

# Service Charter

REV. 0 del 05.04.24

Dear Madam, Dear Sir,

Thank you for your interest in our Vescine Terme Wellness Restaurant. Below you will find the **Service Charter** of Vescine Terme Wellness restaurant.

The Service Charter contains general information about the **thermal services** offered, and in particular about the therapeutic treatments covered by the **Italian National Health Service** (S.S.N.), as well as the principles and commitments upheld by Vescine Terme Wellness Restaurant in the delivery of its services, with the aim of ensuring high standards of quality and excellence.

The Service Charter is drafted in accordance with the Directive of the President of the Council of Ministers dated January 27, 1994, and the Decree of May 19, 1995.

The terms and conditions of service provision for users are based on the principles outlined in the Charter and comply with all relevant national and European legislation.

Specific questionnaires are also available at the Thermal Complex offices to report any issues and to submit complaints or suggestions about our facilities and services.

User feedback plays a vital role in helping Vescine Terme provide increasingly high-quality services.

We would also be grateful if you could inform us of any errors or omissions in this document or on our website: [www.termevescine.com](http://www.termevescine.com).

# Introduction

The **Directive of the Council of Ministers dated January 27, 1994**, published in the Official Gazette on February 22, 1994 (No. 43), outlines the principles to which the provision of public services must progressively conform, with the goal of improving citizen-user satisfaction.

The relationships between public service providers and citizens must be governed by the "Fundamental Principles" of **Equality - Impartiality and Respect - Freedom of Choice - Effectiveness and Efficiency – Continuity - Participation**

As a result of this directive, all public service providers, including those delivering healthcare services under accreditation with the National Health Service, are required to **adopt and guarantee service quality through the implementation of a Service Charter**. This document must specify the services offered and the methods by which service quality is ensured.

The Service Charter is therefore a valuable tool for citizen-users, **enabling them to verify whether the service they receive meets the stated standards**.

Our facility has developed its own comprehensive Service Charter and is committed to ensuring its dissemination and proper implementation, making it a participatory tool for all users. The aim is to provide customers with a means to monitor the commitments made, and to empower them to demand compliance.

This document is designed to help **guarantee the quality of the services and care provided**, and to encourage active user participation for the continuous improvement of the services offered.

Feedback and suggestions can be submitted using dedicated forms available at the facility. These contribute to helping us better meet your needs.

The Service Charter is also intended to make our organization more transparent and understandable, helping clients become more aware of their tools to protect both their health and their rights within the complex framework of the Italian healthcare system.

**The Service Charter is drafted in compliance with DPCM May 19, 1995.**

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# 1. Presentation of the Structure

**Vescine Terme Wellness Restaurant** was established as an Srl company in 1998.

It includes:

- A thermal center affiliated with Italy's National Health Service (S.S.N.)
- A hotel facility

The thermal complex features:

- 2 outdoor thermal pools
- Hydrotherapy services
- Inhalation therapy units (adult and pediatric)
- Thermal bath department
- Thermal mud treatment department
- Department for rhinogenic hearing loss treatments

The hotel services include:

- 2 outdoor thermal pools
- Changing rooms for pool access
- Outdoor bar
- 49 rooms
- 3 restaurant halls
- Indoor bar
- TV lounge
- Breakfast room
- On-site car park
- Free Wi-Fi

## 2. The Waters of Terme Vescine

### 2.1 Origins and Historical Significance

The **Suio Terme** springs trace back to **Roman times** and were known as *Aquae Vescinae*. Historical figures such as the philosopher Plotinus benefited from these springs. He urged Emperor Gallienus to establish the city of Vescia nearby. After a long period of abandonment, the area was revived in the mid-20th century for therapeutic use. Roman remains such as Nero's bath and mosaics bear witness to its ancient popularity.

### 2.2 Water Characteristics and Health Benefits

The waters are **sulfurous, alkaline, bicarbonate, and iron-rich**, emerging at **53°C**. They're effective for treating: **Skin conditions - Respiratory diseases - Musculoskeletal issues - Gynecological disorders**

## 3. Mission and Fundamental Principles

Regarding its mission, the **Vescine Terme Wellness Restaurant**:

1. Believes in the **centrality of the individual** and therefore promotes a culture of respect and listening and invests in understanding, interpreting, and interpreting their needs for health and well-being;
2. Contributes to the **creation of equitable** conditions in access to and use of services;
3. Leverages the ethical component of its daily actions, inspired by principles of **transparency, visibility** of corporate actions, and effective and efficient management of resources;
4. Promotes the construction of a network of alliances with social, public, and private stakeholders, because synergies can lead to unified solutions;
5. Encourages a focus on **specialization** as an undisputed and irreplaceable factor in the quality of the services provided.

