



SERVICE CHARTER

Ministerial Decree May 19, 1995

Version: **April 2026**

Casa di Cura European Hospital

Via Portuense, 700 - 00149 Rome

www.europeanhospital.it

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Dear Guest,

the Service Charter protects the right to healthcare, which allows the citizen-user to exercise control over the functioning and quality of services provided by the healthcare facilities.

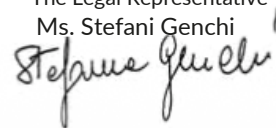
It is required to provide, with the full cooperation and involvement of those concerned, i.e. all the professionals, healthcare workers, citizen-users and their representatives, the fundamental indications to build and understand the new hospital.

European Hospital for this purpose has drafted its own Service Charter, and proposes to present it for your kind attention, in the hope that you will make use of the information provided.

European Hospital, with this document, therefore expects that you may become acquainted with the entire healthcare structure and the services made available to you, its objectives and the control tools put in place to ensure, at present and in the future, the best quality of care.

EUROPEAN HOSPITAL S.p.A.

The Legal Representative
Ms. Stefani Genchi



The Group

European Hospital is part of Garofalo Health Care Group S.p.A. and was authorised for operation and accreditation by DCAn. U00044/2012 and the subsequent DCA No. U00418/2015.

The GHC Group, listed on the Euronext STAR Milan segment of the Italian Stock Exchange, is among the leading accredited private healthcare operators in Italy, relying on excellent hospital and healthcare facilities located mainly in the Northern and Central regions of Italy. Regional and segment diversification, innovation and professionalism, modernisation and the humanisation of care, training and scientific research constitute the broad range of features and strengths which set the Group apart.

In addition, all Group facilities operate through a "patient-centered" organisational model. This is embodied in a respect for patient choices, their needs and their values. **"Health is your most valuable asset"** is indeed the guiding principle according to which health, as a basic and necessary good, **should be safeguarded, protected and cared for**, through accurate and timely diagnosis and treatment, high levels of professionalism and always cutting-edge technology.



General Objectives

The fundamental basis by which European Hospital S.p.A. provides its range of care services and modes of diagnosis and treatment consider the patient/client as "the central element" and upon which the maximum commitment of all operators is focused.

This is highlighted by the structural choices: from the technologies to the specialties provided, to the care pathways and finally to the choice of Professionals and nursing and technical personnel, and indeed of company management.

The purpose of European Hospital S.p.A. is to protect the right to health of every Citizen by providing it, in addition, with the power to directly control the quality of Services, in terms of efficiency, personalisation and effectiveness.

The protection of the right to health requires the recognition and defense of the following principles, embraced and advocated by European Hospital S.p.A. in carrying out its care activities;

- Right to preventative measures: Every individual has the right to the appropriate services to prevent illness. The medical and paramedical staff of Casa di cura is committed to providing all the services necessary for the prevention of disease, ensuring health procedures at regular intervals, making available all the best methods - both diagnostic and operative - emerging from scientific research and technological innovation.
- Right to Access Everyone has the right to access the necessary care that his or her health condition requires.
Casa di cura guarantees this right, ensuring access to care, both inpatient and outpatient, without discrimination on the basis of financial resources, residence or type of illness.
- Right to information Everyone has the right to receive all information about his or her health status and the health services that will be used, as well as to information upon all the methods that scientific and technological research has made available.
The entire staff of Casa di cura assures the patient that he or she will always be provided with all the necessary information, through direct meetings with the medical personnel,

the head nurses and administrative staff, who will ensure the streamlining of bureaucratic procedures and provide all information brochures. Access to one's medical records is always ensured in order to receive clarifications regarding its content and to obtain photocopies, upon simple request.

- Right to consent: Every individual has the right to receive all information that will enable him or her to actively participate in decisions affecting his or her health.

The medical staff of Casa di cura shall provide the patient with all information regarding a surgical procedure, diagnostic procedure or health treatment, including the associated risks, side effects and possible alternatives. Informed consent will be sought with necessary advance notice and the patient will be free to refuse a medical intervention and to change his or her mind during a treatment, refusing its continuation.

- Right to free choice: Every individual has the right to freely choose between various healthcare procedures and providers, based on adequate information.
The Casa di cura patient will be guaranteed the right to choose which diagnostic examinations or therapies to undergo, also receiving all information related to

identifying which professionals are suitable to guarantee a certain treatment and to receive information on the results of their activities.

- Right to Privacy and Confidentiality Every individual has the right to confidentiality of information of a personal nature, as well as the right to the protection of his or her privacy during the undertaking of diagnostic tests, specialist examinations and medical-surgical treatments in general.

The entire Casa di cura staff guarantees the right to the confidentiality of information upon the patient's health status and the medical or surgical treatments to which he or she is subjected, ensuring appropriate environments to respect privacy.

