

CENTRO MEDICO MANTIA



Service Charter



Dear Guest, below we present our "Service Charter", a tool that allows us to share:

- the specificity and quality of the services we offer, designed and aimed at protecting citizens' rights within the service provided;
- the methods of accessing and providing our services.

The Mantia Group also wants to create an increasingly close relationship of dialogue and collaboration with the Guest, with the aim of improving the quality of the service offered, making it not only more efficient and timely, but above all more capable of responding to the different needs of those they take advantage of it. Our objective, in fact, is to offer qualified hospitality and assistance, characterized by the humanity of all those who, in various capacities, work in our Structure. This Service Charter is therefore intended for Patients with the aim of informing about the services provided by our Structure with the aim of preserving the concept of health not as the absence of disease but as a condition of physical, mental and social well-being.



Our history

Our story begins in 1977 when Prof. Sergio Mantia, an illustrious orthopedist, opened one of the first physiokinesitherapy studios in the city of Palermo, involving his sons Roberto, Fabrizio and Marcello. In the 90s the practice transformed into a real healthcare company accredited by the Sicily Region. In 2003 the inauguration of the new and current headquarters of the Mantia Medical Center, in via de spuches 22: over 1500m2 dedicated to rehabilitation medicine; large physiogyms, an area dedicated to hydrokinesitherapy and the presence of innovative technologies to support a staff of qualified and up-to-date professionals.

In 2007 the Mantia brothers decided to integrate the rehabilitation activity with the creation of the Research and Studies Department through which they could knowingly codify years of work and experience in the sector:

hence numerous publications and the drafting of rehabilitation protocols that have the Mantia rehabilitation method as their common denominator. The simultaneous development of outpatient activities and the choice to focus on innovation led to the foundation of the Sergio Mantia Research and Treatment Institute in 2013, an important support and completion of the rehabilitation activity. The structure expands over an area of over 200m2 and is located in the same building as the headquarters.



What is the service charter

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The Health Services Charter is a document that regulates the relationship between the structures accredited with the SSR (Regional Health Service) and citizens.

Access to the structure and the services provided is guaranteed to everyone, without any distinction of race, sex, social condition, religion or political beliefs. Attention is paid to increasing the quality of the services to be provided, focusing on the exclusive needs of the citizen, guaranteeing access to care in the shortest possible time, in relation to the severity of the pathologies and consequent disabilities.

Health services defined as essential are guaranteed by the National Health Service free of charge or with participation in the cost, in the forms and according to the methods established by current legislation. The possibility of introducing cost-sharing constraints does not contradict the fundamental principle of solidarity, as it is through the system of exemptions that allows citizens who, due to income or illness, live in fragile situations to access the service without expense charges

The methods of providing services are constantly monitored in order to test their effectiveness and find any room for improvement based on continuous medical, diagnostic and technological updates. User participation in the improvement process occurs through the judgment evaluation and suggestion collection systems set up by the Mantia Group. In summary, the service charter is drawn up according to the following fundamental principles:

- Impartiality in the provision of services and equal right to access services;
- Full information for citizen users on the services offered and how they are provided;
- Adoption of standards regarding the quality of the service offered and the methods for evaluating it;
- Organization of structured methods for the protection of citizens' rights;
- Cost-effectiveness of the services defined as essential, guaranteed by the NHS either free of charge or with shared costs (ticket)



The Mantia Group is an outpatient clinic for functional recovery and rehabilitation accredited with the SSR, which provides physical medicine and rehabilitation services both in agreement with the Regional Health Service and in a private regime also as a trustee in numerous supplementary health insurance funds, and makes use of the consultancy of healthcare professionals whose qualifications are synergistic with the rehabilitation activities, as well as the collaboration of healthcare professionals who are specialists in the sector (physiotherapists, masso-physiotherapists, kinesiologists, psychomotricists). Rehabilitation is carried out on an outpatient basis and is carried out in compliance with protocols that provide a multidisciplinary approach and with personalized intervention paths, in order to guarantee the best quality of service for the patient. Index of services provided by the Mantia Group:

- Services provided in agreement with the Regional Health Service
- Private physiotherapy services
- Multi-specialist outpatient services
- External consultancy to support rehabilitation
- Services provided with the Supplementary Pension Funds



Services provided in agreement with the Regional Health Service (SSR)

The rehabilitation services provided by the Mantia Group in agreement with the Regional Health Service include the rehabilitation plans described below

