

CUSTOMER SERVICE CHARTER



GRUPPO

FANTAUZZI



WELCOME

LISTEN

SHARE

PROVIDE OUR SERVICE
WITH EXPERTISE



CUSTOMER SERVICE CHARTER

and standards & regulations



GRUPPO
FANTAUZZI





INDEX

1 - INTRODUCTION	7
1.1 Our History	7
1.2 Our Commitment	9
1.3 Principles that inspire us	9
1.4 Reference Regulations	12
2 - OUR FACILITIES	13
2.1 The Fantauzzi Group	13
2.2 The Physiotherapy Centres	14
2.2.1 Services	19
2.2.2 How to use our services	23
2.2.3 Internal Regulations	23
2.3 The Orthopaedic Laboratory	26
2.3.1 Products	26
2.3.2 Services	27
2.3.3 How to use our services	28
3 - ORGANIZATION CHARTS	32
4 - COMPLAINT HANDLING PROCEDURES	38
4.1 Complaint handling for physiotherapy Centres	38
4.2 Complaint handling for orthopaedic laboratories	38



Qualified and experienced
staffs offer clients both
individual and
group physical and
rehabilitation therapies



The physiotherapy centres
and orthopaedic laboratory
offer experience acquired
over time and perfected
through continual refresher
courses





1 INTRODUCTION

1.1 OUR HISTORY

Formed in **2008**, **Gruppo Fantauzzi SRL** is the entrepreneurial result of **Dr Antonio Fantauzzi** who, after gaining invaluable **experience in the orthopaedic and prosthetics fields** in the United States since 1960, moved his practice to Italy where he formed the Italo American Ortopedic, the first society of the group.

From its inception and through its expansion within the **fields of orthopaedic technology, healthcare, physiotherapy, rehabilitation, diagnostics and medical analysis** Gruppo Fantauzzi has aimed to be at the forefront of **technological innovation** by using cutting edge **machinery and equipment** in order to ensure the **highest quality finished product** and **effective results for the services provided**.

The Physiotherapy Centres, affiliated with the Italian National Health System, and the Orthopaedic Laboratory, affiliated with the ASL and INAIL, operate full-time offering their **extensive knowledge in medical treatments, psychokinetic therapies, rehabilitation, diagnostic and orthopaedic techniques**. The highly qualified and experienced staffs offer clients **both individual and group physiotherapy and rehabilitation**. A wide range of treatments are offered through the outpatient service, aimed at **patients of all ages**. All services include a **consultation with a specialist**.

Antonio Fantauzzi



The management team of Gruppo Fantauzzi is committed to placing the patient in first place by offering daily assistance aimed at protecting and assisting him or her.





1.2 Statement of Commitment

The **vision** of the Gruppo Fantauzzi aims for **excellence**.

The direction of the services is focused on the following principles: **the highest professional ethics, respect for the patient's rights, the patient's centre role, training and refresher training of the staff, and the quality and adequacy of services provided.**

The management guarantees the training of ALL the staff on the principles of this Charter of Services through **annual meetings**. The management evaluates annually the respect for a Patient's rights and, if necessary, implements corrective actions in case of non-compliance.

The commitment of the Management is to **place the patient first** by offering continuous daily care aimed at **protecting and assisting** his or her interests.

The Group's **commitment** is expressed in:

- Welcoming
- Listening
- Sharing
- Being at the service with expertise

1.3 The inspiring principles are:

- Equality
- Impartiality
- Continuity
- Participation
- Confidentiality
- Efficiency and efficacy
- A patient's rights

- ▶ **Equality:** All persons are treated equally without regard to race, language, religion, sex, political beliefs or economic position. Patients with particular conditions, such as disability, pregnancy and post-operative status (as evaluated by the Health Director), have the right to priority treatment.
- ▶ **Impartiality:** Respect for the patient's time by minimizing the wait prior to receiving treatment. Respect for the patient's dignity by promoting humane relationships and privacy.
- ▶ **Continuity:** According to the current legislation of the sector, the services and assistance are to be continuous, on a regular basis and uninterrupted. In the event of service interruptions not under our control, we will try to take all measures possible in order to limit any inconvenience to patients.
- ▶ **Participation:** Patient's and Citizen Organisations have the right: to continually verify the correctness and quality of the services provided and the compliance with the legal requirements, in order to protect everyone's right to use the service correctly; to have access to all certificates and documents that authorise the services rendered; compliance with the requirements established by laws and regulations on individual and collective safety; to receive a prompt and pertinent reply to complaints, suggestions and observations; periodic surveys are conducted to better understand patient satisfaction with the service offered and aim to improve the relationship between patient and healthcare professional.
- ▶ **Confidentiality:** Protection of privacy, ensuring the application of Legislative Decree 196/03 with particular reference to the processing of sensitive data, access to personal information stored in the Centre. It is not merely formal data protection, but the attribution of direct control over the quality of services provided to the patient, or as an opportunity to establish a pact between patient and service providers/administrators to achieve the best healthcare service.
- ▶ **Efficiency and efficacy:** To reach the primary goal, which is the highest quality in our services (efficacy) by optimizing all available resources and reducing misuse and waste (efficiency). This conduces to placing the client at the centre of the socio-health organization, allowing him/her to access, as quickly as possible, diagnostic evaluations of the highest quality. Through the application of these principles, the Gruppo Fantauzzi is committed to providing a high quality service that is increasingly inherent to the demands of patients, ensuring maximum compliance with the deadlines. Verifying the suitability or compliance of the services provided and/or accredited.



- **Diritti del malato** : In order to provide a high-quality service with regard to the protection of client/patient's rights, the Gruppo Fantauzzi shares in the belief that considers healthcare to be a constitutional and universal right and conforms its work to this principle, welcoming the recommendations made by the World Health Organisation, the European Union, the European Charter of Patients' Rights (Brussels 2002) and the European Health Organisation and other representative groups.
- **Mission** : The group's vision is based on excellence. The orientation of the activity is centred on the following principles: maximum professional ethics, respect of patient's rights, training and updating of personnel, quality and suitability of services provided.

RESPECT OF OUR PATIENT'S TIME	Waiting time for psychiatric assessment		15 min
	Waiting time for rehabilitation treatment (after psychiatric assessment)		10 giorni
	Average waiting time for rehabilitation services		30 min
CLEAR AND CORRECT INFORMATION	Documentation	On the services provided. The charter of the services is available at the reception. The European Charter of Patient's Rights is displayed.	
	Recognizing a service provider	Each service provider is identified by: * First and last name * Position	
QUALITY OF SERVICES	Qualification of the staff Quality of machinery and equipment	Compliance with the requirements of the Lazio Region Standards	
	Monitoring of client/patients' complaints	Complaint forms are available at the reception	
	User satisfaction	Survey and approval forms are available at the reception	

1.4 Reference legislation.

With the adoption of this charter of service, the Gruppo Fantauzzi SRL has promptly complied with the recent regional and national legislation on the reorganization of social welfare services, following the guidelines expressed in the following references:

[Law No. 833/1978](#)

Establishment of the National Health Service

[D. Lgs. no. 502/1992](#)

Rules for the rationalization of the national health system

[Ministry of Health Guidelines No 2/1994 of the 5th April 1994](#)

Guidelines for institutes and centres for functional recovery and rehabilitation

[Decree of the Ministry of Health of 22nd July 1996](#)

Specialised outpatient care provided within the framework of the National Health Service and the relative fees.

