

**SERVICE CARD
SYNLAB GROUP
DATA MEDICA PADOVA**

The Synlab Data Medica Group is a network of health facilities located in the provinces of Padova and Venice that offer clinical laboratory analysis, radiology, physiotherapy and rehabilitation services, specialist outpatient services, prevention and wellness programs, check-ups and company services.

The private structures are affiliated with the main insurance circuits and, in part, with the National Health Service SSN.

In 2017, Data Medica became part of the Synlab Group, the largest European network in the offer of medical diagnostic services. Thanks to the access to this network and its Italian and international resources, Veneto patients can benefit from an even wider and specialized range of health services.



DATA MEDICA PADOVA S.P.A.

Via Zanchi, 89 - 35133 Padova
Tel. 049 8650111

LOCAL UNITY OF CHIOGGIA

Campo Marconi, 24 - 30015 Chioggia (VE)
Tel. 041 5500324

BLOOD COLLECTION POINT CAVARZERE

Via Dei Martiri, 65/A - 30014 Cavarzere (VE)
Tel. 0426 311231

OCCUPATIONAL MEDICINE DIVISION

via Libero Benedetti 2/a - 35133 Padova
Tel. 049 8650300



CEMES

Via G. Boccaccio, 106 - 35128 Padova
Tel. 049 7910700



EUGANEA MEDICA

Via Colombo, 13 - 35020 Albignasego (PD)
Tel. 049 8044811



POLIAMBULATORIO EUGANEA MEDICA

Via Colombo, 13 - 35020 Albignasego (PD)
Tel. 049 8806334

Locations and opening times

• Data Medica Padova

Health Director: Dr. Stefano Fortinguerra
Via Zanchi, 89 – 35133 Padova - Tel. 049 8650111- Fax. 049 8650405
info@datamedica.it

Opening hours and acceptance of services already booked	MON / FRI	7.00-19.00
	SATURDAY	7.00-11.45
withdrawal of reports, reservations and information	MON / FRI	11.00-19.00
	SATURDAY	10.00-11.45
Biological sample collection and gynecology sample's collection	MON / SAT	7.00-10.00
Electrocardiograms without reservation	MON / SAT	7.00-10.00
Laboratory consultancy	MON / FRI	10.00-12.00 e 16.00-18.00
Radiological exams without reservation	MON / FRI	8.00-17.00
	SATURDAY	8.00-11.00
Call center	MON / FRI	8.00 -19.00
	SATURDAY	7.00-12.00

Structure affiliated with the National Health Service. Laboratory analysis, radiology (conventional radiology, ultrasound, ecodopler, breast, bone densitometry, orthopantomography), polyclinic, integrated specialist services, check-up

How to arrive: Tram: S. Carlo stop. Urban bus: line 4, 19
(in front of commercial center); o r15 (via Saetta or via Cardinal Callegari).

• Data Medica Chioggia

Chioggia Laboratory Director: Dr. Pio Settembre
Campo Marconi, 24 – 30015 Chioggia (VE)
Tel. 041 5500324 – Fax 041 5506183
info.chioggia@datamedica.it

Opening time	MON / SAT	7.30-12.30
Biological sample collection	MON / SAT	7.30-10.00
Laboratory consultancy	MON / FRI	10.30-12.00

Structure affiliated with the National Health Service. Laboratory analysis

- **Blood Collection Point Cavarzere**

Via Dei Martiri, 65/A – 30014 Cavarzere (VE)
Tel. 0426 311231 – Fax 0426 318028 - info@datamedica.it

Opening time	MON / SAT	7.30-12.30
Biological sample collection	MON / SAT	7.30-9.30

Structure affiliated with the National Health Service. Blood Collection Point

- **Data Medica – Business services**

via Libero Benedetti 2/a – 35133 Padova
Tel. 049 8650300 - Fax. 049 8650401
medlav@datamedica.it

Occupational medicine, consulting of the competent doctor, health surveillance, management of periodic deadlines, training in workplace safety.

