



# CHARTER OF SERVICES

# MISSION

**“To meet the health needs and expectations of Users by efficiently managing available resources in order to guarantee effective prevention and treatment, provided with the necessary promptness while respecting people and complying with safety requirements.”**

The Quality Policy of the Strategic Management of Studio Fisioterapico Riviera is based on the following principles:

- User-centred Health management and protection
- Focus on the wellbeing and quality of life of Users, Operators and Employees, and on Environmental protection
- Protecting and promoting human dignity, fairness, solidarity and professional ethics
- Listening to the needs of all stakeholders, particularly the staff working at the Studio
- Encouraging continuous improvement in the Quality of Health Services also provided through the PDCA (Plan-Do-Check-Act) approach
- Constant attention to implementing new Health Services
- We strive to monitor patient satisfaction by using special satisfaction questionnaires and analysing the results. Users of our services can consult the results both at the facility (on admission at the reception) and on our website.
- Any complaints received are handled through the dedicated Public Relations Service (PRO).



# STUDIO FISIOTERAPICO RIVIERA

Studio Fisioterapico Riviera is an important health centre in the Mira and Venice area.

Studio Fisioterapico Riviera, run by Dr. Fausto Magro, is staffed by highly professional, enthusiastic and empathetic specialists, psychologists, physiotherapists, speech therapists and occupational therapists.

The health care professionals are assisted and supported by highly qualified front office staff and maintenance technicians.

Measuring around 2000 m<sup>2</sup>, the studio comprises:

- 1 large reception area
- 2 comfortable waiting rooms
- 4 gyms in which specific rehabilitation activities are conducted according to the pathology in question
- 1 rehabilitation pool (around 33.5°C) measuring 30 m<sup>3</sup>
- 1 rehabilitation pool (around 30.5°C) measuring about 135 m<sup>3</sup> for group activities
- 4 physical therapy departments

- 5 medical clinics
- 1 area (270 m<sup>2</sup>) dedicated to the treatment of metabolic syndrome.

Studio Fisioterapico Riviera has obtained the UNI EN ISO 9001 certification for its high level of organisation and for its procedures, which are audited annually by an external body.

For information and bookings, the reception desk is open from Monday to Friday, from 8.30 to 12.00 and from 14.00 to 18.00.

**For telephone bookings, call from Monday to Friday, from 9.00 to 18.00. Please have to hand your GP referral (impegnativa) and your taxpayer's code (codice fiscale).**



# PHYSICAL MEDICINE AND REHABILITATION

Studio Fisioterapico Riviera offers all forms of physical medicine and rehabilitation: orthopaedic, neuromotorial, respiratory and perineal rehabilitation, as well as speech and occupational therapy. The facility also has a rehabilitation swimming pool.

Studio Fisioterapico Riviera forms an active and integral part of AULSS 3. Consequently, our Physical Medicine and Rehabilitation patients can be treated at the expense of the regional and national health service. Our rehabilitation staff applies the latest and most cutting-edge protocols and guidelines, keeping up to date with courses of continuing professional development in medicine and health care.

We adopt state-of-the-art rehabilitation equipment, which undergoes systematic preventive maintenance to ensure it is safe and in full working order. Moreover, our advanced IT system allows patients to be tracked and monitored throughout the rehabilitation process.

## **THERAPY TIMES**

From Monday to Friday, from 6.50 to 20.10

To book an appointment, you will need an official National Health Service referral (impegnativa) from your GP stating the need for a specialist physiatric exam (visita specialistica fisiatrica).

The referral must contain:

- The patient's name and surname;
- The number of the patient's health card (tessera sanitaria) and any exemptions in the applicable box;
- Working diagnosis;
- Diagnosis or any pathologies;
- Date, stamp and signature of the prescribing physician.

Changes to the prescription may only be made by the prescribing physician. Patients will be issued with a reminder stating the day and time of the exam, as well as with a personal CARD to be used every time they enter the premises.

