



MEDICAL and DIAGNOSTIC SERVICES SAN FELICE



SERVICE CHARTER

WWW.AESCULAPIO.IT



Aesculapio S.r.l. is the largest outpatient clinic in the northern area of Modena province. Recognized as a local healthcare facility, it provides outpatient specialist care across the main medical disciplines, both through the public health system (accredited with the Emilia-Romagna Region) and privately.

In 2019, the centre was acquired by the **Garofalo Health Care Group**, one of the leading operators in accredited private healthcare in Italy. Thanks to an investment of approximately 2 million euros, it introduced cutting-edge diagnostic equipment and created the first **Women's Health Pathway**, focused on the prevention of female-specific conditions.

Garofalo Health Care operates through high-quality medical facilities in some of Italy's best-performing regions, offering a broad range of services across all areas of healthcare, using state-of-the-art technology and highly qualified professionals.

The Service Charter is:

- a dynamic document, regularly updated and reviewed;
- available at the outpatient clinic, containing practical information on how patients can access services.





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The clinic was newly built in 2007 and expanded in 2011, becoming one of the largest private centres in Modena province.

Alongside major structural investments, **Aesculapio – Medical and Diagnostic Services in San Felice sul Panaro** – has significantly upgraded its technology. The clinic now offers the latest-generation equipment including:

- Hologic Mammograph with Tomosynthesis
- Hologic Bone Density Scanner (MOC)
- 1.5 Tesla Philips MRI
- Philips CT Scanner
- OC300MAXIO Cone Beam

The medical team has also been expanded with top-level professionals.

Following an evaluation by regional authorities, the clinic received Regional Accreditation, an important certification of service quality.

The **San Felice Medical and Diagnostic Outpatient Clinic** operates within an allocated budget and in close cooperation with the local AUSL public health services. It prioritizes meeting the healthcare needs of its patient base while ensuring financial sustainability.

MISSION



Our mission is to provide healthcare services that uphold human dignity and promote health. We aim to offer a high standard of care through expert professionals, nurses, technicians, and advanced technologies. Our goal is to deliver excellent, fast, and holistic public healthcare across all specialties, focused on patient needs.

The patient is always at the centre of our system, as Professor Garofalo said:

“Health is the most precious asset a person can have.”



VISION



The facility strives to achieve and maintain the highest quality standards. Management is committed to:

- Continuously improving efficiency, effectiveness, and timeliness of care;
- Supporting the personal and professional growth of staff through internal communication and training;
- Enhancing patient satisfaction by understanding their explicit and implicit needs;
- Making sources of error transparent to prevent issues and identify critical areas for improvement;
- Doing everything necessary to achieve the clinic's objectives.

LOCATION



The clinic is located in a newly developed industrial area on the southern outskirts of San Felice sul Panaro. From SP468 (Via Perossaro) or SP568 (Via per San Felice), cross the overpass above the railway. The centre is on the right, near the new Fire Department headquarters.

ACCESSIBILITY



- The clinic is on the ground floor and has no architectural barriers.
- Designated parking for people with disabilities and ambulances is located at the entrance.
- The clinic has dedicated access for stretcher patients and those needing mobility aids.
- A 9-person elevator accommodates patients with limited mobility.
- Wheelchairs and adjustable-height examination tables are available.



OUR SERVICES



- ANGIOLOGY
- BLOOD TESTING
- CARDIOLOGY
- COMPUTED TOMOGRAPHY (CT Scan)
- DERMATOLOGY
- DIAGNOSTIC IMAGING
- GASTROENTEROLOGY
- GENERAL SURGERY
- GYNECOLOGY
- MAGNETIC RESONANCE IMAGING (MRI)
- NEUROLOGY
- OPHTHALMOLOGY
- ORTHOPEDICS
- OTORHINOLARYNGOLOGY (ENT)
- PAIN THERAPY
- PHYSICAL MEDICINE (PHYSIATRY)
- PHYSIOTHERAPY
- PNEUMOLOGY
- PROCTOLOGY
- SPORTS MEDICINE
- ULTRASOUNDS
- UROLOGY
- VASCULAR SURGERY
- WOMEN'S HEALTH PATHWAY
 - BREAST ULTRASOUND
 - MAMMOGRAPHY
 - MOC



SERVICES ARE PROVIDED IN ACCORDANCE WITH THESE CORE PRINCIPLES:

EQUALITY: Care is offered under equal conditions, without discrimination based on gender, race, language, social class, religion, or political opinions. Respect for individual differences is ensured.

IMPARTIALITY: Services are delivered fairly, transparently, and objectively.

