

GRUPPO  
VILLA SILVIA  
CLINICA CURA TECNOLOGIA



**VILLA SILVIA MED**  
POLO SANITARIO ACCREDITATO



# Charter of Services 2025

Rev 3  
September 2025



## DEAR GUEST,

The Service Charter is a tool for internal and external communication within the Company, aimed at protecting citizens' rights in the context of the service provided, whereby it becomes an 'actor' in the planning and management of activities. **The accredited Villa Silvia Med healthcare centre** aims to offer personalised care tailored to the needs of patients in order to improve the quality of the services provided and, above all, to make them more suitable to the needs of those who use them.

We hope that this Service Charter, dedicated to every guest of the facility to help them learn more about the services offered, will provide you with useful information and become an adequate support for every type of need, as well as a concrete tool for the constant improvement of what the facility has to offer.

Carta dei Servizi è stata predisposta secondo quanto established by **Prime Ministerial Decree**

**19/05/1995** "General General reference

framework for the Public Health Services Charter".

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# STRUCTURE

## SECTION ONE

### 1. Mission

The Villa Silvia Group is an institution providing services in the fields of specialist medicine, diagnostics and laboratory analysis.

The Villa Silvia Group operates under accreditation with the National Health Service as a public service aimed at providing high-quality, specialised diagnostic and therapeutic services. The strategic elements of the company's policy are the effectiveness of care, the training and motivation of its staff, the optimisation of investments and the rationalisation of expenditure, innovation and scientific research, and continuous improvement in terms of customer satisfaction.

The Villa Silvia Group is committed to providing cutting-edge scientific and technical services and treatments in order to achieve a high level of quality and specificity within the sector in which it operates.

This objective is pursued through substantial investments aimed at structural, technological, organisational and managerial innovation, focusing its activities on patient-centred care and safety, continuous improvement in the quality of personal care and enhancement of human resources.



# STRUCTURE

## SECTION ONE

### 1.1 Our values and fundamental principles

Within the Villa Silvia Group, we base all our choices and actions on corporate values and, in addition to full compliance with current legislation, we are constantly committed to focusing on the centrality of the individual, actively caring for them and providing for their needs and health as 'a state of complete physical, mental and social well-being'.

We ensure the utmost professionalism through competence, preparation and professional integrity, and we are concerned with ensuring that the rights and values of others are respected.

In carrying out its functions, the Villa Silvia Group is inspired by the fundamental principles of: **EQUALITY, IMPARTIALITY, CONFIDENTIALITY, PARTICIPATION, EFFICIENCY AND EFFECTIVENESS.**



# STRUCTURE

## SECTION ONE

### 2. Villa Silvia Med: location.

The accredited Villa Silvia Med healthcare centre is located at Via Anita Garibaldi, 64 in Senigallia and is easily accessible:

- By car **from the A14 motorway**, Bologna – Bari, exit at Senigallia and turn right towards the city centre. After passing two roundabouts, continue to the right, towards Ancona. At the first roundabout, take the second exit onto Viale Anita Garibaldi. The nursing home is located on the left.
- Still by car from **the Adriatic motorway** (from the south via Podesti, from the north via Viale Bonopera), drive along Viale Leopardi, take the flyover, go around the first roundabout and return towards the centre following the signs for Ancona. At the first roundabout, take the second exit onto Viale Anita Garibaldi. The nursing home is located on the left.
- By **train**, take the Milan – Bologna – Senigallia or Bari – Ancona – Senigallia or Rome – Falconara – Senigallia railway line.
- By **plane**, using Falconara Airport, which is about 15 km from Senigallia;
- By **ship**, disembarking at the port of Ancona, about 30 km away which is km from Senigallia.





# STRUCTURE

## SECTION ONE

### 3. Presentation

The facility includes a **diagnostic centre**, a **laboratory** and a **polyclinic** offering specialist services under agreement with the **National Health Service** or on a private basis.

The Service also provides **specialist services** to patients admitted to the Villa Silvia Group Nursing Home at the request of the Internal Medicine Specialist of the ward team or the referring physician.

