



Via Delle Fascine 8  
San Martino in Campo (PG)  
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"Updated as of January 23, 2024"

## 1. General Information Service Charter

The present Service Charter is the document that governs the relationship between the citizen-user and FLEXORLAB S.R.L. center.

It contains all the information regarding the healthcare services and performances offered to the public, access modalities, quality standards, and the protection and participation of citizen-users: the aim is to achieve customer satisfaction within the framework of continuous improvement and with the possibility, for the user, to lodge complaints about any service failures, in order to resolve them promptly. It should also be noted that what will be read in this "Charter" is only a part of the activities carried out by the operators; only the information deemed most useful for the user has been selected here, while activities internal to the services, which are of an organizational-managerial nature ensuring the correct provision of services to users, have been excluded.

## 2. Fundamental Principles

### **Equality:**

The provision of services is inspired by the principle of equality of rights for Users.

The rules governing the relationships between Users and the Company are the same for everyone. No distinction in the provision of the service is allowed for reasons related to: gender, race, language, religion, and political opinions.

Equal treatment is guaranteed, under equal conditions of the service provided, for all categories of Users;

### **Impartiality:**

The Center inspires its behaviors towards Users based on the criteria of objectivity, fairness, and impartiality;

### **Continuity:**

Within the opening hours, service provision is ensured continuously and regularly. In the event of irregular operation or service interruption, measures will be taken to limit or reduce inconvenience to users.

### **Right to Choose:**

Every User has the right to freely choose the care facility.

The exercise of the Right to Choose by the User must not result in violations, by the Company, of the User's rights.

### **Participation:**

The Center promotes the participation of Users both to protect the Right to proper service provision and to obtain their effective collaboration.

In this regard, the Company provides a service for receiving proposals, observations, complaints from the user, and ensures timely feedback.

### **Effectiveness and Efficiency :**

The Center, in providing the service, pursues objectives of effectiveness and efficiency, adopting all measures suitable for achieving the aforementioned objectives.

### **Privacy:**

The center ensures compliance with EU Regulation 679/2016

### **Sicurity:**

The center ensures compliance with safety laws (Legislative Decree 81/08 and subsequent amendments).

### 3. Participation, protection, and rights/duties for the user

Flexor Lab ensures protection functions towards citizens by allowing complaints to be filed following a service failure, action, or behavior that has denied or limited the usability of the offered service. The Center commits to implementing improvements to quality standards through the evaluation of reported service failures and the assessment of perceived satisfaction levels.

#### RIGHTS

Flexor Lab applies patients' rights to healthcare, including cross-border healthcare where applicable. In particular, it guarantees:

- Respect for privacy: the utmost confidentiality (including clinical and non-clinical data) and dignity must be guaranteed to the user who comes into contact with doctors and healthcare facilities for treatment, medical services, and administrative procedures.
- Medical care must be provided by competent and qualified, courteous, and available personnel.
- The right to transparent information about access to the facility, its activities, and healthcare processes.
- Receive information that allows the patient to give truly informed consent before undergoing treatment; such information should also include possible risks or discomfort resulting from the treatment.
- Quality medical care appropriate to one's health condition.
- The right of the patient to be assisted and treated with care and attention while respecting human dignity and their religious and philosophical beliefs.
- The right of disabled citizens to the elimination of architectural barriers.
- Continuous monitoring of the therapeutic cycle, if applicable.
- An accurate knowledge of the user's medical history.
- A point of contact for all doubts regarding the therapeutic process.
- A point of contact for all doubts regarding the administrative process.
- Right to suspend treatment.

