



IPERBARICA ADRIATICA srl
Hyperbaric Therapy Outpatient Center

Medical Director
Dr. Barbara Carloni



CHARTER OF SERVICES

Rev. 02 of 02/04/2024

MEDICAL DIRECTOR: DR. SSA BARBARA CARLONI

LEGAL REPRESENTATIVE: FILIPPO MARCHETTI

FORM N° 90 CHARTER OF SERVICES



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1- PRESENTATION, MISSION AND VISION

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Iperbarica Adriatica S.r.l. is an outpatient Hyperbaric Therapy center that is aimed at citizens and companies, in private and in agreement with the Regional Health Service.

This Service Charter is valid for one year and will be constantly revised and updated to further improve quality standards.

The Center was born, back in 1997, from the idea of two doctors, Prof. Vincenzo Rossolini and his colleague Prof. Ferdinando Giugliano, who, even then, understood the importance of this treatment methodology. However, the intuition that might have seemed risky at the time proved to be successful and, after all these years, hyperbaric therapy has become an integral part of numerous therapeutic strategies.

It is our intention to continue to honor what was then little more than a bet, offering and guaranteeing the high professionalism that has characterized us in all these years.

MISSION:

Iperbarica Adriatica S.r.l. was established to make available in Fano, as well as in the Marche Region and in the neighboring regions without this important service, the services of hyperbaric oxygen therapy in favor of patients with pathologies with therapeutic indication for this treatment. By enhancing the orientation to the needs of the User, the structure has the further objective of satisfying the demand for hyperbaric oxygen therapy services in the reference area.

The values that permeate the Company are the promotion, protection of health and its specific needs, as a collective and individual good, as well as equal access for citizens to the services of the structure. Another commitment of the structure is to increase the quality of the service provided over time.

VISION:

The company aims to create a system that integrates effectiveness and efficiency according to the principles of quality and safety, paying constant attention to the needs of users in order to provide high quality standard services. Particular attention is paid to customer satisfaction.

OBJECTIVES:

Iperbarica Adriatica S.r.l. is constantly committed to:

- Provide services appropriate to the pathology to be treated and to the territorial needs of the Territorial Health Authorities and National Reference Hospitals and Hospitals;
- increase patient comfort, aiming to operate in adequate spaces from a logistical point of view, optimizing waiting times between the appointment made for the start of the hyperbaric service and/or medication and the real start time;
- humanize the existing relationship between the user and the health and technical staff;
- establish a Quality System also with a view to continuous improvement;



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- to establish a network of inter-company relationships between the private structure and the NHS in order to obtain an effective product through the interdisciplinary approach to the treatment of the patient's pathology;
- develop services related to and/or linked to hyperbaric oxygen therapy;
- carry out scientific work, collect statistics, also in collaboration with other public or private bodies, in order to disseminate the results obtained and contribute to the knowledge of the potential and effectiveness of hyperbaric oxygen therapy.

To achieve these objectives, Iperbarica Adriatica S.r.l. ensures:

An environment suitable for supporting an adequate number of therapies for the average number of patients treated; the availability, maintenance and updating of adequate technological and instrumental equipment; management of endowments through a methodology aimed at allowing a number of services scheduled by the annual plan of activities; a commitment in terms of human resources, aimed at allowing the execution of a volume of activities congruent with the company's annual planning; the commitment of a staff of professionals (doctors, hyperbaric technicians and healthcare care personnel) with specific training and skills; the continuous updating and training of staff on control techniques and procedures, on the level of customer satisfaction on the basis of company questionnaires and the evaluation of waiting times; the use of the company quality system and related information system aimed at maintaining the set standards and achieving the company's objectives.



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2- SEAT

IPERBARICA ADRIATICA S.R.L. is located in Fano (PU), in Via delle Querce, 7/A (TEL 0721827558 / FAX 0721581019 /EMAIL segreteria@iperbaricofano.it) as indicated on the map (fig.1).

The structure has two entrances, both located on the ground floor with easy access for the disabled and handicapped. The complex of which the structure is part has ample parking for cars. The ambulatorio is easily accessible from the bus terminal and the station; in the immediate vicinity of the Center there is a bus stop.

