



VILLA GARDA

CASA DI CURA
PRIVATA



PHYSIOTHERAPY & FUNCTIONAL RE-EDUCATION OU

GUIDE TO SERVICES

The Physiotherapy and Functional Re-education Operating Unit at Villa Garda Private Clinic provides both outpatient and inpatient services.

Almost all of our outpatient services are available to National Health Service patients, with the exception of some physiotherapy services.

Services provided:

- Physiotherapy exam
- Electrotherapy (T.E.N.S., diadynamic therapy, interferential therapy)
- Electrostimulation
- Iontophoresis, Galvanic current therapy
- Ultrasound therapy
- Laser therapy
- Magnetic therapy
- Pressotherapy for upper and lower limbs
- Orthopaedic re-education
- Neurological re-education
- Group movement re-education
- Respiratory re-education (individual and group), CPT
- Cardiological rehabilitation
- Manual lymph drainage
- Local massage therapy (for paying clients only)

Access to services

Outpatient users can access the services after examination by a physiotherapist, as required by regional legislation. After examining the patient, the physiotherapist completes their Rehabilitation Records, indicating the treatment required, and assigns a priority to the patient.

Gym sessions are organised on the basis of a waiting list drawn up according to the priority expressed by the physiotherapist.

Inpatient access is regulated by appropriate internal protocols and/or procedures.

Physiotherapy sessions are held from 7:30 am to 2:30 pm; inpatients have access from 10:00 am to 11:30 am.

The gym is open from 8:00 am to 4:30 pm; some times are reserved for inpatient access.

The first treatment session will be scheduled by our staff based on the availability of appointments. The treatment schedule will generally remain fixed.

Our physiotherapists will personally contact patients to set the date and time for the first re-education session (individual manual treatments) using the mobile or landline number provided at the time of booking.

Booking an appointment

Physiotherapy exams can be booked by calling 045/6208667 on Tuesdays, Wednesdays and Fridays from 12:00 to 1:00 pm. Appointments are prioritised based on the information provided by the patient's physician.

Contacting the clinic

Outpatient users can contact our physiotherapists by calling the following numbers:

- 045/6208667 Physiotherapy (Tuesdays, Wednesdays and Fridays from 12:00 to 1:00 pm)
- 045/6208668 Gym (every weekday, not Saturdays or Sundays, from 11:30 to 12:30 pm).

Information for patients

CASA DI CURA VILLA GARDA S.p.A. – Via Monte Baldo, 89 – 37016 Garda (VR) - Tel. 045.6208611 Fax 045.7256132
casadicuravillagarda@pec.it – www.villagarda.it

Social Capital: Euro 1,440,000, Verona Business registry n. 07101701006 REA: VR 330009 - Tax code: 07101701006 - VAT n° 03831150366
Company controlled by GHC S.p.A.



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- Tickets must be paid or treatment authorisation presented to the Payment Office 2 days after the first treatment session at the latest.
- Patients must communicate any absences at the earliest opportunity in order to enable any the session(s) to be rescheduled, based on the availability of Physiotherapy and Functional Re-education Services, as indicated (day and time) by the operators of the same Services.

Failing to attend the first scheduled physiotherapy session without advance notice will result in the entire treatment cycle being cancelled. If this occurs, you may ask to be added to the waiting list.

- Absences without advance notice will be treated as missed sessions. After two missed sessions without advance notice, the remaining treatment sessions will be cancelled.
- Late attendance will result in the patient missing part of or the entire session.

IMPORTANT: patients should wear comfortable clothing to treatment sessions.

- Villa Garda Clinic cannot be held liable for the loss or theft of any money or valuable objects left unsupervised in the lockers or changing rooms.

Quality control

Quality control indicators and the means of their assessment are agreed annually with the Villa Garda Private Clinic management team.

The current quality control indicators are:

- The level of quality perceived by patients as indicated on questionnaires distributed monthly to inpatients and sampled annually (sample month) for outpatients. The questionnaires assess customer satisfaction with the reception, timekeeping, cleanliness and comfort of the facility. The target is positive assessment in at least 95% of the questionnaires administered.
- The efficacy of the services provided, as reported on the "Outpatient monitoring card", which is filled in by the operator before and after the treatment cycle. Scores are assigned to various items, and decrease as the patient improves. The target is improvement in at least 80% of treated patients.

Garda, 18/06/2019

Giovanni Citarella, MD
Service Manager