- Right to the respect of patients' time: Every individual has the right to receive health care treatment in a quick and predetermined period of time. Casa di cura provides precise information on the timing of specialist visits, diagnostic tests, surgeries or other treatments within a predetermined maximum timeframe. Doctors ensure adequate time for their patients for information, examination or treatment.

- Equality and respect service delivery is based on equal consideration for each individual person. This does not mean uniformity of interventions, but rather that each activity is customised according to the unique considerations of each person. Each intervention is handled with respect for the dignity of the individual and their specific aspects, regardless of ethnicity, gender, religion, language, economic conditions and political opinions.
- Impartiality and objectivity each person providing services at the Centre operates with impartiality, objectivity and justice in order to ensure adequate care.
- Continuity the organisation ensures continuity of service by arranging work shifts that guarantee adequate levels of care during the hours for which the Centre is in operation. Any interruptions are expressly governed by industry regulations to ensure the least inconvenience to users.
- Involvement The Centre ensures that the patient is provided with correct, clear and complete information regarding their involvement in service performance. The Patient can make himself or herself a participant in the continuous improvement of the Centre, for example, by filling out the

"Customer Satisfaction Assessment" form, which is provided to Patients and then filled out and handed in at Reception.

- Effectiveness and efficiency are ensured by the implementation of the Quality System which seeks to establish an optimal relationship between the resources employed, the activities performed and the results.
- Reception Access to the facility is ensured by the availability of the Reception Staff, always present at the facility and the Waiting Room provided with the necessary spaces to ensure respect for the Patient's Privacy and needs.
- Safeguards Patient Rights Protection is ensured by compliance with the Procedures, Operating Instructions and Regulations set out in the Quality System, as well as the respective control and supervision mechanisms put in place, paying particular attention to patient safety, through the prevention of clinical risk and the Privacy procedures.
- Right to high quality standards: Every individual has the right to access high-quality healthcare services which meet precise standards. Casa di cura ensures technical, professional, comfort and human relations

standards for the patient which meet precise quality standards, defined in consultation between Health Management and General Management, according to international and national health guidelines, which are evaluated and updated periodically.

- Right to safety: Every individual has the right to be free from harm resulting from the malfunction of healthcare services and medical errors and has the right to access healthcare services with high safety standards.
Casa di cura ensures patient protection, through the continuous monitoring of risk factors and through the control of electronic health devices, through licensed and specialised enterprises which guarantee the efficiency and safety of equipment, including through the specific training of operators.
- Right to Innovation Every individual has the right of access to innovative procedures, both operative and diagnostic, according to international standards and regardless of economic or financial considerations. Medical managers identified by the management of the Casa di cura actively participate in scientific research, promoting meetings and conferences in the biomedical field, disseminating the results adequately to colleagues, patients and scientific societies in the field.

Presentation

- **Right to avoid suffering and unnecessary pain:** Every individual has the right to avoid as much suffering as possible, at every stage of their illness.
- **Right to personalised treatment** Every individual has the right to receive personalised treatment, both diagnostic and therapeutic, tailored to his or her personal needs. Casa di cura's medical staff ensures personalised medical treatment through flexible medical programmes to safeguard the patient's health.
- **Right to file a complaint** Every individual has the right to file a complaint whenever he or she has suffered harm and has the right to receive a response. Casa di cura ensures the possibility of submitting verbal or written complaints, to the person in charge of complaints at the Administration Department: Ms. Paola Rosadini and of receiving appropriate responses. Complaint handling is governed by the POG operating procedure. 1.01
- **Cultural Mediation** The facility ensures the presence of a person who facilitates cultural interaction and information for overseas patients in the healthcare setting to facilitate understanding of behavioural and cultural aspects between the healthcare provider and user.

This Service Charter contains appropriate

and useful information so that the citizen can make a free choice of the place of care, the medical and care modalities which best suit his or her personality, culture, work and lifestyle habits, and, not least, his or her health status.

From the presentation of the organisational and logistical structure of European Hospital S.p.A., the citizen-user will be able to verify and learn that the various aspects of the services offered, their management and organisation, the provision of a trusted personal Doctor and the modern technical-medical equipment are suitable resources to protect his or her health.

European Hospital S.p.A. seeks to guarantee the stated qualities of care over time, as this is the primary element in order to establish a lasting relationship of trust.

In addition to this, European Hospital S.p.A. is committed to ensuring that the entire course of care, diagnosis and treatment of each patient is selective and related to his or her needs and requirements in that particular circumstance.

It also advocates the implementation of information strategies of available means and operating units to ensure that each care pathway is known, accepted and participated in by the patient at every stage.

The outcome of this policy constitutes, for the caregiver, an engaging and rewarding human and professional experience and, for the patient, a moment of analysis of his or her health status, performed by a group of people who have given him or her confidence, hope and security.