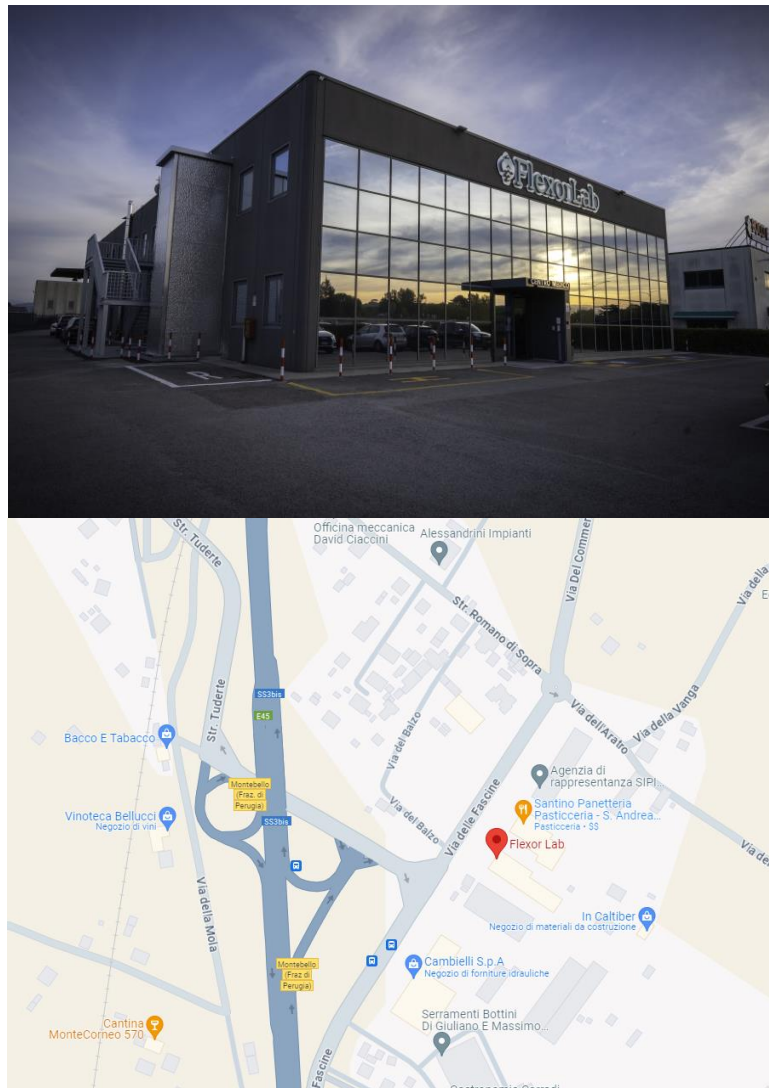
#### DUTIES

The client is required to:

- Respect the environments, equipment, and furnishings inside the facility.
- Respect the appointment times to allow optimal service for all users.
- Refrain from smoking inside the outpatient premises.
- Adhere to the COVID-19 regulations.

## 4. Presentation of the structure and provision methods of services

Our outpatient clinic operates as a multidisciplinary outpatient center at Via Delle Fascine 8, San Martino in Campo (PG), 06132.



The center operates privately for specialized medical consultations, physiotherapy and rehabilitation, blood draws, and both privately and in agreement with the National Health Service (NHS) for hyperbaric oxygen treatment services.

The outpatient clinic has always had the total satisfaction of its patients as its main objective.

For this reason, the quality standard of services is constantly reviewed and improved to:

- Ensure quality
- Adapt healthcare services to current needs
- Optimize organizational relationships
- Minimize waiting times
- Promote the involvement and collaboration of all
- Encourage ongoing staff training and development

### Areas accessible to the public

- Reception Area
- Waiting Areas located on both the ground floor and upper floors
- Specialized consultation rooms for medical appointments and Rehabilitation and Physiotherapy activities on both the ground floor and first floor

- Blood Draw Point on the ground floor
- Hyperbaric Medicine Area on the ground floor
- Gym for motor and functional rehabilitation on the first floor
- Restrooms, including facilities for people with disabilities, on both the ground floor and first floor

### **Areas reserved for staff**

- Management, Secretariat, and Administration Offices on the first floor
- Stockroom on the ground floor
- Restrooms on both the ground floor and first floor
- Changing room on the ground floor

### **Opening to the Public**

Monday to Friday from 8:00 AM to 8:00 PM. Saturday from 8:00 AM to 1:00 PM.

