



SERVICE CHARTER



FISIOLAB S.R.L.

Registered Office: Via Cappuccini 21 – 04018 Sezze (LT)

Operational Facility: Via Melogrosso 57 – 04018 Sezze (LT)

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1. INTRODUCTION

The Service Charter is a key tool for communication, transparency and participation through which Fisiolab S.r.l. provides users with information about the activities carried out, how to access its services, the quality standards adopted and the commitments made to patients.

The Charter is an integral part of the facility's Quality Management System and demonstrates the organization's ongoing commitment to continuously improving the services provided, ensuring patient safety, protecting individual rights and promoting patient satisfaction.

This document has been prepared with the contribution of the Management, the Medical Director and the healthcare professionals working within the facility, in order to provide a clear and comprehensive overview of the services offered and the principles guiding the delivery of care.

Through this Service Charter, Fisiolab aims to foster a relationship of trust, cooperation and shared responsibility with its patients, encouraging their informed participation in the care pathway and ensuring the highest level of attention to each individual's healthcare needs.

The facility operates in accordance with the principles of equality, impartiality, continuity of care, clinical appropriateness, effectiveness, efficiency, accessibility and respect for human dignity, ensuring that all patients receive clear and understandable information about the services available and the means through which they can exercise and protect their rights.

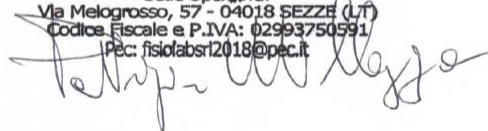
The Service Charter is not a static document, but a dynamic tool that is periodically updated in response to regulatory, organizational, technological and scientific developments, as well as the results of quality monitoring activities and the needs expressed by patients.

Management undertakes to periodically review this document and update its contents whenever substantial changes occur in the organization, the services provided or the applicable requirements, and in any case at least once a year.

This Service Charter is communicated to all staff working within the facility and is made available to patients through the information channels adopted by the organization, in order to ensure the highest level of transparency and accessibility of information.

FISIO LAB S.R.L.

Sede Legale:
Via dei Cappuccini, 21 - 04018 Sezze (LT)
Sede Operativa:
Via Melogrosso, 57 - 04018 SEZZE (LT)
Codice Fiscale e P.IVA: 02993750591
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2. ABOUT THE FACILITY

Fisiolab S.r.l. is a multidisciplinary healthcare facility with its registered office at Via Cappuccini 21, Sezze (LT), and its operational facility at Via Melogrosso 57, Sezze (LT). The company is registered with the Companies Register of the Latina Chamber of Commerce under REA No. LT-215597, Tax Code and VAT No. 02993750591.

The facility operates in compliance with current national and regional healthcare regulations and holds the required authorizations to provide outpatient healthcare services. Fisiolab is also undergoing the institutional accreditation process for the specialist fields of Angiology and Vascular Surgery, Dermatology and Neurology, in accordance with the requirements established by Lazio Regional Decree (DCA) No. 469/2017.

Healthcare services are provided in a modern, accessible and barrier-free facility located entirely on one level, with spaces designed to ensure safety, comfort, privacy and appropriate conditions for welcoming both patients and healthcare professionals. The premises cover an area of approximately 400 square metres and comply with the structural, technological and organizational requirements established by current regulations for the provision of healthcare services.

Fisiolab's mission is to provide effective, safe and appropriate specialist and rehabilitation healthcare services, ensuring a patient-centred approach, high-quality care, respect for the individual and the continuous improvement of the services provided. The organization promotes a multidisciplinary approach focused on prevention, early diagnosis, treatment and health monitoring, in accordance with scientific evidence and good clinical and healthcare practices.

The facility serves a broad and diverse range of patients, including children, adolescents, adults, older people, athletes, workers and individuals with acute or

chronic conditions requiring diagnostic, specialist, rehabilitation and healthcare support services.