PR 1

DISABILITIES RESULTING FROM POST-ACUTE AND CHRONIC CENTRAL NERVOUS SYSTEM DISABILITIES

PR 2

DISABILITIES RESULTING FROM POST-ACUTE AND CHRONIC CENTRAL NERVOUS SYSTEM DISEASES

PR 3

DISABILITIES RESULTING FROM POST-ACUTE AND CHRONIC PERIPHERAL NERVOUS SYSTEM DISEASES

PR 4

DISABILITIES RESULTING FROM POST-ACUTE AND CHRONIC PERIPHERAL NERVOUS SYSTEM DISEASES

PR 5

DISABILITIES SECONDARY TO POSTTRAUMATIC AND INFLAMMATORY OSTEOMYARTICULAR DISORDERS IN SINGLE DISTRICT AND MULTIPLE DISTRICT

PR 6

DISABILITIES SECONDARY TO DEGENERATIVE OSTEOMYARTICULAR DISEASES IN SINGLE DISTRICT AND MULTIPLE DISTRICT

PR 7

DISABILITIES RESULTING FROM SERIOUS BURNS AND SURGERY OR DEMOLITIONAL OPERATIONS

PR 8

DISABILITIES RESULTING FROM INTERNAL DISEASES

PR 9

TREATMENT OF PARAMORPHISM OR DYSMORPHISM IN DEVELOPMENTAL AGE



Services provided in private regime

- Athletic reconditioning program in the physio gym
- Accident prevention program in the physio gym
- Personalized postural gymnastics
- Manual therapy
- Super Inductive System (SIS)
- Graston Technique with Fibrolyzers
- Tecar therapy
- Hydrokinesitherapy
- Neuromotor rehabilitation
- Pelvic Floor Rehabilitation
- Limfaterapy
- It vibrates
- Falls prevention program
- Functional re-education
- Neuromuscular taping
- Massage therapy
- Cryomag
- Cryocompression
- High power laser therapy
- Infrared
- Magnetotherapy
- Analgesic electrotherapy/Electrostimulation
- Iontophoresis
- Ultrasound therapy
- Pressotherapy

The Mantia Group provides personalized rehabilitation programs in multiple treatment phases. The choice of treatment depends on the diagnosis, the associated physio-pathological conditions, age, lifestyle and specific sport-work needs.





Our method applied to physical and rehabilitation medicine makes use of other tools provided privately, including:

- PHYSIOTHERAPY ASSESSMENT
- POSTURAL ASSESSMENT through specific tests that analyze:
 - The pace with tests on treadmill, GAIT TRAINER, using visual feedback
 - Balance with tests on a stabilometric platform, on stable and unstable surfaces, using visual and auditory feedback.

The postural analysis involves the integration of the evaluation on Pancafit with the [®]Raggi method.

Postural tests are aimed at subjects of all ages:

- Children and adolescents to prevent and/or treat the onset of musculoskeletal dysmorphism
- Athletes to improve athletic performance
- Elderly to prevent the risk of falls
- Neurological patients (e.g. parkinsonian) to slow down the progression of the disease and improve the patient's quality of life and where possible reduce the intake of drugs
- People affected by any osteomyoarticular pathology that has disrupted balance and the previous postural structure



Multi-specialist outpatient services

The Mantia Medical Center provides multi-specialist outpatient services to support physical and rehabilitation medicine.

PHYSIATRICAL VISIT

It aims to evaluate the disability, make a diagnosis, and establish the treatment and rehabilitation path for the disability. Disability can be the result of:

- Arthrosis;
- Osteoporosis;
- Rheumatic diseases;
- Inflammatory and/or post-traumatic pathologies;
- Spine pathologies (cervical pain, lumbago, sciatica, cruralgia, etc)
- Pathologies of neurological origin (i.e. concerning the central and peripheral nervous system).

The physiatry specialist, in a team with the physiokinesitherapy technical staff, is also responsible for confirming or modifying the rehabilitation program based on the objectives achieved and/or to be achieved.

(service also provided in agreement with the Regional Health Service - SSR)

ORTHOPEDIC VISIT

has the aim of carrying out diagnosis, treatment and care of diseases of the musculoskeletal system. The causes of diseases of the musculoskeletal system are:

- of a traumatic nature (fractures, sprains, muscle and tendon injuries, dislocations, etc.)
- of a degenerative nature (osteoporosis, arthrosis, etc.)
- of a rheumatic nature (arthritis, etc)
- developmental age pathologies (scoliosis, flat feet, dysmetries, etc.)



