

# Health Services Charter

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*Dear Guest,*

*This document serves as an important tool for you to better understand our facility and the services available to you. It also contains information about the control methods used to ensure the quality of the services provided.*

*We also express our complete willingness to receive any suggestions you may have and invite you to freely contact us to present any complaints, which we are committed to addressing with due consideration.*

*We are confident that we can offer you a service that meets the highest standards of quality and professionalism, and we look forward to establishing a relationship of full collaboration and mutual trust.*

*The Health Manager  
Silvia Galli*

**CENTRO FLORENCE****DECLARES**

To consistently act in respect of patients' rights, ensuring that all staff, and promoting among all collaborators, are committed to providing complete and timely information to facilitate patients' involvement in decisions regarding the choice of treatments or diagnostic services.

To guarantee high levels of safety for patients, staff, environments, and technological equipment.

To promote effective and efficient practices within their staff and among all collaborators.

To foster the development of their human capital through continuous improvement of skills and knowledge, and the enhancement of individual well-being.

To ensure integration with the healthcare and social community with the aim of contributing to health promotion.

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## 1. Vision

Our organizational policy is based on four main dimensions of quality, which are grounded in our two core values: safety and patient-centeredness. All objectives and actions must positively impact both safety and the central role that patients play in our work. Managing this vision of the company means implementing consistent organizational strategies, fostering synergy between the internal and external environment, and continuously cultivating a corporate culture oriented towards these values.

All of our staff are tasked with continuously pursuing the quality of processes, services, and organization, in line with the following fundamental concepts:

- The patient is considered the fundamental asset of the company.
- Staff at all levels are regarded as the most important company asset, essential for continuously meeting patients' needs and requirements.
- Each business unit prioritizes the needs of its clients (both internal and external).
- Each business unit prioritizes prevention over correction.
- Each business unit aims to improve the overall performance of the company system.

The fundamental objectives and commitments of the company regarding Quality are as follows:

- **Continuous Improvement of Patient Satisfaction:** Achieve ongoing enhancement of patient satisfaction through regular monitoring of patient needs and the quality of services provided, in compliance with current legislation and professional ethics.
- **Enhanced Supplier Relationships:** Improve relations with suppliers of goods and services and enhance the quality of these supplies through continuous evaluation of supplier performance.
- **Quality Improvement of Services:** Enhance the quality of services provided to increase efficiency and competitiveness, while reducing costs associated with waste and inefficiencies.
- **Internal Organization and Resource Optimization:** Improve internal organization and optimize resource use to enhance overall operational effectiveness.
- **Staff Accountability:** Increase staff accountability by clearly defining roles, tasks, and responsibilities.
- **Ongoing Staff Engagement and Training:** Ensure continuous involvement and training of staff on both specific job functions and methods for continuous improvement.
- **Compliance and Enhancement of Standards:** Maintain and strengthen compliance with structural, technological, and organizational requirements necessary for the provision of healthcare services.

## 2. ETHICAL CODE

The management of Centro Florence is committed to developing and implementing initiatives that promote Corporate Social Responsibility (CSR). To this end, it is dedicated to adopting responsible behaviors, including the use of an Ethical Code of Conduct. The adoption of an ethical code also aligns with the organizational model established under Legislative Decree No. 231/2001, which pertains to the administrative liability of companies for crimes against public administration, corporate crimes, and falsification of currency, public credit cards, and stamp values committed by their employees.

The Ethical Code applies to the Administrators, employees of Centro Florence, and all individuals who operate, either permanently or temporarily, on behalf of Centro Florence. It outlines the behavioral rules to be followed during professional activities and serves as a guideline for interactions with colleagues, clients, suppliers, partners, other companies, public entities and institutions, political and trade unions, and media organizations.

Centro Florence adheres to the Charter of Patients' Rights and Duties (G.U. 31.5.95) and declares its commitment to principles of equality and impartiality, respecting personalization, humanization, and the right to information. It ensures the quality of care and the safety of environments and technological equipment.

## 3. PATIENT SAFETY

Patient safety is a crucial aspect of the quality of care and, therefore, a top priority for Centro Florence. To reduce the risk of complications, Centro Florence employs a clinical risk management system that includes a designated responsible individual supported by a team of healthcare professionals with varied expertise, as required by regional regulations.

This team is tasked with analyzing and addressing identified issues, developing and implementing ongoing projects, and ensuring these initiatives become "best practices." Notable practices include:

- **Use of Therapy Sheets:** To prevent therapy errors.
- **Use of Alcohol Gel:** To enhance hand hygiene.
- **Use of Surgical Checklists:** To prevent errors during surgical procedures.

International literature agrees that patient involvement is fundamental to the continuous improvement of care quality. It can contribute to increasing both the efficiency and safety of the care process.

