



IMAGING DIAGNOSTICS

SERVICE CHART

Rev 03 of 02/06/2025

DIAGNOSTICA BLANDINI S.R.L.
Via Picciola, 7 - 61121 PESARO
Responsible: Dr. Alessandra Blandini

INTRODUCTION, MISSION, AND VISION

The company's activities are aimed at both citizens and businesses, operating in private settings and under institutional accreditation with the National Health Service, as well as through agreements with other entities and private organizations. Among its primary objectives, the Management consistently focuses on achieving accurate diagnoses through instrumental imaging, enhancing educational, technological, and organizational standards in alignment with national and regional regulations, and adhering to the guidelines of the International Standard UNI EN ISO 9001:2015.

Its **MISSION** is to contribute to improving the health of the population within its operational territory by supporting preventive healthcare, ensuring precision and accuracy in diagnostic investigations for treatment purposes, continually innovating and updating techniques and instruments, enhancing accessibility to services, and maintaining a dedicated focus on medical needs and epidemiological trends within the region.

Its **VISION** is to establish a responsible private healthcare system committed to upholding fundamental principles of patient care, adhering to rigorously scientific criteria based on clinical evidence and diagnostic appropriateness. This vision requires strong cross-departmental coordination among all levels and human resources involved in service management, along with a high degree of technological integration with global digital networks.

The Management aims to continuously and progressively improve the quality of services through:

- Enhancing workplace organization and well-being;
- Continuous and targeted staff training;
- Ensuring transparency and control over corporate processes;
- Performing quality control checks.

Key attributes that distinguish the company as a well-established and qualified entity within the local healthcare landscape include:

- Extensive experience in the diagnostic sector;
- A cutting-edge instrumental portfolio aligned with technical and scientific advancements;
- Highly qualified personnel.

HEADQUARTERS



Diagnostica Blandini operates through a cutting-edge center located in the heart of Pesaro. It is one of the leading private healthcare facilities in the Marche region, combining professionalism, state-of-the-art technology, and a patient-centered approach to care.

The facility is located in Pesaro at Via Picciola, 7 / Viale Verdi, 28 (dual entrance).

STAFF LIST

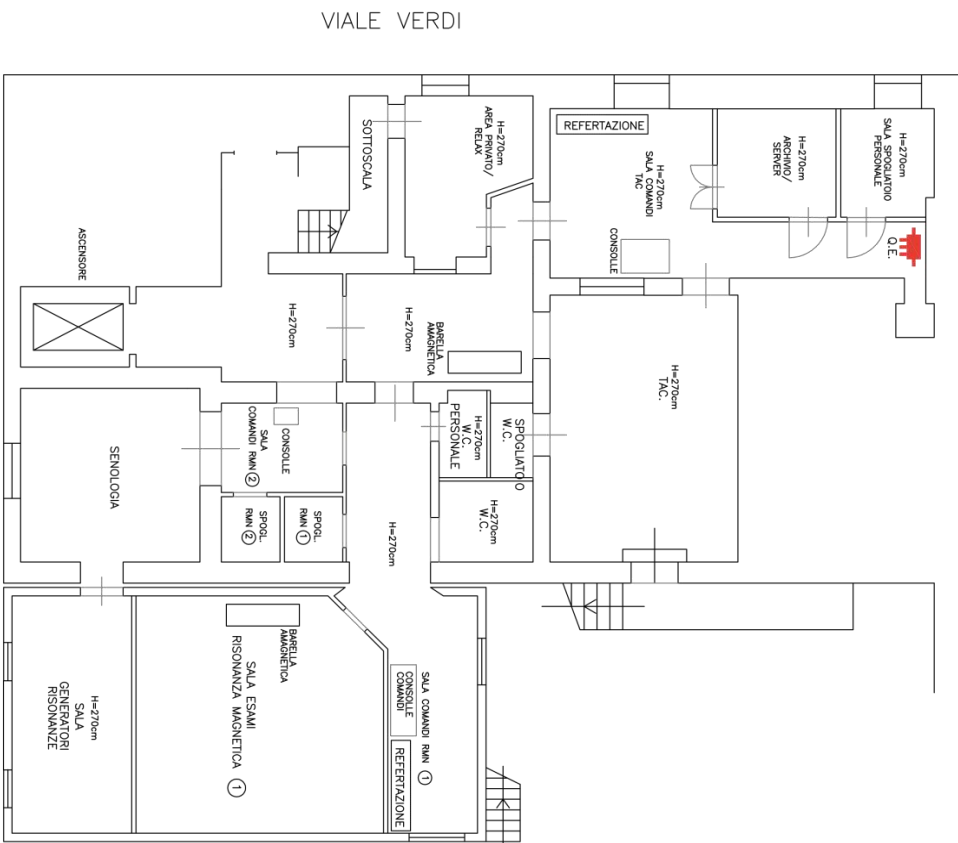
- Dr. Alessandra Blandini
- Lawyer Francesco Ferrari
- Mr. Michela Giommi
- Ms. Laura Giorgi
- Dr. Corrado Tombari
- Dr. Francesca Donati
- Dr. Vito Valentini
- Dr. Lilia Ciubuc
- Dr. Antonio Manca
- Dr. Luigi Blandini



