



# CARTA DEI SERVIZI



Via del commercio, 30 - Ascoli Piceno 63100  
[info@centromovimenti.it](mailto:info@centromovimenti.it)

Dear Patient,

In this document, you will be presented with the “Service Charter” of the Movements Center. This document will allow you to become acquainted with our structure, objectives, and services provided, to best meet your needs.

It is mainly a tool to protect the needs of all those who choose to use our services. The publication of the service charter is a moment of interaction and discussion with the young patient and their family for our facility.

The objectives of this document are multiple:

- To illustrate in detail the services offered by the Center to enable users to choose the service most suitable for them;
- To testify to our constant commitment to improving the quality of services offered, for which your collaboration in providing us with suggestions, observations, and evaluations will be invaluable;
- To promote individual well-being and satisfy health needs while respecting physical, psychological, and social integrity.

It is essentially the synthesis of the ability to deliver rehabilitation and prevention treatments according to codified and high-quality standards. Reception, courtesy, clarity of information, staff availability, fairness of treatment, and safety criteria are indispensable aspects that we manage and verify, thanks also to user collaboration through satisfaction surveys.

We kindly ask the user to report any service issues and to offer suggestions to achieve the essential improvement of the quality of services provided.

## **WHO WE ARE**

The Movements Center is a specialized neuro-psycho-pedagogical center that focuses on promoting well-being, preventing, and treating individual issues, from diagnostic assessment to interventions for various disorders and difficulties that may begin to manifest from the pre-school period to the geriatric period. The Center utilizes a multidisciplinary team composed of professionals such as child neuropsychiatrists, speech therapists, neuro-psychomotor therapists, psychologists, and psychotherapists who work together to provide a concrete and appropriate response to the new needs in the developmental and adult age sector, and to offer support to families and schools interacting with the child. The Center also structures and activates projects in collaboration with local educational, school, and health services. Special attention is given to those working in the educational sector, at all levels, to students, educators, and parents by offering high-quality opportunities for academic preparation and training.

## **OUR MISSION**

To conduct health activities aimed at the diagnosis and rehabilitative treatment of patients with DSA and other developmental disorders using Evidence Based Medicine (EBM) tools and protocols, ensuring efficiency, effectiveness, productivity, and data security in full respect of privacy and confidentiality needs, in a friendly, serene, and protective environment. Within Movements, the individual is placed at the center, considering their diversity and uniqueness; therefore, interventions are personalized and tailored to each individual's history. The goal is to provide those who feel the need, for themselves or a family member, with a highly individualized support and/or

rehabilitation path, so that everyone's qualities can emerge and difficulties can be transformed into resources.

## OBJECTIVES

The Movements Center aims to place the patient's needs and health status at the center of its activity, with human attention and professional competence, respecting dignity and privacy, necessary to meet every diagnosis and treatment need through a team always focused on results analysis and quality improvement, by applying shared ethical principles.

## OUR SERVICES

The center, with highly specialized and qualified medical and paramedical staff with many years of experience, offers the following specialist services:

- Child neuropsychiatrist visit
- Neuropsychological evaluation and treatment
- Speech therapy evaluation and treatment
- Neuro-psychomotor evaluation and treatment (TNPEE)
- Psychotherapy
- Orthoptic visit
- Specialized after-school and homework help

## OUR PRINCIPLES

- **CENTRALITY OF THE PERSON:** Taking care of people, actively attending to their needs and health as “a state of complete physical, mental, and social well-being.”
- **PROFESSIONALISM:** Demonstrated through the level of technical and specialized skills at the patient's service, their continuous updating and development, ensured by the supervision and participation of operators in seminars and conferences, also respecting continuous training regulations.
- **EQUITY AND IMPARTIALITY:** Being fair and impartial in form and substance in all decisions, which must be made objectively without discriminating against anyone based on gender, sexual orientation, age, nationality, health status, political and trade union opinions, race, religious beliefs, and generally any characteristic of the human person.
- **PROTECTION OF PHYSICAL INTEGRITY:** Ensuring an adequate working environment in terms of health and personal safety, through compliance with the protection and prevention levels provided by current regulations and continuous improvement of safety conditions.
- **PROTECTION OF THE NATURAL ENVIRONMENT:** Promoting respect for the Environment as a common resource to safeguard for the benefit of the community and future generations, in a sustainable development perspective, by respecting the authorization limits set by current regulations and continuously improving environmental conditions, voluntarily adhering to best practices, correct work procedures, clear instructions, and continuous monitoring organization.
- **TRANSPARENCY AND CLARITY:** Communicating with different interlocutors clearly and transparently, using simple and easily understandable language. In particular, the center is careful to correctly inform the client, also through communication aimed at not influencing the patient's judgment and to inform clearly and coherently about its objectives, to allow efficient planning and resource optimization.
- **EFFECTIVENESS AND EFFICIENCY:** Constantly improving the effectiveness and efficiency of its services, through quality service improvement plans with technological and