[D. Lgs no. 231/2001](#)

Rules governing the administrative liability of legal persons, companies and associations, including those without legal status, in accordance with Article 11 of Law No 300/2000

[Law No. 4/2003](#)

Rules on authorisation to set up structures for the exercise of health and social welfare activities, institutional accreditation and contractual agreements

[D. Lgs. no. 195/2003](#)

Amendments and additions to D. LGS n. 626/1994 for the identification of skills and professional requirements required of employees and managers for the prevention and protection of workers, in accordance with art. 21 of Law n. 39/2002

[D. Lgs no. 196/2003](#)

code on the protection of personal data

[D. Lgs No. 195/2006](#)

Implementation of Directive 2003/10/EC on the exposure of workers to the risks related to physical agents

[UNI 11098](#)

Guidelines for measuring customer satisfaction and measuring process indicators

[Law no. 123/2007](#)

Measures on health and safety at work and delegation to the government for the reorganization and reform of the legislation on the subject.

[D. Lgs no. 81/2008 supplemented by D. Lgs n. 106/2009](#)

Consolidated text for the protection of health and safety in the workplace

[DCA No. U0090 of 10th November 2010](#)

Minimum authorization requirements for the performance of health and social-health activities as well as additional requirements for accreditation

[DCA No. U0384 of the 4th of August 2015](#)

Criteria, requirements and procedures for the establishment of the regional list of suppliers of prostheses, orthoses and aids referred to in Lists 1 and 2 of DM 332/99 (based on measures and/or prepared as standard) and guidelines for the uniformity of verification activities by the AASSLL, as well as for monitoring the activities of companies included in the list.

[Law no. 24/2017](#)

Provisions on the safety of care and of the person assisted, as well as on the professional liability of health professionals

[DPCM of the 12th of January 2017](#)

Definition and updating of the essential levels of assistance, as per art.1, paragraph 7 of D. Lgs. no. 502/1992



2 THE STRUCTURE

2.1 The Gruppo Fantauzzi

The companies belonging to the group are located in Lazio and Abruzzo. All of them welcome and offer their services to all patients who, without distinction, wish to receive treatment and/or prevention in high quality facilities.

The group follows the organisation, management and control model as provided by Legislative Decree 231/01 and has set up an entity with autonomous powers of initiative and control, called the Supervisory Body with the task of supervising the functioning, observance and updating of the model adopted. In addition, all the companies in the group are certified according to ISO 9001 and have implemented and apply the quality management system.

It is a pyramid structure able to offer physiotherapy, orthopaedic and diagnostic services in a serene and harmonious climate. In addition, the Gruppo Fantauzzi, which is responsible for the management and control of all outpatient specialist companies and for the furnishing of services, ensures cultural and recreational activities and specific social care services. Each structure has an **organization of internal spaces** that can accommodate any patient/client in **maximum comfort** ensuring access to disabled people thanks to the **elimination of architectural barriers in all places**. Furthermore the material, structure and size of the furniture are such as to allow comfortable and secure use and contribute in making the environment safe, comfortable and familiar, ensuring good living conditions and easy hygienic maintenance.



GRUPPO

FANTAUZZI

2.2 The Physiotherapy Centres

- ITALO AMERICAN ORTOPEDIC - IAO CENTRE
- FISIOKINESITERAPIA - FKT CENTRE
- FISIO MICHELMARIA - FMM CENTRE
- D.A.L.C CENTRE





THE ITALO AMERICAN ORTHOPAEDIC CENTRE which has an agreement with the regional healthcare system (final agreement no. U00246 of 12/11/2012), offers its patients physio-kinesis and rehabilitation therapies, offering over twenty years of experience in the field of rehabilitation. It houses 2 gyms, 17 treatment rooms and 5 consultation rooms.

Thanks to the recent renovation, the centre benefits from new and comfortable rooms, including a gym dedicated to medical and postural gymnastic courses, as well as changing rooms and brand new beds for passive gymnastics.

Medical therapies include free consultation with a specialist and a qualified and experienced staff who offer patients individual and group physical and rehabilitation therapies.

Technical director:

a doctor with a specialisation in physical and rehabilitation medicine

Where we are:

C.ne Appia, 97 - Roma

Useful information:

Hours: From Monday through Friday
from 8:00am to 1:00 pm and from 3:00pm to 8:00 pm
It is possible to book private sessions at different times.

FREE PARKING AND HANDICAPPED SPACES

telephone 06 7803805

email: iao@gruppofantauzzi.it fax: 06 7803805

website: www.italoamericanortopedic.it

THE STRUCTURE

THE FISIOKINESITERAPIA CENTRE affiliated with the regional health system (final agreement no. U00066 of 18/05/12) offers patients the opportunity to take advantage of 4 gyms, 34 treatment rooms, and consultation, physiokinesis and rehabilitation rooms by providing over twenty years of experience in the field of rehabilitation. The collaboration of qualified professionals has kept physio-kinesitherapy at the forefront of techniques, choice and customization of treatments, successfully combining specialized professional experience with new generation technologies.

Since 1995 the centre devotes specific sectors to the treatment of particular sports pathologies through the use of equipment for treatment and diagnosis. The centre has new and spacious rooms including three gyms dedicated to medical and postural gymnastic courses with changing rooms and new beds for passive exercises.

All rooms are equipped with central air conditioning.

Medical therapies include free consultation with a specialist, and the qualified and experienced staffs offer patients individual and group therapies.

Technical director:

doctor with a specialization in physical and rehabilitation medicine

Where we are:

via Altavilla Irpina, 17 - Roma

Useful information

Hours: from monday through friday

from 8:00am to 1:00 pm and from 3:00pm to 8:00 pm

It is possible to book private sessions at different times.

FREE PARKING AND HANDICAPPED SPACES AND FREE SHUTTLE SERVICE

tel and fax: 06 2596490

email: fisiokinesiterapia@gruppofantauzzi.it

website: www.fisiokinesifantauzzi.it





THE FISIOMICHELMARIA CENTRE affiliated with the regional health system (final agreement n. U00166 of May 4, 2015) offers patients physio-kinesitherapy and rehabilitation by providing more than twenty years of experience in rehabilitation. The physiotherapy centre has specifically dedicated sectors for the treatment of particular sports pathologies through the use of equipment for treatment and diagnosis. The centre offers renovated and comfortable rooms, including a gym dedicated to medical and postural gymnastic courses with changing rooms and brand new beds for passive exercises.

It houses 2 gyms, 12 treatment rooms and fully equipped exercise studios.

The qualified and experienced staffs offer patients individual and group rehabilitation therapies and outpatient services for patients of all ages with a wide range of treatment options. All rooms are equipped with central air conditioning.

Medical therapies include free consultation with a specialist and the qualified and experienced staffs offer patients individual and group therapies.

Technical director:

doctor with a specialization in physical and rehabilitation medicine

Where we are:

Via del Forte Tiburtino, 98-110 - Roma

Useful information:

Hours: From Monday through Friday

from 8:00am to 7:00 pm It is possible to book private sessions at different times.

FREE PARKING AND HANDICAPPED SPACES

telephone 06 40800235

fax: 06 40860062

email: fisiomichelmaria@gruppofantauzzi.it

website: www.fisiomichelmaria.it

THE DALC CENTRE, which has an agreement with the regional health system (final agreement n. U00443 of the 24/12/2012), offers patients the possibility to take advantage of gyms, 35 treatment rooms, medical, physio-kinesitherapy and rehabilitative treatment studios. The staffs have over twenty years of experience in the field of rehabilitation. The centre is at the service of the public and is at the forefront of various rehabilitation techniques (neuromotor, motor, physical and instrumental physiotherapies, etc). Making use of a team of specialists available for visits and counselling, rehabilitation therapists and orthopaedic technicians.

