



TERME SANTA LUCIA TOLENTINO

CONVENZIONATE
CON IL SERVIZIO
SANITARIO NAZIONALE



GUIDE AND SERVICE CHARTER

JUNE 2025



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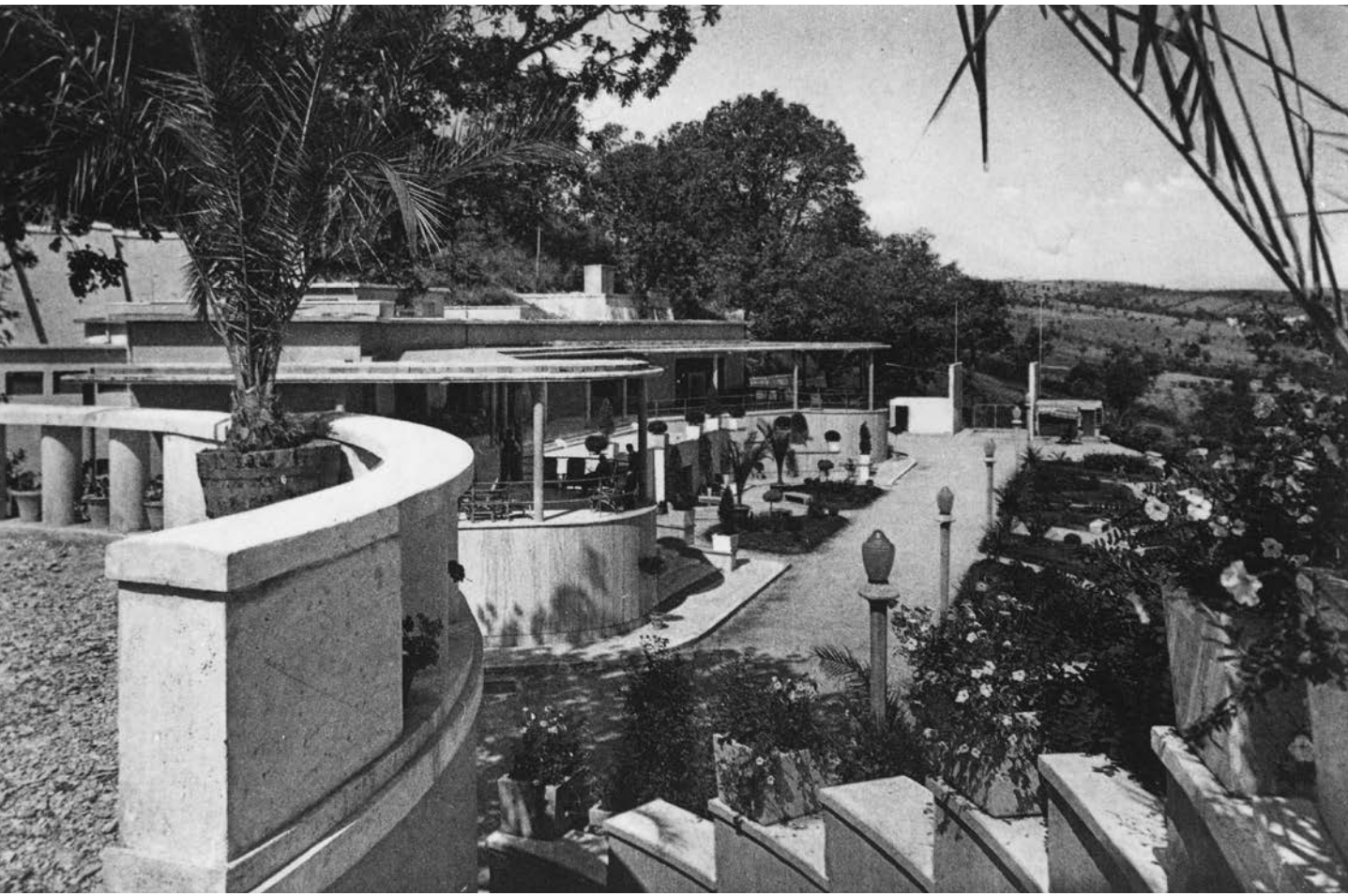
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PART ONE

HISTORICAL OVERVIEW

In the Tolentino area, three types of water with therapeutic properties naturally emerge: the medium-mineral calcium bicarbonate water from the Santa Lucia spring at the spa facility of the same name, and both sulfur and salsobromiodic waters from the nearby Rofanello area.

As early as the beginning of the 15th century, records indicate that the water was insufficient for the “large crowd of visitors flocking to the Rofanello baths.” Later, in 1507, to improve the site’s accommodation capacity—now almost entirely vanished—a resolution was passed to build a structure that would make the stay and treatments more comfortable.

The fame of Tolentino’s salsobromiodic water spread widely, also thanks to the treatise *De Thermis* (1587) by Andrea Bacci, personal physician to Pope Sixtus V, who emphasized its therapeutic properties.

More thorough and reliable studies on the different types of water were conducted in 1938, on the occasion of the inauguration of the Santa Lucia Spa Complex, by doctors Baroni, Filippella, and Francesconi. Later, in 1961, Professors Federici and Palumbi determined that the salsobromiodic waters of Rofanello shared similarities—under certain aspects—with those of Salsomaggiore.

Today, the sulfur and salsobromiodic waters of Rofanello are used at the thermal facility together with the medium-mineral lithium-rich waters of the Santa Lucia spring, historically known as the *Fonte dell’Acquacece*.

In recent years, the Santa Lucia complex has gained increasing prominence at the national level and has seen significant growth in attendance, thanks especially to the improvement of facilities and the diversification of therapeutic services. In the early 1990s, alongside traditional thermal treatments, diagnostic services in the field of sports medicine were introduced, followed in 1996 by rehabilitative care, housed in the renovated building of the former hotel adjacent to the spa.

