



Campus Guidonia
Service Charter



Welcome to the **Campus Guidonia Outpatient Clinic**, a healthcare center where staff and patients directly contribute to creating and shaping the environment that characterizes it. We believe that our actions and behaviors significantly influence the well-being, health, and quality of life of the people we care for.

Our guiding principles are the Clariane values: we aim to give and receive TRUST, encourage INITIATIVE, and take RESPONSIBILITY.

Our mission is to take care of people while safeguarding their health. To this end, Clariane has built a true network of services that enables the personalization of care plans according to individual needs and requirements, also taking into account the specific local context.

In this way, we can guarantee:

- transparency and completeness of communication;
- full respect for every human being and their role within the community;
- sincere attention to personal life choices and the safeguarding of individual autonomy.

We care deeply about the well-being of all our patients. Each highly qualified staff member is fully committed to acting with professionalism, kindness, passion, and integrity.

We are confident that visitors also recognize staff rights, and we hope they will actively contribute to proactive and participatory communication.

We are available to understand your expectations and needs, to welcome your suggestions, and to take the most appropriate initiatives, always with one shared goal: your well-being.

Clariane Group



Index

Welcome to the Campus Guidonia Outpatient Clinic	6
The Outpatient Clinic	6
Authorization and Accreditation	6
Values	7
Mission	7
Our Activities	8
Services Provided	8
Types of Services	9
Required Documents	9
Access to Services	10
Opening Hours and Access Procedures	10
Acceptance	10
Medical Report Collection	10
Satisfaction and Quality	11
Satisfaction Questionnaire	11
Complaints, Reports and Expressions of Appreciation	11
Quality Guarantees	11
The Mediator	12
Useful Information	13
How to Reach Us	13
Privacy Protection	14
Personal Data Protection	14
Informed Consent	14

Welcome to the Campus Guidonia Outpatient Clinic

The Outpatient Clinic

The specialist outpatient clinic is located within Pavilion I of the Campus Guidonia complex, part of Kormed, a comprehensive healthcare network combining expertise and professionalism with a human and personalized approach, always placing the person at the center of every care pathway.

Kormed is one of the brands of Clariane, a European group dedicated to care and quality of life, together with Korian, which represents the socio-healthcare services area.

The company managing Campus Guidonia was founded in 2001. The Campus is located in Guidonia Montecelio, just outside Rome, at Via Tiburtina Valeria 188, and is surrounded by a green area accessible to patients and their families.

Authorization and Accreditation

The clinic is authorized and accredited by:

- Lazio Region Commissioner Decree No. U00415 of 12/11/2018;
- Lazio Region Resolution No. G13831 of 20/11/2020;
- Lazio Region Resolution No. G00687 of 21/01/2025;
- Lazio Region Resolution No. G00550 of 20/01/2026.



Values

The core values characterizing the work of those operating at the Campus Guidonia Outpatient Clinic are:

- **Trust:** acting transparently while respecting commitments, paying the utmost attention to welcoming patients with empathy, enabling each patient and their family to confidently rely on those who care for them.



- **Initiative:** working dynamically and proactively, with curiosity and initiative, seeking innovative solutions to foster vitality and engagement in effective care pathways, and carrying out one's work with passion.
- **Responsibility:** addressing people's needs with professionalism and integrity, in compliance with established regulations and through environmentally and socially sustainable actions, in order to offer high-quality care.



Mission

The guiding principle of the outpatient clinics is to offer patients—who are at the center of our commitment—the best possible responses to their needs, in a timely manner and in line with current developments, while providing attention to their overall well-being.

This vision is shared by all staff members, who are committed to delivering qualified and professional services with constant involvement.

Specifically, the outpatient clinics pursue the following objectives:

- to meet citizens' health needs and expectations by placing patients at the center of clinical and care activities;
- to ensure the best diagnostic and therapeutic services in terms of appropriateness, effectiveness, safety, and timeliness;
- to manage operations efficiently and effectively through optimal use of available resources for patient care.



Our Activities

Services Provided

Specialist outpatient services are provided in the following medical areas:

- Allergology
- Angiology
- Cardiac Surgery
- Cardiology
- Dermatology
- Geriatrics
- Obstetrics and Gynecology
- Endocrine, Metabolic and Nutritional Diseases
- Occupational Medicine
- Physical and Rehabilitation Medicine (Physiatry)
- Internal Medicine
- Nephrology
- Neurosurgery
- Child Neuropsychiatry
- Neurology*
- Ophthalmology
- Oncology
- Orthopedics and Traumatology
- Otorhinolaryngology (ENT)
- Pulmonology
- Psychiatry
- Rheumatology
- Urology.

