



SERVICES CHARTER

Informative Guide to Hospital
and Outpatient Services

19° edition



OSPEDALE PRIVATO ACCREDITATO
Prof. E. Montanari
Casa di Cura dal 1913

Dear Madam / Sir,

We are pleased to present the 19th Edition of the Service Charter of Casa di Cura Montanari.

The Service Charter represents the Management's commitment to strengthening the relationship of trust with patients, as well as with professionals and institutions within the local community.

This document provides information about the Clinic, the healthcare services and treatments offered, access procedures, waiting times that the Clinic undertakes to observe in order to meet patients' requests, and the quality standards guaranteed. Through the drafting of the Service Charter, the Management and the entire Clinic staff—composed of highly qualified professionals—aim to support you throughout your process of access to and use of the services provided by the Clinic, with the objective of ensuring not only excellence in care, but also the protection of patients' rights to access and participation, within a framework of collaboration, communication, and mutual trust.

The Management and Staff of Casa di Cura Montanari



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SECTION ONE
**OUR
HISTORY
AND
VALUES**

Our history

SINCE 1913, SERVING HEALTH IN THE VALLE DEL CONCA

Casa di Cura Montanari, located in Morciano di Romagna (RN), was founded in 1913 by Prof. Ernesto Montanari and is today the oldest nursing home in Emilia-Romagna.

The establishment of the clinic reflected its founder's vision of creating a reference facility for hospitalisation and care, primarily focused on surgery, to serve the population of Morciano and surrounding municipalities lacking hospitals. This initiative embodied his commitment and spirit of service to the local community. Since its inception, Casa di Cura Montanari has served as a "community hospital" for the local population, while gradually becoming an important regional and extra-regional reference centre for general and specialist surgery, thanks to the high professional profile of the specialists recruited by the clinic. Continuous structural and technological upgrades over the years have allowed the clinic to offer patients high

standards of accommodation, safety, and professionalism, while the adoption of innovative techniques enables it to meet the challenges of an ever-evolving healthcare landscape.

The clinic meets regulatory requirements that formalise the quality standards of its professionals, services, and care pathways.

In 2008, Casa di Cura Montanari successfully completed the process leading to accreditation by the Emilia-Romagna Region.

To reinforce its commitment to continuous improvement, aimed at ensuring the highest level of care efficiency, in 2009 it also embarked on a voluntary process that led to the acquisition of certification attesting to the compliance of the facility's quality policies with the UNI EN ISO 9001-2008 standard.

Since 2016, Casa di Cura Montanari and the accredited private hospital "Sol et Salus" have formed a business association called "Rete della Salute". This association enables:

- Integration of their respective facilities and structural, technological, and organisational resources
- Consolidation of their centres of excellence
- Optimal management of programmes aimed at continuous quality improvement and patient safety

"Rete della Salute" is accredited and ISO 9001:2015 certified for quality by the Emilia-Romagna Region.

THE TEAM



Reception



Administration & Procurement Office



Admissions Office



Clinical Laboratory



Radiology & Diagnostic Imaging



Operating Room



Inpatient Ward



Physiotherapy

The structure

Located on Via G. Montanari, in the heart of Morciano, Casa di Cura Montanari offers a private parking area for patients and their visitors

The bus station, approximately 200 meters from the clinic, connects Morciano with numerous inland municipalities as well as coastal towns such as Cattolica and Riccione, which host the nearest railway stations and motorway exits. The city of Rimini, with its railway station, motorway exits, and airport, is also easily accessible.

Casa di Cura Montanari has a total of 80 beds, of which 60 are accredited, divided into two operational units:

1. Medicine, with beds for acute patients and patients requiring low-intensity care
2. Multispecialty Surgery, including beds for general surgery, ophthalmology, orthopedics and traumatology, otorhinolaryngology, urology, and multidisciplinary day surgery

The entire facility is air-conditioned to ensure optimal comfort. Patient rooms, with one or two beds, are equipped with private bathrooms and television.

The clinic also features:

- Three modern operating rooms
- Digestive endoscopy service
- Laboratory services
- Radiology and imaging department
- Functional recovery and rehabilitation service
- Surgical outpatient clinic
- Extensive outpatient area

All the services listed are located within Casa di Cura and in the adjoining "G. Montanari" polyclinic.

Further information about the facility is available on the website: www.casadicuramontanari.it.

In addition to the information provided in this Services Charter, also available in English, the website offers downloadable maps showing the best route to reach the clinic, details on available examinations, and the option to book tests online.