Dr.ssa Alessandra Blandini Radiologist and Medical Director

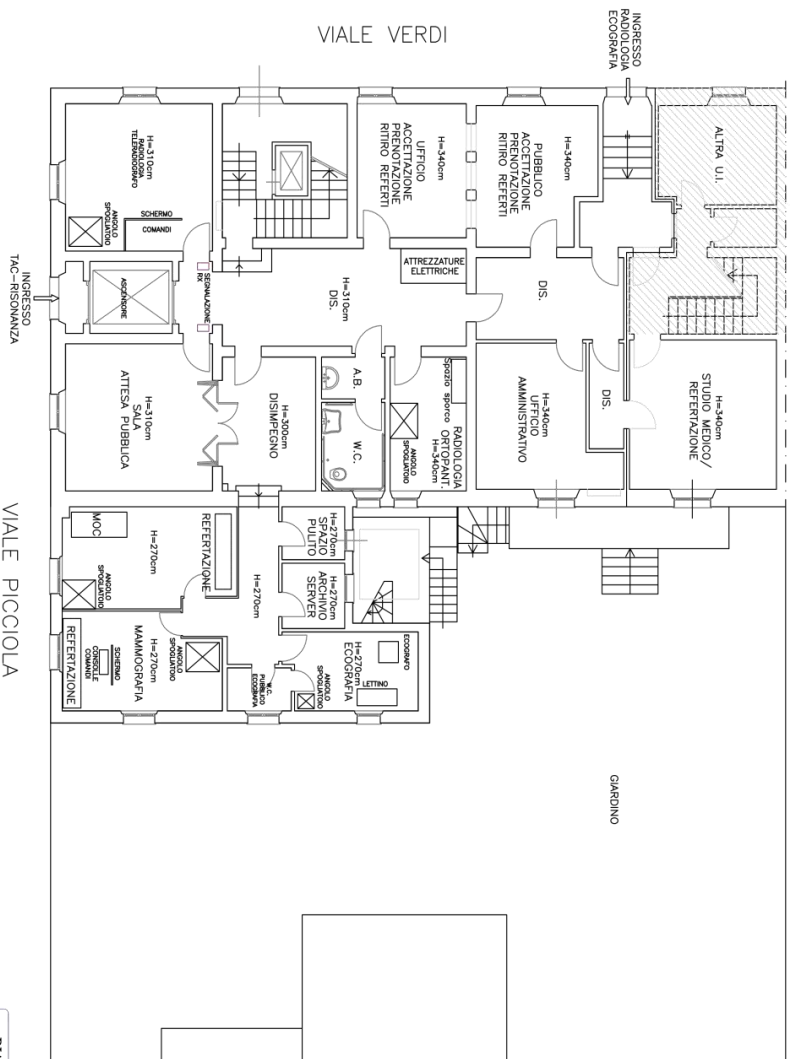
PLANIMETRIA

PLANIMETRIA PIANO INTERRATO
 SCALA 1:100



DIAGNOSTICA PER IMMAGINI E
 TERAPIA FISICA
 Dott. ALFONSO BLANDINI S.R.L.
 VIALE PICCIOLA N. 7
 VIALE VERDI N. 28
 PESARO (PU)

