

Poliambulatorio Vespucci s.r.l.

PRESENTATION OF SERVICE

Dear Customer,

*I have the pleasure to present to you the
"Presentation of service".*

*This tool, thanks to your kind and valuable
participation, allows us to improve the quality of
services offered.*

*The aim of our daily work is to offer to you an
excellent assistance. This is achieved with
competence, professionalism and humanity of
those who operate inside.*

*We thank you for your cooperation and we
remind you that the staff is at your disposal for
any further information you need.*

The Chief

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1. DESCRIPTION

1.1 INTRODUCTION

The "Presentation of Service" of the Poliambulatorio Vespucci is essentially designed to help the costumers to use the services provided. It is a tool to preserve the right and the duty of the individual's health. It also gives to the Citizen-Costumer the possibility to control the quality of the services provided.

Throughout this document, the clinic wants to encourage behaviors aimed at improving the relationship between the company and the citizens.

This document represents the second revision of the "Presentation of Service" of the Poliambulatorio Vespucci and as such should be interpreted in a dynamic was since it will be constantly reevaluated in order to guarantee improvements and additions. This is not only due to the changing situations, but also to reach the different targets of improvement that are set by the clinic itself.

Participation of the patient, because with your clear information the paper is also an invitation to participate in the improvement of the services. The clinic is constantly dedicated to improving through questionnaires, surveys and dialogue with the staff, always available to answer to any request for clarification and to collect suggestions.

The information contained in this document was last updated in July 2013. It's possible that after this date will occur changes in regulations, services or check-out time: you can receive any explanations and any information by calling the numbers listed inside the clinic of this document.

1.2 CLINIC PRESENTATION

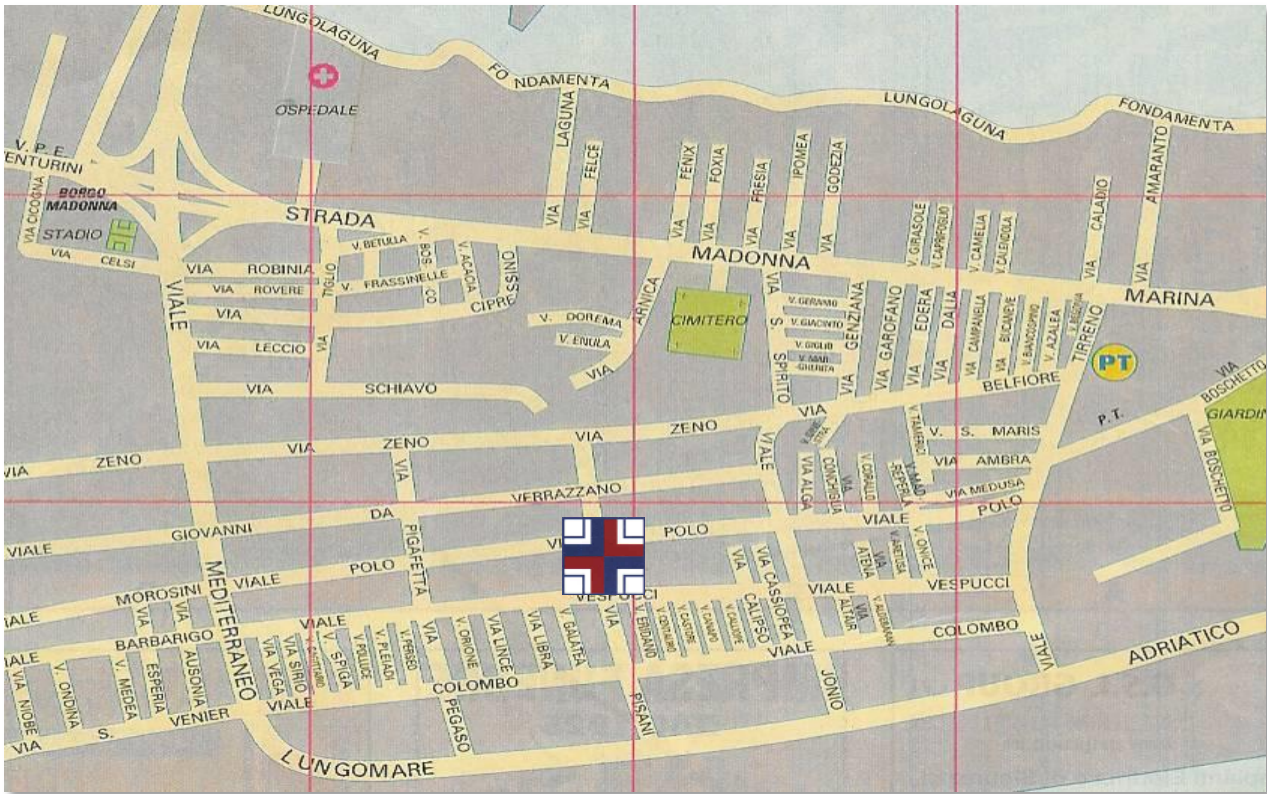
The Poliambulatorio Vespucci, in Sottomarina di Chioggia , founded in 1980, is a medical center designated to carry out all the treatments of physiotherapy. The Structure is accredited with the National Health Service and it's oriented to the continuous improvement, becoming a point of reference for the services provided in the town of Chioggia , in the province of Venice, and the surrounding areas.