- **CEMES**

Health Director: Dr.ssa Adriana Gerardi
Via G. Boccaccio, 106 – 35128 Padova - Tel. 049 7910700 – Fax 049 7910799
info@cemes.it

Opening time	MON / FRI	7.00-21.00
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How to arrive: Urban bus: via Boccaccio line 13; via Vigonovese line 15; terminal Terranegra line 6.

Structure affiliated with the National Health Service. Physiotherapy, physical and rehabilitative medicine, polyclinics.

- **Euganea Medica**

Health Director: Dr. Aldo Morra
Via Colombo, 13 – 35020 Albignasego (PD) Tel. 049 8044811 – Fax. 049 8801599
e-mail: info@euganeamedica.it

Opening time	MON / FRI 8.00-20.00 SATURDAY 8.00-13.00
withdrawal of reports	MON / FRI 10.00-19.00 SATURDAY 8.00-12.00

How to arrive. Urban bus: line 24.

Structure affiliated with the National Health Service. Radiology: conventional radiology, magnetic resonance imaging, computed tomography (CT), ultrasound, ecodoppler, breast examination, bone densitometry.

- **Poliambulatorio Euganea Medica**

Health Director: Dr.ssa Antonella Agnello
Via Colombo, 13 – 35020 Albignasego (PD)
Tel. 049 8806334 – Fax. 049 8801300
e-mail: info@euganeamedica.it

Opening time	MON / FRI 8.00-20.00 SATURDAY 8.00-13.00
withdrawal of reports	MON / FRI 10.00-19.00 SATURDAY 8.00-12.00

Private structure. Specialized outpatient clinic (dermatology, gastroenterology, otorhinolaryngology, etc.), cardiology service, gynecology and women's training, check-up, prevention courses, extra-hospital surgery.

How to arrive. Urban bus: line 24.

SERVICES

CLINICAL LABORATORY ANALYSIS

- Data Medica Padova
- Data Medica Chioggia
- Data Medica Cavarzere

AFFILIATED WITH THE NATIONAL HEALTH SERVICE

For over forty years, Data Medica has been offering clinical analysis services. From 2017 it works in synergy with the Synlab laboratory in Castenedolo (Brescia), in order to offer increasingly integrated and customized solutions. To perform analyzes and to deliver biological samples. Reservations are NOT required, except for the sample for seminal fluid examination or other specialist tests.

It is possible to request a home delivery for a fee and by reservation.

ANALYSIS SERVICES:

DATA MEDICA PADOVA

- Clinical chemistry and electrophoresis;
- Hematology and coagulation;
- immunometry;
- Microbiology;
- Pharmacology;
- Urine sector;
- Immunohematology.

In collaboration with Synlab Castenedolo (BS) laboratory

- Pathological anatomy;
- Gynecological cytology;
- Cytogenetics;
- Medical Genetics and Molecular Biology;
- Toxicology;
- Virology;
- Food Intolerance Test.

Directions for blood collection

It is recommended to check the requirements for the blood collection by calling the acceptance service of the structures. In general, a fast of at least 8 hours is recommended to access the service. For newborns a fast of 3-4 hours may be sufficient. Fasting means abstention from food, drinks, alcohol, smoking, drugs, excluding the life-saving or second indication of the attending physician. You can drink 1-2 glasses of water.

Furthermore, intense physical exertion must not be made before the extraction and during the waiting period one must remain seated as much as possible.

Biological samples

At our structures you can take free specific containers for the collection of feces and urine samples. During sample collection it is recommended to:

- handle the containers carefully, taking care not to subject them to contamination with other agents;
- make sure that every container is well closed and there is no risk of spillage;
- identify the container with surname and name, date of birth, time and date of collection;
- during transport, insert the container inside a bag, preferably keeping it in a vertical position until it is delivered to the laboratory.

SERVICES

Imagins Diagnostics

- Data Medica Padova (DM)
- Euganea Medica (EM)

AFFILIATED WITH THE NATIONAL HEALTH SERVICE

Data Medica Group's diagnostic imaging sectors are equipped with modern and cutting-edge technologies and employ highly qualified personnel.

DATA MEDICA PADOVA

- conventional radiology services;
- echography;
- Doppler ultrasound;
- breast;
- 3d mammography / tomosynthesis;
- OPG;
- bone densitometry.

