

TERME CARACCIOLO FORTE

CHARTER OF SERVICES



Dear Madam, Dear Sir,

Thank you for the 'interest in de l Nostr or plant Thermal .

Below you will find the Service Charter of the Thermal Establishment.

The purpose of this Service Charter is to briefly and clearly illustrate our structure to make us better known by users in order to make our services more accessible, more pleasant the stay, more guaranteed the rights and clearer the duties to be assumed. .

The information contained in this paper is directed to those who carry out the spa treatments , either through the National Health Service or at their own expense, and to those who carry out the spa treatments staying in the hotel of the structure guaranteeing the same treatment to all .

Any further detail, with documents and more detailed information on the services, can be provided by the reception office staff .

La Direzione
Filippo Forte

Direttore Sanitario
Marian Adrian Stoica



TERME CARACCIOLO FORTE s.r.l.
Via delle Terme - Suio Terme - 04021
Castelforte (LT) - Tel. 0771 672222
Partita IVA 0150 949 0598
Cod. Fisc. 0018 875 0616





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CHARTER OF SERVICES

The Service Charter is a tool for dialogue between citizens and the Thermal S tructure .

Through the Charter of the Services, l to S truttura Thermal Baths Caracciolo Forte wants to give information about the services offered, on quality commitments assumed by all its operators, on the modalities of protection and user participation .

We therefore intend the Charter of the Services as a living document constantly updated, useful to inform and improve the quality, transparency and humanization of services provided by a l a S tructure Thermal Baths Caracciolo Forte , p herefore any proposal or suggestion from Citizens, in this sense will have the attention of the Management and of all the operators, because collaboration with users is essential in the process of improving the Quality of Services.

The Service Charter is checked annually, in order to ensure the updating of the information contained and progressively improve the standards of service quality levels.

L to S truttura Thermal Baths Caracciolo Forte disseminates the Charter by posting in places where you deliver the Services. The Charter and the principles enunciated therein must be considered valid and operating under normal conditions, with the exclusion of extraordinary situations, such as, by way of example, exceptional natural events, strikes and lockouts and provisions of the Public Authority.

NOTE: all information contained in this publication is to be considered indicative. P er know the exact hours, prices and directions General in place you can go to the offices of a l in Structure Thermal Baths Caracciolo Forte . We apologize for any errors and thank anyone who would like to report them.





MISSION

Purpose of the existence of our organization

Terme Caracciolo Forte is a spa center and provides spa treatments.

The Terme Caracciolo Forte contribute to the realization of the mission of the Health Service of the Lazio Region, contributing to the promotion, maintenance and improvement of the health of the population.

Terme Caracciolo Forte carries out its business in compliance with Law no. 323 of 24 October 2000 on thermalism, the regional provisions and the provisions of the Agreement between the State and the Regions for the exercise of thermal services under the accreditation system with the NHS, in compliance with structural, technological and organizational requirements.

The mission of the Terme Caracciolo Forte Thermal Structure is to contribute to improving the health and well-being of its customers, offering the best possible service.

VISION

Aspiration of what our organization wants to become

In the activities carried out, Terme Caracciolo Forte intends to be a qualified and available interlocutor towards local institutions, with particular reference to those that deal with personal health, with the aim of improving - through thermal treatments - the quality of life of those who turn to the Spa. Terme Caracciolo Forte considers the hydrological heritage to be the first point of reference for taking care of people's health. The thermal waters represent one of the identities of this territory and the engine of company activities.



POLICY

Orientations and guidelines of the organization

The policy of Terme Caracciolo Forte is guided by the desire to pursue and improve health, quality of life and customer satisfaction through the appropriate use of thermal waters and muds and the professionalism of the staff employed. We believe that the thermal waters - in the light of the therapeutic awards obtained by the Ministry of Health - and the environment in which our Thermal Center is located are our main assets, so we strive for their protection and for a sustainable use of resources. natural.

The Health Department and the people who cover the functions of greater responsibility within the Company are always available to the Customer and aim to involve the staff in organizational and managerial aspects, trying to create an organizational system that operates with transparency and correctness.

The technology we use is functional to the conduct of our business, however we believe the human factor and the ability to relate with the customer are crucial elements for the quality of the service. For this reason, the staff welcomes customers with availability, courtesy and attention, making respect for the individual an important element of their work.

The company is committed to ensuring that all staff are aware of the importance of carrying out their work with intelligence and dedication, aware that this attitude represents the necessary approach to guarantee the creation of effective company and local value.

In this context, the Terme Caracciolo Forte propose themselves as a partner of the local institutions for initiatives aimed at the prevention and protection of health as well as the social, cultural and tourist promotion of the area.



Quality

With the objective of quality , Terme Caracciolo Forte is committed to providing a high level of service and an efficient response to the expectations of the community. For this purpose:

- Search for maximum customer satisfaction;
- Guarantees the technical-professional competence of its staff and its constant and continuous updating;
- Systematically improve its management process, seeking maximum management efficiency and effectiveness;
- Performs all the services with continuity, reliability and effectiveness, according to consolidated therapeutic protocols, respecting confidentiality and privacy, periodically checking their effectiveness and efficiency;
- Guarantees the safety and privacy of staff and customers.