This expansion into additional specialist fields, complementary to the more traditional domains of thermal medicine, has enhanced the prestige and future development of the Santa Lucia Thermal Baths in Tolentino.



MISSION AND OVERALL POLICIES

Thermal spa activities, which have been carried out since 1937 at the Santa Lucia Facility in the Municipality of Tolentino, fall within the scope of public services entrusted by the Municipality of Tolentino—now the majority shareholder—to the company Azienda Specializzata Settore Multi-servizi S.p.A. (ASSM S.p.A.), which became a joint-stock company under public control following the transformation of the previous Azienda Speciale.

The corporate purpose of ASSM S.p.A. includes the development and management of the integrated water cycle; the distribution and metering of gas and electricity; the generation of electricity from renewable sources; the production of methane gas; local public transportation; the management of both free and paid parking areas; water springs; spa facilities and related therapeutic treatments, including healthcare services and outpatient clinics; electronic communications; and sports facilities.

The values guiding the Company in the delivery of its services reflect the distinctive principles of local public services, as defined by Article 112 of Legislative Decree No. 267 of August 18, 2000. These services aim to produce goods and activities designed to achieve social objectives and promote the economic and civil development of local communities.

The Company's overall policies are based on the following principles:

A – Priority Areas of Action:

- The continuous improvement and development of service quality, understood as the combination of efficiency and effectiveness of performance;
- Equal rights for all users, without distinction of any kind, and the broadest and most complete accessibility to services;
- Transparency in procedures and administrative management.

B – Methods Adopted to Achieve Service Quality Objectives, through:

- Ongoing monitoring of the care and conservation of thermal resources, including maintenance of wells and springs to ensure optimal hygienic and sanitary conditions, and verification of water characteristics through in-house analysis laboratories;
- Technological upgrades and renewal of equipment and treatment facilities to maintain maximum functional efficiency and achieve the best therapeutic outcomes;
- Selection of highly specialized medical personnel and spa operators with appropriate professional qualifications;
- Initial and ongoing training for all staff working within the facility, aimed at achieving higher levels of technical specialization and acquiring the interpersonal skills required to engage effectively with users, with particular attention to courtesy and responsiveness to individual needs;
- Active participation in all initiatives promoted by the Ministry of Health, regional bodies, and trade associations for research and epidemiological studies intended to assess the therapeutic effectiveness of spa treatments;
- Promotion and support of medical conferences for the dissemination of treatment practices in the sector and the encouragement of research and scientific advancement.



For Equal Rights, through:

- The adoption of simple and transparent procedures, the distribution of informative materials, and the provision of access rules through clear and easy-to-understand notices;
- The assistance of trained staff for users who are not fully autonomous or who have difficulties in understanding or language barriers
- The removal of architectural barriers.

For Transparency and Data Dissemination, through:

- The availability of medical staff to provide any explanations or documentation regarding the characteristics of thermal waters and the related therapeutic protocols;
- The adoption of public procedures for the procurement of materials and the awarding of works contracts;;
- The publication of budget forecasts and final balance sheets for the spa service, together with those of other corporate services;.
- The collection, organization, and processing of scientific data through appropriate IT systems, and their dissemination for statistical purposes, in accordance with current regulations.

For Privacy:

The completion of medical documentation related to the provided services is ensured according to procedures and information protocols designed to guarantee the confidentiality of sensitive data (including informed consent for treatment and the handling of special categories of data). This includes the use of suitable systems for storing and securing both paper and digital records. Documentation concerning specialist activities is issued as a single medical report, delivered to the patient in real time. Certification related to services under agreement with the National Health Service (NHS) is provided in real time when possible, or at the conclusion of the treatment plan.