6. Promotes **continuous improvement** aimed at excellence in clinical and healthcare pathways including by building professional, organizational, and accessibility guarantees that instill reliability and a sense of security;
7. Promotes **technological innovation and scientific progress**;
8. Invests in the **development, motivation, and appreciation of employees** who demonstrate character, commitment, dedication, team spirit, and a sense of belonging, rewarding them with professional growth and other recognition based on results and performance;
9. Aims to ensure that our guidelines and results are **recognizable** by those who access our facilities as well as by third parties.

**Vescine Terme Wellness Restaurant** bases its business on the following principles:

### **3.1 Equality, impartiality, and continuity.**

**Vescine Terme Wellness Restaurant** is committed to ensuring equal treatment for all users, without any distinction based on nationality, gender, race, language, religion, political opinion, or social class, and to ensuring ethical conduct by all staff working at the facility. This is intended to guarantee **equality in access to and quality of services**. Services are provided Monday through Saturday, in order to ensure continuity of service.

### **3.2 Right of choice**

The user has the right to choose between the service providers. The right of choice applies in particular to the different services provided.

### **3.3 Courtesy and Transparency**

**Transparency and quality assurance** in the delivery of services, in the willingness to compare with other healthcare facilities, both similar and otherwise, in the clear explanation of objectives, their implementation, and in the publicization of the results obtained in terms of evaluating effectiveness and efficiency. In short, in the construction of a quality system. Each guest is asked to submit their observations or suggestions. For this purpose, a suggestion box with pre-printed cards is located in the lobby. The

spa is committed to taking suggestions into account and responding if requested.

### 3.4 Efficiency and Effectiveness

The services offered must be delivered in a manner that ensures efficiency and effectiveness. To this end, **Vescine Terme Wellness Restaurant** is guided by a Quality System, and its implementation has guaranteed and guarantees:

- identification of service quality improvement **objectives through the Quality Policy** and related annual objectives;
- **measurement of the performance** of the services provided through specific indicators, quantified periodically and reported in the Service Charter, updated annually;
- definition of the characteristic and qualifying requirements of the spa treatment service and the requirements related to the various spa treatment techniques

### 3.5 Confidentiality

The facility's staff is committed to guaranteeing and ensuring the **absolute confidentiality of incoming and outgoing data processing**, in order to reaffirm full compliance with the recognized principles of the **Right to Health and Privacy (EU Regulation 679/2016)**.

In particular:

- Personal data will be processed only by authorized personnel and for the purposes necessary to perform the service;
- Publication of the information notice drawn up in accordance with the provisions of European Regulation 679/2016 by posting it in waiting rooms;
- Coupon for the user's consent to the collection, processing, storage, and communication of personal and sensitive data;
- Security measures to protect personal and sensitive data from third parties.

### 3.6 Participation

The Organization ensures citizen participation through information and communication, ensures the right of access to documents, and receives comments and complaints.

### 3.7 Respect for the Environment

**Vescine Terme Wellness Restaurant** operates with the belief that responsible environmental policies are a strategic investment for the future. Production processes are organized to have the **lowest possible environmental impact**.

## 4. Means of Implementing the Fundamental Principles

### 4.1 Privacy

EU **Regulation 679/2016** provides for the protection of natural persons with regard to the processing of personal data, as well as the free circulation and implementation of minimum security measures for their protection during each phase of processing. According to the aforementioned decree, such processing will be based on the principles of fairness, lawfulness, and transparency, and the protection of customer privacy and rights. In compliance with **Article 13** of the aforementioned decree, Management has provided that the information notice detailing the purposes and methods of personal data processing is displayed on the premises of the facility. **Such data is stored in adequately protected electronic databases**, just as all paper documents are stored in hermetically sealed cabinets.

### 4.2 Simplification of Procedures

**Vescine Terme Wellness Restaurant** limits the procedures and formalities required for users to access the Services. The methods for booking the Services are made understandable and easily accessible.

