



CONTINENTAL  
TERME HOTEL

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# **SERVICE CHARTER**

**4st New Edition 2021**

## **CONTINENTAL TERME HOTEL**

### **Foreword:**

The right to health and information of the patient is clearly stated both in the Universal Declaration and in the Pact on Economic, Social and Cultural Rights, which define it as the "highest possible level of physical and mental health".

In the United Nations system, the World Health Organization (WHO) is responsible for conceiving and supervising international measures concerning the right to health, information of patients and coordination of work in the international sanitary field.

We invite you to consult this document, to become aware of your rights.

## **Introduction**

This Charter of Health Services is an introduction to our Spa and to its characteristics, its activities and its services.

It is a presentation that does not want to be an end in itself, but to act as a moment of welcome and mutual knowledge with all the users of our Spa.

Our Guests must overcome any sensation of estrangement and subjection and immediately feel surrounded by a spirit of warm hospitality and human warmth.

In this way, it will be easier for them to enjoy the most appropriate services for his situation, to be involved in the cure, and to have better awareness of their rights. Through their reports and their possible complaints, Guests allow the CONTINENTAL TERME HOTEL to provide an increasingly qualified service to meet everyone's needs.

Hotel Management

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## **CHARTER OF HEALTH SERVICES**

In recent years, the National Health Service has introduced the principle according to which it is necessary to improve the relationship with the citizen / user, by fitting the performances to their real needs, not only concerning health in the strict sense, but also concerning relational and fruition services. In this sense, the "Health Services Charter" approved by the DPCM of 19<sup>th</sup> May 1995, constitutes an important instrument aimed at protecting users' rights and giving them the possibility to test the services provided.

The Charter of Health Services regulates the relationships between the user, the Health Department, the Company Management and the Administration. It gives information on the services provided and on how to access them, on the mechanisms of any possible complaint and reimbursement, and ultimately sets the conditions for establishing an active relationship between our Spa and its users.

The Health Services Charter is not a simple information booklet, but a means of allowing constructive dialogue between those who provide the services and those who use them and to define rights and duties; for this reason, it is a dynamic tool, and is

therefore subject to continuous verifications and improvements.

For several years now, the CONTINENTAL TERME HOTEL has been striving to adapt itself more and more to the needs and expectations of those who access its facilities. Many initiatives have been carried out and others are under way or being planned in various sectors: reception, information, relations with the staff. There is still a lot to do, because the achievement of quality is long and complex: first of all, it requires the involvement of the Hotel staff, but also that of the recipients of the services, which through suggestions and even possible complaints can give their contribution.

The document is available to all interested parties and contains information on how to take advantage of the services provided.

The Health Services Charter follows the criteria that are dictated by the regional and national laws.

The Medical Director

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## MAIN PRINCIPLES

The article 14 of law 502/92 about Citizens' Rights reorganized Health Care with the aim of ensuring the best quality. In particular, it introduced a series of "indicators" relating to personalization, humanization, information, comfort and prevention.

Indicators falling under Article 14 of law 502/92 "Citizens' Rights" relate to citizens' views and expectations. They can be defined as indicators of satisfaction and are linked to adequacy, accessibility, and quality, to the operator / patient relationship, to humanization, to comfort and privacy. The charter is essentially aimed at protecting the rights of users. The provision of the Services takes place in compliance with the following fundamental principles:

- **EQUALITY:** benefits are provided without distinction of sex, race, language, social class, religion and political opinions. Services are provided according to the same rules for all, even if the right to difference is guaranteed, to remove any possible cause of discrimination and to promote treatments that take into account the specificity derived from age, sex, nationality, culture and religion. Guests suffering from a handicap take priority
- **IMPARTIALITY:** services are provided according to criteria of objectivity, justice, transparency and impartiality

