



CENTRO KOS srl is located on the first floor of a complex equipped with **parking spaces for disabled people** and provides a **wheelchair** for those in need.

It has an **elevator** and, alternatively, an **entrance route with easy access** from Tien An Men Square. The Center has **accessible restrooms for disabled people** and a **spacious gym** for rehabilitation, re-education, and medical gymnastics, both for individual and group activities.



The **confidentiality of patient data** is guaranteed in compliance with current legislation on the protection of personal data (*Legislative Decree 196/03; European Regulation 679/2016; and subsequent amendments*).

The **Data Protection Officer** can be contacted at: info@centrokos.it

The **Data Controller** is Dr. C. Trevisan.



COMPLIANT FORMS are available to customers, through which **any service failures or issues encountered can be reported**. These forms should be submitted to the Reception Desk in order to receive a prompt response from the Management.

Patients who believe their rights have been violated have the option to contact the **Court for Patients' Rights** (or similar associations) at Via del Pozzo 71, 41124 Modena.



CENTRO KOS is located in Sassuolo (MO), at the **Ex-Saime Business Center**
Via Radici in Piano, No. 46
Scala B, 1st floor, on the terrace
We are just a 2-minute walk from *Sassuolo Train and Bus Station*, and we have a *spacious and convenient parking lot* in front of the facility and in the adjacent *Tien-An-Men Square*, available for users.



The **RECEPTION** is open to the public
from **MONDAY to FRIDAY**
from **8:00 AM to 8:00 PM**
PHONE: +39 0536.806370
EMAIL: info@centrokos.it
WEBSITE: www.centrokos.it



Centro KOS

POLIAMBULATORIO PRIVATO

Accreditato con il S.S.N.

Autorizzazione sanitaria n. 9753/98

del 18.07.1998, Comune di Sassuolo

Direttore Sanitario: Dott.ssa Sara Bertoncelli

SERVICE CHART

updated Genuary 4th, 2024

MULTISPECIALTY MEDICAL CENTER



PHYSIOTHERAPY

PHYSIATRY

ORTHOPEDICS

ECHOGRAPHY

ECOCOLORDOPPLER

VASCULAR SURGERY

SPORTS MEDICINE

CARDIOLOGY

ECHOCARDIOGRAPHY

DIETETICS

SPEECH THERAPY

PODIATRY

UROLOGY

NEPHROLOGY

AESTHETIC MEDICINE

OSTEOPATHY

BLOOD ANALYSIS

Via Radici in Piano 46/B, 1st floor, terrace
41049 Sassuolo (MO)

Dear Madam, Dear Sir,

With this Service Chart, we would like to provide you with some information about our facility. CENTRO KOS srl was established in November 1987 in the city of Sassuolo.

CENTRO KOS **MISSION** includes providing medical and physio-therapeutic services, as well as any other activity related to physical therapy, rehabilitation and massage therapy, as well as related or connected activities.

Over the years, the facility has developed activities in various specialized branches and has obtained **Health Authorization** for orthopedics, physiatry, ultrasound, vascular surgery (ecodoppler), and sports medicine.

For the protection of citizens' health, CENTRO KOS is guided by the following principles:

- **Freedom of choice:** The citizen's freedom to choose is the first fundamental element.
- **Right to information:** Citizens must be informed about what is necessary to protect their health.
- **Appropriateness of healthcare services:** KOS Center is committed to complying with all general and specific requirements stipulated by regulations for institutional accreditation.
- **Continuity:** Continuity and regularity of care are elements that guarantee effectiveness.
- **Right to criticize:** Observations, advice, and criticism are indicators of quality.

In order to ensure continuous improvement of our services, we collect **CUSTOMER SATISFACTION SURVEYS** during one or more periods of the year.

Additionally, a **COMPLAINT FORM** is available at the Reception Desk, in order to report any issue to the Management.

CENTRO KOS aims to achieve the following **OBJECTIVES**:

- To pursue the **highest level of patient satisfaction** in terms of the **quality of services** and the **level of hospitality**.
- To provide the **utmost attention to the needs of our patients**, based on the **extensive experience** gained and through **continuous training and development** of our medical and paramedical staff.
- To pursue **maximum transparency** towards patients through accurate and comprehensive definition of all aspects of the service.

- To **respect the delivery times** of confirmed treatments.
- To strive for **continuous improvement** of the expected quality standards of the Healthcare Service.

APPOINTMENTS

Services provided under agreement with the Local Health Authority (AUSL) can be booked through:

- 1) CUP (Central Unified Reservation System)
 - 2) PHARMACY
 - 3) RECEPTION at CENTRO KOS
 - 4) ELECTRONIC HEALTH RECORD (Fascicolo Sanitario Elettronico)
- Services provided privately must be booked directly at CENTRO KOS Center.

PAYMENT

The **ticket** for services provided under agreement with the AUSL and the **payment** for privately provided services can be made in **cash**, with **debit card**, and with **credit card** (the latter two are recommended for healthcare expense deductions).



HEALTHCARE ACTIVITIES

PHYSIATRY*
ORTHOPEDICS & INJECTIONS*
ECHOGRAPHY*
ECOCOLORDOPPLER*
VASCULAR SURGERY
CARDIOLOGY
ECHOCARDIOGRAPHY
SPORTS MEDICINE
PODIATRY
SPEECH THERAPY
DIETETICS
UROLOGY
NEPHROLOGY
AESTHETIC MEDICINE
BLOOD ANALYSIS CENTER

* = also in agreement with NHS

PHYSIOTHERAPY SERVICES

- Individual and group motor rehabilitation*
- Infrared therapy*
- Electrical stimulation*
- Magnetotherapy*
- Spinal mobilization (manu medica)*
- Massage therapy
- Manual lymphatic drainage
- Spinal traction
- Pumping technique
- Mc Kenzie method
- Ultrasound therapy
- Laser therapy
- Iontophoresis
- Analgesic Electrotherapy (TENS)
- Analgesic Electrotherapy (diadynamics)
- Electrical stimulation
- Pressotherapy
- Tecar therapy
- Shockwave therapy

* = also in agreement with NHS

REHABILITATION GYMNASIUM

- Neuro-motor rehabilitation
- Post-traumatic rehabilitation
- Pre/post-surgery rehabilitation
- Postural restoration
- Medical gymnastics

SPORTS REHABILITATION

MANUAL THERAPY

GLOBAL POSTURAL RE-EDUCATION (GPR)

OSTEOPATHIC TREATMENTS

HOME THERAPY