

paper on services



TERME LUCANE

Fitness Itinerary



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1. Introduction

The **Paper on Services**, is a means by which **Terme Lucane** aim at improving the relation between the organization of the Thermal Resort and its patients.

Not only does it contain relevant information on both the structure and the context within it operates, but it also provides all the sufficient indications on thermal and complementary services.

Practically, to each patient the paper represents a complete and detailed consultation document.

2. Latronico and its waters

Most probably the therapeutic virtues of these thermal waters have been clear since prehistoric times. As a matter of facts, archaeological excavations carried out in the early years of 1900 uncovered votive offerings in the caves of Calda, in the immediate vicinity of the springs. Scholars considered these offerings as holy deposits linked to the **“cult of healthy waters”**.

However, more convincing evidences came to light in 1732 (Dott. Michele La Cava - “I bagni di Latronico” - The Baths in Latronico - published in 1891): **“Still on this land, in a place called Calda, you can find those various mineral waters peasants believe to be good to heal different illnesses”** Almost 100 years later, in 1824, the “*Calendario per l'anno Bisestile 1824*” (the Calendar for the Leap Year 1824) wrote: **“Several fountains of mineral water splash from a place named Calda; they contain principles of carbonic gas, hydrogen sulphide gas, magnesium carbonate gas, carbonate calcic gas and silica**

earth". The first thorough analyses were done in 1842 by the chemist Grocco.

Besides, in 1899 Prof. Bartolomeo Gosio, from the Health Department, carried out the first chemical-physical and chemical exams. This is what he said: "On large travertine strata the waters I have been called to investigate keep on flowing; however, a lot of them met downstream in a fast-flowing watercourse running into the Sinni".

The largest spring, measured in conditions of dryness (during the minimum flow in summer), produces around 42 litres of water per minute-second which is equal to 151 m³/h.

In ancient times it was thought that the waters of the Calda were sulphurous. As a matter of facts, they had this appalling stink of rotten eggs still filling some places of the area nowadays. Yet, it is not possible to state that this is a common feature of all the waters; for example, the Grande Sorgiva (Big Spring), tasted also with the reagents more sensitive to its origin, turned out to be totally free from minimum traces of hydrogen sulphate; whereas, when I tasted samples collected downstream, I managed to find evidence of these components carried by another spring flowing from the right side, after swiftly flowing across some ground turned over by recent floods.

This small spring particularly aroused my interest because it is said that the prodigious and traditional effects of the hydrotherapeutic of the Calda are mainly due to its use as a drink (...)

These results show that the waters of the two springs of the "Calda di Latronico", the only ones to be examined, are rich in universal principles as to quality and number; still, as far as quantity is concerned, they are

poor in these, especially the water of the Grande Sorgiva (Big Spring). Undoubtedly, the reason underlying this scarcity is the fact that water is usually taken in a season immediately following torrential rains, which does not greatly affect the real mineral springs, yet it is not to be disregarded in our case because of the special features of the place, meeting point of other shallow waters.

Since then, numerous have been the chemical-physical exams on the three springs of the Calda:

- in 1970 Prof. Bellavista, the Director of the Pharmaceutical Chemistry Institute of the University of Perugia, carried out some examinations;
- in 1974 the same examinations were performed by Prof. Visintin, on behalf of the EAGAT (the Board for the Management of Thermal Waters);
- in July 1977 a study on the springs of "La Calda", necessary for planning works, was conducted by Prof. Cotecchia.

The hydrogeologic report on the springs of "La Calda di Latronico" lists the following results of both chemical and chemical-physical analyses (some isotopic ones too):

- waters from the three springs, Grande (Big), Media (Medium) and Piccola (Small), with a fixed residue at 180°, respectively equal to 0.442, 0.452 and 0.447 gr., can be classified as Medio- Mineral Waters;
- as to temperature, these waters can be classified as hypothermal, all

- of them having a temperature higher than 20°C with minor seasonal variations (the Big one 22°C, the Medium and the Small ones 22.55°C);
- in the Big and Small Springs it is possible to find a prevalence of the anion bicarbonate HCO_2 and a minor concentration of sulphate SO_4 ; while the cations which can be detected are Ca (91.59 mg); Na 22.70; Mg 14.53; K 5.90.
 - the two types of waters can be classified as Bicarbonate Calcic Waters (Bicarbonate calcic sulphur waters);
 - the water from the Small, Sulphurous, Spring is Bicarbonate Calcic Sulphur Water;
 - the temporary radioactivity, measured at the main spring of the Calda, has released figures equal to 44 millimicrocurie and therefore falls into the category of radioactive waters (from 30 to 150 mmc/litre).
 - Periodic checks done by Prof Visintin guarantee the bacteriological purity of the waters.