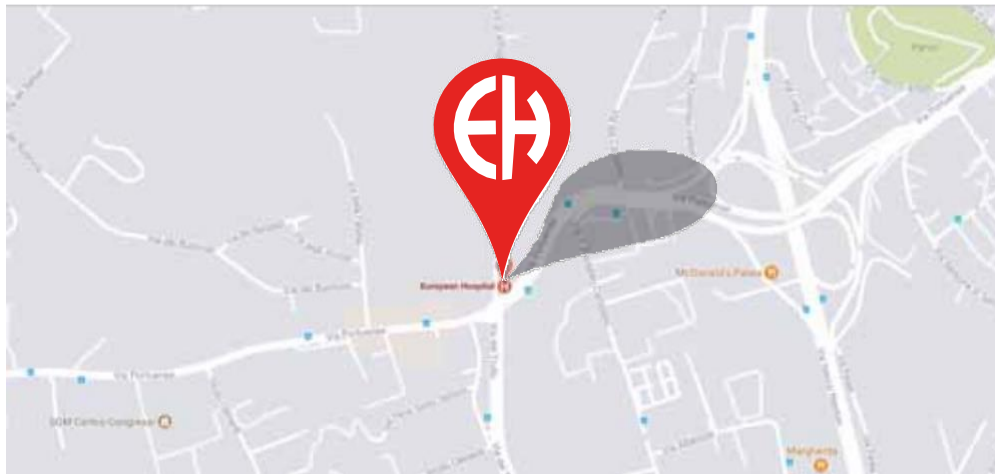
The European Hospital staff in charge of care, organisation, policy and quality assurance has created a system of integration and multifunctional interfacing to ensure levels of care that are increasingly in line with client needs and which, in any case, are progressively improving.

The stay at European Hospital should be a positive time for the client's health and general well-being.

The surveys carried out through the analysis of questionnaires, complaints and suggestions given, will be the building blocks for the focus of our future work so that a growing relationship of trust is established between the citizen and European Hospital.

Shuttle Service

There is a free shuttle service for visitors. To take advantage of this service, on entering please contact the desk in the car park and on exiting the reception switchboard.



Address

Via Portuense 700 - 00149 Rome

How to reach us by public transportation

719 from Piazzale dei Partigiani (Ostiense station, Piramide metro)

228, 786, 773 from Trastevere Station, stop in front of Casa di cura

By private transportation: from Fiumicino airport

Take the A91 Fiumicino-Rome motorway, exit at "Roma centro/Magliana/Trastevere", after about 1KM take the junction for "Grande Raccordo Anulare/autostrade/Fiumicino". Enter the A91 for 200 metres and take the exit for Via Isacco Newton/Via Portuense/Trullo 0.2 km. Continue on Viale Isacco Newton for 1.6KM, keep right at the Viale Isacco Newton junction (0.6KM), keep right at Via Portuense for 300 metres.

From the centre (Trastevere)

Drive along Viale Trastevere and Circonvallazione Gianicolense; take the left and turn at Via Bernardino Ramazzini. Continue on Via di Donato and Via Virginia Agnelli, turn right onto Piazzale Morelli. Continue on Viale Isacco Newton, take the Viale Newton junction for 300 metres, turn right on Via Portuense for 200mt.

Organisational Structure

European Hospital is authorised to engage in healthcare activities as follows:
DCA No. U000044 of 10/05/2012 as amended by DCA No. U 00418 of 04/09/2015, DCA No. 00056 of 23/02/2017, Determination No. 4 02480 of 08/03/2021, Determination 4 09517 of 19/07/2022, Determination G 000818 of 24/11/2023.

Inpatient activities carried out under accreditation with the National Health Service:

The European Hospital is accredited for Cardiac Surgery and Interventional Cardiology with the National Health Service by DCA U00044 of 10/05/2012, as amended by DCA 56/2017 and DGR 852/2022.

The Cardiovascular Department is equipped with a block of 4 dedicated rooms, 2 hemodynamics rooms, the cardiac intensive care unit that consists of 12 beds with high-tech continuous patient monitoring, the cardiac intensive care unit with 8 beds. The inpatient cardiac surgery department consists of 22 beds, all of which are also monitored. The cardiology inpatient ward has 9 beds dedicated to accredited patients and these are also all equipped with special cardiological monitoring.

As a result of the agreement to review the organisational and functional restructuring of the facilities of the Garafolo Healthcare Group and in compliance with the provisions of DGR 135 of March 12, 2026, the accreditation procedure for the following specialties was initiated: General surgery 14 beds
Orthopedics 14 beds
Gynaecology 6 beds
Ophthalmology 2 beds
DGR 135 also provides for the accreditation of a number of outpatient specialties and the conversion of the Outpatient surgery unit to Level 2 hospital care.