INTERVENTIONAL PHYSIATRICS AND REGENERATIVE MEDICINE

The work in a multidisciplinary physiatrist-radiologist team has made it possible to fine-tune and develop therapeutic procedures on the border between surgery and rehabilitation. List of procedures carried out:

- Infiltration therapy under ultrasound guidance (intra-articular, periarticular, intratendinous, peritendinous, muscular, subcutaneous, perineural, paravertebral infiltrations)
- Infiltrative therapy in the field of regenerative medicine
- Oxygen-ozone therapy under ultrasound guidance
- Ultrasound-guided Percutaneous Electrolysis
- Ultrasound-guided Percutaneous Lithoclasia (Needling)
- Ultrasound-guided shock waves
- Mesotherapy
- Trigger Point Treatment (Dry Needling)

EGOGRAPHIC DIAGNOSTICS

uses ultrasound; it is a dynamic exam that allows us to associate the clinical evaluation with the radiological one in real time. It is the main exam to support interventional physiatry. The use of cutting-edge technologies allows us to apply the ECO-Fusion technique, or ultrasound with fusion technique, which increases the sensitivity of 3D ultrasound allowing a direct comparison and superimposition with images obtained via CT scan, magnetic resonance imaging or Pet.





CLINIC FOR THE PREVENTION, DIAGNOSIS AND TREATMENT OF OSTEOPOROSIS

a 360° service that supports the patient in the prevention and treatment of osteoporosis. Thanks to:

- The acquisition of R.E.M.S. technology which allows you to make an early diagnosis of osteoporosis, monitor the state of bone health and evaluate the risk of fracture, taking advantage of the radiofrequency signals acquired during a simple ultrasound scan without resorting to the use of ionizing radiation.
- The provision of the physiatric visit associated with the diagnostic examination with R.E.M.S. technology
- The presence of specific treatment and rehabilitation paths.

OSTEOPATHIC EVALUATION AND TREATMENT

Emphasis is placed on the structural and functional integrity of the body and on the body's intrinsic tendency to self-heal. Osteopathic treatment is seen as a facilitating influence to encourage this self-regulating process.

TREATMENT OF HIATAL HERNIA

is based on the application of visceral osteopathy techniques included within a protocol which also involves physiotherapy

RESEARCH AND TREATMENT CLINIC FOR FILUM TERMINAL DISEASE

The Research Department of the Mantia Group has managed to identify a method to diagnose filum terminal disease, relating it to other pathologies (fibromyalgia syndrome, Arnold Chiari syndrome, syringomyelia and scoliosis).



External consultancy to support rehabilitation

ANGIOLOGICAL EXAMINATION: branch of medicine that deals with the diagnosis, care and treatment of pathologies affecting the arterial, venous and lymphatic circulation. It uses specific tests:

Abdominal aorta color Doppler ultrasound

- Venous and arterial color Doppler ultrasound of upper or lower limbs

PODIALOLOGY AND PODOIATRICS through prevention, diagnosis and treatment, the podiatrist/podiatrist is the healthcare professional who deals with foot care. The visit is associated with a baropodometric examination for the possible creation of a custom-made foot orthosis.

NEUROLOGY AND NEUROPHYSIOLOGY is the branch of Neurology that deals with the electrophysiological functional evaluation of the Central and Peripheral Nervous System. Thanks to the use of instruments capable of analyzing the electrical activity generated by the Nervous System, we can document the integrity or reveal any suffering of muscles, nerves, roots, nervous pathways along the spinal cord and brain structures. The tests that are performed in the clinic are:

Electroneurography (ENG) and Electromyography (EMG)

Desmedt test (or repetitive stimulation) which studies the functionality of the neuromuscular plate and is requested if myasthenia gravis is suspected.

NEUROSURGICAL EXAMINATION is useful for evaluating the presence and extent of pathologies of the central and peripheral nervous system or disorders affecting the spine, with the aim of identifying the most effective treatment and the possible use of surgery.





Methods of access and provision of services

The citizen accesses the regional health service upon request for initial access by the General Practitioner (GP) or Free Choice Pediatrician (PLS) both as regards the psychiatric visit and the rehabilitation process. Booking takes place in different ways:

- In presence at the reception located in via Francesco Ferrara n.16
- By telephone on 091 581393 or 091 6112207
- By writing an email to convenzionazione@centromedicomantia.it
- By filling out the booking form on our website www.centromedicomantia.it

Once the requested service has been booked, the citizen, on the date of the appointment, must go to the Front Office in via Francesco Ferrara n.16 to carry out the acceptance procedures followed by the provision of the service. The payment of the share of participation in the health expenditure (ticket) of the services provided in the agreement is regulated by current laws. On first access, the patient is taken care of by a doctor specializing in physical and rehabilitation medicine or for a psychiatric visit or for an initial evaluation; subsequently, where necessary, the patient will be able to access rehabilitation services only and exclusively upon specialist medical indication.