3. Thermal activity

An organization at the customer's disposal

The activity of Terme Lucane s.r.l. takes place in the thermal areas situated inside the thermal resort:

Inhalation Ward

Inhalations of warm, moist air, aerosols, atomisations, endotimpanic insufflations, nasal irrigations, pulmonary ventilations

Hydropinic Treatments Ward

A counter where sulphurous water is poured out as a drink

Mud-Therapy Ward

A reactive warm mud bath, mud showers

Balneotherapy Ward

Hot sulphurous baths

Hydromassages Ward

Hydrokinesitherapy Ward

Walking pools (vascular itineraries).

The resort lies in a lush and huge garden. Inside this park, in a cosy structure, you can find the reception and the ticket office, the information point, a bar, a shop for cosmetics, a beautician, treatments wards, a specialistic poli – ambulatory unit, and a huge gym.

4. General Information

4. The Park

Both patients and external people can access the Thermal Park. This is a place where silence reigns and the patient can either relax or have walks, thus prolonging the beneficial effects of treatments. The park has

got an ample parking area for the patients' cars who can easily reach their treatments wards.

4.2 Agreements

The Society has an agreement on thermal treatments with the National Health Service, the INPS (the National Board for Pensions) and the INAIL (the National Board for Industrial Accidents).

IN ORDER TO ACCESS THE TREATMENTS YOU NEED A MEDICAL PRESCRIPTION OR AN AUTHORISATION FROM THE RESORT ITSELF with all your personal details, your address, the pathology to be cured, the type of treatment to undergo and any possible data on your exemption from the payment of the fixed fee.

4.3 Opening Times

Opening days and times of the wards and the reception are:

WARDS

May - Ottobre

Monday - Saturday	mornings	7,00 a.m. – 12,00 p.m.
Monday - Friday	afternoons	4,00 p.m. – 6,00 p.m.

Generally, unless otherwise provided, in the afternoons only inhalations and pulmonary ventilations can be done. Anyway, the

Direction of the Spas reserves the right to modify opening dates and to prolong the times of treatments in case of specific needs.

This information will be given through notices on the notice-board.

RECEPTION

May - October

Monday-Saturday	mornings	8,00 a.m. – 12,00 p.m.
Monday-Friday	afternoons	4,00 p.m. – 6,00 p.m.

Opening periods and times may be subject to changes, which will be notified through notices on the notice-board.

On Saturday afternoons and Sundays wards and offices will be closed.

5. Specialistic Health Activity

Terme Lucane provide the patient with the chance to have some specialistic advice in the following fields: dermatology; cardiology; otorinolaringoiatry

6. Main Principles

Terme Lucane are meant to offer its patients high-quality health and therapeutic services. That is the reason why the structure has got a modern and functional equipment and a highly-specialised medical and para-medical staff

EQUALITY AND IMPARZIALITY

The whole organization aims at supplying everybody with high-quality services; yet, it reserves the right to take special care of the weakest categories (children, disabled people, old people).

CONTINUITY

The society supplies thermal therapies and all its services throughout the whole thermal season.

RIGHT OF CHOICE

The patient can choose times and modes of treatments in compliance with the general rules of health and therapeutic thermal services and the society organization.

EFFICACY AND EFFICIENCY

The services Terme Lucane supply are meant to ensure both efficacy and efficiency.

The society is constantly working on the enlargement and enhancement of its own structures in order to optimize its services..

CUSTOMER'S PARTICIPATION

The patient is entitled to obtain information and answers relative to both general details on the structure (times, etc,) and suggestions and/or complaints.

Terme Lucane provide their customers with proper communication tools

(satisfaction questionnaires) which can be found at the information point within the structure itself.

