



FISIOTERAPIA MEDICA

STUDI E RICERCHE SRL

THE SERVICES CHARTER



ENGLISH VERSION

EDITION OF JUNE 2025



PRESENTATION

Fisioterapia Medica health centre is a Medical-Physiotherapeutic Structure to the avanguard in the fields of the orthopaedics, traumatology and rheumatics functional rehabilitation. The collaboration with the National Health Service Center from 1980 and currently credited, one takes advantage of sophisticated technologies and staff characterized in continuous formation, in a position to supplying the most modern rehabilitation techniques for pathologies orthopaedic and post-traumatic.

The high percentage of cases post surgical treatys, the collaboration and the confidence of specialists in orthopaedic and traumatological fields confer us a high experience for the recovery of the following cases:

- Pre-operative preparations of shoulder and knee (damages tendons)
- Knee prosthesis - reconstruction outcomes of ligaments - meniscus removal - cleansing cartilage

- Hip prosthesis
- Shoulder prosthesis: internal and inverse prostheses - reconstruction outcomes cap rotators - surgical stabilization - tendons capsulitis (adhesive and retractile)
- Traumatic pathologies: outcomes of fractures, muscular distortions, luxations, lesions
- Vertebral pathologies

THE SOCIETY

Director general's office

Alessandra Cremonese

Salvatore Fabrizio Giordano

Sanitary Direction

Dr. Corrado Maniero

Specialist in Physical Medicine and Rehabilitation



FUNDAMENTAL PRINCIPLES

In order to guarantee and to improve the quality of the service, the Direction of the Fisioterapia Medica has chosen to put into effect The Management System for the Quality in compliance with international norm UNI EN ISO 9001, and invest their own resources to maintain it.

The constituent elements of Management System for the Quality regards all the points of the aforesaid Norm.

Particular attention is lend however to:

- training of the staff;
- appraisal of the suppliers;
- control and organization of the processes;
- management of the claims and the suggestions of the customers;
- systematic study of the degree of customers' satisfaction.

To this end, our Structure, in order to maintain a constantly elevated level of quality and to guarantee the satisfaction of the customer, it lend continuously much attention to some fundamental principles, we introduce you hereunder.

EQUALITY:

the engagement to distribute all the citizens equal services, to prescind from the age, sex, race, language, nationality, religion, political opinions, customs, physical, psychical and economic conditions.

RESPECT:

to assure an objective and equanime behavior from all the staff towards all the customers of the Structure.

CONTINUITY:

our Structure operate to guarantee the qualitative continuity and the regularity of the services.

RIGHT OF CHOICE:

our Structure allow to every citizen to choose between the different people and creditated structures who provide the service required.

PARTICIPATION:

our Structure operate to recognize the right collaboration from the citizens through observations and suggestions on the corrected one distribution of the performance and to the improvement of the service lend from Structure.

STAFF

MEDICAL STAFF SPECIALIZED IN PHYSICAL MEDICINE AND REHABILITATION

Dr.ssa Rosaria Duca
Dr.ssa Kathy Fior
Dr. Corrado Maniero
Dr.ssa Paola Peron

TECHNICAL AND PERSONELL MANAGER

Arturo Russo
Patrick Zoroaster

TECHNICAL-ADMINISTRATIVE STAFF

RECEPTION MANAGER

Laura Carozza

RECEPTION MANAGER ASSISTANT

Francesca Storti

QUALITY SYSTEM MANAGER

Laura Carozza

TRAINING MANAGER

Francesca Storti

STERILIZATION MANAGER

Alberto Foralosso

Our staff consists of 5 receptionists for users' reception and 12 physiotherapy specialists for Physical Rehabilitation Medicine services.



STANDARD OF QUALITY

INFORMATION - ACCEPTANCE

COURTESY - CUSTOMER CARE:

Fisioterapia Medica guarantees the corrected information of the citizen and kind acceptance in according to an high level of quality. The quality standards relative to information, acceptance and courtesy are supervised thanks

to the realization of a satisfaction's questionnaire of the patients that it comes

distributed periodically. The customer can express own judgment in relation to a series of questions on the service. This will concur to obtain in anonymous form the appraisals on the quality of the offered service. The data from it proceeds are analyzed from the Responsible

of the Management System for the quality and from the Direction.

In the optical to always supply a service of quality, a Card Claims/Suggestions is available at the Acceptance, where the

customer can protest to forehead of a inefficiency or to introduce eventual signallings. The referring one for such claims are the Director general's office, that it is engaged closely to the resolution of the inefficiency in the technical times necessary.

OPENING TIME AND FLEXIBILITY:

Regarding the flexibility, the opening to the public has been made available for a wide arc of time, from 6.00 to 20.00, while the reception opens from 7.00.

