



2025

SERVICE CHARTER

All the information contained in this Service Charter is available on the official website of the Santa Maria Maddalena Clinic (www.casadicura.it) and is kept constantly up to date.

Edition: June 1st, 2025

MISSION

The mission of the Santa Maria Maddalena Clinic is to provide the community with high-quality and highly specialized diagnostic and therapeutic services through a process of continuous improvement of:

- the effectiveness, quality, and safety of care;
- technological standards, constantly updating them to the most advanced benchmarks;
- professional development of the staff;
- the human relationship between patients and healthcare professionals;
- hotel-style comfort.

PRINCIPLES

The Santa Maria Maddalena Clinic provides healthcare services to citizens based on the following principles:

- **Equality** in relations with the facility and access to services, meaning no discrimination based on gender, race, language, religion, or political beliefs.
- **Impartiality**, objectivity, and respect, which guide the behavior of the Clinic and all its staff toward patients.
- **Continuity and consistency** in the delivery of services and treatments.
- **Patient participation**, ensuring the right to proper service delivery, access to personal information, and the ability to submit feedback, suggestions for improvement, and evaluations of the service received.
- **Effectiveness and efficiency** in meeting needs and using available resources.
- **Freedom of choice**, recognized as a fundamental right of every patient, upheld at every stage within the healthcare facility.
- **Protection of personal** data and privacy.

- **Pain-free hospital.** The Clinic is committed to fighting patient suffering with the goal of identifying and relieving physical pain.

WHO WE ARE

The Clinic began its activity on September 1st, 1950, as a multi-specialty healthcare facility. It is located in Santa Maria Maddalena, a district of Occhiobello (Rovigo), just a few meters from the bridge connecting the provinces of Rovigo and Ferrara.

Situated on the border between two regions, Veneto and Emilia-Romagna, it serves as an important link between the healthcare systems of both areas.

In 1982, the "West Wing" was built; in 2000, the Functional Recovery and Rehabilitation Unit was introduced; in 2003, the "East Wing" was added; in 2006, the new Radiology Department became operational; in 2012, a new admissions area was constructed and new outpatient clinics were authorized; in 2015, the chapel and a new connecting tower were completed; and between 2018 and 2021, the "South Wing" was built.

The Clinic is accredited by the National Health Service (SSN) for both inpatient care and outpatient services. It is distinguished by its human-centered approach to care, the effectiveness of its medical services, and the efficiency of its organizational processes. It is ISO 9001:2015 certified by DNV. Currently, it has a total of 85 authorized and accredited beds under the National Health Service.

Ongoing technological advancements are driving the Clinic toward increasingly higher standards of quality and safety. The local community has always shown appreciation for the facility and the quality of the services provided, effectively considering it a small "Civic Hospital," often referring to it as "The Bridge Hospital."

This nickname reflects both the size of the facility and the ease of communication with all staff members, which ensures a human and family-like atmosphere in the patient's recovery process.

This is also made possible by the presence of a psychologist, available to support the inpatient units.

The Clinic has agreements with all major insurance companies and leading supplementary health funds (see the website www.casadicura.it), allowing it to provide, including through direct assistance, all healthcare services (both outpatient and inpatient) to citizens holding any type of health insurance policy.

RISK MANAGEMENT AND PATIENT SAFETY

The person responsible for Patient Safety, together with the Hospital Infection Committee (C.I.O.), develops plans for risk prevention that are systematically and continuously identified and monitored.

Together with healthcare staff, they prepare guidelines and protocols to be followed for the most common diseases in each department/service.

TRAINING

The Clinic is a Regional ECM (Continuing Medical Education) Provider. It organizes residential and on-the-job training courses for all healthcare professions.

It hosts, under agreement, students from:

- **University of Ferrara**: students in Nursing, Radiology (TSRM), and Physiotherapy degree programs;
- **University of Modena and Reggio Emilia**: for the Neurosurgery specialization school;
- **Polytechnic University of Marche**: for the Orthopedics and Traumatology specialization school.

QUALITY AND COMPLAINTS

The service is dedicated to listening to users, managing suggestions and service issues through satisfaction surveys, multimedia kiosks, and complaints handling (reclami@casadicura.it).

HEALTHCARE ORGANIZATION

Healthcare activities are carried out by a Surgical Group, the Functional Recovery and Rehabilitation Unit, the General Medicine Unit, and the services of First Aid, Diagnostic Imaging, Laboratory Analysis, and the Outpatient Clinic. Healthcare services are provided in ordinary inpatient, day surgery, and outpatient settings.