CONTINUITY: The clinic guarantees uninterrupted service within the limits defined by national and regional regulations.

FREEDOM OF CHOICE: Patients may choose their provider as permitted by law.

APPROPRIATENESS: Services are relevant to the person and context, scientifically valid, and acceptable to both patients and providers.

PARTICIPATION: Patients may submit complaints, suggestions, and access their medical information.

EFFICIENCY AND EFFECTIVENESS: Resources are used optimally to deliver timely care and avoid unnecessary waste.

RESPECT FOR DIGNITY AND PRIVACY: Every patient is treated with kindness, courtesy, and respect for their personal dignity.

PATIENT SATISFACTION SURVEY



The San Felice Medical and Diagnostic Clinic conducts regular patient satisfaction surveys through questionnaires, sampling, and observation. To support ongoing improvement, the clinic uses structured internal procedures and operational guidelines that define quality standards for all services.

PRIVACY

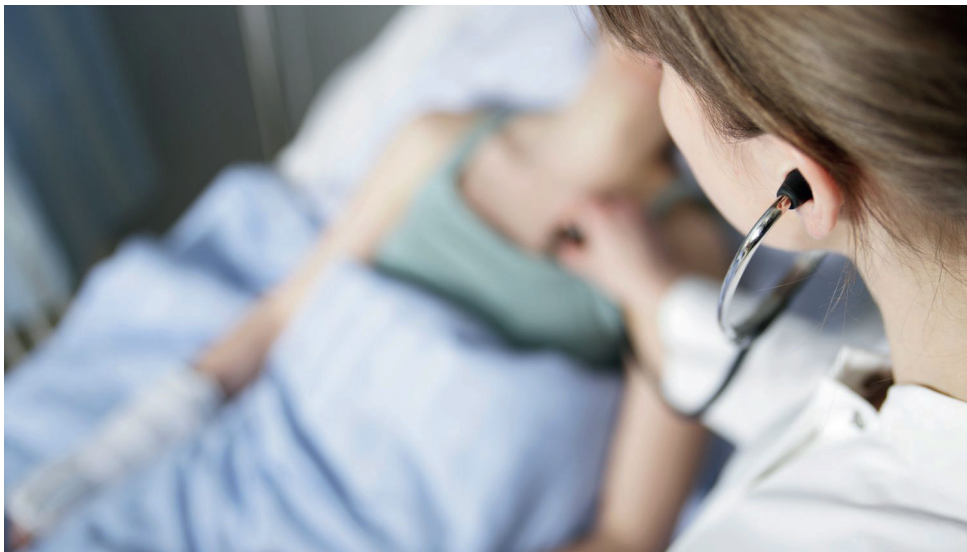
Patients sign a consent form for the processing of personal data, in compliance with Articles 13 and 14 of EU Regulation 2016/679 (GDPR). Medical records are stored securely and accessible only to authorized medical or therapeutic personnel.

SMOKING

Smoking is prohibited throughout the facility, in compliance with Law 3 of January 16, 2003, Article 51. Violators are subject to administrative fines as per national regulations.

CLEANLINESS

The clinic follows all applicable laws on sanitation and hygiene. Patients are expected to maintain basic personal hygiene.



We are committed to:

- Fulfilling our contract with AUSL Modena;
- Developing targeted care pathways for high-priority patients through AUSL integration;
- Maintaining strong ties with local general practitioners and paediatricians;
- Continuously improving service quality through performance monitoring;
- Promoting collaboration among medical professionals;
- Regularly upgrading the clinic's medical equipment.



At the facility, accredited with the National Health Service (SSN) and holding a supply contract with the AUSL of Modena, both services covered by the SSN and paid services are provided.

Diagnostic Imaging:

MRI and CT exams available under SSN coverage and as paid services, with or without contrast medium:

- Neurological MRI (brain, spine)
- Body MRI (abdomen, pelvis, chest, prostate)
- Joint MRI (shoulder, hip, knee, ankle, foot, hand, elbow, wrist)
- Intracranial vascular MRI angiography
- Neurological CT (brain, spine)





- Body CT (neck, abdomen, pelvis)
- Joint CT (shoulder, hip, knee, ankle, foot, hand, elbow, wrist)
- Dental CT (Cone Beam)

Conventional X-Ray:

- Bone
- Chest
- Panoramic dental X-ray





Women's Imaging:

- Digital mammogram with tomosynthesis
- Breast ultrasound
- MOC, densitometer for osteoporosis assessment



Ultrasound:

- Soft tissue, joints, abdomen, thyroid



SPECIALIST SERVICES

ANGIOLOGY/VASCULAR SURGERY



Branch of medicine that studies the circulatory and lymphatic systems.