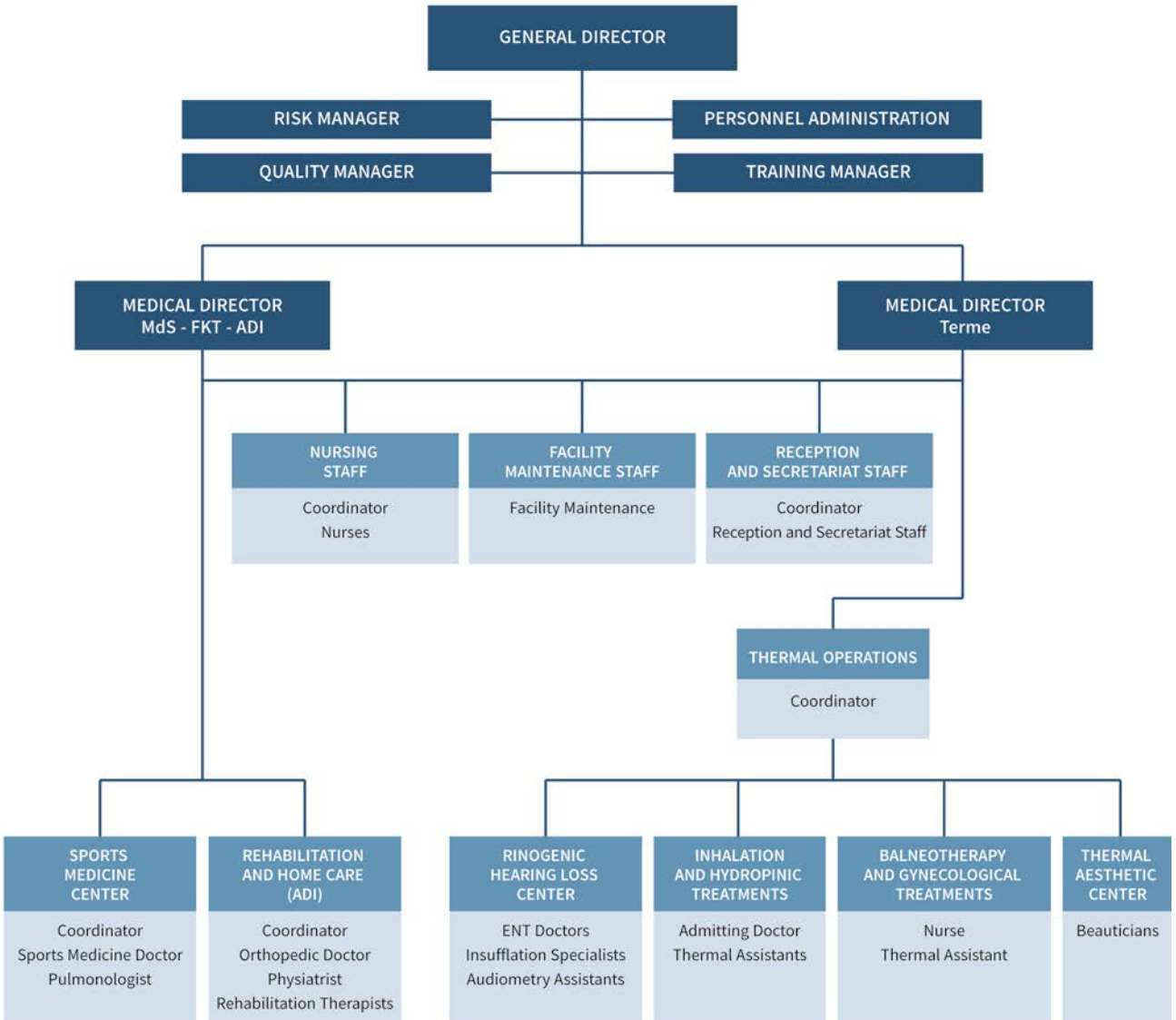
The archive for NHS-affiliated services is maintained by the Thermal Facility's Administrative Office. Requests for copies of documentation can be submitted to the Medical Director and will be fulfilled within a maximum of 30 days from the date of submission.

ANNUAL OBJECTIVES

- Promote the spread within the Company of a culture focused on organizational improvement, including through innovative technologies, in order to meet patient needs and build loyalty.
- Support and achieve accreditation goals, and strengthen both quality and organizational standards.
- Foster continuous improvement in service quality by ensuring the correct execution of health-care services, thus aligning delivered quality more closely with the quality perceived by patients.



PART TWO ORGANIZATION CHART OF TERME SANTA LUCIA





INFORMATION ON THE FACILITY AND SERVICES

The Santa Lucia Thermal Facility is part of the public services managed by Azienda Specializzata Settore Multiservizi S.p.A., a company entirely under public control. Located in the Municipality of Tolentino in the province of Macerata, the facility is organized to provide both diagnostic and therapeutic services in the field of traditional thermal medicine, as well as in newer areas such as rehabilitation (including home-based care), sports medicine, and aesthetics.

TYPES OF SERVICES

At the Terme Santa Lucia in Tolentino, the following services are available:

Thermal Treatments

- 48 stations for steam jet inhalation
- 39 stations for aerosol therapy
- 4 stations for ultrasonic nebulization
- 1 room for collective nebulization
- 10 stations for nasal showers
- 3 rooms for endonasal and Politzer insufflations (4 devices)
- 3 cabins with hydromassage tubs
- 1 room for gynecological irrigation
- 1 room for pediatric inhalation and aerosol treatments
- 3 outpatient clinics for specialist visits and diagnostic services in various fields related to both traditional thermal medicine and complementary disciplines.

Sports Medicine Center

- 1 pulmonology clinic: 2 spirometers, 1 spirometry room
- 1 cardiology clinic:
 - 4 cycloergometers, 2 ultrasound scanners, 1 blood pressure Holter, 2 cardiac Holters
- 1 sports medicine clinic: equipment for functional assessment
- Administrative office

Rehabilitation Center

1 specialist clinic (physiatry), 2 therapeutic pools for vascular pathways and aquatic rehabilitation, 1 gym, 5 physical therapy booths, 3 changing rooms with facilities, 2 rooms for postural re-education, 2 rooms for functional re-education and massage therapy, 1 laser therapy room

Integrated Home Rehabilitation Care

- 1 management and coordination office, 1 Coordinator
- 1 Rehabilitation Therapist – Assistant to the Coordinator
- 4 Physiotherapists for home rehabilitation services

AM Centers in Tolentino, Macerata, Loreto

- Each center includes the following professional figures:
 - 2 Administrative Assistants, 1 Nutritionist, 2 Personal Trainers, 1 Physiotherapist specialized in rehabilitation



SPORTS MEDICINE CENTER

The Sports Medicine Center at Terme Santa Lucia in Tolentino, one of the first established in the Marche region, is classified as a second-level center and serves as a point of reference for all athletes—from amateurs to professionals.

Equipped with state-of-the-art medical instruments and a highly qualified medical team, the center provides comprehensive and specialized care for the prevention, diagnosis, and treatment of all conditions related to sports activity.

The Sports Medicine Center is accredited with the National Health Service (S.S.N.) for the issuance of fitness certificates required for competitive sports.

SERVICES OFFERED

The Sports Medicine Center at Terme Santa Lucia offers a wide range of medical services specifically designed for athletes

- **Sports medical examination:**

Essential for issuing fitness certificates for both competitive and non-competitive sports activities.

- **Electrocardiogram with exercise and resting tests:**

Used to evaluate heart function under both resting conditions and physical stress.

- **Spirometry:**

A test that measures respiratory capacity.