INPATIENT ACTIVITIES

SURGICAL UNITS

It includes the functions of anesthesia and post-anesthesia recovery, general surgery, plastic surgery, vascular surgery, spinal surgery, gynecology, pain medicine and therapy, ophthalmology, orthopedics, proctology, urology, and breast surgery.

A pre-operative pathway is active for all patients scheduled for surgery, during which an anesthesiology consultation, laboratory tests, instrumental examinations, and clinical assessments—if necessary—are performed to ensure the highest patient safety and appropriateness of the surgical procedure.

39 Total authorized and accredited beds

2 Beds designated for post-operative monitoring of critical patients

2 Multidisciplinary Day Surgery beds

ANESTHESIA AND POST-ANESTHESIA RECOVERY

This unit manages the anesthesia care for all patients undergoing diagnostic or surgical procedures in both ordinary inpatient and day surgery settings. The service is staffed by a team of anesthesiologists and intensivists who perform general and/or regional anesthesia, as well as preoperative and postoperative evaluations.

A post-anesthesia recovery service called the “Recovery Room” is active, with dedicated and monitored beds for the continuous observation of cardiorespiratory and metabolic parameters. Patients are admitted here immediately after surgery in the inpatient setting to monitor and prevent immediate postoperative complications.

anesthesia@casadicura.it

GENERAL SURGERY

This unit diagnoses and treats gallbladder diseases using modern minimally invasive video-laparoscopic techniques, as well as abdominal wall conditions (hernia, postoperative laparoceles).

chirurgiagenerale@casadicura.it

PLASTIC SURGERY

Non-aesthetic plastic surgery procedures are performed, including treatment for rectus muscle diastasis causing functional impairment, and breast surgery related to reconstructive mastoplasty in patients who have previously undergone demolitive breast surgery for neoplasia.

chirurgioplastica@casadicura.it

VASCULAR SURGERY

This unit is dedicated to the diagnosis and treatment of the most common and socially impactful vascular diseases. In particular, venous insufficiency of the lower limbs is studied using eco-color Doppler mapping and treated with the most advanced surgical techniques, including minimally invasive endovascular methods such as laser treatment and conservative hemodynamic approaches.

Arterial diseases of the lower limbs, supra-aortic trunks, aorta, and major vessels are diagnosed using imaging techniques such as eco-color Doppler, CT angiography (angio-CT), and MR angiography (angio-MRI).

chirurgiavascolare@casadicura.it

SPINAL SURGERY

This unit performs spinal surgeries on the cervical, dorsal, and lumbosacral regions. The surgical techniques and technologies used, depending on the pathology treated, are among the most modern and innovative: open surgery, microsurgery, percutaneous, minimally invasive/“mini-open” procedures, including the placement of disc and vertebral prostheses when necessary.

The most commonly treated conditions involve degenerative spinal disorders, including herniated discs, spinal canal and medullary stenosis, vertebral spondyloarthritis, vertebral spondylolisthesis, vertebral instability, and discopathies.

The unit is part of an international network called the “Spine Learning Center,” which trains spinal surgeons in the use of specific techniques and technologies. It actively collaborates with the Pain Medicine department.

Since 2021, the Spinal Surgery Unit has been part of the training program of the Neurosurgery Residency School at the University of Modena and Reggio Emilia (UNIMORE).

chirurgiavertebrale@casadicura.it

PAIN MEDICINE

The Pain Medicine and Therapy Unit is recognized as a private regional referral center under agreement, and it cares for patients affected by persistent and chronic pain who require diagnostic and therapeutic evaluation.

This includes headaches, craniofacial pain, neuralgias, osteoarticular pain, neuropathic pain, fibromyalgia, and all degenerative and painful conditions of the spine such as back pain and sciatica.

For these latter conditions, a multidisciplinary “Spine Center” operates, involving specialists such as pain therapists, neurosurgeons, orthopedists,

rheumatologists, gastroenterologists, psychologists, and physiotherapists to address the complex structural issues of the spine.

The medical and healthcare staff work using an interdisciplinary approach aimed at diagnosis and selecting the best treatment, applying the most advanced techniques and knowledge in pain management and minimally invasive spinal surgery.