In the healthcare facility it will be possible to take advantage of all the most modern techniques of rehabilitation to treat pathologies known today.

Technical director:

doctor with a specialization in physical and rehabilitation medicine

Where we are:

Via di Tor Vergata, 1 - Roma

Useful information

Hours: from monday through friday

from 8:00am to 1.00 pm and from 3.00 pm to 8:00 pm

It is possible to book private sessions at different times.

FREE PARKING AND HANDICAPPED SPACES AND FREE SHUTTLE SERVICE

tel: 06 2023272

fax: 06 2023292

email: dalc@gruppofantauzzi.it

website: www.dalcfantauzzi.it



2.2.1 The Services

The activities that are carried out in our centres in large air-conditioned rooms with the most modern equipment are:

MASSAGE THERAPY: consists of various massage techniques. It is used according to the pathology to be treated and the goal to be reached. The physiotherapist must combine intensity and duration of treatment to obtain: curative massage therapy, sports massage therapy, relaxing massage therapy.

REHABILITATION: the centre, which is at the service of the public is at the forefront of various rehabilitation techniques (neuromotor, motor, physical and instrumental physiotherapies, etc), avails itself of the collaboration of a team of specialists available for visits and counselling, rehabilitation therapists and orthopaedic technicians. It is possible to use all the most modern techniques of rehabilitation to treat the many pathologies known today of which we cite some examples: lesions of the central and peripheral nervous system such as stroke, paresis, carpal tunnel, etc., specific traumatic and inflammatory injuries of the locomotor system such as arthritis fractures, arthritis, etc., congenital or acquired deformities of the skeleton such as scoliosis, kyphosis, flat feet, genu valgum (knock knees), etc. The duration and frequency of the treatment is determined by the treating physician who, if desired, can use the availability of the physiatrists and orthopaedic specialists of the centre for any consultations. The patient can obtain all the necessary information directly from the reception staff and, if necessary, make a first visit appointment or for the follow-ups.

INSTRUMENTAL PHYSIOTHERAPY: Physiotherapy utilizes methods based on the use of physical energy. The main characteristic of this type of therapy is a rapid solution through a pain-relieving, anti-inflammatory, biostimulating, decontracting action aimed at the specific problem.

SERIES OF PASSIVE GYMNASTIC BEDS: consists of a series of electromechanical beds tested and developed to help patients implement the practice of passive gymnastics thus eliminating muscle fatigue and facilitating the activity of the cardiovascular system. Due to their characteristics, the beds are also particularly suitable for people who are not able to walk, as they are a valid technical aid of the physiotherapist for rehabilitation treatments. The system, which has seen immediate success, does not send pulses or electric fields to either the patient or the operator.

CONTACT DIATHERMY: (capacitive and resistive): Better known under the Tecar trademark, is particularly indicated for the treatment of muscle lesions, tendinopathies, joint lesions, sprains and bruises. Thanks to its immediate effects, it is particularly suitable for sportsmen who need a quick recovery.

LASER THERAPY: The technology used develops a pain relieving action in the treatment of arthrosis and some arthritic manifestations, especially in small joints, in the after-effects of contusions, hematomas, as well as atrophic and varicose ulcers and in decubitus.

MAGNETOTHERAPY: Indicated for both acute and chronic pain therapies, it produces circulatory, pain relieving and healing benefits. Magnetotherapy is now a therapeutic treatment widely used in traumatology, rheumatology, phlebology, dermatology and other fields with surprising results.

ELECTROSTIMULATION: It allows you to treat, with excellent results, a wide variety of diseases and pathologies from urinary incontinence to hemiplegia. Applied in many fields including orthopaedics, rehabilitation, sports medicine, urology, pain therapy, etc. The device also allows the delivery of high currents such as TENS (indicated for root pain, antralgia, and localized myalgia, rheumatoid arthritis) DIADINAMIC (indicated for tendinitis, trauma, pain, acute and chronic arthropathy) and IONOFORESIS (very useful as a pain reliever thanks to the action of the drug used)

INFRARED: Lamps for infrared and ultraviolet treatments are very useful especially for the treatment of myalgia and arthrosis and as a preparation for massage.

ULTRASOUND: The device allows for important pain relieving action useful in the treatment of neuralgia, radiculgia, neuritis, myalgia, brachialgia, post-traumatic and calcareous periarthrosis of the shoulder, epicondylitis of the elbow, periarticular and muscular arthritis diseases.

INSTRUMENTATION USED: Electromechanical cots, stabilometric platform, rotating mats, and fitness bicycles.

BALANCE BOARD PRO-KIN STABILITY LINE: This system, inspired by the principles of the classic Freeman tablet, is essentially based on a progressive destabilization exercise of the peripheral control with a controlled load. Equipped with a network of force sensors inside it allows computerized evaluations and rehabilitation operations to be carried out with a controlled load on the hip, ankle, knee and spine. The system also allows for the neurological evaluation of the trunk in all hemiplegic patients, obtaining excellent results during the subsequent rehabilitation.

The most frequent applications are therefore in orthopaedics and neurology in the following most important cases: tibio tarsica sprains, cruciate ligaments of the knee, hip prosthesis, proprioceptive control of the trunk in a sitting position.



IPERTEMIA: This method, thanks to its immediate benefits, is particularly appreciated by athletes and young patients with particular pathologies such as: articular rigidity and post-traumatic pain syndromes, muscle pain, fibromyalgia, oxidizing myositis, tendonitis, tendonosis, periarthrititis, bursitis, fascitis.

MULTI-JOINT SYSTEM:

Using state of the art computer systems, the Multi-joint System works on the joint of the shoulder, elbow and wrist. First by obtaining a computerized evaluation, using the indicators of proprioceptive sensitivity and joint mobility, it allows for performance of a proper proprioceptive training and to subsequently intervene in rehabilitation at the local level in a timely manner.

POSTURAL BENCH:

Unique in its kind, technologically advanced and above all fundamental for the study of the posture of muscular imbalances. The postural bench represents the link between the Pro Kin and the multi joint system. In addition to ensuring a computerized evaluation of all musculoskeletal disorders, the Postural Bench allows for, thanks to the analysis of data collected with the machines just mentioned, an immediate and comprehensive rehabilitation.



LASER:

The laser beam is able to penetrate the superficial epidermal layers and deliver high power to the suffering tissues. This allows for the restoration of the compromised energy balance of the tissues, through a photochemical effect. With the reactivation of the cellular metabolism it induces a cascade of biological effects such as remission of pain, reduction of inflammation and re-absorption of oedema.

SHOCK WAVES:

Thanks to the introduction of this therapy, the approach and therapeutic opportunities to different pathologies of the musculoskeletal system has changed. The shock wave is an acoustic wave with high pressure, adjustable in a small frequency range, that allows the operator to obtain the best therapeutic responses thanks to the ability to transfer a controlled and homogeneous energy on the various tissues without causing pain and haematomas.





2.2.2 How to Use Our Services

In order to benefit from the services provided under the agreement, you must present a prescription completed by your general practitioner or by a public health facility. For therapies not in the network you can also provide a request written by a specialist. The reception staff will arrange the appointment taking into account the needs of the patient and the availability of the Centre. During the course of treatment, it is possible to book a check-up with one of our specialists by contacting the staff.

2.2.3 Internal Regulations

The outpatient clinic has the task of providing preventative services for people who do not require hospitalization either on behalf of the health service or privately. Our facilities ensure highly qualified staff, spaces, equipment and facilities. The organization chart of the medical centre consists of a Technical Director with a degree in medicine and surgery and specializing in physical medicine and rehabilitation, a medical operator with a degree in medicine and surgery, staff with qualifications in physiotherapy and an administrative staff.