An online booking service is available for specialist consultations and diagnostic tests. Reports are transmitted daily to the Italian Electronic Health Record (EHR).

Principles and values pursued

Casa di Cura Montanari is guided by the following principles:

RESPECT FOR THE INDIVIDUAL

Respect for the individual is reflected in the creation of an environment that is as comfortable, welcoming, and family-oriented as possible, through the enhancement of interpersonal relationships, attention to patients' personal habits and needs, respect for privacy, and efforts to minimise waiting times and administrative formalities.

EQUALITY

The services provided by the Clinic are inspired by the principle of equality of users' rights. The rules established by the Clinic governing relations with patients and access to services apply equally to all users.

No distinction is made in the provision of healthcare services on the grounds of gender, race, language, religion, or political opinions: healthcare treatment is guaranteed on an equal basis to all patients.

Equality is understood as the prohibition of unjustified discrimination.

IMPARTIALITY

In the application of the Clinic's operational rules, staff conduct towards patients is guided by principles of objectivity, fairness, and impartiality.

CONTINUITY OF CARE

Continuity of care is guaranteed 24 hours a day.

RIGHT OF CHOICE

Patients have the right to freely choose—without any moral or material coercion—to make use of the services offered by the Casa di Cura, within the limits of the available structural, technological, and professional resources.

Patients also have the right to freely express informed consent to the treatments deemed necessary in their specific case, following complete and comprehensive information.

PARTICIPATION

The Clinic has implemented a patient feedback system based on the collection of questionnaires which, while ensuring anonymity, allows the acquisition of patients' evaluations of service quality. This system supports ongoing monitoring and continuous improvement of the quality of care and services provided.

Patients may submit observations and complaints, either verbally or in writing, to the Heads of the Clinical Units and Services, as well as to the Medical Director.

TECHNOLOGICAL INNOVATION AND CONTINUOUS PROFESSIONAL DEVELOPMENT

The Casa di Cura is committed to a process of continuous technological innovation. Ongoing training and professional development programmes are in place for all staff working within the facility, with the aim of ensuring safety, quality, and effectiveness of care.

MEDICAL DIRECTOR

Dr. Cristina Trojani - Specialist in Endocrinology

Service locations

-1 BASEMENT LEVEL

Diagnostic Imaging Service: CT Scan – Magnetic Resonance Imaging (MRI) • Technical Areas

0 GROUND FLOOR

Inpatient Admissions • Pre-admission Services • Outpatient Registration • Medical Directorate • Diagnostic Imaging Service: Digital Radiology – Orthopantomography / Cone Beam CT – Ultrasound – Bone Densitometry • Cardiology: Vascular Colour Doppler Ultrasound – Cardiac Colour Doppler Ultrasound – Exercise Stress Test • Clinical Laboratory • Blood Sampling Unit • Urology Clinic – Uroflowmetry • Dermatology • Breast Care Unit • Gynaecology • Mortuary Service

1 FIRST FLOOR

Inpatient Wards: General Medicine • Operating Theatre Suite

2 SECOND FLOOR

Inpatient Wards: Multidisciplinary Surgery • General Surgery • Ophthalmology • Orthopaedics • Otorhinolaryngology • Urology • Multidisciplinary Day Surgery

3 THIRD FLOOR

Medical Outpatient Clinics • Surgical Outpatient Clinics • Physical Therapy and Rehabilitation • Endoscopy • Ophthalmology Clinic • Pulmonology • Neurology • Technical Office

+ “G. MONTANARI” OUTPATIENT CENTRE

Dermatology • Ophthalmology • Endocrinology

ADMINISTRATIVE OFFICES

Administrative Office • Human Resources Office • Privacy Office • Training and Conference Room

SERVICES PROVIDED, ACCESS PROCEDURES, ACTIVITIES

The Clinic provides inpatient services either under accreditation with the National Health Service (NHS) or on a direct self-pay basis.

Admissions under the National Health Service, as well as self-pay admissions, are carried out within the Medical and Multispecialty Surgical Units.

The Surgical Unit includes the following specialties: General Surgery, Orthopaedics, Otolaryngology (ENT), Urology and Ophthalmology. Outpatient services, available through the National Health Service or on a self-pay basis, include specialist consultations and diagnostic tests.



