



General information and in-depth description
of **all the services** of a healthcare facility that is
always in step with innovation.

Together, for a better life.

Service charter

The service charter is a document required by the directive of the Council of Ministers dated 19/5/1995. We believe that this document, besides meeting the formal requirements, is a fundamental tool to guarantee and protect the well-being and health of all our patients. This service charter contains a lot of useful information on how to access all our services and allows patients to verify our commitments and require compliance with them.

dr. Sergio Maluta
Medical Director

A handwritten signature in black ink, appearing to read 'S. Maluta', positioned below the printed name and title.

Our history

Studio Medico Serena was established in 1979 in Padua as a physiotherapy and radiology centre under an agreement with the Italian national health service.

Over the years we have worked to improve the efficiency of the structure and the quality of the services offered, always focusing on the patient.

Today we are a regional centre of excellence for physical and rehabilitative therapies and for diagnostic imaging, accredited by the Italian NHS (no. 607901). We continue to operate in our original headquarters in via d'Acquapendente n°4/AB in Padua.

Our working hours are: Monday to Friday from 7:00 am to 8:00 pm.

Impartiality: our personnel are committed to treating all the patients equally and fairly.

Continuity: continuous high-quality services are guaranteed to all patients.

Right of choice: every citizen, once in possession of the specific prescription by his/her physician, can choose the healthcare facility from which to receive the treatment needed.

Participation: we guarantee all citizens the right to collaborate, with their observations and suggestions, in the correct provision of services and the improvement of the services offered by the structure.

Before the provision of the required services, all patients receive extensive information regarding informed consent.

Efficiency: we guarantee maximum efficiency and safety.

We take appropriate measures to achieve these objectives, providing services in accordance with internal protocols based on the most up-to-date international scientific knowledge.

Our principles

Equality: citizens are provided with equal services, regardless of age, sex, language, nationality, religion, political opinions, customs, physical, mental, economic conditions, and personality.



Organization and services

Medical director

Dr. Sergio Maluta

Management representative

Mrs. Letizia Ingrosso

Reception manager

Mrs. Susanna Bettelle

Quality control manager

Mrs. Letizia Ingrosso

Data Protection Officer (DPO)

Mrs. Letizia Ingrosso

Multiple professionals work in an integrated manner at Studio Medico Serena: medical specialists in physical

medicine and rehabilitation, radiology specialists, radiology technicians, physiotherapists and administrative staff. All personnel are provided with an identification badge indicating their name, surname and position. Studio Medico Serena offers the following health services:

PHYSICAL THERAPIES

- hilterapia
- laser therapy
- Tecar therapy
- hyperthermia
- diathermy
- smart therapy
- ultrasound therapy
- magnetic therapy
- TENS



- electrotherapy
- cryotherapy

REHABILITATION TREATMENTS

- perineal rehabilitation
- equipped gym: for corrective exercise for scoliosis, neurological, orthopedic, and respiratory problems, and group rehabilitation of motor function
- exoskeleton: bionic prosthesis that enables those who have lost the use of legs to walk again

MASSOTHERAPY

- manual lymph drainage
- massage therapy

ALTERNATIVE MEDICINE TREATMENTS

- neuromuscular taping

- osteopathy
- fisioscissione
(manual myofascial treatment)

DIAGNOSTIC IMAGING TESTS

- x-rays of the upper and lower limbs
- x-rays of the chest, spinal column, pelvis, hips and skull
- x-rays for scoliosis
- temporomandibular joint x-rays and orthopantomography (panoramic x-rays)
- stress radiography
- teleradiography
- ultrasound of the abdomen, soft tissue parts, salivary glands, breast, head/neck, inguinal/pelvic and testicular area, and thyroid

Further information regarding the main services is provided in the following pages.

Scheduling appointments, paying and obtaining results

For any additional information, contact Studio Medico Serena by calling +39 049 687899 or by visiting the website studiomedicoserena.it.