For information and bookings, you can call the landline number 075 393964 or the mobile number +39 349 400 0712, or send an email to [info@flexorlab.it](mailto:info@flexorlab.it).

Further information is available on our website [www.flexorlab.it](http://www.flexorlab.it).

Anyone in need of our services can contact us by phone and make an appointment, thus establishing the date and time of the visit. The rates are displayed at our center and/or communicated to the client via phone or during meetings at the facility. All necessary information for the execution of the service is provided to the patient, and any doubts or concerns are clarified. Before providing the service, the patient is informed, in accordance with EU Regulation 679/16, about the processing of personal and sensitive data, and their necessary authorizations are requested.

For ultrasound examinations, specialist visits, and physiotherapy and massage therapy services, requests are managed to ensure the earliest available appointment. The service can be provided within 7 days.

For sports medical examinations during the months of August, September, and October, the service can be provided within one month.

For electromyographies and neurosurgical visits, the service can be provided within one month.

For ultrasound examinations and specialist visits, reports are issued immediately after the healthcare services.

For hyperbaric medicine services, the service can be provided privately within three days, using the progressive order of appointment requests as the booking criterion.

In the case of agreements with the National Health Service (SSN), the Booking Center proceeds with booking the service based on waiting lists and the allocated budget.

The center is available to extend closing hours in case of emergencies.

The blood draw service can be provided, by appointment, every day from 8:00 AM to 10:30 AM. Reports are generally delivered within 24 to 72 hours, depending on the type of blood draw performed.

In order to give substance to the concept of "patient centrality," our facility manages welcoming activities considering the diverse needs of the patient, providing:

- Staff proficient in English
- Physicians and physiotherapists of both genders in case of requests due to religious affiliation or personal preferences.

In addition, we are available to assist the patient even after the completion of the service in order to provide information and/or clarification regarding the issued report and the examination performed.

Finally, in the waiting room, there is a questionnaire through which patients can anonymously express their impressions about the service provided. They can also report any inconveniences, incorrect behaviors, and useful suggestions for the continuous improvement of our work and services. This form can be placed in the designated box available at the center. In case of complaints and/or specific requests from the client for contact to receive information regarding the resolution of the complaint/need reported, we are able to provide responses within a week from the opening of the box (the box is opened at the end of the month).

Complaints can also be submitted to our facility by phone or through our Facebook channel. It will be our responsibility to handle them and inform the client about the actions taken by the facility for proper resolution.

In addition, the medical staff and healthcare professionals are available to actively listen to the needs of users.

Finally, it is possible to request a copy of the report from the staff present at the reception by calling the center or visiting in person. The report will be delivered within a week of the request.

## **5. Services and benefits provided, eligibility criteria, and preparations**

**The center has a variety of professionals available to assist the user. Specifically:**

### **Sonographer, who provides the following services:**

- Ultrasounds: musculoskeletal, osteoarticular, complete abdomen, upper and/or lower abdomen, thyroid, breast, soft tissues, and lymph node stations.

### **Orthopedic surgeon, who provides the following services:**

- Orthopedic and trauma consultation;  
- Sports traumatology;  
- Rehabilitation program planning;  
- Intra-articular hyaluronic acid injections;  
- Dressings

### **Physiatrist, who provides the following services:**

- Physiatric examination;  
- Sports traumatology;  
- Ozonotherapy.

### **Podiatrist, who provides the following services:**

- - Podiatric examination;  
- - Treatment of onychopathies (nail diseases): mycosis, traumas, dystrophies, ingrown nails, nail ulcers;  
- - Treatment of hyperkeratosis (calluses), soft corns, corns;  
- - Wart treatment;  
- - Treatment and prevention of diabetic foot;  
- - Design and fabrication of orthotics;  
- - Performance of instrumental analyses: baropodometric and stabilometric examinations.

