

<b>APULIA DENT SRL</b>  <b>Perugia Dent</b>	<b>SERVICE CHARTER</b>	All. 4 - PSG
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## GENERAL INFORMATION ON THE SERVICE CHARTER

This Service Charter is the document that governs the relationship between the citizen-patient and the Perugia Dent clinic.

The Service Charter is a useful and effective tool for informing and protecting citizen-patients who attend our clinic. It contains all the information regarding services and healthcare treatments offered to the public, access methods, minimum quality standards, patient protection and participation. The aim is to pursue patient satisfaction within a framework of continuous improvement, allowing users to submit complaints about any disruptions so that they can be promptly resolved. Everything reported herein constitutes a commitment and unequivocally establishes the therapeutic alliance between the doctor and their patients. The Charter has been written to provide users with useful information regarding the internal organization and services offered by the clinic, and to involve patients in our commitment to continuous technical, organizational, and professional development aimed at improving the services available to them. The Charter allows for evaluation of the quality of the service offered by verifying the correspondence between what is expressed in it and the treatment received. Thus, it becomes an objective tool for evaluation and verification of the results achieved by both operators and patients. It is a positive tool, particularly useful for patients, who are thus enabled to make suggestions and proposals

It should be noted, however, that what is contained in this 'Charter' is only part of the activities carried out by the staff; the information considered most useful for the patient has been selected here.

## PRESENTATION, POLICY AND OBJECTIVES

*Through the protection and promotion of oral health, Perugia Dent seeks to promote well-being for individuals and the community by offering excellent dental care (Mission), in full compliance with values such as ethics, safety, quality, and accessibility to dental treatments, thus pursuing an innovative project of social dentistry aimed at making private healthcare services accessible to all patients (Vision).*

With this experience, the clinic, starting from a complete and accurate diagnosis, proposes to its patients personalized solutions and treatments capable of achieving effective and lasting results over time.

*The main objectives of Perugia Dent's activity are to:*

- scrupulously comply with current regulations
- improve integration between patient and stakeholders by first identifying their needs and expectations and then satisfying them
- improve the quality of healthcare services and ensure patient safety
- ensure all hygienic-health requirements and the most advanced technological equipment for the safety and quality of care

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- prevent adverse events and non-conformities
- pursue continuous and constant collaboration with suppliers of products and services to activate relationships based on continuous and joint growth of overall quality offered to the market
- improve awareness, collaborative spirit and attention of all staff to aspects of quality and safety
- guarantee accessible solutions and treatments for all
- achieve the expected economic results while still guaranteeing a high level of quality and safety of the services provided

To achieve these objectives, Perugia Dent has adopted this Policy, which is essentially based on the following principles and strategies:

- respect for business ethics and professional ethics, to operate as a private healthcare company without distorting economic constraints, while being an integral part of the National Health Service (NHS), despite being a "profit";
- analysis of the internal and external context and stakeholders as an integral part of the planning of its management system;
- ongoing assessment and management of risks related to the management of the practice (patient risk, operator risk, and environmental risk);
- systemic approach to processes and procedures based on ethical, institutional, scientific, and clinical-organizational evidence, in pursuit of continuous improvement;
- structural, technological, and organizational standardization of resources to ensure service/product standards based on indicators;
- measurement and optimization of processes to reduce waste, reduce the costs of non-quality, prevent errors, and achieve the highest possible efficiency;
- monitoring of perceived quality levels (patient satisfaction);
- Continuous training and development of staff and collaborators as a tool for achieving the practice's success, particularly with regard to professional development and new technologies;
- Computerization and technological assessment for management control and process optimization;
- Documentation and dissemination of results to stakeholders through public and private channels in compliance with applicable regulations;
- Systematic application of disinfection, sterilization, and cross-contamination prevention protocols;

The Perugia Dent practice is organized and structured in compliance with all current health and hygiene regulations imposed by the National Health Service (NHS), which include strict quality control protocols. For this reason, it has designed and implemented a management system compliant with the accreditation requirements imposed by regional legislation for dental services, as expressed in the practice authorization.

Management believes that such a policy brings concrete benefits to the facility, patients, and all stakeholders, ensuring everyone's satisfaction.

Management is responsible for disseminating its Policy and the commitments contained therein within, and where possible outside, the organization.