EUGANEA MEDICA

- conventional radiology services;
- hysterosalpingography;
- echography;
- Doppler ultrasound;
- breast;
- OPG;
- bone densitometry;
- magnetic resonance;
- TAC.

How to access the service:

To access the services it is always necessary the medical prescription (art.111 L.230 of 31/03/95) and the reservation (except for the conventional radiology service of Data Medica Padova, which can be accessed without reservation). Some services are private.

Pregnancy absolutely contraindicates the execution of radiographic examinations.

Bone Densitometry (DM - EM)	Total body e segmental
echography (DM - EM)	Breast echographies
	Abdomen and pelvis echographies
	Joint echographies scans
	Head and neck echographies
	Cardiac echographies scans
	Obstetric-gynecological echographies
	Soft tissue echographies
Ecocolordoppler (DM - EM)	
Convenzional Radiology (DM - EM)	Ortopantomography
	Abdomen RX
	Joint RX
	Skull RX
	Rachis RX
	Soft tissue RX
	Chest RX
Magnetic Resonance (EM)	Angio MRI
	Abdomen MRI
	Joint MRI
	Cardiac MRI
	RM neck
	Mammary MRI
	Neurological MRI - cranio-encephalon - rachis
MRI of the chest	
Computerized axial Tomography (EM)	Angio TC
	CT abdomen
	Joint CT
	Head and neck CT
	Cardiac CT
	Neurological CT - skull - brain - spine
	Dental CT
	Oncological CT
	Chest CT
Senology (DM - EM)	Mammography, tomosynthesis, ecography, breast examination

SERVICES

Physiotherapy & rehabilitation

- **CEMES**

AFFILIATED WITH THE NATIONAL HEALTH SERVICE

Rehabilitation programs are agreed with the physiatrist after a specialist visit, and are customized to the patient's needs.

The programs aim to evaluate and treat orthopedic-traumatological, neurological and respiratory diseases and rehabilitation after surgical interventions.

- Orthopedic rehabilitation (acute upper / lower limb and column pathologies, patients with shoulder, hip, knee prosthesis);
- Neurological rehabilitation;
- Urogynecological rehabilitation;
- Lymphatic drainage;
- Osteopathic methods;
- Hydrokinetic therapy (single or in groups, for orthopedic and neurological patients);
- Group postural gymnastics;
- Prepared gymnastics and aquatics;
- Group corrective gymnastics;
- home rehabilitation therapies.

How to access the service:

To access benefits under the agreement with the National Health Service, it's necessary to obtain the prescription from the attending physician for the specialist examination of the physiatrist, who prepares a rehabilitation program recommending cycles of therapies, releasing the challenge for those provided for in the agreement.

The agreed therapies must be performed at the same facility in which the visit was made.

If the prescription of a specialist outside the structure is presented, access to rehabilitation services is only possible privately.

Shock waves service

CEMES has two latest-generation shock wave devices, thanks to which you can perform all types of treatment currently covered by national and international guidelines:

- an equipment with electro-hydraulic generator with focused applicator, suitable for high energy treatments on bones and lower energy on soft tissues;
- an equipment with electromagnetic generator with focused applicator, suitable for high energy treatments on bones and lower energy on soft tissues; with "defocused" and radial applicator more suitable for tendon and skin treatments.

Rehabilitation therapies

Orthopedic rehabilitation	McCONNEL Technique, MULLIGAN, CYRIAX, KALTENBOR, MAITLAND, McKENZIE, STECCO, BIENFAIT
	Upper limb orthosis construction
	Active / passive mobilization, Bandage, Kinesio taping, Kinetic Control, Myofascial techniques, Massage therapy, Respiratory rehabilitation, Visceral treatment
Neurological Rehabilitation	Bobath Concept, Perfect Techniques, Neurological Taping
Riabilitazione uroginecologica	
Lymph drainage according to the VODDER method	Functional bandage Manual lymph drainage
Osteopathic methods	Craniosacral technique, osteopathy
Hydrokinesitherapy	
Prepared gymnastics and aquatics	
Group postural gymnastics	Feldenkrais technique, Bertelè method, Mezieres, Sahrman, Back School
Group corrective gymnastics	

