



SERVICE CHARTER

Polyspecialty Clinical, Surgical and Diagnostic Center



Rev.0 of 10/03/2026

PRESENTATION AND MISSION

The Polaris Medical Service Outpatient Clinic in Fondi (LT) is not just a healthcare facility, but a project born from a clear vision: to transform the concept of care into an experience of overall wellbeing. Since our founding, we have chosen to put the person's health first, building a local point of reference that combines clinical efficiency with a human touch.

An Integrated Center of Excellence

At Polaris Medical Service, we believe true excellence comes from **integration**. We have designed our facility as a complete healthcare ecosystem, where every service communicates with the others to offer the patient a unified, coherent response. We do not simply provide individual services; we accompany each person through every stage of their health journey.

The starting point is our **Specialist Clinical Branches**. Thanks to a broad range of medical expertise and the experience of our specialists, we are able to address every area of health, guaranteeing accurate diagnoses and personalized treatment plans for every need.

Clinical precision is supported by a state-of-the-art **Advanced Diagnostics** department. We use the latest-generation technology — such as **Open MRI**, ideal for patients who suffer from claustrophobia, and **DEXA bone densitometry** for bone health — which allows us to “see” with extreme clarity, enabling timely and targeted interventions.

Should the treatment path require it, the center has operating rooms dedicated to **Level I and Level II Surgery**. Here, patient safety is guaranteed by extremely high standards and the use of minimally invasive techniques, which reduce recovery times and the impact of procedures, ensuring a fast and safe return to everyday life.

Our mission is founded on an inseparable pairing: **technology and professionalism**. We believe that technological innovation is a fundamental tool, but that it only gains value when guided by expert hands and empathetic minds. For this reason, our team is made up of highly qualified professionals who share our work ethic: treating not only the condition, but the whole person.

We have designed our spaces to be welcoming, safe and functional. At Polaris Medical Service, every patient should feel listened to and cared for, within an environment that respects their privacy and their pace, guaranteeing high-quality healthcare services in a climate of complete trust.

DIAGNOSTIC IMAGING AREA (Currently undergoing accreditation)

The technological heart of Polaris Medical Service is its **Diagnostic Imaging Area**, a department of excellence (currently undergoing accreditation) designed to provide essential support to both the surgical and clinical branches.

Our mission is to provide fast, precise diagnoses through the use of the latest-generation equipment, while ensuring a calm and comfortable experience for every patient.

General Radiology (X-rays)

Traditional radiology uses electromagnetic radiation to image the body's internal structures. It is an essential technology for obtaining detailed images of bone and soft tissue, allowing for the precise diagnosis of fractures, lung conditions and dental issues.

Mammography

Mammography is an essential technique for early breast cancer screening. Our system uses multiple low-dose acquisitions from different angles, improving three-dimensional visualization of breast tissue and significantly increasing diagnostic accuracy compared to conventional methods.

Open MRI – MRJ (Joint/Musculoskeletal)

We have the only truly open system on the market, specifically designed to eliminate discomfort for claustrophobic patients. **Joint MRI** provides extremely detailed images, essential for diagnosing injuries, inflammation and degenerative conditions. Areas treated include: knee, calf, ankle, foot, elbow, forearm, wrist and hand.

Dental Radiology (Panoramic X-ray)

Orthopantomography, or dental panoramic X-ray, provides a complete, simultaneous view of the dental arches, the jaw and the surrounding bone structures. It is the basic examination for assessing oral health and planning dental treatments.

3D Cone Beam Radiology

This represents the state of the art in dental and maxillofacial diagnostics. This method makes it possible to generate high-resolution three-dimensional images with a lower radiation dose than traditional CT, facilitating surgical and implant planning.

Bone Densitometry (DEXA)

Computerized Bone Mineral Densitometry is a simple, reliable test that analyzes bone mineral density. It is considered the “gold standard” for diagnosing osteoporosis, assessing mineral mass at the spine and proximal femur.

Ultrasound: A non-invasive technique based on ultrasound waves, free of side effects and therefore also ideal during pregnancy. It allows most internal organs to be examined in real time.