PLANIMETRIA PIANO RIALZATO
SCALA 1:100



DIAGNOSTICA PER IMMAGINI E
TERAPIA FISICA
Dott. ALFONSO BLANDINI S.R.L.
VIALE PICCIOLA N. 7
VIALE VERDI N. 28
PESARO (PU)



SFACILITY

The facility is accredited by the Marche Region and operates under an agreement with the National Health Service (S.S.N.). Services provided under this agreement are available only upon presentation of a referral from the requesting physician. In addition to the referral, the patient must provide:

- Health card
- Documentation proving eligibility for exemption from ticket payment
- Previous medical examinations
- Current therapy information

I Access to services under the S.S.N. agreement is also available to patients from other regions of Italy under the same conditions, without requiring additional authorizations.

AVAILABLE SERVICES

➤ Conventional Radiology



Traditional Radiology

Traditional Radiology uses radiation to diagnose diseases of various kinds. It is the most well-known imaging diagnostic technique, allowing for the visualization and detailed examination of organs and systems.

○ Ecografia

Traditional Ultrasound and Color Doppler Ultrasound

○ Mammography



Mammography

Mammography is an X-ray examination in which the breast is compressed between two plates to detect the presence of potentially cancerous formations.

○ M.O.C



Bone Densitometry (DEXA Scan)

The DEXA Scan is a diagnostic test used to measure the amount of calcium in the bones. It is essential for evaluating **bone density** and detecting conditions such as osteoporosis.

➤ **CT Scan (Computed Tomography)** A CT scan, or **Computed Axial Tomography (CAT)**, is a diagnostic examination that provides a **detailed digital analysis** of the human body, capturing it in multiple layered sections. This advanced imaging technique allows doctors to examine **organs and tissues** with high precision.



○ **Risonanza magnetica**

Magnetic Resonance Imaging (MRI) MRI is a radiological examination based on magnetic field physics, allowing for a detailed exploration of the human body without requiring surgical procedures.



FOR EXAMINATIONS PERFORMED WITH CONTRAST AGENTS, THE FACILITY RELIES ON DR. STEFANIA UGUCCIONI, ANESTHESIOLOGIST AND INTENSIVE CARE PHYSICIAN..



○ **Virtual Colonoscopy**

Virtual Colonoscopy
Virtual colonoscopy is a non-invasive radiological technique that allows for the examination of the colon wall, simulating a traditional colonoscopy

All equipment and related accessories undergo a periodic quality control program designed to ensure optimal functioning. This process guarantees the lowest possible radiation dose while maintaining the highest diagnostic image quality

OUR COMMITMENTS: Factors, Indicators, and Quality Standards

DIMENSION	FACTOR	INDICATOR	STANDARD
Time-related aspects such as timeliness, punctuality, and regularity	Acceptance waiting time	Average waiting time at acceptance	Less than 10 min in 90% of cases
Time-related aspects such as timeliness, punctuality, and regularity	Appointment waiting time	Average waiting time for the exam	Less than 30 min in 90% of cases
Respect for the scheduled appointment time	Waiting time relative to scheduled time	Less than 30 min in 90% of cases	
Simplicity of procedures, such as ease of making requests by phone and administrative processes	Possibility of telephone booking	Positive responses in the survey (or justified negative responses)	90%
Simplicity of procedures, such as ease of making requests by phone and administrative processes	Simplicity of administrative procedures	Satisfaction/dissatisfaction from surveys	"Positive" in 90% of cases
Information related to healthcare treatment: clarity, comprehensibility, completeness	Information provided by administrative staff	Satisfaction/dissatisfaction from surveys	"Positive" in 90% of cases
Orientation and reception upon entry and necessary general information about services (hours, service locations, responsible staff, request procedures, etc.)	Availability of the Service Charter	Satisfaction/dissatisfaction from surveys	"Positive" in 90% of cases
Orientation and reception upon entry and necessary general information about services	Service hours	Satisfaction/dissatisfaction from surveys	"Positive" in 90% of cases

