



# SERVICE CHARTER



*Dear Sir/Madam,*

*the document herewith is the Service Charter of the Clinical Research Centre for Rare Diseases “Aldo e Cele Daccò” service charter. It is an important document that allows you to familiarize with the organization’s structure, the services provided, and the objectives and control tools set out to provide a quality healthcare service.*

*This Service Charter describes in detail what the Centre has to offer to the user as a demonstration of constant commitment aimed at enhancing quality, to protect the needs of all those who request its services.*

*Your collaboration in providing any advice, remarks and assessments is a valuable and useful tool to improve the Centre’s work.*

*Health Manager*

## 1. FUNDAMENTAL PRINCIPLES

The fundamental principles that inspire the Clinical Research Centre for Rare Diseases “Aldo e Cele Daccò” service charter are the following:

- **EQUALITY AND FAIRNESS:** services and provisions are equally provided for all, without distinction of nationality, gender, race, language, religion, political opinion, wealth, social and psychophysical conditions.
- **RESPECT:** every user is assisted and treated with care, courtesy, and attention, respecting the person and their dignity.
- **PARTICIPATION:** the user has the right to lodge complaints, requests, observations, to access information, and to propose suggestions for improving the services.
- **EFFECTIVENESS AND EFFICIENCY:** services and provisions are provided by optimizing the use of resources, according to the best quality standards, adopting all suitable measures to meet the needs of the user as promptly as possible, avoiding waste that would be detrimental to the community.
- **CONTINUITY:** the provision of services is guaranteed on a continuous basis and without interruptions that could affect their outcome.
- **PRIVACY:** personal data and data relating to health status are processed in compliance with the European Regulation on the Protection of Personal Data (*General Data Protection Regulation – Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016*).

## Rights of the patient

The Clinical Research Centre for Rare Diseases “Aldo e Cele Daccò” recognizes to all patients the following rights:

### *Respect for the dignity of the individual*

- protection from any direct or indirect pressure regarding personal convictions of the patient
- confidentiality in the performance of services, in full respect of the dignity of the individual
- professionally correct and courteous treatment by the staff, who are required to address the patient using his/her full name and the appropriate pronominal particle, “Lei”
- possibility of immediately identifying the healthcare personnel in question, who are provided with a personal identification badge showing their name and qualifications
- adequate environmental conditions
- objective and impartial information on the range of services provided

### *Quality of care*

- maximum commitment to guarantee safety in the performance of medical and nursing services related to the patient's access to the Daccò Centre
- quality service tailored to the patient's condition, under the best possible material conditions
- benefit from advances in medicine and technology in the diagnostic and therapeutic fields
- availability of the required means to the clinician who takes responsibility for diagnosis and therapy within the scope of his/her professional independence, with the sole limitation of the ethical imperatives of the clinician and the Mario Negri Institute of Pharmacological Research IRCCS
- basic and specialist training for clinical and nursing staff, also supported by appropriate and continuous refresher initiatives
- progressive implementation of an internal quality assessment process

### *Right to information:*

- right to an adequate information on the features of the healthcare facility, the benefits and services it provides, the access procedures and internal organization

- right to an impartial information on the possibility of further investigations and treatments, possibly available in other facilities
- right to an objective and adequate information on the clinical and laboratory investigations and procedures that will be carried out at the Daccò Centre in agreement with the patient's clinician, so as to be able to provide an effectively informed consent
- right to information exercised by his/her legal representative in case the assisted person is not in the position to receive direct information or to self-determine
- right to strict respect of the data relating to the patient and to his/her health condition, and reported in a medical/health record
- right to express a personal opinion on the services received using the tools made available (e.g. customer satisfaction questionnaire)
- right to submit any notifications and have them taken into consideration
- right to receive specific information on how to submit such notifications
- right to know the outcome of any submitted written notification as soon as possible

## **Duties of the patient**

The patient collaborates with the Daccò Centre by:

- maintaining a respectful behavior towards other users and staff
- treating with respect the premises, equipment and furniture, as they are common resources using mobile phones exclusively in common areas
- complying with the smoking ban in force throughout the Daccò Centre
- notifying healthcare personnel about your health condition or any needs, in order to establish a collaborative relationship
- giving notice of a service, respecting the efforts of the staff and the health needs of other patient

## 2. THE ORGANIZATION

### The Mario Negri Institute

The Mario Negri Institute of Pharmacological Research IRCCS is a private non-profit foundation established in Milan in 1961 by the will of Mario Negri (1891-1960), a jeweler and philanthropist from Milan, and under the initiative of Silvio Garattini, founder and director of the organization until June 2018. Since July 1, 2018, Giuseppe Remuzzi is the new director.