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### FUNDAMENTAL PRINCIPLES IMPLEMENTED WITH THE SERVICE CHARTER

The Charter implements the fundamental principles contained in the directive of the President of the Council of Ministers dated January 27, 1994, and in particular:

- **Equality:** Equal services are provided to all citizens, regardless of age, gender, race, language, nationality, religion, political opinions, or psycho-physical or socio-economic conditions..
- **Impartiality:** All citizens are assured objective and fair behavior, both by the services and by the staff working in the clinic, with the utmost mutual respect and kindness.
- **Continuity:** Services are provided continuously, regularly, and without interruptions. In case of irregular functioning or interruption of service, measures will be taken to limit or reduce inconvenience to users.
- **Right of choice:** Where permitted by current legislation, the user has the right to choose their preferred service provider.
- **Participation:** All citizens who wish to collaborate with observations and suggestions to contribute to the improvement of services may use the forms available in the waiting room, leaving them in the appropriate container. The clinic management will do its utmost to eliminate any inconvenience or implement suggested improvements.
- **Efficiency and effectiveness:** The staff is committed to ensuring efficient and effective service in all operational phases, both healthcare and administrative, and the facility constantly adopts the most suitable measures to achieve these objectives.

### LIST OF TREATMENTS PROVIDED BY THE CLINIC

At Perugia Dent, it is possible to undergo the following treatments:

- Diagnosis and admission
- Dental hygiene and prevention
- Conservative dentistry
- Endodontics
- Oral surgery
- Periodontology
- Gnathology
- Orthodontics
- Implantology
- Implant-prosthetics
- Fixed prosthetics
- Removable prosthetics
- Combined fixed-removable prosthetics
- Pediatric dentistry

Each treatment cycle follows a four-phase protocol: admission, treatment, discharge, readmission for follow-up.

The staff is always available to patients for any clarification regarding the treatment provided.

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To receive services, simply contact the facility, which will provide timely and transparent information and schedule an appointment according to the waiting list management criteria. This ensures equal access to healthcare services for all patients, at appropriate times and places.

In special cases, such as when the patient, for personal reasons, requests an extension of the scheduled exam date, the clinic will accommodate the request and will be deemed compliant with the quality standards outlined below.

The office staff will place any patients who fail to meet the quality standards for reasons attributable to the clinic itself on the waiting list. This annual percentage is less than 1% of the total services provided and therefore complies with the *Perugia Dent* quality standards.

When the patient is called, specially trained staff will perform an initial assessment to determine the urgency of the problem and therefore prioritize the treatment according to the priority class to which they belong. To better define the patient's clinical condition, the operator can identify any potential risk situations, collects personal data, and information useful for identifying the primary problem, such as symptoms, pain assessment, and, if applicable, the patient's medical history.

Based on what the patient has learned, an appointment is then scheduled based on the complexity and urgency of the case.

### **PARTICIPATION, PROTECTION AND PATIENT RIGHTS/DUTIES**

*Perugia Dent* guarantees patient protection through the possibility of filing a complaint following a disruption, act, or behavior that has denied or limited use of the service offered. The clinic undertakes, through the evaluation of reported disruptions and the measurement of perceived satisfaction, to implement improvements to quality standards.

*Perugia Dent enforces patient rights in healthcare, including cross-border healthcare where applicable.*

Specifically, it guarantees:

- ✓ respect for privacy: Citizens who come into contact with doctors and healthcare facilities for treatment, medical services, medication purchases, and administrative procedures must be guaranteed absolute confidentiality (including their clinical and non-clinical data) and dignity;
- ✓ medical care must be performed by competent, qualified, courteous, and helpful personnel;
- ✓ The right to transparent information regarding access to the facility and the organization's healthcare activities and processes;
- ✓ to receive information that allows the patient to express truly informed consent before undergoing therapies or procedures; this information must also address potential risks or discomfort resulting from the treatment;
- ✓ the quality of medical care appropriate to their state of health;
- ✓ the right of the patient to be assisted and treated with care and attention, while respecting human dignity and their religious and philosophical beliefs;
- ✓ the right of citizens with disabilities to the elimination of architectural barriers;

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- ✓ continuous monitoring of any treatment cycle;
- ✓ accurate knowledge of the patient's medical history;
- ✓ a point of contact for any questions regarding the treatment process;
- ✓ a point of contact for any questions regarding the administrative process;
- ✓ the right to suspend services;

At the same time, the patient has the following responsibilities:

- ✓ respect the staff and healthcare professionals;
- ✓ adhere to scheduled appointments for the treatment plan;
- ✓ adhere to the fee schedule/estimate and payment plan;
- ✓ adhere to the readmission plan for medical checkups;

Clinical records will be released within seven days of the request, which must be made in writing by the parties entitled to the right. The request must be sent to the email address [info@perugiadent.it](mailto:info@perugiadent.it) or by post to the address indicated at the end of the document

Patients may report a complaint, poor service, suggestion, or proposal by sending it to the email address [info@perugiadent.it](mailto:info@perugiadent.it) or by post to the address indicated in the contact section of this document.