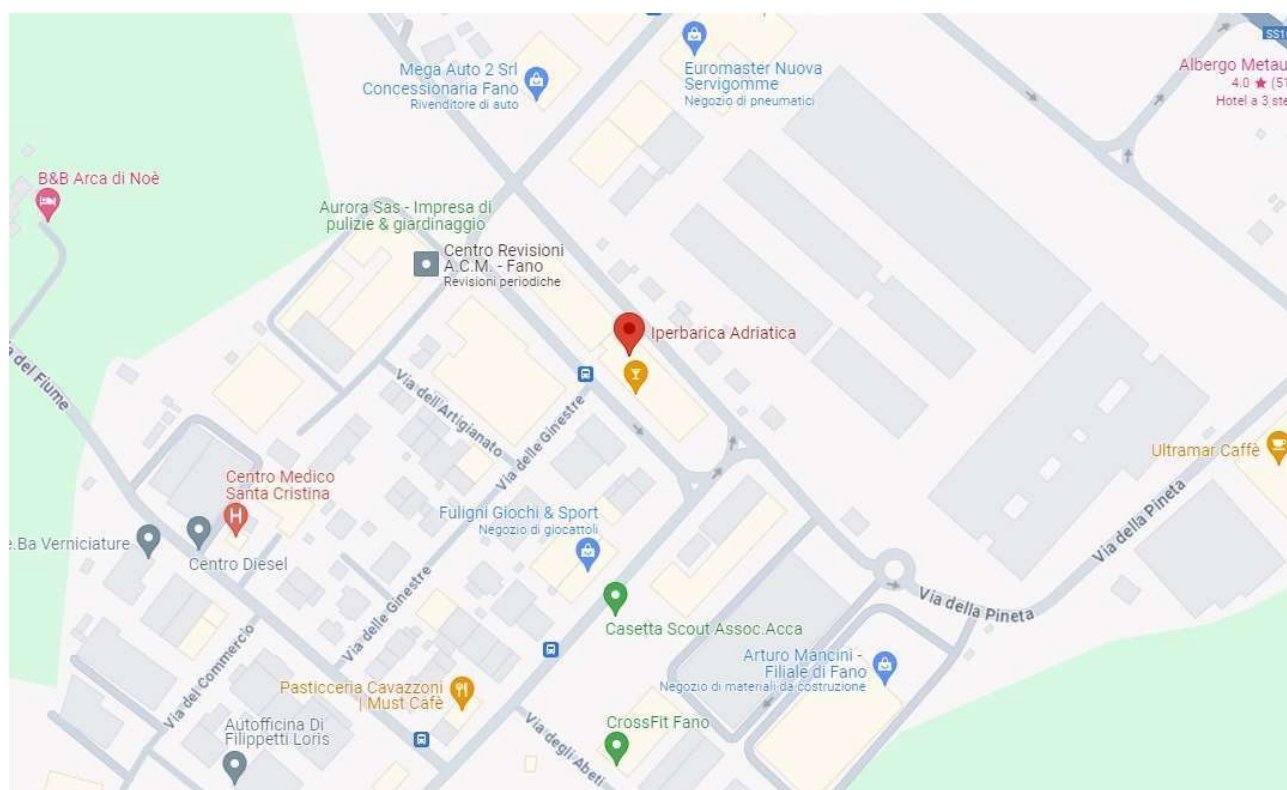


Fig.1

Iperbarica Adriatica S.r.l. is located in the city of Fano in the province of Pesaro-Urbino. It is a reality known and appreciated by citizens because, in addition to being the only one affiliated with the NHS in the Marche region, it combines professionalism with humanity through an approach oriented towards the centrality of users and patient care.

The Medical Director is Dr. Barbara Carloni, graduated in Medicine and Surgery, specialized in Swimming Medicine and Underwater Activities at the University of Chieti "G. D'Annunzio".



3- RIGHTS AND DUTIES OF THE CITIZEN

Fulfilling a duty means helping to improve the quality of the health services provided. For these reasons, we invite users to respect these few rules, so that our service is always of high quality and can meet everyone's needs. The Citizen is required to respect the environments, equipment and furnishings that are located within the health facility. It is advisable to avoid behaviour that disturbs or inconveniences healthcare professionals or other users of the facility. Smoking is prohibited in health centres. Observing this provision is an act of respect for others and a healthy lifestyle. For obvious reasons of hygiene and cleanliness, it is forbidden to bring animals with the exception of companions for the blind.

Every patient has the right:

- to be treated with care and attention with respect for human dignity and religious convictions;
- to be called by name and surname, using the "she", and to be able to immediately identify the people with whom he dialogues;
- to be informed about the services provided, the related costs and the methods of access to the facility;
- to be promptly informed of the impossibility of respecting a booked appointment;
- processing of any confidential information concerning him/her in full respect of privacy and professional secrecy;
- to voluntarily and anonymously express an evaluation of the services offered using the appropriate questionnaire offered by the secretariat.

Every patient has the duty:

- to behave responsibly in respect and understanding of the rights of other patients;
- to collaborate with the staff present;
- to respect the organization and hours of the structure, since incorrect behavior, as well as access at times not allowed, can harm other users;
- to cancel an appointment agreed at least 24 hours in advance and in any case as quickly as possible in order to allow careful management of booking times;
- not to smoke inside the structure;
- to pay attention when moving around the facility and follow the instructions of the staff to avoid falls.



