

Chart of Services

2018



The centrality of the patient is the motor that moves and regulates every choice of the San Raffaele S.p.A.



Presentation

The Charter of Services has the intent to show the activities and services available at our diagnostic center and how to access to it.

The "Charter" is mainly the intent to assist, with competence, professionalism and efficiency, those who turn to our diagnostic center to offer complete information on services provided.

We also pay great attention to the organizational aspects, convinced that they can still improve thanks to your participation and collaboration and to those who reading this document, will want to report objective and perceived difficulties.

It will be our commitment to evaluate the suggestions received and by these to continue on our path of improvement of our quality levels.

Fondamental principles to protect the user

The activity of our diagnostic center is carried out in compliance with the fundamental principles established by the Directive of the President of the Council of Ministers on 27.01.1994 and the President's decree of the Council of Ministers on 18.05.1995 relating to:

Equality

Every person has the right to receive the most appropriate medical care and treatment, without discrimination of sex, nationality, language, religion, political opinions and socio-economic conditions.

Impartiality

The behaviors of the operators towards the User are inspired by criteria of objectivity, justice and impartiality.

Continuity

The diagnostic center ensures continuity and regularity of cares; in case of irregular operation or interruption of service, it must take measures to create the least discomfort possible to the User.

Right to choose

Where permitted by the regulations in force, the User has the right to choose, among those who provide the service, what they think can best meet their needs.

Participation

The diagnostic center grants to User the opportunity to participate to the provision process of supply through correct, clear and complete information, with the possibility to express its own assessment on the quality of the services provided and to submitting complaints or suggestions for the improvement of the service.

Efficiency and effectiveness

The service is provided in such a way as to guarantee an optimal ratio between resources employed, activities carried out and results obtained.



San Raffaele Termini

The San Raffaele Termini, diagnostic center located inside the central station of Rome, is specialized in health protection and oriented towards prevention and diagnosis, with the aim of ensuring personalized therapy for each individual patient; it also is able to support companies by providing all the necessary support in the field of occupational medicine.

The San Raffaele Termini offers visits and instrumental examinations in the main specialized branches: laboratory analysis, diagnostic imaging, sonogram, mammography, moc, gynecology, urology, cardiology, otolaryngology, dermatology, endocrinology, gastroenterology, neurology, ophthalmology, orthopedics.

Certainly, waiting and response times are short and certain as befits a private and high quality polyclinic; the competence and the courtesy of the operators are our pride and your safety.

Opening Time

Monday to Friday from 7 am to 7 pm and Saturday from 7 am to 1.30 pm

Reservations and information

CUP O6 5225 3535 from Monday to Friday from 8 to 6 pm; Saturday from 8 am to 1 pm

Average waiting time for reservations

- Traditional radiology: 3 days
- Mammography: 7 days
- MOC: 2/3 days
- Ultrasound: 14 days
- Specialist: 3 days
- Laboratory exams: immediate

Average waiting time for exams

- Diagnostic Imaging: 20 minutes
- Radiology: 20 minutes
- Laboratory tests: 20 minutes

Waiting times for answers

- Traditional radiology, MOC and Mammography: immediate
- Ultrasound: immediate
- Analysis laboratory tests: 3-4 days

Laboratory opening time: Monday to Friday from 7 am to 12.30 pm, Saturday from 7 am to 11 am (excluding holidays)

Health Director: Dr.ssa Domenica Patrizia Sposato



SIGNALS OF PROBLEMS OR COMPLAINTS

The User can submit a complaint, within 15 days starting when the fact happened, in one of the following ways:

- with a simple paper letter, directed to the direction
- going to the clinic and verbally communicating the fact to the structure's contact person, who draws up a precise report;
- contacting the structure's contact person by phone
- sending an email to the appropriate email address dirsantermini@sanraffaele.it

The complaint, written or verbal, must be clear and must contain all the information necessary to precisely identify the fact. In particular, it must be well specified:

- the fact (what happened);
- its methods of execution (as it happened);
- the moment (when the fact occurred);
- who are the people involved (who has suffered the reported disservice, by whom, who else was present, other). In this regard, all persons working in health facility have the obligation to bring the identification card.



Diagnostic and specialist examinations

Allergology: specialist examination, allergy tests, Rast (powders, foods, plants, drugs, insects, molds), bronchodilation test, simple spirometry.

Angiology: examination, specialized vascular examinations, doppler, ecodoppler, ecocolor doppler.

Cardiology: cardiology examination, electrocardiogram, cardiac holter, pressure holter, stress electrocardiogram, cardiac ultrasound.

General surgery: colorectal cancer screening, hemorrhoidal disease, pathologies hernia, surgical pathology of the digestive system, vascular surgical pathology (varices), surgical pathology of the breast.

Dermatology: specialist examination, epiluminescence in digital videodermatoscopy (map of the nei), DTC, cryotherapy.

