

CHARTER OF SERVICES - MOD67 Revision December 2025

The Service Charter is published on the website of the Physiosport Medical Center and made available to users at the entrance to the facility.

Management facilitates its consultation and is always available to listen to and integrate any contributions from citizens and their associations, with particular reference to voluntary associations and those for the protection of rights.

The FISIOSPORT Medical Center

Founded in 1985, Fisiosport S.r.l. supports numerous sports clubs with thousands of athletes from all over the Marche Region, thus becoming the most important Sports Medicine center in the entire Marche Region.

The first agreement was awarded in 1986 (U.S.L. Fossombrone, then U.S.L. Cagli and others). With the various legislative changes (see the passage of U.S.L. to Territorial Zones and then Vast Areas) with the Regional Authorization n.7 of 26/02/1992 Fisiosport S.r.l. was Accredited and Affiliated with all the Vast Areas of the Regional territory.

Since 1985 Fisiosport S.r.l. has promoted and financed the "Passo del Furlo Sports Medicine Convention" annually for 17 years. Conference that saw its first edition expressed in 1979 thanks to the will of Dr. Pelagaggia Maurizio (Specialist in Sports Medicine, Cardiology and Preventive Medicine and Hygiene) and the indispensable support of other distinguished luminaries of medical science such as Drs. E. Mannarino, G. Montanari, S. Papa, L. Flacco, R. Rossi, V. Stocchi, R. Sassi (Formerly Head of Training Check and Sport Science at Chelsea F.C. , Valencia C.F. , Atletico Di Madrid and currently with Juventus F.C.) and Leonardo Vecchiet (Physician of the Italian National Football Team from 1968 to 1990 participating in 6 World Championships and 4 European Championships) late MAESTRO thanks to whom, having been the promoter, Italy was provided with a very specific law on fitness for competitive sports activities (D. M. 18.02.1982) and to non-competitive sports (D.M. 03.03.1983), which provides for a medico-legal certification subsequent to compulsory clinical and instrumental controls, on an annual basis, aimed at discovering any pathologies that could increase the risk of sudden death or cause significant physical damage in the competitive athlete.

MISSION

The FISIOSPORT Medical Center bases its conception of Service to the Person on the centrality of the patient, the protection and care of his or her right to health & well-being, through the provision

Pag.1



of a wide range of services in the preventive, diagnostic, curative and rehabilitative-functional fields.

FISIOSPORT Medical Center places continuous improvement in the quality of services, constant increase in organizational efficiency and adjustment of processes at the basis of its activities, combining together professional competence and courtesy, scientific rigor and timeliness.

VISION

FISIOSPORT Medical Center aims to become the benchmark for primary prevention in sports medicine and cardiology.

To get there, macro areas have been identified on which to focus:

- Collaboration with patients and physicians: if we want to be the company of choice, we need to collaborate and have patients and physicians work together to maximize patient satisfaction and product quality in primary medicine
- Communication and branding: the company has quality products but has never seriously invested in communication. Therefore, proper communication is essential to become a well-known brand and enhance the value of healthcare services.
- Economic and financial stability: it is essential to improve and monitor the economic and financial situation as the company does not have adequate capitalization and working capital control
- Innovation and continuous improvement: if we want to become the company of reference we must acquire and maintain a dominant position, to do this it is essential to invest in increasing innovation and have an organization that has continuous improvement as one of its priorities
- Growth and development of company size and relationships: the average company suffers from one of the problems common to Italian companies, too small a size that does not allow for adequate organization and investment to do research and development, give structured patient service, invest in business development and communication

The services provided under agreement are as follows:

Certifications of Competitive Sports Fitness Table A which includes: Bowls, Archery etc etc.

For which the following examinations are performed:

- Sports Medicine examination
- Resting E.C.G.
- Urine test
- Certificate of fitness or non-fitness

Pag. 2



At a cost of € 38.00

Certifications of Competitive Sports Fitness Table B which includes: Football, Volleyball, Basketball, Swimming etc etc.

For which the following examinations are conducted:

- Sports Medicine examination
- Resting E.C.G.
- Masters 2-step stress test
- Simple spirometry
- Urine examination
- Certificate of fitness or non-fitness

At a cost of € 54.00

The above are FREE (as they fall under the L.E.A. by virtue of the DPCM of 28/11/2003) the examinations required by Law of underage athletes up to the age of eighteen and of disabled people of any age

Cardiology Instrumental Diagnostic Examinations.

Ticket of € 36.20

- Cardiology examination including E.C.G. € 22.00
- E.C.G. € 11.60
- Echodoppler graphed € 60.40
- Dynamic E.C.G. according to Holter € 62.00
- EchoDoppler TSA € 43.90
- EchoDoppler upper limbs € 47.00
- Cardiovascular stress test € 55.80
- Continuous (24-hour) blood pressure monitoring € 41.30

Paid services:

- Cardiologic examination € 50.00
- Ergometric test € 80.00
- Complete cardiologic examination € 130.00
- Pressor Holter € 60.00
- Cardiac Holter € 80.00
- E.C.G. only € 20.00

Pag. 3



FISIOSPORT S.r.l.