Evaluation analysis techniques

Movement analysis
Biofeedback, Postural Evaluation, Neurophysiological Study (EMG)

Physical therapies

Lasertherapy	IR power, Hilt-therapy
Tecarteraphy®	
Termotherapy	Radar therapy, Infrared rays
Magnetotherapy, C.M.F.P.T.; Bemertherapy	
Shock waves service	
Ultrasoundtherapy	
electrotherapy	Dynamic currents, Tens, Interferential currents, Normally innervated muscle stimulation currents and denervated muscle, Iontophoresis

SERVICES

Check-up and prevention

The Data Medica Group Check-up Service offers prevention and diagnostic procedures for checking health status, with the help of laboratory parameters, instrumental exams and specialist visits, according to the indications of the medical internist.

How to access the service:

The service can be accessed at the Poliambulatorio Euganea Medica (head office of the Check-up organizational office) and at Data Medica. Normally, check-ups are performed in a single morning (or day) to optimize times.

Types of proposals in the field of prevention:

Customized Check-up

It is preceded by a preliminary interview (also by telephone if the person is out of town) or by a first International Visit (if it is the first check-up), both with the responsible Internist, to choose the diagnostic procedure based on the needs of the person.

Basic internal course

It consists of basic and fixed assessments for which the preliminary interview or first visit is not necessary, but is booked directly at the Secretariat.

In both courses, the final interview is held (with an Internal Examination if not already performed) for the discussion of the exams performed and the drafting of the summary letter addressed to the Healing Doctors and / or Specialists, which is delivered to the person together with the exams performed.

Prevention Paths

A series of prevention pathways focused on single topics are active at the Poliambulatorio Euganea Medica: Women (under / over 40), Menopause, Men, Cardiovascular, Gastrointestinal, Diabetes, Allergies, Bone health and osteoporosis. Each path is coordinated by a Specialist who follows the patient in all phases and provides - depending on the type - a general assessment visit, blood tests and in-depth instrumental analysis.

IUNIC paths

To offer truly personalized support to those wishing to undertake a nutritional journey, the Poliambulatorio Euganea Medica offers the IUNIC Paths: a new integrated service between nutritional counseling and the latest generation laboratory analyzes (genetic and biochemical) to build a truly path measure". Three active routes:

- IUNIC Metabolic Path (DNA Diet for Personalized Weight Loss)
- IUNIC Antiaging Path (Anti-aging Diet to combat premature aging)
- IUNIC Sensitivity Route (Food Intolerances and Sensitivities).

SERVICES

Aesthetic medicine

The Aesthetic Medicine service of the Poliambulatorio Euganea Medica offers face and body treatments to solve or improve the most varied aesthetic problems. The service is coordinated by Dr. Concita Muneratti. The service includes: Advice from an expert in Aesthetic Medicine; Team of dedicated multidisciplinary specialists; Flexible proposals tailored to the needs of the patient.

Services:

Post acne scars	fractional photothermolysis
	peeling
	filler
	hyaluronic acid
	biorevitalization
	fractional CO2 laser
	radio frequency
Face and body capillaries	selective photothermolysis
Hair removal	pulsed light, face and body
	NdYag 1064nm laser
Skin imperfections	selective and fractional photothermolysis
	CO2 surgical laser
	cryotherapy
	photorejuvenation with pulsed light (IPL)
Skin laxity	radio frequency
	wires in PDO
	biorevitalization
	fractional photothermolysis
Sunspot and tattoo removal	selective photothermolysis
	pulsed light (IPL)
	peeling
Localized cellulite and adiposity	radio frequency
	icoone
	ultrasound
Stretch Marks	fractional photothermolysis
	biorevitalization
	peeling
Facial rejuvenation	filler
	peeling
	biorevitalization
	type A botulinum toxin
	fractional photothermolysis
	radiofrequency face
	wires in PDO

- selective photothermolysis with NdYag 1064 nm laser; fractional photothermolysis with erbium fiber glass 1550 nm; icoone: mechanical traction and tissue aspiration massage

SERVICES

Specialist outpatient polyclinic

- Data Medica Padova (DM)
- Poliambulatorio Euganea Medica (PEM)
- CEMES (CM)

Outpatient and instrumental diagnostic services in agreement with the National Health Service.