Type of service:

SPECIALIST VISIT

ECHOCOLORDOPPLER

SCLEROSING THERAPY

CARDIOLOGY



Cardiology is the branch of medicine that deals with the study and treatment of cardiovascular disease, which is now the leading cause of death in Italy (43% of deaths in recent years). Under the more general definition of cardiovascular disease are all diseases affecting the heart and blood vessels.

Type of service:

CARDIOLOGIC EXAMINATION WITH ELECTROCARDIOGRAM

DOPPLER ECHOCARDIO

HOLTER



DERMATOLOGY



Dermatology is the discipline that studies skin and cutaneous diseases. Today, mole mapping allows early diagnosis of skin neoformations.

Type of service:

DERMATOLOGICAL EXAMINATION

CRYOTHERAPY

PAIN THERAPY



Pain therapy is the discipline of treating and curing pain, caused by various chronic and degenerative diseases, in all its forms

Some examples of application of the discipline include:

- facial tract conditions such as trigeminal neuralgia;
- neck pain such as cervicalgia* and cervicobrachialgia* from osteoarthritis or herniated discs;
- back and lumbosacral spine pain from disc herniation or spinal cord stenosis;
- acute pain from Herpes Zoster* (shingles) and postherpetic* facial, dorsal and intercostal neuralgia;
- neuropathic pain;
- shoulder pain (tenosynovitis, calcification, rotator cuff tear, etc.), epicondylitis, coxalgia, gonalgia, algodystrophy.

Clinical evaluation and therapy are specific to each patient and may include periarticular, echo-guided, and peridural infiltrations in addition to medical therapy.

PROCTOLOGY



The General Surgery/Proctology outpatient clinic deals with diseases affecting the last tract of the digestive system, that is, the rectal ampulla and anal canal. The outpatient clinic treats anorectal diseases, such as hemorrhoids, anal fissures, perianal fistulas, benign and malignant tumors of the rectum and anus, prolapse of the rectum, as well as evacuation disorders. Treatment can be medical or surgical.

PHYSICAL MEDICINE (Physiatry)



Physiatry is the field of medicine that deals with the methods of motor rehabilitation through the study of the effects that certain physical means have on the human organism. The purpose of the specialist physiatric examination is to identify the specialist rehabilitation medical protocol and the methods and duration of physical medicine and rehabilitation services.

Type of service:

SPECIALIST VISIT

PRESCRIPTIONS FOR PHYSICAL THERAPY

CHECKUPS

INSTRUMENTAL ANALGESIC THERAPY/OZONE THERAPY

SHOCK WAVES

ORTHOPAEDICS



Orthopedics is the branch of medicine that deals with the study, prevention and correction of anatomical and functional alterations of the organs of movement. Today, the use of the latest anesthesiological and surgical techniques makes it possible to perform numerous orthopedic surgeries.

Type of service:

SPECIALIST VISIT

POSTUROLOGIC EVALUATION

INTRARTICULAR INFILTRATIONS

PEDIATRIC ORTHOPEDIC EXAMINATION

GASTROENTEROLOGY



Gastroenterology is that part of internal medicine that studies diseases of the gastrointestinal tract (esophagus, stomach, small intestine, colon, rectum, liver and pancreas biliary tract).

SPECIALIST VISIT

GYNAECOLOGY



Gynecology is the branch of medicine concerned with the study and treatment of the female reproductive and sexual system and its diseases. It deals with hormonal problems or problems of the genital system, as well as contraceptive methods and problems of sexuality, infertility and aging.

Type of service:

GYNECOLOGICAL AND OBSTETRIC EXAMINATION

PAP SMEAR

PELVIC AND TRANS-VAGINAL ULTRASOUND

SPORTS MEDICINE



The sports medical examination is a fundamental step for anyone who wants to practice medium to high intensity sports (not necessarily in competition).

Type of service:

**SPECIALIST VISIT for competitive and non-competitive activities
(with Spirometry, ECG, Step Test, Eye examination)**



NEUROLOGY



Neurology is a medical specialty that studies diseases of the central nervous system (brain, cerebellum, brainstem and spinal cord), the somatic peripheral system (spinal roots and ganglia, nerve plexuses and trunks) and the autonomic peripheral nervous system (sympathetic and parasympathetic ganglia, extravisceral and intervisceral plexuses).

Type of service:

SPECIALIST VISIT

ELECTROMYOGRAPHY



OPHTHALMOLOGY



Ophthalmology is the field of medicine that studies diseases related to the visual organ and deals with their therapeutic treatment.

