
SERVICE CHARTER

Dear Customer,

First of all, we thank you for your trust in us by choosing Laboratorio Diagnostica Medica srl.

We would like to assure you that our medical and paramedical staff will do everything possible to provide you with appropriate, effective, and prompt care.

We guarantee the human and professional commitment of all the Center's staff.

Finally, we assure you that all healthcare personnel are at your disposal to provide you with information on methods, procedures, and treatment options (duration, effectiveness, etc.) regarding your health.

We are convinced that information is not only a right and a duty for a patient, but also a contribution to the care provided, allowing for the establishment of a relationship of trust and full confidence.

We remain at your disposal.

The Center Management

Latina 26/01/2026

INTRODUCTION AND FUNDAMENTAL PRINCIPLES

The Center is a healthcare facility operated by Laboratorio Diagnostica Medica srl, which has been operating for years in the Province of Latina. The Group's healthcare focus is on laboratory diagnostics and outpatient specialist care, with facilities located in various municipalities within the Province. Recently, the Latina Center was added to the network, a local healthcare facility for rehabilitation and functional re-education that provides services to patients with physical, mental, and sensory disabilities. Rehabilitation treatment is designed to achieve the highest possible level of physical, mental, and social independence, consistent with the patient's condition. It involves recovery and rehabilitation activities through comprehensive patient care by a multidisciplinary team that develops a personalized rehabilitation plan and program aimed at recovery.

In fact, the rehabilitation plan implemented by the multidisciplinary team that will care for the patient involves various areas of expertise. Therefore, the Center employs only highly experienced and competent staff, including medical specialists such as orthopedists, physiatrists, neurologists, child neuropsychiatrists, and healthcare professionals such as rehabilitation therapists, psychologists, speech therapists, child neuropsychomotor therapists, occupational therapists, health educators, and social workers.

To ensure greater responsiveness to the needs of its users, the facility is committed to humanizing the operator-user relationship through a welcoming and accepting approach that respects their dignity, accurately understanding and decoding their real needs in relation to the range of services offered.

Services Provided

The rehabilitation services provided include motor, neurological, speech therapy, psychomotor, and cognitive therapy, all on an outpatient basis. These services address neuropsychosocial issues, such as: neuropsychological and neuropsychiatric rehabilitation interventions (including neuropsychiatric, speech therapy, psychomotor, cognitive, and learning rehabilitation), individual and group psychotherapy, psychological counseling, parenting support, neuropsychological assessments, individual, group, and family psychological assessments, and neuropsychiatric assessments. Treatments that improve the individual's socio-health and socio-educational status are also offered. Visits by physiatrists, orthopedists, and other specialists useful for planning and implementing the patient's social and health rehabilitation program.

REHABILITATION TECHNIQUES used in outpatient treatments:

- Neuromotor rehabilitation
- Orthopedic rehabilitation
- Comprehensive postural re-education
- Instrumental physical therapy (TENS – diadynamic iontophoresis – electrostimulation, magnetotherapy – laser – ultrasound)
- Psychological support and psychotherapy

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- Occupational therapy (aimed at achieving maximum independence and improving the individual's quality of life through meaningful movements and activities, involving the individual's entire personality and the surrounding environment)
- Speech therapy
- Neuro- and psychomotor therapy for children and adolescents

Therapies provided include:

☒ Neuropsychological and neuropsychiatric rehabilitation interventions

☒ Rehabilitation: corrective exercises (scoliosis, kyphosis, genu valgum, genu varum, etc.), polyarthritis in the elderly, arthritis and periartthritis, fracture sequelae, post-surgical rehabilitation.

☒ Physical therapy: radar therapy, iontophoresis, diadynamics, electrostimulation, ultrasound, laser, magnetotherapy, traction, vertebral manipulation, infrared, ultraviolet, pressotherapy, hyperthermia, tecar th

Access to services:

Treatments for Neuropsychosocial Services.

1st Cycle: Request from GP for consultation and treatment cycles.

2nd Cycle and subsequent cycles: The GP requests a specialist consultation, specifying the diagnosis and the number of sessions already completed by the patient, to assess the need for longer treatment.

If the specialist deems therapy necessary, he or she issues a treatment plan and sends it to the patient's GP, who then prescribes any subsequent treatment cycles.

Outpatient rehabilitation treatments.

1st Cycle: Request from GP for a maximum of 3 treatment cycles.

2nd Cycle and subsequent cycles: The GP requests a specialist consultation, specifying the diagnosis and the number of rehabilitation cycles already completed by the patient, to assess the need for longer treatment.

If the specialist deems therapy necessary, he or she issues a treatment plan and sends it to the patient's primary care physician, who then prescribes any subsequent treatment cycles.

In this case, the primary care physician requests a consultation with the specialist, specifying the patient's diagnosis and previous rehabilitation cycles. The specialist issues the prescriptions using the methods described for outpatient treatments, in compliance with the Ministry of Health's Guidelines for rehabilitation activities, including a treatment plan and initial prescription.

In this case, however, a copy of the treatment plan developed by the specialist must also be sent to the

INFORMATION ON THE ORGANIZATION AND SERVICES OFFERED

The Facility

The Center is structured to provide individual and group therapy, equipped with a suitable gym and boxes, as well as suitable rooms for scheduled specialist visits.

