

Service Charter



*Centro Salute
Turano*



www.centrosaluteturano.it

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Information And reservations performance


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8 a.m. - 1 p.m. and 2 p.m. - 6 p.m. Mon. - Fri.
8 a.m. - 1 p.m. Sat.

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**YOUR HEALTH
IN THE
CENTRE**



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Service Charter

Dear user,

The **Service Charter** is a document established by the Prime Ministerial Directive of 19/05/1995 and is part of the process of reinforcing relationships between institutions and citizens, ensuring the quality and quantity of services provided.

The **Service Charter**, in the healthcare sector, is the tool that protects citizens' right to health and allows for dialogue with patients, promoting their information, protection, and participation.

The **Turano Health Center** adopts the fundamental principles of equality, impartiality, continuity, efficiency, and therapeutic effectiveness, ensuring that the services provided meet the needs of its patients.

The founder is Dr. Carmelo Turano, neurologist and neurosurgeon.

The **Turano Health Center** regularly updates its Service Charter, in step with the growth and development of the facility, last updated March 2026.

The Turano Health Center is accredited by the National Health Service of the Calabria Region, within the Provincial Health Authority of Crotona.

The neurologist in charge is Dr. Francesco Morelli, neurologist and physiatrist.

TURANO HEALTH CENTRE
YOUR HEALTH AT THE CENTRE

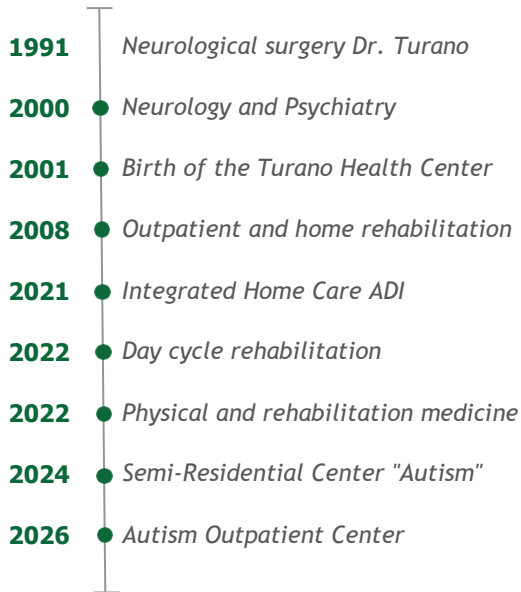


Dr. Carmelo Turano

Authorizations and Accreditations

with the National Health System

The Turano Health Centre has been active in the fields of Neurology, Psychiatry and Rehabilitation since 1991.



Quality Certification

The Centro Salute Turano has been a certified organisation since 2003; its most recent certification is ISO 9001:2015, issued by R.I.N.A., a member of the CISQ-IQNET federation.

Our commitment to quality is reflected in our certified Quality Manual, which is constantly updated to meet the evolving needs of both our clients and the organisation.

Member of CISQ Federation



CERTIFIED MANAGEMENT SYSTEM
ISO 9001

Turano Health Centre

The **Turano Health Center** integrates diagnostic, treatment, rehabilitation, and scientific research activities, pursuing continuous improvement of therapeutic efficacy in the fields of neurology, neuropsychiatry, and physical and rehabilitation medicine.

The Center treats neurological disorders in adults and children, neurodegenerative and cerebrovascular diseases, neurodevelopmental disorders—including intellectual disability, autism spectrum disorder, attention deficit/hyperactivity disorder, specific learning disabilities, movement disorders, epilepsy, cerebral palsy, and genetic syndromes—as well as the rehabilitation of chronic conditions, such as hemiparesis and ALS, with the goal of promoting functional recovery and limiting deterioration.

The mission of the **Turano Health Center** is to offer citizens a healthcare facility characterized by high quality standards, clinical appropriateness, and a person-centered approach.

The **Turano Health Center** promotes health and improves the quality of life of its patients through a wide range of services, constantly developed through the use of advanced technologies and equipment.

