

SERVICE CHARTER

Villa Garda Hospital
Via Monte Baldo, 89
37016 Garda (Verona)

Accredited Health Facility
Local Health Authority 9 – Scaligera, Veneto Region
Medical Director: Dr. Matteo Bolcato

Organizational and Informational Document in accordance with the Prime Minister's Decree of May 19, 1995
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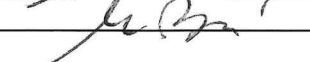
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The Service Charter has been submitted to the Tribunal for the Rights of the Patient of Veneto for an opinion on the adequacy of its contents, with a positive outcome. Furthermore, we were inspired in drafting it by the European Charter of Patients' Rights, approved by the majority of EU Parliamentarians.

OBJECTIVES OF THE SERVICE CHARTER

The Service Charter of Villa Garda promotes the relationship between the patient and the facility by encouraging active participation and safeguarding the patient's rights. To this end, and to ensure maximum transparency in the User/Healthcare Facility relationship, the Service Charter aims to publicize useful information regarding the services offered and the methods for accessing various services, also in relation to quality standards. Each point of the Service Charter is for us a constant commitment to improvement.

Villa Garda also aims to identify its own programs for technical, organizational, and operational improvement. This Service Charter is updated as of the date indicated on the cover and is valid until the next edition. However, we remind our users that it is not a static document, but rather a vital and dynamic organization in which changes follow the evolution of activities.



FIRST SECTION: INTRODUCTION TO VILLA GARDA

Company Overview and Institutional Purposes

Villa Garda Private Healthcare Facility was founded in the 1920s and is located above the town of Garda (VR), on the eastern shore of the lake of the same name.

The facility is easily accessible by highway from the Affi tollgate (Modena-Brenner A22), or from the Peschiera tollgate (Milan-Venice A4), heading towards Garda; the closest train stations are in Verona and Peschiera, from where you can reach Garda by bus.

Once in the town of Garda, you will easily find signs directing you to the healthcare facility.

Integrated into the Veneto rehabilitation hospital network, Villa Garda is part of the Ulss 9 – Scaligera and is accredited under the Veneto Regional Law D.G.R. no. 1099 of 6/8/2020. The healthcare facility provides diagnostic and therapeutic services under inpatient and day hospital regimes, as well as outpatient diagnostic and therapeutic services. The facility is authorized for 109 beds, of which 98 are accredited for Cardiological Rehabilitation, Motor Rehabilitation, and Nutritional Rehabilitation.

Villa Garda offers patients high-quality care, excellent hotel standards, personalized hospitalization, and treatments, all while fully respecting the individual and human dignity. Medical and nursing staff have access to all necessary tools to carry out their work effectively.

Villa Garda Private Healthcare Facility is owned by GHC (Garofalo Health Care) and is subject to its direction and coordination. GHC is a leading group in Italy in the private accredited healthcare sector, offering a wide range of services and specializations, covering all areas of the hospital, territorial, and social welfare sectors.

Villa Garda Healthcare Facility formally adheres to GHC's Code of Ethics, as a management tool and integral part of the company's strategy and organization; it has also adopted a management and control model in compliance with Legislative Decree 231/2001.

The provision of services at Villa Garda Healthcare Facility follows these fundamental principles:

Impartiality and Legality: The healthcare facility's actions are based on principles of objectivity, fairness, and impartiality. Additionally, honesty and adherence to all applicable laws in Italy and the Veneto Region are core values of its operations. The facility does not tolerate or promote any behavior contrary to current regulations.

Excellence and Improvement of Services and the Facility: Villa Garda strives for excellence in providing its services, in the professional abilities of its doctors and staff. It is engaged in continuous improvement of its services and business processes, focusing on physical integrity, patient satisfaction, worker protection, competence, awareness, and the ability of healthcare, administrative, and technical personnel. It views continuous improvement in processes and systems as essential for achieving excellence and ensures ongoing enhancement of the facility in terms of accessibility, livability, cleanliness, and comfort of its environments.

