ISTITUTO FISIOTERAPICO B&B

CHARTER OF SERVICES

(Rev 6 of 26/06/2026)

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PREFACE

The Service Charter of the B&B Physiotherapy Institute is one of the tools through which the Structure makes its organisational methods, the services provided, the methods of access to services and the commitments made in terms of quality, safety and personal protection transparent to citizens. Its preparation is part of the broader Management System adopted by the Institute and the process of maintaining the requirements for institutional accreditation, in line with the provisions of the **DCA of the Lazio Region no. U00469/2017** and with the principles of continuous improvement of the quality of care. Through the Service Charter, the Institute intends to provide users and their families with clear and easily accessible information regarding the activities carried out, the methods of booking and taking charge, the care pathways, the rights and duties of users, the protection tools and the methods through which it is possible to submit observations, suggestions or complaints. The B&B Physiotherapy Institute places the assisted person at the centre of its activity, pursuing a model of care based on **the professionalism of the operators, the appropriateness of the services, the safety of care, the continuity of care, confidentiality and respect for individual dignity**. Particular attention is paid to listening to the needs of the user, to correct information, to conscious participation in the treatment process and to the creation of a welcoming and accessible environment, with specific consideration for people with disabilities, fragility or special care needs. The quality of services is constantly monitored through specific indicators, the analysis of user satisfaction, the management of reports and complaints, internal audit activities, the Management Review and the definition of periodic improvement actions. In this perspective, the Service Charter is a dynamic document, subject to updating according to the regulatory, organizational and assistance evolution of the Structure. The Institute considers the involvement of users, caregivers and staff a fundamental element for the continuous improvement of services and is committed to ensuring behaviors based on **fairness, impartiality, transparency, respect and attention to the person**. With this Service Charter, the B&B Physiotherapy Institute therefore renews its commitment to offer physiotherapy and rehabilitation services aimed at quality, safety and improvement of the quality of life of the people assisted.

The Sole Director and Legal Representative Egidio Bosizio

ISTITUTO FISIOTERAPICO
B & B snc
Corso della Repubblica, 80 - LATINA
Tel. 0773.695995

DESCRIPTION OF THE CENTER

The Istituto Fisioterapico B&B snc, di Bosizio Egidio-Boselli Maria, carries out its activities in Corso della Repubblica 80, 04100 Latina. VAT number 00312500598

Private Health Facility Accredited A.S.L. with Regional Decree of Lazio n. 2182 of 06/10/1981

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The B&B snc Physiotherapy Institute is specialized in the field of rehabilitation of Customers/Users.

HOW TO REACH US

The Istituto Fisioterapico B&B is located in Corso della Repubblica 80, Latina, in a central position and easily accessible by private transport and public transport. The structure is located in front of the university headquarters of the Faculty of Medicine of Latina, an easily recognizable landmark.

For users coming from outside the city, the **Latina Scalo railway station** is connected to the city centre by local public transport; the lines also run along Corso della Repubblica, making it easier to reach the structure.

The Latina **Bus Station** is also connected to the center and is a convenient point of arrival for those coming from neighboring municipalities or other locations in the province.

THE MISSION AND THE VISION

The **mission** of the B&B Physiotherapy Institute is to offer high quality physiotherapy and rehabilitation services, also under **Accreditation with the Regional Health Service (SSR),** ensuring appropriate, safe treatment paths built on the specific needs of the person.

The Institute's activity is oriented towards the recovery and maintenance of functional capacities, the reduction of limitations in daily activities and, more generally, the improvement of the quality of life of patients. This objective is pursued through careful and personalized care, based on the assessment of needs, the definition of care pathways consistent with clinical indications and the monitoring of the progress of treatment.

The Institute considers essential the **competence and continuous updating of professionals**, the correct integration between the different figures involved in the care pathway and the use of **effective technologies and equipment appropriate to the services provided**. Particular attention is also paid to the safety of care, the correct management of health documentation, the protection of confidentiality and respect for the dignity of the person.

The mission of the Facility is also based on a relationship with the user based on listening, clarity of information and conscious participation in the treatment process. Hospitality, availability and attention to fragile conditions are central elements in the organization of services and in the provision of services.

The **vision** of the B&B Physiotherapy Institute is to consolidate its role over time as a point of reference for physiotherapy and rehabilitation in the area, through a care model capable of combining **clinical quality, technological innovation, safety, accessibility and the centrality of the person**.

