

CDC S.R.L. Centro Diagnostico Comense - Gallarate Headquarters

Accredited Lombardy Region Regional Council Resolution n. 131 of 18/02/2009, n. 32 del 21/01/2021

Medical Director: Dr. Mazzone Dario Maria

Via Egidio Checchi, 5/7 - 21013 Gallarate (VA) - Tel 0331.77.63.11

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CHARTER OF SERVICES

CDC S.R.L.

GALLARATE HEADQUARTERS

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APRIL 2025 EDITION

“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.

CDC - Centro Diagnostico Comense

Centro Diagnostico Comense (hereafter CDC), headquartered in Como and present in the territory since 2002, was born from the initiative of a number of medical specialists eager to create, in the field of healthcare, a place dedicated to the care of the whole person. The Centro Diagnostico Comense is a reality of polydiagnostic centers that offers high quality specialist services, in an appropriate and timely manner, favoring a comprehensive approach

to the patient's care needs to the active collaboration between the different specialists and specialist services in-house and in the territory.

The Gallarate operating site becomes part of the CDC from April 2025 while maintaining the excellence services in the field of ultrasound examinations, diagnostic imaging.



PIEMONTE

CIDIMU S.p.A. - TORINO Via Legnano

CIDIMU S.p.A. - TORINO Via Botticelli

IRR - CIDIMU S.p.A. TORINO

R.I.B.A. S.p.A. - TORINO

CIDIMU S.p.A. - ALBA (CN)

CIDIMU S.p.A. - CUNEO

CIDIMU S.p.A. - ALESSANDRIA

CIDIMU S.p.A. - TORINO



LOMBARDIA

CRP S.r.l.

SEDE DI CINISELLO BALSAMO (MI)

SEDE DI SOMMA LOMBARDO (VA)

CDC Centro Diagnostico Comense S.r.l.

SEDE DI COMO

SEDE DI BULGAROGROSSO (CO)

SEDE DI GALLARATE (VA)

CDC MED S.r.l.

SEDE DI COMO

SEDE DI BULGAROGROSSO (CO)

SEDE DI CINISELLO BALSAMO (MI)

SEDE DI SOMMA LOMBARDO (VA)



VENETO

SAN MARCO S.r.l. - VICENZA (VI)

VICENZAMEDICA S.r.l. - VICENZA (VI)

Il CDC è convenzionato con il Sistema Nazionale (SSN), inoltre è convenzionato in forma diretta ed indiretta con i principali fondi integrativi aziendali, nazionali e locali, nonché con le principali assicurazioni.

Il CDC Srl:

- ▶ Associa **alta qualità professionale e alta qualità tecnologica.**
- ▶ **Garantisce che l'assistenza ai Pazienti sia accurata** e che la loro permanenza sia confortevole grazie ad interni moderni e razionali.

▶ **Dispone di tecnologie diagnostiche di ultima generazione**, in grado di assicurare al paziente esami di alta qualità, di minima invasività e di rapida esecuzione nel completo rispetto della persona.

▶ **Impiega risorse all'avanguardia quali:**

- **Rete cablata con fibre ottiche.**
- **Personale opportunamente formato** per consentire la maggiore attenzione verso il Paziente.

CDC IS PART OF CIDIMU GROUP

The CIDIMU 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 publicizing 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.

CDC S.r.l. - Centro Diagnostico Comense

Headquarters: Viale Varese, 79 - 22100 Como

Tel 031.26.21.36 - info.como@cdc.co.it - www.cidimulombardia.it

Company Register Number Municipality of Como

C.F. e P.IVA 02603660131

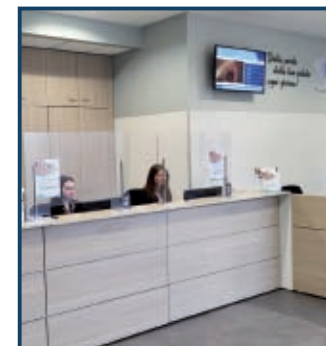
PEC cdc.centrodiagnostico@legalmail.it

Operational headquarters in Gallarate:

Via Egidio Checchi, 5/7 - 21013 Gallarate (VA) - Tel 0331.77.63.11

info.gallarate@cdc.co.it - www.cidimulombardia.it

Accredited Regione Lombardia Regional Council Resolution n. 131 del 18/02/2009, n. 32 del 21/01/2021



