VILLA BIANCA

SERVICES CHARTER

The first goal of our private clinic is to establish an immediate and fair human relationship, and offer you the best of our professional skills and our cutting-edge technologies.

Over half a century of orthopedics practiced with dedication and professionalism, continual innovation in our equipment, surgical techniques, qualifications and further training for our employees: every single thing we have achieved so far has been designed for the sole recipient of our work, the patient.

Hundreds of patients every year recognize our effectiveness and reliability.

Villa Bianca is more than an ordinary hospital, and this makes us particularly proud.

Dr Pietro Galluccio, President

Dr Elena Galluccio, Vice President

Villa Bianca is a private clinic operating with the national health service. Founded in 1955 by Dr Domenico Galluccio, it soon became a reference point at both local and regional levels. Over time, other branches of medicine were added to complement orthopedics to offer complete medical care, attentive to patients' needs.

Services Charter was created in compliance with the Prime Ministerial Decree of 19 May 1995.

Examined and approved on 11/06/2025 by Codacons Lecce. The Services Chapter is avaible on our website www.villabianca.org, at the Front-office of the Nursing home, at the hospital ward and, in any case, on request of the concerned party.

INFORMATION FOR THE PROCESSING OF PERSONAL DATA

Data controller of the personal data processing:

Sint.El. S.r.L. in the person of Legal Representative

Sint.El. S.r.L. has appointed a Data Protection Officier to verify the conformity of the processing of personal data with Italian and European legislation, which can be contacted at the e-mail address dpo@villabianca.org or at contact details of the Data Protection Officier.

MISSION e VISION

MISSION

Nursing Home provides health services also on behalf of the Public Health Service, through programs and actions consistent with the principles and objectives indicated by national and regional health planning. In this context, information, regulated by constant and systematic flows through appropriate

tools, the continuous training of human resources engaged in production-delivery processes at all levels, the search for participation in the development of strategies, objectives and programs and the sharing of projects constitute inseparable points of reference for management and permeate the executive actions and behaviors of the organization. Similarly, attention to the needs of human resources and the use of appropriate development strategies, supported by adequate projects, programs, tools and resources, represent a commitment to the company structure in view of the necessary involvement of professionals, operators and collaborators in programs aimed at management objectives.

Light of the foregoing, the additional guidelines to which the Company inspires management action are enumerated:

- respect for human dignity, equity and professional ethics;
- the centrality of the person, meant as an autonomous, responsible and capable individual identity and the constant reference to the local community;
- the clinical-assistance quality, appropriateness, involvement and continuous qualification of human resources, to be supported through permanent training and updating programs, aimed at changing and adapting the company system;
- the compatibility between the resources assigned and the cost of the services offered, according to cost-effectiveness criteria, on the basis of scientific evidence and within the levels of assistance, identified by the Regional Health Plan;
- the diffusion of assistance, to ensure in a generalized and coordinated way the protection and promotion of health, the prevention, diagnosis and treatment of diseases, the rehabilitation of patients, assistance to suffering and disabled people. To be developed in conditions of safety, effectiveness and quality to accentuate the level of humanization of assistance.

The Company meets the health needs of the population through specific health interventions within the care system, directly organizing, or acquiring from public or other accredited private facilities, the health services and services essential to appropriately meet the demand expressed by these needs. It is the Company's task to promote and guarantee the participation in its activities of individual citizens and their associations, in compliance with current regulations. The Company's action is inspired by criteria of efficacy- appropriateness, efficiency, equity, professionalism, in a logic of continuous improvement and in a framework of compatibility with available resources. It is bound to the transparency principle and in this sense makes visible and certain the commitments of the organization and the related guarantees through the use of appropriate tools.