During the years of its activity, it has pursued the aim of the absolute satisfaction of the needs of the patient by offering an innovative service. It relies on the professionalism of staff; it invests in both training and enhancing human resources, and constantly renewing the equipment used by searching the best on the market. For years, the structure has set itself the objective of maintaining the quality certification of all the services provided using of the international brand of quality ISO 9001 /2008.

The Poliambulatorio Vespucci is located in Via Vespucci n.135/136 , the ground floor so easily accessible to people with disabilities and is equipped with a convenient parking for people with mobility difficulties. All the location where the activities are performed, ensure you full compliance with the requirements of safety , hygiene, prevention and protection. The current structure has a surface area of about 600mq, divided as follows: 3 surgeries, physiotherapy department , 2 rehabilitation units pre- and postoperative urgencies with gym and garage, 1 Department of neuromotor rehabilitation, 3 waiting rooms, secretary office, executive office, dressing rooms for costumers and personnel, toilet facilities for the disabled.

The structure is part of the Unified Center Reservation (CUP) 14, a local computerazied Health Service of healthcare reservation available to the citizens. You can book health reservation to be delivered at the Poliambulatorio Vespucci , the Hospital of Chioggia and the Citadel of Cavarzere in every CUP's offices. The service's number is: 848 800 997.

1.3 HOW TO GET



Bus n. 6 Viale A. Vespucci

Bus n. 7 Viale C. Colombo

1.4 OPENING HOURS

The office is open for bookings, information and payments from Monday to Friday from 07.30 to 19.00, except for lunch time.

Physiotherapy and other care services from Monday to Friday from 07.30 to 19.30 except for lunch time.

2. TYPE OF PERFORMANS

Essential Levels of Assistance (LEA)

They consist of services and performance guaranteed by the Italian national health service throughout the territory.

The performance included in the LEA are identified on the basis of principles of effective need relief, effectiveness and appropriateness.

***DGR 1903 of 12/23/2015 ruled that LEA therapies may be provided to the NHS only for one cycle per year from 10/1/2015. ***

Additional levels of care (LIA)

The Poliambulatorio Vespucci has an agreement with INAIL. This Convention has as its object the supply, with costs fully borne by the Inail, rehabilitative healthcare to injured at work.

SPECIALISTIC MEDICAL SERVICES

- Visits psychiatric raw and control
- Visits orthopedic raw and control
- Shock waves
- Mesotherapy Analgesic
- Hip ecoguidate infiltration
- Articular Infiltration with growth factors (PRP)
- Articular infiltration with hyaluronic acid
- Leaks Articular analgesic
- Arthrocentesis
- Mobilization Vertebral
- Ratings functional neurological
- Examination podiatric
- Electromyography

PHYSICAL THERAPY USING EQUIPMENT

Thermotherapy :

- Infrared
- Ultraviolet rays
- Radartherapy
- Paraffin
- Cryotherapy
- Tecarterapia

Phototherapy :

- Scanning Laser Therapy analgesic
- Laser Therapy analgesic scanning handpiece +
- Hilterapia
- Magnetic
- Magnetic CMP (rental home)

Electrotherapy :

- Iontophoresis
- Current Diadynamic
- Interference Currents
- Galvanic currents dry or with water
- Tens
- Vacuum therapy
- Current stimulation of denervated muscle
- Currents stimulation of innervated muscle

Sonotherapy :

- Ultrasound fixed head or immersion
- Ultrasound mobile head

Mechanotherapy :

- Kinetek
- Pressure
- Compex : pain therapy - muscle strengthening
- Circuit machines
- Vertebral Traction

MANUAL PHYSICAL THERAPY

The physical therapy manuals cover many diseases in the field of orthopedic, neurological, rheumatology, sports medicine, pulmonology, etc. The objectives are: the prevention of diseases and complications related to it; care of disease status that have already arisen, elimination and / or reduction of the body's damage, restoring the normal physiological conditions with the reintroduction of the patient in its ordinary activities. The physical manuals therapy provided in this structure are:

- Massotherapy
- Massage therapy for lymphatic drainage
- Massotherapy breakaway
- Mobilization of other joints
- Exercises proprioceptive postural individual and collective
- Occupational Therapy individual
- Training walkers and pitch
- Medical gymnastics corrective
- Respiratory rehabilitation
- Neurological Rehabilitation
- Rehabilitation urological perineal
- Rehabilitation func. active and passive pathology simple / complex
 - Rehabilitation of the spine
 - Rehabilitation of the hand, elbow
 - Rehabilitation of the shoulder
 - Rehabilitation of the knee
 - Rehabilitation of the hip
 - Rehabilitation of the foot

3. METHOD OF RESERVATION SERVICE AND PAYMENT

3.1 DELIVERY AND RESERVATION OF SERVICES AFFILIATES

To access the service of affiliated physiotherapy and rehabilitation is required the psychiatric request of the family doctor or other medical NHS (challenging). The prescription of the family doctor or other medical NHS must contain the following information:

- psychiatric request;
- patient's name, surname and tax code;
- if present, the right of exemption from payment of performance;
- suspected diagnosis;
- doctor's stamp and signature;
- the date of validity of the prescription;
- priority class.