### QUALITY CONTROL

L'ambulatorio *Perugia Dent* è fornito di una strumentazione idonea, moderna e in parte automatizzata sottoposta a costanti controlli. Questo ci permette di garantire all'utente un'elevata qualità delle prestazioni erogate e la massima garanzia di affidabilità.

### PRECAUTIONS FOR HEALTHCARE-RELATED INFECTIONS

The *Perugia Dent* clinic implements precautions to prevent the transmission of infections, adopting measures to care for all patients regardless of their diagnosis or presumed infectious status.

Standard precautions include:

- ✓ *hand hygiene,*
- ✓ *use of gloves,*
- ✓ *use of personal protective equipment (PPE),*
- ✓ *adoption of safe practices to prevent healthcare workers' exposure to pathogens,*
- ✓ *patient positioning,*
- ✓ *environmental sanitation procedures,*
- ✓ *management of medical devices,*
- ✓ *linen management,*
- ✓ *waste management.*

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The clinic, operating by appointment, ensures that patients are not left in a crowded waiting room for extended periods, that equipment is properly sanitized between patients, and that the premises are thoroughly ventilated frequently.

### PRIVACY

Perugia Dent has adapted both its IT and paper systems to comply with the provisions of EU Regulation 2016/679 (General Data Protection Regulation) (GDPR, which replaces the "Privacy Code" Legislative Decree 196/03).

This regulation aims to protect the right to confidentiality of personal data, to prevent its misuse from damaging or infringing the rights, fundamental freedoms, and dignity of data subjects.

The email address of Perugia Dent, the Data Controller of the personal data collected (APULIA DENT SRL), is [gpcampana@apuliadent.it](mailto:gpcampana@apuliadent.it). Patients can contact this email address for all questions regarding the processing of their personal data and the exercise of their rights under EU Regulation 2016/679

### QUALITY STANDARDS, COMMITMENTS AND PROGRAMS

AREA	INDICATORI E STANDARD DI QUALITA'
Aspects related to healthcare organization	<ul style="list-style-type: none"> <li>- Use of standardized procedures for healthcare personnel</li> <li>- Use of guidelines and protocols accredited by national and international scientific communities</li> <li>- The waiting list for an appointment is less than 3 days</li> </ul>
Aspects related to healthcare provision	<ul style="list-style-type: none"> <li>- Timely information and sharing of information with the patient regarding the treatment to be performed. Signing of the admission report and informed consent form. Illustration and signing of the discharge report.</li> <li>- Compliance with EU Regulation 2016/679 regarding confidentiality and processing of patient data.</li> <li>- Number of adverse events/Number of services: <math>\leq 5\%</math></li> <li>- Number of disputes/Number of services: <math>\leq 5\%</math></li> </ul>
Aspects related to user satisfaction	<ul style="list-style-type: none"> <li>- Timely information and sharing with users - Immediate response times to complaints after they are detected</li> <li>- Annual analysis of customer satisfaction values (<math>\geq 95\%</math> satisfied)</li> </ul>
Aspects related to the staff/professionals operating	<ul style="list-style-type: none"> <li>- Compliance with the minimum requirements set by our standards</li> <li>- Compliance with regulations regarding CME credits to be earned</li> <li>- Compliance with internal clinic guidelines and contractual agreements</li> </ul>
Aspects related to the work environment and technologies	<ul style="list-style-type: none"> <li>- Compliance with current legislation regarding workplace safety</li> <li>- Punctual compliance with the management of ordinary and extraordinary maintenance and mandatory interventions on biomedical equipment and devices</li> </ul>

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## HUMAN RESOURCES

The dental staff at the Perugia Dent clinic is made up of highly qualified professionals who work individually and/or in teams based on the complexity of the cases and the agreed treatment plans, under the supervision of the Medical Director.

## CONTACTS

*Perugia Dent* is open **from 9:00 AM to 7:00 PM, Monday to Friday.**

On Saturdays and holidays, an on-call service is available via telephone answering machine.

Per information and/or bookings, please contact:

**Perugia Dent** Via Martiri dei Lager, 78 - 06128 Perugia  
Tel. + 39 075 500 5211 – E-mail: [info@perugiadent.it](mailto:info@perugiadent.it)

The clinic is easily accessible by car or public transport. Both free and paid parking are available nearby..