**The patient is required to settle all treatments in advance (Article 1, paragraph 1 of Legislative Decree 124 dated 29/04/98).**

**Cancellations require 48 hours notice (Regional Committee Resolution 600).**

**For cancellations not received within this time frame, the patient will be required to pay the co-pay fee, even if exempt.**

**Skipped therapy sessions will not be rescheduled or refunded.**

## PHYSICAL THERAPIES

- *Infrared therapy*
- *Radar therapy*
- *Magnetotherapy*
- *Magnetotherapy at home*
- *Diathermy*
- *Interferential-Iontophoresis*
- *Galvanotherapy*
- *TENS*
- *Cryotherapy*
- *Fixed-site ultrasound*
- *Mobile ultrasound*
- *Diadynamic therapy*
- *Electrostimulation*
- *Laser therapy - HILT (high-intensity laser therapy)*
- *Ultrasound-guided shock wave therapy (performed by the doctor)*
- *Cervical traction*
- *Kinetec shoulder and knee*
- *INDIBA® Active Cell Therapy*

## REHABILITATION AND MANUAL THERAPIES

- *Pelvic floor rehabilitation (male and female)*
- *Orthopaedic rehabilitation (swimming pool and gym)*
- *Respiratory rehabilitation*
- *Occupational therapy*
- *Speech therapy*
- *Neurological rehabilitation*
- *Metabolic syndrome treatment - "I Love My Life" project*
- *Massage: therapeutic; relaxing; drainage.*
- *Lymphatic drainage with bandaging*
- *Group motor rehabilitation*
- *Corrective gym*
- *Postural physiotherapy*
- *Aesthetics physiotherapy*



# HEALTH CLINICS

## PHYSIATRICS

**Dr. Fausto Magro** Physical Therapy and Rehabilitation Specialist

*Physical therapy and rehabilitation consultations, mesotherapy, shockwave therapy, pain management, injection therapy.*

**Dr. Muhsin Halaila** Physical Medicine and Rehabilitation Specialist

*Physiatric exams, mesotherapy, shock waves, pain management, Injection therapy.*

**Dr. Giuseppe Dal Mistro** Physical Medicine and Rehabilitation Specialist

*Physical therapy and rehabilitation consultations, mesotherapy, shockwave therapy, acupuncture, injection therapy, oxygen-ozone therapy, myofascial therapy, face and body aesthetics-physiotherapy treatments.*

## ORTHOPEDICS AND TRAUMATOLOGY

**Dr. Alberto Grotto** Orthopaedic Surgeon  
Specialised in Knee Surgery

*Orthopaedic exams. Prosthetic Surgery and Knee Arthroscopy. Robotic Surgery.*

**Dr. Alvisè Marton** Orthopaedic surgeon Specialised in Orthopaedics and Traumatology

*Orthopaedic exams, injection therapy.*

## NEUROLOGY

**Prof. Paolo Negrin** Neurology Specialist  
*Electromyography exams.*

**Dr. Bruno Gentile** Neurology and Psychiatry Specialist  
*Neurological exams, cognitive and memory assessments.*

## ENDOCRINOLOGY

**Dr. Marco Ghezzi** Endocrinology and Metabolic Disorders Specialist

*Endocrinology consultations, andrology consultations, diagnostic ultrasound (ultrasound and Colour Doppler ultrasonography of the scrotum and thyroid).*

## PSYCHIATRY

**Dr. Bruno Gentile** Psychiatry and Neurology Specialist  
*Psychiatric consultations, psychotherapy and drug therapy.*

## CARDIOLOGY

**Dr. Alessandro Vaglio** Cardiology and Sports Medicine Specialist

*Cardiology exams, stress and resting ECGs.*

**Dr. Giovanni Molfese** Cardiology and Internal Medicine Specialist, Qualified in Sports Medicine

*Cardiology consultations, 24-hour ECG (Holter monitor), resting and stress ECGs.*

**Dr. Francesco Cardaioli** Cardiology Specialist

*Cardiology consultations, 24-hour ECG (Holter monitor), resting and stress ECGs, Colour Doppler echocardiogram.*