Fisiolab provides services in the following areas:

- Physical Therapy and Rehabilitation;
- Physical and Rehabilitation Medicine (Physiatry);
- Cardiology;
- Sports Medicine;
- Endocrine, Metabolic and Nutritional Disorders;
- Occupational Medicine;
- Legal Medicine;
- General Medicine;
- Neurosurgery;
- Neurology;
- Orthopaedics and Traumatology;
- Paediatrics;
- Vascular Surgery;
- Dermatology;
- Aesthetic Medicine;
- Otorhinolaryngology (ENT);
- Ophthalmology;
- Paediatric Ophthalmology;
- Orthoptics;
- Child Neuropsychiatry;
- Neuropsychomotor Therapy;
- Speech and Language Therapy;
- Psychology and Psychotherapy.

Over the years, the facility has progressively expanded and enhanced its range of healthcare services by introducing new specialties, upgrading its available technologies

and continuously developing professional expertise, with the aim of responding increasingly effectively to the healthcare needs of the local community.

3. MISSION, VISION AND COMMITMENT TO QUALITY

Mission

The mission of Fisiolab S.r.l. is to provide effective, safe and appropriate specialist and rehabilitation healthcare services tailored to the needs of each patient, promoting improvements in patients' health and quality of life.

The facility operates through a multidisciplinary approach based on scientific evidence, continuous professional development and respect for the ethical and professional principles that underpin healthcare practice.

The primary objective is to ensure patient-centred care pathways characterized by high quality standards, continuity of care, safety and attention to the individual throughout every stage of the healthcare pathway.

Vision

Fisiolab aims to strengthen its role as a healthcare reference point for the local community by pursuing professional, organizational and technological excellence and promoting a culture focused on quality, patient safety and continuous improvement.

The facility seeks to develop an organizational model capable of combining clinical expertise, innovation, human-centred care and organizational sustainability, ensuring that its services increasingly respond to the healthcare needs of the population.

Commitment to Quality

The Management and all Fisiolab staff are committed to placing patients at the centre of every activity, ensuring respect for human dignity, patients' rights and their informed participation in decisions concerning their care pathway.

The facility promotes patient safety through the adoption of organizational and clinical care procedures aimed at preventing adverse events, managing clinical risk, preventing healthcare-associated infections and continuously monitoring the quality of the services provided.

Particular attention is devoted to training, continuing professional development and the enhancement of the skills of healthcare and administrative staff, which are considered essential elements for ensuring the effectiveness of care processes and the continuous improvement of the organization.

Fisiolab is committed to continuously monitoring its processes through the analysis of quality indicators, the assessment of patient satisfaction, the management of reports and complaints, internal audits and the periodic review of its activities.

Management promotes the active involvement of all staff in achieving the organization's objectives, encouraging the development of a culture of quality, safety and professional responsibility.

The facility ensures compliance with applicable regulatory requirements, the authorization and institutional accreditation requirements of the Lazio Region, clinical guidelines and good healthcare practices, while pursuing the continuous improvement of the effectiveness of its Quality Management System.

All objectives and commitments are periodically reviewed by Management in order to assess their effectiveness, adequacy and consistency with changes in the organizational context, patients' needs and applicable requirements.

4. GUIDING PRINCIPLES OF THE SERVICE CHARTER

Fisiolab carries out its activities in accordance with the right to health protection, recognized as a fundamental right of every individual, placing patients, their healthcare needs and respect for their dignity at the centre of its organization.

The facility's activities are guided by the principles of equality, impartiality, continuity of care, participation, accessibility, effectiveness and efficiency, which represent the fundamental values underlying the provision of healthcare services.

The principle of **equality** ensures that all patients have equal opportunities to access healthcare services, without discrimination based on sex, age, nationality, social status, religious beliefs, cultural background or health condition. Every person is welcomed and cared for with respect for their individual needs and characteristics.