Any changes to the specific way of writing prescription must be countersigned by the prescribing doctor.

In turn, the psychiatrist of the structure, after a specialist visit will prescribe any provision of physiotherapy or any further diagnostic investigations. The challenging for the provision of physiotherapy and rehabilitation will be issued by the same psychiatrist.

If the service required is one of the conventioned services, it must be performed in the same facility where the conventioned visit was made..

The conventioned Specialist Medical Services are available only presentingis the request of the family doctor or other medical NHS (challenging).

Priority classes:

Waiting lists for services contracted.

The regional law (DGR n. 600 of 13/03/2007) provides that the doctor on the prescription indicates the priority class of service requested:

U-Urgent: executable only to the emergency room.

B-Short: to be completed in 10 days.

D-Deferred: visits and performance to be carried out in 30 days

P-Programmable: in 90 days.

Wineskin to the prescription of the physician, the patient must have:

- eventual clinical documentation;
- any letter of resignation;
- any x-rays, examinations or other tests performed;
- health card;



3.2 DELIVERY AND RESERVATION OF PRIVATE SERVICES

In addition to the performance contracted at the Poliambulatorio Vespucci, are also performed visits and private services.

You can ask the office to get all the informations you need about private visits and the physiatrist or orthopedic specialist's work.

To obtain a supply of manual therapies and/or instrumental performance or a specialist medical services, is necessary the request of a doctor, not necessarily belonging to the NHS.

3.3 METHOD OF PARTICIPATION IN THE HEALTHCARE SPENDING

From 1st May 2011, the Veneto Region has adopted a new legislation that states that only the prescribing doctor, at the express request of the assisted, can attest the right of exemption for the payment of the ticket. The doctor will consider the income of the assisted; the exemption code is obtained from the certificate exhibited from the assisted himself. In reference to this new legislation, it's not longer possible to self-certificate the right to exemption at the time of booking the service. Citizens who have the right to the exemption set by the regulations are:

- Cod.7R2 : Age under 6 years old or over 65 with total gross income not exceeding €36,151.98 .
- Cod.7R3 : Unemployed persons and their dependents with total gross income not exceeding € 8,263.31 to €11,362.05 increased in the presence of the spouse not legally separated , and indeed , further increased to € 516.46 for each child load.
- Cod.7R4 : Age 65 and over in receipt of welfare benefits (formerly retired) and their dependents.
- Cod.7R5 : Age over 60 years minimum pensioners and their dependents with total gross income not exceeding € 8,263.31 to €11,362.05 increased in the presence of the spouse not legally separated , and indeed , further increased by € 516.46 for each dependent child.

GLOSSARY

UNEMPLOYED : citizen who has lost a previous job and that you are immediately made available at the Job Centre to accept a job.

FAMILY : as shown for tax purposes , comprising: reporting , legally separated spouse and dependents.

FAMILY CHARGED TO party with own income not exceeding € 2,840.5 gross of deductible expenses , which gives the title to the deduction for dependent family.

TOTAL INCOME OF HOUSEHOLD : the sum of the earnings of each member of the family considered gross of deductible expenses , the deduction for primary residence , tax deductions for work and family responsibilities.

From 06 August 2011, the Veneto Region has adopted the DGR n°1380 in which provision is made for outpatient specialist care provided in favor of non-exempt is applied, in addition to the ticket to a maximum of €36,15 per prescription, a FIXED equal to: € 10.00 for prescription

or

€ 5.00 for prescription in the case of persons belonging to a household with gross annual income reported to ' previous year less than € 29,000.00 .

In accordance with the D.G.R. 600 of 13/03/07 payment must be made in advance of the date of the service. The cancellation of the reservation must not be made later than 48 hours before the start of granting benefits, either by telephone or fax. Notice is hereby given, pursuant to the D.G.R. 600 in the absence of such termination, the Costumer is obliged, however, to the payment of the participation fees, although the Costumer presents an exemption.

We guarantee users a short time for the booking of physiatrist visits; for the order physioterapic treatment, times can be variable, according to the articulation of prescriptions. Emergencies are however always guaranteed in compliance with regulatory requirements.

The reservation of the visit can be made by telephone at the Service Acceptance of the clinic; the reservation of the physical medicine and rehabilitation must be made in person. The administrative staff is at your disposal for any clarification and information regarding the legal aspects.

Poliambulatorio Vespucci s.r.l.

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STRUCTURE WITH THE CONVENTION N.H.S.

STRUCTURE WITH THE CONVENTION INAIL

**STRUCTURE WITH THE CONVENTION WITH THE BEST SANITARY
NETWORK**