Environment

With the environmental objective , Terme Caracciolo Forte undertakes to respect the principles of environmental protection. For this purpose:

- Ensures the accountability and awareness of all internal and external collaborators towards environmental protection, promoting training and awareness-raising activities for its personnel on environmental issues;
- Correctly manages the waste produced;

Health & Safety

With the objective of safety , Terme Caracciolo Forte undertakes to pursue the best conditions of health and safety in the workplace, and to operate in compliance with the principles of prevention. For this purpose:

- Ensures the awareness and awareness of all collaborators on the aspects of health and safety in the workplace, involving them, educating and training them;
- Ensures the adoption of correct occupational health and safety behaviors by the companies that work on behalf of the organization;
- Adopt the technical improvements of emergency prevention and control;
- Monitor and appropriately evaluate the effectiveness in terms of health and safety at work, and pursue constant improvement.

FUNDAMENTAL PRINCIPLES

In its construction method, this Service Charter testifies to the will of Terme Caracciolo Forte to involve its patients in the treatment processes provided by giving them an active role in defining clinical and care procedures through the distribution of information on the characteristics of equality of rights of access to services, impartiality in the provision of services, type of services and their methods of delivery, quality standards and assumptions of commitment for possible service improvements as well as information on listening procedures and the protection of patients' rights.

EFFICIENCY AND EFFECTIVENESS

Terme Caracciolo Forte constantly work to ensure that all its clients are effectively guaranteed the right to take advantage of effective treatments within an organization that minimizes the inconveniences characterizing the period and the treatment regime. The strategy identified to realize this right of effectiveness of the treatments and their execution in an efficient structure is based on a constant monitoring work put in place by the Spa on the quality of the treatments offered, starting from the maintenance of the prerogatives of the available thermal means. This monitoring obviously is based on codified procedures that lead to the execution of a time schedule whose rhythm fluctuates from time to time on a multi-year scale (eg safety certifications of the Fire



Brigade; certifications of protection from electric shocks, etc.) ; annual (eg. Chemical-physical and microbiological official sampling by external certifying body; high-impact remediation of supply lines; etc.); Sanitation of the mud to be restarted at the re-ripening process; sanitizing of filters, emptying and sanitizing of swimming pools; etc.) weekly or daily (cleaning and sanitizing of environments; sterilization of instruments; etc.). The efficiency of the structure is constantly tested also thanks to listening and customer satisfaction activities. The results of this listening activity are subject to analysis and establish the conditions for any changes in the procedures and for the compilation of the corporate strategic document.

ETHICS

The Center Caracciolo Forte ensures compliance with all the rules governing the medical profession and the paramedical activities related to thermal therapy.

EQUALITY AND IMPARTIALITY OF TREATMENT

The Center Caracciolo Forte is committed to ensuring the same treatment to its members without distinction of nationality, sex, race, language, religion, political opinion or social class. The S structure Thermal Terme Caracciolo Forte is committed to provide users with the same services and with homogeneous mode, ensuring the equal treatment on equal terms. The Terme Caracciolo Forte Thermal Structure adopts measures to allow the use of the Services also by people with disabilities or categories of people who are socially "weak" or who need special attention and care, doing their best to adapt the methods of providing Services on the personal and social conditions of such users.



PARTICIPATION

The Caracciolo Forte Center ensures the participation of users in assessing the proper provision of services, also to an improvement of the Services.

For this purpose, users can produce documents and make suggestions for improving the service; fill in, in order to evaluate the services provided, specific questionnaires which are systematically and periodically analyzed by the structure.

CONFIDENTIALITY

The Caracciolo Forte Center gives users maximum privacy as possible, of course, in compliance with the privacy policy.

CONTINUITY'

The structure operates on a seasonal basis. On the other hand, the characteristics of the thermal treatments (standardized non-repeatable cycles of up to twelve sessions) do not create particular difficulties in combining the need for continuity of care of the patients with openings of the thermal center interrupted in the winter period. In the case of irregularities or interruption of service, not depending on their will, to Structure Thermal Baths Caracciolo Forte is committed to take all necessary measures to cause minimum disruption to users

HUMANIZATION

Each user has the right to the utmost consideration of his private and personal world. The organizational system is oriented to the humanization of assistance and constantly aimed at the search for user satisfaction, in the concomitant desire to seek full professional expression and satisfaction of the operators of the structure. Towards the latter, Terme Caracciolo Forte continuously work for the enhancement and growth of human and professional qualities, both through actions aimed at providing further opportunities for professional development, and by nourishing in them the culture and respect for the "founding values" of corporate action, the guiding principles of which are:

The placement in the foreground of the health goal to which you intend to contribute
the specificity of the care needs of the individual patient
the constant search for appropriateness, effectiveness, operational efficiency
the welcoming qualities