TRANSPARENCY:

Fisioterapia Medica guarantees the transparency of own administrative action, putting on hand of public every relative

information to typology of the physical therapies, like and where they come carried out, and the rates applied.



STANDARD OF QUALITY

PUBLICITY OF THE SERVICES

CHARTER:

The present charter will be available of the customers at the reception and in the two waiting rooms of the Structure.

Furthermore the updated version online from our website www.fisioterapia.it can be downloaded.

HYGIENE:

Fisioterapia Medica is engaged to guarantee the maximum hygiene and cleansing of all the structure, taking advantage itself of qualified staff (Sterilization manager) resident and outsource of the Structure.

IMPROVEMENT PLANS:

Fisioterapia Medica considers objective main the one attainment high level

of quality of the distributed services.

This necessarily involves a constant adaptation to the requirements and to demands for the citizens. In order to achieve such objectives, the Center has chosen to put into effect a Management System compliance with the norm UNI EN ISO 9001, obtaining in 1999 the certification CSQ consistent with the norms UNI EN ISO 9002. In 2009 it obtained the UNI EN ISO 9001: 2008 certification and today has adapted the system to the new UNI EN ISO 9001: 2015 standard. It provides for the carrying out of the risk analysis according to the ISO 31000: 2009 standard: the incipit for this analysis is provided by the Management through the definition of specific objectives and through a strong involvement of the personnel.



ACCEPTANCE

BOOKING:

The booking for a physiotherapeutic visit can be carried out by phone or personally at the Structure fortified of prescription Appointments are booked using the CUP agendas, accordance to the regulations, respecting the following principles:

- priority class indicated by the doctor
- compliance with the protocols
- correct indication of the disease
- congruity between what is prescribed and dispensed

RECEPTION:

it is necessary to arrive at the structure at least 10 minutes before the timetable of the visit fortified of prescription of the doctor and sanitary ticket.



Info new sanitary card TS-CNS on web site

PRIVACY:

at the moment of the first acceptance patient comes informed, according to Regulation (EU) 2016/679 of the European Parliament and of the Council and comes demanded to underwrite the permission to the treatment of your personal details in the full respect of the rights and the fundamental freedoms, with detail reference to the confidentiality and the personal identity.

INVIATO ENTRO IL DATALE				BOLTA ELETTRONICA - PRESCRIZIONE PER L'ASSETTO		
		0000 K101		000A0 2201P		
COORDINATE E NOMENCLAVI DELL'ASSISTENTE						
INDIRIZZO		CAP	CITTA'	PROV.		
ESIBIZIONE		SICLA PROVINCIA:	CODICE ASS. 308	DISPOSIZIONI REGIONALI		
			ALTRO	PRIORITY PRESCRIZIONE (SUS.D.P.)		
TIPOLOGIA PRESCRIZIONE(S)UE		PRESCRIZIONE			QTA	NOTA
QUESTO DIAGNOSTICO						
N° CONFIDENZA PRESTAZIONE	2	TIPO RICETTA	DATA	CODICE FISCALE DEL MEDICO		
CODICE AUTORIZZAZIONE				COGNOME E NOME DEL MEDICO		
Ritrovato al nemo dell'art. 11, comma 1o del DL 31 mag 2012(n° 79) e dell'art. 1, comma 4 del DM2 nov 2011						

ACCEPTANCE

CLINICAL OUTCOME POST THERAPIES

Our structure operates the procedure of valuation clinical outcome post therapies, to evaluate the clinical conditions post therapies and then the effectiveness of the physiotherapy treatments.

PAYMENT OF THE PERFORMANCES:

the payment of the ticket regarding the visits, must be carried out before the execution of the performance; while regarding eventual cycles of rehabilitation the amount will have to be knit at the beginning of the first sitting of every cycle.

Payment can be made in the following ways: cash, debit card, credit cards and bank transfer.

CANCELLATIONS:

It informs you that any therapy sessions lost in convention can not be recovered. If necessary a new schedule should be carried out only at the Structure.

It is important that the customers communicate the impossibility to carry out the VISIT with 3 work days notice, precedence to the appointment, in order to concur to assign place to another patient.

The notice to leave for the **PHYSIOTHERAPIC PERFORMANCES** can be carried out with a week of notice, for always giving the possibility to other patients to have use of the service.

In case of lacked notice to leave, as indicated, the patient will have to pay the ticket even if equally free (D.G.R n. 14-10073 of the 28/07/2003) (Deliberation of the Regional Committee of Veneto n. 600/2007).

