



# SERVICE CHARTER



Service Charter approved by Codacons  
dated 18/06/2021

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# WHO WE ARE

Claudio Galeno Institute is a Physiotherapy Centre affiliated with NHS, which also offers multi-specialist outpatient services.

Patient care, great professionalism, continuous professional updating are the key words of the Institute, thanks to the partnership with Villa Bianca Residential Care Home in Lecce, for over 60 years the reference point in Salento for Orthopedics and Rehabilitation. Galeno Institute is located in “Minnuta” district, on via del Lavoro, 20: the position, the availability of parking places and premises comfort ensure an easy access for all the costumers. It is located on the ground floor and has no architectural barriers; modern, efficient, welcoming, it boasts a large waiting area, 3 Multi-Specialist Outpatient Clinics, a well equipped gym and 19 Physiotherapy Box, provided with the most innovative technologies.

To be updated on the main activities of Galeno Institute, check the website [www.galenobrindisi.it](http://www.galenobrindisi.it)

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## MISSION

Galeno Institute provides medical services even on behalf of the Public Healthcare System, through programs and actions which are consistent with the principles and with the aims referred to the medical, national and regional planning.

The Institute expresses his own “Mission”, clarifies the pursued “Vision”, including the principles and the values system that have to be widespread and shared.

In this respect **information**, controlled by constants and systematic streams via appropriate tools, **continuous training** of human resources employed in the productive-erogative processes at every level, **research of participation** to the development of strategies, goals and programs and projects **sharing** are inseparable reference points of the management and pervade executive actions and organization behaviours. Equally **the attention to the needs of the human resources and the application of appropriate development strategies**, supported by projects, programs, tools and resources which are proper, represent a commitment for the company structure in sight of the required involvement of specialists, operators and employees in the programs finalized to the management aims.

**Light of the above** the additional guiding principles by which the Company inspires the management action are listed:

- Respect for human dignity, equality, professional ethics;
- The centrality of the person, seen as an independent, responsible and capable entity and the constant reference to the local community;
- The clinical-care quality, appropriateness, the usage of shared guidance and protocols, the involvement and continuous qualification of human resources that have to be supported by permanent training and updating programs, aimed at changing and adapting the business system;
- Compatibility between resources allocated and the offered services, according to scientific proof and in the context of assistance levels, identified by Regional Healthcare Plan;
- The dissemination of assistance to ensure – in a generalized and coordinated manner- the protection and the promotion of health, the prevention, diagnosis and cure diseases, assistance to suffering people and disabled ones. To be developed in security, effectiveness and quality conditions for the purpose of emphasizing the level of assistance's humanization.

The Institute satisfies the health needs of the population through specific health interventions within the healthcare system by directly organizing medical services and other ones which are essential to appropriately satisfy the demand expressed by these needs.

It is the responsibility of the Institute promoting and providing the participation of individual citizens and their associations, in its activity in compliance with the current regulations.

The Institute's action is inspired by criteria of effectiveness – appropriateness, efficiency, equity, professionalism in a logic of constant improvement and within a context of compatibility with available resources. It is bound by the transparency principle and in this direction it makes Organization commitments and the associated guarantees visible and clear, by using appropriate tools.

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## **VISION**

The Institute's strategy is geared to:

- Qualify the offer of clinical-care actions, developing the ability to identify health needs and evaluating the results of the efforts made;
- Increase the assistance offer, according to the population health priorities and compatibly with the indications and limits set by National Healthcare System (NHS);
- Innovate and differentiate the clinical-care offer, by activating increasing specialization levels of the same service;
- Increase the integration of macro and micro organisational articulations, to affirm the logic and the practice of continuity care, by adopting organisational-management process solutions.

The Institute, through its own short, medium and long term planning, aims to collaborate with external parties that operate within the Regional Healthcare System in a strategic logic of integration between the offered services and mutual improvement.

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## **GENERAL INFORMATION**

**Aut. N. 26906 from 17/03/2021**

Company Name: Sint.El. srl – VAT number 01146860752

Medical Director: Dr Pietro Galluccio

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## **CONTACTS**

Telephone Switchboard: 0831.587866

E-mail [istitutogaleno@villabianca.org](mailto:istitutogaleno@villabianca.org)

PR Department : 0832.233375 from Monday to Friday from 9:00 to 18:00, at Villa Bianca Nursing Home, on via Leuca, 133 – Lecce (or by appointment at Galeno Institute) – mail [urp@villabianca.org](mailto:urp@villabianca.org)

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## **INFORMATIONS FOR PERSONAL DATA PROCESSING**

Data Controller of processing

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

A Data Protection Controller has been appointed to verify the compliance of Personal data processing with Italian and European legislation; the same one can be contacted to the following email adress: [service@team-dpo.it](mailto:service@team-dpo.it) or at the contact details of the Controller.