APPOINTMENTS

Appointments for diagnostic exams, therapies and treatments must be made directly at the reception or by telephone, Monday to Friday, from 7:00 am to 8:00 pm. In order to allow us to provide services under agreement with the Italian National Health Service, that is, using your doctor's prescription, this must contain the following data:

- name, surname and age
- Italian National Health Service number, tax code and any specification of payment exemption rights
- type of service prescribed
- diagnostic purpose or diagnosis
- stamp and signature of the requesting doctor

- date
- service priority class

Minors must always be accompanied by a parent or other adult with a proxy. When you come to Studio Medico Serena for services, we request that patients bring any personal clinical documentation available: any health records, x-rays or other testing or analyses conducted, your medical card, the prescription issued by your physician, and your tax ID number.

PRIVACY POLICY

At the reception counter, we inform patients about the processing of sensitive personal data in accordance with the laws in force. Our administrative staff is available to provide any further information regarding the regulations applied for the protection of privacy.

CANCELLATION

In case of failure to cancel appointments or of a late cancellation, meaning less than three days in advance, the patient will be required to pay the copay (ticket), even if fully exempt, in compliance with D.G.R. [regional council resolution] n°600 of 13/03/2007.

PPAYMENT

Payment for services shall be made at the

beginning of the treatments. Those who use the benefits of the National Health Service and are not fully exempt must pay the copay (ticket) calculated according to the current legislation and rates.

The copay amount is the same at both public health facilities and private facilities having an agreement with the Italian NHS, such as Studio Medico Serena. Self-certification regarding the exemption from the payment of the copay is permitted by law for certain categories of patients and our administrative staff is available for further information on the matter.

Quality and helpful information

At Studio Medico Serena we are committed to the continuous improvement of our services and always place the patient at the centre of our activities.

All our staff, both medical and technical, regularly attend professional refresher courses and scientific conferences. The entire structure engages in projects regarding research, innovation, and dissemination of information in the field of rehabilitation medicine and diagnostic imaging.

As evidence of our commitment to ensuring the quality of the entire structure, we are quality certified according to the EN ISO 9001:2008 standard.

WAITING LISTS

We are committed to ensuring compliance with the waiting standards established by the current regional regulations (D.G.R. n° 600 of 13/03/2017) and try, when possible, to reduce them.

SAFETY AND LIABILITY OF THE STRUCTURE

Our facility complies with all the safety standards provided for by law and we meet all the necessary requirements in order to be granted the relevant permits to operate. We expect that the patients accessing our facilities are autonomous and self-sufficient, able to walk independently and behave responsibly in relation to the environment they are in.

Otherwise, the patient must be assisted by a caretaker or guardian. The staff of Studio Medico Serena shall not be held liable in civil and criminal proceedings for damages suffered by patients who are not autonomous or self-sufficient.

RELATIONSHIP WITH THE PATIENT AND TRANSPARENCY

We are committed to putting all patients at ease, offering a pleasant environment and ensuring that our staff are

professional but also accommodating and understanding. Within the limits allowed, we offer scheduling flexibility in order to satisfy the most varied requests. We maintain a continuous relationship with the health professionals who prescribe or recommend our therapies with the aim of encouraging them to entrust their patients to us with the utmost confidence and of creating a synergy that leads to the healing of diseases.

PATIENT RIGHTS AND PROTECTION

Complaints and communications regarding the services listed in our

service charter, or regarding agreements made during the scheduling and reception phase, may be presented or submitted to our reception service using the relevant form or by means of the patient satisfaction questionnaire form. The feedback thus collected is used for statistical purposes on customer satisfaction and for the continuous improvement of our services.

The contact people for any complaints are the administrative director and the medical director, who will take appropriate measures as soon as possible. The patient's attention and collaboration



enables us to work better, not only to satisfy his or her needs, but also to give all other patients the opportunity to receive high quality services.