DIMENSION	FACTOR	INDICATOR	STANDARD
Orientation and reception upon entry and necessary general information about services	Staff identification	Satisfaction/dissatisfaction from surveys	"Positive" in 90% of cases
Clarity of the Service Charter	Satisfaction/dissatisfaction from surveys	"Positive" in 90% of cases	
Physical facility aspects: comfort and cleanliness of facilities, waiting area	Cleanliness of restrooms	Satisfaction/dissatisfaction from surveys	"Positive" in 90% of cases
Cleanliness of the structure	Satisfaction/dissatisfaction from surveys	"Positive" in 90% of cases	
Comfort of the waiting room	Satisfaction/dissatisfaction from surveys	"Positive" in 90% of cases	
Social and human relations aspects: personalization and humanization of treatment, courtesy, and respect for dignity	Courtesy of reception staff	Satisfaction/dissatisfaction from surveys	"Positive" in 90% of cases
Social and human relations aspects: personalization and humanization of treatment, courtesy, and respect for dignity	Availability and courtesy of healthcare staff	Satisfaction/dissatisfaction from surveys	"Positive" in 90% of cases
Accessibility of services	Report delivery time	Satisfaction/dissatisfaction from surveys	"Positive" in 90% of cases

Quality Policy

In response to the increasing demand from users for **established quality standards**, the Management, convinced of the internal improvements achievable through the development of a **quality culture**, has defined and documented the **Quality Policy** with the support of the **Quality Management Officer**.

The Management ensures that this policy is **understood and upheld** at all levels of the organization. To this end, it is **distributed to all departments** and displayed **in visible locations** throughout the facility.

The quality of **diagnostic examinations** and the **professionalism of technical personnel** is overseen by the **Medical Director, Dr. Alessandra Blandini**.

TARIFFARI

MAGNETIC RESONANCE IMAGING (MRI)	
Upper Abdomen	180
Angio Upper/Lower Abdomen	220
Lower Abdomen	180
Complete Abdomen	270
Complete Abdomen with Contrast Medium	360
Complete Abdomen with Contrast Medium + Cholangiography	470
Upper Abdomen with Contrast Medium	270
Upper Abdomen with Contrast Medium + Cholangiography	370
Lower Abdomen with Contrast Medium	270
Upper Limb (Humerus - Radius - Ulna)	150
Upper Limb with Contrast Medium	240
Lower Limb (Femur - Tibia - Fibula)	150
Lower Limb with Contrast Medium	240
Forearm	130
Forearm with Contrast Medium	220
Temporomandibular Joint (Open Mouth / Closed Mouth)	180
Temporomandibular Joint with Contrast Medium	270
Angio Neck	190
Angio Brain	200
Angio Brain + Contrast Medium	290
Angio Neck + Brain	360
Hip	130
Hip with Contrast Medium	220
Pelvis	140
Pelvis with Contrast Medium	230
Arm	130
Arm with Contrast Medium	220
Brain	200
Brain with Contrast Medium	290
Brain + Facial Mass	310
Brain + Contrast Medium + Angio	370
Neck	180
Neck with Contrast Medium	270
Cholangiography	230
Cervical Spine	190
Cervical Spine with Contrast Medium	270
Full Spine	450
	540

MAGNETIC RESONANCE IMAGING (MRI)	190
Thoracic Spine	270
Thoracic Spine with Contrast Medium	150
Knee	220
Knee with Contrast Medium	140
Elbow	220
Elbow with Contrast Medium	170
Pituitary Gland	260
Pituitary Gland with Contrast Medium	190
Lumbar Spine	270
Lumbar Spine with Contrast Medium	330
2 Spinal Segments	200
Facial Mass	360
Breast with Contrast Medium	160
Musculoskeletal (Foot – Ankle – Hand – Wrist)	240
Musculoskeletal with Contrast Medium	170
Ear	260
Ear with Contrast Medium	170
Orbits	260
Orbits with Contrast Medium	160
Wrist	240
Wrist with Contrast Medium	230
Brachial Plexus	200
Prostate	320
Prostate Multiparametric with Contrast Medium	170
Pancreas	260
Pancreas with Contrast Medium	170
Kidneys / Adrenal Glands	260
Kidneys / Adrenal Glands with Contrast Medium	180
Shoulder	270
Shoulder with Contrast Medium	200
Paranasal Sinuses	280
Paranasal Sinuses with Contrast Medium	180
Sacrum-Coccyx	270
Sacrum-Coccyx with Contrast Medium	170
Chest	260
Chest with Contrast Medium	460
Total Body (Complete Abdomen + Brain)	550
DISCOUNTS ON MULTIPLE SEGMENTS	