The goal is recovery and maintenance of a good quality of life. To this end, since 2021, an independent ward has been activated, allowing continuation of care also in the rehabilitative setting.

Pharmacological therapies and X-ray-guided interventional treatments, ultrasound-guided infiltrations, and surgical therapies are performed.

medicinadeldolore@casadicura.it

OPHTHALMOLOGY

This unit provides outpatient and inpatient services. The outpatient services use the most advanced technologies, including a digital fluorescein angiograph, next-generation angio-OCT (Mirante technology), computerized perimeter, optical biometer, corneal topographer, pachymeter, YAG laser for secondary cataracts and iridotomy, latest-generation Argon Laser (Pascal) for diabetic retinopathies, venous occlusions, retinal tears, and other conditions, Yellow Laser for macular edema and serous detachments, as well as orthoptic services.

The inpatient services focus on cataract surgery, glaucoma, eyelid surgery, retinal surgery for cellophane maculopathy, macular holes, retinal detachments, and other retinal diseases.

oculistica@casadicura.it

ORTHOPEDICS

The unit offers qualified and up-to-date surgical treatment for orthopedic and traumatic conditions, ensuring continuous professional development for the staff. It performs daily activities in ordinary inpatient care, Day Surgery, and outpatient services.

It specializes in prosthetic surgery (shoulder, hip, knee, and ankle), arthroscopic surgery (shoulder, hip, knee, ankle), capsulo-ligamentous surgery, and treatment of hand and foot pathologies.

Regarding prosthetic surgery, post-surgical rehabilitation treatment can be carried out directly within the facility. Since 2019, the introduction of robotic joint surgery—a new frontier in prosthetic surgery—allows arthroplasty procedures to be performed using the most precise technique currently available in surgical practice.

Areas of interest:

- Shoulder
- Hand
- Hip
- Knee
- Ankle and foot
- Osteoarticular infections

ortopedia@casadicura.it

PROCTOLOGY

This unit deals with diseases of the colon, rectum, and anus. A complete diagnostic workup is available, including all morphological and functional examinations of the rectoanal region: proctological examination with anoscopy and rectoscopy, defecography, and rectoanal MRI.

Patients are thoroughly evaluated and initially treated with conservative therapies (medical, dietary-behavioral, and rehabilitative). Surgical intervention is reserved only for selected cases.

proctologia@casadicura.it

UROLOGY

This unit is dedicated to the diagnosis and treatment of surgical conditions affecting the urinary system. Surgical activities include oncological surgery, minimally invasive procedures for urinary incontinence, laparoscopic surgery, urogynecological surgery, andrological surgery, endoscopic surgery, penile prosthetics, and treatment of urinary stones (endoscopic and/or percutaneous).

These services are performed using recently implemented procedures aligned with current standards and supported by the availability of state-of-the-art technologies.

urologia@casadicura.it

FUNCTIONAL RECOVERY AND REHABILITATION

This is a second-level Operational Unit composed of a multidisciplinary team (Physiatrist, Rheumatologist, Physiotherapist, Speech Therapist, Psychologist) with 25 authorized and accredited beds through the National Health Service. It features gyms equipped with modern multifunctional equipment.

The primary purpose of this Unit is to provide continuity of therapeutic-assistance and rehabilitation care to patients undergoing hip and knee arthroplasty surgeries performed at the Clinic, aiming to achieve the best possible functional recovery for operated patients.

The ward also includes common areas for socialization and meetings for patients and their families, a particularly important moment in the realization of the individual rehabilitation plan, as it prepares patients for reintegration into their home environment.

25 Total authorized and accredited beds

riabilitazione@casadicura.it

MEDICINE

This is an inpatient unit with 21 authorized and accredited beds through the National Health Service. It admits acute patients in emergency situations coming from the Clinic's First Aid Point (PPI) or the Emergency Rooms of Rovigo and Trecenta. It also receives scheduled admissions from general practitioners (GPs) and medical specialists from various fields.

Particular attention is given to the most critical, fragile, elderly patients, as well as those with motor disabilities and cognitive decline. The medicine ward also admits patients under short observation (24-hour stay) coming from first aid points for the completion of diagnostic and therapeutic procedures.