Physical therapies

The physical therapies we offer include all those applications that involve the use of some form of physical energy for rehabilitation, analgesic or therapeutic purposes. Among these, the most commonly preferred are:



LASER THERAPY

HILTERAPIA® AUTHORIZED CENTRE

→ hilterapia®

→ Infrared/helium–neon laser

→ power laser therapy

These special electromagnetic waves have a high concentration that ensures effective penetration into the tissues. While using the laser, both the patient and the operator must wear special glasses to protect the retina from the waves produced by the device.

A handpiece to slide the laser over the affected part or a static application tool may be used.

✦ *Recommended for:*

- *inflammatory states*
- *pain*
- *edema*
- *muscle trauma*
- *osteoarthritis*
- *post trauma rehabilitation*

THERMOTHERAPY (HEAT THERAPY)

→ hyperthermia

→ cryotherapy

→ smart therapy and Tecar therapy

Thermotherapy is a form of physical therapy that uses heat to achieve therapeutic effects.

Exogenous thermotherapy involves an exchange of thermal energy between the environment and the body surface.

In contrast, endogenous therapy involves the deep penetration of heat through the use of electromagnetic waves.

The biological effects of heat are the activation of cellular metabolism, vasodilation, and muscle relaxation, so there will be trophic, analgesic and muscle relaxant effects. Depending on the type of heat or cooling required, the various devices indicated above can be used.

⊕ **Recommended for:**

- *sports injuries*
- *compression syndromes*
- *localized pain*

ELECTROTHERAPY

- galvanic currents
- interferential currents
- diadynamic currents
- currents with motor excitation effects
(for normal and denervated muscles)
- transcutaneous electrical nerve stimulation (Tens)
- iontophoresis

Small electrical pulses, with alternating or continuous current, are very useful to stimulate the denervated muscle or to strengthen the innervated muscle with the aim of reducing muscular inactivity, or hypotrophy, following interventions or injuries.

These tools can also be used for pain relief

or to help absorb specific medications.

Thus, the types indicated above are dependent on the type of current used in relation to the desired therapeutic results.

⊕ **Recommended for:**

- *local, acute and chronic inflammation*
- *muscle or nerve pain*
- *arthrosis and arthritis*

ULTRASOUND THERAPY

Some minerals, when subjected to an alternating electric field, produce ultrasounds. These special sound vibrations, inaudible to humans, produce heat and simultaneously generate a micromassage for the underlying tissues. The use of ultrasound occurs by contact with the affected part, with the application of a gel or water.

⊕ **Recommended for:**

- *tendon, ligament, and muscular pathologies*
- *inflammatory states*
- *stiffness and joint degeneration*

MAGNETIC THERAPY

Magnetic therapy devices create magnetic fields by means of a solenoid, or a cylindrical device with a current flowing that generates a magnetic field.