Via della Giustizia 10b,
61032 Fano (PU)

Email: info@fisiosportsrl.com

P.Iva 00965740418

Tel. Fano: (+39) 0721 856145

Web: www.fisiosportsrl.com

- Echocardiogram € 90.00
- EchoDoppler € 90.00
- Trauma Examination € 70.00
- Musculoskeletal ultrasound € 50.00
- Manual Therapy € 35.00
- Tecar therapy € 35.00
- Laser Therapy € 20.00
- Ultrasound therapy € 12.00
- Radial Shock Waves € 50.00
- Focal shock waves € 100.00

ACCESS INFORMATION

There is a patient information service within the FISIOSPORT Medical Center open Monday through Friday from 8:30 a.m. to 6:30 p.m. at the following phone number 0721/856145.

Information can also be requested by e-mail by sending to: info@fisiosport.srl.com

The hours of service are: Monday through Friday from 8:30 a.m. to 6:30 p.m.

ACCEPTANCE

It is necessary to report to the reception in order to complete administrative procedures.

To carry out the acceptance, the patient must go to the reception with the following documents:

- medical request (compulsorily on a regional prescription pad if the service performed within the National Health Service)
- health card (accompanied by tax code)
- identity document
- exemption certificate, if any
- urine tube or urine test report

COMMUNICATIONS BETWEEN THE ORGANIZATION AND PATIENTS

Proper and integrated communication between the Organization and the patient is the basic prerequisite for successful delivery of services.

Under this aspect, it becomes important to respond effectively to the expressed and latent needs of our stakeholders, namely Inform and Protect.

pag. 4



Inform

In this regard, the Organization applies the principle of "Informed Consent," formalizing it through a specially prepared form. The form is explained and made the patient sign it by the doctor in charge of the service, before it is performed. All information and data referring to the patient are handled and protected in accordance with current privacy laws.

Protect

The patient's rights are protected by the possibility of filing a complaint as a result of inefficiencies or acts and behavior that have resulted in a limitation of services. For this purpose, it is possible to directly contact the Public Relations Contact Person and/or fill out a specific complaint form made available to the applicant for the reporting of disservices encountered as better reported in the section "Mechanisms of Protection and Verification."

PATIENT RIGHTS AND COMMITMENTS OF THE FISIOSPORT MEDICAL CENTER

The Organization can work in full compliance with the stated values only by respecting the fundamental rights of the patient.

1. Quality of care, reliability and personalization of services

The patient has the right to receive the best possible services, using the most advanced scientific knowledge available and employing the best technologies.

Clinical excellence cannot be separated from the concept of quality that The Organization is committed to achieving through the next points.

2. Quality of health care delivery.

All clinical activity is monitored through periodic clinical audits among professionals.

3. Equality, impartiality and respect.

Patients have the right to receive the most appropriate services without discrimination on the basis of sex, race, language, religion, political opinions and social conditions, respecting human dignity and their personal sphere, accommodating any requests from the patient, inherent to their values and religious beliefs.

Pag.5



FISIOSPORT S.r.l.

Via della Giustizia 10b,
61032 Fano (PU)

Email: info@fisosportsrl.com

P.Iva 00965740418

Tel. Fano: (+39) 0721 856145

Web: www.fisosportsrl.com

The behavior of the Organization's operators toward users is inspired by criteria of objectivity, justice and impartiality, also pays attention to establishing a relationship of closeness and welcome with users.

4. Service Quality.

The Organization believes that offering quality in a service, is to understand and meet the real expectations of patients.

For this reason, it performs monitoring of patients' level of satisfaction through the use of classic tools such as "satisfaction questionnaires."

5. User satisfaction survey

The main tool used to detect the level of satisfaction with the services provided to patients is the Satisfaction Questionnaire (Customer Satisfaction), which is distributed to all patients and can be returned anonymously at the entrance. The Organization ensures the implementation of user satisfaction surveys on an annual basis by promoting the distribution of the questionnaires, which have two main purposes: on the one hand to detect an opinion on the functioning of the entire facility and individual services, and on the other hand to verify the users' knowledge of it through the answers given to individual questions on various aspects of diagnostics, and to collect suggestions for improving its functioning. From the analysis of the data collected, an adequate understanding of users' opinions and expectations is arrived at, for the ultimate purpose of improving and increasingly meeting people's needs

6. Information

Patients have the right to access all kinds of information regarding their health status, diagnostic tests and therapeutic treatments to which they are to be subjected.

7. Corporate website

The Organization's official website www.fisiosportsrl.com remains an important point of reference. In fact, it is a continuously updated tool through which the user can receive information on the Organization's activities, find forms of various kinds and specific internal references to orient himself in the knowledge of the facilities and services offered.

In fact, all information on services, professionals, schedules, and directions for accessing services will be available to facilitate the approach to the Facility.