21 Total authorized and accredited beds

medicina@casadicura.it

SERVICES AND OUTPATIENT CLINICS

RADIOLOGY AND IMAGING DIAGNOSTICS

The Radiology and Imaging Diagnostics service performs all main X-rays, ultrasounds, CT scans, and Magnetic Resonance Imaging (MRI) with and without contrast agents for all anatomical areas, using state-of-the-art equipment, including a 128-slice CT scanner and two high-field MRIs (1.5 Tesla). Special attention is given to female screening (e.g., 3D mammography with tomosynthesis, breast MRI, and densitometry) and male screening (e.g., multiparametric prostate MRI and transrectal prostate biopsy with Fusion technique), as well as the dental sector (OPT, cephalometric X-ray, dental CT, and Cone-Beam CT). When possible, the report is delivered on the same day as the examination; otherwise, it can be downloaded within 48 hours from the website through the “Fast Report Service.”

radiologia@casadicura.it

FIRST AID POINT

The First Aid Point is the primary level of healthcare emergency and operates 24 hours a day with a constant presence of a Doctor and a Nurse. Patients arriving at the service reception are classified according to the Triage system, then taken to a dedicated clinic equipped for initial diagnoses, minor procedures, and stabilization of their clinical condition, with the possibility of short observation or admission to the medicine ward. In case of urgent or critical conditions, patients are transported by the SUEM 118 ambulance to the Rovigo Hospital.

puntoprिमointervento@casadicura.it

LABORATORY TESTS

It uses technologically advanced in-house equipment and also collaborates with accredited and certified external laboratories.

The professionalism of all operators involved in the process, along with continuous quality monitoring, ensures the safety and reliability of results while respecting the recommended reporting times.

lab@casadicura.it

OUTPATIENT SERVICES

The outpatient clinics are open:

- **Monday to Friday: 7:30 AM to 7:30 PM**
- **Saturday: 7:30 AM to 2:30 PM**

Appointments and examinations are available under the national health system (NHS) and privately.

Bookings can be made:

- On the website: **www.casadicura.it**
- By phone: **+39 0425 768 411**
- By email: **prenotazione@casadicura.it**
- Via WhatsApp: **+39 340 17 68 566**

Clinics are located both in the main building of the Casa di Cura and in the facility opposite, at Via Eridania 285–287.

Cardiology

cardiologia@casadicura.it

Consultation, ECG, echocolor Doppler of the heart, blood pressure and cardiac Holter monitoring, stress test

General Surgery

chirurgiagenerale@casadicura.it

Consultation, fine-needle aspiration biopsy, outpatient surgery

Vascular Surgery

chirurgiavascolare@casadicura.it

Consultation, TSA Doppler ultrasound, venous and arterial Doppler ultrasound of upper and lower limbs, ultrasound of major vessels, sclerotherapy

Spinal Surgery

chirurgiavertebrale@casadicura.it

Consultation

Dermatology

dermatologia@casadicura.it

Consultation, cryotherapy, diathermocoagulation, glycolic acid treatment

Diabetology

diabetologia@casadicura.it

Diabetology and diet consultation

Endocrinology

endocrinologia@casadicura.it

Consultation

Digestive Endoscopy

endoscopia@casadicura.it

Consultation, esophagogastroduodenoscopy, colonoscopy, biopsy

Physical Medicine and Functional Rehabilitation

riabilitazione@casadicura.it

Physiatric consultation, functional re-education, laser therapy, TENS, diadynamic currents, iontophoresis, massage therapy, magnetotherapy, ultrasound therapy

Gastroenterology

gastroenterologia@casadicura.it

Consultation, lactose breath test

Geriatrics

geriatria@casadicura.it

Consultation

Gynecology

ginecologia@casadicura.it

Consultation, Pap test, colposcopy, vaginal swab, transvaginal, pelvic and obstetric ultrasound

Laboratory Tests

lab@casadicura.it

Basic and microbiological analyses, genetic predisposition tests, molecular diagnostics for infections, blood allergy testing, toxicology and advanced diagnostics, histology and cytology

Infectious Diseases

infettivologia@casadicura.it

Consultation and infectious disease testing

Pain Medicine

medicinadeldolore@casadicura.it

Consultation, infiltrative therapy, ultrasound-guided infiltrative therapy, ozone therapy, telethermometry

Neurology

neurologia@casadicura.it

Consultation, electromyography

Ophthalmology

oculistica@casadicura.it

Consultation, visual field test, OCT, fluorescein angiography, photocoagulation, pachymetry, orthoptic evaluation, YAG laser, laser iridotomy, tonometry, objective functional eye tests, retinal yellow laser, corneal topography

