



# CHARTER OF SERVICES

# MISSION



**“Meeting the needs and health expectations of users, efficiently managing the resources available to ensure effective, timely, respectful and safe prevention and treatment”.**

The Strategic Management of Fisiopolimedica Riviera bases its Quality Policy on the following principles:

- Placing users first in managing and protecting health
- Focusing on the well-being and quality of life of users, operators and employees, and on protecting the environment
- Protecting and promoting human dignity, equality, solidarity and professional ethics
- Listening to the needs of all stakeholders, in particular the company's staff
- Promoting continuous improvement in the quality of the health services provided, also through the POCA (Plan-Do-Check-Act) approach
- Continuously implementing new health services
- Striving to monitor patient satisfaction by using satisfaction questionnaires and analysing the results. Users of our services can consult the results both at the facility (on admission at the reception) and on our website
- Any complaints received are handled through the dedicated *Public Relations Service* (PRO).



# FISIOPOLIMEDICA RIVIERA

Fisiopolimedica Riviera is an important health centre in the Mira and Venice area.

Fisiopolimedica Riviera, run by Dr. Bruno Gentile, is staffed by highly professional, enthusiastic and empathetic specialists, psychologists, physiotherapists and speech therapists.

The health care professionals are assisted and supported by highly qualified front office staff and maintenance technicians.

Measuring around 2000 m<sup>2</sup>, the studio comprises:

- 1 large reception area
- 2 comfortable waiting rooms
- 4 gyms in which specific rehabilitation activities are conducted according to the pathology in question

- 1 warm water rehabilitation pool (around 33.5 °C) measuring 30 m<sup>3</sup>
- 1 warm water rehabilitation pool (around 30.5 °C) measuring about 135 m<sup>3</sup> for group activities
- 4 physical therapy departments
- 5 medical clinics.

For information and bookings, the reception desk is open from Monday to Friday, from 8.30 to 12.00 and from 14.00 alle 18.00.

**For telephone bookings, you can call from Monday to Friday, from 9.00 to 18.00. Please remember to have to hand your GP referral (*impegnativa*) and your taxpayer's code (*codice fiscale*).**



# PHYSICAL MEDICINE AND REHABILITATION

Fisiopolimedica Riviera offers all forms of physical medicine and rehabilitation: orthopaedic, neuromotorial, respiratory and perineal rehabilitation, as well as speech and occupational therapy. The facility also has a rehabilitation swimming pool.

Fisiopolimedica Riviera forms an active and integral part of AULSS 3. Consequently, our Physical Medicine and Rehabilitation patients can be treated at the expense of the regional and national health service. Our rehabilitation staff applies the latest and most cutting-edge protocols and guidelines, keeping up to date with courses of continuing professional development in medicine and health care.

We adopt state-of-the-art rehabilitation equipment, which undergoes systematic preventive maintenance to ensure it is safe and in full working order. Moreover, our advanced IT system allows patients to be tracked and monitored throughout the rehabilitation process.

## THERAPY TIMES

From Monday to Friday, from 6.50 to 20.10

To book an appointment, you will need an official National Health Service referral (*impegnativa*) from your GP stating the need for a specialist physiatric exam (*visita specialistica fisiatrica*).

The referral must contain:

- The patient's name and surname;
- The number of the patient's health card (*tessera sanitaria*) and any exemptions in the applicable box;
- Working diagnosis;
- Diagnosis or any pathologies;
- Date, stamp and signature of the prescribing physician.

Changes to the prescription may only be made by the prescribing physician. Patients will be issued with a reminder stating the day and time of the exam, as well as with a personal CARD to be used every time they enter the premises.

**The patient is required to settle all treatments in advance (Article 1, paragraph 1 of Italian Legislative Decree 124 dated 29/04/98).**

**Cancellations require 48 hours' notice (Regional Committee Resolution 600).**

**For cancellations not received within this time frame, the patient will be required to pay the co-pay fee, even if exempt.**

**Skipped therapy sessions will not be rescheduled or refunded.**

## PHYSICAL THERAPIES

- *Infrared therapy*
- *Magnetotherapy*
- *Magnetotherapy at home*
- *Interferential-Iontophoresis*
- *Galvanotherapy*
- *TENS*
- *Cryotherapy*
- *Fixed-site ultrasound*
- *Mobile ultrasound*
- *Diadynamic therapy*
- *Electrostimulation*
- *Laser therapy – HILT (high-intensity laser therapy)*
- *Ultrasound-guided shock wave therapy (performed by the doctor)*
- *Kinetec shoulder and knee*
- *INDIBA® Active Cell Therapy*