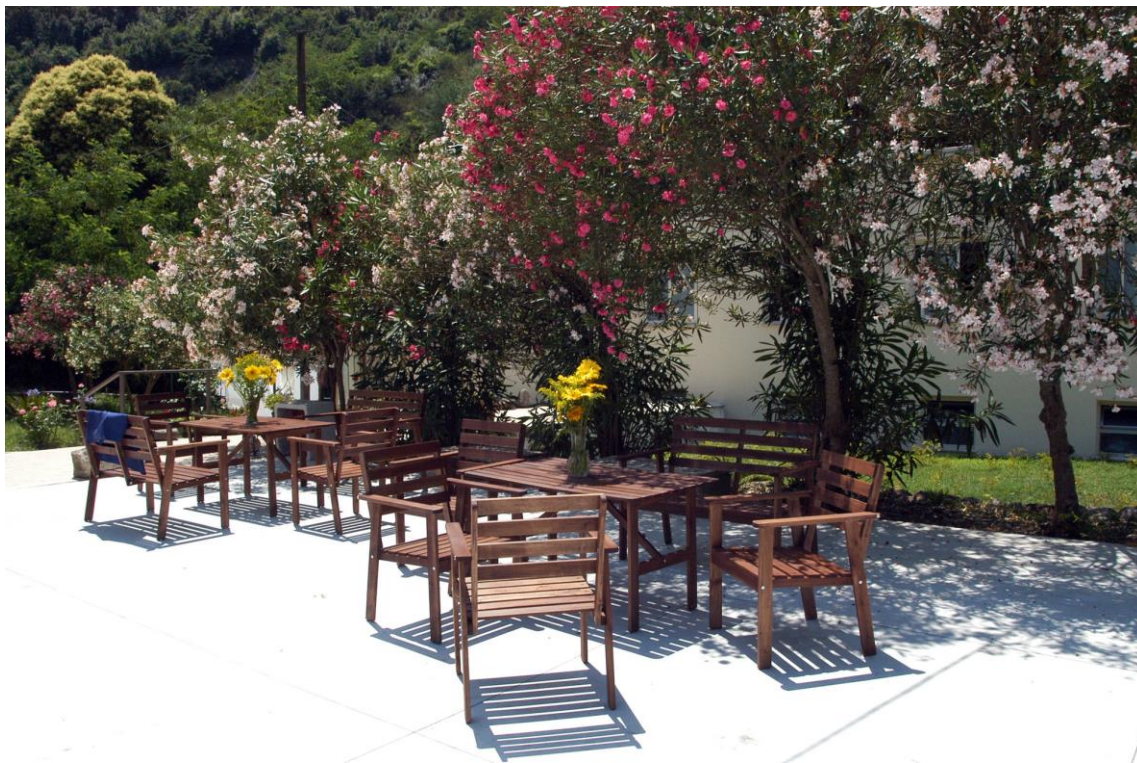
The Management has defined specific requirements regarding the improvement of the welcome and accessibility of users. The reception and waiting areas for patients and carers have been designed taking into account the different needs of users regarding age, gender and particular health conditions and physical and psychological frailty, religious, ethnic and linguistic specificities, in compliance of the dignity of users. With regard to user comfort, the management has made available an outdoor relaxation area, a screen where users can entertain themselves in moments of waiting and a bar service. After registering the personal data and the required visits, the patient is made to sit in the waiting room with a relaxation area whose receptive capacity and functionality is such as to allow a wait of a few minutes also necessary to avoid fatigue (for the elderly and advanced women pregnancy) which could, in some cases, compromise performance results. Room capacity and waiting times are decided by the General Management on the basis of assessments of the number of services per type.

The initiatives aimed at improving the welcome and accessibility of the user consist in making the following documents available for acceptance:

- Service charter;
- Service guide translated into English;
- Charter of the rights of the patient;
- Fragile patients document;

- Quality Policy
- Organization chart.

Our center has the obligation to welcome the client / patient according to the parameters of equality, impartiality, continuity, participation, transparency and efficiency and effectiveness.





INFORMATION FOR USERS

The Caracciolo Forte Center provides users with a comprehensive, clear and updated information about the services and the method of payment.

In particular, the Information Structure Spa provides users, through brochures and consultation computer (and phone) information about:

- the methods of accessing the Services;
- the provision and characteristics of the Services;
- the structures in which the Services are provided;
- the costs of the Services;
- the consequences and any contraindications of the Services;
- the modification of the methods of provision of the Services and / or costs;
- the protection of one's rights.

The Caracciolo Forte Center is on the web with its own site: www.termecaraccioloforte.it.

Users who have become aware of our structure can request further information, before making a reservation, either by telephone or by e-mail (info@termecaraccioloforte.it).

The receptionist will respond to requests with courtesy and availability, trying to provide all the explanations the customer needs and trying to detect his expectations in order, where possible, to reassure him that they will be met.



RELATIONS WITH USERS

In relations with users, the **Caracciolo Forte Center** is committed to the utmost courtesy and requires the same commitment to its employees and contractors. Employees are required to indicate their personal details both in their personal relationship with users and in telephone communications . L to St ruttura Thermal and employees undertake to facilitate the users in the use of the Services. All useful information for users is available at the acceptance / reception office .



ASSESSMENT OF THE QUALITY AND THE DEGREE OF SATISFACTION OF USERS

To assess the achievement of quality and the objectives pursued, the in St ruttura Thermal performs special audits. As a result of established results, the in St ruttura confirmation redefines quality objectives in order nevertheless an improvement in services.