## 4. PRIVACY

Patients are assured that their privacy will be respected during interviews, medical visits, and clinical procedures. Specific consent is required if a patient is to be photographed, filmed, recorded, or participate in interviews.

At the time of acceptance, patients are provided with a form related to the obligations required by Legislative Decree No. 196/2003, the "Code on the Protection of Personal Data," which includes information in accordance with Articles 13 and 79 of this legislative code. This form must be reviewed, completed, and returned by the patient at the acceptance desk.

## 5. MANAGEMENT DECLARATION

Centro Florence declares its commitment to respecting the personalization and humanization of diagnostic processes, the right to information, and to maintaining equality and impartiality. It guarantees the quality of services and the safety of environments and technological equipment.

Centro Florence implements a Quality System aimed at continuously improving client satisfaction. This Quality System is based on monitoring the needs expressed by clients and the quality level of the services provided, while adhering to professional ethics and current regulatory provisions.

## 6. DISTRIBUTION AND REVISIONS

This Health Services Charter is distributed in a controlled manner by the Medical Management of Centro Florence, which ensures that copies are provided to relevant entities, the Tuscany Region, and made available for consultation by clients.

This document is subject to revision by the Medical Management, which will oversee the replacement and withdrawal of outdated copies.

## 7. PRESENTATION OF CENTRO FLORENCE

Centro Florence was established as a facility for medically assisted reproduction, affiliated with the National Health Service (SSN). It is authorized to provide outpatient surgical services in the following specialties: gynecology, ophthalmology, otorhinolaryngology, orthopedics, urology, general surgery, and plastic and reconstructive surgery. Additionally, it offers dermatological services, including consultations and laser treatments.

Centro Florence has also opened a Level II Sports Medicine clinic at Villa Donatello, located in Castello. The entrances and pathways are clearly separated and well-identified to ensure proper access and organization.

### 7.1 The facility of Viale Matteotti

#### The Assisted Reproduction Center

Centro Florence maintains relationships with several representative organizations, including "Cercò Un Bimbo (CUB)." Additionally, Centro Florence is part of the "Committee for the Protection of Assisted Reproduction Techniques," which collaborates with other Italian Assisted Reproduction Centers. The committee's goals and objectives include:

- a) **Ensure Accurate Information:** Provide correct information on assisted reproduction methods and their applications, including preimplantation genetic diagnosis, while protecting the health of both the conceived child and the woman.
- b) **Respect Adequacy and Proportionality:** Ensure that healthcare treatments are appropriate and proportional to the specific case, respecting the autonomy and responsibility of the physician. The physician must balance the interests of the mother's and the conceived child's health in accordance with current regulations.
- c) **Inform on Legislation:** Provide accurate information about the effects of Law 40/04 and its amendments, as well as current regulations.

- d) **Advocate for Legal Reform:** Promote cultural, scientific, legal, and political initiatives aimed at reforming Law 40/04 in alignment with national and international guidelines and recommendations from organizations such as the World Health Organization (WHO) and the European Society of Human Reproduction and Embryology (ESHRE). The reform efforts should also respect the principles of the Italian Constitution, particularly those safeguarding the right to health.
- e) **Provide Legal Advice:** Offer legal consultation services to members concerning the application of assisted reproduction treatments.
- f) **Promote Insurance Services:** Advocate for insurance services related to assisted reproduction treatments.

The Clinical Director of the Assisted Reproduction Service is Dr. Giuseppe Lentini.

The Assisted Reproduction Service at Centro Florence is responsible for performing necessary diagnostic procedures to assess cases of couple infertility, including:

- **Clinical Evaluation:** Comprehensive assessment of patient history and symptoms.
- **Ultrasound Evaluation:** Imaging to examine reproductive organs and follicles.
- **Endoscopic Evaluation:** Internal examination using endoscopy to identify potential issues.
- **Laboratory Evaluation:** Includes sperm analysis (spermiogram) and hormonal assays.

The service also carries out therapeutic interventions aimed at resolving infertility, such as:

- **Medical Ovulation Induction:** Administration of medications to stimulate ovulation.
- **Follicular Growth Monitoring:** Tracking the development of ovarian follicles.
- **Oocyte Retrieval:** Procedure to collect eggs from the ovaries.
- **Assisted Reproduction Procedures:** Includes Intrauterine Insemination (IUI), In Vitro Fertilization (IVF), Intracytoplasmic Sperm Injection (ICSI), and Testicular Sperm Extraction (TESE).

The service operates in collaboration with the National Health Service (SSN) for the implementation of Assisted Reproduction Techniques (IUI, IVF, ICSI, TESE).

In addition to traditional indications for infertility treatments, these services are also offered to specific patient groups, such as couples where one partner is HIV or HCV positive. In cases where only one partner has HIV and/or HCV, assisted reproduction techniques can effectively eliminate the risk of virus transmission to both the uninfected partner and the newborn.