VISION

The Company's strategy is oriented to:

- qualify the offer of clinical-assistance actions, developing the ability to identify health needs and evaluate the outcomes of the action carried out;
- strengthen the clinical - care offer, according to the health priorities of the population and compatible with the indications and limits set by the regional health and the Lecce ASL;
- innovate and differentiate the clinical-care offer, activating increasing levels of specialization of the same service;
- pursue the guidelines and the methodologies of clinical governance, as a tool to translate into clinical setting EBM issues, appropriateness and efficacy

- strenghten innovate and differentiate the clinical-care offer, activating increasing levels of specialization of the same service;
- The Company, through its short, medium and long-term planning tools, it aims to collaborate with external subjects operating within the regional health system, in a strategic logic of integration between the services offered and mutual improvement.
- **The Nursing HOME**

Sanitary Authorization D.D. n. 287 of 06/08/2018

Nursing Home "Villa Bianca"

Dr. Pietro Galluccio President

Dr. Elena Galluccio Vice President

Chief Executive

Dr Mauro Sansò

Chief Medical Officier

Dr Lucio Vitto

Chief Administrative

Mrs. Luana Colopi

General Information

Company Name:

Sint.El. S.r.L. - P.IVA 01146860752

Adress: Via Leuca, 133 – Lecce

Phone: 0832-233311

Executive Secretary: 0832-233317

Website: www.villabianca.org

E-mail: info@villabianca.org

Booking service hours for bookings and outpatient services: from Monday to Friday 8 a.m. – 20 p.m.; on Saturday 8 a.m.-13. (the daily schedule can vary on summer; for further information, contact the Nursing Home.

How to book

The Healthcare Offer

The Nursing Home has adopted protocols and guidelines formulated according to the principles of Evidence Based Medicine.

HOW TO BOOK:

By appearing in person at the counter at Via Leuca, 133;

Through the number 0832.233311;

On the website www.villabianca.org;

Through Whatsapp Number 327/7645093.

SERVICES:

Inpatient department (Orthopedics and traumatology, orthopedic rehabilitation, neurological rehabilitation);

Outpatient department (Orthopedics);

Diagnostics imaging X-ray, CT scanning, Ultrasound, Bone Densitometry, Formetric, Magnetic Resonance Imaging, RIM, Orthopantomography (panoramic radiography of the dental arches), Telecranium, 3D Cone Beam CT.

Our Surgeons

- Internal Consultans:

Dr. Paolo Latino - Head Physician of the Orthopedic Department (Knee Arthroscopic and Prosthetic Surgery – Regenerative Medicine);

Dr. Angela Basile - Orthopedic Doctor (Foot and Ankle Surgery - Osteoporosis Clinic);

Dr. Nicoleta Ionela Despa - Orthopedic Doctor (Shoulder Surgery - Ultrasound Clinic);

Dr. Donatello De Vita – Senior Physician (Prosthetic Surgery – Foot Surgery - Traumatology);

Dr. Cesare Meschini – Orthopedic Doctor (Prosthetic Surgery – Traumatology);

Dr. Caterina Galluccio – Physiatrist Dr. Renato Colaci - Orthopedic Consultant;

Dr. Antonia Anna Corvaglia – Orthopedic Consultant (Hand Surgery - Scoliosis Clinic - Osteoporosis Clinic);

Dr. Pietro Galluccio - Orthopedic Consultant (Prosthetic Surgery – Traumatology);

Dr. Piero Gioia - Orthopedic Consultant (Prosthetic Surgery - Foot Surgery);

Dr. Franco Marra – Orthopedic Consultant (Prosthetic Surgery);

Dr. Ludovico Serinelli - Orthopedic Consultant (Hand Surgery - Traumatology)

External Consultants:

Dr Luca Antonelli - *Orthopedist* (*Spine and Prosthetic Surgery*);

Dr Andrea Bianchi - *Orthopedist* (*Foot Surgery*);

Dr Maurilio Bruno - *Orthopedist (Hand Surgery*);

Dr. Antonio Bruno Santo – Orthopedic Consultant (Radiofrequencies);

Dr Gianfranco Cavallo -*Orthopedist (Foot Surgery*);

Dr. Michele D'Argento - Orthopedic Consultant (Knee Arthroscopic and Prosthetic Surgery);

Dr. Massimo De Benedetto – Orthopedic Consultant (Shoulder Surgery);

Dr. Salvatore De Gabriele - Orthopedic Consultant (Hand Surgery);

Dr. Vincenzo De Cupis - Orthopedic Consultant (Shoulder Surgery);