The Center detects the degree of user satisfaction on the services provided and assesses any changes in users' expectations about the services by analyzing:

- the information collected from contacts with users;
- the contents of the complaints received and of the specific questionnaires that users can return completed.
- the distribution of satisfaction questionnaires: at the facility, users are provided with " Evaluation questionnaires ", to be filled in and posted in the appropriate urn .

Based on the above activities the St ruttura Terme Caracciolo Forte :

- periodically checks the quality of the Services and assesses the degree of user satisfaction ;
- defines a plan for improving the quality of the Services by modifying company processes and, where possible, improving current standards.



RIGHTS AND OBLIGATIONS OF THE USER

Rights

- The user, when accessing the Terme Caracciolo Forte is invited to behave responsibly at all times, respecting and understanding the rights of other users, with the desire to collaborate with the medical and technical staff and with the management .
- Access to the Spa Caracciolo Forte expressed by the user a relationship of trust and of respect for the health and medical personnel, an essential prerequisite for setting up a proper treatment and care program.
- E 'duty to each user promptly inform staff about their intention to give up, according to their own will, to scheduled services in order that it can be avoided wastage of time and resources.
- The user is required to respect the rooms, equipment and furnishings
- At the in Structure Spa , in compliance with current regulations, smoking is prohibited. Compliance with this provision is an act of acceptance of the presence of others and a healthy personal style of living in the structure.
- The organization and timetables of all to S truttura Thermal must be respected.
- The staff, to the extent of their competence, is invited to enforce the rules set out for the good running of the center and the well-being of the user.

Duties

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- The staff, to the extent of their competence, is invited to enforce the rules set out for the good running of the center and the well-being of the user.

COMPLAINTS AND SUGGESTIONS

Patients who find serious shortcomings in the services or explicit discrepancies between these and what is reported in this service charter, in addition to expressing their opinion through a satisfaction questionnaire, have the right to formalize, in a mandatory non-anonymous form, complaints that will flow into a specific Register. G users they have the right to send their comments and requests to Il in St ruttura Terme Caracciolo Forte , and have access to complaints procedures, which are handled by the Office of Public Relations (reception) , in order to ensure the best resolution of reports and the correct interpretation of the Customer's needs.

Complaints may be presented orally, also by telephone or by written communication (by filling in the complaints / suggestions form) , also by fax or e-mail (to the numbers and addresses indicated below). For unwritten reports, a special report form will be prepared containing the data of the report.

User suggestions can also be deposited in the appropriate urns present at the facility.

Complaints and suggestions can also be submitted online at the site www.termecaracciolooforte.it in a special section " Customer Reviews"

L in Structure Terme Caracciolo Forte , where it can not resolve the situation immediately subject of the claim, will provide all necessary investigations and send feedback to the user within 10g g .

The Register of Complaints is kept by the Health Director of the establishment and can be permanently consulted by the competent authorities. Furthermore, if patients do not find in this a sufficiently reliable and coherent way with their desire to extend a formal complaint, they will be able to use the services of representation of their requests offered by an association for the protection of patients' rights whose contact details will always be available in evidence in the reception and information areas of the spa complex.





THE STRUCTURE AND THE SERVICES

Le **Terme Caracciolo Forte** are characterized for being one of the oldest structures of Suio Terme, managed with dedication, passion and commitment that have been handed down for generations. The predominantly family management allows us to take care of the customer with attention and care.

The Terme di Suio are located on the right bank of the Garigliano river at the foot of the extinct volcano of Roccamonfina in the estate of the Municipality of Castelforte (Latina). A large and verdant wooded park, which runs along the banks of the Garigliano river, frames the spa structure giving it the characteristics of an oasis of peace.

From the **Terme Caracciolo Forte** uses for water therapies practiced on the sulfurous water flowing at approximately 54 °. The thermal waters of Suio are distinguished by the excellent therapeutic virtues demonstrated over the centuries, in fact since Roman times they were used. Both the nobles and the people went to the baths to cure diseases, to rebalance the body and improve the physical appearance.

Today the principle is always the same: sulfur water.

This type of water, deriving from particular combinations of sulfur, bicarbonates and sulphates, thanks to the synergistic action of the high temperature at which they flow, produce positive effects on the whole organism, in particular for the bones, the skin, and the respiratory tract. .

Terme Caracciolo Forte is a private health facility and has an agreement with the NHS for spa treatments .

The structure offers the possibility of a comfortable hotel accommodation inside.



Terme Caracciolo Forte has two buildings :

- a spa;
- a hotel.

In addition to spa treatments, the structure also provides non-affiliated physiotherapy treatments.