**Dr. Luca Licchelli** Cardiology Specialist

*Cardiology consultations, 24-hour ECG (Holter monitor), resting and stress ECGs, Colour Doppler echocardiogram.*

**Dr. Giulia Brunetti** Cardiology Specialist

*Cardiology consultations, 24-hour ECG (Holter monitor), resting and stress ECGs, Colour Doppler echocardiogram.*



## LEVEL 1 SPORTS MEDICINE

**Dr. Alessandro Vaglio** Cardiology and Sports Medicine Specialist  
*Non-competitive sports physicals.*

**Dr. Giovanni Molfese** Cardiology, Sports Medicine, Geriatrics and Internal Medicine Specialist  
*Non-competitive sports physicals.*

## OPHTHALMOLOGY

**Dr. Tommaso Torresin** Ophthalmology specialist  
*Ophthalmology consultations, examination of the back of the eye (funduscopy), tonometry.*

**Dr. Elenora Cosmo** Ophthalmology specialist  
*Ophthalmology consultations, examination of the back of the eye (funduscopy), tonometry.*

## OTOLARYNGOLOGY

**Dr. Franco Tesserin** Ear, Nose and Throat (ENT) and Voice Specialist  
*ENT consultations, voice consultations, audiometric testing (tonal), video laryngoscopy, rhinoscopy.*

## UROLOGY AND ANDROLOGY

**Dr. Fedra Gottardo** Urology and Andrology Specialist  
*Urology consultations, andrology consultations, penile ultrasound, testicular ultrasound, shockwave therapy for impotence, pelvic floor rehabilitation, counselling for assisted fertilisation.*

## PAEDIATRICS

**Dr. Giovanni Battista Pozzan** Paediatrician  
*Paediatric consultations and endocrinology consultations (for infants and children).*

## NUTRITION AND FEEDING

**Dr. Sabrina Rampado** Physician Expert in Nutrition  
*Medical exams and assessment of body composition with bioimpedance analysis and elaboration of an adequate food plan. Periodic checks with personalized monitoring.*

## SPEECH THERAPY

**Dr. Silvia Pennazzato** Speech Therapist Specialised in Aphasia and Dysarthria. Myofunctional Therapy.  
*Rehabilitation at all ages of communicative-language deficits, oral functions, voice, learning disorders, orofacial motility.*

## PSYCHOLOGY

**Dr. Chiara Crovace** Psychology and Neuropsychology Specialist  
*Psychological support, rehabilitative training, cognitive and memory stimulation, neuropsychological assessment of overall cognitive function.*

# AESTHETICS PHYSIOTHERAPY

**AESTHETICS PHYSIOTHERAPY** is a branch of physiotherapy aimed at understanding and solving health issues underlying skin and aesthetic blemishes. Starting from the patient's need to feel more comfortable with his or her own body, we aim to eliminate blemishes with long-lasting results, but above all to restore the patient's health by dealing with the root causes of the condition in all its physio-structural complexity.

## METHOD

Studio Fisioterapico Riviera uses a unique method that combines manual therapy, physical therapy and phytocosmetics to act on the cause of the condition and quickly achieve the best possible results.

INDIBA® Active Cell Therapy rebalances the cell metabolism, making the tissue more compact and youthful. It also improves microcirculation and reduces swelling, fat deposits and skin laxity. Paul Scerri phytocosmetics improve and restore the skin's functions using plant extracts and pure essential oils.

## Firming

- Flacid skin
- Lifting

## Body contouring

- Buttocks
- Abdomen

## Cellulite

- Edematous
- Fibrous
- Adipose

## Pre and post-surgery treatments

- Drainage of fluid
- Hematoma reabsorption
- Scar-tissue healing
- Lifting

INDIBA® *activ*

VISIBLE RESULTS FROM THE  
VERY FIRST TREATMENTS

PAUL SCERRI  
GENEVE

---



# SWIMMING POOL

Our pool, measuring 20x5,5 m and having a depth of 120 cm, is fitted with a large ladder to make it easier to get in and out.