Dr. Lorenzo Fonzone Caccese - Orthopedic Consultant (Foot Surgery);

Dr. Idebrando Christoph Fulco - Orthopedic Consultant (Hand Surgery);

Dr. Andrea Luca - Orthopedic Consultant (Spinal Surgery);

Dr. Antonio Rizzo - Orthopedic Consultant (Knee Arthroscopic and Prosthetic Surgery);

Dr. Gennaro Scotto – Orthopedic Consultant (Oncologic Orthopedics);

Dr. Donato Vittore – Orthopedic Consultant (Foot Surgery);

Our Specialized Services

• Anaesthetic Service (Head Physician Dr Giuseppe Gaballo; consultants Dr Franco Capoccia and Dr Fernando Oronzo Grasso, Dr Antonio Micella, Dr Maurizio Scardia);

• Cardiology Service (by Dr Cesare Serra and Dr Realino Renna Chiellino);

• Ultrasound Service (by Doc Nicoleta Ionela Despa, Dr Mario Filippo Massa, Dr Antonio Girau and Dr Anna Maria Colella)

• Physiotheraphy and Rehabilitation Service;

• Out-of-hours Service 24/7;

• Radiology and CAT Scanning Service (Head Physician Dr Nicola Masiello);

• MRI Imaging (Head Physician Dr Nicola Masiello)

• Transfusion Service (managed by the Immunohematology and Transfusion Service of the Vito Fazzi Hospital, Lecce).

For further information on our surgeons: http://www.villabianca.org

Types of treatments

Treatments in agreement

The Nursing Home is accredited with the NHS for hospitalization and outpatient services.

Inpatient Services: Each service during hospitalization in Orthopaedics department is entirely at the expense of NHS and do not require payment of any prescription charge.

Outpatient Surgery Services: This kind of service (e.g. carpal tunnel and tarsal tunnel release surgery, hammer toe surgery, knee arthroscopy etc.) require non-exempt patients to pay a prescription charge (for further information on prescription charge exemption, check www.sanita.puglia.it or www.regione.puglia.it)

National Health Service funded outpatient treatments

For all services, a medical prescription is required. It must be drawn up by your doctor, with all parts of the form completed:

- Orthopedics (Orthopedic visit, Arthrocentesis and infiltration, Plaster cast or splint application and/or removal, Bandage application);

- Instrumental diagnostics (conventional radiology, electromyography, CAT scans, musculoskeletal ultrasound, internal ultrasound, Doppler ultrasound TSA, bone densitometry).

Private Treatment

Several treatments in Villa Bianca clinics are provided on a fee basis: some because the national health service still does not cover them; others because Villa Bianca has an agreement only for some specialist branches.

All the health service-covered services are also provided privately. To check the active agreements between Villa Bianca and the main insurance companies or health care funds, visit www.villabianca.org/assicurazioni-e-convenzioni.

Emergency Orthopedic Trauma Service (TRAUMA TRACK FAST) The emergency orthopedic trauma clinic is dedicated to patients who have suffered injuries requiring orthopedic expertise: sprains, muscle strains, bruises, dislocations, fractures, etc. No appointment is needed and it is reserved for minor orthopedic-trauma emergencies, that is, those classified as white or green code by Emergency Services. It is still recommended to call ahead to inform them of your arrival at 0832.233366.

Hospitalization

Unscheduled Hospitalization

Anyone can access our facility following a trauma, an accident or a work accident, after orthopedic evaluation and confirmation of bed availability (for further iformation contact the clinic switchboard)

This type of hospitalization is also provided in agreement with the NHS

Scheduled Hospitalization

A medical examination from one of our specialists is always necessary before hospitalization. Then, the patient who needs surgery will be put on a waiting list, managed in line with regional and national regulations. Chronological order is followed but priority will be given to any urgent cases reported by the proposing specialist. If the patient is insured, the Admissions Office will carry out the paperwork required by the relevant agreement (all active agreements can be consulted at the address www.villabianca.org/assicurazioni-e-convenzioni).

