



CHARTER OF SERVICES

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“CHARTER OF PUBLIC HEALTH SERVICES” - DPCM OF MAY 19, 1995.

THIS SERVICE CHARTER, WHICH IS THE RESULT OF THE WORK OF THE COMPANY MANAGEMENT, HEALTH CARE AND QUALITY MANAGER, IS SUBJECT TO REVIEW AT LEAST ANNUALLY TO ACCOMMODATE CHANGES AND/OR SUGGESTIONS THAT MAY BE RECEIVED FROM INSTITUTIONS, PATIENTS, ENTITIES OR INTERNAL ORGANIZATIONAL CHANGES. IT IS ALSO PUBLISHED ON THE CORPORATE WEBSITE.

CHARTER OF SERVICES

In this document, which complies with the provisions of the DPCM of 19/05/95 and the “Guidelines of the Ministry of Health No. 2/95,” the Facility presents the operational and quality standards, which it guarantees in service delivery.

For the realization of this goal, we have:

- **adopt the standards of quantity and quality of the service** of which we ensure compliance,
- **publicize and verify** the degree of satisfaction among users, through the model of the participatory quality analysis (APQ),

- **guarantee the Citizen corrective actions** in cases where it can be demonstrated that the service rendered is below the assured standards.

These are only the first steps in the implementation of our project in which the Citizen, with his or her suggestions, complaints or observations, plays the role of the first actor.

Therefore, the Service Charter is to be interpreted in a dynamic key, subject to continuous moments of verification, improvements and additions.

CIDIMU GROUP

The CIDIMU-RIBA Group of Institutes was founded in Turin in 1982 with the aim of developing ultrasound diagnostics, at the time still uncommon and far from its current sophistication and importance. It had the merit of bringing and making known in Turin and Piedmont the **EcoDoppler**, a technology that, by combining the morphological information of ultrasonography and the hemodynamic information of the Doppler and integrating them with each other, has allowed ultrasound to become one of the most formidable diagnostic means currently available in medicine. The

Group currently consists of 7 Institutes in Piedmont, 5 in Lombardy and 2 in Veneto. In several Institutes, in addition to Diagnostics, Physiotherapy and Rehabilitation are treated.

The Nuova Risana Institute, acquired in 2021, has been renovated in environments and technologies in order to implement **new services for patients**. State-of-the-art machines have been introduced in diagnostics and the testing laboratory, and the healthcare offerings have been expanded with **a modern dental department**.

PIEDMONT



LOMBARDY



VENETO



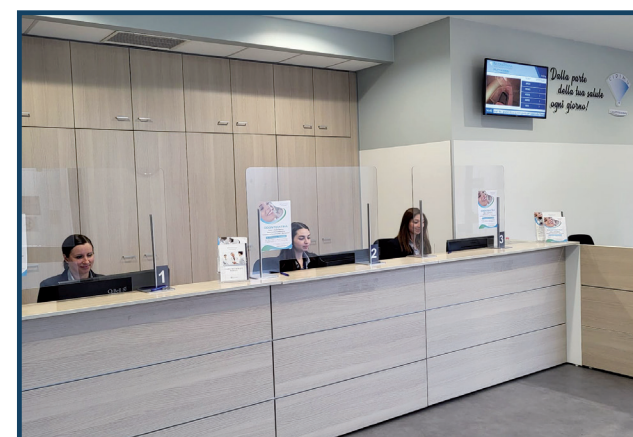
The Diagnostic and Physiotherapy Nuova Risana

The Nuova Risana Institute, thanks to the activity of its Doctors, offers its patients **excellent services** in the field of ultrasound, diagnostic and radiology examinations and wishes to pursue a policy of investment in the most advanced technologies.

The Nuova Risana Institute has an agreement with the National System (SSN); it also has direct and indirect agreements with the main corporate, national and local supplementary funds, as well as with the main insurance companies.

The Nuova Risana Institute S.p.A:

- ▶ **It combines high professional quality and high technological quality.**
- ▶ **It ensures that the care of Patients is accurate** and that their stay is comfortable thanks to modern and rational.
- ▶ **It has the latest diagnostic technologies generation**, capable of assuring the patient examinations of high quality, minimal invasiveness and of rapid execution in complete respect of the person.
- ▶ **It employs state-of-the-art resources such as:**
 - **Fiber-optic wired network.**
 - **Appropriately trained staff** to enable the greatest attention to the Patient.



THE CORPORATE VALUES

The basic principles that inspired the service charter are:

EQUALITY AND IMPARTIALITY

No discrimination is made on grounds of sex, race, language, religion or political opinion.

RESPECT

Users are cared for and treated with care, courtesy and attention with respect for the person and his or her dignity.

CONTINUITY

The provision of the service, in accordance with the operating procedures and opening hours, is continuous, regular and without interruption.

RIGHT TO CHOOSE

The User has the right to freely make decisions regarding diagnostic investigations or treatments proposed by health care providers.

PARTICIPATION

Citizen participation is guaranteed through access to health information, the possibility of submitting complaints or suggestions, and periodic surveys, provided by the user, on the quality of the service used.

EFFICIENCY - RESPONSIBILITY

Eliminate waste and organisational and management inefficiencies by assigning responsibility for achieving objectives to individual sectors and by activating concrete forms of verification of corporate behaviour.

PATIENT-CENTRICITY

Capacity of the 'company system' to place the user at the centre of its actions in order to meet the user's expectations, in its different dimensions.

QUALITY OF HEALTH CARE PROVISION

Promoting care pathways oriented toward continuous improvement.