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## **DATA ACCESS**

For any communication of data to family members/in practice cohabitants, it is necessary that, in advance and whenever necessary, proceed to authorize by writing the relative (s) / cohabitant (s) who are designed to receive such communication.

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**OPENING TIME**

From Monday to Friday: from 8.30 to 19.30

*The opening time will vary during the summer: for more information contact Galeno Institute or check the website [www.galenobrindisi.it](http://www.galenobrindisi.it)*

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## PHYSIOTHERAPY

**Chief Physician: Dr Pietro Galluccio**

Politeness, fairness and professionalism of our operators are the same both in affiliated and private regime for all the treatments that your doctor will prescribe as necessary.

Galeno Institute is accredited with NHS.

It is clarified that for any privated or affiliated therapy, a medical prescription is required.

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**SERVICES IN AGREEMENT**

There are numerous services that can be provided under the agreement, with costs incurred by NHS, except for any ticket to be paid at our office, in cash or by debit card. For all services, the prescription compiled by family doctor is required, compiled in all its parts.

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**SUMMARY OF SERVICES IN AGREEMENT**

SIMPLE	SEGMENTAL	PHYSICAL
REHABILITATION		
SIMPLE COMPLEX REHABILITATION		
SEVERE PHYSICAL REHABILITATION		
SEVERE INSTRUMENTAL	COMPLEX	PHYSICAL
REHABILITATION		
OCCUPATIONAL REHABILITATION		
ABREAST REHABILITATION		
BREATHING EXERCISES		
PROPRIOCEPTIVE EXERCISES		
MANUAL RESOLUTION OF ADHESION		
ELECTRIC MUSCLE STIMULATION		
LYMPH DRAINAGE MASSAGE THERAPY		
INFRARED IRRADIATION		
MAGNETOTHERAPY		
PARAFFIN THERAPY		
PHYSIATRIC EXAMINATION		
ELECTROMYOGRAPHY		

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**SERVICES UNDER PRIVATE OR SOLVENT REGIME**

Fair and transparent rates for therapeutic treatments provided under a private regime

Equal politeness, fairness and professionalism of our operators. All services in agreement are also provided privately.

It is available consulting the rates at Front-Office of Galento Institute.

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**SUMMARY OF SOLVENT SERVICES**

GALVANIC CONTAINERS
DIADYAMICS
DIATHERMY
IONTOPHORESIS
HIGH POWER LASER THERAPY
TENS
ULTRASOUND
TECARTHERAPY
SHOCK WAVE
MEZIERES (POSTURE)
RADAR THERAPY
CORRECTIVE GYMNASTICS
PRESSOTHERAPY

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***DOMICILIARY SERVICES UNDER PRIVATE REGIME***

They are dedicated to those who cannot move from their residence. These treatments, performed by qualified professionals, selected by us and under our medical and organizational supervision, meet the same technical-operational standards and protocols applied at our Clinic.

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***SERVICES UNDER ASSURANCE***

To verify the active agreement between Galeno Institute and the main assurance companies or healthcare assistance funds, check the website <https://www.galenobrindisi.it/assicurazioni/>

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***ACCESS TO SERVICES***

To access the services you need a medical prescription for physiotherapy or a request for a psychiatric visit through which the rehabilitation plan will be granted.

You can personally book at Galeno Institute to the number 0831.587866 or by email at the address [istitutogaleno@villabianca.org](mailto:istitutogaleno@villabianca.org). Our operators plan appointments for the entire physiotherapy cycle, meeting every need, even religious ones.

It is preferable to attend the appointment with comfortable clothing, preferably with tracksuit and sneakers.

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# REHABILITATION: THE NEW FRONTIERS

## **Tecartherapy**

Innovative technology that stimulates energy from within biological tissues, activating the natural reparative and anti-inflammatory processes. It causes an increase in metabolic activity in the tissues with an increase in blood circulation and lymphatic drainage, providing better oxygenation in the tissues, the reabsorption of edema and an acceleration of reparative processes. It is also used for aesthetic purposes.

## **Mézières**

It is a treatment method developed by Mézières for the treatment of painful syndromes of an osteo-articular nature. It is centered on the research and identification of contracted muscle areas and their treatment with specific physiotherapy techniques aimed at breaking tensions and contractures, restoring natural tone to the muscles, so that the whole body can restore its harmonious balance.