Private inpatient services on a out-of-pocket basis and/or in agreement with all private insurances

- Heart surgery
- Cardiac Interventions
- Thoracovascular surgery
- Gynecology

- Reproductive Medicine
- Internal medicine
- Ophthalmology surgery
- Orthopedic surgery
- Otorhinolaryngology
- Urology
- Neurosurgery
- Neurotraumatology
- Coloproctology
- Pain Therapy Service
- Vital parameter monitoring service

Outpatient services out-of-pocket and/or in agreement with private insurance companies

Outpatient clinics are also provided for out-of-pocket patients and/or in agreement with all private insurance companies for the following specialties:

- Cardiology
- Orthopaedics
- General surgery
- Otorhinolaryngology
- Angiology
- Ophthalmology
- Gynecology
- Medically Assisted Procreation
- Coloproctology
- Pneumology-Allergology
- Allergology
- Dermatology
- Urology
- Electrophysiology

- Electrophysiology
- Neurology
- Pain therapy service
- Color Echo-Doppler
- Holter
- Ergometric Test
- Ultrasound
- Digestive endoscopy
- PhysioKinesiotherapy
- Laboratory analyses
- Laboratory of Clinical Chemistry and Microbiology, Immunology, Cytology;
- Laboratory of Histopathology
- Plastic Surgery - Reconstructive and Aesthetic Surgery

Diagnostic investigations for out-of-pocket patients and/or in agreement with private insurance companies

Diagnostic Imaging service is also available for out-of-pocket patients and/or in agreement with all private insurance for the following specialties:

- Digital Radiodiagnostics
- Multilayer Spiral Computed Tomography
- Magnetic Resonance Imaging - Neuro Body Articular
- Ultrasound
- Mammography with Stereotaxy
- MOC

For inpatient activity the classes are as follows:

Class A	Hospitalisation of up to 30 days for clinical cases that have the potential to rapidly worsen to the point of becoming emergencies, or otherwise to seriously affect prognosis.
Class B	Hospitalisation of up to 60 days for clinical cases that present intense pain, or severe dysfunction, or severe disability but which do not show a tendency to deteriorate rapidly to the point of becoming life-threatening and where the prognosis would not be seriously compromised by the delay
Class C	Hospitalisation for up to 180 days for clinical cases involving minimal pain, discomfort, or disability that do not show a tendency to worsen and for which a delay would not significantly compromise the prognosis
Class D	Hospitalisation without a defined maximum wait for clinical cases causing no pain, dysfunction or disability. These cases however must be made at least within 12 months

Waiting List Information

Waiting lists are kept at the Administration Office, which can inform citizens upon the waiting times for various services

Obligatory fields for the waiting list

The waiting list is structured as follows:

- Progressive number
- Date of inclusion on list
- Patient's full name, date of birth, telephone number
- Intervention to be performed (for admissions)
- Service requested (for outpatient activities)
- Medical specialist
- Level of priority. The level of priority of the service is at the discretion of the doctors, who will notify the administration secretary. In all other cases, chronological order is followed.

Method to access details on the list

Patients who wish to obtain information regarding their position on the waiting list should contact the administrative staff at the Admissions Desk, who, based on the schedules and availability of the individual healthcare providers, will provide a response indicating their position on the list and the estimated date for the provision of the service.

Patients who are alone or accompanied by family members contact the admissions desk located within the clinic.

There are 2 methods for admission

Admission of patients for National Health Service (S.S.N.) services

Admission Procedures

The following documents are required for admission:

- Italian health insurance card
- An identity document
- the admission request issued by the family doctor
- Medical records in the patient's possession

Emergency Admission

Although the facility does not have an Emergency Department, urgent and emergency admissions are guaranteed as an anesthesiologist, a cardiologist, a cardiac surgeon and technical support staff are on-site 24 hours a day.

The clinical chemist, the radiologist and the operating room team, as well as support services such as blood transfusion, are also available;

Admission of out-of-pocket and insured patients

Patients may opt for private admission without using the National Health Service. In this case, they may call to schedule the date and time of admission, requesting not only a bed or a room but also the entire team of their choice. For this type of admission, an identification document and a medical report are sufficient.

Insured patients need only a referral from a trusted doctor and a valid ID. At the reception desk, simply indicate the insurance company to contact. All communication procedures for authorisation are handled by the staff of European Hospital S.p.A.

The insured patient has all the privileges previously outlined for out-of-pocket patients.



Inpatient stays

The facility

European Hospital was designed with inpatient wards located across 5 floors.

It has 144 beds, divided into single or two-bed rooms, all equipped with a telephone, television, bathroom, air conditioning and a bed for a companion;

Each floor is equipped with a medical supply room, a medication storage area, consumables, medical clinics, fixed equipment and specific modules tailored to the type of care provided.