For 2 segments: -€20 off total
For 3 segments: -€30 off total
For 4 segments: -€40 off total

ULTRASOUND (ECOGRAFIA)	
Upper Abdomen	100
Lower Abdomen	90
Complete Abdomen	130
Hip (Right or Left)	80
Bilateral Hip	140
Complete Abdomen + 5 Lymph Node Areas (Neck, Axillae, Groin)	240
Unilateral Axilla	80
Bilateral Axillae	110
Abdominal Aorta	80
Neck + Thyroid	110
Neck + Axillae	180
Hepatic (Liver and Gallbladder)	80
Hepatic / Pancreatic (Liver and Pancreas)	90
Salivary or Submandibular Glands (Unilateral)	80
Unilateral Groin	80
Bilateral Groin	100
Breast (Unilateral)	70
Breast (Bilateral)	85
Musculoskeletal (Shoulder, Elbow, Wrist, Hip, Knee, Ankle, Hand, Finger)	80
Bilateral Musculoskeletal (Osteoarticular)	140
Pancreas	80
Suprapubic Prostate	80
Soft Tissues	80
Pelvis / Ovaries	80
Kidneys	80
Kidneys and Bladder	90
Scrotum and Groin	110
Testicles (Unilateral)	80
Testicles (Bilateral with Doppler)	90
Thyroid / Parathyroid	80
Thyroid with Doppler	90
Bladder / Spleen	80
COLOR DOPPLER ULTRASOUND (ECOCOLORDOPPLER)	
Lower Limb (Venous)	85
Lower Limb (Arterial)	85

COLOR DOPPLER ULTRASOUND (ECOCOLORDOPPLER)	140
Lower Limb (Arterial and Venous)	85
Upper Limb (Venous)	85
Upper Limb (Arterial)	140
Upper Limb (Arterial and Venous)	105
Abdominal Aorta	105
Supra-Aortic Trunks (TSA) or Epi-aortic Vessels	105
Abdominal Vessels	105
Portal and Mesenteric Vessels	105
Renal Vessels	85
Visceral Vessels	140

RADIOLOGY	
Lower Limbs Under Load	60
Lower Limbs Under Load + Pelvis	80
Hip (Right or Left)	60
Bilateral Hip	100
Hip (Right and Left) + Pelvis	140
Forearm	60
Pelvis	60
Pelvis + Sacroiliac Joints	100
Cervical Spine	60
Cervical Spine (Morphodynamic Studies – Flexion-Extension or Bending)	60
Cervical Spine + Morphodynamic Studies (2 Projections)	100
Cervical Spine + Morphodynamic Studies (4 Projections)	140
Clavicle	60
RADIOLOGY	60
Ankle (Right or Left) – Normal or Standing Position	100
Bilateral Ankles – Normal or Standing Position	60
Skull	90
Full Spine (Standing Position)	60
Bone Densitometry (MOC) – Lumbar or Femoral with DEXA	100
Bone Densitometry – Lumbar and Femoral with DEXA	60
Thoracic Spine	60
Direct Abdomen / Kidneys	60
Bone Age Assessment	60
Hemithorax (Right or Left)	100
Hemimandible	60
Femur (Right or Left)	60
Bilateral Femur	100
Elbow (Right or Left)	60
Bilateral Elbow	100
Knee (Right or Left) – Normal or Standing Position	60
Bilateral Knee – Normal or Standing Position	100