The water is heated to around 30.5°C. Moreover, it is treated and disinfected through a combined UV + chlorine system.

All parameters are constantly monitored and managed. Courses led by qualified physiotherapists.

## OUR COURSES:

- *Maintenance physiotherapy*
- *Strengthening physiotherapy*
- *Circuit training physiotherapy*
- *Antenatal physiotherapy*
- *Postnatal physiotherapy*

**A.M.A.I.A.**

ATTIVITÀ MOTORIA ADATTATA IN ACQUA

a water-based exercise programme developed  
in collaboration with District 3 of AULSS 3  
SERENISSIMA to promote motor function







The I LOVE MY LIFE project, conceived and experienced by me personally, is addressed to obese and overweight people who wish to lose weight and regain their health and wellbeing.

A team of health professionals will follow you throughout your customised programme, which includes evaluation of cardiovascular performance and metabolic parameters, analysis of nutritional behaviour with related advice, and an exercise program to improve your physical fitness.

**Specifically, the programme comprises:**

- thorough examination and medical history;
- blood tests;
- maximal stress test on the cycle ergometer with ECG and blood pressure monitoring;
- body composition assessment with bioelectrical impedance analysis;
- analysis of nutritional behaviour, tastes, any intolerance/

- allergy and related nutritional advice;
- development and prescription of an exercise programme customised by a trained physician;
- initial physio test with a personal trainer's assessment;
- workout at the I Love My Life gym at least 3 times a week, under the constant supervision of qualified personnel;
- medical check-up every 15 days.

This programme is designed to improve the health of people who are overweight and/or suffer from metabolic syndrome and/or obesity. In just a few months, you will be able to lose weight (in particular fat mass), improve your main metabolic parameters, reduce the risk of cardiovascular disease and generally improve your psychop.

result after 12 months of treatment




146 kg

101 kg



# FUNDAMENTAL PRINCIPLES, RIGHTS AND DUTIES



## **FUNDAMENTAL PRINCIPLES, RIGHTS, DUTIES AND SAFEGUARDS**

Studio Fisioterapico Riviera operates in accordance with the fundamental principles of Equality, Impartiality, Continuity, Right of Choice, Participation, Efficiency and Effectiveness, and guarantees its patients the following rights:

- Patients have the right to be treated and looked after with care and attention, respecting their human dignity and their philosophic and religious beliefs.
- Patients have the right to obtain information from Studio Fisioterapico Riviera on the services provided, how to access same and the relating fees. Patients are also entitled to transparent information on the health care staff treating them.
- Patients have the right to obtain from the health care staff full and comprehensible information on the diagnosis, the therapy proposed and the relative prognosis.
- In particular, except in emergencies where any delay could pose a danger to health, patients are entitled to receive sufficient information as to enable them to make an informed decision before being subjected to therapy or treatment. Such information must also include any possible risks or discomfort connected with the treatment. Should the health care staff have a motivated reason for not providing information directly, this should be disclosed to the patients' relatives or guardians, unless patients expressly refuse consent in this regard.
- Patients are also entitled to be informed of any alternative investigations and treatments, including those provided at other facilities. When patients are unable to make independent decisions, such information should be provided to the persons referred to in the previous point.
- Patients have the right to confidentiality with regard to information on to their disease and any other related circumstance.





- Patients have the right to lodge complaints, which must be promptly investigated, and to be promptly informed on the outcome of same. This right can be exercised directly at the reception desk, whose staff will put the patient directly in contact with the person concerned.

The ability to exercise the above rights is dependant on the fulfilment of certain duties. Committing personally to these duties means respecting the community and the health services available to all citizens alike. By fulfilling the duties listed below, patients contribute to improving the quality of service at Studio Fisioterapico Riviera:

- While on the Studio Fisioterapico Riviera premises, patients are asked to behave responsibly at all times, respecting and understanding the rights of other patients and collaborating with the medical staff, the health care professionals, the technical staff and the health centre's management.

