

# 1. Charter of Health Services

The *Charter of Health Services* is the result of a long and thorough work positively influencing the relation between citizens and *Azienda Ospedaliera Ordine Mauriziano*. The *Charter* is a mean guaranteeing the quality of the medical organisation, an information and communication instrument, and a support favouring the extended participation of citizens and the evaluation of the work undergone.

Besides professional figures and hospital workers, citizens' representatives have been involved in the wording of the *Charter of Health Services*. The prearranged quality objectives can be achieved by implementing all the available resources for reaching a mutual target: the public health protection.

The *Charter of Health Services* published on our website multiplies its potential as a communication tool: there are available updated information on the hospital's organisation and activity, on the services offered and the way to access them.

The direction chose is accessibility and transparency so as to simplify the vast area of guidelines which characterizes medical services. For this reason, the citizens' contribution is highly important in easing the research of needed information. Therefore, you are invited to report any possible improvement at the e-mail address of the Customer Care Department: [urp@mauriziano.it](mailto:urp@mauriziano.it).

In this way too, the dialogue between citizen and the Hospital can be enhanced.