- **CONTINUITY:** the implementation of a therapeutic diagnostic program is guaranteed on a continuous basis, within the operating modes defined by national and regional rules and regulations
- **RIGHT OF CHOICE:** according to the regulations in force, the Citizen/User has the right to choose among the suppliers that provide the Service;
- **APPROPRIATEDNESS:** the performances are "appropriate" when they are at the same time relevant to people, circumstances and places, valid from a technical and scientific point of view, and acceptable to both customers and operators
- **PARTICIPATION:** The Citizen User has the right to submit complaints, petitions, observations, to access information and to propose suggestions to improve the Service
- **EFFICIENCY:** services must be provided through an optimal use of resources, according to the most up-to-date quality standards, and by adopting all appropriate measures to meet promptly the needs of the Citizen/User, avoiding expenses that would damage of the community;
- **RESPECT FOR THE RIGHTS, OF DIGNITY AND CONFIDENTIALITY:** in no way must diagnostic, therapeutic and organizational needs compromise respect for the person. Every Citizen User must be assisted and treated with care, courtesy and attention in respect of the person and his dignity

# PRESENTATION SHEET

## THERMAL CENTER

### General Data:

- NAME  
**CONTINENTAL TERME HOTEL**
- BUSINESS NAME  
**TERME CONTINENTAL SPA**
- PROPRIETOR  
**Bernardi Family**

### Reception:

- DIRECTOR  
**Mrs. Marilena Lovo**
- DEPUTY DIRECTOR  
**Mr. Federico Bernardi**
- ADMINISTRATIVE STAFF  
Moro Gianluca, Masiero Sandro, De Angeli  
Massimiliano, Orsi Barbara, Lo Corvo Cristina,  
Bicciato Alessia, Marsotto Giada, Tosato  
Susanna, Zandolin Chiara, Fabris Elisa, Cosma  
Silvia, Costa Piera

### Thermal Center:

- HEALTH DIRECTOR: **Dr. Forestan Francesca**
- ASSISTANT DOCTORS: **Dr.Fanin Davide,**
- PHYSIATRIST: **Dr.Patrizia Poli**

THERMAL CENTER MANAGER  
**Mrs. Erminia Pastore**

**Thermal Center Manager**

THERMAL CENTER TECHNICAL STAFF

**Technical Staff:**

Bau' Alessandro, Bettio Lorenzo, Cабianca Michele,  
Cavestro Matteo, Cognolato Luca, Magarotto Caterina,  
Pasqualin Marina, Piccolo Patrizia, Salmistraro  
Veruska, Visentin Leonardo, Cisco Matteo.

**Physiotherapist:** Bisi Gianluca

**Fango carrier**

Bitunjac Dragan

HOW TO REACH US

**From Milan and Brenner pass:** Highway A4 MI-VE  
Exit Padova ovest and follow the signals for Terme  
Euganee- Montegrotto Terme

**From Bologna:** Highway A13 BO-PD Exit Terme  
Euganee and follow the signals for Montegrotto Terme

**From Venice and from the north-east:** Highways  
A13- A4-A13 Exit Terme Euganee, and follow the  
signals for Montegrotto Terme

The Thermal Center is open 7 days a week from  
10.02.2018 to 09.12.2018 and from 20.12.2018 to  
06.01.2019

## **GENERAL SERVICES**

### **THERMAL THERAPY**

CONTINENTAL TERME HOTEL is located in the district of the Euganean Spas, the largest thermal spa in all of Europe, specialized in fango-balneotherapy and inhalation.

The meteoric waters loaded with geothermal energy, spring forth at a constant temperature of 87°C and are unique in the world. Our hotel-Thermal Center hold "I Super" classification from the Italian Ministry of Health, indicating that they safeguard the natural resources of the area and of the guests.

Thanks to the scientific research carried out by the Centro Studi Termali Veneto Pietro D'Abano (Spa Study Center) the primary components of the thermal resource (thermal water, algae, muds) have been studied in depth. The Centro Studi performs systematic scientific research into thermal medicine and constantly monitors the effects of fangotherapy in order to guarantee utmost quality.

## **WATERS**

The waters of the Euganean spa basin fall into the category of deep underground waters, unique because of the long distances they travel. The waters derive from the uncontaminated basins of the Lessini Mountains in the foothills of the Alps, passing through calcareous rock and into the subsoil at a depth of approximately 2000-3000 meters. They are held at high temperatures and under strong pressures over the approximately 80-kilometre route that takes an average of 25/30 years. During this time, they take on mineral salts. At the end of this path, the thermal Center technical staff use the waters for the different therapeutic indications. The abundance of the dissolved substances make this water a unique thermal resource, one of its kind in the world. From the chemical point of view, these waters are classified as hyperthermal sodiobromiodic waters and as having a fixed residue of 5-6 grams of dissolved salts per liter of water at 180°C. The extraordinary therapeutic value of the waters and muds found at Euganean spas derive from the strict regulations governing thermal extraction, preventing the indiscriminate use and depletion of the resources.