organizational solutions, aimed at combining consumer satisfaction with management efficiency and economy.

- **CONFIDENTIALITY:** Recognizing the strategic value of information by ensuring necessary confidentiality to avoid improper disclosure. Specifically, special caution is required when handling information related to business activities and collaborators' and third parties' data, respecting privacy principles, personality protection, and business interest. All collaborators are therefore required to pay maximum attention not to disclose confidential information.
- **FAIR COMPETITION:** Recognizing the fundamental importance of a competitive market, respecting its legal rules.

## OUR VALUES

**PASSION FOR THE CLIENT AND SERVICE:** The Patient is the center of Centro Movimenti: listening to and understanding individual needs, continuously seeking to personalize services, and offering the best solution to meet their expectations. **CLINICAL EXCELLENCE:** Clinical excellence and technological development are the distinguishing features of the Center. The awareness that improving the organization, products, and services is the response to the continuous evolution of the market. **RESPECT FOR PATIENT RIGHTS:** Responding promptly and effectively to the protection of health, an inalienable good of the person. Facilitating access to services for all citizens by minimizing waiting times and simplifying procedures. **EFFECTIVE AND TRANSPARENT COMMUNICATION:** Promoting a culture of communication aimed at the systematic and widespread dissemination of our policies/strategies to raise awareness among our collaborators and seeking dialogue with clients to keep them constantly informed of the commitments the Structure assumes towards them. **TEAMWORK:** Recognizing the added value of teamwork, which encourages everyone's involvement in pursuing and sharing corporate and social objectives through integrity and loyalty in behavior, generosity in commitment, and setting an example.

## SERVICE ACCESS AND UTILIZATION

### 7.1 Accessibility

The premises are easily accessible as they are located near the city center and well connected by public transport. Free parking is available. The Center has a waiting room that can accommodate adults and children. Toys and coloring materials are available for children. The premises for activities are bright and adequately heated. Dedicated toilets are available for users, including those with disabilities.

Access to the Center is available as follows:

- By car: located in the former Olivieri building, in the Castagneti area. The Center is easily accessible from Viale Piceno Aprutino and the Ascoli Piceno South Bypass, the Ascoli Piceno-Porto D'Ascoli connection.
- By bus: take line 3 and get off at the Globo-Piceno Aprutina stop or the Lu Battente stop, then walk approximately 600 meters.
- By train: get off at Ascoli Piceno station and continue by bus line 3, getting off at the Globo-Piceno Aprutina stop or the Lu Battente stop, then walk approximately 600 meters.

### 7.2 Working Environment

The Structure provides an adequate working environment. The site has the following features:

- Absence of architectural barriers: the infrastructure allows full access to services for disabled individuals. The toilets are also accessible.
- Adequate hygiene conditions in all rooms, especially those dedicated to treatments, are ensured by an operational cleaning and hygiene plan.
- Adequate ventilation and climate conditions guaranteed by the presence of large, easily openable windows and an efficient air conditioning/heating system.
- Adequate working conditions: resources suitable for performing functions.
- Safety conditions compliant with applicable sector regulations (D.Lgs. 81/2008 and amendments), guaranteed by:
  - Presence of escape route signs in case of fire or natural disaster, visible in the Structure.
  - Presence of a sufficient number and type of fire extinguishers suitable for the site's dimensions and fire risks.

### **7.3 First Contact: Telephone Reception and Acceptance**

The website provides all information about the Center, services, and organized events. It is possible to send specific requests via email. Services of any kind will be provided by appointment only, and we reserve the right not to provide the requested service without an appointment.

All staff can help users resolve doubts about services provided within the structure, listen to and understand their individual expectations and needs with the support of medical and paramedical staff.

Parents contact the Center to schedule a first appointment (anamnesis interview) using the contacts indicated at the bottom of the Service Charter, by sending an email to [info@centromovimenti.it](mailto:info@centromovimenti.it) or visiting the structure.