Color Doppler Ultrasound: Allows the study of blood flow in the main vessels (arteries and veins). The “color” effect highlights even minor vascular lesions and helps identify their causes with extreme precision.

3D and 4D Morphology Ultrasound: Gives expectant parents the emotional experience of seeing their baby with realistic, moving images. Beyond the emotional aspect, it is an advanced diagnostic tool that allows doctors to assess the baby's anatomical development and health with an extraordinary level of detail.

SPECIALIST BRANCHES AND OUTPATIENT SERVICES

At the Polaris Medical Service Outpatient Clinic, we offer a full range of medical specialties. Each department is led by experienced professionals working together to ensure comprehensive patient care.

Medical and Diagnostic Area

Allergology: Identification and treatment of allergies (respiratory, food, skin) with personalized solutions to improve quality of life.

Andrology: Male reproductive health, with a focus on sexual dysfunction, infertility and conditions specific to men.

Angiology: Diagnosis and treatment of blood vessel diseases (veins and arteries), with treatment approaches focused on circulation.

Pulmonology: Management of respiratory conditions and lung health, essential for treating asthma and chronic bronchitis.

Cardiology: Prevention, diagnosis and treatment of cardiovascular disease through comprehensive heart health check-ups, including **Electrocardiogram (ECG)**, dynamic monitoring of blood pressure and heart rhythm (**Holter and ambulatory blood pressure monitoring**) and exercise **Stress Tests**, ensuring a complete assessment of cardiovascular risk.

Dermatology: Treatment of skin and connective tissue conditions and mole monitoring for cancer prevention.

Diabetology: Integrated management of diabetes and its complications, aimed at improving the patient's lifestyle.

Hematology: Study of blood and blood disorders (anemia, leukemia, lymphoma) for timely diagnosis and targeted treatment paths.

Endocrinology: Diagnosis and treatment of hormonal disorders, thyroid conditions and metabolic problems.

Gastroenterology: Digestive system health, with diagnosis and treatment of gastrointestinal diseases using advanced techniques.

Gynecology and Obstetrics: Comprehensive care for women's health at every stage of life, from prevention to pregnancy monitoring. We offer essential preventive screening such as the **Pap Test** (including liquid-based Thin Prep) and **HPV** typing, as well as advanced ultrasound diagnostics. For expectant mothers, the center is a point of reference for **Molecular Prenatal Screening (NIPT - Prenatal Advance)**, which allows fetal DNA to be analyzed with extremely high precision.

Internal Medicine: A comprehensive view of patient health, dedicated to the diagnosis and treatment of diseases of the internal organs.

Neurology: Treatment of disorders of the central and peripheral nervous system, supported by accurate diagnostic tests performed on-site, such as **Electromyography (EMG)**, **Electroencephalography (EEG)** and **Electroneurography**, essential for diagnosing neuropathies, epilepsy and autonomic nervous system disorders.

Ophthalmology: Prevention and treatment of eye disease, vision testing and correction of refractive errors.

Otolaryngology (ENT): Diagnosis and treatment of conditions affecting the ears, nose and throat.

Rheumatology: Treatment of rheumatic and autoimmune diseases, aimed at reducing pain and improving mobility.

Breast Care (Senology): Prevention and screening of breast conditions through excellent diagnostic protocols.

Urology: Urinary system and male genital health, with dedicated specialist treatments.

Rehabilitation and Wellness

Physiotherapy: Personalized rehabilitation programs for functional recovery, pain reduction and improved mobility.

Sports Medicine: Support for athletes in managing injuries and optimizing physical performance.

Aesthetic Medicine: Non-invasive treatments aimed at rejuvenation and enhancing natural beauty.

Nutrition: Scientific dietary counseling to promote health and manage diet-related disorders.

Orthopedics: Diagnosis and treatment (medical and surgical) of musculoskeletal conditions.

Osteopathy: A holistic approach using manual techniques to restore proper body function.

Psychology: Mental health support through personalized therapeutic programs for psychological wellbeing.

Pain Therapy: Multidisciplinary strategies for managing chronic pain, aimed at restoring the patient's independence.

Trichology: Specialist diagnosis and treatment of hair and scalp problems.