There is a reservation system in our facilities in accordance with the principles of Medical Rehabilitation Presidium. Our centres are directed by a Technical Director who is responsible for the technical and functional organization of the facilities, evaluating and improving the quality of services provided and assessing, with the team, the effective and efficient treatment plan for our patients. There is always a doctor present at our facilities who has the task of monitoring and assessing health emergencies.



GRUPPO FANTAUZZI

UFFICI DIREZIONALI
Via Cividale del Friuli, 7/a



ITALO AMERICAN ORTOPEDIC
Circonvallazione Appia, 97



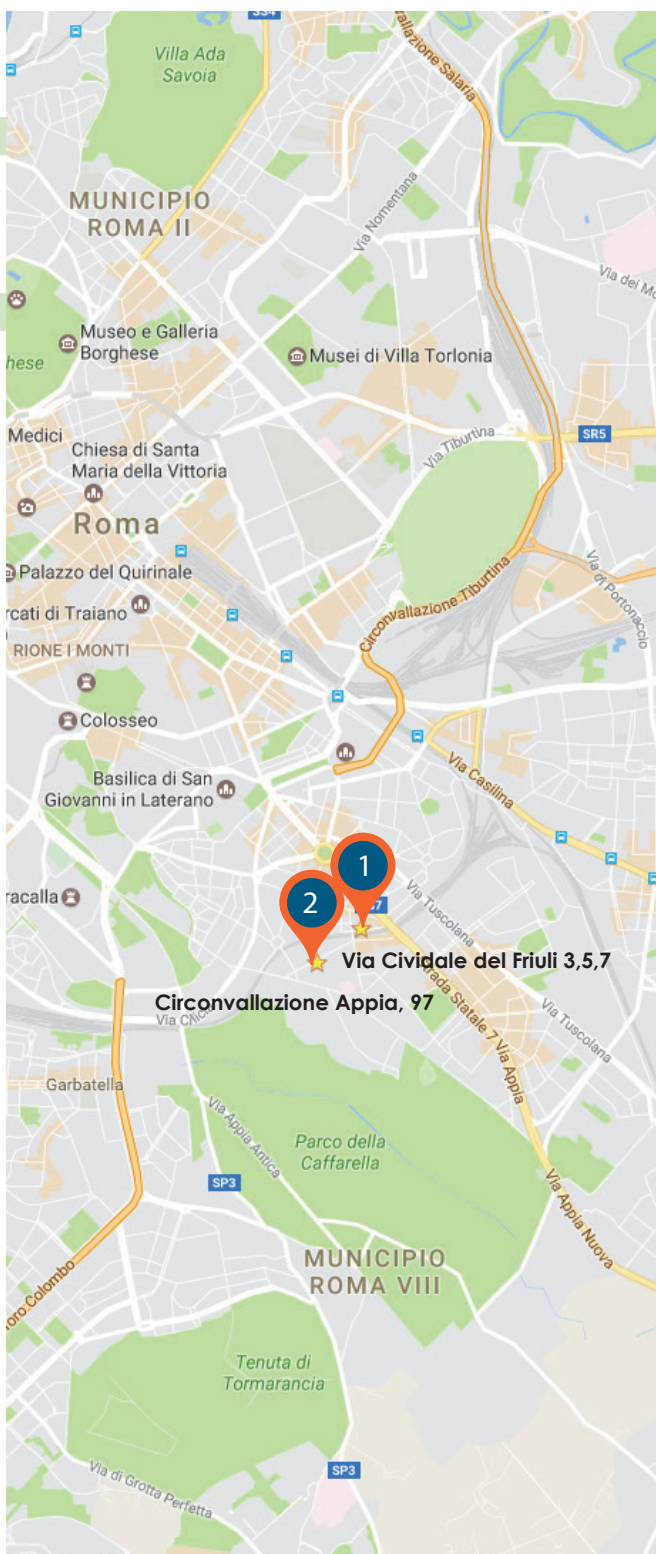
FISIOKINESITERAPIA
Via Altavilla Irpinia, 17

