



ULSS 6 EUGANEA COMPANY SERVICE CHARTER

Principles and programs organisation

Through the Service Charter, the Ulss 6 Euganea Company addresses the citizen to present the principles, programs and services it undertakes to guarantee.

The Service Charter consists in this document and is completed by the under-mentioned documents and instruments, closely intertwined:

- the corporate deed
- the specific services charts / ward reception or company services
- the public protection regulations
- the information guides on services or company activities
- the annual performance report
- the company's Internet website www.aulss6.veneto.it, which expands and completes the information contained in this document and enables you to download the aforementioned materials.

FUNDAMENTAL PRINCIPLES

The right to health is the main value underpinning the healthcare and social services of the Ulss 6 Euganea Company.

Ulss 6 undertakes to ensure to citizens the right to treatments and services in accordance with principles of equality, impartiality, therapeutic continuity, entitlement to choice, citizen participation, quality orientation, and health and social health integration. Ulss 6 undertakes to ensure that the healthcare facilities are "open, safe and painless", by harmonizing reception policies, information and comfort, with treatment and support programs shared with citizens.

Kindly peruse on www.aulss6.veneto.it the corporate deed that spells out the mission, the vision and the reference values of the Ulss 6 Euganea Company.

RELATIONSHIPS BETWEEN CITIZENS AND COMPANY

Ulss 6 acknowledges to citizens specific rights whose exercise furthermore entails compliance with some duties founded in the first place on the values of coexistence in the civic community.

THE RIGHTS

Ulss 6 urges the citizens, the local administrations, the associations and the volunteer groups, the trade union organisations and employers' associations to participate and collaborate to improve the services offered and express new proposals and initiatives. It is with this spirit that Ulss 6 undertakes to acknowledge the rights to:

- assistance, healthcare and appropriate prevention, identifying the citizen with his or her own name and surname
- obtain clear, complete and transparent information on the state of health and whenever accessing the services
- enjoy the performance of suitable, coordinated and mutually organised services
- produce reports in accordance with the public protection regulations
- not to suffer in vain.

INFORMATION AND CONSENT

Before implementing a diagnostic or therapeutic procedure, the specialist informs the patient and asks for his or her consent. The information and the consent are implicit for simple procedures (e.g.: injection), whereas for the more complex ones the patient signs a form in which he or she certifies that he or she has been



informed and subscribes to the procedure. In urgent and emergency cases, the specialist intervenes even without his or her consent, in the patient's interest.

PROTECTION

Ulss 6 provides citizens with various protection tools, such as the **Public Relations Office (URP)**, whose task is to guide users in accessing services, listening and replying to reports. The URP has dedicated counters in Camposampiero, Cittadella, Monselice, Padova and Piove di Sacco.

Toll-free number 800 201 301 Monday to Friday 8h30 – 14h00. Email: urp@aulss6.veneto.it

PRIVACY

The user is informed about the use of requested data and on the manner of its collection and storage. The personal and sensitive data collected in paper and digital form is processed by adopting the necessary security and confidentiality measures. Concerning such data, citizens may exercise the rights stipulated by Articles 15-22 of the GDPR (General Data Protection Regulation of the EU).

RESPONSIBILITY OF CITIZENS

Citizens who access the Ulss services are invited to adopt a correct and responsible conduct, complying with the rights of other users and staff members who, based on their specific mansions, are called upon to supervise conduct by the users themselves.

THE COMPANY AND THE ORGANISATIONAL STRUCTURE

The Ulss 6 Euganea Company was established on 1 January 2017 (Regional Law No. 19 of 25 October 2016) and its registered office is situated in Padua, in Via E. degli Scrovegni, 14. It is made up of 101 Municipalities from the Padua province. The Company provides health, social and health-and-social assistance to resident citizens, consistently with the directives of the National Health Plan and the purposes of the regional Health-and-Social Service. Ulss 6 is headed by the general manager, supported by the administrative manager, the chief medical officer and the social services manager.

The company organisation is based on the following main structures:

- the health-and-social District
- the Hospital
- the Prevention Department.

HEALTH-AND-SOCIAL DISTRICT

It consists in a network of integrated territorial services and represents the first reference point for access to the health, social and health-and-social services of Ulss 6. The territory is organised in 5 districts: Padova Bacchiglione, Padova Terme Colli, Padova Piovese, Alta Padovana, and Padova Sud.

Ulss 6 is organised in 24 district-based operational venues.

On www.aulss6.veneto.it you can learn addresses, opening times and contact procedures.

Family Doctors and Paediatricians operating on the territory represent the patients' first reference point for their health problems. These specialists perform: first-level diagnosis, therapy and rehabilitation, as well as health education. To choose the family doctor or paediatrician, you must approach the district administrative offices.

The **emergency medical Service** guarantees the continuity of basic healthcare and ensures the performance of non-deferrable healthcare services to resident citizens in the Ulss 6 at night and on holidays or days preceding holidays. It is accessed by phone from 20h00 to 8h00 on weekdays and from 10h00 on a day before a holiday to 8h00 on the day after the holiday.



The home therapy authorisation (ICD) is an economic contribution in support of assistance activities in the daily life of persons who are not self-sufficient and are provided healthcare at home. There are six types of intervention and are addressed to users with differentiated health needs.