The Institute intends to develop an organization increasingly oriented towards continuous improvement, through the monitoring of results, the analysis of user satisfaction, the training of staff, the evaluation of technologies and the adoption of interventions aimed at making care pathways increasingly effective, appropriate and consistent with the evolution of the needs of the population. In this perspective, the Institute aims to maintain a modern and responsible care model, in which innovation, professionalism and humanization of care contribute to guaranteeing reliable, accessible rehabilitation services oriented towards the overall well-being of the person.

SERVICES

The Institute provides **physiotherapy and rehabilitation services** according to the Regional Tariff Nomenclature. Access to single or multiple cycles of therapy takes place **exclusively upon presentation of therapeutic prescriptions** issued by general practitioners or specialists.

For customers without adequate health documentation, it is possible to take advantage of specialist visits on site, by appointment.

List of main therapies provided:

Physiokinesitherapy:

93.11.1	INDIVIDUAL MOTOR RE-EDUCATION
93.11.2	INDIVIDUAL MOTOR RE-EDUCATION IN COMPLEX DISABILITIES WITH THE USE OF INSTRUMENTAL PHYSICAL SUPPORT THERAPIES
93.11.5	GROUP MOTOR RE-EDUCATION
93.11.G	MOTOR RE-EDUCATION USING HIGH-TECH ROBOTIC ASSISTIVE DEVICES
93.11.H	INDIVIDUAL MOTOR RE-EDUCATION WITH THE USE OF INSTRUMENTAL PHYSICAL SUPPORT THERAPIES
93.15	MANIPULATION OF THE SPINE
93.16	MOBILIZATIONS OF OTHER JOINTS
93.39.6	ELECTROTHERAPY OF DENERVATED MUSCLES

List of non-affiliated therapies:

- MAGNETOTHERAPY
- TECAR
- TENS - (DIADYNAMIC CURRENTS)
- ULTRASOUND
- ELECTROSTIMULATION
- IONOPHORESIS
- EVM (VIBRATION)
- CORRECTIVE AND RE-EDUCATIONAL GYMNASTICS
- DIATHERMY
- HIGH POWER LASER

- SHOCK WAVES
- MASSAGE THERAPY
- INFILTRATIONS
- ACUPUNCTURE
- ORTHOPEDIC EXAMINATION

THE ORGANIZATION

Sole director and legal representative: Egidio Bosizio.

Technical-medical director: Dr. Claudia Bosizio (Surgeon, specialist in orthopedics and traumatology, 2nd level master's degree in "Neurorehabilitation").

RGQ (Quality Management System Manager), Purchasing and Human Resources Manager: Dr. Claudia Bosizio

DPO (Data Protection Officer): Barbara Gardin

Administration Manager: Omar Bosizio

Administration and Reception Staff:

- Tiziana Luxury

Physiotherapists:

- Lorella Ciotti

- Barbara Gardin

Other health personnel (specialist doctors and physiotherapists), based on their professional profile, are responsible for the implementation of the rehabilitation program

BOOKING METHODS

The Institute is open to the public from Monday to Friday from 8:30 to 12:00 and from 14:00 to 17:00. Saturday closed.

Customers can perform physiokinesitherapy with a prescription filled in by the General Practitioner, possibly on the recommendation of the Specialist in Physiatry and/or equivalent disciplines.

Customers must be in possession of a health card, identity card and tax code.

Services can be booked directly at the Headquarters (in the secretariat) and via the website, after filling in the pre-acceptance questionnaire.

It is possible to book by phone, at the Institute's number 0773-695995.

The Institute provides information on the rates of physiotherapy services, any tickets, also through a tariff made available to the customer.

FUNDAMENTAL PRINCIPLES TO PROTECT THE USER

The activity of the Istituto Fisioterapico B&B snc is carried out in compliance with the fundamental principles established by the Directive of the President of the Council of Ministers of 27 January 1994 – Principles on the provision of public services by the Prime Ministerial Decree of 19 May 1995:

- **Impartiality**: operators will follow criteria of objectivity, justice and impartiality.
- **Continuity**: the Institute ensures the regularity and continuity of care.
- **Equality**: Everyone has the right to medical care and treatment without discrimination on the basis of race, language, religion, political opinions and socioeconomic conditions.
- **Freedom of choice and participation:** the user has the right to receive clear and complete information on his or her care path and to participate consciously in decisions relating to treatment, in compliance with clinical appropriateness and the indications of the healthcare professional.
- **Participation**: the Institute guarantees participation by means of adequate and complete information; it is also possible to express an evaluation of the quality of the services provided, with any suggestions or complaints for the improvement of the service.
- **Efficiency and effectiveness**: the service is provided in such a way as to comply with and guarantee an optimal relationship between the activities carried out, the resources used and the results obtained.