# FACILITY

## SECTION ONE

### 4. Information and access to services

#### Telephone

Switchboard: +39 071 7927961 + Press 1 for Italian or 2 for English + press 1 or 2 (depending on the service required)

#### Online information and services

Information about the facility <https://villasilviamed.com>

Reservations <https://servizi.villasilviamed.com>

Collection of medical reports <https://servizi.villasilviamed.com/loginref>

#### Information and bookings on site

Reception: 8 a.m. to 8 p.m. Monday to Saturday

#### Collection of test results on site

12:00pm – 1:30pm and 5:00pm – 7:00pm Monday to Friday

12pm – 1.30pm on Saturdays

#### Email

General enquiries: [info@villasilviamed.com](mailto:info@villasilviamed.com) Diagnostics:

[centrodiagnostico@villasilviamed.com](mailto:centrodiagnostico@villasilviamed.com) Visits:

[ambulatorispecialistici@villasilviamed.com](mailto:ambulatorispecialistici@villasilviamed.com)

Laboratory tests: [info.laboratorio@villasilviamed.com](mailto:info.laboratorio@villasilviamed.com)

# FACILITIES

## SECTION ONE

### 5. Relations with the public

Our facility invites anyone who wishes to receive information, make suggestions or submit complaints in writing to contact the Public Relations Office (URP) at **info@villasilviamed.com** . All comments received will be forwarded to the Health Department, which will endeavour to respond within 15 days in the case of signed reports (as required by law).

# STRUCTURE

## SECTION ONE

### 5.1 Customer Satisfaction and complaints

The quality of the services and performances provided, as perceived by users, is assessed annually through the analysis of anonymous evaluations submitted by users via tablets located in the waiting room.

**Villa Silvia Med** also guarantees the possibility of lodging a complaint following a disservice, act or behaviour that has denied or limited the usability of the services; reports will be useful for identifying and understanding existing problems and planning possible improvements to the service provided.

Users may submit complaints directly to the Health Department by communicating their observations verbally or in writing, on plain paper or using a special form that can be collected and returned to Reception.

The Management undertakes to respond in writing to non-anonymous reports within 15 days of receipt.  
receipt.



# STRUCTURE

## SECTION ONE

### 6. User Rights and Duties

#### 6.1 Patient Rights and User

The User has the right:

- Receive accurate and competent specialist care or consultation;
- To have the scheduled times for services respected. Otherwise, they must be promptly notified and will be entitled to reschedule, with preferential procedures;
- To be treated with care, attention and in strict confidence. Information relating to their illness and any other circumstances concerning them must remain confidential;
- To obtain information regarding the specialist services provided by the Diagnostic Centre and Specialist Clinics and how to access them;
- To obtain complete and comprehensible information from the healthcare professional they have consulted regarding the diagnosis and prognosis of any pathology found;
- To obtain information on the possible risks or discomfort arising from any diagnostic investigations, treatments or therapeutic interventions;



# STRUCTURE

## SECTION ONE

### 6.1 Patient and User Rights

- To lodge complaints, which must be promptly examined, and to be informed of the outcome of such complaints. Complaints may be submitted in writing or verbally to the managers of the Diagnostic Centre and Specialist Clinics.
- Physical safety: to this end, the equipment in the Diagnostic Centre and Specialist Clinics has safety features and is subject to strict hygiene standards; waste disposal is carried out according to a specific procedure.
- Compliance with the smoking ban.

# STRUCTURE

## SECTION ONE

### 6.2 Patient and User Duties and s

Users accessing the facility are asked to behave in a responsible and respectful manner, respecting and understanding the rights of other users.

Access to the Diagnostic Centre and Specialist Clinics implies a relationship of trust and respect on the part of the User towards the healthcare and administrative staff and other Patients.

Users are required to:

- Respect the premises, equipment and furnishings located within the Diagnostic Centre and Specialist Clinics;
- To respect the times of appointments and specialist services booked. In case of impediment, you are required to give timely notice;
- Not to smoke inside the Diagnostic Centre and Specialist Clinics.



# STRUCTURE

## SECTION ONE

### 6.2 Duties of Patients and Users

Users accessing the facility are asked to behave in a responsible and respectful manner, showing consideration and understanding for the rights of other users.

Access to the Diagnostic Centre and Specialist Clinics implies a relationship of trust and respect on the part of the User towards the healthcare and administrative staff and other Patients.

Users are required to:

- To respect the premises, equipment and furnishings located within the Diagnostic Centre and Specialist Clinics;
- To respect the times of appointments and specialist services booked. In case of impediment, you are required to give timely notice;
- Not to smoke inside the Diagnostic Centre and Specialist Clinics.





