



**Associazione Pro-Luchiano**  
***CROCE VERDE***

***O.n.l.u.s.***  
***Lugnano in Teverina***



***Tel. 0744.902646 - 348.8610346***

## ***Service Chart***

***ASSOCIAZIONE  
PRO LUCHIANO – CROCE VERDE  
O.N.L.U.S.***

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*Sede: Loc. Parco degli Ulivi, s.n.c.  
Lugnano in Teverina (TR)*

**INFORMATION TOOL AVAILABLE TO USERS ON THE SERVICES  
PROVIDED BOOKING AND ACCESS METHOD**

## **PREMISE**

The Pro Luchiano Croce – Verde Association undertakes towards users to respond to the following fundamental principles:

1. equality – every person has the right to receive the most appropriate medical care and assistance;
2. impartiality - ensuring that the behavior of operators towards users is inspired by criteria of objectivity, justice and impartiality;
3. continuity - ensure the regularity of services. In the event of irregular functioning or interruption of the service itself, measures will be taken to cause users as little inconvenience as possible;
4. effectiveness, efficiency, cost-effectiveness - providing the service in order to guarantee an optimal relationship between resources employed, activities carried out and results obtained;
5. human dignity - providing care and assistance in full respect of the dignity of the person and guaranteeing maximum respect for the privacy of the human and personal sphere on the basis of informed consent;
6. the environment – providing an environment that is comfortable and hospitable;
7. updating and innovation - keeping the applied technical-scientific, managerial, organizational and operational knowledge constantly updated.

## **The Mission of the Pro Luchiano Association – Green Cross**

Bringing together and consolidating all those who want to work for social initiatives also towards needy people and conceive services to the Community in the constant search for continuous improvement in the quality of the service to be given to users.

## **The Vision of the Pro Luchiano – Croce Verde Association**

Be an active subject in contributing to the promotion of health in the area and to social solidarity initiatives, in collaboration with organizations and institutions.

Pro Luchiano – Croce Verde promotes these values and asks all those who are dedicated to the development of the Association and who represent it to adhere to the principles, implementing behaviors that are coherent and in line with compliance with the statutory rules.

The withdrawal point is located in Parco degli Ulivi in the premises of the Pro Luchiano Croce Verde association which can be contacted at the following telephone number 0744/902646 and all the information is given on the website [www.croceverde.lugnano.it](http://www.croceverde.lugnano.it)

The idea of creating this structure and above all the offer of such an important social-health service for the population of a disadvantaged mountain municipality and inhabited mainly by elderly people under an agreement and thanks to the active collaboration of the A.U.S.L.

The Association has adopted a QMS (Quality Management System) with the aim of supporting home care in all its types of offer and improving accessibility to the Services by the citizen users, with particular reference to the municipal realities located in the areas most disadvantaged and distant from the main centers providing social welfare services for the elderly.

The Association deems it useful and appropriate to improve accessibility to health services in its area for elderly people who have greater difficulty in moving around.

#### SERVICES PROVIDED

1. BLOOD COLLECTIONS

2. ACCEPTANCE OF ORGANIC SAMPLES

3. DELIVERY OF REPORTS

4. USER TRANSPORT

5. CUP RESERVATIONS: CUP (Single Reservation Center) reservations can be made for medical visits, specialist visits and diagnostic tests, etc. at the polyclinics of the A.U.S.L. under convention.

All the services mentioned above are carried out at the Pro Luchiano Association facility. Green Cross.

The Legal Representative of the Association, the Secretary and the volunteers are available to users for any administrative-organizational information on the service or other information always pertaining to the service itself.

## SUMMER OPENING HOURS

### CLINICAL EXAMINATIONS AND VISITS BOOKING SERVICE

<i>DAY</i>	<i>HOUR</i>
<b>Monday</b>	<b>From 10.00 A.M. To 12.00 A.M.</b>
<b>Tuesday</b>	<b>From 17.00 To 19.00</b>
<b>Thursday</b>	<b>From 17.00 To 19.00</b>
<b>Saturday</b>	<b>From 10.00 To 12.00</b>

### BLOOD SAMPLING

<b>Saturday</b>	<b>From 7.00 To 8.00</b>
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## WINTER OPENING HOURS

### CLINICAL EXAMINATIONS AND VISITS BOOKING SERVICE

<b>DAY</b>	<b>Orario</b>
<b>Monday</b>	<b>From 10.00 To 12.00</b>
<b>Tuesday</b>	<b>From 16.00 To 18.00</b>
<b>Thursday</b>	<b>From 16.00 To 18.00</b>
<b>Saturday</b>	<b>From 10.00 To 12.00</b>

### BLOOD SAMPLING

<b>Saturday</b>	<b>From 7.00 To 8.00</b>
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## **BEHAVIOR RULES**

The user undertakes to:

- observe the rules of hygiene of the environment;
- keep the premises, furnishings and equipment present in good condition;
- allow the personnel on duty to carry out their duties;
- respect the privacy of other users;

Volunteer staff on duty undertake to:

- observe the rules of hygiene and infection prevention;
- interact with users in respect of privacy and according to rules of good manners.

## **SATISFACTION - CLAIMS**

Users can express their satisfaction and/or complaint regarding the service provided to the Secretariat (SE) of the PRO LUCHIANO - CROCE VERDE Association by filling in the following forms:

- M10(a)CV10 satisfaction questionnaire
- M10(d)CV10 complaints

## **ASSOCIATION QUALIFYING ELEMENT**

For disabled people, the elderly and those who do not have a car, the Pro Luchiano Croce Verde association ensures a transport service from their home to the sampling point for blood tests and/or other specialist visits to hospitals and/or other designated structures.