## **Angiologist, who provides the following services:**

- Arterial and venous Doppler ultrasound of the lower and upper limbs;
- Doppler ultrasound of the supra-aortic trunks;
- Total screening;
- Sclerotherapy.

## **Cardiologist, who provides the following services:**

- Cardiological examination;
- Cardiac and Blood Pressure Holter monitoring;
- Electrocardiogram (ECG);
- Echocardiography;
- Stress test.

## **Neurologist, who provides the following services:**

- Neurological examination for the evaluation of central and peripheral nervous system pathologies.
- Electromyography (EMG).
- Sleep medicine (polysomnography).

## **Homeopathic doctor, who provides the following services:**

- Homeopathic medical consultation;
- Acupuncture;
- Pain therapy;
- Mesotherapy;
- Auriculotherapy.

## **Doctor specializing in Aesthetic Medicine, who provides the following services:**

- Aesthetic medical consultation;
- Assessment of skin aging (wrinkles, spots, sagging);
- Hyaluronic acid-based fillers;
- Biostimulation and bio-revitalization;
- Medical examination and hair consultation.

## **Psychologist, who provides the following services:**

- Psychological counseling;
- Psychological assessment with instruments;
- Psychological support for various disorders: anxiety, stress and depression, emotional disorders, sleep disorders, psychotic disorders;
- Listening and Professional Guidance Service that helps understanding the world of emotions and suggestions.

## **Ophthalmologist, who provides the following services:**

- Specialized ophthalmological examination;
- Visual acuity measurement, tonometry, evaluation of the anterior segment of the eye, fundus examination.

## **Nutritionist and Dietitian, who provides the following services:**

- Nutritional consultation (body measurement + bioimpedance analysis + diet);
- Diets for the following conditions: obesity and overweight (adults and children), dyslipidemia (elevated cholesterol and triglycerides), diabetes, liver diseases, kidney diseases (renal failure), celiac disease (adults and children);
- Diet for athletes and nutritional advice for pregnant women.

## **Gynecologist, who provides the following services:**

- Gynecological examination;
- Pelvic ultrasound;
- PAP test and THIN Prep and HPV test;
- Medical consultation and assistance on contraceptive methods;
- Oral and non-oral contraception;
- Vaginal swab and bacteriological smear;
- Early pregnancy diagnosis;

## **Blood Collection Center** (Service provided by appointment from 8:00 to 10:30, Monday to Friday)

- Venous blood draws
- Execution of pharyngeal culture swabs
- Collection of biological samples (urine and fecal samples)
- Collection of samples for toxicological tests in occupational medicine
- Molecular and rapid swabs for Covid-19
- Serological test for Sars-Cov-2 antibodies

## **Sports Medicine Service**

With issuance of certificates of suitability for sports with moderate and high muscular and cardiorespiratory commitment, as well as non-competitive certificates.

## **Dermatologist, who provides the following services::**

- Dermatological examination;
- Mapping of moles.

## **Endocrinologist, who provides the following services:**

- Endocrinological examination;
- Thyroid ultrasound.

## **Urologist and Andrologist, for the following services:**

- Urological and andrological examination;
- Urinary system ultrasound, andrological;
- Ultrasound evaluation of urogenital prolapse.

## **Otolaryngologist, who provides the following services:**

- Otolaryngology examination

## **Neurosurgeon, who provides the following services:**

- Neurosurgical examination



## **Geriatrician, who provides the following services:**

- Clinical geriatric examination
- Geriatric assessment for disability evaluation

## **Pulmonologist, who provides the following services:**

- Pulmonology examination

## **Osteopath, who provides the following services:**

- Manual therapy

## **Hyperbaric Medicine:**

In our facility, you can find hyperbaric oxygen therapy (HBOT): a non-invasive method involving the administration of high-concentration oxygen in a pressurized hyperbaric chamber at 1.45 atmospheres (ATM). This induces hyperoxia, significantly increasing oxygen levels in the blood and consequently in the tissues. Hyperoxia triggers numerous health benefits, including:

- Produces anti-inflammatory effects;
- Stimulates the immune response;
- Promotes rehabilitation;
- Regulates oxidative stress.