- **Urinalysis:**

Used to detect any abnormalities or underlying conditions.

- **Cardiology consultation:**

To monitor athletes' cardiovascular health.

- **Orthopedic consultation:**

To assess musculoskeletal conditions.

- **Electromyography:**

A diagnostic test to evaluate muscle and nerve function.

- **Sports rehabilitation services:**

Personalized recovery programs for post-injury rehabilitation.



STATE-OF-THE-ART EQUIPMENT

The Sports Medicine Center is equipped with advanced medical-scientific devices, including echocardiographs, stress test electrocardiographs, cycle ergometers, treadmills, hand-cranked cycle ergometers for people with disabilities, cardiac Holters, and blood pressure Holters. Thanks to this equipment, accurate diagnoses can be made, and athletes' physical conditions can be continuously monitored.

PREVENTION AND FUNCTIONAL ASSESSMENT OF ATHLETES

Prevention is one of the core aspects of the Center's activities, which includes medical-sports examinations in compliance with legal requirements and functional assessments of athletes. These include:

- Physical fitness tests
- Personalized weight management programs
- Personalized programs for the prescription of physical exercise

SYNERGY WITH OTHER CLINICS WITHIN THE MEDICAL CENTER

The Sports Medicine Center works in close collaboration with other specialist clinics at Terme Santa Lucia, including::

- **Cardiology Clinic:**
Equipped with the latest diagnostic tools for the evaluation and monitoring of cardiovascular conditions.
- **Pulmonology Clinic:**
Equipped with a high-end computerized spirometer for calculating residual functional capacity, cardiorespiratory testing, full DLCO analysis, and a gym for respiratory training.
- **Athlete Functional Evaluation Clinic:**
Offers specific tests aimed at evaluating and improving athletic performance.
- **Nutrition and Movement Centers:**
These centers offer an innovative approach that combines nutrition, physical activity, and continuous support from a team of nutritionists and personal trainers.



REHABILITATION CENTER

Terme Santa Lucia in Tolentino has established a Rehabilitation Center staffed by highly specialized rehabilitation technicians. The center offers physical therapy, rehabilitative exercises in the gym, aquatic therapy, and physiotherapy using state-of-the-art electromedical equipment. Global postural re-education, hydrotherapy, pelvic floor rehabilitation, physical therapy with Tecar therapy, high-power laser treatment, and shockwave therapy are just some of the treatments available—making this facility one of the most important rehabilitation centers in the province of Macerata.

A Multidisciplinary Approach

The Center integrates rehabilitation services with the therapies prescribed by the Sports Medicine Center and Spa Treatments, offering a complete and personalized therapeutic path for each patient. It also provides comprehensive and multidisciplinary medical support through specialist clinics in Orthopedics, Rheumatology, Physical Medicine, Neurology, Osteopathy, and Electromyography.

All specialists within the Medical Center work together to provide comprehensive care focused on recovery and improving quality of life.

THERAPEUTIC AREAS

The Rehabilitation Center is oriented toward the following therapeutic fields:

- Rehabilitation of individuals **injured during sports activities**
- Rehabilitation of patients with **osteoarticular problems**
- Rehabilitation of patients with **respiratory diseases**
- **Respiratory physiokinesitherapy**
- **Rehabilitation of patients with cardiovascular diseases:**
through clinical-diagnostic and therapeutic protocols for post-infarction patients (exercise, functional assessment, nutritional education, etc.), physiotherapy, and aquatic therapy
- **Home-based patient rehabilitation (ADI):**
for individuals in fragile conditions, characterized by partial or total self-care limitations, inability to walk, or impossibility to be transported to outpatient clinics

PHYSIOTHERAPEUTIC TREATMENTS

Including neuromotor re-education programs, active and passive kinesitherapy, therapeutic massage, and techniques aimed at specific clinical conditions (postural and corrective gymnastics, cervical traction, lymphatic drainage, myofascial manipulation, etc.), as well as rehabilitative exercises in the gym to restore everyday motor functions.



PHYSIOTHERAPY TREATMENTS WITH ELECTROMEDICAL EQUIPMENT

These include:

- **Tecar therapy** (capacitive and resistive diathermy):
Uses a principle that acts on deep biological tissues. The combination of Tecar therapy and manual massage provides immediate pain relief and accelerates healing times.
- **5-watt high-power ultrasound:**
A modern medical device that penetrates deep into osteoarticular tissues affected by inflammatory, edematous, or fibrotic processes.
- **Shockwave therapy:**
High-energy acoustic waves used to treat tendon disorders and bone calcifications. Their main advantage is that they stimulate tissue regeneration and effectively relieve pain in a short time.
- **Biofeedback associated with electrotherapy for pelvic floor rehabilitation:**
Electromyographic biofeedback is a system that detects muscle contraction signals and visually displays them on a monitor, helping guide therapy.
- **High-power laser:**
A next-generation device designed to penetrate deeply into osteoarticular tissues affected by inflammatory processes.

PHYSIOTHERAPY TREATMENTS IN WATER

For the rehabilitation of trauma patients or post-surgical recovery:

Water therapy, due to the partial absence of gravity, is effective for rheumatic conditions (hip and knee osteoarthritis, spinal disorders), as it improves joint mobility, muscle tone, and reduces pain.

For the rehabilitation of patients with vascular disorders:

Aquatic therapy is performed in therapeutic pools with dual tubs (hot and cold), water jets for hydromassage, and a counter-current swimming system.

It is recommended in cases of arterial or venous circulatory insufficiency, varicose veins, post-thrombotic conditions, and to reduce swelling in the lower limbs.