CLINICAL TESTS AND PREVENTION

Our center offers targeted prevention protocols to monitor your health quickly and effectively.

Basic Check-up

(ALT/GPT, AST/GOT, Total/Direct Bilirubin, HDL Cholesterol, Total Cholesterol, LDL Cholesterol, Creatinine, Vitamin D, GGT, Blood Glucose, Blood Urea Nitrogen, Triglycerides, Urinalysis, Complete Blood Count, Iron)

Mini Check-up

(ALT/GPT, AST/GOT, Total Cholesterol, LDL Cholesterol, GGT, Blood Glucose, Triglycerides, Urinalysis, Complete Blood Count, Serum Iron)

Osteoporosis Check-up

(Complete Blood Count, ALT/GPT, AST/GOT, Calcium, Phosphorus, Alkaline Phosphatase – Bone Isoenzyme, Creatinine, Vitamin D, Parathyroid Hormone, Blood Urea Nitrogen, ESR, CRP, Urinalysis, Protein Electrophoresis, 24-hour Urinary Calcium)

Rheumatology Check-up

(Complete Blood Count, ESR, CRP, AST/GOT, ALT/GPT, Urinalysis, Creatinine, Protein Profile, Blood Urea Nitrogen, Rheumatoid Factor, Anti-CCP, ANA by Indirect Immunofluorescence)

Fatigue Check-up

(Vitamin D, FT4, TSH, Vitamin B12, Folate, Ferritin)

Thyroid Check-up

(TSH, FT4, Anti-Thyroglobulin Antibodies, Anti-TPO Antibodies)

Coagulation Check-up

(Prothrombin Time, Partial Thromboplastin Time, Fibrinogen, Complete Blood Count, Antithrombin III, D-Dimer Test, C-Reactive Protein)

Advanced Molecular Diagnostics: Innovative panels such as **Vagibiome** for vaginal microbiota analysis and the latest-generation genetic screening.

Pre-operative Tests

Standard: (Electrocardiogram, Complete Blood Count, Blood Urea Nitrogen, Creatinine, Blood Glucose, PT, PTT, Na⁺, K⁺)

Cataract Surgery: (Cardiology Visit with ECG, Complete Blood Count, Blood Urea Nitrogen, Creatinine, Blood Glucose, HBsAg, HCV)

OUTPATIENT SURGICAL AREA

Polaris Medical Service has a modern operating unit designed to guarantee maximum safety and sterility. Procedures are performed on an outpatient basis, allowing patients to receive excellent surgical care without the need for an overnight stay.

Level I Surgery

These are quick procedures performed under local anesthesia, allowing for immediate discharge and a fast return to normal activities:

Dermatological and General Surgery: Removal of moles, cysts, lipomas and correction of ingrown toenails.

Minor Cosmetic Surgery: Outpatient treatments for correcting skin blemishes or small lesions.

Level II Surgery

This category includes procedures of greater technical complexity that require the use of advanced technology, sedation or closer post-operative monitoring:

Digestive Endoscopy: We perform **Gastroscopy and Colonoscopy** under sedation, ensuring a completely painless examination for the early diagnosis of tumors and inflammatory conditions of the digestive tract.

Ophthalmic and Vascular Surgery: Specialist procedures to correct vision disorders or treat venous conditions (varicose veins and venous insufficiency).

Interventional Urology: Procedures such as **Cystoscopy**, essential for the endoscopic examination of the urinary tract.

Plastic and Reconstructive Surgery: Structural remodeling procedures performed in complete clinical safety.

Information and Appointments

To view the up-to-date prices for each package and to book your appointment, please visit our official website or contact us directly:



Website: www.polarismedical.it



WhatsApp: 324.6199873



Phone: 0771.900288

QUALITY STANDARDS AND COMMITMENTS

In line with the international standard **UNI EN ISO 9001:2015** and with **DCA 469/2017** of the Lazio Region, Polaris Medical Service places continuous improvement and patient satisfaction at the center of its activity. This commitment translates into four fundamental pillars that guide our daily work:

Fast, accessible care: We know how important it is to get answers quickly when it comes to health. That is why we constantly optimize waiting list management and streamline check-in procedures, ensuring smooth access to our services without unnecessary waiting.