THE HOSPITAL

It ensures hospital assistance to its catchment area, as per intervention areas laid down by national and regional laws. Within the Ulss 6 territory, hospitals exist in: Cittadella; Camposampiero; Piove di Sacco; and Monselice, as well as rehabilitation hospitals in Conselve and Montagnana. Hospital assistance envisages different types of services, such as **Casualty**, which is active 24 hours a day. This service manages medical emergencies and urgent cases. Upon entering the Casualty department, patients are received by a nurse who allocates a colour code establishing the access priority:

- RED Code for life-threatening situations.
- YELLOW Code for those under risk of short-term aggravation.
- GREEN Code for those who, though not in a life-threatening situation, have a high level of suffering.
- WHITE Code, for those not deemed urgent cases.

Legislative provisions (Regional Resolution No. 1513/2014) define the cases in which co-payment of medical fees is prescribed (fixed access fee to Casualty and to the services performed.)

THE PREVENTION DEPARTMENT

It is the structure tasked with improving the quality of life of the population. It accordingly promotes and protects individual and communal health, animal health and well-being and food safety, assesses risks and identifies preventive and protective measures in living and work environments. The services performed by the prevention department are highly diversified: for more information, please check www.aulss6.veneto.it. These activities include **screening**, prevention activities for the benefit of a population within an age bracket deemed at risk of developing a specific illness. The aim of the screening is the early diagnosis of a disease when its symptoms manifest. Screening is conducted at Ulss 6 for an early diagnosis of breast, cervical and colorectal cancers.

The annual performance report illustrates the objectives assigned to the District, to the Hospital and to the Prevention Department, along with the relevant indicators and results achieved. The report is published on www.aulss6.veneto.it in the section headed "transparent administration".

ACCESS TO SERVICES

The services the National Health System ensures to the citizens through its facilities are set out in the **Essential Assistance Levels (EAL)**. The Regions warrant that they will provide the EAL consistently with the objectives and principles identified by the State.

Citizens access **outpatient clinic services** according to **priority classes**, to allow patients with more serious problems to be examined first. The Veneto Region has specified, for each priority class, the timeframe within which the service must be performed, namely:

U = Urgent: the service must be performed within 24 hours

B = Short-term: the service must be performed within 10 days from date of booking

D = Deferred: the service must be performed within 30 days from date of booking

P = Programmable: the service must be performed within 90 days.

The Veneto Region has also laid down the **deadlines for surgery interventions related to the priority classes**, which are: Class A: 30 days; Class B: 60 days; Class C: 90 days; Class D: 180 days; Class E for clinical cases that do not cause any pain, dysfunctions or disability, to be treated within 12 months.

To **book** services, a user may personally approach CUP (Central Appointments) counters or phone the Call Centre. There are services – such as some Radiology services or second-level ones a GP may not prescribe, which are booked directly at the Services performing them. Save for some specific exams, blood and other samples are carried out without booking at the sampling points.

The **“ticket”** is the share of co-payment of the cost laid down by the National Health System for each service. There is also an additional share on referrals for users not exempted from payment of medical fees, which are based on the income of the family nucleus:

- income of the family nucleus up to EUR 29.000 gross: fixed share of EUR 5
- income of the family nucleus in excess of EUR 29.000 gross: fixed share of EUR 10

Users not exempted from payment of medical fees who access Casualty and are discharged with white code (and admitted to the triage with white or green code) pay a fixed share of EUR 25 in addition to co-payment of fees on any service performed. This share is not owed for patients less than 14 years old.

The maximum possible co-payment of medical fees for each referral is EUR 36.15 (to which we must add any co-payment for the fixed share of EUR 10 or 5). Any referral may contain requests for services performed in the same specialist branch (e.g. only radiology, only analysis lab, only orthopaedics, etc.). In any referral, only a maximum of 8 services may be specified, down to 6 for reaper la medicina fisica riabilitativa and 4 for dentistry.

Exemption from payment of medical fees

Citizens belonging to special categories or falling within specific age or income brackets are entitled to total or partial exemption from payment of medical fees. Only the prescribing doctor is allowed to certify such right by specifying the exemption code in the referral.

The envisaged exemptions are listed on www.aulss6.veneto.it.

How to make co-payment of medical fees

Co-payment of medical fees must be carried out before performance of the service. You may pay:

- online by accessing the specific online Services section at the homepage of www.aulss6.veneto.it,
- at the automatic pay machines, through a magnetic health card,
- at the payment counters in the different company venues

Collection of reports

The facility that renders the service will indicate the venue and date for collecting the report. The report must be picked up within 30 days, failing which the service received must be paid in full, even if you are exempted from payment of fees.

Cancellation

The user who no longer intends to attend a medical consultation or exam must cancel the booking at least three days before the consultation and five days before the diagnostic procedure.

The user who has failed to cancel the booking must make co-payment of the fees even where exempted from payment thereof.

In order to cancel, you must provide the booking details:

- by approaching any booking counter during opening days and times;



- by calling the telephone booking service;
- by following the specific procedure of the reference district as specified on ww.aulss6.veneto.it.

More information on: www.aulss6.veneto.it

COMMITMENTS AND PROGRAMS

For the 2018-2020 three-year period, the Ulss 6 Company has laid down a series of objectives, which are described in the annual performance report, published on www.aulss6.veneto.it in the section headed “transparent administration”.