APPROPRIATENESS

To provide appropriate health care services, evaluated in terms of effectiveness (for the patient) technical-scientific validity and management impact (definition of available resources and how they are combined) in order to optimize interventions within diagnostic and therapeutic processes.

ACCESSIBILITY

Ensuring that patients are able to use services by reducing waiting times.

EQUITY

Ensure that citizens have equal access to health care services, while respecting the rights and dignity of the individual.

RELIABILITY

Continuously and consistently adapt actions, behaviors and service to the needs of citizens.

PROFESSIONAL QUALITY DEVELOPMENT

Promote opportunities for professional qualification and development through the planning and implementation of training and refresher programs.

THE RIGHTS AND DUTIES OF CITIZEN-USERS

The rights below, whose observance we guarantee, are among those set forth in the "National Protocol on Health Service for New Charters of Citizen's Rights," approved on 06/14/95 by the Federative Democratic Movement, at the proposal of the Tribunal for Patients' Rights.

a) **Right to time:** every Citizen has the right to have his or her time respected.

b) **Right to health information and documentation:** every citizen has the right to receive the information and documentation he or she needs and to be in possession of all other documents useful for fully certifying his or her health condition.

c) **Right to security:** anyone whose health is at risk has the right to obtain all the services necessary for their condition and not to suffer further damage caused by the malfunctioning of facilities or services.

d) **Right to protection:** the healthcare facility has a duty to protect every human being who, due to their state of health, is in a weakened condition.

e) **Right to certainty:** every citizen has the right to be assured of appropriate treatment and not to be the victim of professional and organisational conflicts.

f) **Right to trust:** Every citizen has the right to be treated as trustworthy.

g) **Right to quality:** every citizen has the right to find operators and facilities oriented towards a single goal: to make him heal, improve and otherwise take care of his state of health through quality services.

h) **Right to difference:** everyone has the right to have his or her specificity recognised, given age, gender, nationality, health condition, culture and religion.

i) **Right to normality:** every citizen has the right to be treated without altering his or her lifestyle beyond what is necessary.

j) **Right to a decision:** the citizen has the right, on the basis of the information in his possession and without prejudice to the prerogatives of doctors, to maintain his own sphere of decision-making and responsibility regarding his health and life.

k) **Right to redress of wrongs:** every citizen has the right, in the face of a violation suffered, to redress for the wrong received within a short time and in an adequate amount.

l) **Right to privacy:** Activities are carried out with full respect for the patient's privacy and dignity in accordance with the relevant regulations.

Direct participation in the fulfilment of certain duties is the basis for taking full advantage of one's rights.

Fulfilling a duty means contributing to improving the quality of the healthcare services provided. For these reasons, we urge our customers to respect these few rules, so that our service is always of high quality and can meet everyone's needs.

a) **The Citizen is obliged to respect the environment, equipment and furnishings** located within the health facility.

b) Behaviour causing disturbance or discomfort to health workers or other users of the facility should be avoided.

c) **The Citizen is obliged to respect the hours indicated** for the performance of services, notifying them in good time of any inability to attend the appointment.

d) **Smoking is prohibited** in health centres. Compliance with this provision is an act of respect for others and a healthy lifestyle.

e) For obvious reasons of hygiene and cleanliness, **animals are prohibited**.

COMPANY POLICY

MISSION: provide health services by favouring rapid access of citizens to the service, guaranteeing a fruitful personal relationship between doctor and patient, minimising waiting times, increasing the efficiency and effectiveness of the services provided, ensuring that the user complies with legal requirements to guarantee health protection.

VISION: in the panorama of public and private healthcare service providers in the area, to be recognised by the institutions and the population as a reference healthcare facility, duly authorised, professionally qualified to offer quality services, responding to the fundamental principles adopted, the regulations in force and the expectations of customers.

The Management's commitment is to pay the utmost attention to the care needs of the population, evaluating, when the conditions and prerequisites are met, the activation of new services to meet these needs.

PATIENT SERVICES

The Nuova Risana Institute combines high professional and high technological quality.

RECEPTION AND INFORMATION

It ensures that patient care is carefully carried out by dedicated staff and that their stay is comfortable thanks to modern and rational interiors. The reception and CUP staff is adequately trained to provide users with comprehensive information on healthcare services and how to access them.

Information and publicity material on the services offered is available at the facility and at www.nuovarisana.it.

For diagnostic investigations that require it, informed consent is obtained from the patient on a special form.

Reports are given to the patient at the end of the examination, with the exception of laboratory analysis and diagnostic imaging examinations, which can be collected at reception. In carrying out the activity, the guidelines issued by the main scientific societies in the sector are followed, as far as applicable.

EMPLOYS STATE-OF-THE-ART RESOURCES

It has the latest generation of diagnostic technology capable of ensuring high quality, minimally invasive and rapid examinations for the patient with complete respect for the person.

For each examination, the patient is given a paper report accompanied by the images either on paper (and/or x-ray where applicable) or on magnetic media (CD-ROM, DVD-ROM).