Services Provided

The facility is able to provide high-level specialized and rehabilitative services for a wide range of conditions and for all age groups:

- Educational and clinical services addressing neuropsychosocial issues,
- Chronic and/or stabilized central and peripheral nervous system disorders;
- Post-traumatic single-district or multi-district osteomyoarticular disorders;
- Degenerative single-district and multi-district osteomyoarticular disorders;
- Conditions resulting from burns and surgical procedures;
- Conditions related to paramorphisms and dysmorphisms in developmental age;
- Cardio-respiratory pathologies.Center, along with the primary care physician's written copy.erapy, shock

PATIENTS' RIGHTS

The Center is committed, in accordance with the European Charter of Patients' Rights, drafted by the Active Citizenship Network (ACN), current national and local regulations, and the World Health Organization (WHO), to recognizing and respecting patients' rights, such as:

Right to Preventive Measures. Everyone has the right to appropriate services to prevent illness.

Right to Access. Everyone has the right to access the health services their health requires. Health services must guarantee equal access to everyone, without discrimination based on financial resources, place of residence, type of illness, or time of access.

Right to Information. Everyone has the right to access all information regarding their health status and health services and how to use them, as well as all information made available by scientific research and technological innovation.

Right to Consent. Everyone has the right to access all information needed to actively participate in decisions affecting their health. This information is a prerequisite for any procedure and treatment, including participation in scientific research.

Right to free choice. Every individual has the right to freely choose between different procedures and healthcare providers based on adequate information.

Right to privacy and confidentiality. Every individual has the right to the confidentiality of personal information, including that concerning their health status and possible diagnostic or therapeutic procedures, as well as the protection of their privacy during diagnostic tests, specialist visits, and medical-surgical treatments in general.

Right to respect for patients' time. Every individual has the right to receive necessary healthcare within a prompt and predetermined period of time. This right applies to every phase of treatment.

Right to respect for quality standards. Every individual has the right to access high-quality healthcare services, based on the definition and compliance with specific standards.

Right to safety. Everyone has the right to be free from harm resulting from poor health care, malpractice, and medical errors, and has the right to access health care services and treatments that ensure high safety

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Provide all clinical information and schedule appropriate follow-up with any appointments for check-ups, etc.;

Regarding administrative matters:

Ensure simple and timely delivery of all clinical documentation or any other requested documents;

Regarding the collection of user reviews:

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Ensure clear and available forms for indicating the level of satisfaction and for reporting any malfunctions, complaints, etc.; Publicize the results of statistical surveys conducted on service quality assessments; and Respond to complaints submitted within the legal deadlines.

Rehabilitation Center pursuant to Article 26 of Law 833/78

General Information

Sole Director: Dr. Umberto Antonio Mario Redi

Medical Director: Dr. Umberto Antonio Mario Redi

The switchboard is open Monday through Friday from 9:00 a.m. to 7:00 p.m. and Saturday from 9:00 a.m. to 1:00 p.m., or by sending an email to the following address:

Il Centro srl is located in LATINA, at Largo Cirri, 10 (postcode 04100).

The Center guarantees the protection of its users:

Relationships with the associations representing users are fostered through the sharing of the Service Charter, which is sent to them.

The Admissions staff is responsible for public relations and is responsible for receiving suggestions and complaints. There are also dedicated forms and boxes for suggestions.

A Case Manager is appointed for each patient, whose name is communicated upon admission. This person is responsible for the overall management of the individual rehabilitation plan and communication with the patient's family.

User Access to Clinical Information

Users can access the clinical information that concerns them:

by interviewing the Case Manager

by requesting a copy of their medical records

upon a written request to be submitted to Admissions using the Center's dedicated form; the maximum time limit for responding to the request is 7 days from the date of the request.

Only with the patient's prior consent can operators provide information or clinical documentation to family members.

User Rights, Participation

The Management of the Redi Medica Group Center encourages residents using the service to promptly report any problems and, to this end, reminds us of some of the fundamental rights of each user:

To be adequately informed about the type of treatment and its duration: each outpatient service varies from a minimum to a maximum time established by valid national standards.

To know the names of the professionals who will be caring for you.

To visit the Center.

To be informed about your rehabilitation plan and any subsequent updates.

To be protected in your privacy.

To receive communication of information concerning you.

To view clinical records at any time and to agree with Management on the times and methods of delivery of reports.

To enable staff to ensure the best possible service, Management encourages its Users to:

Respect agreed-upon schedules

Promptly report any absences to Laboratorio Diagnostica Medica srl

Actively participate in activities and therapy sessions.

Complaint Management

A complaint is an expression of dissatisfaction that requires a response. Reports are also useful for identifying existing problems, any service malfunctions, and for planning possible and appropriate improvement measures.

The Center's complaint handling procedure is as follows:

Complaints are received by the Reception staff;

The report must be submitted within 3 days of the incident;

The report may be made verbally, by telephone, or in writing. For formalization, the appropriate form must be completed, possibly accompanied by reports or documents.

A response to the complaint will be guaranteed and, for significant malfunctions, it will be written and sent within 7 days of the complaint.

Satisfaction Assessment

Patients will also be given a strictly anonymous questionnaire based on the facility's standard format, regarding their satisfaction with the services they received. The questionnaire must be carefully completed in its entirety and placed in the designated boxes.

The questionnaire will be used to identify critical points in the organization of services, which can then be continuously improved, also with a view to user satisfaction.

This tool will allow the preparation of the self-evaluation report with which the Center examines the results achieved in relation to the commitments undertaken and the level of user satisfaction.

SERVICE ASPECTS EVALUATED

- Professionalism of admission staff
- Waiting time for therapy
- Professionalism and friendliness of the therapist
- Duration of therapy
- Hygiene of the facility
- Appropriateness with the replacement of therapists

Free choice of service

"Referrals for individual interventions and for the various types of care covered by this agreement are issued... respecting the interested party's right to free choice..."

(See: Text of the standard agreements of accredited rehabilitation centers)

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