SECTION TWO
**HOSPITAL
ADMISSION
ACTIVITIES**

Operational units

MEDICAL UNIT

Head of Unit: Dr. Giuseppe Bianchini
Specialist in Geriatrics, Gerontology and Physiatry
Nursing Coordinator: Davide Casciani

Contacts

Head of Unit Office: T. 0541 988129, ext. 555
Physicians' Office: T. 0541 988129, ext. 230
Nursing Coordination: T. 0541 988129, ext. 510

The Medical Unit, located on the first floor of Casa di Cura Montanari, is equipped with 30 beds and admits both acute patients and patients requiring low-intensity care, according to their specific clinical and care needs. Healthcare professionals make use of the latest technologies in the management of internal medicine patients, fol-

lowing evidence-based guidelines and working in continuous collaboration with the diverse professional expertise available within the Casa di Cura.

Particular attention is given to the humanization of care, as well as to the education and training of caregivers.

MULTISPECIALTY SURGERY UNIT

Head of Unit: Dr. Luca Montanari *Specialist in General Surgery*

Operating Room Nursing Coordinator: Romina Bellettini T. 0541 988129, ext. 238
Nursing Coordinator: Ivano Comanducci T. 0541 988129, ext. 100

The Multispecialty Surgery Unit is a multidisciplinary facility encompassing several surgical specialties, including General Surgery, Orthopedics, Ophthalmology, Urology, Otorhinolaryngology, and Day Surgery. The unit has 50 beds, of which 30 are accredited, including 5 dedicated to Day Surgery.

All surgical activities are performed in the clinic's state-of-the-art operating

rooms, using advanced and regularly updated equipment and instruments. Elective surgical procedures are carried out according to scheduled programmes. Casa di Cura Montanari participates in the Regional Projects "Safe Operating Rooms", SICHER, and SIGLA. Within the unit, the following specialist activities are provided:

► General Surgery

The unit primarily performs procedures in:

- General surgery, including laparoscopic procedures (hernias, appendectomy, cholecystectomy)
- Gastroenterological surgery and proctology
- Obesity surgery (gastric banding, mini gastric bypass, endoscopic gastric plication)
- Phlebologic surgery (varicose veins)

A highlight of Casa di Cura Montanari is the "Cura dell'Obesità", where patients are managed by a multidisciplinary team including a nutritionist, psychologist, and surgeon.

The aim is to help patients regain control of their lives and restore their health. **Further information is available at www.chirurgiaobesita.it.**

► Ophthalmology

Procedures are performed for:

- Anterior segment surgery: phacoemulsification for cataracts with implantation of monofocal or multifocal intraocular lenses, trabeculectomy for glaucoma, and combined cataract and glaucoma surgery
- Surgery of the ocular adnexa: entropion correction, blepharoplasty, chalazion removal
- Intravitreal injections for retinal diseases

► Orthopedics

Surgical procedures are performed for orthopedic and traumatic conditions, particularly on the musculoskeletal system and prosthetic surgery (hip, knee, shoulder), using the most up-to-date and proven techniques.

► Otorhinolaryngology

Procedures are performed on: Nose, Adenoids, Pharynx, Ear, Tonsils

► Urology and Andrology

Procedures are performed on the urogenital system.

► Anesthesia and Intensive Care

The anesthesia service is active Monday to Saturday from 8:00 to 20:00, with a 24-hour on-call service.

Services include:

1. Preoperative anesthesiologic assessment
2. Patient (or legal guardian) information on the specific anesthesia techniques and obtaining informed consent
3. Intraoperative and postoperative assistance
4. Management of in-hospital emergencies and urgent cases
5. Management of acute and chronic pain. Casa di Cura Montanari participates in the regional project "Pain-Free Hospitals"
6. Anesthesia support for diagnostic and therapeutic procedures outside the operating room (NORA – Non Operating Room Anesthesia), including sedation for endoscopic procedures (gastroscopy, colonoscopy, intragastric balloon placement)
7. Placement of central venous catheters and epidural catheters for long-term analgesic therapy

Access procedures

COVERED BY THE NATIONAL HEALTH SERVICE (SSN)

ORDINARY HOSPITALIZATION

Ordinary hospitalization is intended for non-urgent medical conditions, upon a hospitalization request issued by the patient's general practitioner. Admission is scheduled by the relevant operational units following an assessment of the appropriateness of the request and availability of beds.

DAY SURGERY

The Clinic provides same-day hospitalizations for surgical procedures, allowing patients to undergo surgery without overnight stay.

OUTPATIENT PROCEDURES

Certain types of surgical or medical procedures can be performed on an outpatient basis.