The fundamental tool of the method is specific breathing.

The field of interest to which the method is addressed is that of orthopedic pathology:

vertebral (scoliosis, hyperlordosis, curved back, compression of the intervertebral discs and related radiculopathies, sciatica, cervicobrachialgia, etc.);

articular (arthrosis, scapulo-humeral periarthritis, coxo-arthritis, etc.);

muscular (low back pain, stiff neck, myalgia, etc.);

dysmorphic (winged shoulder blades, knee varus and valgus, etc.)

## **Laser Therapy**

It allows to transfer in depth, focusing them, high amounts of energy, which stimulate the reactivity of the deep tissues. It is indicated in the treatment of periarthritis, tendinitis, bursitis, but also in chondropathies due to chronic degenerative inflammatory processes.

## **Libra (Computerized proprioceptive-rehabilitation)**

The proprioceptive rehabilitation is of fundamental importance to obtain perfect coordination and complete recovery after trauma, surgery, prolonged immobilization. The LIBRA rehabilitation system allows the personalization of the exercise, allows the awareness of the result through acoustic and visual feedback, increases the motivation with which the work is carried out.

## **Shock Wave**

This therapeutic application, indicated for the treatment of epicondylitis, bursitis, calcific periarthritis, tendinitis, heel spurs, etc., uses shock waves with very high focus, which are applied to the region to be treated, without damaging the tissues nearby.

### **Pressotherapy**

An equipment that supports manual lymphatic drainage in the treatment of lymphedema, stasis and venous insufficiency through a computerized system capable of providing various levels of pressure / decompression to the segments to be treated.

### **Vibra 3.0**

Vibra is the new selective mechano-sound wave system for the non-invasive treatment of muscular and neuro-muscular pathologies.

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#### SPECIALIZED OUTPATIENT CLINICS

Galeno Institute offer is completed with the professional activity of several authoritative specialized doctors who have chosen our facility for their private visits.

Qualified professionals, specialized in the various branches of modern medicine, work in the large and modernly furnished rooms of Galeno Institute, in a setting of comfort and privacy.

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#### ***OUTPATIENT SERVICES***

- Physiatry
- Neurology
- Orthopedics
- Urology
- Nutrition and dietetics

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#### ***OUTPATIENT DIAGNOSIS***

- Electromyography
- Osteo-articular and / or musculoskeletal ultrasound
- Ultrasonic bone densitometry

For reservations and information, contact Galeno Institute Office (0831.587866) or check the website [www.galenobrindisi.it](http://www.galenobrindisi.it) where you can find the updated list of clinics and the professional profile of the specialists.

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# CITIZENS' RIGHTS

Galeno Institute observes the "Citizens' Rights", recognized by art. 14 of Legislative Decree 502/92 and subsequent amendments, extending them to all citizens of any nationality, ethnicity and religion.

These legislative requirements identify personalization, humanization and the right to information as important factors for measuring the quality of services.

The same rules provide for the citizen's right to complain, against acts or behaviors 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 (for summer hours, contact the Institute).

Complaints can be drawn up on plain paper, explaining the subject of the complaint and the circumstances that generated it or using appropriate forms and sent to the OPR:

- directly to the PR Office, located at the Villa Bianca Residential Care Home, on via Leuca, 133, Lecce (or by appointment at Galeno Institute);
- by email to [urp@villabianca.org](mailto:urp@villabianca.org);

To such complaints, the PR Office, after analyzing the causes and the merits of the complaint and possibly meeting the user for further information, responds in the manner requested by the user, within thirty days following the date of the report.

It is possible to download the Disservice / Complaint / Suggestion form from the website [www.galenobrindisi.it](http://www.galenobrindisi.it) at the following link:

[https://www.galenobrindisi.it/wp-content/uploads/sites/31/2020/11/reclamo\\_cliente-2.pdf](https://www.galenobrindisi.it/wp-content/uploads/sites/31/2020/11/reclamo_cliente-2.pdf)

and send it by email to: [urp@villabianca.org](mailto:urp@villabianca.org)

In addition, for the purpose of developing improvement strategies, patients are invited to fill out the questionnaires available in the waiting room, where the appropriate delivery boxes are placed.

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## **FUNDAMENTAL PRINCIPLES**

Galeno Institute provides its services, for the protection of the Patient, according to the principles established by the Directive of the Prime Ministers President of 27 January 1994 and the Decree of the Prime Ministers President of 19 May 1995, relating to :

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## **APPROPRIATENESS TREATMENTS**

The services are provided according to the health needs of the person respecting the clinical indications for which efficacy has been demonstrated, the most appropriate time of delivery, the most appropriate delivery methods with respect to the health and social conditions of the assisted person.