## REHABILITATION AND MANUAL THERAPIES

- *Pelvic floor rehabilitation (male and female)*
- *Orthopaedic rehabilitation (swimming pool and gym)*
- *Respiratory rehabilitation*
- *Speech therapy*
- *Neurological rehabilitation*
- *Massage: therapeutic; relaxing; drainage.*
- *Lymphatic drainage with bandaging*
- *Group motor rehabilitation*
- *Corrective gym*
- *Postural physiotherapy*
- *Aesthetics physiotherapy*



# HEALTH CLINICS

## PHYSIATRICS

**Dr. Fausto Magro** Physical Therapy and Rehabilitation Specialist  
*Physiatric exams, mesotherapy, shock waves, pain management, injections.*

**Dr. Muhsin Halaila** Physical Medicine and Rehabilitation Specialist  
*Physical therapy and rehabilitation consultations, mesotherapy, shockwave therapy, pain management, injection therapy.*

**Dr. Giuseppe Dal Mistro** Physical Medicine and Rehabilitation Specialist  
*Physical therapy and rehabilitation consultations, mesotherapy, shockwave therapy, acupuncture, injection therapy, oxygen-ozone therapy, myofascial therapy, face and body aesthetics-physiotherapy treatments.*

## ORTHOPAEDICS AND TRAUMATOLOGY

**Dr. Alberto Giroto** Orthopaedic Surgeon  
Specialist in Knee Surgery  
*Orthopaedic exams. Prosthetic Surgery and Knee Arthroscopy. Robotic Surgery.*

**Dr. Alvisè Marton** Orthopaedic Surgeon  
Specialist in Orthopaedics and Traumatology  
Specialist in Hip Surgery  
*Orthopaedic consultations, injection therapy.*

## PSYCHIATRY

**Dr. Bruno Gentile** Specialist in Psychiatry and Neurology  
*Psychiatric consultations, psychotherapy and drug therapy.*

## NEUROLOGY

**Prof. Dr. Paolo Negrin** Neurology Specialist  
*Electromyography exams.*

**Dr. Bruno Gentile** Specialist in Neurology and Psychiatry  
*Neurological consultations and cognitive and memory assessments.*

## CARDIOLOGY

**Dr. Giovanni Molfese** Specialist in Cardiology and Internal Medicine, Qualified in Sports Medicine  
*Cardiology consultations, 24-hour ECG (Holter monitor), resting and stress ECGs.*

**Dr. Diana Lupasco** Cardiology Specialist  
*Cardiology consultations, 24-hour ECG (Holter monitor), resting and stress ECGs, Colour Doppler echocardiogram.*

**Dr. Giulio Sinigiani** Cardiology Specialist  
*Cardiology consultations, 24-hour ECG (Holter monitor), resting and stress ECGs, Colour Doppler echocardiogram.*



## RADIO DIAGNOSTICS

**Dr. Matteo Ziliotto** Radiology Specialist Colour  
*Doppler ultrasound: supra-aortic vessels at rest, upper and lower limbs, venous vessels of the neck, abdominal aorta. Ultrasound: muscles, tendons, joints, skin and subcutaneous tissue, abdomen, liver, neck, thyroid, soft tissue.*

## LEVEL 1 SPORTS MEDICINE

**Dr. Giovanni Molfese** Specialist in Cardiology and Internal Medicine, Qualified in Sports Medicine  
*Non-competitive sports physicals.*

## OPHTHALMOLOGY

**Dr. Maria Laura Bacelle** Ophthalmology Specialist  
*Ophthalmology consultations, examination of the back of the eye (fundoscopy), tonometry.*

## UROLOGY AND ANDROLOGY

**Dr. Enrico Cossaro** Urology Specialist  
*Urology consultations, andrology consultations.*

## OSTEOPATHY

**Mattia Dalla Bella** Osteopath  
*Osteopathic assessment and treatment.*

**Lorenzo Zorretto** Paediatric Osteopath  
*Paediatric osteopathic assessment and treatment.*

## PSYCHOLOGY

**Dr. Alessandra Cantarella** Psychologist and Psychotherapist  
*Neuropsychological evaluation, enhancement of cognitive function and psychological well-being, treatment of anxiety and mood disorders in adults and the elderly.*