HOSPITALIZATION VIA EMERGENCY DEPARTMENT – URGENT CARE

Admissions are carried out in accordance with agreements with the AUSL of Romagna, with patients referred from the hospitals of Riccione and Rimini.

PRIVATE HOSPITALIZATION

It is possible to be admitted on a private, self-paying basis. A physician's request is sufficient to access this service. Rates and payment conditions are available at the Admissions Office: +39 0541 988129, ext. 430.

The Clinic has established agreements with major insurance companies, including Caspie, My Assistance, Blue Assistance, FASDAC, and Allianz Health.

Instructions for admission

For all services provided under hospitalization, patients must have:

- European Health Insurance Card (EHIC) and a valid identity document
- Hospitalization request issued by the patient's general practitioner or the Emergency/Urgent Care physician

It is highly recommended to bring all previous test results and diagnostic reports, as well as copies of medical records from prior hospitalizations, and to provide information about current therapies and any dietary restrictions.

WHAT TO BRING TO THE CLINIC

- Hospitalization request from your general practitioner
- Health insurance card
- Tax code and identity document
- Previous test results and documentation of any prior hospitalizations
- Personal items strictly necessary for your stay
- Elastic stockings or orthopedic supports, if required

WHAT NOT TO BRING

- Alcoholic beverages: as they may interfere with treatment.
- Money and valuables: Please note that in a busy healthcare facility, the risk of loss or theft is high. The administration cannot be held responsible for such incidents.

Useful information for hospitalization

MEDICAL VISITS

The medical visit is a fundamental moment for the clinical evaluation of the patient and for defining the care plan. Patients are therefore requested to remain in their rooms during the medical visit.

HOW TO OBTAIN INFORMATION FROM PHYSICIANS

Information regarding your health status, including diagnoses, diagnostic tests, treatments performed or planned, and interventions deemed appropriate, is a fundamental right of every hospitalized patient.

Physicians of the inpatient units are required to provide all necessary information regarding diagnostic and therapeutic treatments. They are available on weekdays from 11:30 a.m. to 1:00 p.m., except during visiting hours or surgical procedures.

NURSING ASSISTANCE

The nursing service ensures all aspects of patient care.

For any issues related to nursing care, please contact the Nursing Coordinator or the on-duty nurses.

Patients who wish to receive non-medical assistance at their own expense during hospitalization must notify the Nursing Coordinator of the ward using the designated form available in the ward.

CLEANLINESS AND ORDER

The cleaning of rooms and furnishings is provided by an outsourced cleaning service. Patients are kindly requested to:

- Not leave personal items outside wardrobes and not leave valuables or personal items unattended (e.g., dental or hearing prostheses, contact lenses, etc.)
- Not occupy or sit on empty beds

Please remember that all items available in the ward (furniture, fixtures, bathrooms, etc.) are common property for shared use. You have the right to enjoy the available comforts, but it is also your duty to respect what belongs to everyone.

VISITOR ACCESS

Access to hospital wards is permitted during the following hours:

- 12:00 p.m. – 1:00 p.m.
- 6:00 p.m. – 7:00 p.m.

These visiting hours are established to ensure the proper conduct of clinical and care activities, while also safeguarding the rest, safety, and well-being of patients.

The Clinic recognizes the fundamental value of the presence of family members and caregivers as an essential part of the care pathway and a key element of the humanization of care. For this reason, in cases of particular clinical, care-related, or personal needs of the patient, it is possible to arrange different visiting times, in agreement with the ward staff.

The facility is committed to carefully and sensitively evaluating each specific request, respecting the patient's health conditions and the organization of care activities.

Patients are advised not to consume food or beverages without the authorisation of their healthcare providers.

ADDITIONAL HOSPITALITY SERVICES

Both private patients and patients covered by the National Health Service (SSN) may, upon request and payment of the related fee, access additional comfort services such as:

- Private room
- Accommodation and meals for a family member or accompanying person

SMOKING

Smoking is strictly prohibited throughout the Clinic. This ban also applies to electronic cigarettes.

SAFETY AND FIRE REGULATIONS

The Clinic staff are trained to ensure patient safety. In case of fire, patients must immediately inform the staff and evacuate the area following the provided instructions, without using elevators, while maintaining a calm and respectful attitude toward others.



BAR, VENDING MACHINES

On the ground floor and in the lounge on the second floor, there are vending machines for hot and cold drinks and snacks. Nearby, several bars are available.

MOBILE PHONE USE

Mobile phones may be used throughout the Clinic, except in designated areas. Discreet use is requested (silent mode and low voice) to avoid disturbing other patients or staff.