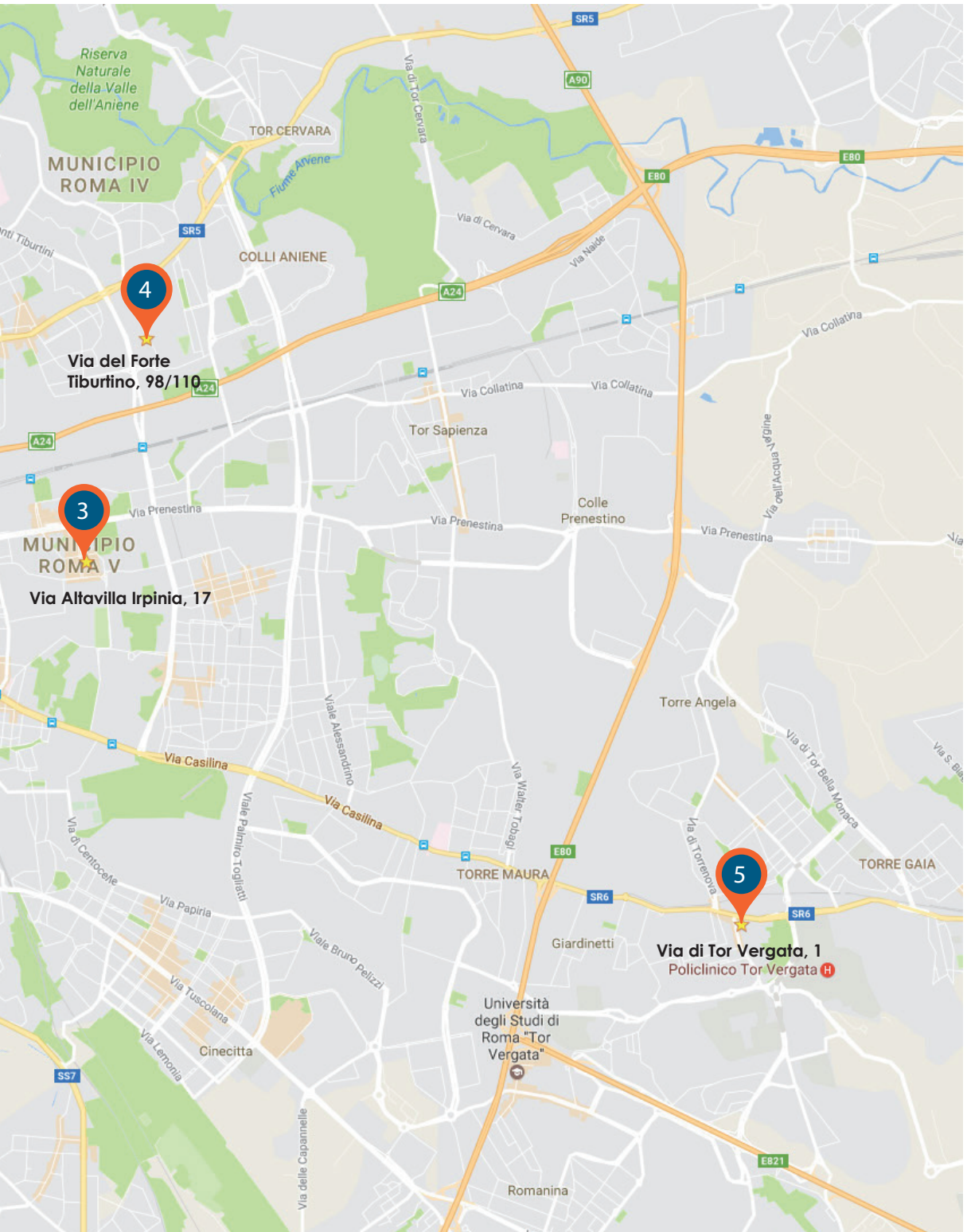


FISIO MICHELMARIA
Via del Forte Tiburtino, 98/110



D.A.L.C.
Via di Tor Vergata, 1





2.3 The Orthopaedic Laboratory

Italo American Ortopedic 2 (IAO2) is the entrepreneurial result of Dr Antonio Fantauzzi who, after gaining invaluable experience in the orthopaedic and prosthetics fields in the United States since 1960, moved his practice to Italy where he shares the skills he acquired for the benefit of patients. We always pay a lot of attention to new technologies and over the years we have distinguished ourselves as pioneers of construction techniques, using our energies also in updating a pool of professionals with whom we work and look at the future with confidence of being able to meet increasingly specific needs. IAO2 now has its own laboratory where custom orthopaedic devices and prostheses are made under the supervision of its technicians. It also manages 3 Medical Supplies stores that provide a wide range of certified products. The patient who turns to us will have support in all the stages necessary to obtain their goal, starting with the advice of our qualified technicians and staff to the processing of any documents needed for ASL.

2.3.1 Products

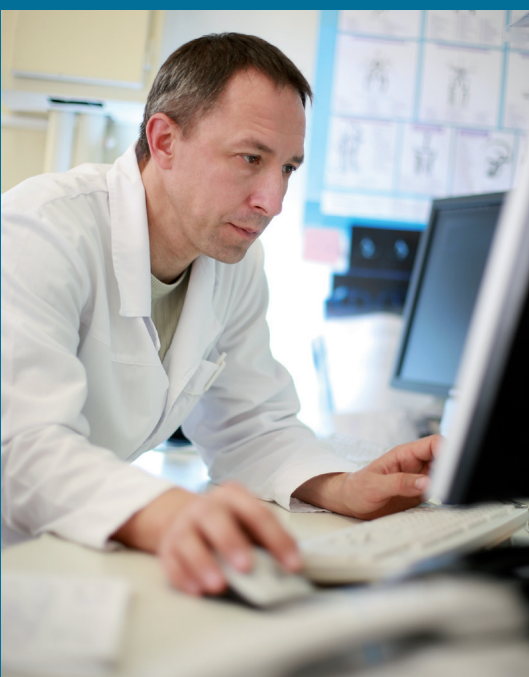
CUSTOM-MADE ORTHOPAEDIC AIDS:

- Shoes
- Insoles
- Apparatus for upper and lower limbs
- Braces
- Corsets for all types of pathologies
- Best brand standard footwear for insoles

AIDS FOR PERSONAL MOBILITY:

- High chairs
- Pushchairs
- Standard wheel chairs, light, extra-light, electric
- Posture aids
- Walkers
- Stabilizers
- Orthopaedic beds
- Mattresses and pillows to prevent decubitus
- Incontinence aids
- Electromedical equipment





2.3.2 Services

- Qualified orthopaedic workshop
- 3 trial rooms
- Plaster room
- Baropodometric examination (static and dynamic examination of the foot)
- 3 medical supplies stores
- Specialist orthopaedic and physiatric consultations
- Technical advice and on-site evaluations
- Home delivery
- Equipment rental
- Free parking and disabled parking spaces
- Agreements with companies

agreements
with INAIL

Agreements with
the SSN (National
Health Service)

ISO 9001 quality
certification

Registered in the
official register of
suppliers qualified to
provide prostheses,
orthoses and technical
aids of the Lazio
region.

Quality centre
recognized by
the university of Rome,
offers internships to
under-graduates of the
course of orthopaedic
techniques

2.3.3 How to use our services

IN ADDITION TO PRIVATE ACCESS, THE FOLLOWING PATIENTS ARE ENTITLED TO PROSTHETIC ASSISTANCE IN AGREEMENT WITH THE ITALIAN NATIONAL HEALTH SYSTEM (ASL):

- Persons with disabilities (civilian, war or public service)
- Children under the age of 18,
- Applicants awaiting recognition for their disability by the ASL
- Applicants awaiting entero-urostomized, laryngectomised, tracheotomised or amputated limb assessment.
- Women who have undergone a mastectomy.
- Patients admitted to an accredited health facility for whom the doctor in charge of the unit certifies the necessity and urgency for a prosthesis, an orthosis or an aid before being discharged.
- People with a work disability.

REQUIRED DOCUMENTATION*

- PRESCRIPTION from a specialist doctor from a public facility (with diagnosis and ISO code of the aid according to the regulations);
- COST ESTIMATE from our health centre
- PROOF OF RESIDENCE photocopy of a valid disability certificate, self-certification or certificate on paper, photocopy of the social security number or health booklet.

FURTHERMORE

FOR THOSE WHO ALREADY HAVE A CIVILIAN DISABILITY CERTIFICATE

- Photocopy of the report of disability

FOR APPLICANTS AWAITING RECOGNITION

- Photocopy of the report of disability
- Photocopy of the medical certificate with which the application was submitted



FOR MINORS

- No disability documentation is required


FOR THE AUTHORIZATION TO SUPPLY PROSTHESES AND AIDS IT IS NECESSARY TO REMEMBER THAT

- The ASL can issue authorizations only if there is correspondence between the requested prosthesis or aids and the certified pathology
- Authorizations to applicants waiting for recognition of invalidity, can be issued by the ASL only in particular cases


WHAT TO DO



SPECIALIST EXAMINATION
THROUGH YOUR
GENERAL PRACTITIONER




SCHEDULE AN
APPOINTMENT THROUGH THE
CAD OR THE HOSPITAL




SPECIALIST EXAMINATION
WITH MEDICAL
PRESCRIPTION COMPLETE
WITH ISO CODES



PRESENT MEDICAL REQUEST
AT ONE OF OUR CENTRES
FOR A COST ESTIMATE



PRESENT THE ASL WITH ALL
THE REQUIRED
DOCUMENTATION



BRING US THE ASL
AUTHORIZATION FOR THE
WITHDRAWAL OF THE
AID OR AIDS



1

THE ORTHOPAEDIC LABORATORY

via Cividale del Friuli, 7/a – Roma

useful information

hours: from Monday through Friday
from 8:30am to 12:30 pm and from 2.00 pm to 6.00 pm
FREE PARKING AND HANDICAPPED SPACES

tel: 06 7010639

fax: 06 70399436

email: infortopedia@gruppofantauzzi.it

website: www.italoamericanortopedicdue.it

2

SANITARIA

via Cividale del Friuli, 3-5-7 – Roma

Useful information

hours: from Monday through Friday
from 8:30am to 12:30 pm and from 2.00 pm to 6.00 pm
FREE PARKING AND HANDICAPPED SPACES