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A) OPENING HOURS AND ACCESS METHODS:

	MORNING	AFTERNOON
MONDAY TO FRIDAY	7:30 – 12:00	CLOSED
SATURDAY AND SUNDAY	CLOSED	CLOSED

The center closes on public holidays.

Any additional closures will be communicated well in advance to patients and exposed.

It is possible to book the services provided at the clinic in person or by telephone from 8:00 to 11:30.

Outside these hours there is a telephone answering service.

The **Centre** is available for **hospital emergencies/emergencies** even outside these hours, subject to agreement with the Doctor in charge of IPERBARICA at the number communicated by the secretariat. It should also be noted that the therapies sent by the Emergency Department of the various Hospitals, carried out on an emergency basis, take precedence over those scheduled.

The Outpatient Clinic carries out exclusively scheduled visits and therapies.

At the time of telephone booking, the patient is placed on the waiting list, informing him of the start date of the visit/therapy in compliance with the same. The scheduling of the times for the cycle of therapies is agreed with the patient who will be given a weekly program. Please respect punctuality.

Any impediments by the **Outpatient Clinic** to the performance of the service on the day and at the time established in the booking, will be promptly communicated to the user, with a commitment to reschedule, in agreement with the latter and with a preferential procedure, the new service, subject to reimbursement of the same if the user has withdrawn and has advanced payment.

B) WAITING TIMES:

Initial visits and any therapies will be carried out as soon as possible.

Waiting times to use the service vary depending on the type of diagnosis (the order of urgency of the pathology will be indicated by the doctor in charge in the facility).

The booking staff, based on the waiting lists existing at the time of the request, provides the patient, on a case-by-case basis, with precise information on the availability of the Center for carrying out the initial visit and hyperbaric treatment. In the event of any possibility of anticipating the performance of the treatment, the secretariat will promptly inform the patients on the waiting list.

C) CANCELLATION BOOKINGS:



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To allow for short waiting lists, please notify us promptly of any delays by phone; otherwise, therapy will begin regularly.

It should also be noted that the user is required to communicate any cancellations of therapy to the secretariat with at least 24 hours' notice, otherwise, the session will be considered to have been carried out.

D) EXAMINATION AND DISCHARGE:

At the time of the first visit, the doctor establishes:

- suitability for hyperbaric treatment
- the therapeutic protocol suitable for the patient
- the frequency of check-ups and any medications;
- the need for further tests, consultations or therapies.

If advice or a health service that cannot be provided within the clinic is required, information will be provided on any suitable facilities.

At the end of the first visit and the therapeutic cycle (patient discharge), two medical reports (initial and final) will be issued, addressed to the patient's attending physician or reference specialist. The delivery of the reports will take place during the opening hours of the facility.

E) INFORMED CONSENT:

The performance of hyperbaric oxygen therapy treatment may require the acquisition by the Specialist of specific anamnestic information and the patient's consent to the use of the therapeutic modality.

Consent must be informed: for this reason, it is the patient's right to receive comprehensive information on the type of treatment to be carried out.

To this end, at the time of the first visit, users will be provided with the following Service Charter and the forms to be filled in and signed (by the user or by the guardians in case of impediment):

"INFORMED CONSENT MODEL FOR THE EXECUTION OF HYPERBARIC THERAPY / RULES FOR ENTRY INTO THE HYPERBARIC CHAMBER" and "CONSENT MODEL FOR THE PROCESSING OF PATIENTS' PERSONAL DATA".

The staff of the facility is available to patients who must sign the consent form.

F) RELEASE OF A COPY OF THE MEDICAL RECORD:

The patient's medical record is for internal use only. A clinical report, or a photocopy of the medical record, may be issued upon written request and a photocopy of the identity document.



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All patients or their delegates will have the right to request a copy of the medical record following the correct collection method:

Patients who wish to receive a copy of the documentation/medical record must fill in the forms on the website or at the secretariat at the Iperbarica Adriatica facility (available translated into English) and deliver the application directly to the facility.

From the moment of receipt of the request for collection of a copy, the documentation will be prepared within a maximum of 15 days and sent to the patient, who will be contacted directly by the secretariat for collection.

MEDICAL RECORD REQUEST FORMS:

- MOD 1 - REQUEST FOR A COPY OF THE MEDICAL RECORD BY THE ENTITLED PERSONS
- MOD 2-DECLARATION IN LIEU OF CERTIFICATION

G) COMPLAINTS, REPORTS AND USER SATISFACTION SURVEY:

During the therapy, a questionnaire will be delivered through which patients, anonymously, will be able to express their impressions of the service provided, or, possibly, report inconveniences, incorrect behavior and useful suggestions for the continuous improvement of our work and our services. The form, once completed (not signed), must be placed in the mailbox in the waiting room.