Respect and Care for the Patient: The healthcare facility guarantees the humanization of care and places the patient at the center of the healthcare system, considering their physical, psychological, social, and relational well-being. This principle requires that diagnoses and treatments be executed with appropriateness, timeliness, effectiveness, systematic approach, and continuity, in line with the patient's condition, ensuring that the patient is provided with thorough information regarding the treatment methods adopted. All medical staff are trained to adopt a "patient-centered" approach, using state-of-the-art equipment and providing the facility with

comfortable environments and hotel-style accommodations. This model also ensures the following principles are observed:

Equality: The provision of services respects the rights of all citizens without discrimination based on sex, race, language, religion, or political opinions. Equal treatment is guaranteed for all categories or user groups. The healthcare facility is committed to making necessary provisions to ensure that individuals with disabilities can easily and freely access its services.

Continuity: The provision of services and assistance is continuous, regular, and without interruptions. In the event of national strikes or exceptional situations that may disrupt the service, the facility will take all necessary measures to minimize inconvenience to users.

Right of Choice: In accordance with the law and the facility's structural, technological, and professional requirements, users are entitled to choose whether to use the services offered by the healthcare facility.

Participation: The healthcare facility guarantees and encourages citizen participation in the provision of healthcare services. This dual goal aims to protect the right to proper service use and foster collaboration with our staff. The facility is committed to collecting evaluations and opinions from users through surveys, using this feedback to improve service quality.

Right to Consent: Healthcare providers at the facility provide patients with all the necessary information to enable them to actively participate in decisions regarding their health.

Right to Privacy and Confidentiality: Patients' personal and health data are processed in compliance with privacy regulations, and confidentiality is maintained during medical exams or consultations.

Right to Safety: The healthcare facility prepares an annual safety plan for patients and implements all necessary measures to ensure they are not harmed during diagnostic and therapeutic procedures.

Right to Avoid Unnecessary Pain and Suffering: This right is respected at every stage of the illness.



SECOND SECTION: INFORMATION ON THE FACILITY AND SERVICES

Description of the facility

Villa Garda consists of a single structure with interconnected pavilions (conventionally referred to as A, B, and C), set within a large park that patients have access to, and which offers panoramic views of the lake. At the rear of the clinic, there is a large (unguarded) parking area.

The clinic is spread over three floors: on the raised ground floor are the outpatient clinics, diagnostic services, and a small inpatient area; the upper floors are dedicated solely to patient rooms, with a total of 49 rooms (47 with private bathrooms), including 12 single rooms. Each inpatient ward includes a treatment room, doctors' offices, and a lounge with a television, sofas, and armchairs, where patients can spend their free time or receive family and visitors during designated hours.

The main entrance of the facility is centrally located, and upon entering, you will find the Reception Desk and the Admissions/Cashier Office. In the adjacent hall, there are vending machines for drinks and a coin changer.

Pavilion C is dedicated to services, outpatient clinics, a gym, physical therapies, and administrative offices.

An additional gym is in the basement of Pavilion B.

Elevators and service lifts/stretchers serve the entire facility

Services of diagnosis and care

The Clinic has the following inpatient Units:

Cardiac and Motor Rehabilitation

Head of unit Dott. Gianni Destro

Equipe: Dr. Stefania Sorrentino, Dr. Alberto Di Blasi, Dr. Anna De Massari, Dr. Alessandro Di Matteo, Dr. Rocco Antonio Sergi, Dr. Qehaj Orsi

Department Coordinator: Valeria Cassone

Nutritional Rehabilitation – Eating Disorders and Obesity

Head of unit Dott. Riccardo Dalle Grave

Equipe: Dr. Arianna Banderali, Dr. Enrico Patacca, Dr. Cristina Zamboni, Dr. Sacerdoti Anna Lia

Department Coordinator: Adalgisa Zanetti and Sara Consolini

Diagnostic and outpatient services:

- Medical Laboratory
- Diagnostic Imaging (Radiology, Ultrasound, and Bone Densitometry)
- Cardiology (Consultations, Electrocardiogram, Exercise Stress Test on Cycle Ergometer, Cardiac Holter Monitor, Blood Pressure Holter Monitor, Echocardiogram, Doppler Ultrasound of Upper and Lower Limbs)
- Physical Medicine and Rehabilitation (Physiotherapist, Physiatric Consultations)
- Psychiatry
- Psychology
- Nutrition (eating disorders and Obesity-Related Conditions)

For information regarding access to these services, please refer to the chapter 'Outpatient Services'

IMPATIENT SERVICES

Access procedures

The Clinic is a rehabilitation facility and therefore provides both standard and scheduled inpatient admissions, including day hospital programs.