REHABILITATION – INTEGRATED HOME CARE (ADI) AND CLINICAL RISK

The Integrated Home Care (ADI) service is organized and managed by Terme Santa Lucia as part of the Rehabilitation Center. It allows citizens who are unable to physically access the outpatient clinic to benefit from rehabilitation and functional re-education services at home. These include personalized programs and protocols with attention to clinical risk management (e.g., patient identification, hand hygiene and glove use, uniform and equipment sanitization).

SERVICE DESCRIPTION

All citizens in need of rehabilitation and functional re-education treatments—temporarily or permanently unable to access care in hospitals or outpatient clinics—can benefit from the Integrated Home Care service (e.g., bedridden individuals, people with severe disabilities, degenerative diseases).

Specifically, the service is intended for people in fragile conditions, such as:

- Partial or total lack of self-sufficiency, whether temporary or permanent
- Inability to walk
- Inability to travel to outpatient healthcare facilities capable of meeting their needs

Service delivery methods

- A specialist in Physical Medicine and Rehabilitation (PM&R) from AST Macerata visits the patient and assesses the need for home-based care
- The specialist sends the medical file to the Rehabilitation Clinic at Terme Santa Lucia with the requested services
- The patient is contacted by the Management of the Rehabilitation Clinic to coordinate the start of care and define the care plan

Terme Santa Lucia, thanks to the high professionalism of its staff, aims to build user trust by fostering a relationship based on human connection and care. This is expressed through availability, active listening, empathy, and courtesy—essential qualities when caring for a person.

The approach is based on:

- Focusing on the individual and their needs
- Addressing the issues to be resolved
- Working toward specific goals



ADI patient file

The service is provided within the timeframe defined at the time of enrollment. During the intervention period, Terme Santa Lucia organizes a detailed plan of the services, documented in a digital patient file. This file includes the names of the prescribing physician and the referring physiotherapist (with their phone numbers), the name of the care coordinator, the patient's demographic information, the presence of family members or caregivers, the start date of home care, diagnosis, clinical observations and assessments (e.g., fall risk, disability evaluation, pain, allergies), type of treatments provided, any assistive devices used, family or caregiver involvement, verification of medium- and long-term physiotherapy goals, and closure of the treatment.

SERVICE OBJECTIVES

- **Objective 1**

Ensure physiotherapy programs aimed at maintaining and, where possible, improving the patient's physical condition.

- **Objective 2**

Provide motor, orthopedic, postural, and respiratory rehabilitation to avoid hospitalization in long-term healthcare or social-healthcare facilities.

- **Objective 3**

TELEMEDICINE IN ADI

Ensure continuity in rehabilitation care through the use of secure digital support systems.

The integration of telecommunication tools into home rehabilitation enables real-time management of basic rehabilitation services using both digital and paper-based data. Appropriate technologies ensure reliable communication between healthcare providers at the main center and the patient's home.

This system also allows patients and caregivers to contact healthcare professionals as needed, thus ensuring continuity of care.

Secure real-time communication allows for the exchange of data, images, and video between professionals and patients in both directions.



PART THREE

CORE PRINCIPLES OF THE ORGANIZATION

All information regarding access procedures to the treatments offered by the thermal facility, the duration of the thermal season, and the weekly opening days and hours is available at the Reception and Admissions Office of the Terme.

Here, you may also consult the Service Charter, which is distributed to all clinics within the thermal complex, available at company access points, and published online.

ACCESS PROCEDURES FOR THERMAL TREATMENTS

Paid Services

You must visit the Medical Clinic of the Santa Lucia Thermal Center, where the doctors will be available to assess your condition and prescribe a personalized therapeutic program.

After completing the admission visit and identifying the most suitable treatment cycle, simply go to the reception desk to finalize the access procedures.

Covered by the National Health Service (S.S.N.)

You must first consult your general practitioner, who will evaluate whether thermal therapy is appropriate to treat or prevent the diagnosed condition.

With the referral issued by your physician, you can go directly to the Terme Santa Lucia for the admission visit and complete the access procedures.

The red prescription form must be filled out by your general practitioner using a regional prescription pad, and must indicate a condition covered under Ministerial Decree dated 15.12.1994, along with the corresponding treatment cycle.

This completed form entitles the patient to a 12-day treatment cycle and the related admission medical visit.

AGREEMENT WITH THE NATIONAL HEALTH SERVICE (S.S.N.)

Terme Santa Lucia in Tolentino is accredited with the National Health Service.

The departments under the agreement with the S.S.N. include:

- The Thermal Center for Inhalation Therapy, Hydrotherapy, Gynecological Treatments, Hearing Loss Therapy (Rinogena Therapy), and Balneotherapy
- The Sports Medicine Center, accredited for issuing fitness certificates for competitive sports activities
- The Rehabilitation Center and Integrated Home Care Service (ADI)

Patients are entitled to one cycle of thermal treatments per year covered by the National Health Service, paying only the standard fee (ticket). Certain protected categories (e.g., war-disabled individuals, blind or deaf persons, and civilians with disabilities over 66%) may be eligible for an additional treatment cycle within the same year.



HEALTHCARE FEE (TICKET) REGULATIONS

€ 55.00 Ticket

- Applies to all citizens aged between 6 and 65 years, excluding those entitled to exemptions.

€ 3.10 Ticket

- Children under 6 and adults over 65 with a household income up to €36,151.98.
- Pensioners over 60 and unemployed individuals with a household income below €8,263.31, or up to €11,362.05 if a spouse is dependent, plus €516.46 for each dependent child.
- Individuals with disabilities, only for the relevant condition, and those with different types or degrees of disability.

Full Exemption

- Citizens with 100% disability, individuals who are blind, severely disabled workers, war-disabled individuals (based on category), and civil servants with first-category service-related disabilities.

In all cases, the general practitioner must include the exemption code on the prescription to validate exemption eligibility.