### 4.3 User Information

**Vescine Terme Wellness Restaurant** provides users with complete, clear, and up-to-date information regarding the Services and their delivery methods. Information about the Facility and the services offered can be obtained in various ways. Vescine Terme Wellness Restaurant has its own website: <https://www.termevescine.com/>, and is also present in various search engines. Users who have learned about our facility can request further information before booking, either by phone or email.

The receptionist will respond to requests with courtesy and helpfulness, seeking to provide all the clarifications the guest needs and assessing their expectations to, where possible, reassure them that they will be met.

### 4.4 Relationship with Users

In its relationships with users, **Vescine Terme Wellness Restaurant** is committed to the utmost courtesy and requires the same commitment from its employees and collaborators. Vescine Terme Wellness Restaurant employees are required to provide their personal details both in personal communications with users and in telephone communications. Vescine Terme Wellness Restaurant and its employees are committed to facilitating users' use of the Services. All useful information is available at the reception desk.

### 4.5 Evaluation of Quality and User Satisfaction

To assess the achievement of quality and the objectives pursued, Vescine Terme Wellness Restaurant conducts specific audits. Based on the results, Vescine Terme Wellness Restaurant confirms or redefines the quality objectives with the aim of improving the Services. Vescine Terme Wellness Restaurant monitors **user satisfaction with the Services provided** and assesses any changes in user expectations regarding the Services by analyzing:

- **information collected** from user contacts;
- the **contents of received complaints and the specific questionnaires** that users can return once completed;
- **appropriately promoted opinion polls**

#### 4.6 Complaints Management

The Company undertakes to promptly examine **verbal and written suggestions or complaints from users**. Regarding written complaints, the Company, after having obtained and requested relevant information from the individual internal departments, will provide the interested party, in writing, with formal responses within 30 days, communicating any actions and measures taken, if the complaint is deemed relevant by management.

Such complaints may be sent to the company:

- by **direct delivery** to management;
- by **mail**, addressed to the Management of the **Vescine Terme Wellness Restaurant, via delle Terme, 417-04021 Castelforte (LT)**;
- by **email** to **terme@termevescine.com**.

Based on previous activities, the Vescine Terme Wellness Restaurant:

- periodically reviews the quality of its services and evaluates the level of customer satisfaction;
- defines a plan to improve the quality of services by modifying company processes and, where possible, improving current standards.

#### 4.7 Rights of the Patient

The patient has the right, for the entire duration of the treatment cycle:

- To be **cared for with care and professionalism** and treated with respect and courtesy;
- To obtain, from the entire spa staff, all the information necessary for both the treatment and the management of leisure time in the park during the patient's stay at the spa;
- To obtain, from the **facility's healthcare personnel, complete and comprehensible information regarding the diagnosis of the illness**, the proposed treatment, and the prognosis;
- To obtain **comprehensive guarantees regarding the confidentiality of the data contained in the medical record**, except where required by law;
- To **express opinions on the quality of services** and submit suggestions and complaints using appropriate tools made available by the company

## 4.8 Duties of the Patient

1. When accessing care, the patient is encouraged to **behave responsibly** at all times, respecting and **understanding the rights of other patients**, and willingly **collaborating with the medical, nursing, and technical staff, and with management**.
2. Access to the facility expresses a relationship of trust and respect for the staff, an essential prerequisite for developing an appropriate therapeutic and care program.
3. It is the patient's duty to **promptly inform** the facility of their **intention to voluntarily withdraw** from scheduled services, so that waste of time and resources can be avoided.
4. Users are required to **respect the facilities, equipment, and furnishings of the spa facility**.
5. **Smoking is prohibited** at the spa complex, in accordance with current regulations. Compliance with this provision is an act of acceptance of the presence of others and a healthy personal lifestyle in the facility.
6. **The organization and scheduled hours must be respected**.
7. Staff, within their scope of responsibility, are **asked to enforce the rules set forth** for the proper functioning of the facility and the well-being of users.

## 5. Services Offered

### 5.1 Treatments and Therapeutic Techniques

**Vescine Terme Wellness Restaurant** uses **sulphurous, bicarbonate, alkaline, and ferrous waters** for its thermal therapies, which are indicated for numerous pathological conditions. They are recommended for all respiratory and ENT **pathologies, dermatological, vascular, osteoarticular, and gynecological conditions**. They are used through a wide range of methods characterized by specific indications. The main methods used are:

## INHALATIONS

This involves inhaling **sulfurous water carried by steam through the upper airways using a special, individualized device.**

Inhalations are indicated for lower respiratory tract conditions, especially when a humidifying effect is required.