Pre-Hospedalization

A few days before the surgery, you will go to the private clinic for pre-hospitalization which may involve various specialist consultations. You will need to be fasting and to respect the schedule arranged with the clinic staff. You will need to bring your health card, a valid identity card, a sample of morning urine in a sterile container (only for major surgeries), all your health documentation (reports of laboratory tests or instrumental investigations, medical records of previous admissions etc.) and a up-to-date list of all medications you are currently taking. (For further information contact the Admissions office on 0832-233312, from Monday to Friday, from 9 a.m. to 12:00).

The Day of Hospitalization

On hospitalization day you will need to be fasting, and to bring with you your health card, a valid identity card and your GP's referral for the hospitalization.

After admission, you will undergo further medical assessments (only for major surgery). Before each intervention, you will be asked to carefully read and sign information and permission forms concerning the diagnostic investigations and therapeutic procedures that you will undergo, as well as about the risks associated with those procedures, and possible alternative treatments. Later you will be taken to your assigned hospital room, waiting to go to the operating room.

You should bring to the clinic a pair of pajamas (for men) or a nightgown (for women), which can be opened from the front. You should also bring a spare nightgown or pajamas, a dressing gown, a pair of slippers, underclothes and toiletries.

RECOVERY
General Visiting Hours
From November 1 to March 31 every day from 17:00 to 18:00;
From April 1 to October 31 from 18:00 to 19:00.
Access is allowed for two visitors per patient.

Rules for Patients

To help both their own recovery and the work of the staff, patients are required to respect some simple rules:

• do collaborate with the healthcare personnel of the clinic;

• do not smoke in all interior spaces;

• do not take medicines yourself without informing your ward physician;

• do inform the nurse or ward physician when leaving the room for a long period;

• respect the needs of others: don't shout; don't use your mobile phone in the hospital rooms; keep the TV volume low.

• The custody of precious personal property by the clinic can only take place upon explicit request. Contact the Head Nurse

The hospitalization period at the Nursing Home is one of the most important moments for the recovery of his health. Dialogue between patient and medical staff and mutual trust are fundamental values for us, as are technical and professional competence.

Rights and Duties

The identity, function and role of our staff is always recognizable by an identification badge that each of us wears. Our uniforms are differentiated by role and qualification. Our guest is treated with respect, his beliefs are respected, his intimacy is protected as much as his tranquility. Respect for private life is guaranteed to all hospitalized patients, as well as the confidentiality of personal, medical and social information concerning him. Except in cases of urgency, any surgical intervention or anaesthesiological procedure, any blood transfusion cannot be performed without the free and manifest consent of the patient.

patient has access to the health information contained in his or her record. The patient has the right to express his observations on the care and reception received. Doctors and nurses are required to provide the patient with all the information within their competence, in a complete and understandable manner. The patient participates in the therapeutic choices that involve him. Every morning at the end of the wards tour one of our specialists is available to provide, only to family members authorized by the same patient, useful information on hospitalization.

The Head Physician, Dr Pietro Galluccio, is available for information or communications by appointment with the Executive Secretary – **Phone number: 0832-233331/34**

For any need, suggestion or complaint, do not hesitate to contact our Head of the Public Relations Office also by phone at **0832-233375**

Accomodation Comfort

The hospital rooms have 1, 2, 3 or 4 beds. All rooms are equipped with private bathroom, television, call device, intercom with the ward infirmary, individual light and air conditioning. Any conditions of greater accomodation (single room, availability of the second bed for the companion etc) are borne by patients when requested and if available. For info on costs contact the Admissions Office at number 0832.233323

Rules for visitors

Please show respect for the other patients in the room: avoid crowding the room; speak quietly; don't bring in drinks or food; don't sit on wheelchairs and beds, even if empty; don't go into other rooms or use the patients' toilet (visitors' toilets are in the basement). Children under the age of 12 are not encouraged in the ward.

In the interest of patients, we advise visitors suffering from coughs, colds or other infectious diseases against visiting the clinic.

Discharge

Discharges usually take place in the morning after the ward round. The healthcare staff will inform you at least one day beforehand. You will be given a discharge summary, containing information on the assessments and the care provided, the surgery performed, a new treatment plan, the schedule of outpatient check-ups and any further rehabilitation required. You must show this to your GP and bring it with to any further appointments.