Endocrinology: specialist examination, thyroid diseases, metabolic diseases.

Respiratory pathophysiology

Physiatrics

Gastroenterology: specialist examination.

Gynecology and Obstetrics: specialist examination, pap smear, vaginal swab, colposcopy, biopsy examinations, pelvic ultrasound (abdominal and transvaginal probe), ultrasound midwife I, II and III trimester, morphological obstetric ultrasound, ultrasound with fluximetric mapping, follicular monitoring, I.U.D. insertion

Basic laboratory: clinical examinations, hormonal doses, tumor markers, tampons (pharyngeal, urethral - with prostate massage -, ungueal).
Internal Medicine

Neurology: specialist examination, electromyography, EEG, electroneurography.
Occupational Medicine: consultations, examination and diagnostic tests of 1st and 2nd level, assignment to the competent doctor.

Ophthalmology: specialist examinations, fundus oculi, OCT, tonometry, visual field, test of Schirmer, specillation of the lacrimal duct.

Oncology: specialist examination (breast cancer screening).

Orthopedics: specialist examination, infiltrations, medications.

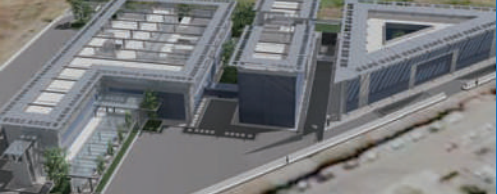
Otolaryngology: specialist examinations, audiometric examinations, impedance tests, otovestibular examinations, acoustic otoemissions, auditory evoked potentials in silent cabin, fibrolaryngoscopy.

Pediatrics

Pneumology: specialist examination, spirometry.

Senology: specialist examination, post-mammography consultations.

Urology: specialist examination, uroflowmetry, complete urodynamic examination, cystoscopy.



San Raffaele S.p.A.
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www.sanraffaele.it

Who are

The San Raffaele S.p.A. plays a leading role in the field of health defense, scientific research and medical assistance.

The centrality of the patient is the motor that moves and regulates every choice.

The mission of San Raffaele is to support the patient, in all his needs, by making available services that include Rehabilitation, Healthcare Residences Assistance, long-term care and Hospice, with particular attention to diagnostic activities and outpatients.

San Raffaele is present in a capillary manner over an extensive area of the national territory (Lazio, Abruzzo, Puglia).

The attention to the comfort of the rooms, accompanied by the efficiency of the staff and the use of latest generation technologies, are the tools through which we pursue a sole target: the health and well-being of the patient.

The San Raffaele S.p.A. occupies in Italy a leading position in the field of rehabilitation, thanks to the quality of investments and research development. The patient can rely on, with security and trust, to the different structures, counting on the availability of 3,000 beds and on the assistance of over 2,500 health professionals.

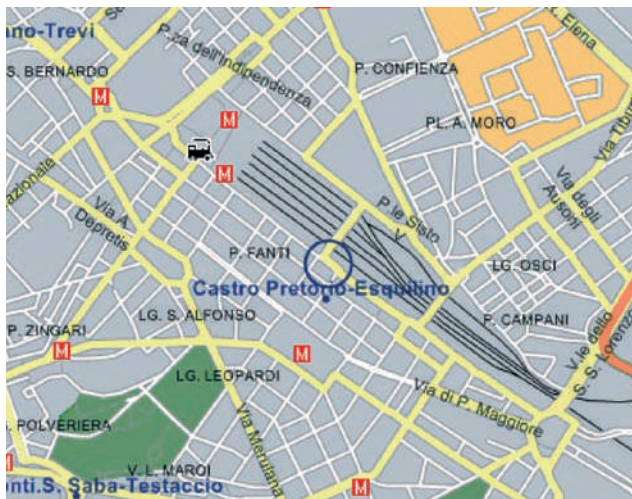
The structures

**IRCCS San Raffaele Pisana • San Raffaele Cassino •
San Raffaele Portuense • San Raffaele Rocca di Papa
San Raffaele Montecompatri • San Raffaele Sulmona
• San Raffaele Viterbo • META MEDICA
• San Raffaele Termini • San Raffaele Tuscolana
• MR 3000 • San Raffaele Sabaudia RSA
• San Raffaele Trevignano RSA • San Raffaele
Flaminia RSA • San Raffaele Borbona RSA**



San Raffaele S.p.A.

Where we are



How to reach us

By car

Park at Esquilino Park located in via Giolitti 267 or in other parks close to Termini Station.

By metro

Get off at Termini Station, follow the indication "to trains", reach the exit "luggage deposit" (after 2 tapis roulants), you will immediately find on your right an elevator (floor 2 San Raffaele Termini).

By bus

From Piazza dei Cinquecento cross the internal corridor of Termini Station, surpassing on the right the COIN store you will find a sign indicating the diagnostic center San Raffaele Termini and then take the elevator (floor 2 San Raffaele Termini).



San Raffaele Termini

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