

DR.SSA ANNA BORDIN

MISSION

The mission of the Dermatologic and Venereologic Medical Office “Dr.ssa Anna Bordin” is the diagnosis and treatment of all skin diseases. and the promotion of healthy lifestyles to prevent the most common skin diseases.

The Medical Office is committed to adopt the principles of Quality Management. These principles are applied to achieve a continuous improvement of its performances and the customer satisfaction is periodically monitored by surveys.

FUNDAMENTAL GROUND RULES

EQUALITY: all customers will be served in a unbiased, unprejudiced and reliable manner, apart from gender, age, ethnic characteristic, language, nationality, religion and social or physical condition.

CONTINUITY: commitment to supply a regular quantity of quality services

PARTICIPATION: willingness to cooperate with the users on the basis of their comments or suggestions to improve the offered services.

EFFICIENCY & EFFICACY: engagement to offer an efficient (quickness, readiness, alacrity) and effectual (adequateness, usefulness, preciseness) service, choosing all the procedures able to improve it.

HOW TO REACH US

From Padua

By public transportation : bus APS lines n° 16 or 14- bus SITA lines “Padova – Piove di Sacco”; bus-stop just before the cross with the road toward Rio (ask the driver).

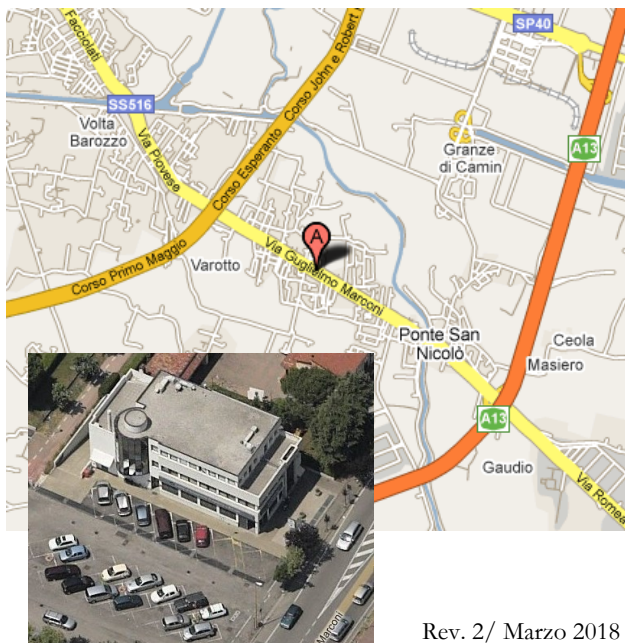
By car : Leave Padua from Voltabarozzo keeping “ Via Piovese” road (SS516); 50 m after the cross with the road toward Rio there is a little car-park just in front of “Cassa di Risparmio del Veneto”

From Piove di Sacco

By public transportation: any bus line SITA toward Padova; bus-stop just before the cross with the road toward Rio (ask the driver).

By car: take SS516 direction Padova, go beyond Vigorvea, Legnaro and Ponte San Nicolò; go across Marconi street and reach on the left the little car-park just in front of “Cassa di Risparmio del Veneto”

There are no architectural barriers.



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USER SERVICE GUIDE

STUDIO
DERMATOLOGICO
DR.SSA ANNA BORDIN



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PADOVA

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HEALTHCARES COVERED BY THE NHS

DERMATOLOGICAL CHECKUPS

ALLERGOLOGICAL COUNSELING

EPIFLUORESCENCE MICROSCOPY EXAMINATIONS

VIDEOPILAROSCOPY WITH VIDEORECORDING

TREATMENTS FOR WART AND NEOFORMATION REMOVALS

CARBON DIOXIDE CRYOTHERAPY

DIATHERMOCOAGULATION

HEALTHCARES WITH FEE

DERMATOLOGICAL CHECKUPS

ALLERGOLOGICAL COUNSELING

EPIFLUORESCENCE MICROSCOPY EXAMINATIONS

SKIN NEOFORMATION REMOVALS

AESTHETICAL COUNSELING (PEELING)

Opening Time

Monday - Tuesday -	from 8:30 to 12:30
Wednesday - Friday	from 15:00 to 19:30
Thursday	from 8:30 to 12:30 from 14:30 to 17:00

Check-in and Booking

Customers can book appointments for physical examinations and tests directly at reception desk, or by phone during opening time.

For the services covered by NHS, the customer also needs:

- TAX ID NUMBER
- NATIONAL HEALTH SERVICE CARD
- PRESCRIPTION of the general practitioner reporting the following:
 - name and surname of the patient
 - his/her tax id number and notices about any rights of exemption from ticket payment
 - diagnostic orientation
 - date, stamp and signature of the general practitioner.

Payments

Payments are made at reception desk after the professional treatments. All the customers not eligible for payment exemptions must pay a participation quote (aka ticket) according to current rules and rates proclaimed by Veneto Region. In case of professional fee, a price list is available at reception desk.

Waiting Lists

For some services/treatments, being impossible an immediate fulfillment, waiting lists could be created, with the exception of emergencies. Our efforts are directed to ensure punctuality, trying to limit delays or waiting times not more than 15 minutes late.

Privacy

During check-in, all the patients/customers are informed about the Personal Data Protection Code (GDPR n.679/16). The staff is at disposal for any supplemental information about protection of privacy.

Quality managements

We are constantly engaged in the maintenance and improvement the quality of our services. To this aim, the staff and the professionals are trained and attend various national and international scientific meeting. Moreover, the customer satisfaction is monthly surveyed.

Handling complaints

Patient satisfaction is one of our primary goals. At the reception desk it is possible to find a form for explicitation of needs or complaints.