The principle of **impartiality** guides the conduct of all professionals working within the facility, who act objectively, fairly, transparently and with independent professional

judgement, ensuring that all clinical and organizational decisions are made exclusively in the interests of the patient's health and well-being.

The principle of **continuity of care** is reflected in the commitment to ensuring coordinated and appropriate care pathways, promoting continuity of clinical information and the proper management of the patient's care pathway throughout all its stages.

Patient participation is an essential element of the care process. Fisiolab promotes a relationship of cooperation and trust with patients by providing clear and understandable information, involving them in decisions concerning their health and giving them the opportunity to provide suggestions, comments and feedback.

Accessibility to services is ensured through organizational arrangements designed to facilitate access to healthcare services, support vulnerable individuals, overcome architectural barriers and provide clear and easily understandable information.

The **effectiveness** of healthcare services is pursued through the application of the best available scientific evidence, the adoption of up-to-date clinical care protocols and the continuous development of healthcare professionals' skills and expertise.

Organizational efficiency is ensured through the appropriate use of human, technological and structural resources, the planning of activities and the continuous monitoring of processes, with the aim of providing high-quality services and response times appropriate to patients' needs.

Fisiolab also promotes patient safety, the protection and confidentiality of personal and health data, continuous quality improvement, and organizational and technological innovation, with the aim of providing increasingly effective and safe services that meet the healthcare needs of the community.

5.ORGANIZATIONAL STRUCTURE

Fisiolab adopts an organizational model designed to ensure the effective delivery of healthcare services, the coordination of clinical and administrative activities, and compliance with applicable regulatory, authorization and accreditation requirements.

Overall responsibility for the facility lies with the Legal Representative, who ensures the availability of the resources required for the proper functioning of the organization, the achievement of corporate objectives and the maintenance of the quality standards established by Management.

Responsibility for healthcare activities is assigned to the Medical Director, who ensures the coordination of clinical and healthcare activities, compliance with current healthcare regulations, the quality of the services provided, patient safety and the proper implementation of the organizational and healthcare procedures adopted by the facility.

Specialist activities are coordinated by the Heads of the Specialist Departments, who ensure the clinical appropriateness of the services provided, the correct implementation of clinical care protocols, the monitoring of activities within their areas of responsibility and multidisciplinary collaboration among the professionals involved in patient care pathways.

Healthcare services are provided by healthcare professionals who meet the professional requirements established by current legislation and possess the skills and expertise required to practise within their respective specialist fields. The Training Manager promotes continuous training and professional development as essential elements for maintaining and improving the quality of care.

Reception, appointment scheduling, document management and administrative support activities are carried out by administrative staff, who assist patients throughout all stages of access to services and contribute to the proper functioning of the facility's organizational processes.

The organization operates according to the principles of collaboration, professional integration and shared responsibility, with the aim of ensuring effective, safe care pathways focused on the needs of each patient.

Function	Responsibilities
Legal Representative	Governance and strategic direction of the facility
Medical Director	Coordination of healthcare activities and quality of care
Quality Management Manager	Monitoring of the Quality Management System
Training Manager	Training needs analysis and skills assessment
Heads of Specialist Departments	Clinical supervision of activities within their respective areas of responsibility
Healthcare Professionals	Provision of healthcare and diagnostic services
Administrative Staff	Reception, appointment scheduling and administrative management

6. SERVICES PROVIDED

Fisiolab S.r.l. offers a wide range of specialist and rehabilitation healthcare services aimed at the prevention, diagnosis, treatment and monitoring of patients' health conditions.

In the field of rehabilitation and functional recovery, the facility provides individual and group physiokinesitherapy, as well as physiatric examinations aimed at assessing and treating musculoskeletal and neurological disorders.

Specialist services include cardiology, with electrocardiograms and echocardiograms, endocrinology and nutrition, occupational medicine, legal medicine, sports medicine and general medicine, ensuring diagnostic and care pathways appropriate to patients' needs.