There is a large car park outside. With a view to ensuring the highest possible safety for its clients, European Hospital S.p.A. has fully implemented Legislative Decree 81/08 and subsequent additions by installing the prescribed fire-fighting equipment, while the staff has attended "Company Fire and Evacuation Teams" training courses.

Hospital accommodation

European Hospital, to help patients with the transition from an initial state of well-being — typically associated with life in their home environment — to a state of illness, compounded by hospitalisation, has established not only specific healthcare protocols but also hotel-style amenities designed to ensure privacy, protection and safety.

Out-of-pocket inpatients are provided with a daily menu offering a wide range of choices in terms of quality, variety and caloric content.

Upon specific request, the menu can be adjusted to accommodate the patient's religious beliefs.

Lunch is served on a tray at a small table set up in the room, while meals are served according to the following schedule:

08:00AM - 08:30AM	breakfast
12:30PM - 01:00PM	lunch
06:30PM - 07:00PM	dinner

Relatives and family members of private out-of-pocket inpatients may have lunch with their loved one and, if necessary, stay overnight in the same room.

Payment for the service must be made at the admissions office by 11.30AM on the day of discharge.

For telephone communications, dial 9 to speak with the clinic's switchboard; for local calls on the landline network, you may access the outside line by dialling 0.

Taxis

Taxis are called through the switchboard

Catering Service

The European Hospital has a bar service, available during the following hours: Monday through Friday 7AM–7PM – Saturday 7AM–5.30PM
Sunday 7.30AM–2.30PM

When the bar is closed, a vending machine offering hot and cold beverages is available next to the bar

Safe deposit boxes and personal belonging

Patient rooms are equipped with safes.

Magazines and newspapers

Newspapers and magazines are available for purchase inside the bar.

Private patients are delivered their newspapers along with breakfast.

Barber service

Barber services are available upon request to the Nursing Coordinator.

Religious support

Religious support is available upon request, in accordance with one's religious beliefs.

Clothing

Patients are kindly requested not to walk around outside their floor in nightgowns or pyjamas and to keep their room doors closed.

Parking

Cars must be parked in the paid, secure parking lot located at the clinic entrance, where a free shuttle service is available for visitors.



Information

Information for guests and family members

- Clinical information is provided in accordance with privacy regulations.
- You may speak with the Medical Director by appointment

PRIVATE INPATIENT WARD

ADMISSION HOURS	Open
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INPATIENT WARD CARDIOVASCULAR

VISITING HOURS	6PM – 7PM	<i>Relatives are permitted to visit during the indicated hours every day, including Saturdays, Sundays and holidays. These hours must be observed in the patient's best interest and to ensure the smooth operation of the medical and nursing staff. A maximum of 1 or 2 people per patient are permitted. Entry is prohibited for individuals under the age of 13. The presence of one person is permitted from 6PM through the night only for patients on their first or second day post-surgery. In special cases, authorisation for continuous care may be obtained from the on-call doctor or head nurse.</i>
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INTENSIVE CARE

THE PRESENCE OF RELATIVES IS NOT PERMITTED

CCU (CORONARY CARE UNIT)

VISITING HOURS	6PM – 7PM	<i>Only one relative per patient is permitted</i>
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Information for relatives of patients admitted by the National Health Service (S.S.N.)

Ward

Following surgery, relatives will be contacted by the primary care doctor or a member of the staff to be informed of the patient's condition in the waiting area in front of the ward entrance.

Intensive care

Relatives of patients admitted to the intensive care unit can receive information from the anesthesiologists every day from 6PM to 7PM at the clinic located on the 1st floor (inpatient ward).

Discharge

Upon discharge, which is carried out by the doctor in collaboration with the head nurse, the patient is given a summary letter detailing the diagnostic and therapeutic process, dated, signed and addressed to the patient's attending doctor.

The discharge letter is structured as follows:

- the patient's first name, last name and date of birth;
- date of admission

- reason for admission
- date of discharge;
- confirmed diagnosis;
- relevant pre and post-operative diagnostic tests.
- clinical course during hospitalisation;
- treatments and surgical procedures performed during hospitalisation and recommended for home care
- treatment recommended upon discharge and indication of the times.

Upon discharge, the patient is returned all medical records in their possession

CCU (CORONARY CARE UNIT)

Relatives of patients who have undergone a procedure (diagnostic and/or surgical) will be called upon by the primary care doctor or a member of his or her staff, who will inform them of the outcome. During the hospital stay, further information may be requested from the on-call cardiologist

Outpatient Visits

Upon discharge, the patient must schedule a follow-up visit one month after the procedure, which will take place in the ward outpatient clinic at 8AM.