## AEROSOL

These applications are performed with individual devices that produce **a homogeneous mixture of small-particle aerosols (1-2microns in diameter)**, regulated and heatable, capable of reaching the most difficult-to-reach areas of the upper airways and even the fines branches of the bronchial tree.

## NASAL SHOWERS OR IRRIGATIONS

This is a low-**pressure irrigation of the both nostrils using a nasal olive** to effectively **wash the mucous** membranes. Nasal irrigation is performed with a fixedwall-mounted device that provides a constant flow of sulfurous water. Through a rubber connection, the water reaches the nasal cavities via a nasal olive of appropriate size, effectively cleansing the mucous membranes. **The distinctive feature of this therapy is the technique used:** the patient's head must be tilted and rotated with the lower ear higher than the nose.

The olive is placed on the upper nostril so that the flow of low-pressure sulfurous water flows through the other nostril, while the patient breathes normally with their mouth open. The procedure should be repeated at short intervals for each nasal cavity. **They are excellent for sinusitis and chronic rhinitis.**

## ENDOTYMPANIC INSUFFALTION AND POLITZER

A thin catheter reaches the pharyngeal tubal ostium through the nasal passages, **hydrogen sulfide** (a characteristic of sulfurous waters) is **insufflated into the tube.** A variant of endotympanic insufflation is the method called Politzer crenotherapy, in which the catheter is replaced by a nasal olive placed in the patient's nostril. This method is primarily used in

children and patients with specific nasal cavity problems.

## BATH AND HYDROMASSAGE

A bath is an **external crenotherapy** method that involves **immersion in a tub** containing thermal water at a temperature ranging between **32°C** and **38°C**. The immersion typically involves the entire body for about **15-20 minutes**.

Hydromassages are a therapeutic practice used, although not exclusively, for the treatment of chronic phlebopathies and are performed by immersing the body in a water jet activated at certain pressures.

## MUD

**Mud heated** to temperatures **around 50°C** is particularly useful in the treatment of localized forms of arthritis. It involves applying a layer of mud for a certain period of time over the entire body, or part of it. The mud is made by mixing clay with a liquid component, represented by **thermal water**, through a process of transmineralization of its salts in the mud. This results in the maturation of the thermal mud, during which chemical, physical, and bacteriological processes characteristic of each type of mud take place.

According to Italian law, the minimum maturation time for the mud is 6 months.

## MASSOTHERAPY

Massage therapy is the **therapeutic massage** of muscles and connective tissues, performed with the hands and aimed primarily at **preventing musculoskeletal diseases or conditions**. The main conditions for which massage therapy is used are: **muscle pain, tight muscles, contractures and tendon hardening, water retention, mental stress, and cellulite**.

## 5.2 Covered Therapies

The conditions **covered by the National Health Service (NHS)** and treated at the Vescine Terme Wellness Restaurant are the following (**pursuant to Ministerial Decree: Health 17.12.2007**):

- **Rheumatic diseases:** Osteoarthritis and other degenerative conditions, extra-articular rheumatism.
- **Respiratory tract diseases:** Chronic bronchial rhinosinusitis syndromes, chronic bronchitis simple or accompanied by an obstructive component.
- **Dermatological diseases:** Psoriasis (excluding the pustular form, erythroderma), eczema, and atopic dermatitis.
- **ENT diseases:** Vasomotor rhinopathy, chronic pharyngolaryngitis, chronic sinusitis, tubal stenosis, chronic catarrhal otitis, chronic purulent non-cholestermatous otitis.

Based on the pathologies described, the following therapies are recommended under agreement with the National Health Service:

Rheumatic diseases	Mud baths
Respiratory tract diseases	Inhalation therapy
Malattie dermatologiche	Dermatological diseases
ENT diseases	Inhalation therapy (inhalations, aerosols) Nasal showers or irrigations Politzer endotympanic insufflations
Vascular diseases	Bathe

## 5.3 How to benefit from spa treatments covered by the National Health Service (NHS).

You must have a medical prescription (ASL prescription pad only) from a specialist or general practitioner, issued during the current year (e.g., from January 1, 2024 to December 31, 2024).