Admission is based on a referral from the general practitioner or a specialist physician in the case of transfer from an acute care facility, subject to an appropriateness assessment by medical staff.

The waiting list is managed based on the chronological order of requests, except for referrals from hospitals for rehabilitation in the post-acute phase and for cases that, upon evaluation by the responsible physicians, are deemed urgent. For information regarding admission, please contact the services in the following departments:

- Cardiac and Motor Rehabilitation: Monday to Friday, from 8:00 AM to 2:00 PM at phone number 3393001988;
- Nutritional Rehabilitation: Tuesday and Friday, from 10:00 AM to 12:00 PM at phone number 045-6208619

Admission and discharge

Upon admission, patients must present their health card, an identity document, the tax code, and the referral for hospitalization from the general practitioner, which, in the case of transfer from other healthcare facilities, is replaced by the transfer letter. They are then escorted to the department, where they are welcomed by the nursing staff, who are available to provide all necessary information and to assist with settling into the clinic. On the first day, the physician will contact the new admissions for an examination and the completion of their medical records. In the first few days of hospitalization, information about specific programs is provided in 'welcome' meetings, either group or individual, aimed at giving an overview of the various activities planned for the duration of the stay. Additionally, each patient receives an informational brochure outlining the treatment they will undergo.

The following days are managed by the healthcare staff of the clinic according to the procedures outlined in the various rehabilitation protocols. During the treatment, the patient receives all the information necessary for their return to normal life, their usual environment, and a healthy lifestyle, to overcome the disability.

The clinic has an on-call medical service for emergencies and urgent care available 24 hours a day, both for hospitalized patients and for individuals visiting the clinic.

Defibrillators are available in the various departments, ready for use, with staff appropriately trained.

Upon discharge, a clinical report is provided, addressed to the attending physician, describing the treatment the patient underwent, the medication administered, and the post-hospitalization therapy to be followed.

It is possible to request a copy of the medical record by submitting the appropriate form at the Admissions desk or by sending an email to: cartelle.cliniche@villagarda.it.

The request must be signed by the patient themselves or by a delegation; the documentation will be available for pick-up at the Admissions desk or, upon request, will be sent to the patient's home.

Hospitality services

Our rooms accommodate from 1 to 4 beds, and most are equipped with private bathroom facilities.

Bed linens are changed every 5 days (unless otherwise needed), and bath linens are changed three times a week (on Tuesday, Thursday, and Saturday, unless otherwise needed).

Meals are served regularly and punctually by our staff, either in the patient's room or in the dining room, depending on the department.

Breakfast times vary depending on the program, while the main mealtimes are as follows:

- breakfast: from 8:00 am;
- lunch: from 11:45 am to 12:30 am;
- dinner: from 18:30 pm to 19:15 pm.

All meals are prepared according to the guidelines provided by the dietetics service. The menu changes daily within a 15-day rotation cycle.

Upon request, an in-room television service is available for a fee.

Payment for services can be made in cash (up to a maximum amount of €2,000), by check, debit card, or credit card.

Two vending machines for hot beverages (coffee, tea, etc.) and two for cold drinks (mineral water, iced tea, etc.) are located near the entrance of the Clinic; a coin changer is available nearby.

Visitor access is permitted during the following hours:

- from Monday to Friday: 17:00 - 18:15;
- Saturday: 16:15 – 18:15;
- Sundays and public holidays: 10:00 - 11:00 e 16:15 – 18:15.

Consultations with doctors

The attending physicians are available to family members who wish to receive information about the clinical status of their relative (in compliance with privacy regulations).

For the cardiology department, doctors are available for phone consultations monday to friday, from 12:00 PM to 1:00 PM at phone number 045-6208611.

For the eating disorders and Severe Obesity departments, doctors are available for phone consultations Monday to Wednesday, from 12:00 PM to 1:00 PM at phone number 045-6208611.

Staff identification

Staff uniforms are color-coded:

- blue scrubs
- white scrubs with red trim
- white scrubs with light blue trim
- white scrubs with yellow trim
- white scrubs
- white scrubs with green trim
- white pants and polo shirt

MEDICAL PHYSICIAN

HEAD NURSE

NURSE

HEALTHCARE ASSISTANT

NURSING AIDE

Radiology and Laboratory Technician

PHYSIOTHERAPIST



OUTPATIENT SERVICES

Outpatient Clinics under Agreement with the National Health Service (N.H.S.)