Rehabilitation

Rehabilitation is an integral part of the healing process. Villa Bianca offers a complete solution with innovative technologies and customized treatments.

The rehabilitation treatments can be carried out:

• in the Inpatient Rehabilitation Department of the clinic;

• in the Outpatient Clinic, at the Galeno Institute (Via del Lavoro, 20, Brindisi; phone 0831-587866)
• **t**here are agreements with local healthcare facilities, for info contact the Office or the Department.

General Services

None of the services provides for a surcharge: the costs of each if applicable, will be at the rate charged by the operator of the external service. These are displayed on the bulletin boards of the departments.
Assistance of a cultural interpreter / mediator upon request (free);

Night assistance - Supplementary assistance: Night or supplementary assistance is available on request. These will be qualified personnel not employed in the clinic. The assistance of a family member is allowed provided it has been authorized by the clinic management.

Religious assistance: Christian-Catholic or other religions (free).

Delivery of the main Italian newspapers and periodicals: upon telephone reservation, service at no additional cost compared to the price of the newspaper.

Rehabilitation aids: through our agreement with Sanitaria Villa Bianca, it's possible to purchase or rent various equipment at a discounted rate for Villa Bianca patients. These include walking aids, orthopedic beds, anti-decubitus aids and electro-medical equipment lifters, braces, orthopedic shoes.

Safekeeping of valuables or money in our safety deposit boxes (free).

Ticket payment in cash or by ATM: postal service and bank branches are near the clinic: Banca Popolare Pugliese, Viale Marche n. 11/B; Poste Italiane post office, Viale Marche n. 21/c; Banco di Napoli, Via Leuca n. 174/a;

Hairdresser on request (for further information: HairZone Parrucchieri, phone 0832/349056);

Agreement with hotels/B&B: relatives of hospitalized patients can stay at the Hotel Delle Palme, or the Eos Hotel, or the B&B Villa Liberty near the clinic. For further information call the Admissions Office at 0832-233312;

Ambulance agreement: for further information and costs phone Croce Gialla, 0832-711498 or 328-7045280;

Copies of clinical charts or x-rays: these can be requested by using the application form available online. Usually x-rays take an average of three days; the clinical chart will be available within 30 days of the application, as required by the Italian law (law 8 March 2017, n. 24, art. 4, paragraph 2). For further

information on procedures and costs, contact the DRG Office at 0832.233316 or visit the website https://www.villabianca.org/richiesta-copia-cartella-clinica/;

Sanitation and laundry: the service is entrusted to specialized operators. Cleaning in hospital rooms and toilets is ensured twice a day. Linen is changed daily, except for specific needs

Food service: food service is entrusted to carefully selected external companies. Meals are served in the patient rooms, on personalized trays, at the following times:

- Breakfast: 7.30 am.
- Lunch: 12:30 pm.
- Dinner: 6.30 pm.

Each patient can choose a customized menu among various alternatives that take into account food needs, allergies or intolerances, religious or ethical choices.

The agreement with Estia Banqueting Company is also active for the consumption of meals inside the restaurant, located in via Leuca, 90, and reserves advantageous packages for patients of the Nursing Home.

Bar Agreement: There are also vending machines in the basement and on the first floor of the clinic. For other needs it is possible to book by telephone, and at no added cost, from the following cafés affiliated with Villa Bianca:

- Bar Massimo 0832-349910
- Bar Titanic 0832-343489

X-ray and other reports: normally x-rays can be collected on average 3 days after the exam. Reports can be collected from Monday to Friday from 10:00 to 12:00 and from 16:00 to 18:00. The summer schedule may be subject to change; for more information contact the clinic)

Reports of outpatient visits and ultrasound examinations are normally available immediately.

Civil Rights

The Villa Bianca group facilities grant the “civil rights" recognized in Article 14 of Legislative Decree 502/92 and subsequent amendments, extending them to all citizens of any nationality, ethnicity and religion.

These legislative prescriptions identify the right to personalized and humane treatment, the right to information, and “hotel services” as important factors in measuring the quality of services.