Pag. 6



8. Informed Consent.

The patient has the right not to be subjected to any service without having expressed consent. The Organization gives the patient an "Informed Consent" form, different for each type of service requiring it, which includes the mode of performance, risks, and possible side effects, to be completed before being subjected to the health care service.

9. Outpatient file/referral.

The Organization, for services that provide it, undertakes to issue a clear file/referral, written in comprehensible language, and complete with all that information regarding home services performed. The medical report is issued to the patient immediately following the health service; should this not be possible, it will be available at the reception desk within 7 days.

The Home File can therefore be issued only:

- to the person directly concerned
- to the guardian or person exercising parental authority in the case of a minor or incapacitated person
- to a person provided with a power of attorney (including the attending physician)
- to the judicial authority
- to social security institutions (INAIL, INPS, etc.)
- to the S.S.N.
- to legitimate heirs subject to certain news items
- to physicians for scientific-statistical purposes as long as anonymity is maintained

Archiving of documentation related to diagnostic services is done in both paper and computerized form.

10. Health personal identity

The right to information also includes the patient's right to know the name of the provider to whom he or she has been entrusted and to identify the identity, qualification, and role of health care personnel. Criteria of accuracy, completeness, readability and identifiability of the practitioner in clinical records are guaranteed.

Pag.7



11. Right to obtain explanations

A patient receiving services provided by the Organization has the right at any time to request the intervention of a health care professional to obtain explanations about the examination requested by the primary care physician, instructions, preparation for the examination, and results.

12. Privacy

The patient has the right, in accordance with EU Regulation No. 2016/679 "GDPR" to the strictest confidentiality of personal data and data related to his or her outpatient file/referral.

The health care personnel and administrative staff of the Organization will imprint their actions with respect for professional secrecy and confidentiality of information that has come to their attention.

13. Continuity

The patient has the right to continuity and regularity in the provision of care: in case of interruptions or irregular operation of the service, all necessary measures are taken to avoid or reduce inconvenience.

14. Environment

The patient has the right to be cared for in a comfortable, hospitable and welcoming environment.

15. Time and transparency

Every patient has the right to have his or her time respected: health services therefore have a duty to set waiting times within which certain services must be provided. These timelines must be clearly communicated to the patient, in keeping with the concept of transparency, which must be the basis for the way services are delivered, for making objectives explicit, and for publicizing the results obtained about the effectiveness and efficiency of the services provided.

16. Opening Hours.

The Organization guarantees the opening of its facility and the availability of the services provided in accordance with the posted and communicated hours: Monday through Friday from 8:30 a.m. to 6:30 p.m.

On holidays, the reduced hours of activities and days when the Organization is closed are promptly communicated by e-mail and with notices on exam pick-up coupons well in advance, offering users a variety of choices among possible alternatives.

Pag. 8



17. Public Relations.

For any report or complaint concerning the activities and services provided by the Organization, the directly affected person, his or her relatives, or voluntary and protective associations (in this case, only by written proxy of the directly affected person) may contact the Public Relations Contact at the Outpatient Clinic from Monday to Friday from 08.30 to 18.30 ..., located at ..., every day from Monday to Friday from ... to ..., or by tel. 0721/856145, or by using the appropriate form, prepared and circulated within the Organization, to be delivered in the manner indicated in the same.

The Public Relations Contact Person is in charge of collecting from the patients any kind of information, complaints and observations regarding the service and to intervene directly to resolve any errors in acceptance and booking, choosing the most appropriate solution. At the request of the Patient, the operator is delegated to contact the Contact Person.

18. Complaints about the Service

The Organization wants to give a quick and fair response to all complaints formally expressed by users and to know in this way the level of satisfaction of its patients through the analysis of complaints in order to be able to accurately, objectively and measurably assess their causes and nature in order to prevent and reduce them.

To each request The Organization will respond within 30 days and in any case in the shortest possible time, in relation to the complexity of the case presented and in implementation of the provisions of the law, for the timing and as regards the respect and protection of Privacy.

19. Medical assistance in case of emergency

The Organization has arranged for prompt assistance to be implemented in case of patient illness. Intervention tools and procedures are also in place to minimize risks to patients.

20. Safety: in case of emergency (fire, flooding, etc.)

ORGANIZATION staff are trained to intervene in emergencies and protect patient safety.

PATIENT DUTIES.

1. Responsible behavior

The patient has a duty to behave responsibly at all times, respecting medical and health care personnel, within the organization.

2. Cooperation with medical and administrative staff

Pag. 9



The patient has a duty to cooperate with the medical and administrative staff, demonstrating trust, in order to have a proper approach to care. Therefore, the patient is expected to provide clear and accurate information about his or her health, hospitalizations, and treatments performed.

3. Information

The patient has a duty to notify staff promptly about his or her intention to forego scheduled health care services in order to avoid wasting time and resources.

The patient must also inform the manager of the onset of any complaints.

4. Respect for schedules.

The patient has a duty to adhere to the performance schedules agreed upon with the organization in order to allow normal activities to take place.