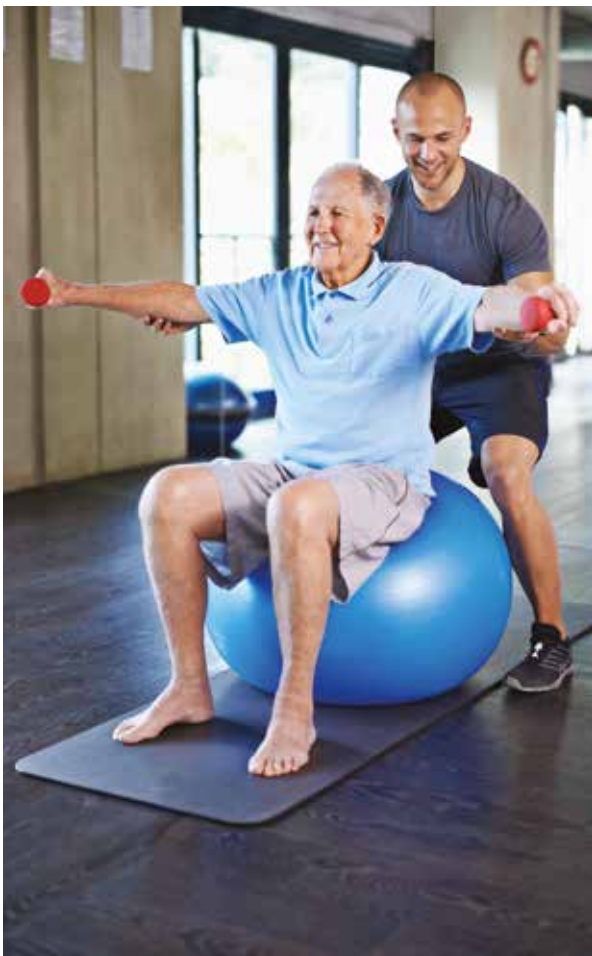
The waves emitted by these instruments

are of low intensity, variable frequency and non-ionizing, that is, not absorbed by organs or tissues.

The solenoid is placed on the part of the body to be treated and does not create any pain or discomfort for the patient.

⚙ **Recommended for:**

- *inflammation*
- *edema*
- *recent fractures or tissue damage*



Rehabilitation treatments

Rehabilitation is the complex of evaluative, diagnostic, therapeutic and other procedures, aimed at helping the patient to regain the normal ability to walk and move, supporting reintegration at work, school, in the family, in society, etc.

The main rehabilitation treatments offered are:

PERINEAL REHABILITATION FINCO AUTHORIZED AND ACCREDITED CENTRE

Perineal rehabilitation aims to restore the function of the pelvic musculature.

Due to pathologies such as chronic increase in abdominal pressure, obesity or constipation, or physiological events such as childbirth or severe stress, surgery or advancing age, problems of urinary or fecal incontinence may develop. Thanks to specific kinesiotherapy treatments, such as Kegel exercises, targeted electrostimulation, or biofeedback techniques that assist the patient in becoming aware of states of involuntary tension or relaxation, it is possible to considerably reduce or permanently eliminate these annoying disorders.



✦ **Recommended for:**

- *fecal and urinary incontinence*
- *pre- or post-birth rehabilitation*
- *erectile and sexual dysfunction*
- *menopause*

ORTHOPEDIC REHABILITATION

Patients with outcomes following polytrauma or surgery, such as hip or knee replacements, ligament reconstructions, shoulder or ankle surgery, are treated by us in order to facilitate a full recovery of the affected joint functions. The treatment takes place using specific protocols based on the type of surgery undergone and also includes physical therapy sessions with electromedical devices.

✦ **Recommended for:**

- *post trauma and injury rehabilitation*
- *rehabilitation following orthopedic surgery*

EXOSKELETON

Phoenix is the most innovative and lightest exoskeleton on the market, able to help those who have lost the use of their legs to walk again. Studio Medico Serena is the authorized centre of reference for the province of Padua to carry out the initial specialized evaluation of suitability for the use of this modern prosthesis and for any necessary training. Phoenix can help increase muscle strength, improve the efficiency of the

cardiovascular system, respiratory capacity and bladder and intestinal functions, but above all it can help to improve psychological and social functioning.

✦ **Recommended for:**

- *walking impairment*
- *paraplegic patients*

NEUROLOGICAL REHABILITATION

Very often, after the medical treatment of an acute central nervous system event, outpatient rehabilitation is required.

We provide the rehabilitation process to facilitate the recovery of neuromotor, cognitive, and language functions thanks to targeted physiotherapy and speech therapy treatments.



✦ **Recommended for:**

- *cerebrovascular accidents or strokes*
- *multiple sclerosis*
- *Parkinson's*
- *infantile cerebral palsy*
- *head injuries*
- *paresis*
- *rehabilitation following brain surgery*

CORRECTIVE EXERCISE FOR SCOLIOSIS

Kinesiotherapy can be an important aid for the prevention or reduction of functional damage caused by minor scoliosis.