- Data Medica Padova Ophthalmology;
- Cardiology Data Medica Padova;
- Cemes physiotherapy and orthopedics (see physiotherapy and rehabilitation);
- Neurophysiological study (EMG) Cemes.

Services and main features:

Allergology	(DM-PEM)	allergological examinations, allergy tests: prick tests and intradermal tests; in vitro tests; tests for food intolerances, tests for the identification of in vitro urticaria; food intolerance test, urticaria detection test
Angiology	(DM-PEM)	angiological examination, arterial echocolor Doppler, TSA, venous echocolor Doppler
CARDIOLOGY conventioned for Data Medica, private for Poliambulatorio Euganea Medica	(DM-PEM)	Electrocardiogram; Echocardiocolor Doppler; Cycle ergometer stress test; 24-hour cardiac holter; Pressure Holter; High resolution electrocardiogram - Late evoked potentials; Cardiological examination Cardioradiology (EM): CT angio of the heart, Computed tomography of the heart, cardiac MRI;
Surgery	(PEM)	surgical visits for vascular surgery, general surgery, breast cancer surgery, plastic surgery, neurosurgical visits;
Dietetics	(DM-PEM)	path of food education (pem) diet visit;
Dermatology	(DM-PEM)	dermatological examination, Patch test, peeling, Photodynamic therapy (PDT), acne pathway (pem) digital videodermatoscope;
Diabetology	(PEM)	diabetological visit;
Endocrinology	(DM-PEM)	endocrinological examination, pediatric endocrinological examination;
Hematology	(PEM)	haematological examination;
PHYSIATRY conventioned for Cemes, for the Euganea Medica outpatient clinic	(CM-PEM)	physiatric examination, infiltrations, mesotherapy.
Gastroenterology	(DM-PEM)	physiatric visit, infiltrations, mesotherapy.
Gynecology	(DM-PEM)	gastroenterological examination, pediatric gastroenterological examination (pem only)
Legal medicine for driving fitness	(PEM)	see woman path page 26
Personalized medicine	(DM-PEM)	personalized medicine visit;
Preventive medicine	(PEM)	preventive medicine for antiaging therapy, antioxidant therapy, chelation therapy;
Internal Medicine	(DM-PEM)	internist visit, visit metabolic diseases;
Nephrology	(DM-PEM)	nephrological visit, visit metabolic osteopathies;
Neurology	(CM-PEM)	neurological examination, specialist examination for headache, migraines, Neurophysiological Study (EMG) (conventioned in cemes), ultrasound of the nerve.

OPHTHALMOLOGY agreement for Data Medica, for the Euganea Medica outpatient clinic	(DM-PEM)	eye examination, fundus oculi, schirmer test, tonometry, washing of tear ducts, pachymetry
Oncology	(DM-PEM)	Oncology visit;
Osteopathy	(PEM)	osteopathic visit;
ORTHOPEDECS conventioned for Cemes, private for Poliambulatorio Euganea Medica	(CM-PEM)	orthopedic visit;
Otolaryngology	(DM-PEM)	visit Otorhinolaryngology; Audiometric Exam; impedance analysis; Ear washing; tympanogram; Otofunctional examination; ABR auditory evoked potentials; Videolaryngoscopy; Videorinoscopy;
Pediatrics	(PEM)	pediatric visit, pediatric oncohematology visit, pediatric allergy examination, pediatric gastroenterological examination, pediatric endocrinological examination;
Pneumology	(DM-PEM)	pneumological examination, spirometry, polysomnography, pulse oximetry;
podiatry	(PEM)	podiatry examination, baropodometric examination, curettage;
proctology	(PEM)	proctological examination, anoscopy, rectoscopy, hemorrhoid ligation;
Psychology, psychotherapy and psychiatry	(DM-CM- PEM)	psychiatric visit, psciological and psychotherapeutic sessions for individuals, couples, groups, neuropsychology;
Posturology	(PEM)	posturological examination, visit of postural gnathology;
Rheumatology	(PEM)	rheumatological examination;
Toxicology	(DM-PEM)	toxicological examination;
Analgesic therapy	(PEM)	visit of analgesic therapy, acupuncture, laser therapy, analgesic therapy, carboxytherapy;
Urology	(DM-PEM)	urological examination, andrological examination, uroflowmetry.