Leg (Right or Left) – Normal or Standing Position	60
Bilateral Legs – Normal or Standing Position	100
Lumbar Spine – Normal or Standing Position	60
• Lumbar Spine – Morphodynamic Studies (Flexion-Extension or Bending)	60
• Lumbar Spine + Morphodynamic Studies (2 Projections)	100
Lumbar Spine + Morphodynamic Studies (4 Projections)	140
• Hand (Right or Left)	60
• Bilateral Hands	100
• Mammography (Unilateral)	80
• Mammography (Bilateral)	120
• Mammography + Breast Ultrasound + Breast Examination (Women's Health Package)	170
• Vertebral Morphometry with DEXA X-ray	100
• Humerus (Right or Left)	60
• Bilateral Humerus	100
• Nasal Bones	60
• Wrist (Right or Left)	60
• Bilateral Wrists	100
• Petrous Ridge (Rocche)	60
• Hand (Right or Left)	70
• Bilateral Hands	90
• Mammography (Unilateral)	110
• Mammography (Bilateral)	60
• Mammography + Breast Ultrasound + Breast Examination (Women's Health Package)	100
• Vertebral Morphometry with DEXA X-ray	60
• Humerus (Right or Left)	60
• Bilateral Humerus	100
• Nasal Bones	140
• Wrist (Right or Left)	60
• Bilateral Wrists	60
• Petrous Ridge (Rocche)	60
• Hand (Right or Left)	100
• Bilateral Hands	110
• Mammography (Unilateral)	80
RX for 2 segments → 10% discount	100
RX for 3 segments → 20% discount	140
RX for 4 segments → 30% discount	170

TAC	
• Upper Abdomen	130
• Lower Abdomen	130
• Complete Abdomen	180
• Complete Abdomen with Contrast Medium / Angiography	220
• Upper Abdomen with Contrast Medium / Angiography	200
• Lower Abdomen with Contrast Medium / Angiography	200
• Upper Limb	130
• Upper Limb with Contrast Medium	190
• Lower Limb	130
• Lower Limb with Contrast Medium	190
• Forearm	130
• Forearm with Contrast Medium	130
• Temporomandibular Joint (ATM)	170
• Temporomandibular Joint (ATM) with Contrast Medium	250
• Angio Neck	190
• Angio Brain	200
• Angio Neck + Brain	280
• Angio Lower Limbs	200
• Hip	130
• Hip with Contrast Medium	190
• Pelvis	130
• Pelvis with Contrast Medium	190
• Arm	130
• Arm with Contrast Medium	190
• Skull	140
• Skull with Contrast Medium	200
• Neck	140
• Neck with Contrast Medium	200
• Cervical Spine	140
• Cervical Spine with Contrast Medium	200
• Full Spine	320
• Full Spine with Contrast Medium	380
• Thoracic Spine	140
• Thoracic Spine with Contrast Medium	200
• Dentascan (Mandibular)	100
• Dentascan (Maxillary)	100
• Dentascan (Mandibular & Maxillary)	180
• Virtual Endoscopy (Virtual Colonoscopy) with Gastrografin (305 + 15)	320

• Leg	130
• Leg with Contrast Medium	190
• Knee	130
• Knee with Contrast Medium	190
• Elbow	130
• Elbow with Contrast Medium	190
• Pituitary Gland	140
• Pituitary Gland with Contrast Medium	200
• Lumbar Spine	140
• Lumbar Spine with Contrast Medium	200
• Mandible	110
• Facial Mass	130
• Facial Mass with Contrast Medium	190
• Musculoskeletal	130
• Maxilla	110
• Hand	130
• Hand with Contrast Medium	190
• Ear	140
• Ear with Contrast Medium	200
• Orbits	140
• Orbits with Contrast Medium	200
• Wrist	130
• Wrist with Contrast Medium	190
• Prostate	130
• Prostate with Contrast Medium	190
• Pancreas	140
• Pancreas with Contrast Medium	200
• Kidneys / Adrenal Glands	140
• Kidneys / Adrenal Glands with Contrast Medium	200
• 3D Reconstructions	50
• Shoulder	130
• Shoulder with Contrast Medium	190
• Paranasal Sinuses	130
• Paranasal Sinuses with Contrast Medium	190
• Sacrum-Coccyx	140
• Sacrum-Coccyx with Contrast Medium	200
• High-Resolution Chest	140
• High-Resolution Chest with Contrast Medium / Angiography	200
• Total Body	320
• Total Body with Contrast Medium	380

SECURITY

For the safety and protection of both company employees and users, Diagnostica Blandini Srl, through its risk prevention and protection service, complies with all obligations under Legislative Decree 81/08, aligning performance levels with the highest safety standards and protocols adopted by authorities.

PRIVACY PROTECTION

All patient personal data is handled in accordance with European Regulation No. 679/2016 (GDPR), in effect since May 25, 2018. Reports are delivered in sealed envelopes and addressed exclusively to the requesting physician.