All the exercises proposed during this rehabilitation process are performed in the presence of the therapist and have as their main objective the development or strengthening of various physiological

functions including balance, postural control, axial stability of the trunk, muscle tropism, and respiration.

Our kinesiotherapy treatments are also critical for the treatment of forms of developmental scoliosis, in order to prevent or treat the functional damage caused by orthopedic treatments, such as the use of braces and/or surgery.

✦ **Recommended for:**

- developmental scoliosis
- minor scoliosis

BACK SCHOOL

This is a group treatment program to prevent and treat back and neck pain. This is not mere exercise, but rather a





specific program developed to teach how to exercise and to illustrate the correct postures, in addition to giving suggestions that can be followed, even at home, to prevent annoying disorders. The program provides indications on how to use the vertebral column properly, to improve the performance of the cardiovascular system, and to gain in-depth knowledge of the mechanisms of pain and stress.

✦ **Recommended for:**

- *chronic back pain*
- *myotensive neck pain*
- *muscular and physical stress*

PILATES

This type of exercise helps patients hold

a good posture and move harmoniously. Over the years this method has proved to be beneficial for people's health thanks to specific techniques related to concentration, breathing and stretching. With the Pilates technique, even the most complex exercises can be practiced simply and with therapeutic efficacy. Pilates can also be very useful in combination with rehabilitative treatments.

✦ **Recommended for:**

- *postural problems*
- *neck pain*
- *maintaining physical fitness*
- *increasing muscle tone*
- *rehabilitation*

RESPIRATORY REHABILITATION

This special type of rehabilitation is useful in obstructive or restrictive bronchopulmonary pathologies, as well as for dysfunctions of the neurovegetative system.

This kind of rehabilitation is very important also in presurgical phases to improve lung function. It is based on the use of a series of trunk and limb exercises, on postural extensions, and positions that facilitate the respiratory function and the fluidification of mucus as well as its expectoration.

✦ **Recommended for:**

- *chronic lung diseases such as COPD*
- *pulmonary emphysema*
- *pneumonia*
- *chronic bronchitis*
- *cystic fibrosis*

Massotherapy

Massotherapy includes all the special manual therapeutic massages of muscles and connective tissue.

It is aimed at preventing and alleviating diseases of the musculoskeletal and lymphatic systems through its direct and indirect effects.

We perform the following types of massage treatments:

LYMPHATIC DRAINAGE MASSAGE

- lymphatic drainage based on the Vodder method
- lymphatic drainage based on the Leduc method

In our centre we practice manual lymphatic drainage following the protocols of the two main schools on the subject: Vodder and Leduc.

Lymphatic drainage is a special type of massage therapy, indicated as a treatment of reference for lymphatic system pathologies.

This special massage is performed starting from the peripheral areas of the body and working towards the internal organs to facilitate the drainage of stagnant lymphatic fluids.

✦ **Recommended for:**

- *primary and secondary lymphedema*
- *edema*
- *venous/lymphatic stasis*
- *water retention and cellulite*
- *neurovegetative system regulation*

THERAPEUTIC MASSAGE

- decontracting
- connective
- scarring

Therapeutic massage normally begins with some relaxing stroking movements

or with a long or circular friction to warm the body, followed by specific movements to tone the muscles.

Depending on the specific needs of the patient, the specialized massage therapist performs the most suitable type of massage.

✦ **Recommended for:**

- *muscle contractions and hypertonia*
- *chronic and acute pain*
- *postural problems*
- *treatment of physical traumas, injuries and surgery*

Medical imaging

Medical imaging is the set of techniques and processes of creating visual representations of the interior of a body for clinical analysis.

The results of all imaging tests are provided on CD or on x-ray film.

When the electromagnetic waves produced by the x-ray equipment pass through different tissues, the latter absorb different amounts of radiation thus enabling the creation of pictures of the internal parts of the body.

The images obtained are processed and interpreted by qualified radiologists, archived and delivered to the patient on CD.