A Psychology service is also available.

*Services and treatments also available under the National Health Service (SSN).



Types of Services

The services provided are divided into:

A. Private services

A direct relationship between patient and provider. Clinic tariffs apply and are communicated clearly and transparently before service delivery.

B. Services accredited with the National Health Service (SSN)

Patients are required to pay any legally mandated co-payment (ticket and fixed fee). The remaining cost is billed to the local Health Authority (ASL).

C. Services under agreements with institutions, insurance companies, and funds

Depending on the agreement, discounted rates apply compared to standard private tariffs. Some agreements partially or fully cover the service cost.

Required Documents

To access SSN-accredited services:

- Health card (mandatory patient identification);
- Valid referral from the general practitioner, including any exemption code if applicable.

For private or convention-based services:

- Health card;
- Valid identification document.



Access to Services

Appointments

Services are provided by appointment only, subject to specialist availability, from Monday to Friday, from 09:00 to 17:00. Any changes during summer periods or holidays will be communicated at the Reception desk.

Opening Hours

Monday to Friday, from 09:00 to 17:00.

On-site booking

Monday–Friday, 09:00–17:00

Telephone booking:

+39 0774 386249, Monday–Friday, 09:00–17:00
(for private or convention-based services)
SSN bookings: via Lazio Region RECUP system

E-mail

accettazione.campusguidonia@kormed.com

Online

Website: www.kormed.it/strutture/campus-guidonia-poliambulatorio/

Medical report collection

Monday to Friday, from 9:00 to 17:00.

Reception and Payments

At reception, patients must present: medical referral (if applicable); ID document; health card.

Payment is made at the time of service. Accepted payment methods:

- cash;
- debit or credit cards.

Medical Reports

Medical reports and written statements are provided, where possible, at the end of the service.

When the nature of the service requires longer reporting times, the date on which the report may be collected will be communicated. In the event of delegation, the Patient may complete the relevant section of the collection form provided at the time of acceptance. Upon delivery of the report, the administrative staff will retain the delegation and a copy of the delegating individual's identification document.

Satisfaction and Quality

Satisfaction Questionnaire

The main tool for expressing feedback is a fully digital and anonymous Satisfaction Questionnaire, sent via SMS or email. Data are constantly analyzed to support continuous improvement.

Complaints, Reports, and Compliments

The possibility to submit reports and to file complaints or expressions of appreciation is a fundamental element for improving the quality of the services provided. A form for collecting complaints, reports, and expressions of appreciation is available at the Outpatient Clinic Reception desk.

Completed complaints may be submitted at the Reception desk. The Management reserves up to 10 days to provide a response.

Quality Guarantees

Quality, competence, and service are fundamental elements of the corporate strategy of the Campus Guidonia Outpatient Clinic. The core principle of the quality policy is to ensure customer satisfaction through continuous improvement of the service.



The Mediator

In the event of disputes between Patients and the facility, it is possible to seek the assistance of a Mediator, a third party who has no relationship of dependence with Kormed and who is able to resolve disputes amicably. When contacted at the request of Kormed or the Patients, the Mediator must comply with principles of independence, impartiality, neutrality, and confidentiality.

The Mediator listens to the respective points of view through individual or joint meetings, in order to promote mutual understanding and establish a solution.

Unlike a judge, who issues a ruling on a dispute, the role of the Civil Mediator is to re-establish dialogue between the two parties, helping them to reach an agreement.

Disputes may concern:

- the provision of services;
- the exercise of the rights and freedoms of the persons received;
- neighborhood issues between a facility and those located in its vicinity;
- malfunctions in the internal organization of the facility.
- The following matters are excluded from the Mediator's scope of competence:
 - disputes or conflicts between company employees;
 - disputes or conflicts with company suppliers;
 - complaints that activate guarantees subscribed to by the company for the purposes of civil liability.

Assistance from a Mediator may be requested, provided that a complaint and/or report has already been submitted to the facility and/or to Kormed Customer Service, in the following ways:

- by post: writing to Kormed (Viale Cassala 22, 20143 Milan – Attn. Mediator);
- by email: sending an email to mediatore@kormed.it.