PHYSICAL REHABILITATION MEDICINE

The service provided can belong to 2 categories:

-Services under convention

-Services provided only as private therapies

COLOUR LEGEND - SERVICE DELIVERY REGULATION:



Convention Regulation



Private Regulation

Convention Regulation subject to **physiatric examination**

- Analysis of upper limb kinematics
- Analysis of step kinematics
- Individual motor rehabilitation (including in water)
- Individual motor rehabilitation in complex disabilities with use of supportive physical therapies
- Training in diaphragmatic breathing and calisthenics exercises
- Individual motor rehabilitation with support of physical therapies

Update of services under the convention regulation according to the Nuovo Tariffario Nazionale from 30/12/2024

Provided in Private Regulation

- Massotherapy
- Re-education in complex pathology
- Simple pathology rehabilitation
- Group gymnastic rehabilitation
- Postural training
- Proprioceptive rehabilitation
- Water rehabilitation
- Bemerotherapy
- Iontophoresis
- High-power and Nd:YAG lasers
- Radial shock waves
- Paraffin therapy
- Tecar Therapy
- Cerc Therapy
- S.I.S. Super Inductive System
- Cryotherapy
- Analgesic electrotherapy
- Electrostimulation
- Magnetotherapy
- Contact/immersion ultrasounds

HYDROKINESIS THERAPY

Water therapy adds a new dimension to rehabilitation.

With the water temperature stabilized from 32 ° C to 34 ° C, water therapy is used as a fundamental complement to therapies.

It consists in immersing the body in a tank, lightening the weight up to 90%, to face rehabilitation with reduced efforts.

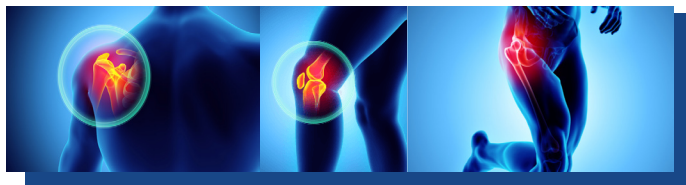
The service is accessed after a **PHYSIATRIC EXAMINATION** to be booked in the office.



SHOULDER - KNEE - HIP

POST-OPERATIVE CYCLE OF EXCELLENCE DEDICATED TO SHOULDER, KNEE AND HIP

Our adequately trained and specialised operators are at your disposal to plan a state-of-the-art post-operative recovery pathway, according to specialists' indications with physical and rehabilitation therapies tailored to each specific case.



NEW GENERATION THERAPIES

Nd:YAG (high power) LASER

Works with a wavelength of 1064nm.

Generates a reactivation of cell metabolism, speeding up the return of tissues to their normal balance.

Generates a reduction in inflammatory states, has an antalgic and anti-oedemigenous effect.

It can be carried out with the handpiece by the therapist or fixed.



Applications:

Inflammatory states - Muscle injuries

Haematomas - Joint pathologies

RADIAL SHOCKWAVES

Generates a high-energy acoustic wave with an 'open' focus that expands in the tissue, stimulating natural biological repair processes. Very well tolerated and with positive effects achieved on average in 6 sessions.

Applications:

Draining - Decontracting - Tendinopathies

Calcaneal spurs - Calcifications - Epicondylitis



NEW GENERATION THERAPIES

S.I.S. SUPER INDUCTIVE SYSTEM

This innovative equipment uses a high-intensity electromagnetic field and influences cell metabolism, microcirculation, biostimulation and blood viscosity, decreasing it, generating an analgesic, anti-inflammatory and anti-oedema effect. It is suitable for treating multiple pathologies.

Applications: epicondylitis - arthrosis - tendonopathies - muscle contractures - arthritis - impingement syndrome



CERC®

Controlled resonant electromagnetic circuit.

Equipment based on the emission of electromagnetic fields that can self-calibrate energy and detect tissue impedance by automatically modifying the generated electromagnetic field so as to avoid dispersion.

Main applications:

Arthrosis; Inflammations

Consolidation of bone fractures

Tendinitis, epicondylitis, bursitis

Cervicalgia, back pain, lower back pain



OUTPATIENT CARE

INFILTRATIVE THERAPIES

- Joint and extra-articular infiltrations
- Ozone therapy
- Manipulations
- Acupuncture