Ultrasound is a diagnostic method based on painless ultrasound waves emitted by special probes placed on the patient's body enabling the study of organs, soft tissues, and other parts.

In addition to all the other services we offer the following diagnostic tests:

- x-rays of the upper and lower limbs
- x-rays of the chest, spine and pelvis, hips and skull
- x-rays for scoliosis
- temporomandibular joint x-rays and OPG x-ray (orthopantomography)
- stress radiography
- teleradiography
- ultrasound of the abdomen, soft tissue parts, salivary glands, breast, head/neck, inguinal/pelvic and testicular area, and thyroid

✦ **Recommended for:**

- *osteoarthritis*
- *arthritis*
- *bone lesions resulting from trauma*
- *diagnostic investigations of internal organs, muscles and soft tissue parts*
- *pre- and post-surgery evaluations*



Medical gyms

Our facilities include three medical gyms specifically set up to treat, manage and rehabilitate specific clinical situations. Each gym has doctors, physiotherapists and highly qualified professionals.

ORTHOPEDIC AND REHABILITATION GYM

This gym is run by doctors and physiotherapists specialized in the

management of the effects of physical trauma, in the support of patients with chronic pathologies of a strictly orthopedic/rheumatological nature, and in post-operative rehabilitation.

Thanks to this specifically dedicated gym, rehabilitation times are short and the effectiveness of our treatments are significantly greater than treatments performed in rehabilitation rooms alone.

✦ Recommended for:

- *manage the progression of*



degenerative pathologies like osteoarthritis

- *facilitate post-surgical recovery for hips, knees, hands and limb prostheses in general*
- *support recovery in the event of femoral fractures and fractures in general*
- *manage joint and vertebral dysfunctions*

NEUROMOTOR REHABILITATION GYM

This specially equipped gym is designed to help our patients to recover their normal neurological and motor function. For

those who have suffered alterations of their nerve function due to vascular, degenerative, traumatic or neoplastic diseases, often rehabilitation alone is not sufficient. For this reason, we have created an entire gym dedicated to proprioceptive and respiratory rehabilitation, occupational therapy, gait training, and both active and passive rehabilitation depending on the pathology.

✦ Recommended for:

- *recover functioning following strokes,*

comas, and encephalitis

- manage the consequences of multiple sclerosis and ALS
- assist patients with spinal cord injuries

REHABILITATION AND SPECIALIZED GYM

Centro Medico Serena offers a solution to anyone in need of rehabilitation or simply to stay in shape with personalized and tailor-made programs.

This gym is intended for those with special needs, whether in terms of scheduling hours and/or intensity, so as to obtain faster results

The rapid achievement of the objectives is also guaranteed by electro-medical devices and highly advanced instruments that maximize the outcome of treatment and training sessions.

This special service, which is not covered by the Italian National Health Service, is available by appointment only during our regular business hours.


🔗 Recommended for:


- personalized and specific rehabilitation
- keeping physically fit with special and intensive programs

Main agreements




Health is a precious asset. Trust us to take care of it.


 Bus line n°3 stops just in front of Centro Medico Serena

 Motorway: if you are on the A13 motorway exit at Padova Sud. If you are on motorway A4, exit at Padova Est


 Email: prenotazioni@studiomedicoserena.it

 Telephone: +39 049 687899

 Business hours Monday to Friday, from 7:00 am to 8:00 pm

 Parking “Foro Boario” 200 meters from the city centre



 Centro Medico Serena is 1 km from Prato della Valle, and 1.7 km from the Ospedale di Padova and 1.8 km from the Ospedale Sant'Antonio



MEDICAL FACILITY
ACCREDITED
WITH NATIONAL
HEALTH SERVICES



N. 501004768

*Make prevention a
priority when it comes
to your health.*

M.G.F.d'A.

STUDIO MEDICO SERENA

VAT 01819160282 Medical Director dr. S. Maluta

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