7. Quality Standards

Coordinated by a Health Manager, the team of Terme Lucane, is trained by medical, para-medical and ward staff.

The high-quality standard is due to different factors:

- the continuous presence of the health staff during treatment times;
- the commitment of a properly trained ward staff;
- the use of modern equipment, reliable and frequently checked by the Health and Technique Management of the society;

Thorough checks during treatment times within the wards, carried out by the Health Management, offer a guarantee for the observance of health rules and a correct behaviour on the part of the operative staff of the different wards.

By virtue of the above-mentioned standards, the Thermal Resort has attained the 1st Level.

Moreover, the Management of Lucanian Spas is ready to supply its customers with complete, transparent and fast information concerning all the aspects of its own activity.

In order to do this, the Thermal Society offers its customers some useful services:

- the Paper on services handed to whoever asks for it;
- telephone communication;
- a prompt notification of any modification on fees by means of written notices;
- the diffusion of general information devices through various communication channels;

In order to have a feedback from the patient, Terme Lucane offer its customers a satisfaction questionnaire through which they can either express their level of satisfaction for the services they have been provided with or put forward any possible suggestion.

8. Characteristics of waters

Our sulphurous water, a present from Nature

- The Big Spring - Bicarbonate calcic water - flow 165 litres/sec.
- The Small Spring - Bicarbonate calcic sulphur waters - 12 litres/sec.

Hypothermal 22 °C

Mediomineral with a fixed residue at 0,422 mg/l

Traceable elements: Bromine - iodine – lithium

Radioactivity: 44 millimicrocurie

Half-life: 5 years

Bacteriological Purity.

Their chemical composition gives these waters a precise pharmacologi-

cal property suitable to different pathologies.

The Health Management of the Spas states that the waters they use are recognised by the Health Ministry and are checked according to the current rules relating mineral waters and spas.

Besides, an important role is played by scientific research on the therapeutic qualities of these waters, which will be carried out in collaboration with University and Research Institutes.

9. Pathologies to be treated

Diseases which can be treated at Terme Lucane as agreed with the National Health Ministry are as follows (according to D.M. 15.12.1994 and D.M. 22.3.2001):

Rheumatic Diseases

Osteoarthritis and other degenerative diseases, extra-articular rheumatism

Diseases of the respiratory system

Chronic bronchial rhino-sinusitis syndromes, chronic bronchitis - either simple or obstructive

Skin diseases

Psoriasis (except purulent psoriasis, erythrodermic psoriasis), eczema and atopic dermatitis, acne

ORL Diseases

Vasomotorial rhinopathy, chronic pharyngo-laryngitis, chronic sinusitis or chronic rhino-sinusitis; syndrome, tubal stenosis, chronic catarrhal otitis, chronic purulent, non-cholesteatoma otitis;

Vascular diseases

Chronic post-phlebopathy, lower limb varicose veins

Gastroenteric diseases

Gastroenteric and biliary dyspepsia, irritable bowel syndrome with constipation.

10. Reception

Thermal treatments can be required either upon presentation of the family doctor's prescription or privately (free choice of the patient, cycles following the first one).

The basic difference between the two different accesses to the Spas lies in the fact that patients with medical prescription have to pay only the fixed fee, unless they are exempt from its payment.

Patients accessing privately have to pay the full fee according to the fare on the price list freely set by the Thermal Society

10.1 Cycles of treatments within the National Health Service

- Inhalations (24 treatments);
- Integrated cycle of the controlled pulmonary ventilation (18 inhalations and 12 pulmonary ventilations);
- Cycle of rhinogenous deafness (12 inhalations and 12 endotimpanic insufflations);
- Baths for skin pathologies (12 treatments);
- Cycle of Mud-balneotherapy (12 muds + 12 therapeutic baths);
- Cycle of treatments for peripheral vascular-pathologies (12 hydromassages or 12 hydrokinesis);
- Hydropinic treatment (12 treatments).