BOOKINGS AND WAITING LIST MANAGEMENT

The Inhalation Therapy, Rinogena Hearing Therapy, and Hydrotherapy departments are equipped with multiple devices allowing open access year-round, with minimal wait times.

- Bookings are required only for the following departments:
- Balneotherapy and Gynecology
- Sports Medicine Center
- Rehabilitation Center and ADI (Home Care)
- Specialist Medical Clinics
- Aesthetic Center

Appointments can be made directly at Terme Santa Lucia or by calling +39 0733 968227.

If booking in person, a receipt will be issued indicating the date and time.

If booking by phone, a confirmation receipt must be collected from the front desk at Terme Santa Lucia. In all cases, patients must confirm their appointment the day before. Please note: if the appointment is confirmed but the patient fails to attend without prior notice, the booking is automatically cancelled for the remaining dates.

Waiting lists are managed according to the date the request is submitted, the type of service, and any urgent requests, processed depending on specialist availability and department operating hours. The facility reserves the right to prioritize emergencies.

In the event of technical issues that interfere with the regular provision of therapy, the company will make every effort to reschedule the service.



OPENING HOURS

THERMAL FACILITY

Open: April – December

Hours: 07:30 – 11:30 / 15:00 – 19:00

The Thermal Facility is closed on public holidays and Saturday afternoons.

SPORTS MEDICINE CENTER

Open year-round

Hours: Monday to Friday 08:00 – 12:00 / 14:00 – 18:00

Saturday 08:00 – 12:00

REHABILITATION CENTER

Open year-round

Hours: Monday to Friday 08:00 – 13:00 / 14:30 – 20:00

Saturday 08:00 – 12:00

“BASE” SERVICE FOR HOME REHABILITATION CARE

Hours: Monday to Friday 08:00 – 13:00 / 14:30 – 20:00

Saturday 08:00 – 12:00

MEDICAL CENTER

Open year-round

Hours: Monday to Saturday 08:30 – 20:00

THERMAL AESTHETIC CENTER

Open year-round

Hours: Monday to Friday 08:30 – 20:00

Saturday 08:30 – 16:30

NUTRITION AND MOVEMENT CENTERS

Open year-round

Hours: Monday to Friday 08:00 – 20:00

Saturday 08:00 – 12:00

LOCATIONS AND CONTACTS

TOLENTINO (MC)

- Thermal Facility
- Medical Center
- Sports Medicine Clinic
- Rehabilitation Center
- Aesthetic Center

C.da Santa Lucia
 T. +39 0733 968227
 Fax +39 0733 958042
info@termesantalucia.it
www.termesantalucia.it

- Nutrition and Movement Center
- Rehabilitation and ADI Clinic

V.le XXX Giugno, 46
 T. +39 0733 956050
 Fax +39 0733 956049
tolentino@am-vita.it
www.am-vita.it

- Headquarters

A.S.S.M. Spa
 Via Roma, 36
 T. +39 0733 95601
www.assm.it



MACERATA

- Nutrition and Movement Center
- Sports Medicine Clinic

Via G. Valenti, 93/95
 62100 Macerata
 T. +39 0733 261600
macerata@am-vita.it
www.am-vita.it

CIVITANOVA MARCHE (MC)

- Sports Medicine Clinic
- Specialist Clinics

Via Einaudi, 394
 T. +39 0733 776123
 Fax +39 0733 781331
civitanova@termesantalucia.it

LORETO (AN)

- Nutrition and Movement Center
- Rehabilitation Clinic

Via Filello, 4
 T. +39 071 7590035
loreto@am-vita.it
www.am-vita.it



ORGANIZATION

The Quality Manager is Eng. Sandro Meschini.

The Safety Manager is Eng. Sandro Meschini.

The Manager for the Prevention of Corruption and Transparency (RPCT) is Dr. Rosalia Calcagnini.

The Data Protection Officer (DPO) is Dr. Rosalia Calcagnini.

Dr. Ovidio Ciarpella, an ENT specialist, is the Medical Director of healthcare services at the Thermal Center. He:

- Coordinates and supervises staff activities, oversees work organization, and handles training.
- Coordinates the healthcare services provided at the Thermal Facility, particularly those by specialist physicians.
- Ensures correct application of regulations in thermal healthcare.
- Verifies the adequacy of diagnostic and therapeutic equipment used at the Thermal Center.
- Oversees service quality, with a focus on disinfection and sterilization processes.

Dr. Laura Pecilli, a Sports Medicine specialist, is the Medical Director of the Sports Medicine Center, Rehabilitation Center, and ADI (Integrated Home Care). She:

- Coordinates and supervises staff activities, work organization, and training.
- Oversees the work of specialist physicians.

STAFF

- Medical Directors
- Specialist Physicians
- Specialists for Thermal Treatment Evaluation
- Nurses
- Rehabilitation Therapists
- Physiotherapists
- Thermal Assistants
- Audiometrists
- Beauticians
- Reception Staff
- Maintenance and Technical Staff

ORGANIZATIONAL ETHICS

The activities of the Terme are based on respect for the ethical, moral, professional, and legal standards that govern the practice of medicine and the provisions set out in the Code of Ethics of ASSM S.p.A.

Healthcare personnel are required to behave in accordance with the code of ethics and to protect the dignity of individuals regardless of race, gender, language, religion, or political beliefs.

All services are guaranteed to every citizen impartially and fairly.