> MEDICAL SPECIALISTS

- **Child and adolescent neuropsychiatrist**
Specialist in neurodevelopment and its disorders, neurological and psychic, from zero to eighteen years of age
- **Physiatrist**
Specialist in physical medicine and rehabilitation
- **Neurologist**
Specialist in diseases of the central nervous system

OPERATORS SANITARY WARE

- > Psychologist
- > Assistant Social
- > Physiotherapist
- > Speech therapist
- > Neuropsychomotor therapist
- > Psychomotor therapist
- > Educator
- > Social Health Worker (OSS)
- > Nurse
- > Massage physiotherapist

DIRECTION

- > Direction Healthcare
- > Administrative Management
- > Clinical Director and Research and Development
- > Human Resources Manager
- > Quality Manager

FIGURE FROM SUPPORT

- > Administrative Secretariat
- > Clinical Secretariat
- > Maintenance worker – Guardian
- > Attendant to the cleaning
- > Delivery boy

REHABILITATION AREA

CONVENTIONED

- *Physiotherapy visit*
- *Neurological rehabilitation*
- *Neuromotor rehabilitation*
- *Occupational therapy*
- *Speech therapy*
- *Neuropsychomotor skills*
- *Post-operative and post-traumatic rehabilitation*



PRIVATE

POOL

- > *Hydrokinesitherapy*
- > *Postural gymnastics in water*
- > *Water aerobics*
- > *Gymnastics for pregnant women*
- > *Global Relax Gymnastics*
- > *Mother-Baby Paths*
- > *Gymnastics for seniors*
- > *Psychomotor skills in water*

GYM

- > *Postural gymnastics*
- > *Functional and post-operative recovery*
- > *Neuromotor rehabilitation*
- > *Orthopedic rehabilitation*
- > *Proprioceptive pathways*
- > *Massage therapy*
- > *Neuromuscular taping*

REHABILITATIONS OF EXCELLENCE

- > *Electrostimulation and biofeedback*
- > *Pelvic floor rehabilitation*
- > *Spasticity rehabilitation*

EXCELLENT INSTRUMENTATION

- > *Shock Waves*
- > *Ultrasound and Diadynamic Currents*
- > *Tens*
- > *Infrared*
- > *Ionophoresis*
- > *Magnetotherapy*
- > *Laser therapy*
- > *Tecar therapy*
- > *Vibra*
- > *Local vibration therapy*
- > *Neurofeedback*
- > *Localized cryotherapy*
- > *Kinetec*

AREA OF NEUROLOGY

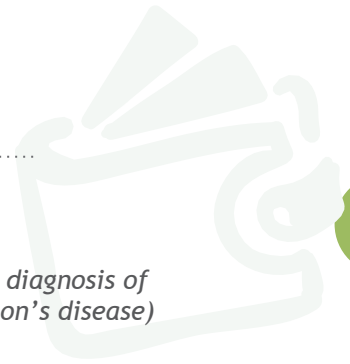
CONVENTIONED

- *Neurological visit*
- *EEG with spectral analysis for children and adults*
- *Stimulus-related evoked potentials*
- *Visual evoked potentials*
- *Auditory evoked potentials*
- *Motor evoked potentials*
- *Somatosensory evoked potentials*
- *Neurophysiological tests of the autonomic nervous system*
- *Electromyography and Electroneurography*
- *Polysomnogram*



PRIVATA

- *Sleep deprivation EEG*
- *Administration of neuropsychological tests for the diagnosis of neurodegenerative diseases (dementia and Parkinson's disease)*
- *Individual and group psychotherapy sessions*
- *Family psychotherapy sessions*
- *Psychological consultations*
- *Administration of intelligence tests (IQ)*
- *Neurofeedback*