European Hospital S.p.A. offers an online service for accessing reports of laboratory tests and other outpatient specialist services, accompanied where available by the relevant invoices, in addition to the standard methods for retrieving reports. The service may be activated, upon providing specific consent to the processing of personal data, at the time of registration at the Appointments (CUP) desks.

Waiting lists for outpatient services

- Appointments for specialist visits: on average 5–15 days
- Physical therapy services: on average 4 days

The Privacy Law

In compliance with the provisions of Legislative Decree No. 196/03, as amended "Code regarding the protection of personal data" and EU Regulation No. 679/2016 ("European Regulation on the protection of natural persons with regard to the processing of personal data and on the free movement of such data"), the facility takes all necessary measures to ensure the protection of the personal data provided by patients.

All personal and sensitive data will be processed exclusively in accordance with law or upon the user's authorisation, provided by signing the relative privacy notice and consent form. The processing of personal and sensitive data provided by the user is intended for the creation and management of the documentation necessary for medical treatment, the preparation of medical reports, the fulfilment of the institutional obligations established by law, and the billing of services to the National Health Service (SSN) or to the patient in the case of services provided under a private healthcare arrangement. Your data will be processed for the time strictly necessary to achieve the purposes for which it was collected and, in any case, within the limits set out by the sector-specific regulations, as well as by the tax regulations and the historical and documentary retention requirements.

Access to Medical Records

A duplicate of the medical record must be requested from the Medical Records Office on Tuesdays from 9AM to 12PM, tel. 0665975651.

Reservations may be made by email: european@digitahub.it

The medical record is delivered to the patient or to a person designated by the patient in accordance with current regulations on the protection of "privacy".

The documentation will be provided within 7 days of the request being submitted, in accordance with the regulations on access to administrative documents and the provisions of the Personal Data Protection Code, as set out in Legislative Decree No. 196 of June 30, 2003. For outpatient services, the patient is given the medical report at the conclusion of the service provided.

Pursuant to Article 4, paragraph 2, of the Gelli-Bianco Law 24/2017, the available medical records pertaining to the patient are provided by the healthcare administration within seven days of the submission of the request by the entitled parties. Any additional information is provided, in any case, within a maximum of thirty days from the submission of the aforementioned request.

Electronic Health Record (EHR)

Pursuant to Article 12 of Decree-Law No. 179 of October 18, 2012, hospital discharge letters, diagnostic imaging and specialist reports and laboratory test results are sent to the Electronic Health Record (EHR). The patient has the option to prevent third parties from viewing data related to one or more specific services received on the FSE and may exercise this right, known as the "right to be forgotten" at the time the service is provided by submitting a request directly to European Hospital staff, or at a later time by accessing their FSE (<https://www.salutelazio.it/> fascicolo-sanitario-elettronico).



Patient Protection

The facility systematically assesses users' needs and their level of satisfaction with the services provided.

The patient can contribute to improving services and thus to resolving any problems or inefficiencies by completing a Questionnaire provided in the ward.

The Questionnaires are then forwarded to the Administrative Department and used to make the necessary adjustments for the progressive improvement of care. With regard to complaints, every communication, even if anonymous, is examined by the Administrative Department and evaluated with the service area coordinators. The Administrative Department, which is responsible for managing the complaint, analyses its causes, seeks a resolution and subsequently notifies the concerned party. The facility proposes adjustments and corrective measures to facilitate the modernisation of facilities, as well as the simplification of communication and the updating of the ways in which the administration interacts with users.

The facility ensures the protection of "vulnerable" patients and guarantees respect for the patient's dignity.

Verification of compliance with the standards defined and listed below is carried out through internal audits planned by the General Management and undertaken to assess the compliance and implementation of the Quality System.

	QUALITY INDICATOR	QUALITY STANDARDS
RESPECT FOR OUR PATIENTS' TIME	<i>Average number of days between booking and admission</i>	15
RESPECT FOR THE CLIENT'S DIGNITY AND COMFORT	<i>Frequency of cleaning of patient rooms and personal bathrooms</i>	Twice a day
	<i>Frequency of bathroom cleaning</i>	Twice a day
	<i>Amenities in each patient room</i>	Telephone, TV, air conditioning, bathroom.
	<i>Linen</i>	Daily
RESPECT FOR PRIVACY	Conducted in accordance with the principles of Reg. E. 679/2016. Spaces guaranteed for private visits	

	QUALITY INDICATOR	QUALITY STANDARDS
ACCURATE INFORMATION	<i>All information is provided according to agreed schedules and procedures</i>	Continuous and timely information
RESPECT FOR THE CLIENT'S DIGNITY AND COMFORT	<i>Staffing with professional medical and technical personnel</i>	Compliance with legal requirements
	<i>Staffing and qualifications of technical and auxiliary nursing personnel, and hospital support staff (OSS) for specialised departments</i>	Compliance with legal requirements
	<i>Selection of nursing staff</i>	Passing the selection tests: • Interview • Evaluation during the internship period
	<i>Training and continuing education for nursing staff</i>	Annual continuing education programme
EQUIPMENT	<i>equipment for specialised fields</i>	Compliance with legal requirements

Quality and Commitments

Quality Policy

Casa di cura European Hospital has obtained ISO 9001:2015 certification for its Quality Management System for the following products/services: Provision of inpatient diagnostic and treatment services in the specialties of cardiac surgery, diagnostic and interventional cardiology, anaesthesia, intensive care, coronary care unit (CCU) and diagnostic imaging.