The Istituto di Ricerche Farmacologiche Mario Negri IRCCS has been working in the field of biomedical research since 1963, when it began its activities in Milan, with a first group of just 22 researchers. Currently, the Institute has three sites including approximately 700 people i.e., the headquarters in Milan, the Anna Maria Astori Centre in Bergamo and the Clinical Research Centre for Rare Diseases “Aldo and Cele Daccò” in Ranica, near Bergamo.

In 2013, the Institute was recognized as IRCCS i.e., Institute of Hospitalisation and Care of a Scientific Nature.

These are the scientific fields in which the Mario Negri Institute has provided a fundamental contribution:

- fight against cancer
- neurological diseases
- cardiac and vascular diseases
- kidney diseases
- rare diseases
- organ transplantation
- toxic effects of environmental pollutants
- fight against pain and investigations of drug and medicine consumption
- maternal and child health
- clinical epidemiology

Besides its research activity, the Mario Negri Institute provides an intense training activity for individuals qualified or graduated in scientific subjects. It also provides multiple

initiatives to disseminate scientific education in the biomedical field, both for the public and for the specific support of healthcare sector, for a more rational use of drugs.

The Mario Negri Institute of Pharmacological Research IRCCS has implemented – and keeps regularly improving – a Quality Management System that meets the requirements of the UNI EN ISO 9001:2015 standard.

## **The Clinical Research Centre for Rare Diseases “Aldo and Cele Daccò”**

The Centre was established in 1992 thanks to the generous contribution of a number of private subjects and financial institutions, with the aim of promoting independent clinical research and developing drugs for people affected by rare diseases.

Located inside the nineteenth-century Villa Camozzi, the Centre is dedicated to Aldo and Cele Daccò to express the Institute's gratitude to the family who, with a very generous contribution, made its creation possible.

When work began at the Daccò Centre, almost no one was dealing with rare diseases. A unique and stimulating adventure thus began, with the aim of providing practical help to patients, their families and healthcare professionals.

Today the Centre is a reference facility for clinical research both nationally and at the European level. Since December 2001, it has been established as Coordinating Centre for the Network of Rare Diseases in Lombardy (Regional Government Decree N° VII/7328,11/12/2001) and operates in collaboration with the National Centre for Rare Diseases of the Istituto Superiore di Sanità.

The Daccò Centre's research activity also includes chronic kidney diseases, complications of diabetes and organ transplantation.

It is a unique example of a Centre capable of hosting and developing all phases of a research project in one place. Doctors, nurses, biologists, pharmacologists, bioengineers, laboratory technicians, experts in statistics, IT and health economics, all work in close collaboration to evaluate the patient's health condition, collect study data and process them in order to assess the effectiveness of new therapeutic strategies.

In particular, the Daccò Centre is equipped with dedicated facilities that allow to directly follow patients in the context of clinical trials and diagnostic processes. In its current configuration the Centre is organized into the following Sections:

*an outpatient clinic:* it is formed of 4 clinics, a blood sampling room, a waiting room and dedicated toilets

*a day hospital ward:* it includes 5 rooms with two beds each and private bathroom, a visiting room and a waiting room

*an ultra-specialist clinical pathology laboratory*

*an ultra-specialist laboratory of medical genetics-molecular genetics*

To complete these sections and to support patients and their relatives, the Centre also includes a Reception dedicated to patient access and administrative work, a Secretariat, 4 Medical offices, and a canteen. The building is surrounded by a large park.

## **Accreditation**

On 26 March 2009 the Daccò Centre was accredited by the Lombardy Region and since then it has performed diagnostic assessments within the framework of the National Health Service (NHS) for a number of rare diseases. Furthermore, since November 2018, the Medical Genetics Laboratory is classified as an ultra-specialist laboratory. In agreement with the NHS, at the Daccò Centre it is possible to carry out the full panel of investigations required for the biochemical and genetic characterization of patients affected by thrombotic microangiopathies (haemolytic uremic syndrome and thrombotic thrombocytopenic purpura), which is essential for establishing prognosis, selecting the most appropriate type of treatment and defining the transplant options for patients on dialysis. This is a highly recognized service as at least 50% of patients tested come from other parts of Italy outside Lombardy.