Orthopedics

ortopedia@casadicura.it

Consultation, intra-articular injections (also ultrasound-guided)

Otolaryngology

orl@casadicura.it

Consultation, audiometric exam, fiberoptic nasolaryngoscopy, ear irrigation with cerumen removal

Pneumology

pneumologia@casadicura.it

Consultation, basic spirometry

Proctology

proctologia@casadicura.it

Consultation, anoscopy

Psychology

psicologia@casadicura.it

Consultation, psychotherapy, mindfulness, and evaluations for bariatric surgery

Radiology and Diagnostic Imaging

radiologia@casadicura.it

X-rays, CT, MRI, ultrasound, color Doppler ultrasound, mammography, densitometry, ultrasound-guided breast and prostate biopsies, CT-guided spinal injections

Rheumatology

rematologia@casadicura.it

Consultation, musculoskeletal ultrasound

Breast Care (Senology)

senologia@casadicura.it

Breast ultrasound

Urology

urologia@casadicura.it

Consultation, prostate biopsy, color Doppler ultrasound

WAITING TIMES

The website is regularly updated with reports on the waiting times for outpatient services.

REPORTING METHOD

The original report is delivered at the end of the visit or procedure. In cases where time is required for evaluation and reporting (e.g., private laboratory tests and certain diagnostic exams such as X-rays, CT, and MRI), the patient is informed about the procedure for downloading the report from the Clinic's portal via the free MyVue and MyLab services, using a password provided at the time of registration.

COST

The cost of the service is communicated by staff at the time of booking. A list of laboratory service fees is available on the website and in the waiting room. The costs of private services are listed in document R-AMM57.

PAYMENT METHODS

An automatic payment system is available at reception, accepting debit cards, banknotes, or credit cards.

HOSPITAL STAY AT THE CLINIC

VISITS FROM FAMILY AND FRIENDS

Visits are allowed every day. Visiting hours are scheduled based on staff work shifts and ward needs.

To reduce the risk of infections and avoid disturbing other patients, only one visitor per patient is allowed at a time.

Continuous presence of a family member for patient assistance is permitted only with authorization from the ward physician.

Visitors are kindly asked not to sit on the patient's bed or place personal items or clothing on it.

Children under the age of 12 are not allowed to enter the ward.

MEETING WITH DOCTORS

Doctors are available for consultations with family members during their working shifts, according to schedules set in each ward and communicated by the doctor at the time of admission.

PSYCHOLOGICAL SUPPORT SERVICE

A psychological support service is available Monday to Friday by appointment, which can be arranged through the nurse in charge.

MEALS

Meals are served in the patient's room at established times. Each meal respects the patient's religious beliefs, any food intolerances, allergies, and lifestyle choices.

TV

Each bed is equipped with a personal television, which can be used upon purchase of a special card.

VALUABLES, MONEY, AND PROSTHESES

During the hospital stay, room transfers may be necessary to ensure proper healthcare activities. Patients will be informed in advance and assisted during any room change.

Patients are advised not to bring valuables or large sums of money and to carefully safeguard hearing aids and dental prostheses.

The facility declines all responsibility in case of theft or damage

ROOM TRANSFERS

During the hospital stay, it may be necessary to transfer patients to different rooms to ensure the proper conduct of healthcare activities. Patients will be notified in advance and assisted during the room change.

NO SMOKING

Please be reminded that smoking is prohibited in all areas of the Casa di Cura, in accordance with Law No. 3 dated 01/01/2003, Article 51.

REQUEST FOR A COPY OF THE MEDICAL RECORD

A copy of the medical record can be requested by the patient themselves, by a legal guardian for minors, by a trustee, or by legitimate heirs with appropriate documentation.

The request must be submitted to the admissions office by filling out the specific form only after discharge.

If the patient was admitted to multiple departments, multiple medical records will be opened.

REFRESHMENT SERVICES

The bar on the ground floor of the Casa di Cura is open Monday to Friday from 7:00 AM to 4:00 PM, and on Saturdays from 7:00 AM to 1:00 PM.

In the blue waiting room near the bar, there are always automatic vending machines offering hot and cold drinks as well as snacks (cookies, crackers, etc.).

Wi-Fi

Free Wi-Fi access is available throughout the Casa di Cura without a password.