Treatments

In particular, the structure has :

- RESPIRATORY AP CURE DEPARTMENT : GROUND FLOOR TERME BUILDING

- Inhalation room:
- Inhalations and aerosols
- Humage
- Nasal showers
- Micronized shower with -jet

- L OCOMOTORE APPARATUS CARE DEPARTMENT: BASEMENT 1 - TERME BUILDING

- Therapeutic and baths
- Therapeutic thermal baths
- Thermal baths with whirlpool
- muds and baths or showers to remove mud

- DEPARTMENT MASSAGE THERAPY AND REA ROOMS TION : GROUND FLOOR - BUILDING HOTEL

- Aesthetic massages
- Therapeutic massages



Pathologies and related spa treatments, to be prescribed in agreement with the NHS

Below is the list of pathologies that can find real benefit from thermal treatments (*DM Ministry of Health 15.12.1994 and subsequent mi*)

DIAGNOSTIC CATEGORY	TREATABLE PATHOLOGIES IN THE SPA
<p>Pathways diseases Respiratory:</p> <p>Chronic bronchitis simple or accompanied to obstructive component (with exclusion of asthma e emphysema advanced, complicated from insufficiency severe respiratory tract or from heart-pulmonary chronic)</p>	<p>Simple chronic bronchitis COPD Bronchiectasis Chronic bronchopathies from exposure to irritants and dust Chronic hypersecretive bronchitis Chronic relapsing bronchitis Chronic asthmatic bronchitis Chronic catarrhal bronchitis Asthmatic or spastic bronchopathy Chronic bronchopathy Obstructive bronchopathy Chronic pulmonary disease Chronic asthmatic or spastic pulmonary disease Chronic Obstructive Pulmonary Disease (COPD) Chronic obstructive pulmonary disease Chronic tracheobronchitis Chronic nonspecific pulmonary disease without signs of severe respiratory failure and not in an exacerbation phase</p>
<p>Vasomotor rhinopathy</p>	<p>Vasomotor rhinitis Allergic rhinitis Simple chronic catarrhal rhinitis Chronic purulent rhinitis Chronic atrophic rhinitis Allergic rhinitis Catarrhal rhinitis Chronic rhinitis Hypertrophic rhinitis Hyperergic rhinitis</p>

	<p>Secretory rhinitis Perennial rhinitis</p>
<p>Pharyngolaryngitis chronic</p>	<p>Chronic pharyngolaryngitis Chronic pharyngitis Chronic laryngitis Relapsing tonsillitis Nasopharyngitis with adenoid involvement Chronic adenoiditis Cordite (in various types) Pharyngus / laryngitis Chronic pharyngus / tonsillitis Adeno-tonsillar hypertrophy</p>
<p>Chronic sinusitis o rhinosinusitis syndrome chronic</p>	<p>Chronic sinusitis Allergic sinusitis Pansinusite Polyp / sinusitis Polysinusite Rhinoethmoidite Rhinosinusitis Sinusitis chronic relapsing Hyperplastic sinusitis</p>
<p>Syndromes rhinosinusitis chronic bronchial</p>	<p>Chronic rhinosinusitic-bronchial syndromes Rhino / sinus / bronchial syndromes Chronic rhino / sinus / bronchial syndromes Rhino-bronchial syndromes Chronic sinuso-bronchial syndromes</p>
<p>RECOMMENDED CARE CYCLE : 12 INHALATIONS + 12 AEROSOL</p>	

DIAGNOSTIC CATEGORY	TREATABLE PATHOLOGIES IN THE SPA
Tubal stenosis	Tubal stenosis Tubal catarrh Tubal dysfunction Rhinogenic hearing loss Tubarite
Chronic catarrhal otitis	Chronic catarrhal otitis Serous otitis Otitis associated with pathologies of the nose Secretory otitis media Serum / mucosal otitis Oto / salpingitis Oto / tubaritis Mixed deafness Rhinogenic deafness Tubotimpanite Hypoacusis Otopathy
Purulent otitis	Chronic purulent otitis (non-cholesteatomatous) Purulent otitis
RECOMMENDED CYCLE OF CARE: 12 INHALATIONS + 12 AEROSOL	

DIAGNOSTIC CATEGORY	TREATABLE PATHOLOGIES IN THE SPA
Osterarthrosis and other degenerative forms	Osteoarthritis Diffuse osteoarthritis Cervicoarthrosis Low back arthrosis Arthrosis of the limbs Discopathy without herniation and without symptoms of irritation or nerve compression Outcomes of interventions for herniated discs

	<p>Cervical pain of rheumatic origin Bachelor-humeral peri-arthritis (excluding acute forms) Rheumatoid arthritis in the quiescent phase Osteoarthritis, polyarthrosis, osteoarthritis (with diffuse or localized osteoporosis) Outcomes of joint rheumatism Osteoporosis and other degenerative forms Peri-arthritis - Ankylopoietic spondylitis Spondylartosis Spondyloarthrosis and spondylolisthesis</p>
Extra-articular rheumatism	<p>Extra-articular rheumatism Inflammatory rheumatism (quiescent phase) Fibrosis of rheumatic origin Tendinitis of rheumatic origin Back pain of rheumatic origin Fibrositis Fibromyositis</p>
RECOMMENDED CARE CYCLE: 12 MUDS + 12 THERAPEUTIC BATHS OR 12 THERAPEUTIC BATHS	

DIAGNOSTIC CATEGORY	TREATABLE PATHOLOGIES IN THE SPA
Dermatological diseases	<p>Psoriasis Eczema and atopic dermatitis Recurrent seborrheic dermatitis Mycosis Acne</p>
RECOMMENDED CARE CYCLE: 12 TERAPEUTIC BATHS I	



Therapies affiliated with the NHS

Inhalations and aerosols
Humage
Nasal showers
Micronized shower with rino-jet
Therapeutic muds and baths
Mud baths and annexing baths or showers
Therapeutic thermal baths

Pursuant to the national health legislation, each user has the right to use, with charges borne by the NHS, of a single specific cycle of thermal treatments connected to the disease for each calendar year (January 1 - December 31) , with the exception of protected categories that they can perform 2 cycles .We remind you that the thermal therapy cycle in agreement with the National Health Service , consisting of 12 days of treatment, must be completed in a period of time not exceeding 60 calendar days .