RIGHTS AND OBLIGATIONS OF THE USER

The B&B Physiotherapy Institute recognizes and protects the rights of the assisted person, ensuring that each user can access the services in conditions of respect, safety, transparency and participation. The user has the right to receive **clear, complete and understandable information** on their care path, the services offered and the methods of providing care, as well as to consciously express their consent to the treatments provided. During all phases of taking charge **, respect for the dignity of the person, the protection of confidentiality and privacy** and the possibility of knowing the identity and role of the professionals involved in the care are guaranteed. The user also has the right to access the health documentation concerning him in the manner provided by the Facility, to receive the services in compliance with the times and organizational methods communicated and to submit **observations, suggestions or complaints**, which will be taken care of and evaluated according to company procedures. In addition to rights, the user is called upon to collaborate with the Facility so that the care path can take place effectively and safely. In particular, he is required to provide correct and complete information relating to his or her state of health, to respect the agreed appointments or to promptly communicate any inability to attend, to maintain respectful behavior towards operators and other users and to take care of the environments, equipment and spaces made available by the Institute. Mutual respect, correct information and collaboration between user and professionals are essential elements to ensure the quality and safety of the care pathway.

PRIVACY AND PROTECTION OF CONFIDENTIALITY

The B&B Physiotherapy Institute guarantees the protection of users' personal and health data in compliance with current legislation on the protection of personal data. The information acquired during the care process is processed exclusively for the purposes related to the provision of services and the management of services, adopting appropriate organizational and technical measures aimed at ensuring its **confidentiality, integrity and protection from unauthorized access, loss, alteration or undue** dissemination. Particular attention is paid to the protection of confidentiality during all phases of reception, taking charge and provision of services, ensuring respect for the dignity of the person and limiting access to health information only to authorized subjects. The user can also contact the Facility to receive information on how their data is processed and on the exercise of the rights provided for by current legislation.

ACCESS TO HEALTH RECORDS

The user has the right to obtain a copy of the health documentation concerning him/her, in compliance with the organizational methods defined by the Institute and the provisions in force on the protection of personal data. The request can be submitted at the reception of the Structure or through the contact details made available by the Institute. The delivery of the documentation takes place after correct identification of the applicant or any entitled party, in compliance with the confidentiality and security

of the information. The Institute ensures the correct storage, availability and traceability of health documentation and provides for the issuance of the same within the terms provided for by the applicable legislation.

MANAGEMENT OF WAITING LISTS

The Institute manages bookings and waiting lists according to defined, transparent and consistent organisational methods with the type of services provided. Inclusion on the waiting list takes into account clinical indications, any applicable priorities and the organisational availability of the Facility, ensuring uniform criteria in the management of requests. At the time of booking, the user receives information regarding the date scheduled for access to the service and the procedures for any changes or cancellations of the appointment.

The Structure also provides for the periodic monitoring of waiting lists, in order to verify the time of access to services and identify any critical issues or needs for organizational improvement.

HUMANIZATION, ACCESSIBILITY AND PEOPLE WITH FRAGILITY

The B&B Physiotherapy Institute pays particular attention to the person in all phases of the care pathway, promoting reception and assistance methods based on respect, listening, confidentiality and protection of the dignity of the user. The environments and the organization of the services are oriented towards promoting conditions of comfort, accessibility and ease of use of services, with particular regard to the needs of people with disabilities, fragility or specific assistance needs. In order to further facilitate access to the Structure, the Institute also has a garage from which it is possible to directly reach the lift connected to the premises of the Center. This solution allows easier and more protected access, being particularly useful for people with mobility difficulties, reduced mobility or other fragile conditions, as well as for users who need more assistance in moving. The Facility is also committed to maintaining a relationship based on courtesy, availability and correct information, encouraging the user's participation in their treatment path and paying attention to any individual needs that may arise during assistance.