10.2 Access to treatments

In order not to waste time at the counter, patients accessing thermal treatments with a prescription made up by his family doctor have to check that the above-mentioned prescription includes:

- the diagnosis established according to the ministerial list;
- a precise indication of the treatment to undergo;
- patients' personal details and his address;
- all the data of their entitlement to their exemption from the fixed fee;
- their family doctor's signature and stamp;

Every citizen is allowed to undergo only one cycle of treatments per year in accordance with the NHS (the National Health Services) except

for the so-called protected Categories (art. 57 - L.833/78) who can go through a further cycle of treatments throughout the year;

10.3 Additional therapies and complementary treatments

It might be useful to complete thermal treatments with additional therapies and/or complementary treatments included in the price list of the treatments.

These 'extras' will be prescribed by the doctor of the resort according to the patient's needs:

- massotherapy;
- instrumental and manual rehabilitation treatments;
- aesthetic treatments upon booking;

10.4 Fixed Fee

The fixed fee to access treatments has to be paid only once over the year and covers a medical examination and possible assistance during treatments.

Who is exempt from its payment:

- Holders of the National Health authorization;
- doctors performing their profession;

Everybody has to undergo medical examination before accessing any treatment.

10.5 Final Certificate of Treatment Received

Whoever may need a certificate testifying the thermal therapies received has to go to the reception with his personal file and the form proving his daily attendance.

11. Information Point and Dialogue Procedures

Terme Lucane aim at ensuring its patients' complete satisfaction. This is the reason why the society is ready to analyse, as soon as possible, any suggestions or written and oral complaints on the part of its customers.

As to written complaints, customers can send them straight to the Health Management of **Terme Lucane**.

Then, the latter will ask the single areas of the Spas all the information relative to the case.

Complaints can be communicated to the society in different ways:

- by handing them personally
- by sending them to the following fax number, 0973 859856
- by sending them by mail to the following address:
Terme Lucane Contrada Calda - 85043 LATRONICO (PZ)
- by sending them by e-mail to the following
addresses: **info@termelucane.it** **termelucane@libero.it**

The INFO POINT of the Spas is available for any information or assistance on the formalization of the complaint.

As far as written complaints are concerned, **Terme Lucane** are ready

to give their customers useful formal answers within 30dd, by communicating the actions taken in case the complaint has been assessed as valid by the Health Management..

12. Different Phases of the Access to Treatments

The access to treatment is organised as follows:

- Patients enter the Spas where they might be asked by the staff to show their passes;
- Patients hand their prescriptions and the possible payment of the fixed fee to the counters of the reception (a special counter);
- Patients wait into the hall. Waiting times vary according to the attendance and the may vary from a minimum of 5 minutes to a maximum of 2 hours. Beyond this time limit the reception staff will have to provide patients with precise information on waiting times;
- Medical examination;
- Patients can collect their treatment documents from the reception counters;
- Patients wait in the wards. Waiting times vary according to the attendance and the may vary from a minimum of 5 minutes to a

maximum of 3 hours in wards where a booking in advance is not necessary. Beyond this time limit the ward staff will have to provide patients with precise information on waiting times.

- Patients can access thermal wards and undergo their treatments.

13. Medical services

The number of doctors on duty at the reception ranges from 1 to 3 units during high-season in order to shorten waiting times as much as possible. Medical services become operative when wards open and finish when wards close.

14. Rights of patients

Throughout the whole cycle of treatment patients are entitled to:

- be carefully looked after and treated with respect and kindness;
- obtain by the whole staff of the resort all the necessary information for both treatments and free time within the Park over the hours spent in the Spas;
- obtain by the health and para-sanitary working in the resort thorough and clear information relative to the diagnosis of the pathology, on the treatment and the prognosis;
- be guaranteed the respect of the privacy on the data filed in their medical records, unless differently required by the law in compliance with the current rules present in the Legislative Decree 196/2003 - on Privacy;

- express their opinions on the quality of services and put forward suggestions or complaints by means of the devices provided by the Society.

15. Contact with the Structure

Switchboard

Terme Lucane S.r.l.

Tel. 0973 859238 fax 0973 859856

By phoning this number an operator will answer and you will be put through the person or the office you wish to talk to

Formando questo numero sarà possibile parlare con:

By phoning this number you can talk to:

The Health Management

The Reception and the Ticket Office

The Information Point

The Secretary's Office

The Thermal Areas.

Website: www.termelucane.it

E-mail: info@termelucane.it; termelucane@libero.it.