**NB: It is advisable to perform an electrocardiogram before undergoing mud therapy.**

✓ The doctor or specialist must specify the diagnosis and related spa treatment within the exact timeframe established by the Ministry of Health, and the completed prescription must be complete and legible in its entirety. Otherwise, the spa, having to comply with the new ASL regulations, cannot accept it.

✓ The treatment period required by the Local Health Authority (ASL) is 12 consecutive days. Any interruptions, due to health reasons, must be supported by a medical certificate, in order to complete the entire treatment cycle no later than 30 days after the interruption.

#### **5.4 Contraindications to spa treatments**

Contraindications to spa treatments are:

- **acute and subacute phases of the disease in general;**
- **very young or advanced age;**
- **pregnancy;**
- **marked arterial hypertension,**
- **severe nervous weakness,**
- **epilepsy,**
- **cerebral atherosclerosis,**
- **large and ulcerated varicose veins,**
- **hemophilia,**
- **kidney disease,**
- **very moist, irritated, or bullous skin conditions,**
- **pulmonary and nasopharyngeal tuberculosis,**
- **erethism,**
- **severe wasting and cachexia,**
- **cardiovascular disorders.**

### 5.5 Ancillary therapies and complementary treatments

It may be useful to combine the following ancillary therapies and/or complementary treatments included in the treatment price list with the agreed-upon spa treatments. These treatments will be recommended by the attending physician based on the patient's needs:

- **Massage therapy;**
- **Aesthetic treatments**

### 5.6 Specialist Visits

Specialist consultations are actual clinical visits that the specialists working in our facility offer to patients.

Specialist consultations are conducted by certified professionals with proven experience under the supervision of the center's medical director.

The specialist doctors present at the facility are:

- **Dermatologist;**
- **ENT;**
- **Orthopedist;**
- **Cardiologist;**
- **Audiometric Technician.**

### 5.7 Medical Admission Examination

A medical examination is mandatory for access to any type of treatment (included or otherwise) and is performed by the facility's Medical Director, who:

- ✓ measures blood pressure;
- ✓ checks weight;
- ✓ verifies that the patient meets the general physical fitness requirements for the treatment;
- ✓ ensures that the patient signs the "Informed Consent Form."

## 6. Service Usage Modalities

### 6.1 Opening Hours Table:

Service	Days	May Hours	Jun–Nov Hours
Reception / Admissions	Mon–Sat	07:00–12:45	07:00–12:45, 15:00–18:15
Inhalation therapies	Mon–Sat	07:00–12:45	07:00–12:45, 15:00–18:15
Endotympanic insufflations	Mon–Sat	07:00–12:45	07:00–12:45
Politzer	Mon–Sat	07:00–12:45	07:00–12:45
Mud Therapy	Mon–Sat	07:00–12:45	07:00–12:45
Hydrotherapy	Mon–Sat	07:00–12:45	07:00–12:45
Therapeutic Massage	Mon–Sat	07:00–12:45	07:00–12:45, 15:00–18:15
ENT Specialist	Friday	08:00–12:00	08:00–12:00
Dermatologist	Saturday	08:00–12:00	08:00–12:00
Orthopedist	Thursday	08:00–12:00	08:00–12:00
Cardiologist	Tuesday	08:00–12:00	08:00–12:00
Audiometric Technician	Wednesda y	08:00–12:00	08:00–12:00

### 6.2 Reservations

To access services, patients can **book treatments** (where necessary) either directly **with the receptionist**, by **phone**, or by **email at [terme@termevescine.com](mailto:terme@termevescine.com)**. Treatments requiring reservations are **mud-balneotherapy, massage therapy, and aesthetic treatments**.

The receptionist undertakes to check emails, possibly several times during the working day.

The Vescine Terme Wellness Restaurant provides a **personal aerosol therapy kit**, supplied in a personal envelope consisting of:

- **12 bibs;**
- **Nasal bifurcation;**
- **Cap.**

Guests undergoing mud-balneotherapy and massage therapy must bring the following:

- **Non-slip slippers,**
- **Swimsuit,**
- **Bath towel/bathrobe**

### **6.3 Information and Reservations**

You can receive information about the Services and make reservations in one of the following ways:

1. by visiting the website **[www.termevescine.com](http://www.termevescine.com)**;
2. by calling us at:  
**+39.0771.670007**  
**+39.0771.670008**  
**+39.0771.670121**
3. by sending us regular mail to: **Via delle Terme, 417–04021 Suio Terme (LT)**
4. by sending us an email to **[terme@termevescine.com](mailto:terme@termevescine.com)**

### **6.4 Check-in**

The Check-in office is located on the ground floor of the Vescine Terme Wellness Restaurant.