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.ssa Elisa Coppola
Dr. Luigi Delfino
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
Dr.ssa Jessica Tarantola

OPHTHALMOLOGY AND PAEDIATRIC

OPHTHALMOLOGY

Dr. Gerardo Gennari
Dr.ssa Patrizia Gusmeri

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. Luigi Armiraglio
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.ssa Mariacristina Munafò
Dr. Giuseppe Ricciardi
Dr.ssa Tetiana Zalizna

REUMATOLOGY

Dr. Claudio Vitali

FOOD SCIENCE

Dr. Lorenzo Grandini

UROLOGY

Dr. Ferdinando Fiori
Dr.ssa Carmen Maccagnano



OUR SPECIALITIES

The Gallarate operating office offers health services in agreement with the SSN and/or in Private Regime for the following specialties:

- **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** 
- **CARDIACO ECOCOLORDOPPLER** 
- **PEDIATRIC CARDIAC ECOCOLORDOPPLER** 
- **ARTERIOUS 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** 🌿
- **MAMMAR ECOGRAPHY** 🌿
- **MUSCULOTENDINAR AND OSTEOARTHOGRAPHIC 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:

- **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 CDC 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 a private regime and with insurance funds. The withdrawals can be carried out by showing up on an empty stomach, without booking at the times indicated. To access with the SSN it is necessary to bring the medical prescription and the health card. **The reports can be downloaded online from the portal <http://referti.gruppocidimu.it> or at the offices.**

GALLARATE

At the CDC Institute S.r.l.

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

COLLECTION OF RETURNS

Monday to Friday from 11 a.m. to 7:30 p.m. / Saturday from 10 a.m. to 12:30 p.m.

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

BULGAROGASSO

At the CDCMED Institute S.r.l.

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

Access with SSN by reservation at 031.93.04.13

COLLECTION OF RETURNS

Monday to Friday 8 a.m. to 7 p.m. / Saturday 8 a.m. to 12:30 p.m.

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

CAVARIA CON PREMEZZO

at the Municipality of Cavarina

Wednesday and Friday from 7:30 to 9:00 a.m.

COLLECTION OF RETURNS

Wednesday and Friday from 8 a.m. to 9:30 a.m. / Saturday from 8 a.m. to 12:30 p.m.

Via Matteotti, snc - Cavarina con Premazzo (VA) - info.gallarate@cdc.co.it

CINISELLO BALSAMO

At the CRP Institute S.r.l.

Monday through Saturday from 7:30 a.m. to 10:00 a.m.

COLLECTION OF RETURNS

Monday to Friday from 10 a.m. to 7 p.m. / Saturday from 10 a.m. to 12:30 p.m.

Via G. Carducci, 5 - Cinisello Balsamo (MI) - puntoprelievicinisello@cdc.co.it

SOMMA LOMBARDO

At the CRP Institute S.r.l.

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

COLLECTION OF RETURNS

Monday to Friday 8 a.m. to 7 p.m. / Saturday 8 a.m. to 12:30 p.m.

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

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.

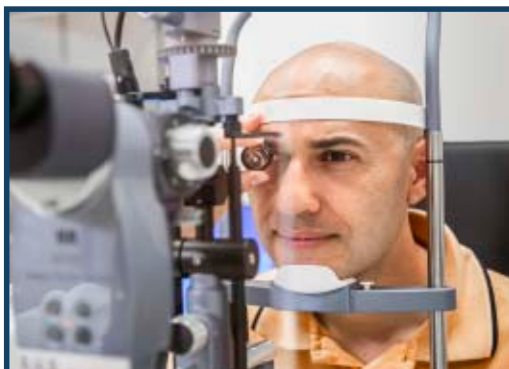
- **NEUROLOGICAL EXAMINATION**

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**

Fibroscope 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 mobilitare 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

The **CDC S.r.l.** Institute, because of the excellence and quality of the services rendered, is part of the network of affiliated facilities relied on by the main trade funds for the health coverage of their members.

With the in **FORMA DIRECT** 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 CDC are:

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

In **INDIRECT FORM** conventions are active with preferential treatment and discounted rates with most National and Local Authorities, Funds and Insurances.

QUALITY OBJECTIVES

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

Among the most significant elements in this regard CDC S.r.l. has identified: waiting times for booking and performance of services, payment methods, access to health facilities and services, simplification of bureaucratic-administrative procedures, reception, cleanliness, information and relationship 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.