Upon requesting the patient's details, parents are informed that the data will be recorded on a form (privacy consent). Information about costs and documentation to bring to the appointment is provided. If rescheduling the appointment is necessary due to unforeseen circumstances, the client will be called back to set a new appointment. Appointment priority will follow the chronological order of phone calls, with priority given to users requesting a first evaluation.

### **7.4 Managing the Waiting List**

Appointments are scheduled based on professional availability within a maximum of 10 days from the first phone contact. If the patient is placed on a waiting list, they will be called back in order of booking, but no later than four weeks.

### **7.5 First Interview with Parents**

Anamnesis interviews are conducted at set times during the week and in dedicated spaces. Both parents must be present at the first interview, except in cases of proven necessity.

At the beginning of the meeting, the data processing notice is read to obtain the duly signed informed consent form.

The professional, through the clinical anamnesis interview:

- Collects all information about the child.
- Identifies the difficulties the child faces and how they are experienced by the child and the family.
- Explains the planned course of action for the child at the Center.

At the end of the meeting, the professional indicates the proposed course based on the interview findings (evaluation, specialized care, etc.).

## **7.6 Evaluation and Assessment**

Users who show widespread and pervasive developmental problems during anamnesis or whose specialist evaluation reveals significant issues will undergo a multidisciplinary evaluation. Users with an outdated evaluation also access this path.

The Multidisciplinary Evaluation is conducted as follows:

- Cognitive and learning profile assessment: tests on reading, writing, calculation, and number sense skills are administered. (2 to 3 meetings are needed to complete the evaluation)
- Speech and language assessment: if necessary, further linguistic assessment is conducted through tests to investigate specific language skills. (1 to 2 meetings)
- TNPEE assessment: if necessary, motor and visuospatial skills are further evaluated through specific tests.
- Neuropsychiatric visit: the child neuropsychiatric visit includes detailed family and personal anamnesis related to physical, psychological, and emotional development, neurological examination, evaluation of neurological and mental health, and assessment of psychic functioning, especially executive functions and learning. The neuropsychiatric evaluation becomes mandatory if the evaluation process is moving toward diagnosing and certifying SLD (Specific Learning Disabilities). For functional evaluation, the psychologist in charge can request additional consultation. (1 meeting)

## **7.7 Diagnosis**

Based on subjective and objective evidence, a diagnosis of confirmation or exclusion of SLD is made, including any existing neurological or neuropsychiatric diagnosis based on differential diagnosis outcomes. The findings are documented in a specific report integrated with the psychological, cognitive, and speech certification documentation of the team.

The diagnostic report prepared by the multidisciplinary team includes:

- The diagnostic path.
- Administered tests.
- Conclusions highlighting the child's strengths and weaknesses.
- Treatment indications.

The theoretical references for SLD diagnosis are:

- ICD-10
- DSM-IV
- Updated guidelines

## **7.8 Feedback**

The responsible psychologist or healthcare manager meets with the parents to discuss the diagnostic path results and propose the course of action. The written evaluation/certification is then handed over to them.

## **7.9 Retaining Reports and Documentation**

All clinical and administrative documentation is retained indefinitely, in paper form, in a locked archive, and electronically within a management software ([www.fisiobox.it](http://www.fisiobox.it)) following security and traceability requirements as per current sector regulations.

## COMPLAINTS AND SERVICE ISSUES

The staff is responsible for collecting any information, complaints, and observations from users regarding the service. In case of limitation and/or exclusion from accessing services provided and for reporting service issues, the patient can fill out the Complaint Form to objectify their dissatisfaction in the appropriate section.

The form is available at the center or downloadable from the website [www.centromovimenti.it](http://www.centromovimenti.it) (Forms section).

The complaint management procedure is divided into three phases:

- **Collection phase:** The complaint can be submitted orally or by filling out the form found in the waiting room and then handed to the healthcare director (via email or post).
- **Investigation phase:** This internal investigation ascertains the incident. The investigation time varies based on the complaint type. Responsible parties and an improvement plan are identified. Improvement goals, application times, and indicators to monitor the improvement plan's effectiveness will be discussed in a dedicated team meeting.
- **Response formulation and communication phase:** The response to the user can be immediate if the contested episode is easily verifiable or after the investigation. In both cases, the response must be as flexible and personalized as possible to meet the user's expectations. The response may include simple information, an apology from the structure, immediate remedy for a service issue through service provision, or a financial reimbursement as per regulations.