The Check-in office performs the following activities:

- **booking spa treatments;**
- **booking specialist visits;**
- **receiving and registering spa treatment guests;**
- **monitoring of on-site activities**, ensuring they comply with civil laws and mutual respect;
- **taking charge of resolving any problems** that arise during activities carried out within the facility;

- **actively collaborating with the Medical Director** in the interests and protection of clients/patients and all staff present in the facility.

- **Collection of medical records**

The receptionist checks that the prescription is filled out in its entirety and verifies, paying particular attention to the pathology and the type of treatment prescribed, any exemptions.

Furthermore, the following are present:

- the **prescribing physician's stamp** with his or her **regional code number**;
- ensure that, during the current year, the patient has not received any other treatment cycles covered by the National Health Service (NHS); in fact, with the exception of **some patients who benefit from specific exemptions, each citizen is entitled to only one treatment cycle per year.**

If the patient benefits from other types of exemptions (for example, income-related exemptions) not listed on the prescription, he or she is invited to inform the admissions clerk, who will apply the relevant provisions.

## 6.5 Payment for Services

Non-exempt citizens are required to **pay the co-payment** according to current legislation. The administrative staff is available for any clarification and is authorized to collect the fee and issue the corresponding invoice. Payments can be made via:

- **cash;**
- **debit card;**
- **credit card;**
- **check.**

## 6.6 Waiting Lists

Since **the service is provided in a short timeframe**, there is no waiting list. **Patients can also be admitted without an appointment.** In this case, the reception staff will schedule them based on availability, taking into account a maximum number of appointments per day, in order to avoid potential overcrowding and thus inconvenience to customers.

## 6.7 Access to Treatments

To receive spa treatments through the **National Health Service (NHS)**, you must contact your GP, who will issue a prescription on a **special NHS form**. **The prescription is valid for the entire current year. The NHS allows only one cycle of spa treatments each year.** If you undergo the spa treatment at your own expense, a prescription is not required, although it is recommended to consult your GP beforehand. In any case, **before starting treatment, a medical examination by the spa doctor is mandatory**, who will determine the treatment modalities.

**The admission examination for patients without a National Health Service prescription may, at the discretion of the Health Directorate, be provided free of charge.**

## 6.8 Reception

The **Vescine Terme Wellness Restaurant** has a waiting room reserved for patients with seating to ensure comfortable waiting times. The waiting room displays the necessary information to ensure patients' right to information. The facility constantly **monitors patient satisfaction** with the perceived quality of the services provided. The information collected through an **anonymous questionnaire**, administered for the purpose of the survey, is statistically processed and brought to the attention of management annually. The secretarial staff is required to take into account reports of vulnerable users. In particular, **pregnant women, disabled persons, and those exempt from any particular disadvantage must be given relative priority to access the service.**

Any patient may contact the designated staff during the designated hours to submit requests for information, complaints, or suggestions regarding the services provided. The staff is trained to perform welcoming and information functions, and to promote patient protection and participation in their journey through the facility.

Their specific duties are:

- **welcoming, informing, and explaining the facility's activities** and operations;
- **facilitating access to services**, raising awareness of them;
- **promoting knowledge** on topics of significant interest;
- fostering internal processes for **simplifying procedures** and modernizing organizational tools, as well as knowledge of the initiation and progress of administrative procedures;
- promoting the administration's image, raising awareness and visibility of the Services;
- ensuring the exercise of the rights to information, access, and participation pursuant to Law No. 241 of 7 August 1990, as amended;
- **facilitate the use of the services**, regulatory, and administrative provisions of the facility, through the use of paper materials or IT;
- promote the adoption of telematic interconnection systems and coordination with other services, useful for resolving external and internal issues;
- implement processes for **verifying the quality of services and user satisfaction** by listening to citizens and through internal communication.
- **receive complaints and poor service situations.**

It is therefore the meeting place, even virtual, of the facility with users who need or are interested in learning about the services provided, seeking information, reporting, or simply wanting to communicate.

The work is primarily focused on the humanization and dignity of the patient, especially the sick child, the disabled person, and their families.