# SERVICES

## SECTION TWO

### 7. THE SERVICES OF THE FACILITY

**Villa Silvia Med Accredited Healthcare Centre**, an organisation created in response to the local community's need for a diagnostic centre to support the city hospital, as well as a facility that could be relied upon for tests and specialist consultations. Villa Silvia MED comprises: the Diagnostic Centre, the Analysis Laboratory and the Specialist Clinics.

#### 7.1 Diagnostic Centre

The facility is equipped with the most modern instruments suitable for performing all examinations in the field of diagnostic imaging, **both privately and under agreement** with the National Health Service (through a referral issued by the attending physician).

The Diagnostic Centre also provides support for the inpatient area of the Villa Silvia Nursing Home.



# SERVICES

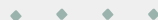
## SECTION TWO

### 7.1 Diagnostic Centre

#### DIAGNOSTIC CENTRE SERVICES

#### INSTRUMENTAL DIAGNOSTIC ACTIVITIES PERFORMED

- Conventional digital radiology
- Orthopantomography
- Joint and brain CT scans
- Cone beam CT
- MOC
- Open magnetic resonance imaging
- Brain MRI without contrast medium
- Spinal MRI
- Joint MRI
- Internal ultrasound
- Breast ultrasound
- Mammography
- EMG-ENG
- Doppler ultrasound
- Epiaortic vessels
- Upper limbs
- Lower limbs
- ECG
- Echocardiogram
- Holter blood pressure and
- cardiac monitoring Exercise
- stress test
- Ozone therapy
- X-ray



# SERVICES

## SECTION TWO

### 7.2 Analysis Laboratory

Villa Silvia Med has a modern and well-equipped private analysis laboratory, **accredited by the National Health Service**: laboratory tests are carried out by experienced and professionally competent medical and biological staff using the latest equipment and technologies.

The Analysis Laboratory carries out daily intra-laboratory quality control and participates in the Bio – Group Medical System s.r.l. inter-laboratory quality control programme 'Quality System', validated by the University of Urbino.

# SERVICES

## SECTION TWO

### 7.2 Analysis Laboratory

Blood samples can be **taken by appointment at the Blood Sampling Room**, at **home** or at the requesting **companies**.

#### LABORATORY ANALYSIS SERVICES

- Chemical and physical analyses
- Occupational medicine (including first-level screening for the assessment of drug addiction in high-risk jobs - ref. Provv. no. 99/CU 30 October 2007)
- Clinical chemistry
- Immunometry
- Haematology
- Coagulation
- Serum protein electrophoresis
- Hepatitis markers (screening)
- Virology
- Infectious serology
- Urine



# SERVICES

## SECTION TWO

### 7.3 Specialist Clinics

The **Villa Silvia Med** polyclinic is located on the ground floor of the clinic. It is a modern facility equipped with the most advanced technologies for instrumental diagnostics.

Appointments are recorded on a computer using specialised software, organised by specialist and specialty. In addition to the type of service and the specialist assigned, the agreed date and time are also recorded.

The operator will assist the User in choosing the most convenient day and time.

For reasons of confidentiality, each user is seen individually; if there are several users, each will be seen in order of arrival, while the others will be asked to wait in the waiting room.



# SERVICES

## SECTION TWO

### 7.3 Specialist Clinics

The **Villa Silvia Med** clinic is located on the ground floor of the clinic, a modern facility equipped with the most advanced technologies for diagnostic testing.

Appointments are recorded on a computer using specialised software, organised by specialist and specialty. In addition to the type of service and the specialist involved, the agreed date and time are also recorded.

The operator will assist the user in choosing the most convenient day and time.

To ensure confidentiality, each user is seen individually; if there are several users, each will be seen in order of arrival, while the others will be asked to wait in the waiting room.



# SERVICES

## SECTION TWO

### 7.3 Specialist Clinics

#### SPECIALIST OUTPATIENT CLINIC SERVICES

- Vascular Surgery
- Cardiology
- Physiotherapy
- Neurophysiology
- Nephrology
- Neurology
- Orthopaedics
- Ophthalmology
- Ear, Nose and Throat
- Obstetrics and Gynaecology
- Pulmonology
- Psychiatry
- Psychology, Psychotherapy and Sexology
- Urology and Andrology



# SERVICES

## SECTION TWO

### 7.3 Specialist Clinics

#### CHECK-UP PACKAGES

Villa **Silvia Med** offers comprehensive specialist **check-up packages**, providing an in-depth analysis of your health in a short time and at a competitive price.