PATIENT RIGHTS

- 1.** The patient has the right to receive care and assistance with diligence and attention, in full respect of human dignity and their philosophical or religious beliefs. They also have the right to be addressed formally using the respectful “Lei” pronoun.
- 2.** The patient has the right to receive from the thermal facility all relevant information regarding the services provided, the procedures for access, and the qualifications involved. They also have the right to immediately identify the staff members they interact with when undergoing treatment.
- 3.** The patient has the right to receive complete and comprehensible information from the healthcare provider about their diagnosis, proposed treatments, and related prognosis.
- 4.** The patient has the right to be informed about alternative diagnostic or therapeutic options, including those available at other facilities.
- 5.** The patient has the right to ensure that all data related to their condition is kept confidential, except where otherwise required by law.
- 6.** The patient has the right to file complaints, which must be promptly reviewed, and to be informed in a timely manner about the outcome.

PATIENT RESPONSIBILITIES

When accessing a healthcare facility, the patient:

- Must behave respectfully toward other patients and cooperate with healthcare and technical staff.
- Must respect the facilities, equipment, and furnishings.
- Must maintain courteous behavior and avoid causing discomfort or disturbance to others.
- Is strictly prohibited from smoking, in accordance with current regulations.
- Must comply with the established access times and conditions for the services offered.



PART FOUR

CUSTOMER SATISFACTION, COMPLAINTS COLLECTION PROCEDURE, AND QUALITY IMPROVEMENT PLAN

User feedback provides important insights that can influence the success or failure of a business. Customer loyalty is a clear indicator of a company's growth. Building user loyalty and ensuring satisfaction with the services and goods received is essential. The performance indicator used to measure user satisfaction is known as Customer Satisfaction.

To this end, Terme Santa Lucia has developed a satisfaction questionnaire to assess users' approval of services. These questionnaires are available in waiting rooms, at the Reception/Admissions desk, and downloadable from the website, where the "Terme Santa Lucia" logo is displayed. In a continuously evolving healthcare environment, the need to ensure high-quality service standards is increasingly relevant — both in public and private healthcare facilities. Today, there is strong awareness of the challenges organizations face in guaranteeing quality and meeting commitments made to users.

Improving quality by ensuring effective healthcare delivery, and aligning provided quality with perceived quality, is one of the most important goals of the Terme's corporate strategy.

To this end, the Thermal Center is committed to:

- Identifying users' needs and expectations
- Designing, producing, and delivering services and goods that meet user requirements (e.g., satisfaction questionnaires)
- Establishing appropriate quality standards and measuring whether they are achieved
- Defining mechanisms for identifying and correcting production errors (e.g., complaints handling procedures)

Over the past few years, the facility has been involved in numerous national studies and surveys in collaboration with leading Italian spas and epidemiological projects, which have provided valuable insights into patient numbers and satisfaction. These findings, together with medical and scientific discussions, have highlighted key aspects of thermal service quality.

Based on these insights, a QUALITY IMPROVEMENT PLAN was developed. It includes the formation of an internal quality team and the creation of a quality system in line with accreditation standards from the Regional Authority of Marche for public and private healthcare and social care facilities.

The implementation of this plan will support the reorganization of the entire care process, ensuring maximum user satisfaction while maintaining high levels of operational and economic efficiency.

Initiatives focus on continuous quality improvement through:

- Identifying system weaknesses
- Defining clear quality criteria
- Planning and executing improvement actions
- Proper communication of relevant information
- Ongoing performance monitoring
- Research into new enhancement opportunities

The organization implements improvement actions in collaboration with citizen advocacy groups and patient associations.



First Phase

The thermal facility has developed a TRAINING PLAN essential for managing innovation and change toward achieving higher quality standards.

The plan includes:

- In-house seminars covering the following topics: hygiene and first aid basics, safety, quality, and accreditation of thermal facilities
- Thermal applications. At the end of each seminar, the staff's level of learning will be assessed through evaluation tests
- Medical conferences on topics such as: Cardiology and Sports Medicine, ENT (Otorhinolaryngology), Orthopedics, and Rehabilitation

The Training Plan will continue in the following years with additional seminars, conferences, and participation of thermal staff in certified training courses for Thermal Operators, as established by Article 9 of Law No. 323 of October 24, 2000, on the Reorganization of the Thermal Sector.

Second Phase

The quality plan defines goals and methods for evaluating outcomes using scientifically validated tools such as clinical audits, guideline adherence metrics, questionnaires, and specific verifications including external quality audits.

Third Phase

The quality delivered must then be reviewed and corrected through compliance checks. To this end, the Company carries out systematic reviews to verify the completeness and consistency of improvement actions — at least annually — in order to assess real progress in quality development. These reviews help identify mechanisms for detecting and correcting any shortcomings.

Fourth Phase

Additional measures will be defined and adopted as needed to achieve accreditation.



PROTECTION AND MONITORING MECHANISMS COMPLAINT MANAGEMENT

A.S.S.M. S.p.A., the organization that includes Terme Santa Lucia, has implemented a formal procedure for “Complaint Management – Requests for Information.” The aim is to regulate the activities and responsibilities involved, simplifying access for citizens wishing to report inefficiencies or express new needs.

Reports can be submitted via letter, phone call, fax, or by filling out a specific form available on the website or within the thermal complex.