QUALITY STANDARDS: COMMITMENTS AND PROGRAMS

PUBLIC RELATIONS SERVICE

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

The Public Relations Office:

- > **protects rights in the presence of behavior that limits the use of services;**
- > **receives observations, reports and complaints submitted by individual patients, providing an immediate response to the reporter.**

Anyone wishing to report dysfunctions or make complaints may write to srp@cdc.co.it to request a confidential interview; if necessary, all appropriate actions will be taken to bring what is reported to a successful conclusion and the complainant will be informed of the outcome of his or her report, in the agreed time and manner.

QUALITY OF DIAGNOSTIC INSTRUMENTATION

Quality controls required by current regulations are in place.

FUNDAMENTAL PRINCIPLES

The fundamental principles by which the facility is inspired are based on equality of Citizens/Users, respect for the dignity of the Patient, impartiality of treatment and temporal continuity of services.

STATUS REPORT ON INSTRUMENTATION QUALITY STANDARDS

Maintenance of instrumentation standards is ensured by adopting a program of maintenance, monitoring and verification of equipment and instrumentation in use.

QUALITY OF PERFORMANCE AND SERVICES

Is ensured by the high professionalism of the medical and administrative staff working in the facility and the continuous training and refresher programs.

USEFUL INFORMATION

The outpatient clinic is open to the public on all weekdays

Monday to Friday from 7 a.m. to 7:30 p.m.
Saturdays from 7 a.m. to 12:30 p.m.

BOOKINGS

All services except the analysis laboratory, are performed by appointment and can be made by telephone from Monday to Friday from 8.00 to 19.00 and on Saturday from 8.00 to 12.00 at 0331.77.63.11

These reservations are subject to the correct reading by the patient of the prescription made by the prescribing doctor.

you can make reservations online by sending an email to the following address

info.gallarate@cdc.co.it or www.cidimulombardia.it

PERFORMANCE WITH SSN

You must show up with your health card, medical prescription or application, any exemption certification and any previous examinations.

WAITING TIMES

Waiting times follow the availability of specialists agreed upon through internal agendas.

Maximum waiting times for accredited services are those indicated by the Lombardy Region and will be respected until the ATS budget is reached.

The Prescribing Physician is required to indicate the assigned priority class on the prescription, based on the clinical need, according to the modalities indicated by D.G.R. No. XI/1865/09/07/2019:

Priority class U	Within 72 hours of prescription;
Priority class B	Within 10 calendar days of booking;
Priority class D	Within 30 calendar days for first visits; entro 60 calendar days for examinations;
Priority class P	Within 120 calendar days of booking

SERVICES UNDER PRIVATE ARRANGEMENTS OR ARRANGEMENTS WITH FUNDS

All services that can be provided can also be done privately or in agreement with Companies or major health insurance funds, either directly or indirectly; for information write to info.gallarate@cdc.co.it. For services in private practice, the patient can choose the doctor with whom to perform the service. Medical request is necessary only for diagnostic imaging examinations.

FEES/PAYMENT METHODS

Fees for private services are agreed upon between Specialist and Management.
Payments can be made by cash, ATM, credit card, check or wire transfer.

DELIVERY OF REPORTS

The reports of specialist examinations and instrumental examinations are, as a rule, delivered to the patient at the end of the specialist service. In the case of performance of instrumental examinations for which the report is to be made on a deferred date by the specialist, the report will be delivered to the patient or the delegate by:

MAMMOGRAPHY:	3 working days, immediate if performed in combination with breast ultrasound
RADIOLOGY:	3 working days
MRI:	5 working days
HOLTER:	5 working days
ECG:	1 working day

ACCESS TO OUTPATIENT FACILITIES

Access to the facility is ensured by appropriate signage. Access for disabled people is allowed as the clinic is located on the ground floor and free of architectural barriers. There are toilets for disabled guests.

HOW TO REACH US

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



CONTACTS

www.cidimulombardia.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
- swrite an e-mail to info.gallarate@cdc.co.it

PUBLIC RELATIONS SERVICE

Monday to Friday from 9 a.m. to 5 p.m.
Tel. 0331.77.63.11
srp@cdc.co.it

ADMINISTRATION

amministrazione.gallarate@cdc.co.it
cdc.centrodiagnostico@legalmail.it