tel: 06 7017788

fax: 06 7010639

email: sanitariacividale@gruppofantauzzi.it

3

SANITARIA

via Riccardo Pitteri, 40 - Roma

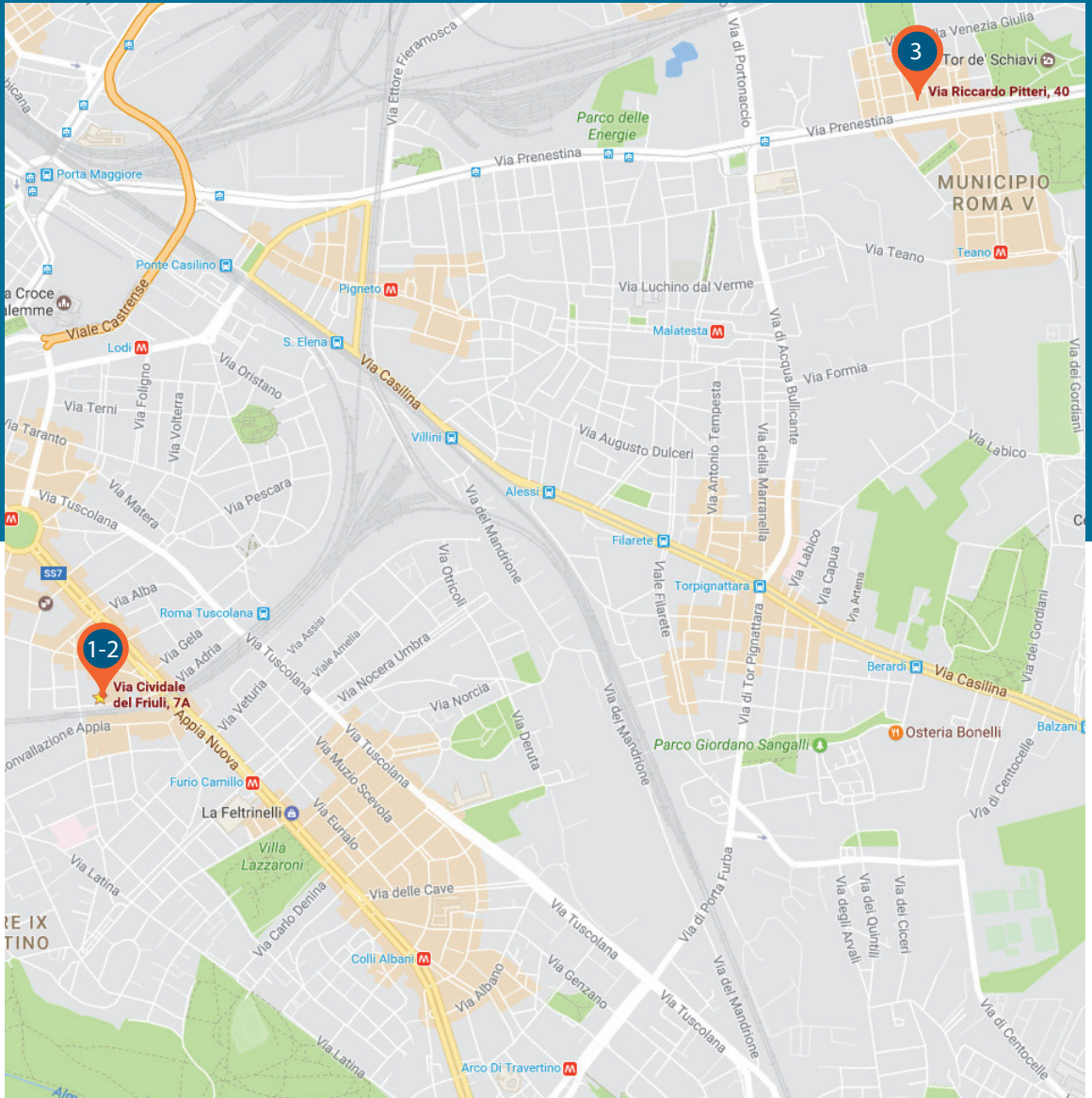
Useful information

hours: from Monday through Friday
from 9:00am to 13:00 pm and from 3.30 pm to 7.30 pm
tel: 06 2570970

email: sanitariapitteri@gruppofantauzzi.it

IAO2

Italo American Ortopedic Due Srl • dal 2011
GRUPPO FANTAUZZI



SANITARIA

via T. Tasso, 3 – 67052 Balsorano (AQ)