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***EQUALITY***

The service is inspired by the principle of equality of patients' rights. The rules set by Galeno Institute regarding relationships with patients and access to services are the same for everyone. No distinction is made in the provision of the service for reasons relating to sex, race, language, religion and political opinions: health treatment is guaranteed as a priority to all users.

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***IMPARTIALITY***

In the implementation of the operating rules, the behavior of the staff is inspired, towards the Patients, by criteria of objectivity, justice and impartiality.

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***CONTINUITY***

The continuity of the service is ensured with rules governing the activities of Galeno Institute.

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***FREEDOM OF CHOICE***

The Patient has the right to choose freely and without any moral and material constraint to benefit from the services offered, within the limits of the structural, technological and professional technical competence requirements offered.

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***INVOLVEMENT***

The patient can verbally or in writing expose the observations and complaints he intends to make to the responsible staff. The operators of Galeno Institute are obliged to take into consideration the patient's report for any consequent interventions to be implemented. Galeno Institute undertakes to set up a system for collecting written observations and complaints, guaranteeing anonymity, in order to acquire elements for the User's evaluation of the quality of the service for the purpose of improving the quality provided.

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***EFFICIENCY AND EFFECTIVENESS***

The service offered by Galeno Institute is provided in such a way as to ensure efficiency and effectiveness. This means that the organization, in all its operational functions, is aimed at providing the service with the greatest possible functionality in relation to the needs of the Patients and to guarantee a real effectiveness of the services rendered.

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## QUALITY STANDARDS

The identity, function and role of our staff is always recognizable by means of an identification badge that everyone wears.

The aim of Galeno Institute is the provision of high quality and highly specialized therapeutic services, taking into account some quality indicators and in order to constantly improve:

<b>Quality indicators</b>	<b>Quality standards</b>
Waiting time	30 days for physiotherapy; 10 days for psychiatric visits and electromyographies, refer to the Puglia Region website - Transparent Administration.
Hygiene of the rooms	To ensure the correct standards of sanitation and sterilization, every surface of the rooms of the Institute is deeply sanitized and sterilized, twice a day.
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 (maximum 5 / year).
Efficacy of the cure	Rating of the correct application of protocols: 98%.
Humanization of assistance	Promote assistance policies and the need for information, with treatment pathways close to the person, safe, welcoming, by participating in regional humanization evaluation programs. - score higher than 80/100 for regional programs.

Continuous education and professional updating of operators	Updating courses organized by the Institute for a total of 12 hours per year.
Coordination with local specialists and primary care physicians	Effective growth of the quality and appropriateness of prescriptions: better interface between GPs and doctors of the Medical Facility (number of complete prescriptions / total prescriptions = 95%)

Galeno Institute, making an high quality of the service provided, undertakes to satisfy its professionalism and punctuality of its users by providing services with reliability, in compliance with the fundamental requirements of its quality policy.

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## USEFUL INFORMATION

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### ***HOW TO FIND US***

Galeno Institute is located in Brindisi, on via del Lavoro, 20 (Minnuta District).

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### ***HOW TO REACH US***

#### Highway Lecce – Brindisi

Follow Highway 613 towards Minnuta direction, take the exit towards Complinare from Highway 16 and continue along Via Del Lavoro.

#### Highway 16 Bari – Brindisi

Take the Brindisi-Casale exit from Highway 379 of Egnazia and Terme di Torre Canne / Highway 379. Then Provincial Highway S.Vito in the direction of Via Del Lavoro.

#### Brindisi Railway Station

From the Railway station, proceed east towards Corso Umberto I, then into via Cristoforo Colombo and take Provincial Road S. Vito

#### STP Bus

Bus Lines 3 – 5- 10, stop at Provincial Road San Vito and then continue on foot.

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## CONTACT

Telephone Switchboard: 0831.587866

E-mail: [istitutogaleno@villabianca.org](mailto:istitutogaleno@villabianca.org)

Website: [www.galenobrindisi.it](http://www.galenobrindisi.it)

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## HELP US...TO HELP YOU

**How would you rate the services of Galeno Institute? You can download the satisfaction questionnaire at the address**

[https://www.galenobrindisi.it/wp-content/uploads/sites/31/2020/11/questionario\\_gradimento.pdf](https://www.galenobrindisi.it/wp-content/uploads/sites/31/2020/11/questionario_gradimento.pdf)

and send it by email to [urp@villabianca.org](mailto:urp@villabianca.org)