The system includes a series of procedures that codify the conduct of activities and allow for a clear and transparent demonstration of the facility's potential, productive capacity and commitment to continuous improvement. Since the achievement and maintenance of quality require constant commitment and the fulfilment of assigned tasks by all operational levels of the facility, management is committed to ensuring that the objectives and system requirements are established and developed with the contribution of the relative staff.

Specific objectives are established annually following Management Reviews. They are defined and monitored within the individual Operational Units.



Comprehensive management of the production process and environmental factors:

- operating with the budget while simultaneously improving the services provided, based on customer requirements
- improving commercial competitiveness and expanding market share by focusing on strengthening credibility and reliability (greater bargaining power with institutional partners, formal recognition) and on strengthening the image (greater visibility and appeal in the local area),
- compliance with regulations (absence of interpretive conflicts with supervisory and auditing bodies),
- increased bargaining power with external institutional and economic partners,
- consistent implementation of applicable regulations,
- identification and updating of inadequate, erroneous or missing procedures,
- identification and constant monitoring of appropriate quality indicators,
- identifying and managing risk factors through prevention and protection systems,
- identification and constant monitoring

of appropriate quality indicators,

- training of operators to improve professionalism and prevent non-conformities or issues,
- ensuring a system of controls to promptly identify anomalies and ensure compliance with requirements.

Resource Management

- assessment of the quantity and quality of allocated internal resources, both technological and human (optimisation, redistribution or conversion, training),
- identification of non-compliant situations and their resolution,
- assessment of the compliance of externally-sourced resources with the company's processes, particularly service contracts (modification, integration, replacement).

Dissemination of knowledge of the System among all employees and their active and ongoing participation in its development:

- fostering a sense of corporate pride and belonging,
- spontaneous selection and subsequent

identification of new managerial candidates (reduction of the risk associated with centralised management),

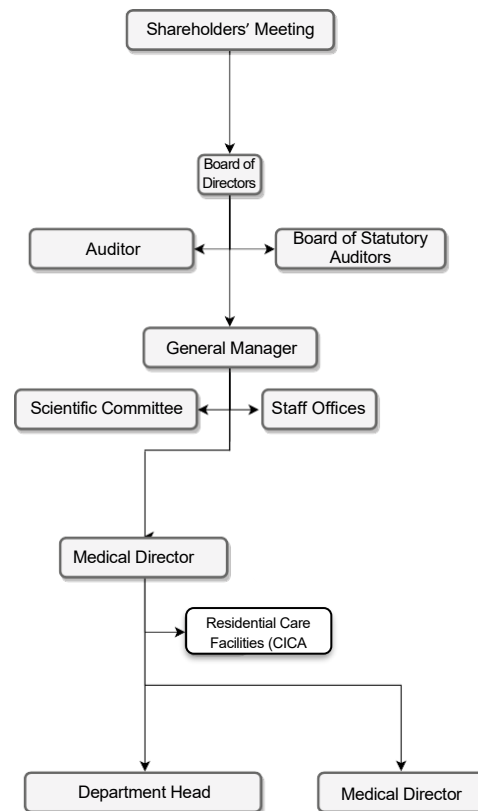
- increased awareness among employees of the value of the "continuous improvement" process and ongoing training (enhancing employees' personal and professional fulfilment),
- identification and sharing of workloads and responsibilities (reduction of workplace and interpersonal conflict),
- enhancement and implementation of internal communication mechanisms (greater synergy among various functional levels, a stronger sense of belonging and respect, reduction of interpersonal conflicts, fostering a culture of dialogue).

The Quality Policy, like all other activities, is reviewed periodically. During this process, the objectives are also analysed and updated as necessary.