Since September 2015, the possibility of performing genetic investigations in agreement with the National Health System (NHS) is also extended to subjects suffering from Membranoproliferative Glomerulonephritis, Autosomal Dominant Polycystic Kidney

Disease and Steroid-Resistant Nephrotic Syndrome. In 2022, this became available also for Alport syndrome and Anderson-Fabry disease.

Overall, at the Daccò Centre diagnostic services in agreement with the NHS are available for the following diseases:

- Haemolytic Uremic Syndrome (HUS)
- Thrombotic Thrombocytopenic Purpura (TTP)
- Membranoproliferative Glomerulonephritis (MPGN)/C3 Glomerulopathy
- Autosomal Dominant Polycystic Kidney Disease (ADPKD)
- Steroid Resistant Nephrotic Syndrome (SRNS)/Proteinuric Nephropathy
- Glomerulopathy with fibronectin deposits
- Alport syndrome
- Anderson-Fabry disease
- Tubulointerstitial nephropathy (ADTKD)

### 3. MISSION

The Mario Negri Institute of Pharmacological Research IRCCS operates in the field of biomedical research at the service of public health. Independent of commercial interests, political parties, religious beliefs, it chooses not to patent its findings.

The Institute's main objectives are:

- carrying out scientific research projects
- training young researchers
- disseminating the results of scientific research at all levels

#### The values

**Independence:** the institute does not patent its discoveries, remaining totally independent of the pharmaceutical industry, the state, universities, politics, finance and religious ideologies. The institute's research and discoveries are freely available to everyone – the scientific community, patients and the general public – guaranteeing the greatest possible levels of collaboration without the need for compromises due to confidentiality agreements and data secrecy issues.

**Authenticity:** the Mario Negri Institute has never departed from the founding principle of serving the public interest: it continues to share and grant full access to its scientific research, and be completely transparent in the management of the intellectual property rights to its discoveries.

**Integrity:** since it is an independent actor, the institute operates with the utmost freedom of initiative and action. It is under no obligation to submit to profit-making principles and works with the typical efficiency of private organisations while, however, serving the public interest.

**Public information:** the institute contributes to disseminating scientific research and information through various initiatives and tools: it continuously informs the scientific community of new developments and breakthroughs; maintains a close relationship with

citizens (especially patients) by sharing information on the use of pharmaceuticals and updates them regularly on matters involving scientific research and health.

**Filanthropy:** the institute was established thanks to Mario Negri's generosity and that of several other philanthropists who followed him in supporting the institute. His example and dedication to the values underpinning science have become an indispensable point of reference for our mission. Mario Negri also paved the way for the generosity of many others, including Angela Marchegiano Borgomainerio, Aldo and Cele Daccò and Anna Maria Astori, to whom we owe a huge debt of gratitude.

## 4. ACTIVITY

### Molecular genetics and specialized biochemistry

Molecular genetics is the scientific discipline focused on the study of the structure and function of genes at the molecular level. Molecular genetic investigations consist of the study of DNA whose alterations may be correlated or may be responsible for a particular clinical manifestation. The studies carried out in recent years have allowed the Centre's research teams to identify numerous genes whose alterations are responsible for rare diseases such as

atypical haemolytic uremic syndrome (aHUS), thrombotic thrombocytopenic purpura (TTP), immune complex membranoproliferative glomerulonephritis (IC-GNMP), C3 glomerulopathies (C3G), fibronectin glomerulopathy and steroid resistant nephrotic syndrome (SNSR).

At the Daccò Centre a wide range of genetic analyzes capable of satisfying very specific requests are performed, including:

- sequencing of single genes, panels of genes, up to the entire exome with “Next generation sequencing” (NGS)
- sequencing and verification of variants with the gold standard “Sanger” methodology
- search for deletions, duplications and complex genomic rearrangements with “Singlemolecule real time sequencing” and “Multiplex ligation-dependent probe amplification”

Alongside these genetic investigations, at the Daccò Centre sophisticated biochemical investigations are also performed, including:

- the dosage of the ADAMTS13 protease and its inhibitors in plasma for the diagnosis of TTP
- the serum/plasma measurement of complement system factors, their activation products (sC5b-9), the FH regulatory protein and anti-CFH antibodies in patients with aHUS, MP-IC, and C3G
- the dosage and characterization of nephritic factor C3 and nephritic factor C5, autoantibodies that cause uncontrolled complement activation in patients with MPGN and C3G

- the evaluation of the effect of patients' serum on C5b-9 deposits on endothelial cells in vitro, useful in supporting the diagnosis of complement-mediated aHUS and monitoring the disease during and after therapy with C5 inhibitor drugs.