All non-exempt patients (citizens aged between 6 and 65 years) pay the fixed fee of Euro 55 , 00 for each treatment cycle . Those partially exempt are required to pay the fixed fee of Euro 3 , 10. Those who benefit from the total exemption pay nothing.

All those who undergo treatment are required to declare, on the back of the prescription-proposal and on the client card , under their own responsibility that, in the current legal year , they have not benefited from another specific cycle of treatment, with charges to be borne of the National Health Service , or to have the right to the treatments provided for those belonging to protected categories.

Each patient has the right to request a copy of their medical record, using the specific form available at the reception .

Accessory therapies

It may be useful to combine the following accessory therapies and / or complementary treatments included in the treatment tariff , not in agreement with the NHS , which the thermal doctor will recommend according to the patient's needs, to the affiliated spa treatments :

- Massoterapi a
- Relaxing massages
- Aesthetic massages
- Purifying masks

Contraindications to performing spa treatments

The contraindications to performing spa treatments are:

- acute and subacute phase of the disease in general;
- very tender or advanced age;
- pregnancy,;
- marked arterial hypertension,
- severe nervous asthenia,
- epilepsy,
- cerebral atherosclerosis,
- voluminous and ulcerated varices,
- haemophilia,
- nephropathies,
- very moist, irritated or blistering skin diseases,
- Pulmonary and nasopharyngeal TB,
- states of hereticism,
- states of severe wasting and cachexia,
- cardiocirculatory imbalances .



Specialistic examinations

The structure, in addition to the health director of the establishment, always present during the course of the therapies, avails itself of the advice of two specialist medical figures : an orthopedist and an otolaryngologist; each of the two doctors is present in the establishment for 3 hours a week on the days agreed with the management. Customers, properly informed, about the presence of the aforementioned specialist figures as well as the respective visiting days and times, is required to book their visit, at the booking office , at least one week in advance. The medical specialists present are the Orthopedist and the Otorino

HOW TO USE THE SERVICES

Reservations

Reservations can be made at the office Guest pa ni or by phone at the number +39 0771 672222nd and at +39 339 3384511 . Reservations can be effettu to you by 07 : 0 0 pm 1 3 : 0 0 - from 15:00 to 18:00 from Monday to s to bato .

Waiting lists

Considering that the service is provided in the short term, there is no waiting list. It is possible to accept patients even without an appointment. In this case, the reception staff will put it on the agenda based on availability, taking into account a maximum number of daily appointments, in order not to create a possible overcrowding and therefore inconvenience to customers . Waiting times for access to treatment are 12 days.

Access to care

Access to treatment is regulated as follows:

Given that without being preceded by any external bureaucratic fulfillment, all the health services available at the spa can be provided as a private paid service, for patients who decide to use at the Terme Caracciolo Forte what is included in the panel of thermal services that can be agreed with the SSN (as per table ex DM 15/12/94 and subsequent confirmations / additions), it is instead necessary to obtain a valid prescription issued in advance by the general practitioner, or by the

basic pediatrician or by a suitable contracted outpatient specialist, filled in on special regional recipe book provided to the professionals themselves and indicating a diagnosis consistent with one of the treatment cycles that can be performed at the spa complex.

- Medical acceptance:
- Consigns the relative prescription and possible payment of the ticket to the reception . Everyone can benefit from an agreed cycle of spa treatments if in possession of a valid prescription issued by their own doctor , or by the basic pediatrician, or by the ASL specialist (the validity of the prescription for spa treatments is the calendar year - 365 days). The prescription must be transcribed on the regional recipe book indicating the pathology and the related cycle of treatments for a maximum duration of twelve days. It is necessary that the doctor or specialist specifies the diagnosis and related spa treatment in the exact terms provided by the Ministry of Health and that the completed recipe is complete and legible in all its parts, otherwise the spa establishment, having to comply with the ASL provisions , cannot accept them.
- The recipe must be delivered to the acceptance office (reception at the entrance) . All, with the exception of the total exemptions , are subject to the payment of a ticket on thermal treatments ;
- S and making the spa treatment at their own expense do not need any prescription although it is advisable to consult your doctor ;
- A ttesa in the room. Waiting times vary according to the turnout and range from a minimum of 10 minutes to a maximum of 1 hour . Beyond this limit, the curandum will receive specific information about the length of the wait by the reception staff ;
- Opening of personal file;
- V isit medical acceptance : the admission to the treatments (both by the SSN that those charged) is subject to a medical examination, performed at the stabilimen to ; The medical examination is mandatory in order to have access to any type of treatment (agreed or not) and is carried out by the Medical Director of the establishment, who :
 - o measure the pressure;
 - o verify that the general conditions of physical fitness exist to be able to carry out the therapy;
 - o arranges for the customer to sign the "Informed Consent"

- endorse the medical prescription
- opens the medical record
- endorsement of the personal card at the acceptance and withdrawal of the relative subscription ;
- waiting for access to the departments: the waiting time will vary according to the turnout and ranging from a minimum of 10 minutes at a maximum of 1 or in . Beyond these limits, the curandum will receive specific information about the length of the wait from the staff assigned to access the departments
- entry to the thermal departments and treatment .