Full transparency in pricing: We believe in a relationship of trust built on clarity. Our prices are communicated transparently before every service; a good example are our comprehensive check-up packages, designed to offer high-quality prevention at clear, contained costs, ranging from €35.00 to €90.00 depending on complexity.

Protection and Confidentiality: Protecting your privacy is an absolute priority for us. Every piece of sensitive data and every medical report is handled with the utmost care and in strict compliance with European regulations (GDPR), ensuring that your personal information always remains protected and confidential.

Excellence in Safety and Hygiene: The safety of our patients and staff is guaranteed by extremely rigorous sanitation protocols. We apply the highest level of sterilization standards both in common areas and in the operating room, to offer you a place of care that is always safe and decontaminated.

PATIENT RIGHTS AND RESPONSIBILITIES

At Polaris Medical Service, we believe that quality of care stems from a relationship of trust and mutual respect. For this reason, we have set out a short “pact” that summarizes what we guarantee our patients and what we ask of them in return, so that we can always offer an excellent service.

What we guarantee every patient

Every person who comes to us has the fundamental right to be welcomed with **humanity and respect** for their dignity. We are committed to providing **clear, complete and transparent information** about every service or treatment proposed, so that the patient's choice is always an informed one.

We guarantee a space for listening where everyone can **share their views** on the quality of the services they receive: your suggestions and satisfaction surveys are valuable tools for our growth.

To allow us to work at our best and guarantee the highest diagnostic accuracy, we ask our patients to actively cooperate with the medical team, providing an accurate account of their medical history, reporting any allergies or ongoing treatments, and keeping to their scheduled appointment times: punctuality is a sign of respect not only for our healthcare staff, but also for other patients, helping us maintain the efficiency that sets us apart.

HOW TO BOOK APPOINTMENTS AND COLLECT RESULTS

To ensure a smooth experience and minimize waiting times, the Polaris Medical Service Outpatient Clinic offers several ways to get in touch, designed to suit each patient's needs.

How to Book

Our front desk is available to help you schedule visits and tests through three main channels:

Phone Booking: By calling **0771.900288**, you can speak directly with our staff to get information on availability, costs and any preparation needed for tests.

Instant Messaging (WhatsApp): For even faster service, our dedicated number **324.6199873** is available. You can request appointments or information, and our front desk will respond as quickly as possible.

In Person: You can visit our centers in Fondi in person, at **Via Andrea Mantegna 7** or **Via Arnale Rosso 5**, where our front-office staff will assist you with booking and administrative matters.

Collecting Your Results

Our facility is committed to delivering results as quickly as possible, within the shortest technically feasible time. While reporting is immediate for many services, turnaround times for clinical tests or complex instrumental exams vary according to the clinical protocols required to ensure accuracy. At the time of the test, staff will inform the patient of the expected date the report will be available. Documents can be collected from the front desk during opening hours, always guaranteeing the utmost protection of privacy in accordance with current regulations. We are implementing procedures to make checking results ever more convenient, reducing the need for in-person visits where the type of test allows.

Your health can't wait: we work every day to make access to care simple, fast and transparent.

GENERAL INFORMATION AND CONTACTS

Your health deserves attentiveness, availability and clear answers. Whether you need to book a specialist visit, ask about our state-of-the-art diagnostics, or simply check your test results, our team is fully at your disposal.

You can find us at our two locations in Fondi, centers of excellence designed to offer you maximum comfort and the best medical technology.

To ensure thorough local coverage, Polaris Medical Service operates two modern, easily accessible facilities:

Main Location: Via Arnale Rosso, 5 – 04022 Fondi (LT)

Second Location: Via Andrea Mantegna, 7 – 04022 Fondi (LT)

Choose the way you prefer to get in touch. We're ready to answer any question:

Phone: (+39) 0771.900288

Mobile & WhatsApp: (+39) 324.6199873 (Ideal for quick bookings and messages)

Email: polarismedicalservice@gmail.com

Website: www.polarismedical.it

Our front-desk staff are available to help you choose the specialist best suited to your needs and to coordinate your appointments efficiently.

LUMADA S.r.l.

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