Centro Florence provides specialized counseling services and procedures aimed at achieving parenthood goals while minimizing the risk of virus transmission. This includes:

- **Specialized Counseling:** Offering targeted advice and support to couples dealing with HIV or HCV.
- **Assisted Reproduction Techniques:** Implementing advanced methods to prevent virus transmission, such as sperm washing and Intracytoplasmic Sperm Injection (ICSI).

Since early 2003, Centro Florence has become one of the few Italian centers operating under a national health service agreement capable of correctly treating fertile couples where the male partner is affected by transmissible diseases such as HIV or HCV. This is accomplished through sophisticated sperm washing techniques and ICSI, ensuring that the virus is not transmitted to the mother or the conceived child.

#### The Outpatient Surgery

At the Viale Matteotti location, there is an outpatient operating room available for the following specialties:

- Gynecology
- Ophthalmology
- Otorhinolaryngology (ENT)
- Orthopedics
- Urology
- General Surgery
- Plastic and Reconstructive Surgery

The pathways for these surgical procedures are separated from those used for Assisted Reproduction to prevent any interference and ensure a smooth operation of both services.

#### Dermatology

At the Viale Matteotti location of Centro Florence, **dermosurgery** is conducted, which includes both dermatological consultations and laser treatments. Dermosurgery activities are performed in dedicated facilities that are separate from those used for Assisted Reproduction to prevent any interference between the two services.

#### 7.2 The Facility of Villa Ragionieri

At the historic part of Villa Ragionieri, Villa Donatello has leased space to Centro Florence for providing Level II Sports Medicine services, including certification for competitive sports activities. The sports medicine area has its own separate entrance from Villa Donatello, complete with its own reception and waiting area, and consists of two dedicated examination rooms.



**Services Provided:**

- **Sports Fitness Assessments** (for both competitive and non-competitive sports) according to evaluation tables A or B, including:
  - Data collection and medical history
  - Physical examination
  - Questionnaires
  - Basic ECG
  - Exercise stress tests using a cycle ergometer or treadmill
  - Two-dimensional Doppler echocardiography
  - Physical stress echocardiography
  - Metabolimeter
  - Spirometry

**Additional Diagnostic and Specialist Services:**

The facility also offers the option to schedule diagnostic tests and specialist consultations in the following areas:

- **Cardiology**
- **Neurology**
- **Orthopedics**
- **Otorhinolaryngology (ENT)**
- **Ophthalmology**

**7.3 Contact information**

For bookings and information:

- Hours: Monday to Friday from 8:00 AM to 6:00 PM • Phone: 055 4230620 Fax: 055 4230631 (PMA, Outpatient Surgery, and Dermatology location) • Phone: 055 50975 (Sports Medicine location) • Email: [info@centroflorence.it](mailto:info@centroflorence.it) • Website: [www.centroflorence.it](http://www.centroflorence.it) • Toll-free CUP number: 055-545454

**7.4 How to reach us****Viale Matteotti Location:**

**By Car:** Centro Florence is easily accessible by car from the highway exits by following the signs to the historic center – Piazza della Libertà. In addition to public paid parking in Piazzale Donatello and along Viale Matteotti, you can also park at two affiliated private garages: Garage Ariston (Via Buonvicini 11 – Tel. 055 587057) and Garage Borgo Pinti (Borgo Pinti 101/R – Tel. 055 240286).

**By Bus:** From the Santa Maria Novella and Campo di Marte train stations, as well as from Peretola Airport, you can reach Centro Florence with bus lines AT 6-8-10-11-12-13-14, which stop within 400 meters. More details and further information are available on the following website: <https://www.at-bus.it>

**By Taxi:** Florence urban taxis can be booked at numbers 055 4390 and 055 4242.

#### **Villa Ragionieri Location:**

**By Car:** From Florence: Travel along Via Sestese, and at the roundabout before the Sesto Fiorentino sign, turn right onto Via A. Ragionieri. From Sesto Fiorentino: Travel along Viale Gramsci, and before entering Via Sestese, take the third exit on the left at the roundabout onto Via Ragionieri 101.

**By Bus:** More details and further information are available on the following website: <https://www.at-bus.it>

**By Train:** The Castello train station is approximately 600 meters from the Center

## **8. ORGANIZATION AND SERVICES OF CENTRO FLORENCE**

### **8.1 Corporate Roles**

CEO	Alberto Rimoldi
Health Manager	Silvia Galli
Head of Assisted Reproduction	Giuseppe Lentini
Head of Reproductive Physiology Laboratory	Vincenzo Lofiego
Head of Sports Medicine	Giorgio Galanti
Nursing Director	Vanda Guarducci
Quality Coordinator	Paola Riparbelli

### **8.2 Public Relations**

Service satisfaction is assessed through the distribution of satisfaction questionnaires. Observations and suggestions for improvement from users are actively promoted and facilitated by all available means.