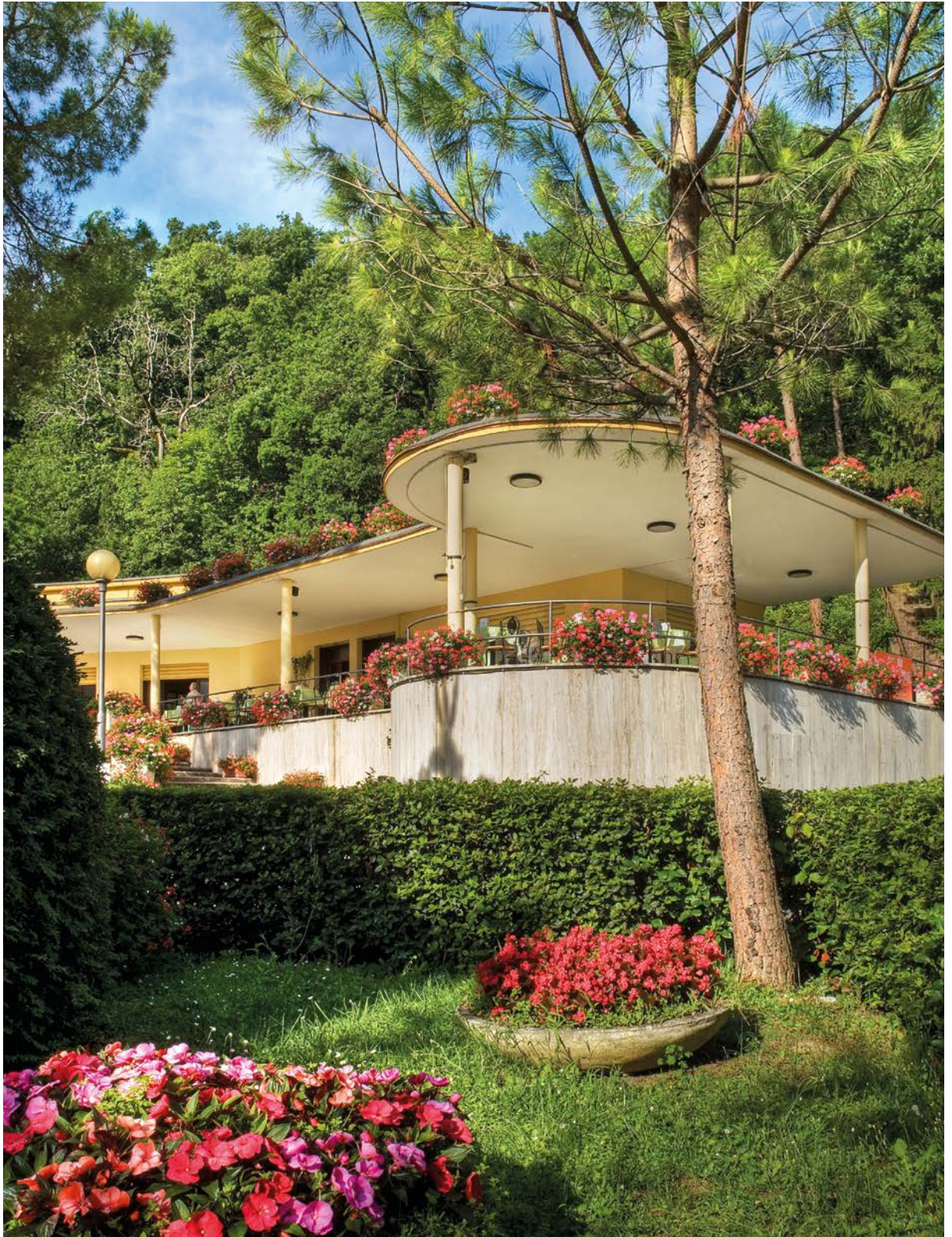
Once a complaint is received and officially logged, the reception staff completes a “Complaint Management” form and forwards it to the General Director and the Head of the “Care and Wellness” Department, requesting a detailed report from the latter.

Once received, the appointed Manager promptly provides all the necessary information to respond, and may proceed as follows:

- Request further clarifications or documents from the user, either directly or through the front desk
- Carry out or request an inspection, investigation, or in-depth inquiry by the department staff to assess the issue, reporting the findings in a technical report

The complaint must be submitted in writing within 15 days from the date the incident occurred or became known. If the issue was initially reported verbally, the user will still be asked to submit a written complaint or to complete the appropriate form.

For complaints that cannot be resolved immediately, a case is formally opened and forwarded to the General Management. The Secretariat and the Medical Director will be involved to implement all necessary actions to prevent recurrence of the problem and provide a detailed written response to the user within 30 days.





CONDITIONS THAT BENEFIT FROM THERMAL TREATMENTS

Musculoskeletal and Rheumatic Disorders

DIAGNOSES

- Osteoporosis and other degenerative conditions
- Extra-articular rheumatism
- Rheumatic-origin cervicalgia
- Non-herniated discopathy
- Osteoarthritis
- Scapulohumeral peri-arthritis

THERMAL TREATMENTS

- 12-session cycle of therapeutic baths

Urinary Tract Disorders

DIAGNOSES

- Urinary stones and recurrences

THERMAL TREATMENTS

- Hydropinic therapy
12 sessions of thermal water drinking

Respiratory Tract Disorders

DIAGNOSES

- Simple chronic bronchitis
- Chronic Obstructive Pulmonary Disease (COPD)
- Asthmatic or spasmodic bronchitis
- Recurrent chronic bronchitis

THERMAL TREATMENTS

- 24-session cycle of inhalation therapy:
inhalations, aerosols, humage, nebulizations

Upper Airways (Nose, Throat)

DIAGNOSES

- Vasomotor/allergic rhinitis – Rhinosinusitis
- Chronic sinus/bronchial syndromes
- Chronic pharyngitis – Adenoid/tonsil hypertrophy
- Chronic laryngitis

THERMAL TREATMENTS

- 24-session cycle of inhalation therapy:
inhalations, aerosols, humage, nebulizations

Ear Conditions

DIAGNOSES

- Tubal stenosis
- Chronic catarrhal otitis – Tubal catarrh

THERMAL TREATMENTS

- Treatment cycle for hearing disorders:
12 insufflations – politzer therapy – and 12
inhalation treatments

Gynecological Conditions


DIAGNOSES

- Leucorrhea
- Chronic vaginitis

THERMAL TREATMENTS

- 12-session cycle of vaginal irrigations





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