SAFETY AND QUALITY OF CARE

The Institute promotes the safety and quality of services through the application of organizational and care procedures, the use of guidelines and good practices, the correct management of informed consent and the monitoring of the main risks associated with health activities. Particular attention is paid to the maintenance and control of equipment and electromedical equipment, to the training and updating of personnel, to the correct management of health documentation and to the reporting of any adverse events, near misses or potentially risky situations. Any critical issues detected are analyzed

in order to identify the causes, adopt the appropriate corrective and preventive actions and contribute to the continuous improvement of the safety of care and the quality of the services provided.

COMPLAINTS, REPORTS AND SUGGESTIONS

The B&B Physiotherapy Institute guarantees the protection of the user also through the possibility of submitting **complaints, reports and suggestions** relating to the services provided, the organisational methods or any inefficiencies encountered.

Reports can be submitted directly to the reception of the Structure, orally or in writing, or through the telephone and e-mail numbers made available by the Institute. At the reception there are also special forms for the submission of complaints, observations and suggestions, as well as satisfaction questionnaires through which users can express their assessment of the quality of the services received. Each complaint or report is recorded, examined and evaluated by the responsible personnel, with the involvement, where necessary, of the company functions concerned. The goal is to promptly identify the causes of the reported criticality and take the appropriate corrective or improvement actions.

The handling of complaints and reports includes in particular the following steps:

1. receipt and registration of the report;
2. analysis of the problem highlighted;
3. identification of possible causes and necessary actions;
4. implementation of any corrective or improvement actions;
5. feedback to the user, when required;
6. periodic monitoring of reports received and data analysis for the purpose of continuous improvement.

The reports, complaints and suggestions collected are therefore used not only for the management of the individual episode, but also as a tool for assessing the perceived quality and identifying any opportunities for improvement of the services offered.

Phone: 0773-695995 – e-mail: info@istitutofisioterapicobb.com

QUALITY STANDARDS

The B&B Physiotherapy Institute orients its activities towards maintaining high quality standards, paying particular attention to the safety of care, the appropriateness of the services, the professionalism of the operators, the organizational efficiency and the satisfaction of users. The quality of services is pursued through a structured management of the main business processes,

distinguishing care activities from support processes and ensuring adequate planning, control and monitoring methods for each of them. The Management System is periodically reviewed and updated in accordance with the requirements of UNI EN ISO 9001:2015 and DCA 469/2017 of the Lazio Region.

Particular attention is paid to the **quality of assistance**, through the correct planning of activities, the clear definition of responsibilities, the protection of information, the management of any non-conformities and the monitoring of the services provided. Any inefficiencies, complaints or reports are analyzed in order to promptly identify critical issues and adopt the appropriate corrective or improvement actions.

The Institute also ensures the maintenance of the **suitability of the environments, equipment and electro-medical equipment**, through scheduled maintenance, verification and control activities. The correct management of the equipment is an essential element to ensure continuity, reliability and safety in the delivery of services.

A further fundamental element is represented by the **competence and updating of the staff**. The Structure promotes the continuous training of operators, compliance with applicable CME obligations, specific training on care processes, safety, quality and privacy, as well as the adequate integration and tutoring of newly hired staff.

Quality is also evaluated through the relationship with users and the monitoring of their satisfaction. The Institute promotes communication, listening and participation of patients and caregivers, periodically collecting satisfaction questionnaires, complaints and suggestions. The objectives identified by the System include maintaining a level of user satisfaction above 80%, using the results of the surveys to guide any improvement interventions.

The Facility also pays particular attention to the **safety of care activities**, promoting the application of protocols and guidelines based on scientific evidence, clinical risk management and monitoring of any adverse events. At the same time, the humanization of care is pursued, through the commitment to maintain welcoming environments and organizational methods that respect the needs, dignity and privacy of the person.

The achievement and maintenance of quality standards are verified through **internal audits, analysis of indicators, evaluation of results, Management Review and definition of specific improvement actions**. In this way, the Institute ensures continuous monitoring of its performance and directs its Management System towards the constant improvement of the quality, safety and effectiveness of the services offered.

ISTITUTO FISIOTERAPICO B&B

The B&B Physiotherapy Institute renews its commitment to placing the person at the center of every treatment pathway, promoting quality, safety, professionalism and attention to the needs of the user every day."