The facility also provides services in the fields of neurology and neurosurgery, child neuropsychiatry, neuropsychomotor therapy and speech and language therapy, ensuring a multidisciplinary approach focused on comprehensive patient care.

Particular attention is devoted to orthopaedics and traumatology, vascular surgery and angiology, dermatology, paediatrics, ophthalmology, orthoptics, otorhinolaryngology

and aesthetic medicine, through specialist consultations and diagnostic examinations aimed at prevention, early diagnosis and monitoring of the relevant conditions.

The range of healthcare services also includes psychology and psychotherapy services aimed at supporting psychological health and well-being throughout the different stages of life.

Services are provided by qualified professionals who undergo continuous professional development and use technologies and equipment that comply with applicable regulatory requirements and the latest scientific evidence.

The list of available activities and services is periodically updated in accordance with changes in the facility's organization, the authorizations held and the healthcare needs of the local community.

Summary Table of Specialist Fields and Main Services Provided

Specialist Field	Main Services Provided
Physical Therapy and Rehabilitation	Individual and group physiokinesitherapy, rehabilitation treatments, functional recovery and instrumental physical therapies.
Physical and Rehabilitation Medicine (Physiatry)	Physiatric examinations, functional assessments and development of personalized rehabilitation programmes.
Cardiology	Cardiology consultations, electrocardiograms (ECG), echocardiograms and monitoring of cardiovascular conditions.
Sports Medicine	Sports fitness examinations and sports medicine assessments.
Endocrinology and Metabolic Disorders	Endocrinology consultations and assessment of metabolic and nutritional disorders and endocrine diseases.
Occupational Medicine	Health surveillance, pre-employment and periodic medical examinations, and fitness-for-work assessments.
Legal Medicine	Medico-legal consultations, certifications and specialist assessments.
General Medicine	Clinical consultations and general health assessments.

Specialist Field	Main Services Provided
Neurology	Neurological consultations, electromyography of the upper and lower limbs, and electroencephalograms (EEG).
Neurosurgery	Neurosurgical consultations and specialist assessments of nervous system disorders.
Orthopaedics and Traumatology	Orthopaedic consultations and assessment of musculoskeletal and trauma-related conditions.
Angiology and Vascular Surgery	Specialist angiology and vascular surgery consultations; arterial and venous Color Doppler ultrasound of the upper and lower limbs; Color Doppler ultrasound of the abdominal aorta, supra-aortic trunks and spermatic vessels.
Dermatology	Adult and paediatric dermatology consultations, dermoscopy of moles, outpatient dermatological treatments, removal of warts and fibrous molluscs, and liquid nitrogen cryotherapy.
Paediatrics	Paediatric consultations and monitoring of the health of children and adolescents.
Ophthalmology	Eye examinations, prevention and monitoring of eye diseases.
Paediatric Ophthalmology and Orthoptics	Assessment of visual disorders in children and adolescents and orthoptic services.
Otorhinolaryngology (ENT)	Specialist consultations for the diagnosis and treatment of ear, nose and throat conditions.
Aesthetic Medicine	Assessments and non-invasive aesthetic medicine treatments.
Child Neuropsychiatry	Assessment and monitoring of neuropsychiatric disorders in children and adolescents.
Neuropsychomotor Therapy	Neuropsychomotor assessments and interventions for children and adolescents.
Speech and Language Therapy	Assessment and treatment of communication, language and swallowing disorders.
Psychology and Psychotherapy	Psychological consultations, psychological support and individual and family psychotherapy programmes.

This table is provided for information purposes only. The list of services may be subject to updates in accordance with changes in the facility's organization, the authorizations held and the accreditation pathways undertaken.

7. ACCESS TO SERVICES AND PATIENT CARE PATHWAY

Fisiolab adopts an organizational model focused on patient-centred care, ensuring a structured and transparent process for accessing services, aimed at guaranteeing clinical appropriateness, continuity of care and the quality of the services provided.