OUR DOCTORS

Medical Director: Dr. Dario Maria Mazzone

ANGIOLOGY

Dr. Ferdinando Fiori
Dr. Massimo Ferrario

CARDIOLOGY

Dr. Luigi Delfino
Dr. Fortunato Forgione
Dr.ssa Sabrina Pappa
Dr.ssa Debora Rubin

PAEDIATRIC CARDIOLOGY

Dr. Luigi Delfino
Dr.ssa Maria Luisa Quattrococchi

GENERAL SURGERY

Dr. Luigi Armiraglio - Senologia
Dr. Valerio Panizzo

VASCULAR SURGERY

Dr. Massimo Ferrario
Dr. Ferdinando Fiori

DERMATOLOGY

Dr. Franco Greppi
Dr. Giorgio Luraschi - Allergologia

ENDOCRINOLOGY

Dr. Paolo Rumi
Dr. Marco Dell'Acqua

PHYSIATRY

Dr. Vittorio Da Pieve
Dr.ssa Emanuela Ferrari
Dr. Cesare Magistris
Dr.ssa Annalisa Zaffaroni

GYNECOLOGY

Dr. Gabriele Siesto

NEUROSURGERY

Dr. Carlo Todaro

NEUROLOGY

Dr.ssa Antonella Carnicelli

OPHTHALMOLOGY AND PAEDIATRIC

OPHTHALMOLOGY
Dr. Gerardo Gennari

DENTISTRY

Dr.ssa Anna Di Pancrazio (Igienista dentale)
Dr. Alfonso Panepinto (Direzione Sanitaria)
Dr. Gianluca Senese
Dr. Jaffal Wassim
Dr.ssa Chiara Labellarte
Dr.ssa Giulia Pizzetti

ORTHOPAEDICS

Dr. Stefano Rossi
Dr. Natale Zamberletti

OTOLARYNGOLOGY

Dr. Mauro Fantoni
Dr. Tiziano Zurlo

PNEUMOLOGY

Dr. Aldo Maestroni

PROCTOLOGY

Dr. Valerio Panizzo

RADIOLOGY AND DIAGNOSTICS IMAGE

Dr. Oscar Calvenzani
Dr. Natale Campi
Dr.ssa Sabrina Crespi
Dr. Franco Fontana
Dr. Fabio Francone
Dr. Dario Maria Mazzone
Dr. Giuseppe Ricciardi
Dr.ssa Mariacristina Munafò

REUMATOLOGY

Dr. Claudio Vitali

FOOD SCIENCE

Dr. Lorenzo Grandini

UROLOGY

Dr. Ferdinando Fiori
Dr.ssa Carmen Maccagnano

OUR SERVICES

Istituto Nuova Risana S.r.l. offers health services in agreement with the SSN and/or in Private Regime for the following specialities:

- **CARDIOLOGY**
- **VASCULAR SURGERY / ANGIOLOGY**
- **GENERAL SURGERY**
- **DERMATOLOGY**
- **ENDOCRINOLOGY**
- **PHYSICAL MEDICINE AND REHABILITATION**
- **ULTRASOUND AND DIAGNOSTICS IMAGE**
- **GYNECOLOGY**
- **LABORATORY ANALYSIS**
- **NEUROSURGERY**
- **NEUROLOGY**
- **OCULISTICS**
- **ODONTOSTOMATOLOGY**
- **ORTHOPEDICS AND TRAUMATOLOGY**
- **OTOLARYNGOLOGY**
- **PNEUMOLOGY**
- **RHEUMATOLOGY**
- **NUTRITIONAL SCIENCES**
- **UROLOGY**

The specialties in bold are affiliated with the SSN



CARDIOLOGY

The Cardiology service, affiliated with the National Health Service, caters to adults and children from 1 month of age. Performed services are:

- BASAL ECG*
- DYNAMIC ECG SECOND HOLTER*
- CARDIAC ECOCOLORDOPPLER*
- PEDIATRIC CARDIAC ECOCOLORDOPPLER*
- ARTERIAL PRESSURE MONITORING*
- STRESS TESTING WITH CYCLOERGOMETER*
- CARDIOLOGICAL VISITOR*
- PEDIATRIC CARDIOLOGICAL VISITOR*

GENERAL SURGERY

The General Surgery service includes diagnosis and treatment for aspects of senology and proctology. The services that can be performed are:

- SURGICAL REMOVAL
- GENERAL SURGERY VISIT
- PROCTOLOGICAL VISIT
- A SENOLOGICAL VISIT

VASCULAR SURGERY AND ANGIOLOGY

The services that can be performed are:

- ECOCOLOROPPLER ARTERIAL AND VENOUS*
- ECOCOLORDOPPLER OF OVERGROWN LOGS (TSA)*
- INJECTIONS OF SCLEROGENIC SUBSTANCES
- ANGIOLOGICAL VISIT
- VASCULAR SURGERY VISIT

DERMATOLOGY

The dermatology service also includes services for diagnosis and treatment of allergology. The services available are:

- CRYOTHERAPY**
 - ALLERGY TESTS (PRICK TEST, PATCH TEST)
- The Prick test and the Patch test are skin reaction tests used to check (diagnose) allergies. The **Prick test** is the most common allergy test for food and respiratory allergies. The patch test (or epicutaneous test) is most commonly used to detect contact dermatitis and is used to assess which substances (allergens) are able to trigger an allergic reaction.
- ALLERGY EXAMINATION
 - THE DERMATOLOGICAL VISIT*

DIAGNOSTIC IMAGING AND ULTRASOUND

The services to be provided are:

- INTERNISTIC ECOGRAPHY*
- MAMMARY ECOGRAPHY*
- MUSCULOTENDINAR AND OSTEOARTHROARTIC ECOGRAPHY*

- MAMMOGRAPHY WITH TOMOSYNTHESIS*

Mammography is the best tool for early detection of breast cancer, even before symptoms appear. The main limitation of two-dimensional mammography is the overlapping of the different anatomical structures that make up the breast, structures that may, in some cases, mask the presence of lesions.