## **THERMAL MUDDS**

The muds of CONTINENTAL TERME HOTEL are the result of an astute mixture of a solid (clay), a liquid (sodiobromidiodic water) and a biological component (microorganisms and biomaterials). The ripening process take place in special tanks for approximately 50-60 days. During this time, the muds are kept in constant contact with a steady flow of thermal water.

The temperature and chemical components in the Euganean thermal waters affect the development of particular strains of microbes, modifying the chemical and chemical-physical properties and imparting the therapeutic properties that make these muds so unique.

## **METHODS**

The patient accesses to the thermal treatments with a doctor's prescription.

The prescription must state the pathology of the subject, the indication of the thermal treatments and the number of the same.

## **DURATION**

To obtain maximum benefits from the thermal treatments is recommended a cycle of 12 treatments, within a period of about 20 days. When the indication exists, the duration of the cycle can be extended and/or the therapy can be repeated during the year.

## **OPENING HOURS OF THERMAL CENTER**

The Thermal Center is open from 4.30 a.m.to 11.30 a.m. about. from Monday to Saturday and by reservation in the afternoon and on Sundays.

## **HOW TO BOOK THERMAL TREATMENTS**

You can book the thermal treatments by letter, fax, e-mail and telephone. You ask for our thermal center manager, Mrs. Pastore Ermina (internal number 808 and 835) from 7 a.m. to 11 a.m. and from 5 p.m. to 7 p.m. about. On the day the thermal treatments begin, the reception will show you the procedure for access to thermal treatments and the location of the doctor's office.

Our doctors are specialists in thermal medicine and will prescribe thermal treatments, taking into account the various diseases and special needs of our customers.

Our thermal center manager is available to book and/or confirm the thermal treatments (time and thermal operators).

## **“Guide to Medical Prescription”**

**Published by the Centre for Thermal Studies “Pietro D’Abano”**

## **GENERAL FACILITIES AND SERVICES OF THE CONTINENTAL TERME HOTEL**

After a medical examination for the admission to spa treatments, the Guest agrees with the person in charge of the treatment department the most appropriate time to perform mud therapy sessions (which take place only in the morning). The duration of daily a spa session is approximately 1 ¼ hour - also including a 20-minute general therapeutic massage. Guests can directly access the spa department from their room with a lift. The treatment takes place under the constant supervision of the staff.

### **DESCRIPTION OF SERVICES/FACILITIES**

- Well-lit hall
- Conference rooms
- Smoking room
- Bar and pool bar
- Restaurant
- Breakfast room
- 5 thermal pools with bio-thermal grotto
- 2 SPAS with Finnish sauna, Kneipp basin, Turkish bath, salt room, ice fall, multisensory shower, Roman bath and Soft sauna
- Fitness room with Technogym equipment
- Beauty farm, spa center, physiotherapy and rehabilitation center
- Rooms and suites

- Large park with miniature golf, bocce, indoor and outdoor tennis courts, five-a-side football court, trim trail.

## **HEALTH SERVICES OF THE THERMAL CENTER**

1. HEALTH SERVICES OF THE THERMAL CENTER: fangotherapy, balneotherapy, massage therapy, inhalations, aerosol;
2. SYNERGIC ACTIVITIES WITH FANGOTHERAPY: motor rehabilitation and post traumatic rehabilitation, kinesitherapy, medical gymnastic, hydrokinesitherapy, ionophoresis, tens, ultrasounds, laser, complementary massages: total body therapeutic massages 20, 40, 50 and 60 min., Ayurveda, holistic, On Zon Su massage, Hot Stone, plantar reflexology, Lymphatic drainage, watsu, shiatsu,;
3. AESTHETIC SERVICES OF THE THERMAL CENTER: Intensive facial and body treatments with thermal cosmetics and Marzia Clinic cosmetics, Ayurveda body and face treatments, hairdressing service, manicure, pedicure, body peeling.