SERVICES

Women path

- Data Medica Padova
- Poliambulatorio Euganea Medica
- Cemes (birth path)

Women Path is a project of the Data Medica Group that offers a set of services for women's health, coordinated by the responsible Dr. Antonella Agnello, specialist in gynecology and obstetrics.

The Women's Path services are aimed at women of all ages, couples, and every doctor who takes care of them and offer critical "understanding" supported by clinical data, of those physiological and pathological processes that mainly concern women, but which are then reflected in the life of the couple and in social life.

How to access at Gynecological services:

- it is necessary to choose a gynecologist specialist from the Women's Path team: an interview and a gynecological examination will allow you to identify the most suitable path for the need of each one. The specialist is at your disposal to carry out the necessary examinations (PAP TEST, HPV TEST, COLPOSCOPY, VAGINAL PADS, URETHRALS, DIAGNOSTIC HYSTEROSCOPY, OBSTETRIC-VAGINAL ECOGRAPHY, etc.), to discuss the results, for all doubts and possible needs.
- Reservation is required to access the services of the Women's Path of the Data Medica Group. The services are private, with the exception of the cytological and cultural tests required at Data Medica Padova, which can be performed in agreement.

Performances	gynecological examination
	breast examination
	midwife visit
	specialist consultancy
	combined test with nuchal translucency
	search for fetal cells in maternal blood (NEOBONA)
Echographies	midwife
	gynecological
	morphological
	ultrasound monitoring of ovulation
Gynecological examinations and performances	Breast cytology, endometrial cytology, HPV test, Pap smear, vaginal swab, rectal swabs, vulvar swabs
	pessary application, spiral application / removal, endometrial biopsy, portio biopsy, diagnostic hysteroscopy, hysterosalpingography, diathermocoagulation
Paths	Contraception / Preconception / Pregnancy
	Infertility / vaginal infections
	Vulvar pathology and pelvic floor re-education
	Cancer prevention
	Premenopause and menopause
	Osteoporosis
	Genetic consulting

SERVICES

Extra-hospital surgery

- **Poliambulatorio Euganea Medica**

For out-patient surgical operations that do not require hospitalization and are performed during the day, the Poliambulatorio Euganea Medica provides users with an extra-hospital structure of surgery (SEOC) open from Monday to Saturday. At Seoc it is possible to perform simple surgical procedures and endoscopic diagnostic procedures, even with local and / or general anesthesia.

How to access at surgery services:

To perform ambulatory surgical procedures at SEOC it is necessary to book a preliminary surgical visit at the Poliambulatorio Euganea Medica. Endoscopic services can be booked directly. It is possible to book by calling the acceptance office of the Poliambulatorio Euganea Medica at 049.8806334. The services are private.

Orthopedic surgery	finger snap
	Dupuytren's disease
	carpal tunnel
Plastic surgery	blepharoplasty
	otoplasty
	lipofilling
	lifting
	liposuction
	reduction and additive mastoplasty
Urological surgery	frenuloplasty
	vasectomy
	varicocele
	idrocelectomia
	circumcision
General surgery	cyst removal
	lipomas
	in
	growths
	xanthelasma
	inguinal hernioplasty
	crural hernioplasty
	umbilical hernioplasty
Proctoloical suraerv	ligation or hemorrhoid reduction
	anal fissures and anal fistulas

Digestive endoscopy	colonoscopy, also pediatric
	gastroscopy, also pediatric
	rectosigmoidoscopy, also pediatric
Endoscopy and gynecological surgery (diagnostic hysteroscopy)	vulvar, cervical, vaginal, endometrial biopsy
	cervical polypectomy

Access and booking methods

Users can access services in private regime and in agreement with the National Health Service (where required). The services are accessed upon reservation.