Genetic analyzes are also performed in cases of Autosomal Dominant Polycystic Kidney Disease (ADPKD), Alport syndrome, Fibronectin deposit glomerulopathy, Anderson-Fabry disease and tubulointerstitial nephropathy (ADTKD).

## Research

Research has always played a pivotal role in the Centre's activities.

A number of research projects are currently being performed aimed at:

- identifying new genetic causes of those rare diseases studied at the Centre
- finding a molecular diagnosis for people suffering from undiagnosed rare diseases
- characterizing the functional consequences, in vitro and in vivo, of the new genetic anomalies identified by our laboratories
- stratifying patients with C3G or IC-MPGN into homogeneous groups by pathogenesis, using genetic, biochemical, clinical, histological data and new biomarkers (identified with proteomics and metabolomics), in order to personalize therapies and optimize recruitment in
- trials with different drugs that are being developed
- investigating within the families the genetic determinants that influence the risk of developing aHUS

## 5. HOW TO ACCESS THE SERVICES (for those services within the NHS)

### Reservation

As required by the Regional Health Service, i.e. SSR, access to the diagnostic tests performed at the Daccò Centre in agreement with the NHS can be made through a specific request prepared by the reference specialist physician. For information and appointments, the physician can contact the secretariat by:

phone, +39 (035)4535319, Monday to Friday from 9am-1pm and from 2pm-6pm

email, [dhsegreteria@marionegri.it](mailto:dhsegreteria@marionegri.it)

certified mail, [dhsegreteria@pec.marionegri.it](mailto:dhsegreteria@pec.marionegri.it)

To ensure the appropriateness of the investigations and evaluate the full range of analyzes deemed necessary, the specialist physician should discuss his/her patient's clinical case with the Daccò Centre's staff, establishing the type of diagnostic analyzes that are required and the specific NHS prescriptions to be prepared.

If possible, at the same time, an appointment at the Centre should also be scheduled. Alternatively, the physician is invited to provide his/her patient with the necessary contact details to get in touch with the Centre, provided with an NHS prescription, to arrange the appointment, which will be planned taking into account the specific clinical needs.

### Administrative acceptance and payment of the medical charge

- On the day of the appointment the patient must check in at the reception desk of the Daccò Centre, located on the ground floor just after the entrance door, provided with the following documents:
- prescription by the specialist physician
- social security card accompanied by any medical exemption certificate
- a valid Identity Card (ID)

If due, payment of the medical charge can be made by cash, via credit/debit card or bank transfer.

Il personale della *Reception* è a disposizione per fornire all'assistito e agli eventuali accompagnatori tutti i chiarimenti necessari per gli aspetti amministrativi di competenza.

The desk staff is available to provide the patient and any accompanying persons with all the necessary clarifications regarding administrative aspects of competence.

Upon acceptance, the patient will receive consent form for the processing of sensible data in use at the Daccò Centre, which must be filled in and signed before accessing the outpatient clinic. The *desk staff* will then provide the necessary indications to reach the area where the consultation visit, and the collection of biological samples will be carried out (blood sampling and eventual collection of urinary samples).

For communications, the *reception desk* can be contacted by:

phone, +39 (035)45351, Monday to Friday from 8am-6pm

e-mail, villacamozzi@marionegri.it

**PLEASE NOTE THAT THE RECEPTION DESK CANNOT MAKE RESERVATIONS FOR VISITS AND EXAMS.**

## List of services and medical report access

The table shows the services and average waiting times for the return of the report with the outcome of the assessments carried out in agreement with the NHS:

Code	Clinical examination	Maximum reporting time	Disease
90.53.3	ADAMTS13 dosage	4 weeks	HUS/TTP
90.53.3	Antibodies anti ADAMTS13	4 weeks	HUS/TTP
--	Antibodies anti Factor H	30 working days	HUS/TTP /IC-MPGN/C3G
--	Factor H dosage	60 working days	HUS/TTP /IC-MPGN/C3G
--	C3 Nephritic Factor	60 working days	IC-MPGN/C3G
--	C5 Nephritic Factor	60 working days	IC-MPGN/C3G
--	Test C5b-9 deposits on endothelial cells	50 working days	HUS/TTP
--	Test C3 deposits on endothelial cells	50 working days	HUS/TTP
90.60.2	Plasma sC5b-9 assay	30 working days	HUS/TTP /IC-MPGN/C3G
G1.11.X	Mutational analysis of disease requiring 11 to 50 genes for genetic diagnosis	45 working days	HUS/IC-MPGN/C3G Complement defects
G1.02.X	Mutational analysis of disease requiring 2 to 10 genes for genetic diagnosis	45 working days	ADPKD/ADTKD cystic kidney disease Alport Syndrome
G1.01	Mutational analysis of disease requiring only one gene for genetic diagnosis	15 working days	TTP/Anderson-Fabry disease/Fibronectin Glomerulopathy
G1.91	Known Mutation Analysis	10 working days	--