Con the accreditation deprived the healing must pay the entire cost for deliberately amount established by the Company and deposited in special spa and tariff regulations.

Those who need to withdraw the declaration proving that the spa therapies have been carried out must contact the reception / reception office .

Terme Caracciolo Forte provides for the aerosol therapy :

- bibs;
- aerosol tube;
- fork with case or mask;
- headset.

The customers, who make cures with mud-bath therapy and massage therapy must report provided with:

- non-slip slippers,
- costume,
- bath towel / bathrobe

Hospitality

The ACCEPTANCE / RECEPTION office is located at the entrance to the Thermal Center.

The acceptance / reception office carries out the following activities:

- booking for spa treatments without staying;
- booking of stays;
- reception and registration of hotel guests;
- reception and registration of clients who only carry out spa treatments;
- control of the activities carried out in the office, so that these take place in compliance with civil regulations and mutual respect:
- taking charge for the resolution of any problems arising during the activities carried out within the Structure;
- actively collaborate with the Health Director in the interest and protection of customers / patients and all the staff present in the structure.

The receptionist checks that the recipe has been completed in all its parts and checks, paying particular attention to the pathology and the type of treatment prescribed, for any exemptions. Also check that there are:

- the stamp of the prescriber with his regional code number ;
- ascertains that, during the current year, the patient has not benefited from other cycles of treatment in agreement with the NHS; in fact, with the exception of some patients who enjoy particular forms of exemption, each citizen has the right to only one cycle of treatment per year.

If the patient benefits from other types of exemptions (income for example) not present on the prescription, he is invited to notify the receptionist, who will apply the relative provisions.

The reception staff presents themselves with an identification card and collects the first information on users (cultural and religious diversity, fragility, etc.). It delivers the Service Charter and describes the Service Guide , in order to help the user find his way around the structure.

It informs user citizens on the procedures to follow to make complaints and reports.

In addition, the Practice Center as tools for listening to users satisfaction surveys of the same.



Fragile subjects

The staff of Terme Caracciolo Forte is enabled to identify and support those who find themselves in situations, even temporary ones of fragility. Medical staff and spa operators are ready to respond to needs with adequate aids.

The staff supports the patient in moving, handling and using the equipment during the service provided.

In the waiting room, however, there are signs for priority in the queues where it is indicated that 100% handicapped and severely disabled (subject to a companion), women in obvious state of pregnancy and pregnancy at risk have the right of way. certified by the attending physician and the children.

Terms of payment

The Terme Caracciolo Forte establishment allows you to pay in the form that is most convenient. At the office reception (open from 07:00 to 13.00 - from 15:00 to 18:00) you can pay with:

- Cash
- Advance bank transfer made out to the beneficiary company
- Bank check

ACCESSORY SERVICES

Health care and first aid service

Terme Caracciolo forte guarantees all patients, limited to official opening hours, appropriate and continuous medical assistance and a first aid service. The methods of coverage of the service are decided, programmed and generally ensured by the medical director who, where not present in person, will use medical consultants and health personnel qualified to provide BLS for this purpose.



Transport Service

The Terme Caracciolo Forte facilitate and contribute to the availability of a free transport service for groups.

The bar

The Bar delle Terme is located in the hall of the hotel . D à also the customers a chance to enjoy the area adjacent to a pleasant stay, having used the services.

Opening periods and times

The Plant Terme Caracciolo Forte , which used to provide the service spa, is open to the public in the period that goes from the **1 June to the 31 October** from Monday to Saturday , for all spa treatments .

The **mud** therapy and bath therapy treatments begin
at 08:00 to continue until 12:00.

The **inhalation treatments** are available in ili
from 08:00 hours until 12:00 and from 15:00 to 18:00 .





QUALITY, SECURITY AND PRIVACY

Quality Management System

Terme Caracciolo Forte, has chosen to introduce in its organization a management system compliant with the Regional Resolution on the accreditation of health facilities and the UNI EN ISO 9001 standard.

The presence of a Quality System certifies that the center has organized the management and provision of services on the basis of compliance with rules recognized nationally and internationally, as evidence of the company's commitment to continuous improvement and to guarantee the protection of the rights of User and his full satisfaction.

Safety

Safety conditions are guaranteed by compliance with national regulations, with reference to Legislative Decree 81/2008 and subsequent amendments.

All the personnel operating in the structure are informed about the safety and evacuation plan. Appropriate signs indicate risks, prohibitions and escape routes. The structure is subjected to periodic verification of the legal and operating requirements. The escape routes and doors are kept free from any kind of impediment. The staff is subjected, on an annual basis, to the checks required by Legislative Decree 81/2008, and carried out by the Competent Doctor.