Access to services is by appointment, which can be booked directly at the facility, by telephone or through the communication channels made available to patients. During the booking process, administrative staff provide all necessary information regarding access procedures, any documents to be presented, preparation requirements for specific procedures and expected service delivery times.

For information, appointments, administrative requests or enquiries regarding the services provided, patients may contact the facility by telephone at **320 2661533 – 0773 258458** or by e-mail at **fisiolabsrl2018@libero.it**.

Reception staff are available to provide information regarding access to services, available healthcare services, healthcare professionals' working hours and appointment booking procedures.

The facility's opening hours and the availability of the various specialist services may vary depending on healthcare and organizational scheduling. Any updates regarding opening hours, access procedures and services provided are promptly communicated to patients through the facility's information channels.

Fisiolab S.r.l. operates at **Via Melogrosso 57, 04018 Sezze (LT)**, in a location that is easily accessible to patients from the municipality of Sezze and surrounding areas.

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Operational facility: Via Melogrosso 57 – 04018 Sezze (LT)

Telephone: 320 2661533 – 0773 258458

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Opening hours:

Monday to Friday: 9:30 a.m. – 12:00 p.m. / 3:00 p.m. – 7:00 p.m.

Saturday: 9:30 a.m. – 12:00 p.m.

Upon registration, the patient's identification details are verified and any healthcare documentation relevant to the proper management of the care pathway is collected, including medical prescriptions, diagnostic test results, specialist reports and any other relevant clinical documentation.

The care pathway continues with a specialist assessment carried out by the appropriate healthcare professional, who collects the patient's medical history, reviews the available documentation and performs a clinical assessment in order to establish the clinical picture and identify the most appropriate care pathway.

The requested healthcare service is then provided in accordance with the organizational and clinical care procedures adopted by the facility, the available scientific evidence and the principles of patient safety. Diagnostic, specialist and therapeutic activities are carried out by qualified professionals using equipment and devices that comply with applicable regulatory requirements.

At the end of the service, the healthcare professional prepares the relevant medical report, recording clinically significant information, diagnostic conclusions, any treatments performed and any therapeutic or care recommendations required for the continuation of the patient's care pathway.

Where required by the patient's clinical condition, a follow-up pathway is scheduled to monitor the progression of the clinical condition, assess the effectiveness of the treatments provided and, where necessary, plan further diagnostic, therapeutic or rehabilitation services.

Throughout all stages of the care pathway, Fisiolab ensures continuity of healthcare information, the patient's active involvement in decisions concerning their health, and respect for the principles of confidentiality, dignity and protection of patients' rights.

8. WAITING LIST MANAGEMENT

Fisiolab ensures access to healthcare services in accordance with the principles of transparency, equity, clinical appropriateness and continuity of care, while respecting patients' rights and the organizational requirements of the facility.

Appointments are managed by the reception service, which records requests and schedules appointments according to the type of service required, the availability of specialists and any clinical indications provided by the referring physician or the healthcare professional responsible for the patient's care.

Healthcare activities are scheduled with the aim of ensuring orderly access to services and achieving the best possible match between the patient's healthcare needs and the timely provision of healthcare services.

Particular attention is given to situations requiring prompt clinical assessment. Where circumstances of particular urgency or healthcare need arise, the facility undertakes to assess the possibility of bringing the appointment forward, subject to organizational requirements and the availability of professional resources.

Waiting lists are managed according to principles of fairness and impartiality, ensuring equal treatment for all patients and the traceability of appointment requests.

Any cancellations, changes or withdrawals from scheduled appointments are recorded by administrative staff in order to optimize the use of available appointment slots and facilitate access to services for patients on the waiting list.

The facility periodically monitors waiting times for the main services provided through specific quality indicators, in order to assess the effectiveness of service organization, identify any critical issues and implement the necessary improvement actions.

The results of monitoring activities are reviewed by Management as part of the facility's review and continuous improvement processes, with the aim of ensuring increasingly high levels of accessibility, organizational efficiency and patient satisfaction.