*(follow)*

Code	Clinical examination	Maximum reporting time	Disease
G1.31.X	Mutational analysis requiring more than 50 genes for genetic diagnosis of disease, including whole genome or exome	65 working days	SRNS/Proteinuric Nephropathy/ Renal cystic disease/Esoma
G2.08	Gene rearrangements (deletions/duplications) by MLPA	15 working days	HUS/TTP /IC-MPGN/C3G/ADPKD/ADTKD
G9.01	Genetic counseling associated with testing	--	--

The services can also be performed on samples of patients admitted to other healthcare centres, following a hospital request authorized by the referring Healthcare Management.

For further information, please contact the secretariat by:

phone, +39 (035)4535319, Monday to Friday from 9am-1pm and from 2pm-6pm

email, [dhsegreteria@marionegri.it](mailto:dhsegreteria@marionegri.it)

certified mail, [dhsegreteria@pec.marionegri.it](mailto:dhsegreteria@pec.marionegri.it)

The secretariat will put the specialist physician in contact with the Centre's staff who can provide information on the proper collection, storage and shipment of biological samples, as well as on the administrative issues of competence.

The medical reports of the analyzes performed in agreement with the NHS are delivered directly to the interested party or to a delegated person, provided with a signed delegation form, a valid ID and the interested party's ID, either original or copy.

Alternatively, the medical reports can be sent via certified email to the interested party and, upon agreement with the interested party (or with the parents in the case of minors), also to the attention of the physician who referred the patient to the Daccò

The reports of the analyzes performed on biological samples of patients admitted to other healthcare facilities are sent via certified email to the specialist physician who requested the services.

## Copy of clinical documentation

The patient may request a copy of the medical record relating to the services provided through the appropriate form available at the Reception desk and sending it to the certified email address: [direzionesanitaria.vc@pec.marionegri.it](mailto:direzionesanitaria.vc@pec.marionegri.it)

The copy is issued exclusively to the holder of the medical record, after having verified his identity, or to a delegated person who has provided a signed delegation form, a personal ID and the holder's ID, either original or copy.

Besides having the possibility to collect a hardcopy of the record at the reception desk, the user can also receive the requested medical record via certified email.

## Canceling appointments

To cancel an appointment, please contact the Secretariat by:

phone, +39(035)453519, Monday to Friday from 9am-1pm and from 2pm-6pm

email, [dhsegreteria@marionegri.it](mailto:dhsegreteria@marionegri.it)

certified mail, [dhsegreteria@pec.marionegri.it](mailto:dhsegreteria@pec.marionegri.it)

## Catering service

The Daccò Centre may provide patients and accompanying persons with a catering service. For the breakfast, patients should ask the Nursing staff or the Secretary of the Outpatient Clinic and Day Hospital section.

For the lunch, the Centre uses an external partner service. Meals may be taken in the room, in the canteen of the Daccò Centre. The lunch is booked with the help of the Reception desk staff, who contacts the patient expected to be admitted to the Day Hospital regime the day before the appointment. The external partner offers a limited range of menu options and takes care of delivering the ordered meals to the Daccò Centre in personalized thermal trays. The trays are delivered around 12 o'clock noon. Meals are free for the patient and charged for any accompanying persons.

At the time of acceptance, the Reception desk staff is available for any further request or clarification.

## Respect for privacy

In accordance with current legislation regarding confidentiality of personal data (*General Data Protection Regulation – Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016*), the patient who should wish not to disclose his/her presence at the Daccò Centre, may notify the Reception desk staff at the time of administrative acceptance.

The right to privacy is guaranteed by the methods of processing and communication of personal data for which patients who contact the Daccò Centre give their informed consent.

## Relations with the public

### Public Relations Office

The Public Relations Office (named URP) is aimed at promoting the communication and information process between the Daccò Centre and citizens, in order to facilitate access to the services provided and address any shortcomings.