4. GYM SERVICES OF THE THERMAL CENTER:  
from Monday to Friday free gym classes and aqua gym with trainer.
5. SWIMMING POOLS: 5 thermal swimming pools each with different temperatures, hydrokinesitherapy in thermal water, water/air whirlpool system, vascular path in the thermal water, Japanese path in water for plantar stimulation, hydromassaging with water mushroom, underwater beds for air-hydromassage, Kneipp, thermal bio-grotto, finnish sauna.

1) **HEALTH SERVICES PROVIDED BY THE SPA**

<b>DIAGNOSTIC CATEGORY</b>	<b>DISEASES TO BE TREATED AT THE SPA</b>
Osteoarthritis and other forms	<ul style="list-style-type: none"> <li>• Osteoarthritis</li> <li>• Widespread arthritis</li> <li>• Cervical arthrosis</li> <li>• Lobe arthrosis</li> <li>• Arthrosis of the limbs</li> <li>• Discomfort without herniation and without symptoms of irritation or nervous compression</li> <li>• Results of operations for herniated discs</li> <li>• Cervical arthritis with rheumatic origin</li> <li>• Scapulo periarthritis humeral (excluding acute forms)</li> <li>• Rheumatoid arthritis in the phase of quiescence</li> <li>• Arthrosis, polyarthritis, osteoarthritis (with osteoporosis or widespread or localized)</li> <li>• Results of joint rheumatism</li> <li>• Osteoporosis and other forms</li> </ul>

	<ul style="list-style-type: none"> <li>• Periarthritis</li> <li>• Ankylopoietic spondylitis</li> <li>• Spondyloarthrosis</li> <li>• Spondyloarthrosis and spondylolisthesis</li> </ul>
Extra- articular rheumatism	<ul style="list-style-type: none"> <li>• Extra- articular rheumatism</li> <li>• Inflammatory rheumatism (during quiescence)</li> <li>• Rheumatic fibrosis</li> <li>• Tendinitis of rheumatc origin</li> <li>• Rhombic disorders of rheumatic origin</li> <li>• Fibrosity</li> <li>• Fibromiosites</li> </ul>

**RECOMMENDED CYCLE:**  
**12 mud applications + 12 thermal baths**  
**OR: 12 thermal baths**

DIAGNOSTIC CATEGORY	DISEASES TO BE TREATED AT THE SPA
<p>Chronic bronchitis - simple or accompanied by obstructive component (with the exclusion of asthma and advanced emphysema, complicated by severe respiratory insufficiency or chronic pulmonary heart)</p>	<ul style="list-style-type: none"> <li>• Simple chronic bronchitis</li> <li>• chronic obstructive bronchopneumonia</li> <li>• Bronchiectasis</li> <li>• Chronic bronchopathies from occupational exposure to irritant powders</li> <li>• Chronic recurrent bronchitis               <ul style="list-style-type: none"> <li>• Chronic emphysematous bronchitis</li> </ul> </li> <li>• Bronchial asthma</li> <li>• Bronchitis chronic obstructive pulmonary diseases or spastic Bronchopathy</li> <li>• Chronic Broncopathy</li> <li>• Obstructive Broncopathy</li> <li>• Chronic Broncopneumonia</li> <li>• spastic chronic bronchial asthma or chronic obstructive pulmonary disease (COPD)</li> <li>• chronic bronchitis obstructive component</li> <li>• Chronic Tracheobronchitis</li> </ul>

<p>Vasomotor Rhinitis</p>	<ul style="list-style-type: none"> <li>• Vasomotor Rhinitis</li> <li>• Allergic Rhinitis</li> <li>• Chronic simple catarrhal rhinitis</li> <li>• Chronic purulent rhinitis</li> <li>• Chronic atrophic rhinitis</li> <li>• Catharral Rhinitis</li> <li>• Hypertrophic Rhinitis</li> <li>• Hyperegic Rhinitis</li> <li>• Secretory Rhinitis</li> <li>• Perennial Rhinitis</li> </ul>
<p>Chronic Laryngopharyngitis</p>	<ul style="list-style-type: none"> <li>• Chronic Pharyngitis</li> <li>• Chronic Laryngitis</li> <li>• Recurrent Tonsillitis</li> <li>• Nasopharyngitis with adenoid involvement</li> <li>• Chronic Adenoidite</li> <li>• Cordite (various types)</li> <li>• Pharyngolaryngitis</li> <li>• Chronic Pharyngotonsillitis</li> <li>• Adeno/tonsillar Hypertrophy</li> </ul>