The maximum response time is 30 days to provide a final response to the user. The studio considers complaints as important indicators of satisfaction levels among all involved parties and opportunities to improve provided activities. Complaints can be submitted via email or post.

The studio guarantees that data will be processed with all precautionary measures for their security and confidentiality. Once the causes and actions to resolve the problem are identified, the person who filed the complaint will be informed by the Healthcare Director of the procedures followed to resolve the problem in writing.

## REQUEST FOR CLINICAL DOCUMENTATION

### 9.1 Request

Requests for a copy of the medical record must be addressed to the Healthcare Manager by the entitled person or another authorized person:

- Directly at the secretariat by filling out the Documentation Request Form.
- By post: the request must be addressed to the Healthcare Manager, accompanied by a copy of the requesting party's identification document to verify the request's authenticity. If the requester is different from the record holder, a notarized act must be provided to prove the right to access the medical record.
- By email: the request must be addressed to the Healthcare Manager, accompanied by a copy of the requesting party's identification document to verify the request's authenticity. If the requester is different from the record holder, a notarized act must be provided to prove the right.

Requests for medical records made by phone will not be accepted.

## 9.2 Collection

The requested medical documentation can be collected by the entitled person in one of the following ways:

- Collection at the office by the entitled person or a person with a written proxy;
  - The proxy must be signed by the entitled person and accompanied by an original identification document or a copy signed by the entitled person and the original document of the proxy holder. Alternatively, the entitled person may delegate others to collect the documents through a notarial deed;
- Delivery to the address indicated by the entitled person, with costs borne by the recipient, provided that the domiciliation request has been authorized by the document holder;
- Via Certified Email (PEC).

## 9.3 Delivery Times

Copies of medical records are released within 6 working days for emergencies and 30 working days for regular requests from the moment the patient makes the request.

## 9.4 Fees for Document Issuance and Payment Methods

The requester must pay the costs of photocopying the authenticated medical record, as well as the shipping costs if it is sent by mail. The payment for the copy of the documentation must be made at the time of the request at the secretary's office or by bank transfer.

Fees for obtaining a certified copy of the medical record:

- Printed copy at the office: €12.00;
- Certified copy sent by mail: €16.00.

## PRIVACY

The personal data of patients accessing the center are processed exclusively for administrative, accounting, and healthcare purposes, in full compliance with current privacy laws. Patients have the right to know and access their data for any need. The staff collecting consent must provide the applicants with information about the purposes and methods of processing, the mandatory or optional nature of providing data, the consequences of any refusal to respond, and the entities to whom the data may be communicated.

## GUIDING PRINCIPLES OF PATIENT RIGHTS AND DUTIES

- **EQUALITY:** Services are provided based on equal criteria and rules for everyone, without distinction of gender, race, language, religion, political opinions, personal and social conditions;
- **IMPARTIALITY:** Services are provided with objectivity, neutrality, justice, and impartiality;
- **CONTINUITY:** Essential services are provided without interruptions, with continuity and regularity.



## **RIGHT OF CHOICE**

The citizen has the right to choose the healthcare facility that best meets their needs.

## **PARTICIPATION**

The citizen is guaranteed participation in defining the healthcare services provided, also through volunteer associations and rights protection.

## **EFFICIENCY AND EFFECTIVENESS**

In the provision of healthcare services, the utmost attention is paid to organizing activities from the perspective of quality, efficiency, and effectiveness of the services themselves.

## **RESPECT FOR THE PERSON**

Respect for the person is realized by paying attention to their lifestyle habits, rhythms, and privacy, minimizing waiting times and formalities.

## **USER RIGHTS**

Movimenti operates in full respect of declared values, respecting the fundamental rights of the patient. The patient has the right to be assisted and treated with care and attention, respecting human dignity and their ethical and religious beliefs, with mutual respect for all religious faiths. The patient has the right to obtain information from the healthcare facility about the services it provides, the access methods, and the relevant competencies. The patient has the right to receive complete and understandable information from the professional regarding the diagnosis, the recommended path, and the related treatment. The patient also has the right to be informed about the possibility of alternative investigations and/or treatments, even if they can be performed in other healthcare facilities. The patient has the right to privacy, meaning that their personal data and any other circumstances concerning them remain confidential unless consent is given. The patient has the right to maximum confidentiality and respect from the team.