9. PATIENTS' RIGHTS AND RESPONSIBILITIES

Rights

Fisiolab recognizes and protects the fundamental rights of patients, ensuring respect for human dignity, confidentiality, freedom of choice, access to healthcare information and informed participation in decisions concerning their diagnostic and therapeutic care pathway.

The facility recognizes and respects patients' rights, including:

1. **Right to preventive measures.** Every individual has the right to appropriate services aimed at preventing illness.
2. **Right of access.** Every individual has the right to access the healthcare services required by their health condition. Healthcare services must ensure equal access for everyone, without discrimination based on financial resources, place of residence, type of illness or time of access to the service.
3. **Right to information.** Every individual has the right to access all information concerning their health condition, available healthcare services and how to use them, as well as information made available through scientific research and technological innovation.
4. **Right to consent.** Every individual has the right to receive all relevant information necessary to actively participate in decisions concerning their health. Such information is a prerequisite for any procedure or treatment, including participation in scientific research.
5. **Right to freedom of choice.** Every individual has the right to freely choose among different healthcare procedures and healthcare providers on the basis of adequate information.
6. **Right to privacy and confidentiality.** Every individual has the right to the confidentiality of personal information, including information concerning their health condition and any diagnostic or therapeutic procedures, as well as the right to the protection of their privacy during diagnostic examinations, specialist consultations and medical or surgical treatments in general.

7. **Right to respect for patients' time.** Every individual has the right to receive the necessary healthcare services within a prompt and predetermined period of time. This right applies to every stage of treatment.
8. **Right to quality standards.** Every individual has the right to access high-quality healthcare services based on the definition of and compliance with specific quality standards.
9. **Right to safety.** Every individual has the right to be protected from harm resulting from the malfunctioning of healthcare services, improper management of clinical processes or medical errors, and has the right to access healthcare services and treatments that ensure high standards of safety.
10. **Right to innovation.** Every individual has the right to access innovative procedures, including diagnostic procedures, in accordance with international standards and regardless of economic or financial considerations.
11. **Right to avoid unnecessary suffering and pain.** Every individual has the right to avoid as much unnecessary suffering and pain as possible at every stage of their illness.
12. **Right to personalized treatment.** Every individual has the right to diagnostic or therapeutic programmes that are tailored, as far as possible, to their individual needs.
13. **Right to complain.** Every individual has the right to submit a complaint whenever they believe they have suffered harm and has the right to receive a response.
14. **Right to compensation.** Every individual has the right to receive appropriate compensation within a reasonably short period of time whenever they have suffered physical, moral or psychological harm caused by healthcare treatment or services.

Responsibilities

The effectiveness of the care pathway also requires active and responsible participation by the patient. Patients are therefore required to provide accurate, complete and up-to-date information regarding their health condition, current treatments and any other information that may assist healthcare professionals in carrying out an appropriate clinical assessment.

Patients are also expected to attend scheduled appointments and cooperate with healthcare and administrative staff, behaving with courtesy, mutual respect and consideration for others within the facility.

In order to ensure a safe, welcoming and appropriate environment for the provision of healthcare services, patients are required to use the facility's premises, furnishings and equipment properly and to comply with the organizational and behavioural rules adopted by the facility.

If a patient is unable to attend a scheduled appointment, they are requested to notify the facility as soon as possible so that the appointment can be cancelled and the available slot offered to another patient, thereby helping the facility optimize its activities and improve access to services for patients on the waiting list.

Cooperation between healthcare professionals, staff and patients is essential to ensuring the quality of care, patient safety and the proper functioning of the healthcare organization.

10. INFORMED CONSENT

Fisiolab recognizes informed consent as a fundamental expression of the patient's right to self-determination and as an essential element of the care pathway. Before any diagnostic or therapeutic service or procedure requiring informed consent is performed, the patient receives clear, complete and understandable information regarding the purpose of the procedure, how it will be carried out, the expected benefits, potential risks, any available alternatives and the possible consequences of refusing treatment.