DIGITAL MAMMOGRAPHY

Tomosynthesis (or volumetric or 3D mammography) is a three-dimensional imaging method that can reduce or eliminate the effect of tissue overlap. While the breast remains immobilised, images are acquired at different angles of the X-ray source, with a machine that rotates around the breast instead of remaining stationary. This makes it possible to study the breast in 'layers', breaking it down into many millimetre-thick sections, and to highlight more clearly and accurately even minute changes indicative of a small tumour.

Tomosynthesis, from a dose point of view, is comparable to a two-dimensional mammogram, if performed instead and not as an in-depth study.

- **MOC***

- **CT CONE BEAM ORTHOPANTOMOGRAPHY***

The recent introduction in the dental field of low-dose CT, called **Cone Beam** because - unlike traditional CT which has a fan beam - it uses a cone beam of X-rays, together with the ever-increasing speed of computer calculation, has enabled the spread of this device in many dental fields, including orthodontics. The three-dimensional technique overcomes the limitations of two-dimensional analysis by:

- **an effective representation of reality**, without distortions, eliminating the problem of perspective;
- **limited error** due to human intervention, as the computer makes the necessary measurements;
- **the possibility of performing cephalometric analyses** using the 3 dimensions;
- **the possibility of evaluating dento-skeletal alterations** in every direction of space and implement the correct therapy.



The **Planmeca Promax 3D** is a digital three-dimensional cone beam image acquisition system with different acquisition fields and a dedicated integrated imaging system for dental panoramic imaging. The Cone Beam 3D system acquires, reconstructs and displays the image. The CALM reconstruction algorithm eliminates artefacts from movement or metal objects and allows very high-resolution images to be obtained quickly.

Depending on the diagnostic requirements, a specific field of investigation can be selected.

The selected field can be positioned anywhere within the maxillofacial area.

The ultra-speed and the possibility of field selection allows the use of an optimal radiation dose according to the diagnostic function. This is particularly important in the case of a young patient.

The system thus offers the possibility of studying minimal bone recessions or apical osteolytic lesions in millimetric detail, assessing the position of the condyle in the glenoid cavity, marking the path of the mandibular canal, and carrying out implant simulations.

- **JOINT AND SPIENE MAGNETIC RESONANCE IMAGING (MRI)***
- **RX OF EACH DISTRICT***

ENDOCRINOLOGY

The Endocrinology service deals with the diagnosis and treatment of endocrine and metabolic diseases such as diabetes and hypo- and hypothyroidism. Performed services are:

- **THYROID ULTRASONOGRAPHY**
- **ENDOCRINOLOGICAL EXAMINATION**
- **NUTRITIONAL EXAMINATION**

PHYSIATRICS AND PHYSIOTHERAPY

The team of physiatrists and physiotherapists work together to offer a quality rehabilitation service. The team has a large 80-square-metre gym at its disposal. The service is affiliated with the SSN and the services provided are:

- **SEGMENTAL KINESIOTHERAPY***

Post-traumatic or surgical functional recovery of various body segments (shoulder, hip, knee, ankle, etc.).

Kinesiotherapy refers to the manual rehabilitation of a part of the body through movement; segmental because it refers to a specific area of the body, depending on the needs of the patient undergoing this type of treatment.

Kinesiotherapy especially helps patients who have undergone surgery, or following plaster casts, trauma of various kinds, and is especially indicated for those who need to regain muscle and joint tone.

- **PROPRIOCEPTIVE EXERCISES***

Proprioceptive exercises stimulate the proprioceptive system with the aim of training it to provide quick and appropriate responses in destabilising and potentially dangerous situations. These proprioception exercises can be performed either free-body or with the use of special equipment.

- **MASSOTHERAPY**

Massotherapy is one of the most popular physiotherapy treatments today. It is practised on the patient, who usually remains passive, with the aim of improving blood circulation and tissue trophism, favouring the elimination of metabolic waste, and restoring mobility to the limbs.

- **MOTOR REEDUCATION***

Individual neuromotor re-education means the set of neuromuscular activation forms best suited to the disabling neurological damage, in order to recover or seek alternative functional responses. This is achieved through the appropriate choice of manoeuvres leading to specific stimulation of 'peripheral receptors' (sense organs capable of picking up external stimuli and transferring them to nerve centres).

- **LYMPHATIC DRAINAGE**

- **TECARTHERAPY**

TECAR (Acupacitive and Resistive Energy Transfer) bases its operation and effectiveness on the possibility of transferring biocompatible energy to the injured tissues, inducing displacement currents within the tissues themselves that restore tissue physiology by means of deep hyperthermia (temperature increase) and raising the energy potential of the cells.

All this brings effects

- **biochemical:** rebalancing the enzymatic disorder of adipocytes and accelerating metabolism ultrastructure of the cells by calling up oxygen-rich blood, speeding up the flow and facilitating lymphatic drainage from peripheral areas unaffected by cellulite;
- **thermal:** by heating the affected area evenly and in a targeted manner without overheating the external part;
- **mechanical:** by increasing the speed of fluid flow, stasis is drained haemolymphatic stasis is drained and the vascular walls are toned.

- **FOCAL SHOCK WAVE THERAPY***

The **shock wave** is a high-energy wave that can be induced by a generator such as electrohydraulic, electromagnetic or piezoelectric. It is an acoustic wave and is based on the concept of lithotripsy (kidney stones).

Benefits: disappearance of muscle calcifications, chronic insertional tendinopathies characterised by poor vascularisation of osteotendinous junctions, antalgic effect.