INFORMATION SYSTEM

The facility is computerized, ensuring streamlined operational procedures. All departments are interconnected via a RIS-PACS system. The center is equipped with high-bandwidth Internet/Intranet connections (ADSL and HDSL), enabling remote consultations with both national and international healthcare facilities. Security systems include hardware firewalls and cloud backups.

CONFIDENTIALITY

At the time of admission, users are asked to authorize the processing of sensitive data and the disclosure of health information, ensuring health protection. The clinic guarantees professional confidentiality concerning diagnoses, treatments, and private health information shared during medical services. The authorization signatures are essential to receive care.

BEHAVIORAL GUIDELINES

Cell Phones: To respect the environment and other users—and to avoid interference with sensitive electronic medical equipment—please turn off mobile phones beyond the admission area.

Emergency

Procedures: Blandini Clinic has established emergency response plans for unexpected events that activate immediately when needed. Each staff member has a specific role in these protocols, which aim to:

- Minimize risks for users
- Assist affected individuals
- Control the event to reduce damage In case of unpredictable incidents, please stay calm and follow staff instructions. If evacuating, do not return to previous areas—head directly to the nearest emergency exit indicated by signs.

ACCESS & OPERATING HOURS

The clinic is located in Pesaro, with entry points at:

- Via Picciola No. 7 (equipped with an elevator and stretcher lift for individuals with disabilities)
- Viale Verdi No. 28

The facility is easily accessible on foot from the city center, train station, and bus terminal (P.le Matteotti).

Operating Hours:

- Monday to Friday: 08:00 – 19:00 (Continuous service)
- Saturday: 08:00 – 18:00
-

HUMAN RESOURCES CONTACTS

- Management: Alessandra Blandini
- Head of Workplace Safety (RSPP): Maddalena Zelli
- Data Protection Officer (DPO): Francesco Ferrari

RLS – Michela Giommi

R. Amm – Alessandra Blandini

Accettazione – Libiana Lorenzi

Dir.San. – Alessandra Blandini

RIS-PACS Coordinator – Corrado Tombari
MRI and Radioprotection Expert – Francesca Donati
Maintenance Coordinator – Alessandra Blandini
Radiology Coordinators – Alessandra Blandini
Ultrasound & Color Doppler Coordinator – Lilia Ciubuc
MRI Service Coordinators – Antonio Mosca, Lilia Ciubuc, Alessandra Blandini
Bone Densitometry (MOC) Coordinator – Alessandra Blandini
CT Scan Coordinators – Antonio Manca
Virtual Colonoscopy Coordinator – Lilia Ciubuc
Radiology Technicians – Luigi Blandini

EXAM APPOINTMENT BOOKING

Appointments can be scheduled in person at the clinic's secretariat or by phone at: ☎
072134497 – 072164377 (during all open hours). Urgent requests approved by the National Health Service (S.S.N.) are performed immediately.

🔗 Required Information for Booking:

Patient's full name

Exact name of the requested exam

Contact number for communications

Upon booking, patients will be informed about:

Earliest available exam date

Any required preparation for the exam

WAIT TIMES

Exam wait times vary based on the type of procedure. The booking staff will provide case-by-case details based on the current waiting list. If an earlier exam becomes available due to patient cancellations, the secretariat will promptly notify those on the waiting list.

CANCELLATION POLICY

To keep waiting times short, patients unable to attend their scheduled appointment must notify the secretariat as soon as possible at: ☎ 072134497 – 072164377

INFORMED CONSENT

Certain diagnostic exams require the collection of medical history and the patient's consent for specific diagnostic methods, such as using contrast agents.

🔗 Patients have the right to:

Receive detailed information about their diagnostic procedures.

Sign the informed consent form with full knowledge of the exam details.

Clinic staff are available to assist patients with the consent process.

PREGNANT PATIENTS

✘ Pregnant women are not permitted to undergo ionizing radiation exams that expose the embryo or fetus.

🔗 Mandatory Notification: Patients must inform the secretariat staff at the time of booking or admission, as well as medical personnel during the exam, if they are:

Confirmed pregnant

Suspected pregnant

REPORT COLLECTION

Radiology exam reports are available within two business days after the exam. MRI exam reports are available within three business days after completion. Ultrasound reports are provided immediately after the exam. Urgent radiology reports are delivered immediately.