E-MAIL SERVICE

The e-mail address ricoveri@casadicuramontanari.it is available for communications regarding hospitalizations.

WEBSITE

From the website www.casadicuramontanari.it, patients can consult this Service Charter, find detailed information about the Clinic's activities, learn about various conditions and treatments, and communicate directly with specialists.

RELIGIOUS ASSISTANCE

Casa di Cura is available to accommodate requests for religious assistance, arranging for a minister to visit even outside visiting hours.

SILENCE AND TRANQUILITY

To avoid disturbing other patients, please minimize noise, speak softly during visits, and keep the volume of radios and TVs moderate.

DISCHARGE

At the time of discharge, a discharge letter is provided to be delivered to the patient's primary care physician. It contains information regarding the hospitalization and any therapy to be continued at home.

Before leaving the Casa di Cura, it is recommended that the patient or a family member ensure that all clinical documentation (including previous records) and personal belongings have been collected.

RETURNING HOME

Return home is expected by private means.

Patients who need ambulance transport home, at their own expense, may request activation of the service.

RELEASE OF CLINICAL DOCUMENTATION

Clinical documentation is strictly personal and confidential, and may be provided only to legally authorized persons or upon explicit written delegation from the patient.

Copies of clinical documentation (medical records, CD with radiology reports) must be requested from the Admissions Office:

- At the time of discharge
- Subsequently by e-mail: ricoveri@casadicuramontanari.it

A form (also downloadable from the Casa di Cura's website) must be completed and sent with an attached identification document. Upon request, copies of medical records may be sent directly to the patient's home (shipping costs borne by the requester) or via certified email (PEC).



SECTION THREE
**PATIENT
SERVICES**

Access procedures

The services offered by the Casa di Cura are available to both inpatients and outpatients.

Services are provided:

- Under accreditation, covered by the Italian National Health Service (SSN)
- Privately, at the patient's own expense

ACCESS PROCEDURES

1. Accredited services for AUSL Romagna patients:

Appointments can be booked through the CUP / Pharmacy.

2. Accredited services for patients from other regions or other AUSL districts:

Appointments can be booked directly at the Clinic's Outpatient Admissions Office or by phone (T. 0541 988129, ext. 1)

3. Private services: Appointments can be booked directly at the Clinic's Outpatient Admissions Office by phone (T. 0541 988129 ext. 1) or online at www.casadicuramontanari.it.



Services provided also under the Italian National Health Service

► RADIOLOGY AND IMAGING DIAGNOSTICS

Responsible Physician: Dr. Lia Montanari

TSRM Coordinator: Lucia Broccoli

RADIOLOGICAL DIAGNOSTICS

- Conventional radiology (fully digitalized) • Radiological examinations with contrast medium (colpocystodefecography) • Orthopantomography

ULTRASOUND DIAGNOSTICS

- Abdominal ultrasound • Prostate ultrasound, including transrectal • Uterus/ovaries ultrasound, including transvaginal • Trans-anal ultrasound with 360° probe • Doppler ultrasound of vascular structures of abdominal parenchymal organs • Ultrasound of soft tissues, muscles, and tendons • Ultrasound of the neck, thyroid, and parathyroids

BONE DENSITOMETRY (X-RAY) – M.O.C. / DEXA

Radiographic, ultrasound, and M.O.C. reports are delivered within 48 hours.

CT and MRI reports are delivered within 7 days from the date of the examination.

Responsible Physician: Dr. Stefano Ghirlanda

MULTISLICE CT

- Abdominal • URO-CT • Spine • Dental Scan • Limb CT • Neuroradiology

HIGH-FIELD MAGNETIC RESONANCE IMAGING (MRI)

- Osteoarticular: facial bones, temporomandibular joints, spine, musculoskeletal system, shoulder, upper and lower limbs • Abdomen • Neuroradiology

► DIGESTIVE ENDOSCOPY SERVICE

CLINICAL PATHOLOGY – MICROBIOLOGY

Responsible Physician: Dr. Luca Montanari
Nursing Coordinator: Daniele Bellini

SERVICE DESCRIPTION

The Digestive Endoscopy Service provides both diagnostic and interventional endoscopic procedures of high technological standard, with equal attention to scientific-technical quality and patient-perceived quality. The equipment available allows the performance of gastroscopies, virtual staining, and magnification colonoscopies for the early detection of pre-neoplastic lesions of the colon. Procedures can be performed under either light or deep sedation with anesthesiological assistance.