Useful information

hours: from Monday through Friday

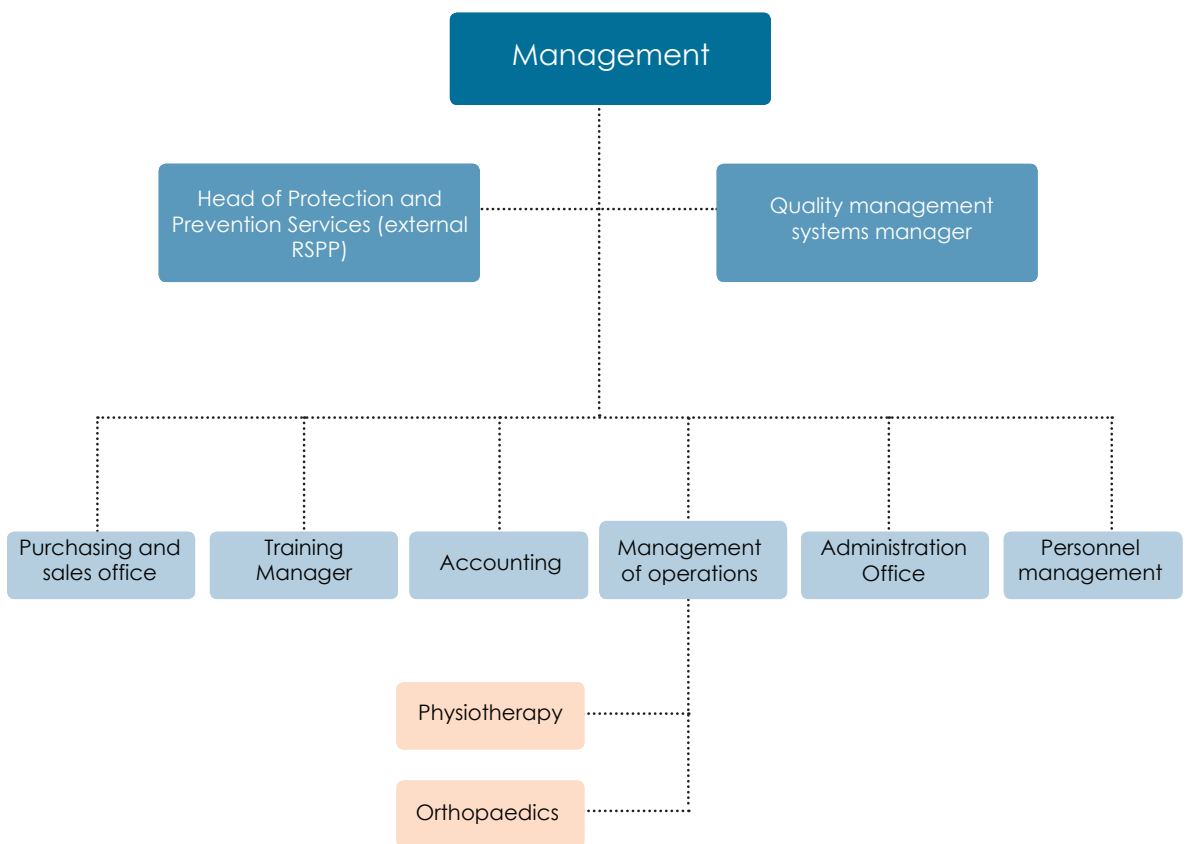
from 9:00am to 13:00 pm and

from 3.30 pm to 7.30 pm

tel: 0863 950121

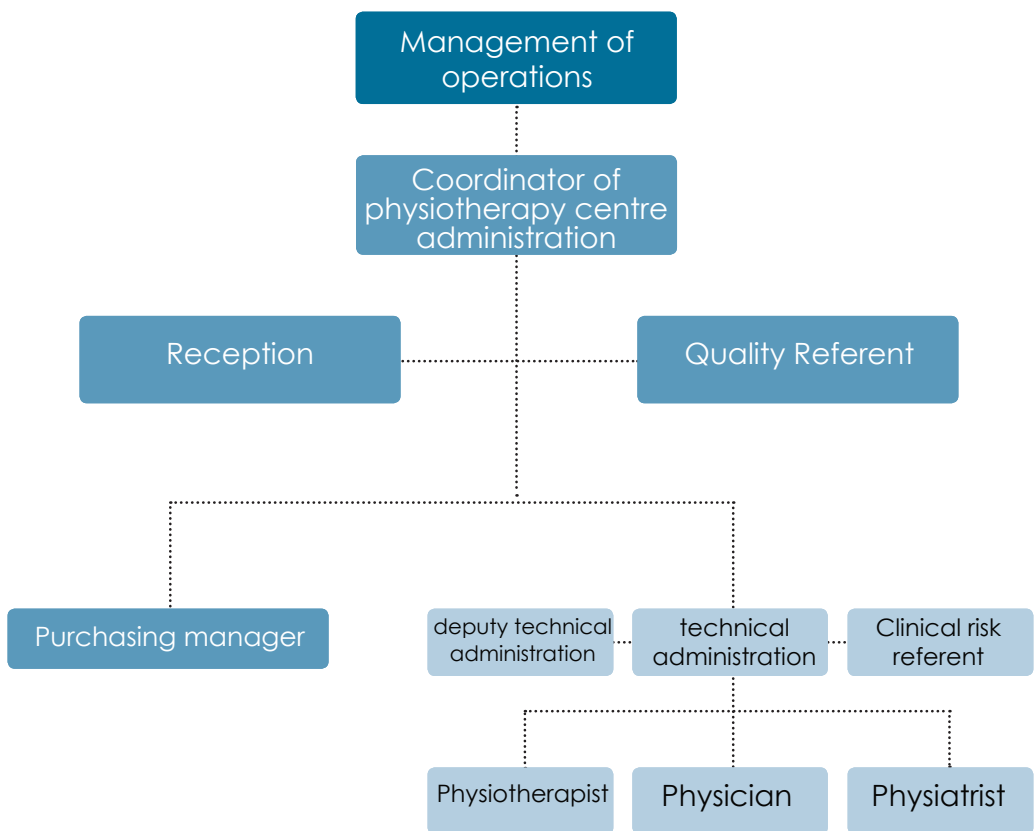
email: sanitariabalsorano@gruppofantauzzi.it

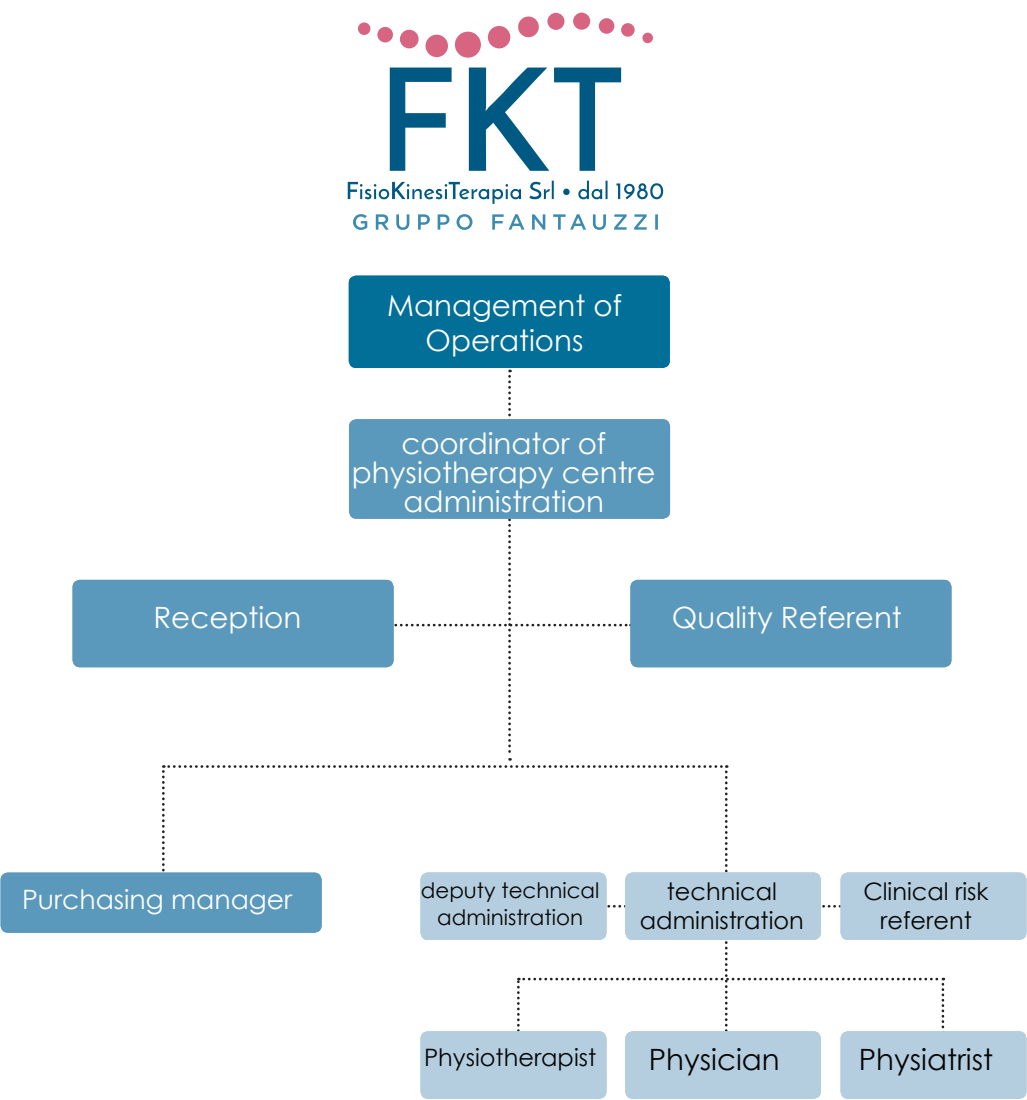
3 Organization Chart





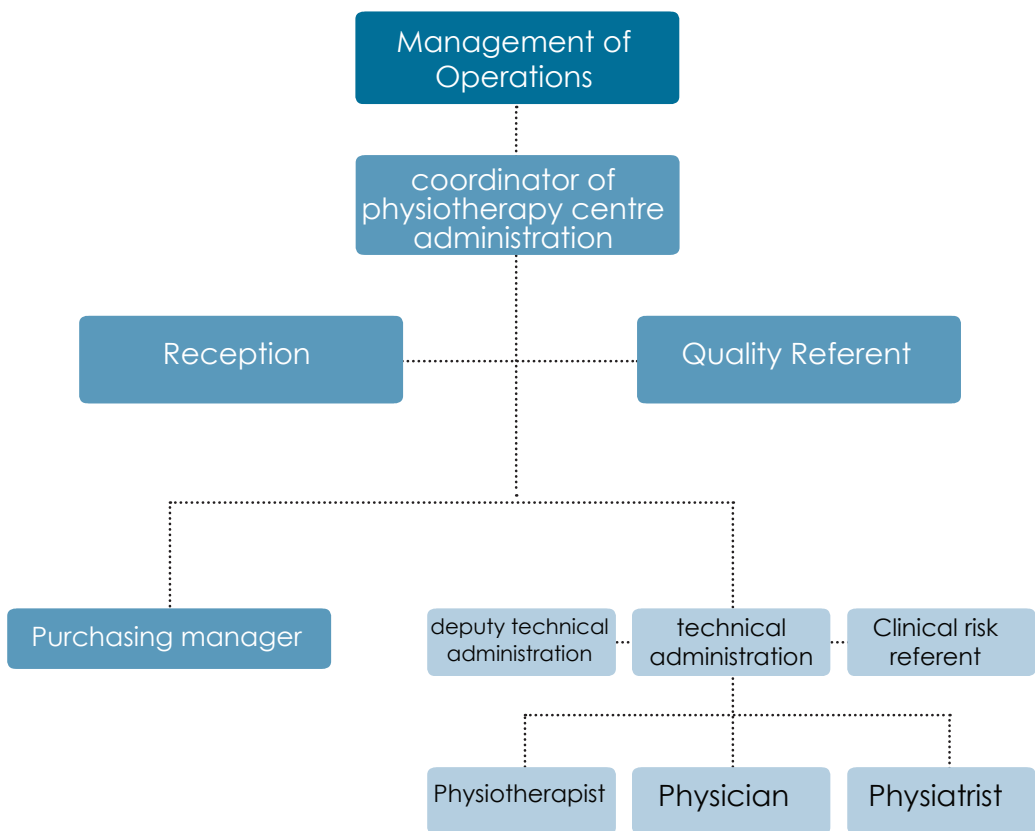
Italo American Ortopedic Srl • dal 1971
GRUPPO FANTAUZZI