- Using the Studio Fisioterapico Riviera services means establishing a relationship of trust and respect for its health care staff. This is an essential condition for setting up an appropriate treatment and health care programme.
- It is the duty of all patients to inform the facility of their intention to voluntarily withdraw from a health care programme in order to avoid wasting time and resources.
- Patients are required to respect the spaces, equipment and furnishings located inside the centre.
- Patients should avoid any behaviour that might disturb or inconvenience other patients.
- Patients are entitled to accurate information on the organisation of Studio Fisioterapico Riviera, but it is also their duty to obtain information in the prescribed time and manner.

# IN COLLABORATION WITH:

The logo consists of the letters 'RD' in a bold, serif font. The 'R' and 'D' are connected at the top.

RESIDENZA **DISABILI**  
SUOR ARMANDA

The logo consists of the letters 'RA' in a bold, serif font. The 'R' and 'A' are connected at the top.

RESIDENZA **AZIANI**  
ADELE ZARA

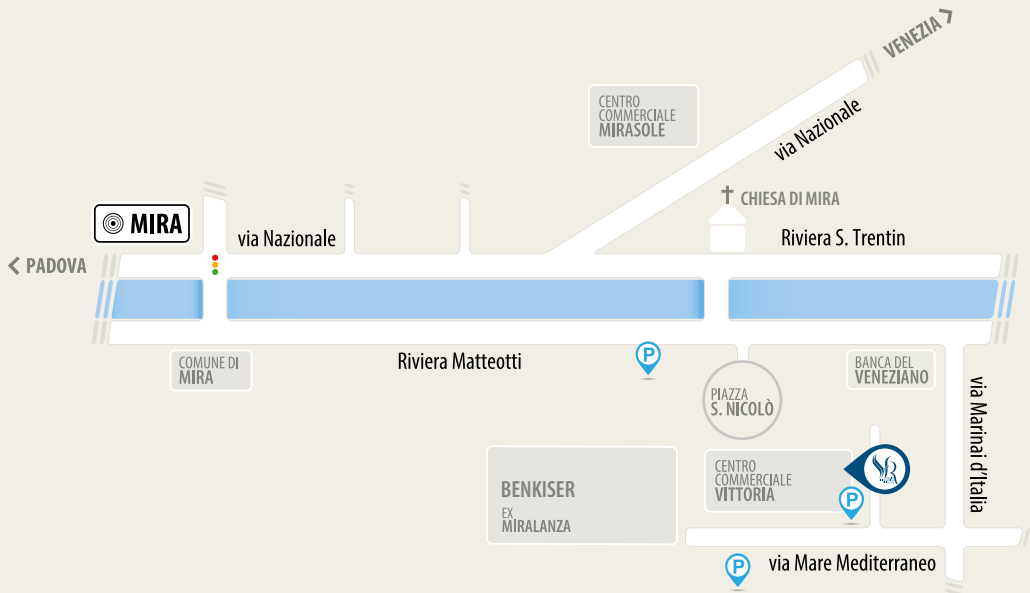
The logo consists of the letters 'RSS' in a bold, serif font. The 'R' and 'S' are connected at the top.

RESIDENZE **SOCIOSANITARIE**  
**SOCIOCULTURALE**  
MIRA

COOPERATIVA **Socio**  
**culturale**

# WITH INPUT FROM:

- Facility Managers
- Area Managers
- Internal Staff



## Information and bookings

The office is open to the public from Monday to Friday, from 8.30 to 12.00 and from 14.00 to 18.00.

## Telephone bookings

From Monday to Friday, from 9.00 to 18.00.

**Please remember to have to hand your GP referral (impegnativa) and your taxpayer's code (codice fiscale).**

Piazza San Nicolò, 11/2 · 30034 MIRA (VE) · Tel. 0414 265 851 · Fax 0414 266 115 · studio@fisioterapicoriviera.it

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





Charter of Services. Rev. N.26, April 2022

**printed on FAVINI CORN CRUSH**  
Favini eco-friendly paper made by replacing up to 15% of virgin tree pulp with agro-industrial waste.

For Internal Use