

## THE SERVICE CHARTER

With Directive of January 27, 1994 the Council of Ministers, bringing in what has already been done in other European countries to redevelop public services and improve user satisfaction, introduced i "fundamental concepts" to regulate relations between service providers authorities and citizens: following this directive all providers of public health services must adopt and ensure standards of quality and quantity of service through the adoption of a Charter of services "[d. Ln° 163eL. July 11, 1995 n° 273], aimed to protect the rights

the citizen, giving it control over the quality of services provided.

The Service Charter is a guide available to users to illustrate:

- services rendered by health care facilities in a clear and transparent;
- the arrangements for access to and use of the performance;
- the measures taken to ensure quality;
- the means made available for the evaluation of services obtained

## THE BASICS

The fundamental principles to which this service Charter is based are those of:

**Equality and Impartiality:** the services and benefits are provided according to the same rules for all, without discrimination of age, sex, language, religion, social status, political views, health condition.

**Respect:** each citizen must be assisted and treated with kindness, courtesy and attention in respect of the person and his dignity.

**Participation** means you have the right to submit complaints, requests, comments, access to information and to offer suggestions for improving the service.

**Effectiveness and efficiency:** the services must be provided through an optimal use of resources, according to the latest quality standards and adopting all appropriate measures to satisfy so possibly timely national user needs, avoiding that comprises to the detriment of the community.

**Continuity:** the provision of benefits must be ensured with continuity and character without interruption.

**Safety:** the healthcare facility is constantly in accordance with the provisions of the law in terms of prevention and safety of premises, equipment and equipment, particularly to all sanitation standards (hygiene environments, disinfection and sterilization of instruments).

**Confidentiality:** in accordance with the obligation of professional secrecy, the ethical code and the Decree Law on privacy 196, the healthcare facility undertakes to ensure absolute compliance behavior of persons and sensitive data. In the case of specific situations where the patient desires greater confidentiality, and can request by phone or at the counter with Dr. Fulvio Tognazzo



## RESERVATIONS AND WAITING LISTS

For all benefits and need to make a reservation, that allows to program the presence of professionals working in medical practice.

Reservations can be made in person or by phone, every day, during opening hours. The patient is immediately communicated the day and hour of the meeting and provides all the information needed for a proper conduct of dental health care.

For some, impossible performance of rapid delivery of care for need for programming, can be created of waiting lists.

At the time of acceptance is required:

- Health card
- Codice Fiscale
- The telephone number

(optional for communications)

## TERMINATION OF APPOINTMENT

The appointment may be cancelled at any time, however in order to optimize the service and in the interest of the patient is placed on a waiting list you should cancel your booking at least 24 hours before. **The studio reserves the right to cancel scheduled appointments without notice to patients who repeatedly don't show up to meetings without notifying.**

## PATIENT SATISFACTION QUESTIONNAIRE

The Santa Giustina Clinic introduced the Patient satisfaction questionnaire (available in the waiting room), through periodic analysis of the information gathered about a few pointers and suggestions proposed by users the structure aims to improve continuously the quality standards of our services.

## CONTACTS

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## OPENING HOURS

Monday: morning-afternoon 15:00 12:30 09:00-19:30

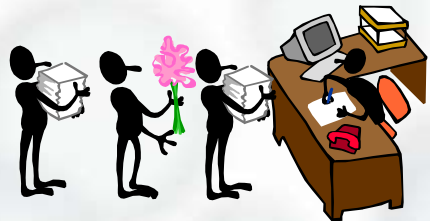
Tuesday: morning-afternoon 14:30 12:30 8:30-17:30

Wednesday: mor.-afternoon 15:00 12:30 09:00-19:30

Thursday: morning-afternoon 14:30 12:30 8:30-17:30

Friday: morning-afternoon 15:00 12:30 09:00-17:30

Saturday: from 09:00 to 13:00 (by appointment)



## Endodontics

The term Endodontics is the branch of dentistry that deals with the treatment of endodonto, which is the space inside of the dental element, which contains the pulp (consisting of cells, as the odontoblasts and stellate cells, blood vessels and nerves).

Endodontic therapy is used if an injury (traumatic, caries) determine an irreversible alteration of the pulp tissue, until necrosis. You can also use this method if the dental element must be involved in prosthetic rehabilitation that, due to the significant reduction of tooth tissue itself, would cause an irreversible deterioration in pulp (pulp necrosis iatrogenic causes).