To access services covered by the national health system, a referral from your general practitioner is required. Payment for co-pays and outpatient services can be made in cash (up to the legal limit), by check, debit card, or credit card, at the Cashier's Office, open from 7:45 AM to 7:30 PM.

The services available under the national health agreement relate to the specialties listed below and can also be provided on a private (fee-paying) basis.

Medical Laboratory

Chief: Dr. Lucia Acerbi

Technicians: Fabia Mazzi

Biologist: Veronica Sandri

Open to the public from monday to friday from 7:45 to 9:50.

Appointment bookings: from monday to friday from 12:00 to 14:30 by calling 045-6208664.

Radiology, Ultrasound, and Bone Densitometry

Chief: Dr. Paola Vittoria Bazzani

Technicians: Enrico Pinaroli, Laura Cappelletti

Appointment bookings: from monday to friday from 8:30 to 14:00 by calling 045-6208618.

Cardiovascular Outpatient Clinic

Chief: Dr. Gianni Destro

Medical staff: Dr. Alberto Di Blasi, Dr. Stefania Sorrentino, Dr. Arrigo Segalla

Appointment bookings: from monday to friday from 8:30 to 14:00 by calling 045-6208618.

Physical Therapy and Physiatry Clinic

Dr. Antonio Rocco Sergi, Dr. Qehaj Orsi

Physiotherapists: Alberto Dellerà, Alessia Brunelli, Fabio Soave, Francesca Lonardi, Luca Fedrigo, Marco Mazzola, Greta Galletti, Rachele Savoia, Barbieri Vittorio, Mascanzoni Nicolò, Gholipour Maryam.

Appointment bookings: from monday to friday from 8:30 to 14:00 by calling 045-6208618.

To access therapies, it is necessary to first undergo a physiatric consultation; any prescribed therapies can be booked in person with the technicians immediately afterward.

Specialist Private Clinics

Obesity and Eating Disorders Treatment Clinic

Chief Dr. Riccardo Dalle Grave

Medical staff: Dr. Arianna Banderali, Dr. Enrico Patacca, Dr. Cristina Zamboni, Dr. Sacerdoti Anna Lia

Appointment bookings and hospitalization information: tuesday and friday from 10:00 to 12:00 by calling 045-6208619.

Appointment bookings: from monday to saturday from 10:00 to 16:00 by calling 045-6208611.

Psychology Clinic

Dr. Cristina Scutari, Dr. Davide Cappellari, Dr. Maddalena Conti, Dr. Iginio Marchi, Dr. Sabrina Marchi, Dr. Antonella Ruocco

Appointment bookings: from monday to saturday from 10:00 to 16:00 by calling 045-6208611.

Psychiatry Clinic

Dr. Chiara Guarnier

Appointment bookings: from monday to saturday from 10:00 to 16:00 by calling 045-6208611.

All services provided on a private basis are billed and collected directly by the Cashier's Office of the Clinic.

Inside the clinic, appropriate signage will help you find your way.

The outpatient clinics are equipped with waiting rooms.

Any medical documentation (medical report, test results, etc.), when available, is provided at the end of the service. Otherwise, the staff member will inform you when it will be ready for collection and will issue a collection form. In this case, the documentation can be collected at the reception desk from Monday to Friday between 9:00 a.m. and 6:00 p.m., and on Saturday between 9:00 a.m. and 1:00 p.m., upon presentation of the form.

Medical documentation can only be delivered to the patient, in compliance with privacy regulations. If it is to be collected by a third party, a written authorization using the appropriate form is required.

Access Priority

The facility has designated parking spaces near the main entrance for persons with disabilities and pregnant women.

Access to the various outpatient clinics and the blood draw room is strictly by appointment only, which helps reduce waiting times.

Cancellation of Appointments and Failure to Collect Test Results

With Regional Council Resolution no. 600 of March 13, 2007, entitled "National Plan for Reducing Waiting Times for the 2006–2008 Three-Year Period, pursuant to Article 1, Paragraph 280 of Law no. 266 of December 23, 2005. Regional Implementation Plan: Integration of Resolutions no. 3535 of November 12, 2004, and no. 2066 of June 27, 2006" – and subsequent operational guidelines – the Veneto Region, in finalizing the strategy identified to achieve the objectives of the National Plan, launched a series of actions aimed at involving all stakeholders in the process of reducing waiting lists, effective from January 1, 2007.