SERVICES PROVIDED

Diagnostic esophago-gastro-duodenoscopy • Recto-sigmoid colonoscopy

INTERVENTIONAL PROCEDURES

During esophago-gastro-duodenoscopy or colonoscopy, true surgical interventions can be performed using natural orifices without abdominal incisions.

Main endoscopic interventions include:

- Removal of benign and malignant polyps from the digestive tract
- Mucosectomy
- Placement/removal of intragastric balloon

► PHYSICAL THERAPY AND REHABILITATION SERVICE

Responsible Physician: Dr. Giuseppe Bianchini
Coordinator: Lia Montalti

The service is active Monday to Friday from 7:00 a.m. to 7:00 p.m.

REHABILITATION

Orthopedic • Neurological (Bobath, Kabat, and Perfetti methods) • Pelvi-perineal (proprioceptive, electrostimulation, and biofeedback) • Individual postural re-education using the Mézières method • Nervous system mobilization • Group postural exercises

MASSAGE THERAPY

Lymphatic drainage (Vodder method) • Therapeutic massage • Connective tissue massage • Pompage and vertebral traction • Fascia manipulations

INSTRUMENTAL THERAPIES

Tecar therapy • Inter-X • Laser therapy • Ultrasound therapy • Magnetotherapy • TENS • Electro-stimulation • Iontophoresis

Neurological and orthopedic rehabilitation cycles can be provided under the NHS agreement, with a referral issued by a physiatrist of the AUSL Romagna, within the assigned service limits, and booked through the physiatry office at Riccione Hospital. Services not covered by the NHS still require a prescription from a physiatrist or orthopedist and can be booked directly at the Casa di Cura.



Services available privately

▶ LABORATORY ANALYSIS SERVICE CLINICAL PATHOLOGY - MICROBIOLOGY

Head: Dr Marina Montanari
Coordinator: Lia Montalti

*The analysis laboratory is open for blood sampling and delivery of biological materials from 7.15 am to 9.30 am.
Reports are delivered from 11 am to 12 pm every weekday.*

SERVICES OFFERED

The Analysis Laboratory at the Montanari Nursing Home performs chemical, microbiological and toxicological analyses. The Laboratory carries out daily internal quality controls and regularly participates in external quality control programmes.

Reports are normally delivered 2 days after sampling, except in urgent cases, for which they may be delivered on the same day. Exceptions are analyses that require longer technical times and tests carried out as a service.

Reports are also available online (www.casadicuramontanari.it - Online Reports section) using the credentials provided at the time of acceptance and, in compliance with the provisions of the Emilia-Romagna Region, are automatically uploaded to the Personal Electronic Health Record (EHR).

The nursing home offers companies an Occupational Medicine Service, performing diagnostic tests requested by the competent doctor, including testing for drug addiction. To meet the needs of companies, tests can be taken, where possible, directly at the workplace. For information, bookings or quotes, please call the Laboratory Analysis Reception from Monday to Friday from 10 a.m. to 11 a.m.





SECTION FOUR
**OUTPATIENT
SPECIALIST
VISITS**

Access procedures

The nursing home also offers specialised services available to both inpatients and outpatients.

The services are:

- accredited and covered by the National Health Service
- paid

HOW TO ACCESS

1. Services covered by the National Health Service for patients registered with the Romagna Local Health Authority: bookable through the CUP / Pharmacy.
2. Services covered by the National Health Service for patients from other regions or other local health authorities: bookable directly at the Nursing Home's Outpatient Admissions Office by telephone (T. 0541 988129 ext. 1).
3. Services subject to payment: bookable directly at the Outpatient Admissions Office of the Nursing Home by telephone (T. 0541 988129 ext. 1) or by visiting the website www.casadicuramontanari.it.



Visits Provided also under the Italian National Health Service

Consultations and diagnostic tests are carried out in the following specialities

▶ CARDIOLOGY AND ANGIOLOGY

Specialist cardiology consultations, baseline electrocardiograms, exercise stress tests on a cycle ergometer or treadmill, Holter dynamic ECG, 24-hour Holter blood pressure monitoring, and Doppler echocardiography are carried out. TSA Doppler ultrasound, Doppler ultrasound of the limbs, Doppler ultrasound of the abdominal vessels.

▶ GENERAL SURGERY

Specialist general surgery examinations are carried out, with particular reference to abdominal, proctological, vascular and laparoscopic surgery. We perform dressings and minor outpatient surgery (removal of cysts, lipomas, angiomas, skin lesions, ingrown toenails, sclerotherapy, etc.) using both traditional surgical techniques and CO2 lasers.