- IMPLANT SURGERY
- BONE REGENERATIVE SURGERY
- BONE SURGERY, GTR
- GINGIVAL MUCOUS SURGERY
- TEETH WHITENING
- INLAYS
- VENEERS
- FIXED PROSTHODONTICS
- DENTURES
- FIXED ORTHODONTICS
- AESTHETIC ORTHODONTICS
- MOBILE ORTHODONTIC

## Oral Surgery CONVENZIONATA ULSS

Branch of dentistry that deals with extraction of erupted teeth, root residues, teeth included or included in the maxillary bones

Simple tooth extraction or root

Complex extraction of tooth or root

Third molar extraction in inclusion partial bone

Third molar extraction bone total inclusion

## Periodontal Surgery CONVENZIONATA ULSS

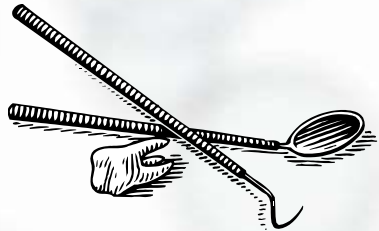
Gingivectomy

(Surgical procedure aimed at removal of the gingival part of Periodontics Pocket)

Gingivoplasty

(Surgical procedure aimed at rimodellamene of gum tissue)

Open Curettage



## **RIGHTS**

- The patient has the right to be assisted and treated with care and attention, in respect of human dignity and of philosophical and religious beliefs
- In particular has the right to be identified with your name and surname Has also the right to be consulted with the pronominal particle "She".
- The patient has the right to obtain from the healthcare facility performance information provided by access modes and its the same competence has the right to immediately identify people who care
- The patient has the right to obtain that data related to their illness and any other circumstance that affects him, remain secret.

## **DUTIES**

- The user when access to a health facility is invited to have a responsible conduct at all times, in law and in understanding other users' rights, with the willingness to cooperate with the medical and nursing staff.
- Access to a health facility expresses by the patient a citizen relationship based on trust and respect for the health workforce, precondition for setting up a correct therapeutic and welfare program.
- It is the duty of every patient promptly informed sanitari on its intention to resign, according to his own will, to health services and care plan so that they can be prevented from wasting time and resources.
- The citizen and kept the respect of the environments of equipment and furnishings that lie within the healthcare facility, believing the same wealth of all and therefore also their own.
- In consideration of being part of a community you should avoid any conduct that might create disturbance or discomfort situations (noise, bright mobile etc.)
- In a health facility smoking is forbidden.
- Compliance with this provision and an act of acceptance of the presence of the other and a healthy style of living in personal Healthcare.

# **CONVENTION REGIME S.S.N.**

Pursuant to the 8/9/2002 2227 DGR as amended, defines the essential levels of specialist outpatient care in dentistry.

It is therefore considered that the assistance should be delivered therapeutic limited to three different categories of users in which dental benefits payable follow different protocols. The three categories are those relating to:

### **Health programs in developmental dental**

- Visit dentistry (first visit)
- Intraoral radiography and ortopantomografia
- Filling of deciduous or permanent element
- Sealings
- Root canal therapy of permanent items
- Deciduous or permanent element avulsion
- Surgical extraction
- Ablation Tartar and root planing
- Gingivitis and parodontiti therapy

### **Infectious analgesic for all emergencies**

- Visit dentistry (first visit)
  - Intraoral radiography and ortopantomografia
  - Filling of deciduous or permanent element
  - Root canal therapy of permanent items
  - Deciduous or permanent element avulsion
  - Surgical extraction
  - Ablation Tartar and root planing
  - Gingivitis and parodontiti therapy
  - Splinting (sharing the expense)
  - Provisional prosthesis (sharing the expense)
  - Relining, and repair of fractured prosthetics (sharing the expense)
- Adding items or hooks on the prosthesis (sharing the expense)

## **METHOD OF PAYMENT OF BENEFITS IN THE**

3

**Dental and prosthetic assistance to certain categories of persons in conditions of particular vulnerability**

people who are in a position of weakness (ISEE situation less than euro 8500.00) or health care (100%

disability, serious diseases, rare diseases) as well as having the right to therapeutic care can benefit from a partnership to spending on the following prosthetic treatment:

- Implant insertion
- PIN insertion filling material
- Application of fixed Prosthodontics (Crown/bridge)
- Application of removable dentures (partial dentures with or without endoskeleton)

**The administrative staff is at your disposal for any clarification.**

In order to establish the category users who access to dental benefits in the Convention are invited to come equipped with:

- health card
- eventual I.S.E.E. certificate
- any certificate of exemption from the participation of health spending by the ULSS.