**Dr. Liza Bottacin** Psychologist and Psychotherapist  
*Evaluation of personality characteristics and of the presence of possible past and/or present psychopathological disorders, treatment of stress, anxiety disorders in adults and late adolescence also with the use of psycho-physical techniques (bioenergetic exercises, relaxation techniques, visualisation), affective disorders (depression, social withdrawal, low self-esteem), relational and work-related distress, mourning and support for individuals and their families during illness, support for parenting and eating disorders.*

# SERVICES

- Physical Medicine and Rehabilitation
- Physiotherapy
- Speech therapy
- Cardiology
- 24-hour Cardiac Holter
- Cardiac Colour Doppler ultrasound
- Neurology
- Electromyography
- Colour Doppler ultrasound of supra-aortic vessels at rest
- Colour Doppler ultrasound of the upper and lower limbs
- Colour Doppler ultrasound of the venous vessels of the neck
- Ultrasound of the skin and subcutaneous tissue
- Ultrasound of the muscles tendons and joints
- Orthopaedics
- Ophthalmology
- Dermatology
- Osteopathy
- Paediatric Osteopathy
- Sports Medicine
- Urology
- Andrology
- Ear, Nose and Throat (ENT)

- Dietetics
- Psychiatry and Psychotherapy
- Psychology and Psychotherapy
- Colour Doppler ultrasound of the abdominal aorta
- Abdominal ultrasound
- Liver ultrasound
- Neck ultrasound
- Thyroid ultrasound
- Soft tissue ultrasound

### LEGEND

- Service covered by the Italian National Health Service
- Service not covered by the Italian National Health Service

## PAYMENT

**Tickets** for services covered by the Italian National Health Service are to be paid exclusively at Fisiopolimedica Riviera. Accepted payments: CARDS and CASH.

# SWIMMING POOL

Our pool, measuring 20x5.5m and having a depth of 120 cm, is fitted with a large ladder to make it easier to get in and out.

The water is heated to around 30.5°C. Moreover, it is treated and disinfected through a combined UV + chlorine system. All parameters are constantly monitored and managed. Courses led by qualified physiotherapists.

## OUR COURSES:

- *Maintenance physiotherapy*
- *Strengthening physiotherapy*
- *Circuit training physiotherapy*
- *Antenatal physiotherapy*
- *Postnatal physiotherapy*

**A.M.A.I.A.**

ATTIVITÀ MOTORIA ADATTATA IN ACQUA

a water-based exercise programme developed  
in collaboration with District 3 of AULSS 3  
SERENISSIMA to promote motor function





# AESTHETICS PHYSIOTHERAPY

**AESTHETICS PHYSIOTHERAPY** is a branch of physiotherapy aimed at understanding and solving health issues underlying skin and aesthetic blemishes. Starting from the patient's need to feel more comfortable with his or her own body, we aim to eliminate blemishes with long-lasting results, but above all to restore the patient's health by dealing with the root causes of the condition in all its physio-structural complexity.

## **METHOD**

Fisiopolimedica Riviera uses a unique method that combines manual therapy, physical therapy and phytocosmetics to act on the cause of the condition and quickly achieve the best possible results.

INDIBA® Active Cell Therapy rebalances the cell metabolism, making the tissue more compact and youthful. It also improves microcirculation and reduces swelling, fat deposits and skin laxity. Paul Scerri phytocosmetics improve and restore the skin's functions using plant extracts and pure essential oils.

## **Firming**

- Flaccid skin
- Lifting

## **Body contouring**

- Buttocks
- Abdomen

## **Cellulite**

- Oedematous
- Fibrous
- Adipose

## **Pre and post-surgery treatments**

- Drainage of fluid
- Hematoma reabsorption
- Scar-tissue healing
- Lifting

INDIBA® *activ*

VISIBLE RESULTS FROM THE  
VERY FIRST TREATMENTS

PAUL SCERRI  
GENEVE

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# FUNDAMENTAL PRINCIPLES, RIGHTS AND DUTIES



## **FUNDAMENTAL PRINCIPLES, RIGHTS, DUTIES AND SAFEGUARDS**

Fisiopolimedica Riviera operates in accordance with the fundamental principles of Equality, Impartiality, Continuity, Right of Choice, Participation, Efficiency and Effectiveness, and guarantees its patients the following rights:

- Patients have the right to be treated and looked after with care and attention, respecting their human dignity and their philosophic and religious beliefs.
- Patients have the right to obtain information from Fisiopolimedica Riviera on the services provided, how to access same and the relating fees. Patients are also entitled to transparent information on the health care staff treating them.
- Patients have the right to obtain from the health care staff full and comprehensible information on the diagnosis, the therapy proposed and the relative prognosis.
- In particular, except in emergencies where any delay could pose a danger to health, patients are entitled

to receive sufficient information as to enable them to make an informed decision before being subjected to therapy or treatment. Such information must also include any possible risks or discomfort connected with the treatment. Should the health care staff have a motivated reason for not providing information directly, this should be disclosed to the patients' relatives or guardians, unless patients expressly refuse consent in this regard.