- **PHYSIATRIC VISIT***

GYNECOLOGY

The services that can be performed are:

- **TRANSVAGINAL ULTRASOUND**

Transvaginal ultrasound or more simply TVS (Trans-Vaginal Sonography) is a diagnostic imaging technique that investigates the morphology and health status of the female internal genitalia.

- **PAP TEST**

- **GYNAECOLOGICAL VISIT**

LABORATORY ANALYSIS*

The Nuova Risana Analysis Laboratory is a basic clinical laboratory with 4 sampling points located in the provinces of Varese and Como.

The service is available in conversion with the SSN, in Private Regime and with Insurance Funds.

Blood samples can be taken on an empty stomach, **without booking** at the indicated times.

For access with the SSN it is necessary to bring a doctor's referral and health card.

Reports can be downloaded online from the portal <http://referti.gruppocidimu.it> or at the offices.

GALLARATE (Collection Point)

at the Nuova Risana S.r.l. Institute

Monday to Saturday from 7 a.m. to 10 a.m.

COLLECTION OF RETURNS

Monday to Friday from 11.00 to 19.30 / Saturday from 10.00 to 12.30

Via Egidio Checchi, 5/7 - Gallarate (VA) - info@nuovarisana.it

BULGAROGROSSO (Collection Point)

at the CDCMED S.r.l. Institute

Monday to Saturday from 7 a.m. to 10 a.m.

Access with the SSN is by appointment by calling 031.93.04.13

COLLECTION OF RETURNS

Monday to Friday from 8 a.m. to 7 p.m. / Saturday from 8 a.m. to 12.30 p.m.

Via Guffanti, 2L - Bulgarograsso (CO) - puntoprelievibulgaro@nuovarisana.it

CAVARIA CON PREMEZZO (Collection Activities)

at the Municipality of Cavarina

Wednesday and Friday from 7.30 a.m. to 9.00 a.m.

COLLECTION OF RETURNS

Wednesday and Friday from 8.00 to 9.30 / Saturday from 8.00 to 12.30

Via Matteotti, snc - Cavarina con Premezzo (VA) - info@nuovarisana.it

SOMMA LOMBARDO (Collection Point)

at the CRP S.r.l. Institute

Monday to Saturday from 7 a.m. to 10 a.m.

COLLECTION OF RETURNS

Monday to Friday from 8 a.m. to 7 p.m. / Saturday from 8 a.m. to 12.30 p.m.

Via Gen. Dalla Chiesa, 15/17 - Somma Lombardo (VA) - puntoprelievisomma@nuovarisana.it



The services that can be performed at the collection points can be found at

www.nuovarisana.it/laboratorio

NEUROSURGERY

Performed services are:

• OZONOTHERAPY

At Nuova Risana, the new Ozone Therapy service for the treatment of spinal hernias is active. Dr. Carlo Todaro, Neurosurgeon, specialising in minimally invasive spinal hernia surgery, performs the treatment.

'Minimally invasive spinal surgery is a new surgical technique with which all pathologies of the spinal column can be treated, whether cervical, dorsal or lumbosacral. For the patient, the advantages are very important: hardly visible wounds and scars, reduced surgery and hospitalisation times, and recovery times from work and physical activity and sports of one to two weeks,' explains Dr Todaro.

The herniated disc pathology can be treated with **ozone therapy**. The treatment consists of injecting a mixture of medical Oxygen-Ozone (in a determined concentration and quantity) into the intervertebral disc - with an **Echo-Guide**, performing what is known as '**discolysis**'. As the disc contour is rich in sulphur double bonds, the Ozone acts by disrupting these bonds and reducing the volume of the herniated disc.

Thanks to ozone, a second regenerating action also takes place, which is called '**peridiscal revascularisation**', i.e. the disc is brought 'back to life' and is thus oxygenated and nourished directly by blood.

The advantages for the patient are:

- **Absolute harmlessness** (oxygen is used and therefore allergies cannot occur)
- **No limitation in therapeutic indications**
- **High healing rate** (over 80%)
- **No need for orthopaedic aids**
- **No need for rest** (movement facilitates healing)
- **Low recurrences**

• NEUROSURGICAL EXAMINATION

NEUROLOGY

The services that can be performed are:

- **ELECTROMYOGRAPHY**

Electromyography is a diagnostic examination that makes it possible to study the functionality of the muscles and related nerves present in a given area of the body.

Electromyography is used in the diagnosis of muscular and neuromuscular pathologies, which are classically associated with symptoms such as tingling, numbness, muscle weakness, cramps, spasms or paralysis of a particular anatomical district.

From a procedural point of view, electromyography involves the use of an instrument called an electromyograph and typically comprises two moments: the study of nerve conduction, obtained by means of surface electrodes, and the evaluation of electrical activity, established by means of special needle electrodes.

A low-risk procedure, electromyography has no absolute contraindications; however, its use requires specific precautions in patients with a pacemaker or implantable cardioverter device, in individuals undergoing anticoagulant therapy, or individuals suffering from some kind of coagulation disease.

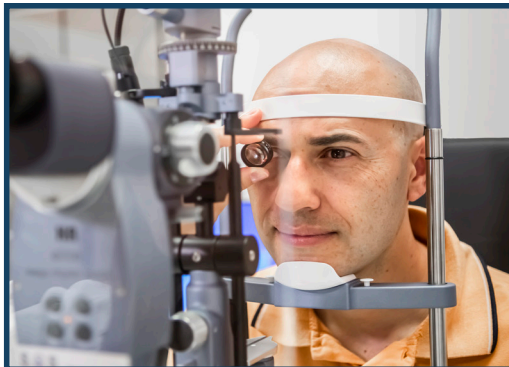
- **NEUROLOGICAL EXAMINATION**

OCULISTICS

Performed services are:

- **FUNDUS OCULI**

An ocular fundus examination (or fundus oculi) is an analysis of the structures at the back of the eye, including the vitreous cavity (and vitreous body), the central retina (with the macula), the peripheral retina and the optic nerve head. This examination can diagnose diseases of the vitreous, retina and optic nerve, such as vitreous and retinal detachment, diabetic retinopathy and macular degeneration. It can also detect other diseases, such as brain tumours.