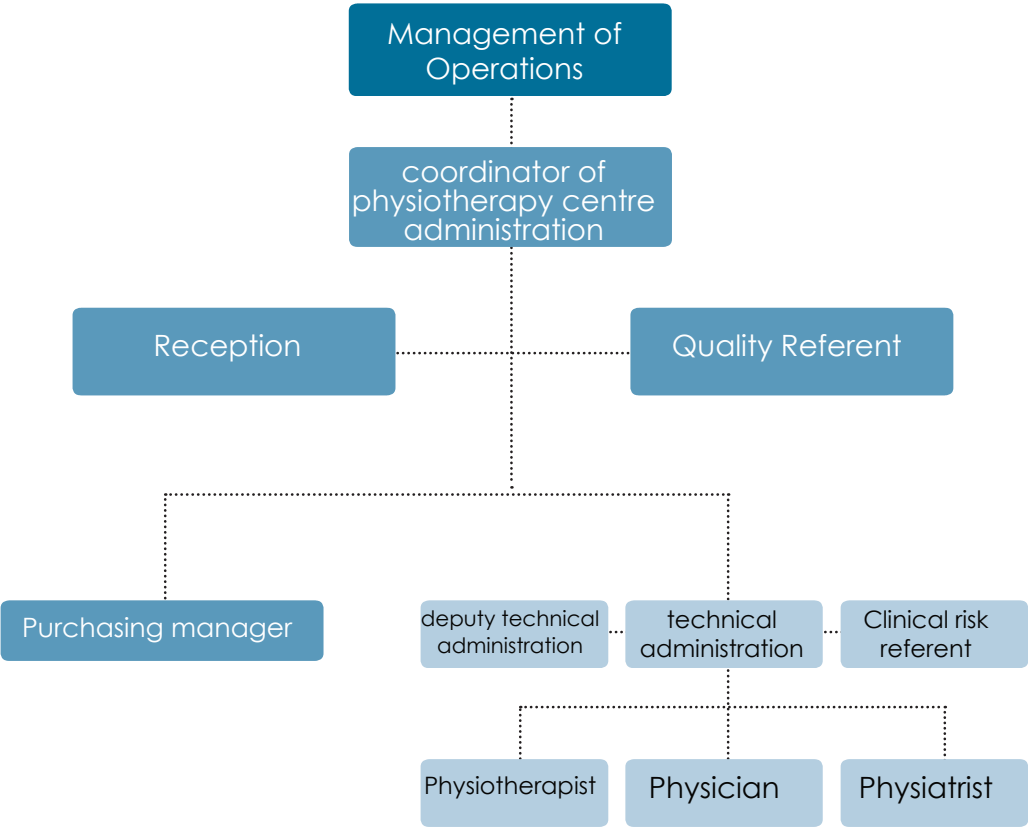




Fisio Michelmaria Srl • dal 2003
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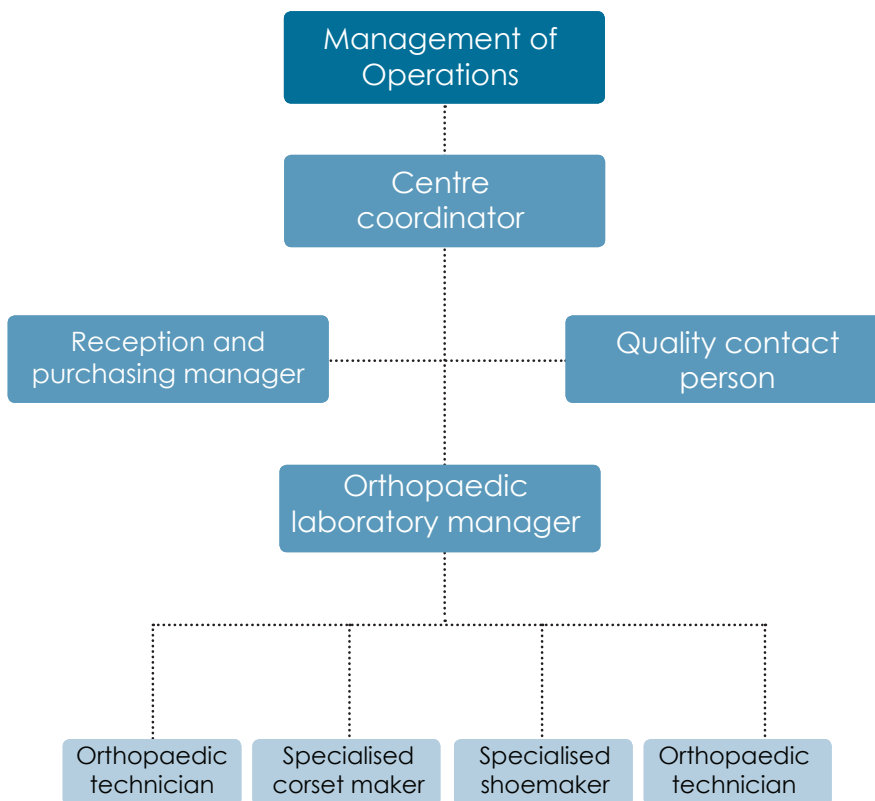
ORGANIZATION CHART





IAO2

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4 COMPLAINT HANDLING PROCEDURES

4.1 Complaint handling for Physiotherapy Centres

For suggestions, advice or problems you can contact the Fantauzzi Group's management offices by phone at 06 7010639 – 06 7010769 or send an email to info@gruppofantauzzi.it

Our staff will be happy to answer your questions.

Every patient, personally or through associations, can express opinions about inefficiencies by a sending report to the URP of the ASL RM/2

4.2 Complaint handling for orthopaedic laboratories

For suggestions, advice or problems you can contact the Fantauzzi Group's management offices by phone at 06 7010639 – 06 7010769 or send an email to info@gruppofantauzzi.it

Our staff will be happy to answer your questions



AGREEMENTS WITH ASL

ITALO AMERICAN ORTOPEDIC	PHYSIOTHERAPY
FISIOKINESITERAPIA	PHYSIOTHERAPY
FISO MICHELMARIA	PHYSIOTHERAPY
D.A.L.C.	PHYSIOTHERAPY
ITALO AMERICAN ORTOPEDIC 2	ORTHOPEDIC AND SANITARY LABORATORY



GRUPPO FANTAUZZI

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COMPANY WITH CERTIFIED QUALITY SYSTEM
ISO 9001

Issuing Date
March 2017
Rev.2