Privacy

Terme Caracciolo Forte complies with the legislative principles regarding the processing of personal data.

Pursuant to DGPR 2016/679, containing the "Code regarding the protection of personal data", it guarantees the processing of users' personal data in compliance with the rights, fundamental freedoms and dignity of the data subjects. Pursuant to article 13 DGPR 2016/679, the processing of personal data suitable for revealing the state of health must in any case take place, in compliance with the established procedures, in order to protect the health of the interested party, a third party or the community. .

In any case, the personal data are:

- collected and used for explicit and legitimate purposes;

- accurate and updated if necessary;
- relevant, complete and not exceeding the purposes for which they are collected and processed;
- kept in a form that makes it possible to identify the data subject for the time necessary for the purposes for which the data are collected.

The rights of the DGPR 679/2016 are guaranteed to the interested party .

COMMITMENTS AND QUALITY STANDARDS

The staff of the Terme Caracciolo Forte plant is made up of the Director and Healthcare, medical staff, spa operators and administrative staff . The high standard of quality is ensured by the constant presence of health personnel during treatment hours , the commitment of suitably trained ward personnel and the use of modern, reliable equipment and instruments subject to control by the Health Management and Technical Manager of the plant .

The proper implementation of care, compliance with the norm , and hygienic and the correct behavior of the departmental operational staff are ensured by continuous monitoring of the Health Department which carries out all the checks provided for under the r and parties during the care times.

The Terme Caracciolo Forte Thermal Establishment has identified the following service standards that constitute the tool to guarantee and verify both the effectiveness and efficiency of the services provided, and the degree of user satisfaction in order to pursue continuous improvement:

- 1) Admission procedure:
 - response times for booking services in line with customer expectations
- 2) User input:
 - speed of reception procedures and limitation of waiting times;
 - simplicity and clarity of orientation in the structure.
- 3) User stay:
 - punctuality and compliance with established programs;
 - comprehensibility and clarity of information relating to the Services;
 - comfort and cleanliness of the facilities;

- courtesy and respect for the dignity of users;
 - timely responses to customer requests
- 4) User satisfaction:
- return of customer satisfaction questionnaires;
 - reduction of complaints;
 - loyalty



PROTECTION AND VERIFICATION MECHANISMS

The organization carries out a periodic verification of the commitments undertaken through the defined quality standards, in order to adapt the processes for the provision of services and reshape the commitments according to the new needs that have emerged.

To this end, it implements various protection and verification systems, such as:

- System for detecting and managing user complaints
- Periodic surveys on citizen / user satisfaction
- Qualification of suppliers of equipment and materials to be used
- Regular checking of the state of the equipment used, aimed at ensuring maximum efficiency and reliability
- Verification of compliance with the standards and commitments undertaken, by defining monitoring indicators and implementation of Internal Audits.

HOW TO REACH US

Users can find tips on how to reach easily the Establishment Terme Caracciolo Forte in the "Location" d el our site internet www.termecaracciolooforte.it and the brochures present in the structure.

You can reach us by any means of transport: by car, by train, by bus.

Address : Via delle Terme, snc. 04021 Suio Terme - Castelforte (LT)

How to get:

- by car: SS7, from Domiziana and from the Autostrada del Sole (Cassino or San Vittore exit);
- by train: Minturno station - Scauri or Formia; for timetables consult the website www.trenitalia.com;
- by bus: Buses that connect Suio to the nearest towns (Latina, Cassino, etc.);
- by plane: Capodichino Airport in Naples - Rome Fiumicino Airport.

WHERE RE

The Terme Caracciolo Forte includes two buildings , one dedicated to the thermal baths and offices and one used as a hotel , the Hotel Terme Caracciolo Forte.

The Hotel is completely immersed in the green countryside, between the rolling hills and unspoiled nature.

It is located directly on the sulfur water source. And it is precisely water that makes the Suio thermal area unique. Although little known, the town offers pleasant ideas to learn about the territory, the traditions and above all the health and aesthetic benefits of the sulphurous waters.

Next to the building of the hotel and the spa center, well integrated in a harmonious way with nature, there is a thermal swimming pool, fed by sulphurous water at a temperature of about 40 degrees, a large wooded park, and an area equipped with games. for children .

The hotel is open from 1st June to 31st October.



USEFUL NUMBERS TO CONTACT US

Switchboard Tel. (+39) 07716722 22 - +39 339 3384511

By dialing this number it will be possible to speak to:

- the Sanitary Management
- the booking and acceptance office
- the information service

Mobile: 339 3384511

By calling this number you can always contact the Management

Our e - mail address is as follows:

info@termecaraccioloforte.it
termecaraccioloforte@spaziopec.it



COVID-19 EMERGENCY

In light of the COVID-19 emergency, the Thermal Center has adopted the prevention and protection measures against COVID-19 in compliance with current legislation.

THEREFORE, USERS, IN ADDITION TO THE STAFF, MUST FOLLOW THE INTERNAL REGULATION ADOPTED FOR THE COVID-19 EMERGENCY.

It should be noted that for this year, in order to guarantee the safety of workers and staff, some services and services are suspended, in detail it will not be possible to use :

- performance : INHALATIONS
- services of:
 - thermal pool
 - hotel
 - bar