The services without appointment are:

- withdrawals from Data Medica Padova, Chioggia and Cavarzere;
- gynecological examinations: pap test, vaginal swab, urethral swab;
- traditional bone radiology at Data Medica Padova;
- electrocardiograms at Data Medica Padova.

To book:

- call or write an e-mail to the address of the structure;
- presented in person at the acceptance desk;
- contact us through the specific form on the website.

Cancellation of the reservation

Cancellation of agreed or exempt services.

As per the provisions of the Ulss 6 Euganea (for information www.aulss6.veneto.it) the cancellation of a booked service must take place at least three working days before the visit and five working days before the instrumental exams.

The user who has not canceled must pay the entire RATE of the service, even if it is exempt.

The amount corresponds to what is indicated in the Tariff Nomenclator (Regional Law 30/2016 - art.38, paragraph 12). Only in cases of force majeure, for which it is necessary to present adequate supporting documentation (eg medical certificate for illness or hospitalization), it is possible to cancel at different times from the indicated terms.

To cancel a booked service it is necessary to:

1. call n. 840.140.301 and follow the instructions of the recorded message (one click to reply)
2. call the Call Center n. 840.000.664 from Monday to Friday 7.30 / 17.00 (one click on the answer)
3. connect to the website of the hospital www.sanita.padova.it and click on "cancellation"
4. send a fax to no. 049.821.6330 indicating the no. of reservation, the type and date of the visit or exam, the name and surname, the date of birth of the patient and the name of the person who cancels
5. go personally to the front-office acceptance or to any booking center

Cancellation of private services.

It is advisable to cancel the booking within and no later than 24 hours before the scheduled time for the service.

Documentation needed

The necessary documents to be delivered at the acceptance stage are:

- Health card: it is preferable to present both health cards
- Doctor's prescription (necessary for contracted and radiology services)
- Results of previous exams

Collection of reports and payments

The collection of laboratory analysis reports takes place via the web portal from which the results of the laboratory analyzes carried out at Synlab Data Medica Padova, Chioggia and Cavarzere can be downloaded. The web portal - available at <http://refertidatamedica.synlab.it> allows you to view and download laboratory reports by entering the credentials issued during the acceptance phase in the appropriate collection sheet.

For the collection of the reports at the counter, it is necessary to deliver the collection sheet and an identification document. The medical report is available within the times indicated on the acceptance sheet and must be collected by the user within 30 days from the expected date of delivery of the report.

Delegation of withdrawal reports

The interested party is required to authorize the delivery by completing and signing the proxy at the bottom of the receipt with the personal data of the delegate.

The delegated person must present the proxy, an identification document and an identity document of the delegating party.

Failure to collect reports

In case of failure to collect the report within 30 days from the scheduled date of delivery, the user is required to pay the full amount of the service, as a "payer on his own" less the amount of the ticket if it was paid in advance.

Payment

Payment must always be made prior to the provision of the service, except for specialist visits, which require payment at the end of the same; as highlighted in Dgr 600 of 13.03.2007.

Payment must be made at the dedicated counters, by collecting a specific ticket from the appropriate distributor. We accept cash payments or Bancomat, checks and credit card: Visa, MasterCard, Cartasi, Maestro, Postepay.

National Health Service convention

To take advantage of a health service under a CONVENTION with the National Health Service, the binding (recipe) of the SSN doctor is required.

Priority classes

The regional law (DGR n. 600 of 13/03/2007) requires the doctor to indicate on the recipe the priority class of the requested service, or the maximum time within which the service must be performed.

The possible priority classes are:

- U - URGENT: executable only in the emergency room;
- B - SHORT: to be performed within 10 days;
- D - DEFERRED: visits to be carried out within 30 days;
- P - PROGRAMMABLE: within 120 days.

ULSS clients other than 6 must only be booked in class P services.

Health ticket and fixed fee

The health ticket can be paid up to a maximum of € 36.15, to which must be added a fixed fee of € 5 or 10 in relation to the income, for each single commitment. The only exception is made for subjects resident in the Veneto Region who are exempt from 7RQ, for the year 2020, who will be exempted from paying the fixed fee in compliance with the DGR n. 905 of 06/26/2019.