## Humanization

The Management has defined and formalized specific requirements regarding improved reception and user accessibility. The reception and waiting areas for patients and their companions have been designed taking

into account the different needs of users, including age, gender, and specific health conditions and physical and psychological frailties, as well as religious, ethnic, and linguistic differences, while respecting the dignity of users. For user comfort, the Management has provided a screen where users can watch television programs selected by the Management during waiting times. After registering their personal data and the required tests, patients are seated in the waiting room. The waiting room is large and functional, allowing a short wait of just a few minutes, which is also necessary to avoid fatigue (for the elderly and women in advanced stages of pregnancy), which could, in some cases, compromise the results of the services. Room capacity and waiting times are decided by the Management based on an assessment of the number of services per service type. Initiatives aimed at improving user reception and accessibility consist of making the following documents available upon reception:

- Service Charter;
- Service Guide translated into English;
- Patients' Rights Charter;
- Fragile Patients' Sign;
- Quality Policy
- Organizational Chart.

Our center is committed to welcoming its clients/patients according to the principles of equality, impartiality, continuity, participation, transparency, efficiency, and effectiveness.

## 7. How to Get There

### **CAR:**

#### **A1 Rome – Naples Motorway**

San Vittore del Lazio exit, for those arriving from the south

Cassino exit recommended, for those arriving from the north

**From Naples** (alternative route): Via Domiziana exit, Castelforte, towards Suio Terme.

**From Cassino:** Cassino – Formia expressway – Castelforte exit

**From Cassino** (alternative route): towards S. Angelo – S. Apollinare – S. Andrea del Garigliano – Suio Terme

**From Formia** (alternative route): Formia expressway towards Cassino, Castelforte exit towards Suio Terme.

**TRAIN:**

The nearest train station is Minturno – Scauri.

From there, scheduled buses will take you to Castelforte and then to Suio Terme.

**PLANE:**

The nearest airports are Capodichino (Naples), 80 km from Suio Terme, and Fiumicino (Rome), 130 km from Suio Terme.

## 8. Architectural Barriers

The Vescine Terme Wellness Restaurant premises are designed to **be free of architectural barriers** for disabled access: there are ramps for access to the spa and the hotel, as well as **elevators and dedicated restrooms**.

The routes are clearly marked with **appropriate signage**.

## 9. Fragile Persons

The admissions staff identifies frail persons upon request from the patients themselves, as there are cases in which the patient does not wish to be recognized as such. In the waiting room, there are signs indicating **priority in queues indicating that priority is given to those with a 100% disability and severely disabled persons (subject to an accompanying adult), women who are obviously pregnant, and high-risk pregnancies certified by the attending physician**.

## 10. Quality Standards

The **Vescine Terme Wellness Restaurant** staff, coordinated by the Medical Director, is made up of medical and healthcare personnel. The high quality standards are ensured by the constant presence of healthcare personnel during treatment hours, the commitment of properly trained staff, and the use of modern, reliable equipment and instruments, which are subject to inspection by the Health and Technical Management of the Hospital. The correct execution of treatments, compliance with hygiene standards, and the proper behavior of the department staff are ensured by the **continuous supervision of the Health Management**, which carries out all required checks during treatment hours. The Management of the Vescine Terme Wellness Restaurant is also committed to providing customers with the most complete information possible, based on the principles of clarity, timeliness, and transparency regarding all aspects of its business.

To this end, the spa offers its guests a series of useful services, including:

- **The Service Charter**, available in the waiting room and distributed to those who request it;
- **The Patient Rights Charter**;
- **The Service Guide**;
- **Telephone communication**;
- **Prompt written notification of any price changes**;
- **The dissemination of general information through various channels.**

Management, in order to communicate the quality of the services offered to its customers, **has established performance indicators**. These indicators are the tool for ensuring and verifying both the effectiveness and efficiency of the services provided and the level of customer satisfaction, in order to pursue continuous improvement. They are therefore constantly monitored to ensure the established quality standards.