CHILD NEUROPSYCHIATRY SERVICES

CONVENTIONED

- *Speech Therapy*
- *Neuropsychomotricity*
- *Occupational therapy*

PRIVATE

NEUROLAB

- *Child neuropsychiatric visit*
- *BES-DSA learning laboratory*
- *Speech therapy evaluation*
- *Neuropsychomotor assessment*
- *Speech therapy*
- *Neuropsychomotor skills*
- *Psycho-educational intervention*
- *Parent training*
- *AAC (Augmentative and Alternative Communication)*
- *CAT Technological Aids Center (in collaboration with the Turano Foundation)*
- *Autism Center*

Methods of Access

for outpatient services

In agreement with the National Health Service (SSN)

The service is provided subject to payment of the patient contribution, or free of charge for those entitled to exemption, in accordance with current legislation.

Required documents:

- > Commitment* of the attending physician or paediatrician or external specialist
- > Regional CUP reservation
- > Health Card
- > Any examinations and tests carried out (in the case of a specialist or control visit)
- > Exemption card, for those who use it

* For those exempt from the prescription charge, please ensure that the exemption code is stated on the prescription

In regime private

The cost of specialist services provided on a private basis is borne entirely by the patient.

Required documents:

- > Health and identity card
- > Possible request medical

Opening hours of the center

from Monday	08:00 AM – 1:00 PM
to Friday	2:00 PM – 6:00 PM
Saturday	08:00 AM – 1:00 PM

> Times are subject to change due to internal organisational reasons

Waiting times

Visits and tests have different waiting times depending on the type of service requested.

The Center is committed to providing services as quickly as possible, in compliance with regional standards and within the limits of waiting lists. The priority classes indicated by the prescribing physician, based on the patient's clinical condition, are guaranteed.

It is very important that the referrals accurately indicate the requested service and the diagnostic question. Rehabilitation waiting times are related to the respective waiting list.

Release of clinical documentation

- > Reports are delivered within 3-10 days, depending on the type of test performed, to the person responsible for the clinical documentation or another person with written and signed authorization.
- > In the case of a minor, a copy of the medical records may be delivered to the parent, guardian, or curator upon presentation of a valid identity document or a signed declaration issued by the designated official.
- > In the case of a deceased patient, the documentation is released exclusively to the entitled beneficiaries, who must present a valid identity document and a self-certification attesting to their relationship. In the event of disagreement among the heirs, the decision falls to the judicial authorities.
- > The expected timeframe for issuing clinical documentation is 7 working days from receipt of the duly completed request and forwarded to the Health Directorate.

Fundamental principles of quality

The provision of the services described in the Service Charter is inspired by the following fundamental principles:

EQUALITY	CONTINUITY	RIGHT TO CHOOSE
IMPARTIALITY	PARTICIPATION	EFFICIENCY
		EFFECTIVENESS

The services and treatments provided are aimed at meeting the health needs of the patient, through the use of adequate human resources and appropriate equipment, with the absolute guarantee of equal access to services and total administrative transparency.

Standard Of Quality

rights And duties of the assisted

Patient Rights

- > Patients have the right to receive treatment appropriate to their needs from healthcare professionals. Patients at high risk of complications must have the necessary services available to carry out urgent and emergency procedures.
- > The patient has the right to be informed clearly and comprehensively about every aspect of his or her health and about any diagnostic and therapeutic measures deemed necessary by the doctor.
- > The Patient has the right, at all times, to respect for his or her personality and modesty, as well as to compliance with hygiene and prophylaxis rules for the prevention of infectious and contagious diseases.
- > The patient has the right to social, educational, and occupational inclusion; the timing and modality of therapy must take these needs into account, compatible with the organizational and logistical capabilities of the Center.
- > Patients have the right to report, directly or through their representatives, any malfunctions and/or deficiencies of the Center. Suggestions and/or complaints may be submitted, in writing or verbally, to the Management or the social area staff during the Center's opening hours, or left anonymously in the designated collection box at reception.
- > Management receives comments, suggestions, objections, or complaints submitted in any form by users and provides feedback within a maximum of 7 days, taking the necessary actions to resolve any critical issues.