- Patients are also entitled to be informed of any alternative investigations and treatments, including those provided at other facilities. When patients are unable to make independent decisions, such information should be provided to the persons referred to in the previous point.
- Patients have the right to confidentiality with regard to information on their disease and any other related circumstance.





- Patients have the right to lodge complaints, which must be promptly investigated, and to be promptly informed on the outcome of same. This right can be exercised directly at the reception desk, whose staff will put the patient directly in contact with the person concerned.

The ability to exercise the above rights is dependent on the fulfilment of certain duties. Committing personally to these duties means respecting the community and the health services available to all citizens alike. By fulfilling the duties listed below, patients contribute to improving the quality of service at Fisiopolimedica Riviera:

- While on the Fisiopolimedica Riviera premises, patients are asked to behave responsibly at all times, respecting and understanding the rights of other patients and collaborating with the medical staff, the health care professionals, the technical staff and the company's management.
- Using the Fisiopolimedica Riviera services means establishing a relationship of trust and respect for its health care staff. This is an essential condition for setting up an appropriate treatment and health care programme.
- It is the duty of all patients to inform the facility of their intention to voluntarily withdraw from a health care programme in order to avoid wasting time and resources.
- Patients are required to respect the spaces, equipment and furnishings located inside the centre.
- Patients should avoid any behaviour that might disturb or inconvenience other patients.
- Patients are entitled to accurate information on the organisation of Fisiopolimedica Riviera, but it is also their duty to obtain information in the prescribed time and manner.

# IN COLLABORATION WITH:

The logo consists of the letters 'RD' in a bold, serif font. The 'R' and 'D' are connected at the top.

RESIDENZA **DISABILI**  
SUOR ARMANDA

The logo consists of the letters 'RA' in a bold, serif font. The 'R' and 'A' are connected at the top.

RESIDENZA **AZIANI**  
ADELE ZARA

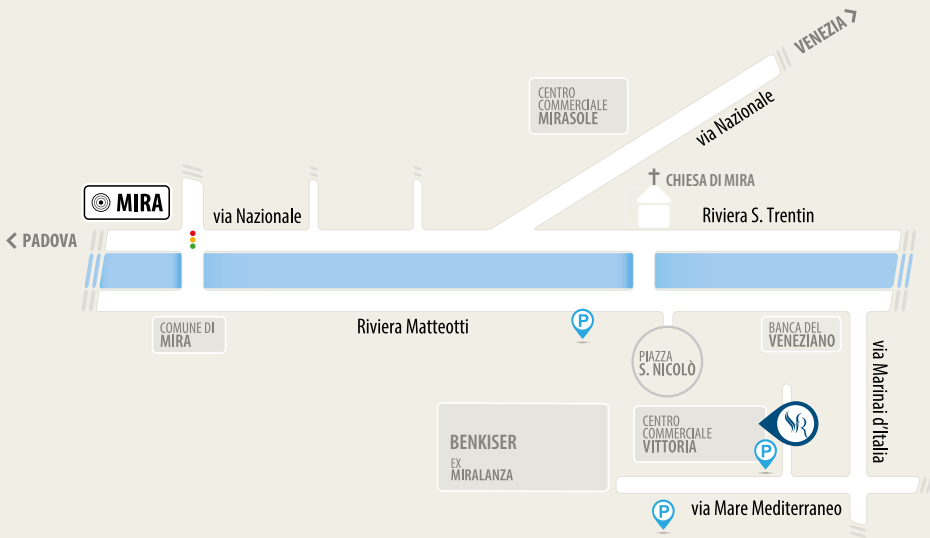
The logo consists of the letters 'RSS' in a bold, serif font. The 'R' and 'S' are connected at the top.

RESIDENZE **SOCIOSANITARIE**  
**SOCIOCULTURALE**  
MIRA

COOPERATIVA **Socio**  
**culturale**

# WITH INPUT FROM:

- Facility Managers
- Area Managers
- Internal Staff



## Information and bookings

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## Telephone bookings

From Monday to Friday, from 9.00 to 18.00.

**Please remember to have to hand your GP referral (impegnativa) and your taxpayer's code (codice fiscale).**

## PRO - Public Relations Service Office

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