The citizen accesses the services provided under a private regime with specific reservation. Booking takes place in different ways:
In presence at the reception located in via De Spuches n.22
By telephone on 091 581393 or 091 6112207
By writing an email to info@centromedicomantia.it
By filling out the booking form on our website www.centromedicomantia.it

Following the booking, the citizen must go to the front office of the secretariat previously indicated at the time of booking (via De Spuches n.22 or Via Francesco Ferrara n.6/A). The care will be taken by the specialist doctors of the branch or by the rehabilitation staff, or by external consultants.

The supply capacity of the Mantia Group is evident from its logistical and organizational structure explained below: approximately 1800m² of total surface area of which 1550m² is home to the Mantia srl Medical Center and approximately 250m² is home to the Research and Treatment Institute Sergio Mantia srl, divided into eight medical-specialist clinics, twenty-five rooms for individual therapies, four physiogyms, the area dedicated to hydrokinesitherapy with a rehabilitation tank, two vascular paths with changing rooms for patients, three secretarial stations, two of the such as with adjoining administrative offices, three waiting rooms, a call center station and a meeting room. The staff that operates within the structure is made up of approximately fifty people including employees, collaborators and external consultants, all in possession of the qualifications and requirements suitable for carrying out the individual tasks, as also shown in the Presidium Operational Sheet sent to the ASP 6.



PROTECTION OF THE SAFETY AND HEALTH OF PATIENTS AND WORKERS, PRIVACY AND ENVIRONMENTAL PROTECTION

(Each service, whether it is a sector affiliated with the SSR or a private sector, is provided in compliance with and protection of current regulations on privacy, environmental protection and workplace safety. In detail:

- Privacy Protection: the Mantia Group has applied all the measures provided for by Legislative Decree no. 196 of 30 June 2003 and subsequent amendments. The Structure also operates to protect the correct processing of personal data, in application of Law 657/96 on privacy and GDPR 679/16.
- Protection of worker safety: The Mantia Group, in compliance with Legislative Decree. 81/08, protects the safety and health of workers through the development of the risk assessment document and the adoption of the prevention and protection measures envisaged by the assessment itself. Fire safety procedures have been developed which include periodic drills and evacuation simulations based on the specific document which is the Fire Prevention Plan. The Structure has a fire prevention system in compliance with the law with signs in order to highlight the various routes in case of emergency.
- Environmental protection: The Structure operates in compliance with current regulations, with particular attention to the protection of public health and the environment, regarding the disposal and recycling of waste.

The psychiatry specialist, in a team with the physiokinesitherapy technical staff, is also responsible for confirming or modifying the rehabilitation program based on the objectives achieved and/or to be achieved. Furthermore, the organization has decided to implement and maintain a management system compliant with Legislative Decree 231/2001, adopting an organizational model to regulate and define the company structure and the management of its sensitive processes in order to reduce the risk of committing crimes.

THE QUALITY SYSTEM

The services are provided according to standards defined in terms of procedures previously agreed and developed in concert by all staff with the responsible company management figures and with the ownership.

The performance standards are applied to all levels and types of services provided, in the healthcare, administrative and management fields. Compliance with the Quality Standards is guaranteed through the direct monitoring of instrumental, assistance and service factors.

These standards essentially concern the characteristics and methods of provision of services, with particular attention to those specific organizational aspects that are more easily perceived by the Patient.

Among these, the measurement of the level of patient satisfaction is of particular importance. In this way the Patient is allowed to interact concretely with the Structure to satisfy their health needs.


The service quality standards are checked periodically and are subject to internal analyzes for continuous improvement. In fact, in all the waiting rooms of the Facility, the quality questionnaire is available, a tool for evaluating the quality of the services and services provided, which can be used by all patient citizens who can thus provide their contribution to improving the quality of the services.


Furthermore, the Facility Coordinators are available to receive any complaints in person, guaranteeing citizens the possibility of promptly interfacing with the staff.

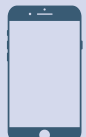


Thank you

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