- **TONOMETRY**

Tonometry is a technique for measuring intraocular pressure (or ocular tone) using an instrument called a tonograph. It is used to check variations from normal internal eye pressure.

- **ORTHOPTIC ASSESSMENT**

- **OPHTHALMOLOGICAL EXAMINATION**

ORTHOPAEDICS

Performed services are:

- **INFILTRATION OF THERAPEUTIC SUBSTANCES INTO THE LIGAMENT/ARTICLE**

Infiltrations in the ligament/article are performed on the orthopaedist's instructions with therapeutic substances such as cortisone or hyaluronic acid.

- **ORTHOPAEDIC EXAMINATION**

OTORHINOLARYNGOLOGY

Performed services are:

- **AUDIOMETRIC EXAMINATION**

The audiometric examination is a medical procedure that allows the qualitative/quantitative detection of a subject's hearing ability.

Prior to performing the audiometric test, the specialist performs a thorough otoscopy to check for abnormal situations that could falsify the test result (e.g. earwax plugs, infection or inflammation). The examination is performed in a silent environment, a silent booth, and is carried out with the collaboration of the patient who must tell the specialist when he or she hears a particular sound. These sounds may be vocal, produced by the operator, or coming from a machine that emits noises varying in both intensity and tone.

On the basis of the data collected, a technical report is issued to indicate any deficits of the auditory system and their severity (hearing loss or deafness).

- **IMPEDANCE TEST**

This test is especially useful for checking the functioning of the structures that make up the sound amplification system (Eustachian tube, tympanic membrane and three hearing ossicles). The impedance measurement of the ear makes it possible to understand whether there are any lesions or disturbances that may lead to abnormal hearing perception.

- **NASAL AND LARYNGEAL FIBROSCOPY**

Fibroscopy is an endoscopic investigation with fibre optics, complementary to the ENT examination.

- **EAR IRRIGATIONS**

- **OTORHINOLARYNGOLOGICAL EXAMINATION**

PNEUMOLOGY

The services that can be performed are:

- **SPIROMETRY (SIMPLE AND GLOBAL)***

SIMPLE SPIROMETRY or flow/volume curve*, measures the amount of air you are able to inhale and exhale from your lungs with maximal effort and how fast you are able to move it.

La Spirometria Globale* valuta i volumi polmonari statici, consentendo di identificare anche i deficit di tipo restrittivo dove vi è l'incapacità di mobilizzare adeguatamente i volumi d'aria. Con la Spirometria Globale si può effettuare una valutazione più accurata ed approfondita delle anomalie respiratorie.

I **test di broncodilatazione farmaceutica** e di **diffusione alveolo capillare** possono essere abbinati all'esame spirometrico globale.

- **TEST OF THE WAY***

The six-minute walk test or English Six Minute Walk Test (6MWT) is an easy, simple, safe and reliable test that assesses the functional capacity of patients with cardiopulmonary disease. The test measures the distance a person can walk in six minutes on a flat surface. The test allows to analyse possible latent oxygen deficiencies which only appear under stress.

- **POLYSOMNOGRAPHY***

Polysomnography is the test used to diagnose sleep disorders of respiratory and neurological origin in adult patients and children. Polysomnography is a diagnostic test that is performed while the patient is asleep and measures various vital parameters:

- **respiration,**
- **blood oxygenation,**
- **heart rate,**
- **presence of sleep apnoea**

- **PULMONOLOGICAL EXAMINATION***

REUMATOLOGY

The service can be provided privately and with insurance funds.

The services that can be performed are:

- **RHEUMATOLOGY EXAMINATION**

UROLOGY

The service is aimed at the diagnosis and treatment of diseases and the urological apparatus.

Performed services are:

- **URINARY APPEARANCE ECOGRAPHY**
- **TRANSREPECTAL ECOGRAPHY**
- **UROLOGICAL EXAMINATION**



DENTISTRY

The **Dentistry Department** at the Nuova Risana Institute provides patients with **professionals who are experts in the field** and **constantly updated** on methods and new technologies.

Our professionals carry out their examinations with a **multidisciplinary approach** aimed at the individual in his or her uniqueness so that they can **analyse and propose appropriate solutions for each person**, adult and child.

With the aid of diagnostic equipment, **state-of-the-art operating instruments and rigorous procedures**, it is possible to respond to even the most complex dental cases. Moreover, the synergy with the institute's professionals makes it possible to anticipate and minimise risks and maximise the effectiveness of the treatment provided.

Mouth health is not only the absence of pain, but also the elimination of causes that could trigger asymptomatic and yet very serious pathologies.

Detecting initial pathologies means avoiding the onset of more important problems that are far more costly to resolve.

Oral infections characterise the entire health of the body, just as many systemic pathologies affect the mouth, examples are diabetes and periodontal disease, caries with endodontic infection and heart disease.