📁 Collection Procedure: Reports must be picked up by the patient or an authorized representative (both must present an ID) along with the collection slip issued at the time of the exam.

🕒 Collection Hours:

Monday – Friday: 08:00 – 19:00

Saturday: 08:00 – 18:00

Reports remain available for 30 days from the scheduled pickup date. Failure to collect reports for services provided under accreditation will be reported to the ASUR, which may charge the full service cost to the patient.

PAYMENT METHODS

Payments, including co-payments for S.S.N. services, can be made via: 💰 Cash 🏠 Bank check 📄 Debit card

Payments are made after the exam at the secretariat, which also issues receipts. The secretariat provides a pricing list of paid services and S.S.N. co-payment costs for reference.

CITIZENS' RESPONSIBILITIES

Respecting responsibilities helps improve healthcare service quality. Patients are expected to: ✓ Respect the facility, its equipment, and furnishings. ✓ Avoid disruptive behavior that could disturb staff or other patients. ✓ Adhere to the scheduled appointment times and notify if unable to attend.

🚭 Smoking is prohibited in healthcare facilities—observing this rule respects others and promotes a healthy lifestyle. 🐾 Animals are not allowed inside for hygiene and cleanliness reasons.

COMPLAINTS & SATISFACTION SURVEY

📄 A survey questionnaire is available in the waiting room, allowing patients to: ✓ Provide anonymous feedback on services. ✓ Report issues and suggest improvements. ✓ Address staff behavior concerns.

📁 The survey form can be collected at admissions and submitted to secretariat staff. The clinic promptly reviews complaints and implements necessary corrective actions to improve service quality.

The center measures key quality indicators based on complaints and internal audits, including: ✓ Human-centered care ✓ Personalized treatment ✓ Privacy protection ✓ Access to essential healthcare information

DIRITTI E DOVERI DEL PAZIENTE

PATIENT RIGHTS

Every patient has the right:

- To be treated with care and respect, safeguarding human dignity and religious beliefs.
- To be addressed by name and surname, using formal “Lei,” and to clearly identify the professionals they interact with.
- To receive detailed information about services, costs, and access procedures.
- To be promptly informed if a scheduled appointment cannot be honored.
- To have all personal and medical information handled confidentially, respecting privacy and professional secrecy.
- To voluntarily and anonymously provide feedback on services using the questionnaire available at the secretariat.

PATIENT RESPONSIBILITIES

Every patient has the duty:

- To behave responsibly, respecting the rights of other patients.
- To cooperate with healthcare staff.
- To respect the clinic's organization and schedules, avoiding improper behavior that may disrupt services for other patients.
- To cancel appointments at least 24 hours in advance (or as soon as possible) to allow efficient booking management.
- To refrain from smoking inside the facility.

CORE PRINCIPLES

The Blandini Clinic operates with fairness and patient-centered care, guided by these principles:

✓ Equality – Services are accessible to everyone, regardless of age, gender, race, language, nationality, religion, political views, physical or mental condition. ✓ Impartiality – Services are provided fairly and objectively, ensuring dignified treatment for all patients. ✓ Continuity – The clinic guarantees regular, uninterrupted healthcare services. If a responsible professional is unavailable, an alternative staff member is assigned to minimize inconvenience. ✓ Right to Choose – Patients have the right to select the healthcare facility and choose their provider within the clinic. ✓ Participation – Patients have the right to information, the ability to file complaints, and the option to suggest improvements to clinic services. ✓ Effectiveness & Efficiency – Services must meet patient needs effectively, ensuring advanced medical knowledge, modern equipment, and highly trained specialists.

WARNINGS

⚠ Rx and Ultrasound Exams – Patients must follow instructions given at the time of booking. ⚠ Ultrasound Exams – Patients must adhere to instructions from reception staff. ⚠ Important Notice – Patients and companions must provide technicians with detailed information to complete the anamnesis form accurately.

✗ Some exams may be restricted due to their invasive nature, including:

- Female patients of reproductive age with possible pregnancy.
- Patients with pacemakers.
- Patients with prosthetic implants.

📍 Patients can review the Blandini Diagnostics Service Charter in the admission and waiting room of the clinic.