Regarding the activities of Physiotherapy and Massage Therapy, our center provides the following services:

- Osteopathic Manual Therapy;
- Physiotherapy;
- Magnetotherapy;
- Laser Therapy;
- Tecar Therapy;
- Ultrasound Therapy;
- Massage Therapy;
- Focused Shock Waves;
- Postoperative Rehabilitation.

## ***Eligibility Criteria:***

### **1. Physical Therapy**

- Physical therapy based on manual therapy or therapeutic exercise has no systemic contraindications but may have contraindications at the skin level; situations such as fungi, mycosis, and herpes zoster may prohibit therapy.

- For the administration of certain physical therapies using electromedical devices, the presence of a cardiac pacemaker and pregnancy are the main absolute contraindications to therapy.

It should be noted that some contraindications are subjective, and the specialist physician indicates in the prescription whether certain therapies can be performed or not.

## 2. Hyperbaric Chamber

It is contraindicated to undergo hyperbaric therapy in the presence of:

- Perforated eardrum
- Pulmonary bullae

## 3. Specialized Medical Examinations

### ULTRASOUND EXAMINATIONS

- Ultrasound may not provide sufficient information for the clinical question, therefore other diagnostic procedures such as CT scans, MRI, and X-rays are recommended.
- For a complete abdominal ultrasound, fasting for at least 4/6 hours and having a full bladder are recommended.

### OPHTHALMOLOGY

- Children under the age of 5 cannot be examined as the facility is not equipped for this type of examination.

### CARDIOLOGY

- Children under the age of 6 cannot be examined as the facility is not equipped for this type of examination.

### RHEUMATOLOGY

- Age under 16 years.

### ANGIOLOGY

- An angiologic examination cannot be performed in the presence of non-removable casts or bandages.

### OZONOTHERAPY

- Contraindications for ozone therapy include: G6PD deficiency (favism), pregnancy, acute cardiovascular pathology, and uncontrolled coagulation disorders.

## ***PREPARATION FOR EXAMINATIONS/TREATMENTS***

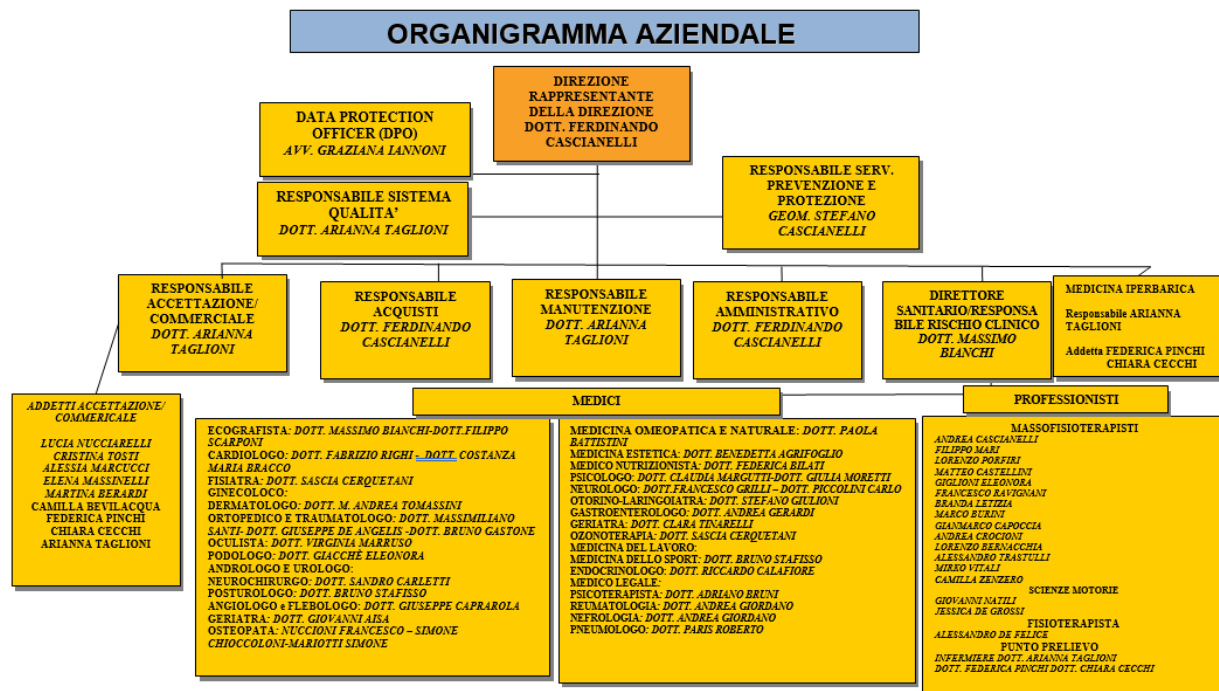
Abdominal ultrasound:

- Fast for 4/6 hours before the examination.
- Full bladder (drink 1/2 liter 30 minutes before).

Blood Tests:

- Fasting is required for all blood tests.
- Breath Test: Follow a specific diet the day before. Avoid antibiotics, laxatives, and gastroprotectants for 7 days before the test.

## 6. OUR STAFF



## 7. POLICY, OBJECTIVES, MISSION

The Management has implemented a quality management system for the services provided as a polyclinic, placing the customer and their satisfaction as a central reference factor. The adoption of a quality system represents the culmination of an internal organization project for operational methodologies, staff responsibilities, and procedures, in a corporate journey that is not a destination but a stage in the continuous improvement process of our clinic and the adopted management system; all aimed at meeting the needs and expectations of customers and stakeholders. This document has been created based on the mission and core values of our facility.

Our mission is to address the customer's problems and protect them, striving to offer increasingly appropriate responses to the healthcare needs of the population and involving the entire structure in achieving customer satisfaction. For this reason, the facility has equipped itself with experienced staff attentive to the needs of customers and stakeholders and has focused heavily on precise and timely external communication through informative and advertising actions aimed at describing the healthcare services provided.

The management also intends to work harmoniously with the institutional part that identifies the objectives to be achieved in compliance with the rules and with the participation of physicians, healthcare professionals, and all personnel at various levels who provide their fundamental contribution to the system.

The management has also identified and addressed the risks and opportunities that can influence the conformity of products and services and the ability to increase customer satisfaction, starting from the operating context. Based on what emerged, requirements and expectations have been captured, which the company has incorporated into objectives and indicators, and has prepared an appropriate management system.

The Management, as a strategic orientation, intends to adhere, in providing assistance services, to the guidelines provided by the legislation governing the National Health Service (SSN). This includes general and specific organizational requirements for authorization to carry out healthcare activities, additional

organizational requirements established by the regional authority for accrediting healthcare and socio-healthcare facilities, the national health plan, the regional health plan, and all provisions of laws and regulations governing accreditation, investing in appropriate resources and infrastructure.

Flexor Lab has been accredited by the Umbria region since July 5, 2017, and has been affiliated with the SSN since August 1, 2020. Since January 2024, Flexor Lab has initiated the authorization process for the diagnostic area.

To this end, the facility aims to promote continuous improvement of the management system to ensure the quality and safety of the services provided, through:

- Compliance with reference guidelines in service delivery;
- Research and monitoring of user satisfaction with the service performed;
- Enhancement of the technical-professional competence of operators through internal training programs and systematic comparison with the best external experiences;
- Drafting, issuance, and dissemination of the Service Charter as a statement of principles (equality, impartiality, continuity, participation, etc.), a guide for users, and an illustration of their guarantees;
- Consolidation of work practices that involve systematic moments of confrontation and integration with users and center operators to ensure increasing attention to the satisfaction of operators and users;
- Maintenance and updating of the management system based on changes over time in healthcare needs;
- Compliance with sector-specific regulations regarding the security of personal data and privacy (EU Regulation 2016/679 and subsequent amendments);
- Compliance with safety regulations and protection of personnel during activities at the facility (Legislative Decree 81/08 and the integrative and corrective provisions introduced by Legislative Decree 106 of 3/08/09 and subsequent amendments);
- Continuous monitoring of equipment by a dedicated manager;
- Ensuring equal access to services of equal quality for citizens;
- Guaranteeing information and communication with clients.