DIRITTI

Patient Duties

- > The Patient collaborates with the healthcare staff to optimize the service and adheres to the therapeutic program prescribed by the Doctor.
- > The Patient respects the work and professionalism of Healthcare Workers.
- > The Patient adheres to the rules of cleanliness and personal hygiene and to the rules of civil coexistence with other patients.
- > The Patient adopts the general rules of attention and care for the environment and the structure he uses.
- > The Patient respects the Center's opening hours and assigned shifts.
- > The Patient informs the Center Doctor of any other therapies practiced elsewhere, prescribed or taken independently.
- > The Patient collaborates with the Doctor in managing his or her health.
- > The Patient will respect the "Internal Regulations" posted on the notice board in the waiting room.

DOVERI

Standard Of Quality

Quality Standards, Commitments and Programs

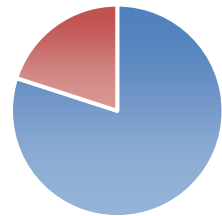
By analyzing the patient experience and all phases of the care journey during their stay at the facility, the Turano Health Center has identified the aspects relevant to the perception of the quality of the services provided, as well as the quality standards already achieved and those to be achieved through planned actions.

Patient satisfaction surveys are conducted every six months to assess the quality of the service provided as perceived by users.

In the outpatient setting, healthcare provision is analyzed, in general terms, with reference to the following aspects:

- > **Acceptance:** clarity of the information provided.
- > **Medical visit:** satisfaction, professionalism, and waiting times.
- > **Operators:** courtesy, availability, professionalism and respect for treatment times.
- > **Environment:** privacy, department atmosphere and comfort.
- > **Cleaning of premises and toilets.**
- > **General:** waiting times between booking and service provision, assessment of improvement in health conditions, from the start of therapy.
- > **Overall rating.**

satisfaction questionnaire users *outpatients*



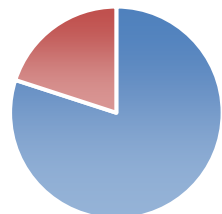
- Optimal
- Good
- Insufficient

In the home setting, the therapist's punctuality and the professional quality of the intervention carried out at the patient's home are of particular importance.

The Center analyzes data relating to the achievement of six-monthly and annual objectives in the fields of Neurology, Neuropsychiatry, and Rehabilitation.

Statistical data can be consulted on the website www.centrosaluteturano.it, where key information for preparing for specialist exams in Neurology and Rehabilitation is also available.

satisfaction questionnaire users *house arrest*



Access to the facility and reception

Access to the Turano Health Center's services begins with the standard procedures for new patients. The reception staff, courteous and professional, handles admission procedures and provides each patient with a form for collecting quality suggestions and complaints, which they then forward to Management.

Medical and healthcare staff provide basic information about the facility and the location of services. A shuttle service is available.

Continuity of service

It is ensured in accordance with the provisions of current legislation and the organizational potential of the Center.

Regularity and punctuality of service

They are insured according to the personalized program established by the Specialist Doctor.

Cleaning of toilets, changing rooms, gym and medical rooms

It is guaranteed by two daily passages of the assigned personnel.

Comfort of the premises and safety of the equipment

Adequate air conditioning is guaranteed year-round, as is regular testing of the medical equipment used.

Health care

Throughout the patient's stay at the facility, continuous monitoring by doctors and internal staff is guaranteed. The Center is equipped with defibrillators, and all staff are trained in emergency procedures.

Staff Relations and User Information

Staff are provided with an identification badge with their name and qualifications.

Full availability to provide information according to their respective areas of expertise is ensured.

Aspects of Humanisation

In respect of privacy and human dignity, the Turano Health Center guarantees:

- > Appropriate therapeutic treatments and clear information about them.
- > The patient's right to be identified by his or her name and surname and not by clinical data.
- > Absolute confidentiality of clinical documentation, stored in a separate and secure location.



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