Company functions

Organisational Chart

- | | |
|---|-------------------------|
| • GENERAL MANAGER | Ms. Stefania Genchi |
| • MEDICAL DIRECTOR | Dr. Francesco Cortese |
| • SCIENTIFIC DIRECTOR | Dr. Franco Turani |
| • DIRECTOR OF THE DEPT. OF CARDIOVASCULAR SCIENCES | Prof. Mariano Garofalo |
| • DIRECTOR OF THE CARDIAC SURGERY UNIT | Prof. Ruggero De Paulis |
| • DIRECTOR OF THE INTERVENTIONAL CARDIOLOGY UNIT | Prof. Fabrizio Tomai |
| • DIRECTOR OF THE ANESTHESIA AND CRITICAL CARE UNIT | Dr. Mauro Falco |
| • HEAD OF THE DIAGNOSTICS IMAGING DEPARTMENT | Dr. Mauro Di Roma |
| • HEAD OF THE ANALYSIS LABORATORY | Dr. Elsie Papi |
| • COMPLAINTS MANAGER | Ms. Paola Rosadini |
| • RISK MANAGER | Dr. Elsie Papi |
| • MEDICAL SPECIALISTS | Dr. Francesco Cortese |
| • COMPANY QUALITY MANAGER (RAQ) | Dr. Francesco Cortese |
| • SCIENTIFIC COMMITTEE | Prof. Mariano Garofalo |
| • HOSPITAL-ACQUIRED INFECTIONS COMMITTEE | Dr. Francesco Cortese |





Useful numbers

SWITCHBOARD	06/659759	7:00 - 19:30
ADMISSIONS SWITCHBOARD	06/6597759 press 1	9:00 - 17:30
CARDIOVASCULAR DEPARTMENT ADMINISTRATION	06/6597759 press 2	9:00 - 17:30
DIAGNOSTIC IMAGING APPOINTMENTS	06/6597759 press 3	8:00 - 17:00
ANGIOLOGY AND VASCULAR SURGERY ADMINISTRATION	06/6597759 press 4	9:30 - 17:00
MEDICAL VISITS/EXAMS APPOINTMENTS	06/6597759 press 5	8:00 - 19:00
MEDICALLY-ASSISTED REPRODUCTION ADMINISTRATION	06/6597759 press 6	9:00 - 17:00
LABORATORY ANALYSES	06/65975802	8:00 - 18:00
PHYSICAL THERAPY	06/65975518	8:00 - 19:00

FEE SCHEDULE

Private hospitalisations

HOSPITALISATION	suite	Euro 750.00 + VAT per day
HOSPITALISATION	single room	Euro 550.00+ VAT per day
+ MONITORING		Euro 450.00 + VAT per day
HOSPITALISATION	double room	Euro 350.00 + VAT per day
DAY HOSPITAL	single room	Euro 450.00 + VAT per day
DAY HOSPITAL	double room	Euro 300.00 + VAT per day
VITAL SIGNS MONITORING ROOM		Euro 1,300.00 + VAT per day
STANDBY CARDIAC SURGERY OPERATING ROOM		Euro 1,500.00 + VAT per procedure

OPERATING ROOM FOR OVERNIGHT ADMISSIONS AND DAY HOSPITAL

FIRST HOUR	Euro 750.00 + VAT
SUBSEQUENT HOURS	Euro 550.00 + VAT per hour

OPERATING ROOM (DAY SURGERY)

FIRST 1/2 HOUR	Euro 400.00 + VAT
SUBSEQUENT 1/2 HOURS	Euro 80.00 + VAT per hour
MEDICAL SUPPLIES AND MEDICATIONS	as needed
DRESSINGS	Euro 35.00 + VAT each

EXTRA MEALS FOR COMPANION

Breakfast	Euro 4.00 + VAT
Lunch	Euro 25.00 + VAT
Dinner	Euro 25.00 + VAT
TELEPHONE CALLS	Pay-as-you-go

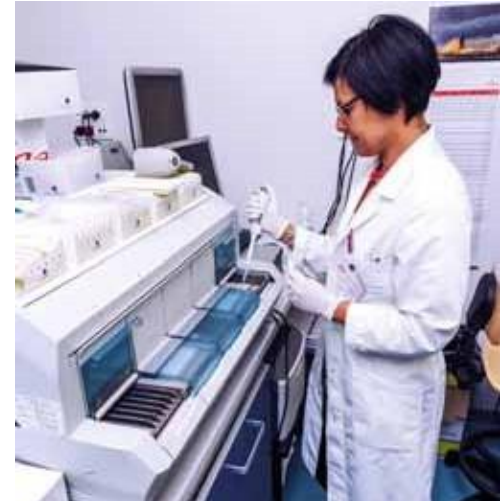
Hospitalisations under the accreditation system

UPGRADE TO A SINGLE/PRIVATE ROOM, INCLUDING A BED FOR THE COMPANION AND A CHOICE OF MENU FOR THE PATIENT

TOTAL
EURO 250.00 VAT INCLUDED

Outpatient services

For the fee schedule of outpatient services, please contact the Central Outpatient Appointment Centre at 06/65975.604 – 06/65975.626 – 06/65975.180





European Hospital

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