The healthcare professional provides all necessary information and support to enable the patient to make a free and informed decision. Where required by applicable

legislation and the facility's procedures, consent is obtained and documented using the appropriate forms, which are retained as part of the patient's healthcare documentation. Particular attention is given to the protection of minors, vulnerable individuals and persons who require representation or assistance from a person exercising parental responsibility, a legal guardian or another person legally authorized to act on their behalf, in accordance with applicable legal requirements.

11. COMMITMENT TO PATIENT SAFETY

Patient safety is a fundamental principle of Fisiolab's activities and an essential element of the quality of the healthcare services provided. The facility adopts an approach focused on risk prevention, the continuous improvement of care processes and the promotion of a safety culture shared by all staff.

Particular attention is devoted to the prevention of Healthcare-Associated Infections (HAIs) through the implementation of specific procedures for environmental hygiene and sanitation, the proper management of medical devices, compliance with hand hygiene requirements and the adoption of preventive measures established by relevant guidelines and good healthcare practices.

The facility guarantees patients' right to be adequately informed about the healthcare services and procedures proposed. Before diagnostic examinations, treatments or procedures requiring informed consent are performed, patients are provided with clear and understandable information regarding the purpose of the procedure, the expected benefits, potential risks and any available alternatives. Informed consent is obtained and documented in accordance with applicable legislation and the facility's procedures. Fisiolab promotes the reporting, analysis and management of adverse events, near misses and potentially critical situations that could affect patient safety. The information collected is used to identify the causes of critical issues, define corrective and preventive actions and continuously improve the effectiveness of care processes. In order to ensure the proper provision of healthcare services and reduce the risk of errors, the facility adopts procedures for the unequivocal identification of patients throughout all stages of the care pathway, from appointment booking and registration

to the provision of healthcare services, the preparation of medical reports and the delivery of healthcare documentation. Patient safety is also supported through continuous training and professional development programmes for all healthcare and administrative staff. Training activities cover clinical, organizational, regulatory and risk management matters, with the aim of maintaining high levels of professional competence and promoting the implementation of best healthcare practices. Through these activities, Fisiolab is committed to ensuring a safe, reliable healthcare environment focused on protecting the health and well-being of patients, in compliance with institutional accreditation requirements, available scientific evidence and the principles of continuous quality improvement.

12. ACCESSIBILITY AND INCLUSION

Fisiolab promotes a healthcare model based on the principles of equality, inclusion, non-discrimination and equal opportunities in accessing healthcare services, ensuring attention and respect for every person who uses the facility.

The facility's premises are organized and designed to facilitate accessibility and the use of services by all patients, in compliance with applicable regulatory requirements concerning the removal of architectural barriers. The premises are located entirely on one level and provide easy access for people with reduced mobility, patients using mobility aids and individuals with specific care needs. The facility is committed to ensuring appropriate conditions for welcoming people with disabilities, promoting full access to healthcare services and, where necessary, adopting organizational arrangements designed to facilitate access to services and patients' stay within the facility. Particular attention is given to vulnerable individuals, older people, minors and patients with clinical or social conditions requiring specific forms of support throughout their care pathway. Healthcare and administrative staff act with sensitivity and professionalism in order to provide personalized assistance and ensure that care is appropriately tailored to each person's needs.

Fisiolab also guarantees full respect for the dignity, confidentiality and decision-making autonomy of every patient. Registration, consultation, treatment and medical

reporting activities are carried out using organizational and procedural measures designed to protect patients' privacy and the confidentiality of personal and health information. Through these principles and operating practices, the facility aims to ensure a welcoming, inclusive environment that respects the needs of every individual, promotes equitable access to healthcare services and fully protects patients' rights.