### USER PROTECTION AND LISTENING

Quality Factor	Measured Indicator and service characteristic	Standard quality	Verification Tools
Response to complaints	Number of days of waiting from complaint submission to response	Within 15 days	Semiannual processing by the QMS and QMS Management
Satisfaction surveys	Number of questionnaires with positive results	> 95%	Semiannual processing by the QMS and QMS Management
User opinions on the satisfaction questionnaire	Evaluation of written comments expressed by users on the satisfaction questionnaires	Collecting and reading comments Semi-annual evaluation	Semi-annual evaluation by QMS and QMS Management

### WELCOME, ORIENTATION AND HUMANIZATION

Quality Factor	Measured Indicator and service characteristic	Standard quality	Verification Tools
Information brochure: Service Guide	Presence of an information service guide available to patients	Available in acceptance	Customer Satisfaction SGQ
Organization chart	Presence of the organizational chart viewable by the user	On the noticeboard of the reception	Customer Satisfaction SGQ
Operator Identification	All staff at are provided with a satisfaction identification badge	Identification card	Customer Satisfaction SGQ

### COMPLETENESS, CLARITY AND TRANSPARENCY OF INFORMATION

Quality Factor	Measured Indicator and service characteristic	Standard quality	Verification Tools
Acceptance and Booking and Administrative Procedures	Waiting times for acceptance and administrative procedures	Times < 30 minutes for at least 90% of acceptances	Customer Satisfaction SGQ
Performance rates	Possibility to view the rates before the service/performance	The updated price list can be consulted by the patient, present at the Reception Desk	Customer Satisfaction SGQ Administrative Offices

### PROCESS CONTROL AND CONTINUOUS IMPROVEMENT

Quality Factor	Measured Indicator and service characteristic	Standard quality	Verification Tools
Process control and continuous improvement	Internal audit successful	Internal audit successful	Internal audit successful

### HUMAN RESOURCES MANAGEMENT

Quality Factor	Measured Indicator and service characteristic	Standard quality	Verification Tools
Staff training - competence	CME for medical and technical healthcare personnel	ECM credits defined by the Ministry of Health	Processes produced by RGQ based on information obtained from the participation certificates
Staff training competence	Number of hours dedicated to training	Between 3 and 5 courses dedicated to training in a year	Processing produced by RGQ based on information obtained from certificates of participation

## PROVISION OF SERVICES

Quality Factor	Measured Indicator and service characteristic	Standard quality	Verification Tools
Provision of services effectiveness	Number of complaints due to our errors or incomplete information	Max 0.1% of the services performed	Count of number of patients recalled
Efficiency maintenance	Number of days of machine downtime due to extraordinary maintenance for failures	Max 3 equipment failures in a year	Forms registration and intervention reports maintenance
Provision of services - effectiveness	NC No. from internal checks	< 2	NC register
Purchasing management – precision	Number of incorrect/incomplete orders	< 2	NC register

## 11. Service Quality Control

The **Vescine Terme Wellness Restaurant** conducts its activities by subjecting them to numerous checks, outlined in specific procedures, to reduce potential errors or, at least, understand the cause and take appropriate actions to correct them and prevent further errors.

For this reason, the Management has focused its efforts to ensure:

- the equipment **used is state-of-the-art;**
- the staff is **highly competent.**

This is achieved through the **selection and qualification of suppliers** of equipment and materials, regular monitoring of the **condition of the equipment used** (calibration and maintenance), aimed at ensuring maximum

efficiency and reliability, and the **training and continuous education of the staff** responsible for performing analyses and therapies in general.

## 12. Service Cost

The **price list** for Vescine Terme Wellness Restaurant services is updated annually and is **available at reception** and on the website **www.termevescine.it**.

## 13. Participation and Improvement

The **management of the Vescine Terme Wellness Restaurant** would like to thank all those who use its services and who continue to show their trust in the operation of this facility.

Therefore, we ask you to participate in the ongoing improvement effort, providing any suggestions, observations, and anything else that might be useful to improve the effectiveness and efficiency of our services by completing the "**Customer Satisfaction Survey**" located in the Reception and Waiting Rooms. You can also use the "**Observations and Suggestions**" section to submit any suggestions for improving our services.

**Management reminds you that reporting service disruptions is a right and duty of every guest.**

## 14. Useful Numbers

Upon request or in case of necessity, the facility will provide the patient with the addresses and telephone numbers of the user associations listed below.

Service	Number
Carabinieri	112
Police (Formia)	113 / 0771 32181
Fire Department	115 / 0771 609492

Service	Number
Guardia di Finanza	117 / 0771 720288
Forestry Corps	1515
Local Police	0771 608092
Roadside Assistance	116
Medical Emergency	118
Minturno ER	0771 6610475
Formia Hospital	0771 7791
Poison Control Center (Rome)	06 3054343
Civil Protection	0771 676342
Urgent Medical Care	0771 66101
Pharmacy Perrino	0771 608334

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