In addition, for any complaints and reports, it is possible to fill in the appropriate form available in the waiting room, at the entrance to the Center and post it in the box present.

Through the joint use of the questionnaire and complaints, as well as the internal checks required by our "quality system", the Centre measures the indicators relating to the humanisation of services, the personalisation of processing, the protection of privacy and the production of the information necessary for access to and use of services and can also provide for the possible adoption of the necessary actions to resolve the problems raised and remove the causes.

H) PAYMENTS AND FEES:



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The private health facility accredited by the Marche Region is also affiliated with the National Health Service.

The services under the agreement with the National Health Service are as follows:

- *Carbon monoxide poisoning*
- *Diving decompression sickness*
- *Arterial gas embolism*
- *Progressive necrosant infections (INP)*
- *Chronic refractory osteomyelitis*
- *Acute traumatic ischemia and/or compartment syndrome*
- *Compromised skin grafts and muscle-skin flaps*
- *Radionecrotic lesions (osteoradionecrosis of the jaw, skin ulcers, proctitis and post-actinic cystitis)*
- *Aseptic osteonecrosis*
- *Slow-healing skin ulcers in diabetic patients*
- *Slow-healing ulcer in non-diabetic patient*
- *Sudden hearing loss-deafness*

There are different ways of accessing the aforementioned services, depending on whether the patient is outpatient, in ordinary hospitalization, or in an emergency regime.

- Outpatient **users**, coming from the Marche Region or other Regions, at the time of the First visit, must be equipped with:
 - Therapeutic plan of the public specialist doctor containing the clinical report and the total number of OTI sessions requested (on the appropriate FORM 3 under DOCUMENTS on the website)
 - Request from the public specialist doctor on the standard prescription book of the NHS (paper/materialized de) containing: request for "n° 1 general examination and n° 7 hyperbaric oxygenation sessions" (see FAC-SIMILE PRESCRIPTIVE under documents on the website), and name of the pathology for which the treatment is proposed (among those contracted).

Subsequent OTI sessions, to complete the cycle indicated by the specialist doctor on "form 3", may also be prescribed by the patient's general practitioner.

The patient will proceed with the payment of the ticket at the time of acceptance by cash, POS, bank transfer or bank check made out to "Iperbarica Adriatica s.r.l."

- For **users hospitalized in ordinary hospitalization**, it is essential that the department of origin sends, at the time of the first treatment, the appropriate "FORM 2 (present under the heading



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DOCUMENTS of the website) correctly completed in all its entries and signed by a doctor of the sending O.U. and by the Medical Directorate of the Presidium.

The expenses will be borne by the AST of the Marche Region and the regional hospitals.

- For **hospitalized users, for whom it is required** by the Emergency Room and/or CO 118, or by the UU. OO., **an urgent treatment**, even outside the normal opening hours of the Centre, it is essential that the department of origin sends, at the time of treatment, the appropriate "FORM 1" (present under the heading DOCUMENTS of the website) correctly completed in all its entries and signed by a doctor of the sending O.U.

The expenses will be borne by the AST of the Marche Region and the Hospitals Regional.

- Outpatient **users with pathologies not covered by the Regional Health Service** will make daily payment by cash, POS or bank cheque made out to IPERBARICA ADRIATICA s.r.l. to be deposited with the administrative staff operating within the Outpatient Clinic, who will issue a regular invoice. The administrative staff of the Hyperbaric Oxygen Therapy Clinic is available to the user for further information.

Payment for services will be made according to the following company price list:

TARIFFS FOR PRIVATE PATIENT SERVICES OUTSIDE THE AGREEMENT WITH THE NHS

CODE	DESCRIPTION	EURO
20	Specialist medical examination with preparation of the therapeutic plan	100.00
21	Hyperbaric therapy patient sitting	100.00
22	Hyperbaric therapy stretcher patient	200.00
28	Transcutaneous O2 monitoring	30.60
29	Simple wrapping	11.80
31	Hyperbaric therapy with exclusive use	600.00
32	Specialist check-up	50.00
33	Removal of wound	28.10
34	Non-removal of wound	17.40
35	Elastic adhesive bandage	16.60
A6	Hyperbaric chamber test	50.00
In	Zinc glue bandage	33.50



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For **users admitted to hospitals outside the convention agreement with AST Marche**, sent on a scheduled or urgent basis, the "service transfer form" of the UUs is required. OO. senders. The expenses will be borne by the structures of origin, according to the following company tariff:

TARIFFS FOR HOSPITAL PATIENT SERVICES OUTSIDE THE AGREEMENT WITH THE NHS

CODE	DESCRIPTION	EURO
20	Specialist medical examination with preparation of the therapeutic plan	60.00
21	Hyperbaric therapy patient sitting	100.00
22	Hyperbaric therapy stretcher patient	200.00
23	Activation by urgency	2.300.00
24	Hyperbaric therapy in emergency	560.00
28	Transcutaneous O2 monitoring	30.60
29	Simple wrapping	11.80
31	Hyperbaric therapy with exclusive use	600.00
33	Removal of wound	28.10
34	Non-removal of wound	17.40
35	Elastic adhesive bandage	16.60
W	Zinc glue bandage of leg-foot	33.50

I) HYPERBARIC OXYGEN THERAPY SERVICES AND COLLATERAL SERVICES:

Any mechanical failures that cause the hyperbaric chamber to stop will be repaired as soon as possible, in order to allow therapeutic continuity. It should be noted that to date there has never been a chamber stop due to mechanical failures.

Safety of technology: all mechanical and technical parts are subjected to the controls required by current regulations. Maintenance checks and replacement of mechanical parts subject to wear and tear are recorded in special registers.



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The **Hyperbaric Chamber** has:

- an uninterruptible power supply for emergencies;
- various safety systems (electrical, pneumatic and manual) for the control of pressurization, decompression and opening of the hyperbaric chamber doors. In addition, if necessary, the cameras can also be managed directly by the operator inside them;
- a general fire extinguishing system and a separate autonomous one inside the hyperbaric chamber. The latter is a water jet, constantly pressurized at a pressure higher than the maximum pressure of the chamber. In the event of activation, the supply of pure oxygen is automatically interrupted and, in the masks, medical air is supplied, in order to avoid smoke poisoning. It should be noted, however, that the utmost attention is paid to the absolute prevention of the possibility of fire.

The quality of the air with which the hyperbaric chamber is compressed is guaranteed through a systematic control of the compressors, filtering systems and lines, as well as being analyzed weekly by the technical staff, to check the maintenance of the requirements of current legislation. In addition, periodically, an external company analyzes the air downstream of the compressors, detecting the possible presence of carbon monoxide, carbon dioxide, water vapor, oil residues, with the issue of the relevant certification.

Oxygen quality: pure gaseous medical oxygen certified at origin by the supplier is used.

4- RELATIONSHIP WITH STAFF

The staff of the **Centre** is strongly oriented towards encouraging social and human relations with users, in compliance with the rules of ethics. In particular, the personalization and humanization of health care treatment is considered a primary objective. All the staff of the structure can be identified by means of a special identification card.

5-COMFORT

The Hyperbaric Center

In addition to the hyperbaric chamber, the facility has two outpatient clinics equipped for visits and health services and an emergency room. The toilets of the users are barrier-free and suitable for the disabled.

Waiting room

The waiting room has an area that can accommodate 11 seats, in a well-lit and comfortably air-conditioned environment in every season. There is also a cable radio system. The facility also has a waiting room for stretcher patients.



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Hyperbaric chamber

The hyperbaric chamber can accommodate 8 seated patients or one stretcher and five seated. Inside the hyperbaric chamber, microclimatic parameters (temperature, humidity, pressure, oxygen percentage) are monitored for the comfort and safety of those who stay there. Outside the portholes of the hyperbaric chamber there are also two video cameras for continuous surveillance of patients during treatment.

The building and the systems are subject to periodic checks and tests required by the safety authorities. The evidence of these checks is regularly reported by the technicians in the appropriate registers.

The entrance to the hyperbaric chamber is fully open for easy access. For the entire duration of the treatment, a doctor assists patients inside the room. The room has a hands-free intercom system and a radio system for listening to radios or music cassettes during the treatment.

The microclimate of the chamber is controlled by the technician by acting on the compression and decompression speed, as well as on the ambient air exchange. The pressurization air, the quality of which, as already mentioned, is strictly controlled, is filtered and dried.

There is also a double control system of the percentage of oxygen inside the chamber and an air conditioning system to ensure the right temperature is maintained. During treatment, excluding the initial compression phase and the final decompression phase, the average temperature is maintained within 28° C and the average humidity within 50-70 %. Variations depend on external parameters.

The hyperbaric chamber is also equipped with a system for controlling the percentage of oxygen in the mask to ensure that the therapy is carried out effectively.

Cleaning and disinfection

- Plant disinfection: the hyperbaric chamber is disinfected after each therapeutic cycle by mechanical cleaning, chemical agents, as per the appropriate procedure.
- The masks are cleaned, disinfected and sanitized, as per the appropriate procedure.
- The medical materials for dressings (gauze, bandages, syringes, surgical instruments, etc.) used are sterile disposable and non-disposable (see specific procedure).
- The disposal of special waste is entrusted to an external company, as per the appropriate procedure.



6-COMPUTER SYSTEM

The structure is computerized and this allows easier work procedures. The center is equipped with internet connection and there are computer security systems in place to ensure data protection.