<p>Chronic sinusitis or chronic rhinosinusitic syndrome</p>	<ul style="list-style-type: none"> <li>• Chronic Sinusitis</li> <li>• Allergic Sinusitis</li> <li>• Pansinusitis</li> <li>• Polyp/sinusitis</li> <li>• Polisinusitis</li> <li>• Rhinoetmoiditis</li> <li>• Rhinosinusitis</li> <li>• Chronic Sinusitis</li> </ul>
<p>Chronic bronchial rhinosinusitic Syndroms</p>	<ul style="list-style-type: none"> <li>• Chronic bronchial rhinosinusitic syndroms</li> <li>• rhino/sinuuous/bronchial syndroms</li> <li>• rhino/sinuuous/bronchial sinusitis</li> <li>• chronic rhino-bronchial syndroms</li> <li>• chronic sinuous-bronchial syndroms</li> </ul>

**RECOMMENDED CURE:**

**12 inhalations + 12 aerosols**

### **3) SINERGY SERVICES**

- Therapeutic 20' and 40'massage
- Modelling massage
- Antistress massage
- Ayurvedic massage
- On Zon Su massage
- Hawaian massage
- Californian massage
- Holistic massage
- Hot Stone massage
- Plantar reflexology
- Lymphatic drainage
- Medical gymnastics
- Kinesiterapia
- Idrokinesitherapy
- Auricular therapy
- Acupuncture
- Mesotherapy
- Iontophoresis
- Watsu
- Shiatsu
- TENS
- Ultrasound therapy
- Laser
- Anti- wrinkle or swollen eyes treatment
- Facial treatment with mandelic acid
- Lymphatic drainage of the legs with cold bandage

- Facial Lymph Drainage with facial mud application
- Facial treatments with thermal products
- Intensive facial treatment with glicolic acid
- Thalasso Sonic body treatment
- *Slim Easy* body treatment
- Beauty services
- Bio-thermal grotto
- Finnish Sauna

FROM MONDAY TO FRIDAY FROM 10,15 A.M. TO 11,15 A.M.  
AND FROM 4,45 P.M. TO 5,45 P.M. GYMNASTICS IN THE  
FITNESS ROOM WITH TRAINER

FROM 11,15 A.M. TO 11,45 A.M. FREE ACQUAGYM LESSONS  
WITH INSTRUCTOR

POOLS ARE OPEN EVERY DAY FROM 7,00 A.M. TO 7,00  
P.M. BIO-THERMAL GROTTO OPEN EVERY DAY FROM 8,30  
A.M. TO 12,00 P.M. AND FROM 3,00 TO 6,45 P.M. (MEDICAL  
CERTIFICATION OR SELF CERTIFICATION IS COMPULSORY)  
FINNISH SAUNA: OPEN EVERY DAY FROM 8,30 TO 11,45 A.M.  
AND FROM 3,00 TO 6,45 P.M. (MEDICAL CERTIFICATION OR  
SELF CERTIFICATION IS COMPULSORY)  
FITNESS ROOM: OPEN EVERY DAY FROM 7,00 P.M. TO 6,45  
P.M.

## **QUALITY STANDARDS AND QUALITY IMPROVEMENT**

### **QUALITY STANDARDS:**

Everyone has the right to access high quality health services, based on the definition and compliance with specific standards.

The right to quality health services requires healthcare facilities and professionals to provide satisfactory levels of technical performance, comfort and human relationships. This implies the specification and compliance with specific quality standards, which are set by means of a public consultation procedure periodically and reviewed.