- Comprehensive Check-up: Prevention programme to monitor health and well-being.
- Assisted Reproduction Check-up: Diagnostic assistance for women undergoing assisted reproduction treatment.
- Headache Check-up: designed to offer comprehensive care for patients suffering from headaches.





# SERVICES

## SECTION TWO

### 7.4 Methods and times of access to services

All visits and examinations can only be carried out by appointment. Appointments are managed on a first-come, first-served basis and can be made in the following ways:

#### PRIVATE HEALTHCARE SERVICES

In this case, a referral from a doctor is required. A consent form for the processing of sensitive data (Legislative Decree 196/2003 and rule 15, annex B to Legislative Decree 196/2003) will be provided, which the user must sign to allow the processing of personal data. Once payment has been made, a regular tax receipt will be issued.

#### For private bookings

- <https://servizi.villasilviamed.com>
- By calling +39 071 7927961 from 8 a.m. to 8 p.m., Monday to Saturday
- Send an email to the following addresses:
- [centrodiagnostico@villasilviamed.com](mailto:centrodiagnostico@villasilviamed.com) (Diagnostic Centre)
- [info.laboratorio@villasilviamed.com](mailto:info.laboratorio@villasilviamed.com) (Analysis Laboratory)
- [ambulatorispecialistici@villasilviamed.com](mailto:ambulatorispecialistici@villasilviamed.com) (Specialist Clinics)

)



# SERVICES

## SECTION TWO

### 7.4 Methods and times for accessing services

#### SERVICES UNDER THE NATIONAL HEALTH SERVICE

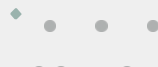
Our facility has an agreement with the National Health Service for certain diagnostic tests such as Doppler ultrasound, CT scans and MRIs (excluding brain MRIs). Under this scheme, a referral from the referring doctor is required on a single regional prescription form, which must specify:

- surname, first name and age of the patient, indicating the local health authority of residence;
- the patient's health card number and tax code, specifying any rights to exemption from payment for the service;
- type of service requested;
- diagnostic query;
- stamp and signature of the doctor, indicating their regional code.

The consent form for the processing of sensitive data in accordance with current legislation is provided, which the user must sign to allow the processing of personal data.

The operator stamps the back of the referral form with the actual date of the examination

which the user must sign.



# SERVICES

## SECTION TWO

### 7.4 Methods and times of access to services

The operator stamps the back of the referral form with the actual date of the examination, which the User must sign. If the User is not exempt, they must pay a ticket and the operator will issue a receipt for the amount relating to the service (the amount is fixed and established by the National Health Service).

#### **For bookings under the National Health Service scheme:**

- Through the CUP (Regional Booking Centre). The call centre is open Monday to Friday from 8 a.m. to 6 p.m. and Saturday from 8 a.m. to 1 p.m.

VILLA SILVIA MED HAS AGREEMENTS WITH THE MAJOR INSURANCE COMPANIES: AXA, ALBANOSTRA, ALLIANZ, ALLEANZA, ASSIRETE, BLUE ASSISTANCE, CASAGIT, CESARE POZZO, COOPSAUTE, COOPERAZIONE SALUTE, CONFARTIGIANATO, CUPSOLIDALE, FASCHIM, FASDAC, FASI, GIO, GENERALI, INTER PARTNER, MYASSISTANCE, MYRETE, METASALUTE-RBM-PREVIMEDICAL, SANIDOC, SUASAVITA, UISP, UNIPOL, UNISALUTE, VIS, WINSALUTE.

#### **For bookings with insurance companies:**

- ♦ By calling +39 071 7927961 from 8 a.m. Monday – 20 from to Saturday



# SERVICES

## SECTION TWO

### 7.5 Booking and cancellation

For private practice services, appointments can be made by telephone, in person at the facility's CUP (Centralised Appointment Service) or online, with **a guaranteed wait time of no more than 3 days** from the time of request.

If unable to attend the appointment, the patient is required to **cancel it within 48 hours** of the scheduled date, in order to allow the Specialists to provide the service to another user. Any impediments on the part of the facility to provide healthcare services on the scheduled days will be promptly communicated to the user, with a commitment to reschedule the appointment.