Completing the satisfaction questionnaire is optional. Once completed, the questionnaire can be returned by placing it in the designated collection boxes located at the reception area and in the waiting rooms of the clinics.

In case of complaints or service issues, patients, their relatives, and visitors are requested to contact the URP (Public Relations Office) manager at the reception.

If users are not satisfied with the response provided, they may submit a written complaint. The organization is committed to providing a written response within 30 non-holiday days from the date of receipt.

#### 8.3.1 Reception Office

- **Appointment Booking:** Scheduling consultations and exams (for Assisted Reproduction, access to the service is either directly at the center or through CUP).
- **Information:** Providing information about services.
- **Administrative Acceptance:** Handling administrative check-in.

#### **At check-in:**

Patients receive a satisfaction questionnaire about the services received, along with information on how to file complaints if necessary.

#### **At discharge:**

Patients receive a discharge summary for their primary care physician, which includes the discharge diagnosis, diagnostic and therapeutic procedures performed, prescriptions for any required therapies, further follow-up instructions, and the date of any follow-up visit if applicable.

#### **Post-Surgical Recommendations:**

Patients discharged after outpatient surgery are advised to return home with suitable transportation and avoid strenuous activities for the entire day. It is also recommended that they do not spend the night alone unless there is someone at home who can assist if needed. A member of the medical team will be available for any significant issues.

#### **Medical Records Requests:**

Requests for medical records must be submitted at the reception. Documentation will be available for collection at the reception within 10 working days. In accordance with Legislative Decree No. 196/2003, "Personal Data Protection Code," the requested documentation will be delivered in a sealed envelope only to the direct interested party or a designated representative, with a written authorization and a valid ID copy of the authorizing person.

### 8.3 Information of Booking Procedures

Centro Florence is committed to ensuring accurate information for users regarding access procedures, services covered entirely by the National Health Service (SSN), and the differences in terms of cost and type of services offered privately.

#### 8.3.1 Information

For information regarding all healthcare services provided at Centro Florence, you can contact the Reception, including by phone.

### **8.3.2 Reservations**

Private consultation bookings are managed directly by the Reception. At the time of booking, the patient is informed that the consultation will be conducted on a fee-for-service basis, and an invoice for the chosen physician's fee will be issued for payment.

Bookings for consultations through the National Health Service (SSN) can be made by:

- Calling the toll-free CUP number 055-545454
- Calling the Center directly during the designated hours

The CUP booking method may limit the possibility for the patient to be followed by a single referring physician throughout their therapeutic journey.

## 11. QUALITY STANDARDS AND PROGRAMS

### 11.1 QUALITY STANDARDS

Quality Factor	Quality Indicator	Quality Standard
Compliance with Timelines	Waiting Time for Diagnostic Hysteroscopy	Average Waiting Time (Days): 4 Maximum Waiting Time (Days): 7
	Waiting Time for Consultation in the Reproductive Physiology Service	Average Waiting Time (Days): 3 Maximum Waiting Time (Days): 7
	Waiting Time for Sports Medicine Consultations	Average Waiting Time (Days): 3 Maximum Waiting Time (Days): 7
Clarity of Information	Welcome on Entrance	Each patient is greeted by the reception office staff
	Services's Documentation	Availability of this Health Services Charter, Updated Price List, and Informative Brochures
	Identification of Staff Members	Each staff member is identified by a badge displaying their name and role
Assurance of Professionalism and Technological Resources	Staff Qualifications and Equipment	Compliance with Requirements set by the Tuscany Region
	Qualifications and Equipment for Non-Degree Personne	Compliance with Requirements set by the Tuscany Region
	Staff Selection	Successful Completion of Selection Tests: Curriculum, Interview, Practical Evaluation
	Equipment and Type of Facilities	Compliance with Legal Requirements
	Uniformity of Diagnostic Processes	Application of Protocols and Work Instructions

### **12.2 Programs**

Centro Florence operates with the goal of providing diagnostic and therapeutic services in a context of humanizing the doctor-patient relationship, aiming to achieve maximum user satisfaction. The quality and efficiency requirements of the services offered serve as a precise reference point for all staff working at the Center.

Protection of individuals in at-risk categories (e.g., visually impaired, hearing impaired) is ensured through specific services, such as communication via email or SMS and staff available to assist with navigation within the Center throughout the entire process.

Centro Florence is free of architectural barriers.

To this end, Centro Florence has implemented a precise development program aimed at continuously improving the achieved quality standard, with constant commitment from all operators and ongoing verification of results. In this context, the Quality System is designed to verify and continuously update standards. Special attention has been given to maintaining the professionalism of operators, consistently updated through periodic advanced training sessions.