7-FUNDAMENTAL PRINCIPLES

The activities of IPERBARICA ADRIATICA S.R.L. are based on the utmost correctness and consideration of the patient and in particular follow the principles of:

Equality. The Facility guarantees all users access to the health services offered without distinction of age, sex, race, language, nationality, religion, political opinions, physical and mental conditions or other.

Impartiality. The Structure inspires its action on criteria of impartiality, that is, justice and objectivity. Each user is guaranteed a service that reflects his dignity.

Continuity. The Center is committed to guaranteeing all its patients services continuously, regularly and without interruptions, adopting the necessary measures to avoid inconvenience to users. In the event of planned or unplanned absence of the managers, a new person is identified within the person in charge of continuity of service, in order to minimize any inconvenience for patients.

Right to choose. The Centre recognises the user's right to choose the health facility that best meets their needs.

Participation. Users have the right to information, the right to submit complaints and to respond to them, as well as to submit proposals for improvements to the services offered by the Centre.

Effectiveness and efficiency. The services and benefits must be provided by adopting all the necessary measures to adequately meet the needs and requests of users. The effectiveness of the services is a consequence of the efficiency of the system, the level of specialization of the staff, the modernity of the equipment, the most advanced medical-scientific knowledge resulting from continuous training.

8-SAFETY

It is our duty to inform you that hyperbaric oxygen therapy (O.T.I.), which you will have to undergo, involves some contraindications and some risks. To do this, please read the following carefully.

SAFETY AT WORK – Legislative Decree no. 81 of 9 April 2008 - INFORMATION TO PATIENTS OF THE FACILITY ON THE RISKS OF HYPERBARIC OXYGEN, HYPERBARIC CHAMBER THERAPY AND PROCEDURES TO BE FOLLOWED



1) Effects of hyperbaric treatment

- Hyperbaric oxygen is, to all intents and purposes, a drug and must be administered in the right dose. The administration of oxygen at a pressure above 3 bar can cause toxic effects such as seizures, especially in patients with epileptic syndrome or with a history of cerebral stroke. Very prolonged exposure to pressures even below 3 bar can have toxic effects on the lungs (chest burning, coughing, up to, in extreme cases, fibrosis and/or pulmonary edema). Hyperbaric oxygen has a high therapeutic index, so the therapeutic procedures adopted by the Hyperbaric Clinic provide for pressures of less than 3 bar and for times much lower than potentially toxic ones.
- The contraindications to hyperbaric treatment listed below should not all be interpreted in an absolute sense, but should be evaluated on a case-by-case basis due to the risk/benefit ratio:
Severe chronic obstructive pulmonary disease – Bullous emphysema – Uncompensated status of epilepticus disease – Otitis or sinusitis in progress – Outcomes of intraauricular surgery – Recent ischemic and congestive heart disease – Claustrophobia – pCO₂ (partial tension of carbon dioxide) greater than 60 mmHg – Pneumothorax – Acute virosis – Glaucoma not on therapy – Decompensated diabetes mellitus – Arterial hypertension not treated with drugs.
- During hyperbaric treatment, a greater energy requirement is generated in the body. The patient, therefore, before therapy, must have eaten, avoiding copious meals, and not be fasting. This applies, above all, to the diabetic patient being treated with insulin, to avoid hypoglycemic crises.
- Patients with lower limb prostheses, with vacuum attachment to the abutment, must remove the prosthesis before treatment in order to avoid effusions (flitennes) and damage to the stump during compression.
- Dental fillings that are not well made, with air bubbles inside them, can implode or, exceptionally, be expelled by breaking: for these cases the Hyperbaric Clinic assumes no responsibility.
- After treatment, patients, especially those with heart disease, arteriopathy or diabetes, should not perform activities that involve relatively demanding physical exertion for at least 30 minutes (e.g. handling loads, rapid walking, etc.).
- During the pressurization phase, the air cavities contained in our skull, middle ear and paranasal sinuses, must always be in balance with the pressure of the Hyperbaric Chamber. If the pressure is not compensated, pain may occur in the tympanic membranes (eardrums), which may also tear, and/or at the forehead and/or mastoids and/or eyes and/or jaw. It is



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therefore necessary, as the pressure increases, to proceed with compensation: the generally most effective maneuver consists in closing the nose with one hand and blowing, also keeping the mouth closed. If this is not possible and the pain or sense of muffling persists, the assistant should be immediately notified so that the compression can be suspended. During Hyperbaric Chamber decompression, to reduce the increased air pressure inside the ear, it is sufficient to swallow or move the jaw.

2) Alcohol

Alcohol should not be consumed for at least 8 hours before therapy.