The CONTINENTAL TERME HOTEL is approved by the Veneto Region for the provision of spa treatments. The approval is identified by the legislation (Legislative Decree 502/92, Legislative Decree 229/99, LR 16, n ° 22 2002, DGR 2496 2004) as a way to promote effectiveness and appropriateness in the clinical practice and in organizational choices, and ensure the quality of care. This is important for:

- National Health Service that acquires and ensures the sanitary services for the patient
- The company that determines the quality level of the service that provides
- The citizen has the right to a high standard quality assistance

The staff of the CONTINENTAL TERME HOTEL is trained for emergencies, including the use of a semi-automatic defibrillator. Medicines and tools for emergencies are available in the medical clinic.

There are tanks for the maturation of the mud.

- The Hotel has a Medical Director, **Dr. Forestan Francesca**, and a Medical assistant, **Dr. Fanin Davide**.
- A Coordinator / Head of the Treatment Department in the person of Mrs. PASTORE ERMINIA who is qualified as head of department
- A private out-of-hours service Doctor is guaranteed by the CONSORTIUM AQUAEHOTELS of Montegrotto (from **4,00 to 6,00 a.m.**) **phone 00393381625520 00393899010850 00393381491346 and (from 6 to 11 a.m.) phone 0039049793144**).
- Before any treatment patients have to undergo a medical examination, which is followed by a medical record.
- Each spa therapy has its own quality standards that are established by the Veneto Region.

## **Fango-balneo-therapy:**

For the performing of the therapy CONTINENTAL TERME HOTEL is equipped with:

- 20 single rooms equipped with a rigid bed, bathtub with shower, perfect ventilation and safety equipment
- 1 single room equipped for handicapped patients
- 10 employees in the mud application, in possession of a certificate issued by the Veneto Region
- Mud matured on the spot

The mud therapist takes care of the patient during the whole treatment. The reaction takes place in appropriate rooms in the spa department. All spa treatments provided by the CONTINENTAL TERME HOTEL can be pre-booked through the reception.

## **Rehabilitation**

The CONTINENTAL TERME HOTEL has a modern physiotherapy center for the treatment of the diseases of the musculoskeletal system.

A team of physicians specialized in psychiatrics and rehabilitation, and assisted by a highly qualified staff (physiotherapists), offers targeted programs for prevention, therapy and rehabilitation.

Hydrokinesitherapy in thermal water exploits the physical and chemical properties of water for therapeutic purposes. It is a natural and effective therapy, not only for the recovery and the maintenance of the functionality of the locomotor apparatus, but also for the reduction of recovery times of overworked or traumatized joints.

### Beauty and Wellness Departement

In the modern beauty farm DamaDama, a team of trained beauticians advises Guests on the programme that suits their needs: relaxing, draining, firming massages, oriental massages such as Shiatsu, Ayurveda, holistic and traditional beauty treatments combined with new and innovative techniques of modern cosmetology.

## QUALITY IMPROVEMENT

- Protection of users: it is guaranteed by scrupulously following the quality standards set by the law. The doctors and the physiotherapists must certify their abilities through graduation certificates; for therapists performing mud, balneotherapy and massages the regional diploma of Thermal Assistance Operator (OAT) is required. The Continental Terme Hotel supports the Quality Thermal Control (QTC) Programme, coordinated by the *Aquaehotel* Consortium and in cooperation with:
  - Federterme
  - FoRST Roma
- Verification of the quality of the service: the service is evaluated through an anonymous questionnaire delivered to the Guest upon arrival. It is also possible for the employees to fill in a questionnaire to express their professional opinion.
- **Complaints:** by completing an anonymous questionnaire, to be requested and returned to the reception
- **Refunds:** please address the administration office

- The staff is open to any constructive criticism that would bring to a professional growth and help fulfil the Guests' needs.

### **PRIVACY UE 2016/679**

Within the category of "sensitive" data, concerning particularly delicate aspects of people's private life (religious, politics, trade union and philosophy, racial and ethnic origin), information on the state of health is the object of a special protection.

All data and information relating to the health of the individuals, as well as the medical or surgical treatments to which they are subjected, must be considered private and adequately protected.

The privacy of Guests/patients must always be respected, (diagnostic tests, specialist visits, medications, etc.). The treatments must take place in an appropriate environment and only with the members of the staff whose presence is absolutely necessary.

For this purpose, the hotel has drawn up the Security Planning Document (DPS), which is available at the reception.