Based on the quality policy, objectives are defined annually to monitor the service provided and ensure full compliance with the company's mission. Among the objectives defined annually by management with the support of the medical director and staff are:

- Objectives related to the improvement and monitoring of primary services;
- Objectives related to customer satisfaction;
- Objectives related to support processes.

The objectives, indicators, measures implemented for monitoring them, and the quality policy will be communicated to the staff by the Management through meetings to ensure they are understood and supported for the implementation of the actions identified to achieve them. Additionally, the management disseminates the policy by posting it at the facility to inform both clients and internal personnel.

Periodically, during the management review, the objectives and quality policy will be re-examined and, if necessary, redefined to ensure their alignment.

To achieve the above objectives, the organization intends to:

1. Monitor market needs and expectations, particularly those involving the customer;
2. Involve staff in achieving objectives;
3. Define measurable objectives and indices in specific documents, linked, for example, to non-compliance, customer complaints, etc.;
4. Identify moments of control and review of objectives;
5. Record planning, control, and review activities;
6. Provide necessary resources;
7. Establish an information system with accurate and timely customer communication.

For more information on the objectives identified in relation to the different areas within the company and the checks established to verify their achievement, specific documentation has been prepared. The index and objective module contains specific indicators that allow the level reached to be verified and areas for

improvement to be identified. This document is attached to the review and/or used separately based on internal needs. Finally, the Management has appointed the Quality Management System Manager (QMSM), with specific authority to ensure that the established and maintained Quality Management System is compliant with the reference standard.

## 8. Protection for Citizens

### HOW TO REPORT COMPLAINTS / SUGGESTIONS / COMPLIMENTS

Users and/or their family members can submit written and/or verbal complaints (at the reception desk) following any service disruption, action, or behavior that has denied or limited access to services. They can also provide suggestions, proposals, and advice aimed at improving services or compliments. These can be addressed to the reception desk via email at [info@flexorlab.it](mailto:info@flexorlab.it) or by directly leaving them in the designated box at the entrance of Flexor Lab. Upon receiving the complaints and suggestions, we aim to provide a written response within 15 days.

## 9. PRIVACY

Flexor Lab has adapted both its electronic and paper-based systems to comply with the provisions of EU Regulation 2016/679 "General Data Protection Regulation" GDPR (subsequent to the "Privacy Code" Legislative Decree 196/03).

This regulation aims to protect the right to privacy of personal data, preventing improper use that could damage or violate the rights, fundamental freedoms, and dignity of the individuals concerned.

The email address of Flexor Lab as the data controller for the personal data collected, represented by its legal representative, is [info@flexorlab.it](mailto:info@flexorlab.it).

The Data Protection Officer (DPO), whom patients can contact for all issues related to the processing of their personal data and the exercise of their rights under EU Regulation 2016/679, is Attorney Graziana Iannoni, email: [grazianaionni@yahoo.it](mailto:grazianaionni@yahoo.it).

## 10. STANDARD DI QUALITA', IMPEGNI E PROGRAMMI

The primary purpose of Flexor Lab is to identify and meet the needs and expectations of its users and all stakeholders in order to gain competitive advantages and make its services effective and efficient. Flexor Lab ensures protection for users through processes for handling and resolving complaints, verifying commitments, and maintaining quality standards. These processes are aimed at continuously adapting the organization to pursue continuous improvement.