13. PROTECTION OF PERSONAL AND HEALTH DATA

Fisiolab ensures that personal and health data are processed in full compliance with Regulation (EU) 2016/679 (GDPR) and applicable national legislation on personal data protection. The information collected is used exclusively for healthcare, administrative and organizational purposes related to the provision of the requested services and is processed using appropriate technical and organizational measures designed to ensure its confidentiality, integrity and security.

Every data subject has the right to receive clear information on how their personal data are processed and may exercise the rights provided for by applicable legislation, including the rights of access, rectification, updating, restriction of processing, objection and, where applicable, erasure of personal data.

The facility also ensures the confidentiality of health information throughout all stages of the care pathway, with full respect for the dignity and rights of each patient.

14. QUALITY STANDARDS, COMMITMENTS AND PROGRAMMES

Fisiolab is committed to ensuring healthcare services characterized by high standards of quality, clinical appropriateness, safety, effectiveness and attention to patients' needs. The facility adopts an organizational system focused on the continuous improvement of the services provided, promoting quality of care, patient safety, staff training and patient satisfaction.

Management periodically monitors healthcare and organizational activities in order to assess the effectiveness of processes, identify potential opportunities for improvement and ensure that the quality standards established by the facility are maintained.

Quality objectives and indicators are defined and periodically reviewed within the framework of the Quality Management System and represent a key tool for the continuous improvement of the healthcare services provided to patients.

15. COMPLAINTS, SUGGESTIONS AND SATISFACTION SURVEYS

Fisiolab considers complaints, reports, suggestions and feedback from patients to be essential tools for the continuous improvement of the quality of the services provided and for monitoring patient satisfaction. Every patient has the right to report any service disruption, critical issue, conduct considered inconsistent with the facility's quality standards or any situation that may have prevented or limited the proper use of healthcare services. Such reports represent an important opportunity to listen to patients and enable the facility to identify potential areas for improvement in the organization and delivery of services.

Complaints may be submitted in writing using the appropriate forms available at reception, through written communication addressed to Management, by e-mail or verbally to the designated staff. Patients may also submit suggestions and proposals aimed at improving the organization and quality of the services provided.

All reports and complaints are recorded, reviewed and managed in accordance with the procedures adopted by the facility. Where necessary, Management carries out appropriate investigations, involving the professionals and managers responsible for the relevant activities, in order to assess the reported circumstances and identify any necessary corrective or improvement actions. The facility undertakes to provide feedback to the person submitting the report or complaint within an appropriate timeframe, taking into account the complexity of any investigations required.

In order to monitor patient satisfaction and continuously improve the quality of its services, Fisiolab also provides specific satisfaction questionnaires through which patients can express their views on reception services, organization, staff professionalism, the quality of the healthcare services received and the overall level of service.

Information collected through complaints, suggestions and satisfaction questionnaires is periodically reviewed by Management and constitutes one of the elements used for the continuous improvement of healthcare and organizational processes.

16. CONTACT DETAILS

Public Relations Office (URP)

For information, reports, suggestions or complaints, patients may contact the Public Relations Office.

Contact person: Mr Diego Rosella

Telephone: 320 2661533 – 0773 258458

E-mail: fisiolabsrl2018@libero.it

17. CONCLUSIONS

This Service Charter represents Fisiolab's concrete commitment to patients, their families and the wider community to provide healthcare services characterized by professionalism, safety, appropriateness and a person-centred approach.

Through the principles, organizational arrangements and standards described in this document, the facility aims to promote a relationship of trust and cooperation with patients, encouraging their informed participation in the care pathway and ensuring the full protection of patients' rights. Management and all staff are committed to pursuing the continuous improvement of service quality, patient safety and the effectiveness of organizational processes, in compliance with applicable regulatory requirements, scientific evidence and the principles underlying the facility's Quality Management System. Fisiolab considers patients' contributions, expressed through feedback, suggestions and reports, to be a valuable resource for continuously improving its services and responding increasingly effectively to the healthcare needs of the community.

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