▶ DERMATOLOGY

Specialist consultations, diathermy, cryotherapy, minor outpatient dermatological procedures.

▶ ENDOCRINOLOGY

Specialist consultations and thyroid ultrasounds.

▶ OPHTHALMOLOGY

Specialist consultations and second-level examinations: OCT, visual field, retinal fluorescein angiography (FAG).

▶ OTORHINOLARYNGOLOGY

Consultations and minor specialist procedures, audiometry, complete otofunctional examination, instrumental videolaryngoscopy, impedance measurement.

▶ UROLOGY AND ANDROLOGY

We perform: specialist urological and andrological examinations, andrological diagnostics (male sexual disorders), dressings and minor urological procedures, cystoscopies, urological and transrectal ultrasounds, and uroflowmetry.

Visits available privately

Consultations and diagnostic tests are carried out in the following specialities:

▶ **DIET AND NUTRITION**

Dietary assessments with treatment plan and clinical monitoring.

▶ **PHYSIATRY**

Specialist consultations.

▶ **GYNECOLOGY**

Specialist consultations, transvaginal ultrasounds.

▶ **AESTHETIC MEDICINE**

Fillers, botulinum toxin, rhinofillers, biorevitalisation.

▶ **NEPHROLOGY**

Specialist examinations and check-ups.

▶ **NEUROLOGY**

Specialist examinations and electromyography.

▶ **ORTHOPEDICS AND TRAUMATOLOGY**

Examinations and infiltrations.

▶ **PULMONARY MEDICINE**

Specialist consultations, spirometry and polysomnography tests: complete nocturnal cardiorespiratory monitoring.

▶ **PODIATRY**

Consultations, treatments and minor orthotics.

▶ **PSYCHOLOGY**

Consultations are carried out with both outpatients and inpatients, as well as post-operative observation for obesity patients.

▶ **SENOLOGY**

Breast examinations and ultrasounds are performed.





SECTION FIVE
**QUALITY
STANDARDS**

Quality and safety of care

The Montanari Private Clinic is a member of the Italian Association of Private Hospitals (A.I.O.P.), the reference body for private healthcare in Italy.

In its role as a local hospital serving the Valconca area, the Clinic operates with the objective of providing citizens with the best diagnostic and therapeutic opportunities within the framework of accredited activities.

Care is delivered in an environment focused on humanizing healthcare and aimed at ensuring the full satisfaction of patients, both those referred from the local territory and those who freely choose to access the facility.

Quality represents the guiding principle of the Clinic's strategic planning and organizational management.

Constant efforts are dedicated to the continuous improvement of services,

fully meeting patient needs, and enhancing the professional and human skills of both healthcare and administrative staff.

In line with this vision, the Clinic has undertaken and completed qualification processes that have led to institutional accreditation, inclusion in the Health Network of which Montanari Private Clinic is a member, and the attainment of the UNI EN ISO 9001:2015 Quality Certification, ensuring the effectiveness of organizational and care processes.

The Service Charter is a fundamental informational tool designed to safeguard citizens' rights and promote informed participation in managing one's own health. It describes the quality factors deemed a priority, to which the Clinic makes a formal commitment aimed at the continuous improvement of the services and care provided.

The Casa di Cura places patient safety at the center of its organizational and care model, recognizing it as an integral part of the right to health and the quality of care provided.

To this end, the Clinic adopts procedures, protocols, and guidelines based on scientific evidence and continuously updated, aimed at preventing clinical risk and reducing adverse events. Particular attention is given to correct patient identification, the safety of pharmacological therapies, and the prevention of healthcare-associated infections.

Healthcare staff participate in continuous training and professional development programs designed to promote a culture of safety and improve clinical and care practices. Additionally, systems for monitoring, reporting, and analyzing events are in place, with the goal of fostering a proactive, learning-oriented approach aimed at the continuous improvement of care safety.