- **CONSTANTLY UPDATED EXPERIENCED PROFESSIONALS**
- **VISITS WITH A MULTIDISCIPLINARY APPROACH**
- **SOLUTIONS ADAPTED TO EACH INDIVIDUAL PERSON, ADULT AND CHILD**
- **STATE-OF-THE-ART OPERATIONAL TOOLS AND RIGOROUS PROCEDURES**



THE SERVICES OFFERED BY THE DEPARTMENT OF DENTISTRY

PREVENTION



DENTAL CHECK-UP

A regular **dental check-up** is useful for preventing dental disorders and diseases. It is advisable to repeat it every 6 months, in order to intervene in time in the case of **caries, tartar, plaque or gum infections**. Even as children, a dental check-up is useful to assess the presence of any pathologies and the correct growth of teeth. In adulthood, it is important to preserve natural teeth as long as possible.

ORAL HYGIENE SERVICE

Dental cleaning, or ablation, aims to remove tartar and bacterial plaque and is one of the fundamental treatments for the **prevention** of dental diseases and **to avoid inflammation of the gums**. It is advisable to undergo a professional dental cleaning every 6 months or at least once a year.

CARE



CONSERVATIVE

Conservative dentistry is the field of restorative dentistry that deals with the treatment of teeth affected by caries or decay. If caries is treated in time, restoring the tooth is quick and easy and also cheaper.

If, on the other hand, caries is neglected, the bacteria pass through the enamel and dentin and even infect the pulp in the centre of the tooth.

In this case, root canal therapy or devitalisation, treatments belonging to the branch of endodontics, will also be needed to restore the tooth.

The objective of root canal therapy is to completely remove the dental pulp, both in the crown of the tooth and in its roots with the help of specific state-of-the-art rotary instruments and to replace the removed tissue with a definitive filling material, after adequate disinfection of the canals.

The Benefits

- **Maintaining (preserving) caries-affected teeth in the mouth**
- **Providing pain relief**

ENDODONTICS

An outpatient dentistry procedure that treats infection or inflammation of the dental pulp, the soft tissue inside the tooth.

ORAL SURGERY

Surgeries related to the resolution of diseases of the oral cavity that cannot be cured with pharmaceutical treatments or simple interventions. The most common dental surgeries are tooth extractions performed under local anaesthesia.

IMPLANT SURGERY (IMPLANTOLOGY)

Implantology is the field of dentistry that, **following a correct assessment of the state of oral health**, deals with the replacement or restoration of teeth through the insertion of implants when they have fallen out or had to be extracted.

Implants consist of **artificial titanium roots** that allow the complete restoration of chewing function and the smile.

The Benefits

- **Allow permanent mastication rehabilitation**
- **They avoid bothersome use of removable dentures**
- **They ensure an aesthetic result superimposed on that of natural teeth.**
- **They have a success rate of 98%.**

PROSTHESIS

Dentures are individual medical devices made for the purpose of rehabilitating the oral functions of patients who are missing one or more teeth.

ORTHODONTICS

This is the branch of dentistry that deals with the treatment and correction of dental malocclusion, which can have major repercussions both functionally and aesthetically, inducing disorders of the masticatory muscles and temporomandibular joints.

Orthodontics is therefore **not limited to the alignment of teeth but promotes the achievement of harmony between chewing efficiency, dental health and smile aesthetics.**

The Benefits

- **Improves appearance of teeth**
- **Improves oral health, aligned teeth are easier to clean**
- **Reduces periodontal disease**
- **Improves masticatory function, occlusion load is evenly distributed**

PERIODONTOLOGY

Periodontology is the branch of dentistry that deals with the prevention, diagnosis, treatment and maintenance of soft and hard tissues surrounding the tooth (periodontal tissues), i.e. gingiva, alveolar bone, root cementum, periodontal ligament.

CHILDREN



PEDODONTICS

Paediatric dentistry, or paediatric dentistry, is the branch of dentistry that deals with the dental health of children from birth to puberty.

PERIODIC INSPECTION

It is a fundamental part of this speciality.



—give yourself a smile— 😊

Dr. Alfonso Panepinto - Medical Director of the Dentistry Department
Varese Dental Register since 07/01/1992 - no. 00351

AGREEMENTS

Due to the excellence and quality of the services rendered, the **NUOVA RISANA S.r.l.** Institute is part of the network of affiliated facilities relied on by the main sector funds for the health coverage of their members.

With agreements in **DIRECT FORM** conventions, all members and their families can, depending on the characteristics of the fund itself, either not pay for certain services or pay small advance payments (deductible).

The funds affiliated with Nuova Risana are:

- **ALLIANZ PRO.GE.SA.**
- **AON ONE CARE**
- **AXA**
- **BLUE ASSISTANCE**
- **CASPIE**
- **COOPERAZIONE SALUTE**
- **FASCHIM**
- **FASDAC**
- **FASI**
- **FASI / ASSIDAI**
- **FASI OPEN**
- **FONDO EST**
- **GENERALI ASSICURAZIONI**
- **METASALUTE**
- **MY-ASSISTANCE**
- **MY NET**
- **MY RETE**
- **POSTE ASSICURA**
- **POSTE IN SALUTE**
- **POSTE VITA**
- **RBM**
- **SI SALUTE**
- **SSMS - Società Sanitaria di Mutuo Soccorso**
- **UNISALUTE**
- **XME SALUTE**

Indirect agreements are in place with preferential treatment and discounted rates with most national and local authorities, funds and insurance companies.

QUALITY OBJECTIVES

Among the objectives that **NUOVA RISANA S.r.l.** aims to pursue in fulfilling its social task, the **PATIENT SATISFACTION** is at the forefront as an essential component of the overall quality of the services provided.