The same rules provide for the citizen's right to complain against any acts or behavior that deny or limit the usability of health care services.

The Public Relations Office, responsible for handling any complaints, is available to users from Monday to Friday, from 9:00 to 18:00 (contact the clinic for the scheduled times on summer).

Complaints and suggestions can be made verbally or written on plain paper.

Or patients can download a form for Disservice/Complaint/Suggestion from the clinic website (Customer Care - Urp section) and send it by email to urp@villabianca.org or by regular mail to the Villa Bianca, Via Leuca 133, 73100 - Lecce.

The Public Relations Office will reply, either in person or in writing, within thirty days after receiving the complaint.

We also welcome feedback to help us develop improvement strategies. We ask all patients to complete the assessment questionnaires available in the waiting rooms and on the wards.

Quality Standards

Villa Bianca's purpose is providing high quality and highly specialized diagnostic and therapeutic services, both in hospital and in outpatient settings, in order to constantly improve:

• the effectiveness of care

• the human approach to giving assistance

• scientific innovation

• continuous training and professional updating of employees

• coordination with local specialists and GPs.

By making high professionalism and service quality its added value, Villa Bianca is committed to satisfying patients by providing punctual, efficient and reliable services, in compliance with the fundamental requirements of its quality policy.

Quality Indicator	**Quality Standard**
Waiting times	30 days for radiology; 30 days for orthopedics visits
Hygiene of the rooms	To ensure the correct standards of sanitization and sterilization, every surface of the rooms of the Nursing Home is sanitized and sterilized in depth
Information – accomodation - politeness	Quality standards relating to information, accomodation and politeness are monitored through: creation of a questionnaire on patient satisfaction - 95% satisfaction; number of well-founded complaints received (max 7/year).
Efficacy of the cure	Evaluation of the correct protocols application: 98%

Humanization of assistance	Promote policies of assistance and need for information, with care paths close to the person, safe, welcoming, participating in regional humanization evaluation programs. - score above 80/100 in regional programs
Continous education and professional updating of operators	refresher courses organized for a total of 12 hours per year per operator

Useful Contacts

Villa Bianca Clinic

Clinic Switchboard: phone number 0832-233311 - e-mail: info@villabianca.org (from Monday to Friday 8:00-20:00; on Sat. 8:00-13:00);

Public Relations Office: phone number 0832-233375 - e-mail: urp@villabianca.org;

Frequent Office (for private admissions or with insurance coverage): tel. 0832-233323Hospitalization Office: phone number 0832-233312 – e-mail: ufficioricoveri@villabianca.org;

Clinical chart or x-ray copy request: phone number 0832-233375 - e-mail: urp@villabianca.org;

Ward (only for urgent calls): phone number 0832-216203;

Direction number. 0832-233317 - e-mail: info@villabianca.org

The Group Facilities

Istituto Galeno

Via del Lavoro, 20 – Brindisi

Physiotherapy and rehabilitation centre, specialistic clinics

Phone number 0831-587866; e-mail: istitutogaleno@villabianca.org ; website: www.galenobrindisi.it;

Sanitaria Villa Bianca

Via Leuca, 90/A – Lecce

Operating with the NHS and the National Institute for Work Injuries Insurance, supplier of orthopedic braces, custom orthotics, orthopedic shoes, walking aids and rehabilitation, electro-medical equipment, and computerized examination with the Treadmill System.

Phone number 0832-344910; e-mail: sanvb@sanitariavillabianca.com; website: www.sanitariavillabianca.it;

HOW TO FIND US

Villa Bianca Nursing Home, Via Leuca 133 – Lecce

How to reach the clinic

The Nursing Home is easily accesible by own transport vehicles and public transport.

By Car:

- from the Brindisi – Lecce highway exit, take Via F. Calasso and Viale Gallipoli in the direction of Viale Marche;
- the State Road 16 Lecce-Maglie exit, take viale Rossini towards viale Alfieri.

By Bus: SGM buses (www.sgmlecce.it)

By Train: The train station is just over 1 km from the clinic
By Taxi: for any information on useful taxi service numbers, contact the Office of the Nursing Home.