3) Smoke

Smoking decreases the amount of oxygen carried by the blood. Therefore, it is strongly discouraged to smoke in the 2 hours before and after therapy.

4) Wearers of electrical appliances and prostheses

Patients with spinal cord stimulators, pacemakers, hearing aids, removable dental prostheses, limb prostheses or other must notify the health personnel on duty.

5) Fire prevention – General safety regulations

Combustion (fire) develops only with the simultaneous presence of three factors:

a – combustible substance (fabric, wood, oils, hydrocarbons, etc.);

b – oxidizing substance (oxygen above a certain size);

c – ignition (high heat, open flames, short circuit, electric arc produced by batteries, high electrostatic charges).

If even one of the three factors indicated above is missing, combustion cannot occur.

In order to avoid, therefore, that the three factors (fuel, oxidizer, ignition) can be simultaneously present inside the Hyperbaric Chamber during therapy, the Hyperbaric Clinic has adopted strict procedures to:

- a) reduce the presence of combustible material inside the Hyperbaric Chamber as much as possible;
- b) keep the amount of oxygen oxidizer under control, with instruments equipped with acoustic and visual alarms, so that it does not exceed the maximum concentration of 23.5%;
- c) eliminate any possibility of ignition.



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- Patients who enter the Hyperbaric Chamber, as well as our staff, are therefore responsible and obliged to comply with the precise rules set out below (**RULES FOR ENTRY INTO THE HYPERBARIC CHAMBER**)

- If a fire should nevertheless develop:

- a) the assistant immediately raises the alarm;
- b) The technician at the control panel:
 - I) activates the sprinkler fire extinguishing system (which can also be activated by the assistant in the room) and automatically the flow of pure oxygen in the masks is replaced with medical air
 - II) Rapid decompression of the Hyperbaric Chamber begins

Patients must remain seated in their seats and above all do not abandon the mask and continue to breathe from it, in order to avoid smoke intoxication.

- At the same time, the Fire Brigades are alerted.



RULES FOR ENTRY INTO THE HYPERBARIC CHAMBER

- a) **It is forbidden to bring into the hyperbaric chamber:** electrical or electronic equipment of any kind (telephones, remote controls, burglar alarms, lamps, radios, reproducers, unsuitable watches, etc.)
- b) **It is also forbidden to introduce:** lighters and cigarettes, weapons, airtight or pressurized containers and any object foreign to the therapy not authorized by technical and/or medical personnel.

It is recommended to:

- c) **Wear clothing made of natural fibers such as cotton or wool, limiting synthetic clothing as much as possible;**
- d) **Avoid excessive use of cosmetics, hairsprays and perfumes;**
- e) **Wear overshoes provided by the facility staff;**
- f) **Inform the staff of the facility if you have medical equipment attached to your body (pacemakers, pumps, etc.)**
- g) **Do not wear, preferably, rigid contact lenses. Otherwise, the health and technical staff on duty must be notified. Soft or semi-rigid ones, on the other hand, are well tolerated.**
- h) **Do not touch the systems and in particular the dispensers.**

EMERGENCY

IPERBARICA ADRIATICA S.R.L. has prepared emergency plans for unexpected events; these plans can be triggered immediately if necessary and in them each element plays a precise role. The objectives of these plans are to minimize the risks that users may face due to the event, rescue those who may be involved and control the event for damage reduction. In the event of unforeseeable events, please remain calm and carry out what is requested by the ward staff. In particular, in the event of leaving the structure, do not return to the environment from which you came, but head towards the nearest emergency exit indicated by the signs.

For any information or doubts, please contact the staff without hesitation



9-PRIVACY PROTECTION

At the time of acceptance, the user is asked for authorizations to process sensitive data and to disclose information on his or her state of health for the purpose of protecting the user's health. The doctors of IPERBARICA ADRIATICA S.R.L. guarantee the user professional secrecy in relation to diagnoses, therapies and all information of a private and personal nature that emerges in the context of the visit and treatment. The signing of these authorizations is essential for the performance of the service.

All patients' personal data are processed in compliance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 "on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (hereinafter RUE 2016/679), which entered into force on 25 May 2016 and became operational in Italy on 25 May 2018.

INFORMATION AND CONSENT ON THE PROCESSING OF PERSONAL DATA

EU Reg. 2016/679; Legislative Decree 196/2003 as amended by Legislative Decree 101/2018

The undersigned IPERBARICA ADRIATICA SRL, with registered office in Via delle Querce, 7/A - 61032 Fano (PU), tel 0721/827558 and fax 0721/581019 – VAT number/Tax Code 01369680416, "data controller", provides some information on the collection of personal data obtained from the same.

First of all, we want to inform you that the premises are equipped with a video surveillance system – without a recording system – with the sole purpose of protecting and safeguarding users.