In this context, the enhancement of user information is included, ensuring that the patient is made aware, at the time of booking, of the following responsibilities:

- to cancel the appointment within a reasonable time; otherwise, the patient will still be required to pay the participation fee for healthcare costs, even if exempt.
- To collect the test results within 30 days of the specialist service being provided or, in any case, within 30 days from the date set by the Company for delivery: if the results are not collected, the patient will be required to pay the full cost of the service received, even if exempt.

Insurance Agreements

Casa di Cura Villa Garda has established agreements with the most important insurance and assistance networks: Allianz SpA, Aon, Fasi, Fasdac, Generali Welion, My Assistance, Previmedical (Metasalute - Rbm - New Med - Unicredit), Enasarco, Casagit.

THIRD SECTION: QUALITY POLICY AND OBJECTIVES

Every year, the Management sets objectives and indicators for the various sectors, which are later evaluated during the Management Review.

FOURTH SECTION: MECCANISMI DI TUTELA E DI VERIFICA

The Administration of the Clinic has the duty and strong commitment to protect patients who experience any service disruptions, or who find that the quality of any service provided falls below the standards promised, or who are subjected to behaviors, actions, or attitudes that limit their rights and are not in line with the expected level of care.

Any shortcomings or difficult situations that may arise within the Clinic, caused by staff, patients, or visitors, may occur without the knowledge of the Healthcare Management and the facility's responsible personnel. Our primary goal is – and remains – to provide patients with high-quality service. Therefore, we will take immediate action to verify the existence of any shortcomings or difficulties and, if confirmed, will promptly address and resolve the issues raised.

The function related to the protection of users of our healthcare services is fulfilled through the following instruments:

- 1) public relations office;
- 2) internal organizational documents;
- 3) the quality management system;
- 4) quality and customer satisfaction surveys;
- 5) complaints submitted by clients;
- 6) annual report on the status of quality standards.

Please note that the nursing staff in each functional area is required to acknowledge any verbal comments or complaints expressed by patients or their family members and, if possible, to address them immediately, or otherwise to report them to the attending physician or the Medical Director.

Public Relations Office

The Public Relations Office is available to the client for any matters related to information and protection, ensuring the full enjoyment of services (medical, hotel, assistance, auxiliary) and the verification of the efficiency/effectiveness and quality of the services provided.

If the client does not find satisfaction with their concerns immediately addressed by the department staff, or if the concerns relate to general organizational aspects of the clinic unrelated to the department, they may direct their complaints to the Public Relations Office, managed by the front office staff, who will register the complaint.

Such complaints are then sent to the Medical Director, who initiates the appropriate procedure, investigates the issues, and, if possible, resolves them as quickly as possible, contacting the patient either verbally or in writing.

Internal organizational documents

The Clinic has implemented several internal documents that describe its organization. These documents include the Service Charter, the Guide to Services, and the Quality Manual.

The Quality Management System

As part of the Quality Management System, the Management is responsible for all aspects related to the quality of our facility and services. Their commitment is focused on studying the quality standards adopted by the Clinic, applying them, and verifying the results. This work is ongoing and leads to continuous improvement of the service, centered on the needs of the clients.

Quality and customer satisfaction surveys

During the hospitalization, the staff provides the patient with the Patient Satisfaction Survey, which can also be filled out anonymously. The survey consists of a series of questions aimed at assessing the perceived quality of the services provided and investigating the level of customer satisfaction. The questions cover all aspects related to the hospitalization, from evaluations of the staff to the quality of hotel services, as well as the judgment on the treatments received.

Similarly, for the outpatient service, during one randomly selected month each year, a questionnaire is distributed to users. The questionnaire covers various areas, such as punctuality and quality of services, as well as an evaluation of the staff.

The results of the surveys are analyzed and used to improve the level of service delivery, with a focus on customer orientation and satisfaction. These results are then reported in the Management Review.

Management Review

The process is carried out once a year. It includes a report on the performance of activities, where the status of quality standards is described in relation to the objectives of the Quality System.

It is prepared by the General and Medical Management, in collaboration with the Quality Coordination and the Heads of Departments and Services. This control and planning phase is part of the ongoing self-monitoring mechanism (periodic meetings between Management/Departments and Services, internal audits), where any existing issues are analyzed and improvement proposals are evaluated, leading to the development of Corrective Actions.