The URP Office collects citations and signs of discomfort and dissatisfaction through complaints that users can submit in verbal or written form. For the latter, following appropriate investigation, the office responds in writing to the citizen as soon as possible within 30 days.

Reports and requests for information can be submitted in person, by phone, fax or e-mail.

The Public Relations Office/URP may be contacted by:

<b>post</b>	Centro di Ricerche Cliniche per le Malattie Rare Aldo e Cele Daccò Via Gian Battista Camozzi, 3 – 24020 Ranica (BG)
<b>email</b>	urp.vc@marionegri.it
<b>phone</b>	+39(035)4535314 (Monday to Friday from 9am to 11am)

When sending the written complaints via email, it is important to send a signed copy along with a copy of a valid personal ID. In compliance with current legislation on privacy, it is indeed always required to verify the identity of the individual submitting the complaint and to whom the Institute will provide feedback.

## **Public Protection Office**

The Public Protection Office (named UPT) is located at the local health authority building in Via Gallicciolli 4, Bergamo. The UPT Office collects requests, reports and complaints made by citizens who believe their rights have been violated or have encountered issues relating to the health authority services, its private nursing homes, accredited private clinics, etc. It also collects organizational and functional improvement proposals, submitting them to the relevant competent departments for the adoption of any measur.

The Public Protection Office/UPT may be contacted:

- by appointment
- by phone, +39(035)385111
- by e-mail, [upt@ats-bg.it](mailto:upt@ats-bg.it)

Local regulations require that the office should provide a conclusive response within 30 days of the report, except in cases that require particularly complex investigations or in case of lack of response by the facility.

The UPT Office ensures maximum confidentiality of the reports received: the data provided, including personal details, are collected by the office and are not disclosed to any third parties, and will be used and processed by the UPT Office for its own purposes only.

Specific cases in which data relating to the event being reported, including user's personal details, are required for the purpose of the investigation, will be disclosed and processed exclusively upon express authorization.

The services offered by UPT Office are free of charge.

## Parking

The Centre building has its own free parking area.

## How to reach us

### *IN AUT BY CAR*

Exit the A4 Milan-Venice motorway at Bergamo and at the roundabout following the signs for Alzano Lombardo. Drive following the signs for Valle Seriana and exit at the junction for Ranica. Drive for Ranica Centro and then follow the signs for Villa Camozzi.

### *BY BUS OR TRAM*

The terminus of Bus 5/A (which runs through the centre of Bergamo and can be taken at Porta Nuova bus stop) is located approximately 300 meters from Villa Camozzi.

The tram (TEB) leaves from Bergamo FS, near the train station every 15 minutes on schooldays and stops in Ranica. The Ranica TEB stop is about 20 minutes' walk from Villa Camozzi.

### *BY PLANE*

A bus service from Orio al Serio Bergamo airport – located at about 10 km from Ranica – to the centre of Bergamo is available. From Milano Malpensa and Linate airports – located approximately at 120 and 50 km from Bergamo, respectively - a bus service to Milan Central Station is available every 20 minutes. From there, direct trains to Bergamo leave every hour.

### *BY TRAIN*

From Milan Central train station trains to Bergamo leave every hour. The journey takes approximately 50 minutes. To reach Villa Camozzi from the centre of Bergamo bus and tram services are available (please see above).

## 6. SATISFACTION QUESTIONNAIRE

The Daccò Centre, also in compliance with its internal Quality procedures as per ISO 9001:2015, undertakes to carry out survey and checks on the actual level of user satisfaction through specific questionnaires handed out to patients.

The proper completion of satisfaction questionnaires allows the individual user to provide considerations/evaluations on the service(s) received and allows the Daccò Centre to improve the quality of its activities.

The information collected through satisfaction questionnaires is reprocessed annually and sent to the Lombardy Region.

## **CLOSING STATEMENT**

The Mario Negri Institute of Pharmacological Research IRCCS has adopted an institutional anti-COVID contagion protocol with relevant risk mitigation measures.

Among the adopted measures, it is mandatory to wear a face mask before entering the Day Hospital ward or the Outpatient Clinic. If necessary, meals (breakfast and lunch) are taken in the Day Hospital ward i.e., in the room where the clinical evaluation of patients who require a stay of a few hours takes place.

If a patient checks in accompanied by more than one person, in order to avoid gatherings in the waiting areas and with the exception of minors, it is the responsibility of the healthcare staff to provide adequate indications to the reception desk staff on a case by case basis.