## **USER DUTIES**

Access to the Center expresses a relationship of trust and respect towards the healthcare staff by the citizen-patient, which is an indispensable prerequisite for a correct therapeutic and assistance program.

Every patient has the duty to inform the secretary within 24 hours to cancel the scheduled appointment to avoid wasting time and resources. The citizen-user is required to respect the environments, equipment, and furnishings within the facility. Considering being part of a community, it is appropriate to avoid any behavior that may create disturbances or discomfort to other patients (noise, cell phone, loud talking, etc.). Smoking is prohibited inside the Center. Respecting this provision, in addition to complying with current regulations, is an act of acceptance of others' presence and a healthy personal lifestyle within the facility. It is the user's responsibility to respect the regulations posted and communicated by the Center's Management.

## **INFORMED CONSENT**

The Patient has the right to decide if they want to be treated, the right and duty to know all the available information about their health and the proposed treatment, receiving adequate information, and asking for clarifications on what is unclear or about alternative treatments, so they can freely choose whether to undergo a particular therapy/treatment. To this end, each treatment will be preceded by adequate information and consent to treatment with a signature collected from the patient by the operator who provided the explanations.

Informed consent represents the expression of the patient's or entitled person's will, who, having been appropriately informed, consents to undergo the service. Any healthcare service can be performed only after obtaining the interested party's consent (or other subjects, in particular cases). The consent must be acquired in writing in cases provided by law and in cases where, due to the particularity of the diagnostic and/or therapeutic services or their possible consequences on physical integrity, an unequivocal expression of the person's will is appropriate. Information to the patient is part of good medical practice and is integrative of the healthcare service. The information must meet the requirements of correctness, authenticity, personalization, functionality, and truthfulness.

## **DISINFECTION AND CLEANING SERVICE**

Cleaning, tidying up, disinfection, and sanitation of all premises are carried out daily or repeatedly as needed.

## **FEES AND PAYMENTS**

Payment for services is made at the end of the same, by cash, debit card, credit card, or bank check. It should be noted that the 2020 Budget Law introduced the obligation to pay with traceable instruments, except for a few exceptions, for expenses that entitle to 19% IRPEF deductions. At the time of payment, a regular invoice will be issued; any specific wording to be cited in the invoice for potential insurance reimbursements must be requested at the time of issuance, as it will not be possible to make changes afterward. The invoice will be delivered by each individual professional.

Appointments can be canceled up to the day before the scheduled date. If appointments are scheduled for Monday, the cancellation must be communicated by the previous Saturday. Appointments canceled on the same day will be charged. In case of a child's illness, the medical certificate can be brought to the next meeting. In such a case, the session will not be charged even if canceled on the same day.

## **HUMANIZATION**

The Center places the patient "at the center," explicitly recognizing and making effective the patient's rights, starting with the right to health, data privacy, and consideration of their opinion. The Management commits to organizing the healthcare and non-healthcare services it offers, personalizing them and centering them on the individual patient and their personal needs.

## **PERCEIVED QUALITY**

The patient, through their support network, is asked to express an opinion on the main aspects that qualify the provision of the Studio's services. In addition to freely posting reviews through social channels, the Studio annually provides a customer satisfaction survey to assess the perceived quality of the service as a whole. The evaluation results are published on the website for the benefit of relevant stakeholders. The questionnaire, available at the secretary's office, must be completed anonymously and deposited in the appropriate container near the entrance.

## **DISSEMINATION**

Brochures will be distributed through publication on the Facebook and Instagram pages, along with the activation of various advertising inserts. It will also be published on the studio's website [www.centromovimenti.com](http://www.centromovimenti.com). Introductory meetings with local schools and pediatricians will also be requested, where brochures will be delivered with the aim of establishing collaboration.

## **WHERE WE ARE**

Via del Commercio, 30 63100 Ascoli Piceno (AP)

## **CONTACTS**

3287130202 - 3408944524

[info@centromovimenti.it](mailto:info@centromovimenti.it)

[www.centromovimenti.it](http://www.centromovimenti.it)

## **HOURS**

The Movimenti Center is open from Monday to Friday from 9:00 am to 6:00 pm. For information and reservations, the phone numbers are active during the same hours as the center. In the summer months or during holidays, opening hours may vary, and such changes will be communicated promptly.