WEBSITE

On our website **www.casadicura.it**, you can:

- Download forms and exam preparations
- Book and cancel appointments
- Download medical reports

- Consult healthcare activities
- Access current transparency regulations

CHAPEL

On the ground floor is the “Santa Teresa di Calcutta” Chapel, open daily **from 7:30 AM to 7:00 PM.**

CONTRACTED ACCOMMODATIONS

The Casa di Cura has agreements with two facilities in Santa Maria Maddalena to offer lodging for patients’ family members:

Alloggio Via Torino and Villa Pepoli

For information and reservations: 0425/768477

VOLUNTEERING

The Casa di Cura continuously collaborates with volunteer associations, including Barbara Soccorso OdV of Santa Maria Maddalena and Croce Blu of Gaiba.

INTERCULTURAL RECEPTION

A reception service is active within the Casa di Cura, staffed by healthcare workers from diverse nationalities. This service aims to facilitate communication and assist foreign users with administrative procedures.

MORTUARY ROOM

The mortuary room also accommodates the deceased from the Municipality of Occhiobello. Access is possible by requesting the key from the reception staff or the First Aid Point during holidays.

COMMITMENTS FOR THE HEALTH SERVICES CHARTER - STANDARD INDICATORS

It is possible to consult the updated monitoring for the current year on the website.

	COMMITMENTS FOR THE HEALTHCARE SERVICES CHARTER	INDICATORS	STANDARD
Humanization	Ensure respect for ethnic and cultural specificities.	Availability, when needed, of a linguistic and cultural mediation service in the languages most widely spoken in the company's reference area.	Existence and implementation of the procedure.
	Ensure the humanization of the moment of death.	Procedure that ensures respect for the privacy of the person and their loved ones during the final moments of life, as well as proper management of the deceased.	Existence and implementation of the procedure.
INFORMATION AND COMMUNICATION	Ensure that at the time of admission the patient receives information about relevant aspects through the delivery of a welcome leaflet and/or its posting in the ward.	Presence of information about ward regulations both in the wards and on the website, and availability of telephone communication with users by the main services.	Presence and updating of informational sheets in the wards and on the website with dedicated phone numbers.
	Careful management of clinical communication (informed consent, designated healthcare professional for certain patient categories).	a) Percentage of patients who report having received adequate information during their hospital stay about their health conditions or the treatments they underwent. b) Presence in the clinical record of documented informed consent for procedures with information provided.	a) 80% of patients declare that they have received adequate information about their health conditions or the treatments they underwent. b) Clinical record audits (checks on medical records).
Hotel Services and Comfort	Ensure the possibility to choose from multiple menus for patients on a free diet, and guarantee special dietary needs for health reasons, cultural, or ethnic preferences.	a) Possibility for inpatients on a free diet to choose from 4 or more menu options b) Guarantee special dietary needs for cultural and ethnic reasons	a), b) presence/compliance with the requirement
Relational Aspects	Ensure the improvement of relationships between users and the staff who interact with them.	Number of complaints about relational aspects / Total number of complaints	Percentage decrease in complaints related to relational aspects.
Times and Accessibility	Ensure that, in the case of a scheduled procedure, there is a dedicated pathway allowing a patient to receive diagnostic services within one day	Existence of a protocol that provides, in case of a scheduled intervention, a dedicated pathway in which a patient can access all the	Existence of PRIC protocol

		required diagnostic services within one day.	
	Facilitation of booking procedures	Here's the English translation for that section: a) Various booking methods: in-person desk, phone, online, pharmacies b) Booking hours (desk and/or phone): 1. Opening hours exceeding 36 hours per week 2. Continuous opening hours 3. Saturday opening 4. Opening before 9:00 AM 5. Closing after 5:00 PM	a) Availability of booking methods b) Confirmation of opening hours
Protection, Listening, and Verification	Ensure the existence of a complaint management procedure that respects the maximum response time of 7 days and uses complaint analysis to improve service quality.	a) Presence of a procedure for complaint management b) Improvement actions following identification of issues from citizen feedback c) Number of improvement actions / Number of justified complaints related to organizational aspects d) Preparation of an annual protection report e) % of complaints responded to within 7 days / Total number of responses	a) Existence of procedure b) At least one improvement action c) % of improvement actions implemented compared to justified complaints received d) Presence in management review e) 100% of responses within 7 days

Come contattarci

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Fax: 0425 768 460

Web: www.casadicura.it

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WhatsApp: 340 176 8566





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