Specifically, following the adoption of DGR 1380 of 05/08/2011, for each specialized recipe the fixed fee is applied as follows:

- € 10 to non-exempt individuals with total annual gross household income (for tax purposes) greater than or equal to € 29,000;
- € 5 to non-exempt individuals with total annual gross household income (for tax purposes) of less than € 29,000.

Useful information

Underage

The use of the service by underage patients requires the presence of a parent, guardian or parental authority, or of a third party (eg a family member) with a special proxy issued by the parent (or guardian or subject with parental authority) and an identification document of the same.

Disables

All the facilities are equipped for access to disabled people and have a lift and wheelchairs.

Reports and complaints

To protect users from disruptions, a reporting and complaints service has been set up, which aims to address any problems by giving the interlocutor adequate and complete answers as soon as possible.

To file a complaint, it is possible to download the report form from the site and send it to the signed structure, as required by the ULSS 6 Users' Protection Regulations.

Conventions

Numerous agreements are active with the Data Medica Group with insurance companies, supplementary funds, mutual societies and other health facilities. Furthermore, for all the companies working in the field of Occupational Medicine and for some associations it is possible to take advantage of special discounts for employees / affiliates and also for their families, for services performed in a private regime. The complete list of agreements is available on the website: www.gruppodatamedica.it

Mission

The Data Medica Group aims to offer high quality services both to individual citizens and companies, in the field of laboratory diagnostics, diagnostic imaging, specialist clinic, occupational medicine, rehabilitation, extra-hospital surgery and training and research above all in the bio-medical sector. The supply of the Data Medica Group services takes place both in an agreement-accredited regime with the National Health Service and privately, according to complete integration methods.

Vision

"On the side of health". The Data Medica Group uses international standards in order to position itself as a point of excellence in the healthcare landscape, offering cutting-edge services, both in professional, technological and organizational terms, so as to guarantee the patient effectiveness, efficiency, safety, timeliness, continuity, equity, involvement and comfort.

The principles that guide the management and development choices of the Group are:

- **Empowerment.**

The patient is at the center of the diagnostic-assistance process, and the organization continuously adapts to respond to its health needs in an increasingly effective, safe, complete and rapid manner and to guarantee the humanization and personalization of assistance, as well as to promote in a positive way the active involvement of the patient in his care;

- **Value**

The personnel working in the Data Medica Group possesses high skills, professionalism and technical skills in their sector, accompanied by a strong ability to listen and dialogue with the user;

- **Excellence**

The organization constantly strives to raise its quality and safety standards in all areas in a context of "continuous improvement" and "involvement of operators at all levels" as required by the total quality system and the requirements of the certifications chosen by the 'organization.

Quality policy

Impartiality and involvement

Provide health services to all citizens with impartiality, recognizing them equal in their right to health and respecting their dignity, while at the same time favoring empathy between operators and patients and the involvement and empowerment of patients and family members in care processes.

Safety

Guarantee the safety of the user and staff as a strategic priority of the structure by implementing an explicit and shared risk management policy, aimed at preventing avoidable errors and containing the possible harmful effects.

Cutting-edge technology

To offer state-of-the-art services and services based on staff skills and medical-scientific, technological and organizational standards compliant with guidelines or in any case evaluated in international scientific fields, which are able to fully meet the needs of users, other stakeholders and be shared by all operators and partners.

Positive work environment

Provide an environment that ensures the well-being of users, their families and staff through comfortable facilities and an appropriate environment, as well as a favorable relational climate also through accessible, timely, correct, transparent information to all internal and external operators and stakeholders in a perspective of exchange and collaboration.

Economic balance

Maintain the economic and financial balance also by strengthening the planning of the correct use of means and resources and the development of the culture of measurement, to guide the operational and strategic choices and for the monitoring of activities and results.

Process standardization

Pursue the continuous improvement of the level of quality and safety of the services provided, guaranteeing the same standards in all types and methods of providing health services and ensuring compliance with legal regulations.