### INDICATORI E STANDARD DI QUALITA'

AREA	CARATTERISTICA
the context of healthcare services	<ul style="list-style-type: none"><li>• Administration, where applicable, of appropriate informed consent.</li><li>• Timely provision of information to the client regarding the characteristics of the service during the initial anamnesis, if applicable.</li><li>• Compliance with Regulation (EU) 679/16 and subsequent amendments.</li></ul>
The context of apparecchiatur	<ul style="list-style-type: none"><li>• Compliance with routine equipment maintenance.</li><li>• Compliance with mandatory legal checks regarding grounding verifications, fire extinguishers, and all requirements outlined by applicable regulations.</li></ul>

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	<ul style="list-style-type: none"> <li>• Timely monitoring of extraordinary equipment maintenance to assess their obsolescence status.</li> <li>• Continuous technological upgrading of equipment to ensure increasingly efficient service to the client.</li> </ul>
<b>Context of satisfaction of the customers</b>	<ul style="list-style-type: none"> <li>• Response time to complaints within one week of becoming aware of them.</li> <li>• Administration of customer satisfaction questionnaires and monitoring of the values emerged in order to implement any corrective actions.</li> <li>• From the analysis of the year 2021, a very high level of customer satisfaction emerged (98.09% of the judgments expressed by customers were above satisfactory).</li> </ul>
<b>Context of worker</b>	<ul style="list-style-type: none"> <li>• Preparation of annual training plans for healthcare and administrative staff.</li> <li>• Continuous training of healthcare staff with issuance of CME credits.</li> </ul>
<b>Environmental needs</b>	<ul style="list-style-type: none"> <li>• Compliance with current legislation regarding safety in the workplace;</li> <li>• Adherence to the structural requirements described by DPR 14/01/97 and subsequent amendments.</li> </ul>
<b>User and family satisfaction</b>	<ul style="list-style-type: none"> <li>• Response time to complaints within 15 days of their detection.</li> <li>• % of positive questionnaires for customer satisfaction evaluation &gt; 90%</li> </ul>
<b>Number of staff trained annually.</b>	<ul style="list-style-type: none"> <li>• Compliance with the minimum requirements outlined in the standards of the Umbria Region.</li> <li>• Compliance with regulations regarding ECM credits accrual.</li> <li>• Adherence to the internal regulations and disciplinary policies of the Facility.</li> </ul>
<b>work environment and technology standards.</b>	<ul style="list-style-type: none"> <li>• Compliance with current legislation regarding workplace safety.</li> <li>• Adherence to routine maintenance and timely management of extraordinary maintenance of equipment and vehicles.</li> </ul>

- **Standardized work procedures for healthcare professionals.**
- **Specialist medical visits.**

service	Waiting time for examination execution.	Waiting time for report delivery.
Specialist medical visits.	7 days	Immediat

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Hyperbaric chamber	1 day	/
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- Clinical analysis

service	Waiting time for test execution	Waiting time for report delivery
Blood draw	2 days	24h to 72h

- fisioterapist

service	Waiting Time for Service Execution
Strumental fisioterapist	Immediatly
Manual fisioterapist	Immediatly

- Informazione e umanizzazione

complaints/service failures	Waiting Time for Service Execution
"Maximum response time to written complaints"	MAX 15 days

Commitments are monitored through internal inspection checks, periodic controls carried out by the Health Director, monitoring of indicators and objectives during management review, and systematic application of documentation prepared for internal management system management

## 11. Precautions to prevent interpersonal transmission infections

Flexor Lab implements standard precautions according to the "Guidelines for the Prevention of Infection Transmission in Healthcare Settings," which involves adopting measures for the care of all users regardless of their diagnosis or presumed infectious status. Standard precautions include: barrier measures (such as Personal Protective Equipment according to Legislative Decree 81/08), hand hygiene, adopting safe practices to prevent healthcare worker exposure to pathogens, environmental sanitization procedures, medical device management, linen and dish management, and waste management. The procedure defined by Flexor Lab is known and applied by all healthcare personnel and operators.

During the Covid-19 health emergency, Flexor Lab has adopted the safety devices and procedures prescribed by the current Prime Ministerial Decrees (DPCM).