The Mediator's contact details are published on the website and are available at the Group's facilities. For any further information, reference should be made to the Mediation Charter available at the facility.



Useful Information

How to Reach Us

Address

Via Tiburtina Valeria 188
00012 Guidonia Montecelio (RM)

BY CAR

From Rome:

- GRA, Exit 13, Via Tiburtina toward Tivoli;
- A24 Rome–L'Aquila, Exit Settecamini, then toward Tivoli.
- From Tivoli:

Via Tiburtina toward Rome; after Tivoli Terme, the clinic is about 100 meters on the right.

PUBLIC TRANSPORT

From Rome:

- Metro B to Ponte Mammolo, then Cotral bus to Tivoli or Guidonia (stop: Albuccione).
- From Tivoli or Guidonia:
- Cotral bus toward Rome (Albuccione stop).

Parking spaces, including disability parking, are available.



Privacy Protection

Personal Data Protection

Italian Hospital Group S.p.A., which manages the Campus Guidonia Outpatient Clinic (hereinafter referred to as the "Company"), guarantees that the processing of personal and special category data of its Patients and their accompanying persons is carried out in compliance with the legislation on personal data protection (GDPR 2016/679) and with the fundamental principles set forth therein.

The Company will process the personal and special category data of the data subjects exclusively for the purpose of managing administrative relationships with Patients and their accompanying persons on the one hand, and for the care of the Patient on the other.

For the pursuit of the aforementioned purposes, the Data Controller will communicate the Patient's personal information to the authorized staff of the Nursing Homes and Outpatient Clinics (each within the scope of their respective duties). Upon conclusion of the contractual relationship with the Company, the data subject will receive the information notice pursuant to Article 13 of GDPR 2016/679 and, where necessary, will be required to express his or her free consent to the processing of the personal data concerning him or her. For any issues related to privacy, it is possible to send a communication to privacy@clariane.it or submit a report via the Group's website, clariane.it.

Informed Consent

Informed Consent is the act through which the Patient expresses his or her favorable decision for the performance of a healthcare treatment, freely and without mediation by family members or other persons, after having been informed about the methods of implementation, benefits, side effects, reasonably foreseeable risks, and valid therapeutic alternatives to the treatment, in accordance with what has been made evident by scientific research and the progress of technical and technological knowledge. It thus constitutes an element that promotes and enhances the relationship of care and trust between the Patient and the physician.

The Patient may likewise, on the basis of the information provided, express his or her refusal of the treatment (in which case this is referred to as informed dissent from treatment) or revoke, at any time during the course of the care undertaken, a previously expressed consent.

From this perspective, the central role played by complete, clear, and exhaustive information in conscious decision making clearly emerges; such information must in fact be considered an essential element of the therapeutic plan, and its necessity exists regardless of the mere purpose of obtaining consent.

In cases where the Patient is temporarily or permanently incapable of understanding and willing, or in the case of a minor Patient, the expression of consent must be sought, following adequate information, from the entitled persons such as the Support Administrator, the Guardian, or whoever holds legal representation, in accordance with the provisions established by the Guardianship Judge.

In the absence of such reference figures, the provision of information and the collection of Informed Consent shall be addressed to family members and must follow the information process, which must have the following characteristics:

- complete;
- thorough;
- comprehensible;
- up to date;
- free from conflicts of interest.



Informed Consent for treatment and for the processing of health data is collected upon the Patient's admission to outpatient treatment by the physician (preferably the one who provides the information or, in any case, by another member of the same Operational Unit), after confirmation that clear and comprehensive information has been provided regarding the rules governing the operation of the Outpatient Service and the services provided, as well as the medical, healthcare, and assistance treatments and procedures implemented at the Outpatient Clinic.

For specific care or assistance activities, dedicated informed consent forms are provided to be adopted following prior information, in accordance with the described operational procedures.

The physician is always required to identify the most appropriate pathway for the condition of frailty encountered and shall normally inform the family about the different options of Legal Protection, so that the one most suited to the person's needs and requirements may be prioritized for the implementation of his or her individual treatment plan.





Where we are

Campus Guidonia Outpatient Clinic
Via Tiburtina Valeria 188
00012 Guidonia Montecelio (RM)



Contacts

Phone: **+39 0774 386249**
Email: info.campusguidonia@kormed.it



Medical Director: Rita Ursino

kormed.it