## **EXEMPTION FROM PARTICIPATION IN HEALTH SPENDING**

Exemption certificate holders ULSS No. 3 c 1 – 3L1 – 3 m 1-048

Exemption certificate holders ULSS No. 7R2-7R3-7R4-emergency analgesic infectious 54304

Exemption certificate holders ULSS No. 3C2 – 3S1 – 3 c 3-3M2-3N1-3T1 – emergency analgesic infectious 3V1

## **SHARING HEALTH SPENDING**

For all those accessing dental care under health regional Convention and are not in possession of

certificates of exemption, the ULSS payment of one or more ticket based on services provided.

From August 6, 2011 according to the current regulations will apply an additional ticket for each demanding equal to euro 5.00 for individuals belonging to a household with income tax of less than euro 29000, 00 and equal to euro 10.00 for individuals belonging to a household with income tax exceeding euro 29000.00

### **TAX HOUSEHOLD**

is that resulting when performance and consists of the dependants (art. 12 DPR n. 917 12/22/86), namely by those families for whom, according to tax policy, are deductions for loads of family:

spouse not legally and actually separated;

-children under the age of 18 years or aged to 26 years if committed for study or training course free, children permanently unable to work as well as cohabitating family, including the children of age indicated by art. 433 of the civil code (children, or in the absence of sons, descendants coming, sons and daughters-in-law, in-laws, brothers and sisters).

These family members are considered paid on the condition that they do not receive an annual income exceeding pre-tax burden 2840.51 deductible.

### **TOTAL INCOME**

is that globally perceived by members of the "household" to burden deductible gross and net of compulsory social security contributions, including the income produced abroad, excluding the income subject to taxation (pension arrears, liquidations, etc.), the total income must be reported to the previous year, developing in it and determine presumptive.

For each category, the Veneto region has established what benefits are available under the Convention.

## **BENEFITS CONVENTION R**

### **Dental Visit**

The patient's acceptance, as simple case (ability to formulate definitive treatment plan in first visit) or

complex cases (need for further investigations to formulate the final treatment plan), illustration of problems and suggestions for the next diagnostic and therapeutic path.

### Checkup

After the first visit assessment specialist, in order to verify the disease being treated or to assess any new clinical pathways.

### Intraoral radiography

Intraoral radiography is an examination for diagnosis of dental elements (one to three). Used to display specifically Anatomy of single element (Crown, root, gum tissue) when you suspect a pathology limited to this element.

It also allows you to highlight the bone tissue and related disorders.

Harnessing the latest technology of digitization of the image using a laser scanner that reads the sheet and displays it on the computer screen it gives the patient the slightest dose of radiation and an optimal final result.

### Ortopantomografia

is an examination for diagnosis of the two dental arches and maxillofacial district.

Need to get an overview of the State of teeth, mandibular and maxillary bone, joints and gingival tissue.

### Hygiene

Motivation and hygiene instructions

Autonomous sitting on the fundamental concepts of the nature and prevention of diseases of the oral cavity (e.g.: proper nutrition, identification of risk habits proper use of means of removal of bacterial plaque suitable to your specific case, use of prophylactic pharmacological means such as fluoride or chlorhexidine).

Tartar ablation (removing supragingival Tartar)

Root planing (Sextant)

Removal of Subgingival calculus

in the course of therapy for tooth decay. It is preceded by the complete removal of the carious region tissue and cavity preparation that must distinguish. The dental filling aims to morphological and functional reconstruction of the tooth; It can be temporary, if the tooth must remain in observation or if you have to take medication, or final, when you close the cavity. Once the dental fillings, it is not necessary to implement Special protective measures, in addition to the normal oral hygiene.

### Children's Dentistry

Simple filling deciduous

Complex filling deciduous

Endodontic emergency

Clinical operations to access the Chamber system and/or a deciduous tooth Canal, aimed at the reduction or resolution of acute symptoms of endodontic origin.

Deciduous monoradicolato endodontic treatment

Access to pulp Chamber and monocanalare system of a deciduous tooth with survey and removal of his content.

Deciduous poliradicolato endodontic treatment

Selective grinding

Modification of the morphology of a deciduous tooth by means of milling.

Simple extraction of tooth or deciduous root

Treatment involves extraction of tooth or deciduous root



### Shutter Speed

Dental cavity filled with different materials to suit your needs (Silver amalgam, resin etc.), which is carried out