Standards for hospital admission activities

INFORMATIONS

Detailed and personalised information during pre-admission telephone calls and at the time of admission

Distribution of satisfaction questionnaires to all hospitalised patients upon admission

Information on the possibility and methods of submitting suggestions and complaints upon admission

COMPLAINTS

Contact: Health Department

Response time to patient complaints from receipt: maximum 20 days

SAFETY INFORMATION

Specific floor plans and behavioural instructions to follow in case of emergency are posted in every room

IDENTIFICATION OF OPERATORS

All staff members are equipped with identification badges

ACCESSIBILITY

Admissions Office opening hours: 7:00 a.m. to 1:00 p.m., Monday to Saturday
2:30 p.m. to 5:30 p.m., Monday to Thursday

Delivery of health documentation within 7 days (for documentation currently available)
maximum 30 days if to be completed and supplemented

RESPECT FOR PATIENT DIGNITY AND COMFORT

Cleaning of hospital rooms and bathrooms twice a day

Meal times: 7.30am – 12.15pm – 6.30pm

Menu customisation

AVAILABILITY OF ROOMS SUITED TO DIFFERENT NEEDS

80 beds in single or twin rooms

All rooms are equipped with air conditioning

PARTICIPATION

Obtaining informed consent in the cases provided for

RISK MANAGEMENT

Establishment of an Incident Reporting system for the prevention, management, control and reduction of risks and for the improvement of the quality of care and clinical standards of the facility. Participation in regional 'Safe Operating Theatres' projects, prevention of surgical site infections. Presence of a Surveillance Committee for hospital infections. Application of protocols for the prevention and management of pressure sores.

ATTENTION TO THE ISSUE OF PAIN

Participation in the "Pain-Free Hospital" project
Recording of pain symptoms in nursing records

QUALITY OF CARE

Eight beds are monitored to enable continuous surveillance of the most complex patients.

ACCESSIBILITY FOR VISITING PATIENTS

If necessary, assistance from a family member is available 24 hours a day.

STAFF QUALITY

Continuous training of nursing staff through the annual programme of refresher courses.

QUALITY OF SUPPLIES

The Casa di Cura guarantees the careful selection of suppliers through specific qualification processes

CONTINUITY OF CARE

- Delivery of clinical report upon discharge from hospital
- Availability by telephone for the first 48 hours after day surgery

PROMPT INITIATION OF THE ASSESSMENT REQUIRED TO COMMENCE PROTECTED DISCHARGE

Prompt initiation of the assessment required to initiate protected discharge Request are sent by the Medicine Unit to the Geriatric Assessment Unit

EASE OF ACCESS SIMPLICITY OF ADMINISTRATIVE REQUIREMENTS

Availability of necessary documentation at the time of discharge

Standards for diagnostic services and outpatient procedures

RESERVATIONS**EASE OF ACCESS**

Extended opening hours: Monday to Friday 7.30am - 7.30pm
Saturday 7.30am - 1.30pm

Telephone booking available

SIMPLICITY OF ACCESS

Average time between booking and provision of paid outpatient services: one week.

Direct access and provision of services at the time of request in radiology (8 a.m. to 12 p.m.) and laboratory (7.30 a.m. to 10 a.m.)

CLARITY OF INFORMATION

Guaranteed training of front office staff for effective user guidance

Response to patient complaints within 20 days of receipt

ACCESS TO BENEFITS**EASY PAYMENT**

Payment by debit card, credit card, Satispay

COLLECTION OF MEDICAL REPORTS**TIMELINESS**

Availability of reports at the time of service, if technically possible. Availability of reports online only for the Analysis Laboratory. Automatic sending of reports and discharge letters to the Italian Electronic Health Record (EHR) in compliance with the current provisions of Emilia Romagna.



SECTION SIX
**PROTECTION AND
VERIFICATION
MECHANISMS**

Protection and verification mechanisms

Compliance with quality standards is guaranteed by the Management both through direct monitoring of structural, care and service factors and through periodic analysis of the evaluations provided by the guests of the Facility.

The active participation of users in the evolution of quality is encouraged and facilitated by the provision of satisfaction questionnaires (one relating to hospitalisation, the other to outpatient services), which allow them to express their level of satisfaction and suggest possible improvements.

The questionnaire relating to hospitalisation is given to users upon admission to the facility and placed in the appropriate container upon discharge.

The outpatient questionnaire is periodically offered to external users.

Complaints, praise or suggestions for improvement can be made in writing using the appropriate form available from the Admissions Office and Outpatient Reception. The forms will be forwarded to the Health Management Department which, after appropriate evaluation, will respond in writing to the address indicated within 20 days of submission.

All these elements are evaluated during the Management Review (held every six months) or, in a dynamic manner, whenever deviations are detected or organisational adjustments are deemed necessary.

Warning: The information contained in this 'Service Charter', updated on 31 December 2025, may vary over time for both organisational reasons and regulatory changes.







OSPEDALE PRIVATO ACCREDITATO

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Casa di Cura dal 1913

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