Among the most significant elements in this sense NUOVA RISANA S.r.l. has identified: waiting times for booking and performance of services, payment methods, access to facilities and health services, simplification of bureaucratic procedures administrative, reception, cleaning, information and contact with operators.

These elements are combined with the quality of diagnostic performance, guaranteed both by the use of renowned professionals and by the use of diagnostic equipment continuously updated to the state of the art, Maintained at all times to ensure compliance with initial characteristics and safety of patients and operators.

This Service Charter, as a dynamic instrument of promotion, participatory verification and quality protection, will be subject to constant revisions, which must go hand in hand with the transformations that will have to take place in the future.

In this perspective, the Company also works to give effective realization to those normative principles that provide:

- > **Forms of collaboration** between local authorities in the verification of quality of services and User satisfaction.
- > **Forms of involvement** of voluntary organizations, trade unions, other social formations carrying user instances.

The quality standards listed below are therefore the starting point; they will be subject to change and update as the state of the art in medicine and radiation protection legislation progresses, and the continuous adaptation of the organizational structure of the company.

PROTECTIVE INSTRUMENTS, VERIFICATION AND PARTICIPATION

Quality standards are regularly assessed through the following instruments:

- > **Periodic detection of waiting times**
- > **Analysis of non-compliances detected during the execution of business activities**
- > **Periodic patient satisfaction survey**

PUBLIC RELATIONS SERVICE

The Public Relations Office is the structure through which the Institute's Directorate CIDIMU S.p.A. maintains direct contact with the users of its services.

The Public Relations Office:

- > **protects rights in the presence of behaviour**
Which restrict the use of services;
- > **receive comments, reports and complaints**
presented by individual patients providing
an immediate response to the flag.

Anyone wishing to report malfunctions or make complaints can write to srp@nuovarisana.it to request a confidential interview; if necessary, all appropriate actions will be taken to successfully carry out the report and the complainant will be informed of the outcome of his report, in the time and ways agreed.

VERIFICATION AND INVESTIGATION THE EUROPEAN COMMISSION'S AND THEIR FAMILIES

The CIDIMU Group regularly surveys customer satisfaction through specific questionnaires available to all patients in waiting rooms.

The patient can then anonymously report his degree of satisfaction or dissatisfaction. The results of the survey are made public by the Public Relations Office.

STATUS OF STANDARDS REPORT

The CIDIMU Group's management annually analyses the achievement of quality standards and defines new standards, redefining, where appropriate, indicators and quality factors.

QUALITY FACTORS, INDICATORS AND STANDARDS

For the sake of clarity and ease of reading, the following tables are given:

QUALITY FACTORS: "aspects relevant to the perception of service quality by the user who experiences that service. The factors can be objective (qualitative or quantitative) or subjective, that is only through the collection of user perception" (DPCM 19 May 1995).

QUALITY INDICATORS: "quantitative variables or qualitative parameters which record a certain phenomenon, considered as "indicative" of a quality factor" (DPCM 19 May 1995).
Quality standard: "expected value for a certain indicator" (DPCM 19 May 1995).

EASY BOOKING

TIME OF BOOKING

By telephone: Monday to Friday from 8.00 to 19.00 and Saturday from 8.00 to 12.00

In person: Monday to Friday from 8.30 to 19.00 and Saturday from 8.30 to 12.00

By sending an e-mail to: info@nuovarisana.it

WAITING TIME FOR TELEPHONE CONTACT

Average waiting time max 2 min

HOW TO PREPARE (ALWAYS AVAILABLE ON SITE)

Possibility of sending by e-mail

PATIENT RECEPTION LENGTH OF STAY:

ULTRASOUND / ECHODOPPLER	30/60 min. on average (including time of execution examination)
RADIOLOGICAL EXAMINATIONS	40 min. on average (including time of execution examination)
ESAMI RM	30 min. on average (including time of execution examination)
SPECIALIST VISITS	40 min. on average (including time of execution visit)

PERFORMANCE AND REPORTING OF EXAMINATIONS

REPORTING:	
ULTRASOUND / ECHODOPPLER	Immediate (at the end of the examination)
MAMMOGRAPHIES	3 working days, Immediate if executed in association with breast ultrasound
HOLTER / MAP	3 working days
CONVENTIONAL RADIOLOGY	1 working day
MAGNETIC RESONANCE IMAGING (MRI)	5 working days
SPECIALIST VISITS	Immediate (at the end of the examination)

HOW TO REACH US

Via Egidio Checchi, 5/7
21013 Gallarate (VA)



CONTACTS

www.nuovarisana.it

OPENING HOURS

Monday to Friday from 7 a.m. to 7.30 p.m.

Saturday from 7 a.m. to 12.30 p.m.

RECEIVING REFERENCES

Monday to Friday from 11 a.m. to 7.30 p.m.

Saturdays from 10 a.m. to 12.30 p.m.

Laboratory analysis reports can be downloaded online from the portal:

<http://referti.gruppocidimu.it>

BOOKING CENTRE

For information and reservations

- call 0331.77.63.11 Monday to Friday from 8 a.m. to 7 p.m.
and Saturdays from 8 a.m. to noon
- at the reception desk from 8.30 am to 7 pm and on Saturdays from 8.30 am
to 12 noon
- write an e-mail to info@nuovarisana.it

PUBLIC RELATIONS SERVICE

Monday to Friday from 9 a.m. to 5 p.m.

Tel. 0331.77.63.11

srp@nuovarisana.it

ADMINISTRATION

amministrazione@nuovarisana.it

nuovarisana@pec.it