**For services covered by the National Health Service,**  
**appointments can be made by calling the toll-free number**  
**800.098798 from a landline or 0721/1779301 from a mobile**  
**phone** (costs charged to the user), or by going to the Cup counters already existing in every healthcare facility in the region. The call centre is open Monday to Friday from 8 a.m. to 6 p.m. and Saturday from 8 a.m. to 1 p.m. The CUP counters in individual healthcare facilities will maintain their current opening hours. If unable to attend the appointment, the patient is required to cancel it in accordance with the procedures indicated on the booking form issued by the CUP.

# SERVICES

## SECTION TWO

### **7.6 How to prepare for a diagnostic test and/or specialist consultation**

The operator will provide information on how to prepare for the diagnostic examination that the user will undergo.

Radiological examinations are not recommended for pregnant women and will be assessed for minors.

It is recommended that you bring any previous diagnostic investigations with you.

# SERVICES

## SECTION TWO

### 7.7 Access

Upon arrival at the facility, users may contact the Front Office staff with the following documentation:

#### FOR SERVICES COVERED BY THE NATIONAL HEALTH SERVICE

- the CUP booking
- the referral from their General Practitioner
- any clinical documentation in their possession that they wish to submit to the specialist (blood tests and reports)

#### FOR PRIVATE SERVICES

- clinical documentation in your possession that you will submit to the Specialist (blood tests and reports)

By arriving at the location indicated in the booking at the prescribed time, the patient will undergo the requested service without delay, with a guarantee of therapeutic continuity therapeutic continuity, if necessary.

# SERVICES

## SECTION TWO

### 7.8 r payment

Payment of the amounts due (full, reduced or fixed rate) for specialist visits and diagnostic services must be made before the service is provided. Payment can be made at the Front Office desk in cash, by debit card or credit card.

For services covered by the National Health Service, a prescription charge is payable, except in cases of exemption. For private services: payment is subject to invoicing according to the rates in force.

# SERVICES

## SECTION TWO

### 7.9 Collection of re r reports

Reports will be delivered to the patient or to a person authorised by the patient to collect them, subject to completion of a proxy form.

**Diagnostic Centre:** in most cases, test results are delivered at the end of the test itself.

**Specialist clinics:** results are delivered to the patient at the end of the service, except in certain cases that require several days (Holter, ECG, etc.) or check-up packages (approximately 10 days).

**Analysis Laboratory:** Laboratory test results take approximately 48 hours to be delivered.

**Sending reports:** upon request, results and supporting material (CD-ROMs, films, tracings, etc.) can be sent by registered post to users' homes via the Italian postal service for a fee of C 10.





# QUALITY

## SECTION THREE

### 8. Quality standards and services

In line with its mission, **Villa Silvia MED** is focused on caring for people and is committed to pursuing/guaranteeing the following quality objectives.

#### 8.1 Listening, suggestions and complaints

**Clarity of information:** Guarantee to always provide clear and accurate information by staff and in the Service Charter. The Service Charter is always available to read or download from our website at <https://villasilviamed.com>

**Opportunity to express your opinion on the services received:** Satisfaction questionnaires are given to all patients to evaluate the services received. These can be handed in to healthcare and/or administrative staff or placed anonymously in a special box.

**Complaints handling:** all staff are responsible for collecting any complaints and forwarding them to the Health or Administrative Management, depending on their area of competence.

Management undertakes to provide a response within a maximum of 15 days (as required by law).



# The Birth of Villa Silvia The Vision of Chief Executive **Filippo Aliotta**

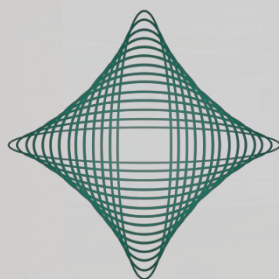
In 2018, with the aim of expanding its healthcare services, the Villa Silvia Medical Clinic was established. This facility involves leading professionals and offers citizens not only a wide range of specialist consultations, but also preventive programmes with personalised check-ups. This development allows the Villa Silvia Group to follow patients from diagnosis to treatment, while also taking care of their overall well-being through preventive initiatives.

With a view to supporting public healthcare, agreements have been put in place that attract patients from across the Marche region: Villa Silvia is accredited by the National Health Service. In addition to helping reduce waiting lists at regional appointment centres, the facility has agreements with major insurance companies. This is the current configuration of **Villa Silvia MED**: a diagnostic centre created to meet the needs of the local community, working alongside the city hospital and offering analysis and specialist services. A reliable facility, designed and built to truly serve the people.

2018



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# VILLA SILVIA MED

POLO SANITARIO ACCREDITATO

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