Type of service:

SPECIALIST VISIT

OTORHINOLARYNGOLOGY



Otorhinolaryngology is that branch of medicine that studies the structure, function, pathology and therapy of the early respiratory tract, the early portion of the digestive system, as well as the auditory system (nasal cavities, mouth, sinuses of the face, pharynx, larynx, auditory and vestibular systems).

Type of service:

SPECIALIST VISIT

AUDIOMETRY - TONAL

IMPEDANCE TESTING

AUDITORY POTENTIALS



PNEUMOLOGY



Pneumology is that branch of medicine that studies the anatomy, physiology and diseases of the lungs.

Type of service:

SPECIALIST VISIT

SPIROMETRY

UROLOGY AND ANDROLOGY



Urology is the branch of medical and surgical sciences that studies diseases of the urogenital system and attached glands.

Type of service:

SPECIALIST VISIT

TRANSRECTAL ECOGRAPHY ULTRASOUND

PHYSICAL THERAPIES AND REHABILITATION



Complete range of therapeutic services:

HIGH-POWER LASER THERAPY

PELVIC FLOOR EDUCATION

MANUAL LYMPHATIC DRAINAGE

GLOBAL POSTURAL RE-EDUCATION (RPG)

RESPIRATORY RE-EDUCATION

INSTRUMENTAL THERAPIES

TENS

DIADYNAMIC CURRENTS

BIPOLAR/ISOPLANAR CURRENTS

ELECTROSTIMULATION

ULTRASOUND THERAPY

TECAR THERAPY



BLOOD TESTING (Phlebotomy)



- Public service available Monday to Friday through the SSN
- Private service available on designated days by appointment

To book: Call 0535/85046

PAYMENT METHODS



Payments can be made by cash, debit card, or credit card.

COMPLAINTS OFFICE - URP



Contact person: Ori Cristiana

The complaints office is open to the public Monday to Friday from 10:00 AM to 11:00 AM. At the office, a form is available for the user to fill out to report the issue encountered. This report will then be forwarded to the Management.

COLLECTION OF TEST RESULTS



- At the facility's counter from 8:30 AM to 7:00 PM Monday to Friday, and from 8:30 AM to 1:30 PM on Saturday
- Online by connecting to the link **<https://referti.aesculapio.it>** using the credentials received upon acceptance;
- At the facility's totem using a USB stick and the credentials received at the time of registration
- By logging into our website, clicking on the REFERRALS button and entering the credentials received upon acceptance.

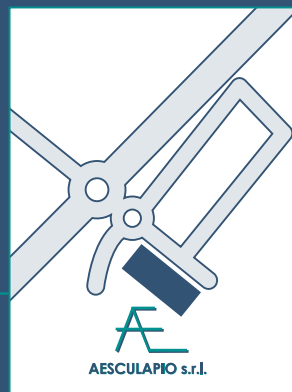
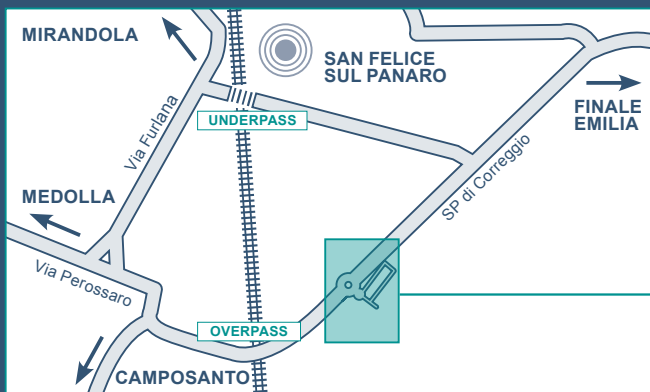
GENERAL INFORMATION



For information you can forward emails to the following addresses:

- For general information: aes@aesculapio.it - segreteria@aesculapio.it
- To book examinations: prenotazioni@aesculapio.it
- To inquire about private withdrawals: ufficioinfermieristico@aesculapio.it
- Health Department: direzionesanitaria@aesculapio.it
- URP: aes@aesculapio.it

MEDICAL and DIAGNOSTIC SERVICES - SAN FELICE



OPENING HOURS

Monday to Friday
8:00 AM to 7:00 PM (non-stop)

Saturday
8:00 AM to 1:00 PM

Complaints office
10:00 AM to 11:00 AM
Tel: 0535/85311

Company subject to the management and coordination of GHC S.P.A.

Via degli Scienziati, 30 - 41038 San Felice sul Panaro (Mo)

Whatsapp: 0535/85311 & Tel: 0535/85311

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www.aesculapio.it