POLYCLINIC

NON-CERTIFIED UNI EN ISO 9001 AND NOT ACCREDITED STRUCTURE

PHYSICAL MEDICINE AND REHABILITATION

SANITARY MANAGER DR. CORRADO MANIERO

Dr.ssa Rosaria Duca

Dr.ssa Kathy Fior

Dr. Corrado Maniero

Dr.ssa Paola Peron

ORTHOPAEDICS AND REHABILITATION

Dott. Guilherme Carpeggiani

Specialist in knee, hip, elbow, hand, foot
and spine surgery

Dr. Claudio Khabbaze

Specialist in Knee surgery

Dr. Guido Maritan

Specialist in knee surgery

Dr. Alvise Marton

Specialist in hip surgery

Dr. Manuel Sanavio

Specialist in Knee, Shoulder and Hip
Surgery

Dr. Stefano Tognon

Specialist in hand, shoulder and hip
surgery

OTHER SPECIALITIES

Dr. Claudio Abrahamsohn

Specialist in Internal Medicine

Dr.ssa Anna Bauce

Specialist in Radiology

Dr.ssa Cristina Biasinutto

Specialist in Dermatology

Dr. Francesco Ceccherelli

Specialist in Anaesthesiology

Dr.ssa Manuela Duca

Biologist-Nutritionist

Dr. Piero Revelli

Specialist in Ophthalmology



OUR ORTHOPAEDICS TRAUMATOLOGISTS

NON-CERTIFIED UNI EN ISO 9001 AND NOT ACCREDITED STRUCTURE

Dr. Guilherme Carpeggiani

Specialist in knee surgery: arthroscopic and minimally invasive prosthetic surgery
Prosthetic hip surgery, arthroscopic and prosthetic surgery of the elbow, hand, foot and shoulder.
Spinal surgery: circumferential vertebral stabilisation and minimally invasive surgery.

Dr. Guido Maritan

Specialist in surgery of knee pathologies: meniscal, cartilaginous and ligamentous.
Arthrotic degenerative pathology of the knee and infiltrations.

Dr. Manuel Sanavio

Specialist in surgery for pathologies of the knee: meniscal, cartilaginous and ligamentous.
Reconstructive surgery of the knee, shoulder and hip.

Dr. Claudio Khabbazzè

Specialist in surgery of knee pathologies: meniscal, cartilaginous and ligamentous.
Arthrotic degenerative pathology of the knee and infiltrations.

Dr. Alvise Marton

Specialist in hip prosthetic surgery, revision prosthetic surgery, trauma surgery and its outcomes.

Dr. Stefano Tognon

Specialist in surgery for diseases of the: hand, shoulder and upper limb.
Arthrosico-degenerative pathology of the hip.

OUR SPECIALISTS

NON-CERTIFIED UNI EN ISO 9001 AND NOT ACCREDITED STRUCTURE



Dr.ssa Anna Bauce

Specialist in Radiology

Performs the following ultrasound scans: full abdomen, upper abdomen, lower abdomen, Musculoskeletal (abdominal wall, shoulder, knee, elbow, ankle/Achilles tendon, hip, quadriceps and calf), Neck, Testicles, Soft parts.

Dr.ssa Cristina Biasinutto

Specialist in Dermatology

Dermatological examinations. Nevi examination. Diathermocoagulation and cryotherapy. Aesthetic treatments are not performed.



Dr. Francesco Ceccherelli

Specialist in Anaesthesiology

Performs: Anaesthesiologic examination, Postural examination and posturographic test, Acupuncture and Electroacupuncture, Mesotherapy, Spinal mobilisation

Dr.ssa Manuela Duca

Biologist Nutritionist

Evaluation of nutritional status and elaboration of customised food plans, also vegetarian.



Dr. Piero Revelli

Specialist in Ophthalmology

Eye examinations with examination of the eye fundus, eye pressure.

FACILITY CONVENTIONS

Only for specialist branch of psychiatry



Soluzioni Assicurative Sanitarie Srl

PosteWelfare
Servizi

INAIL

Ⓐ
Confartigianato
Imprese PADOVA

HOW TO REACH OUR CENTER



HOW TO REACH THE STRUCTURE:

By Car: we advice you to park in Via Costa and approach the Structure From the corresponding entrance at n. 18/A

By Tram: stop Via Cavallotti

By Bus: stop n. 22 – n. 24

By Coach: stop SITA

By Taxi: parking at Square S. Croce

PUBLIC RELATION OF STRUCTURE

You can follow the news of the Structure on our Social profiles



**All information can be found always up to date
on our website**

WWW.FISIOTERAPIA.IT



FISIOTERAPIA MEDICA

STUDI E RICERCHE SRL

This Service Charter is produced in cooperation with the facility's staff, involving local associations and general practitioners.

Viale F. Cavallotti, 15 - Via A. Costa, 18/a - 35124 Padova

Tel. 049 8804460 Fax 049 8805872

P.IVA: 00934890286

REA: PD158482

Cap. Sociale i.v. 31.200,00

Aut. San. 5033/4741, Reg. N. del 3/11/2003

www.fisioterapia.it - info@fisioterapia.it

fisioterapia@pec.it

OPENING HOURS OF OUR CENTRE:

FROM MONDAY TO FRIDAY, FROM 6.00 TO 20.00

RECEPTION: FROM 7.00 TO 20.00