of traditional X-ray images.*





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Read NES, the quarterly periodical of news of a social technical-scientific nature, distributed free of charge in all the health structures.

This Services Charter has been written with the favourable view of Cittadinanza Attiva.