1. Purpose of the processing - Legal basis of the processing

The processing of common or sensitive personal data provided by the Data Subject is aimed only, according to the principle of necessity, at the correct and complete execution of the fulfilment of the tasks conferred, in particular the analysis of the medical record and the patient's suitability for the hyperbaric chamber. Data collection also has the purpose of correctly invoicing fees. The legal basis is always the explicit consent of the data subject.

2. Methods of data processing

The data will be processed using tools suitable for guaranteeing integrity and confidentiality and may be carried out not only with manual tools but also through automated tools (both computer and telematic) suitable for storing, managing and transmitting the data themselves.



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We also inform you that the personal data relating to you will be processed in the manner indicated by the legislation which provides, among other things, that the data themselves are:

- processed in a lawful, fair and transparent manner vis-à-vis the data subject ("lawfulness, fairness and transparency");
- collected for specified, explicit and legitimate purposes, and subsequently processed in a manner that is not incompatible with those purposes; further processing of personal data for archiving purposes in the public interest, for scientific or historical research purposes or for statistical purposes is not, in accordance with Article 89(1), considered to be incompatible with the initial purposes ('purpose limitation');
- adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed ('data minimisation');
- accurate and, if necessary, updated; all reasonable steps are taken to promptly erase or rectify data that are inaccurate in relation to the purposes for which they are processed ("accuracy");
- stored in a form that allows the identification of the data subjects for a period of time not exceeding the achievement of the purposes for which they are processed, in any case a maximum of ten years ("storage limitation");
- processed in a manner that ensures adequate security of personal data, including protection, by appropriate technical and organisational measures, against unauthorised or unlawful processing and against accidental loss, destruction or damage ('integrity and confidentiality').

3. Categories of subjects who can access the data or to whom the data can be communicated

We inform you that the personal data you provide or acquire during the contractual relationship may be processed within the structure by personnel explicitly authorized to process data, pertaining to the Board of Directors, the secretariat and the nursing staff.

4. Categories of recipients of personal data

The data may be communicated to:

- Subjects who can access the data by virtue of legal provisions;
- Revenue Agency for medical expenses;
- Hospitals, AST (formerly ASUR), ASL, ARS, specialist doctors or general practitioners;
- Tax, administrative, legal and security consultants.

Your data will not be disseminated.

5. Transfer of data abroad

The Company does not carry out any data transfer to third countries.



6. Rights of the data subject (Articles 15 et seq. of EU Reg. 2016/679)

The undersigned Company informs that there are specific rights of the interested party:

- Right of access to one's personal data (art. 15);
- Right to rectification (Art. 16);
- Right to erasure of data (so-called "Deletion of Data"). Right to be forgotten), without undue delay if certain reasons provided for by law occur (Article 17);
- Right to restriction of processing (Art. 18);
- Right to data portability, i.e. the right to transmit data from one Data Controller to another Data Controller without hindrance (Article 20);
- Right to object to processing (art. 21) also for profiling purposes;
- Right to obtain a decision-making process that is not fully automated (art. 22);
- The right to lodge a complaint with a supervisory authority.

The data subject may also withdraw his or her consent without compromising the lawfulness of the processing based on the consent previously given.

7. Consequences of refusing to respond

We also point out that "any refusal to respond", at the time of collecting information, may make it objectively impossible for this medical center to complete the assignment or to comply with legal and/or contractual obligations related to the performance of the work.

8. Data Controller

The Data Controller is IPERBARICA ADRIATICA SRL. It is possible to assert the requests referred to in art. 15 et seq., by writing to [**b.carloni@iperbaricofano.it**](mailto:b.carloni@iperbaricofano.it) or sending a registered letter to IPERBARICA ADRIATICA SRL, with registered office in Via delle Querce, 7/A.



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Hyperbaric Therapy Outpatient Center

Medical Director
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INFORMED CONSENT FORM FOR THE EXECUTION OF HYPERBARIC THERAPY/RULES FOR ENTRY INTO THE HYPERBARIC CHAMBER

After reading the paragraph of your CHARTER OF SERVICES I **declare**:

1. To have understood its content.
2. To have been informed and informed about all the possible risks of hyperbaric therapy, as well as the measures, activities and procedures of protection and prevention adopted.
3. To have been informed and informed about the rules to be respected for entry into the hyperbaric chamber.
4. To express my conscious consent to the execution of hyperbaric therapy.

In faith.....

Date.....

CONSENT FORM FOR THE PROCESSING OF PATIENTS' PERSONAL DATA

The undersigned _____

resident in _____ in Via _____

with regard to the "Information and consent to the processing of personal data", present in your SERVICE CHARTER in the paragraph "Privacy Protection", expresses the consent provided for by EU Reg. 2016/679 and subsequent amendments in relation to the processing of personal and sensitive data.

Signature of the interested party.....