



SERVICE CHARTER

Information and insights to understand in detail all the services offered by a healthcare facility constantly keeping pace with innovation.

Together, for a better life.

IN MEMORY OF THE FOUNDING
PARTNER OF CENTRO MEDICO SERENA
PROF. RAIMONDO FLORES d'ARCAIS



It is thanks to him that today all of us are working to fulfill a dream.

“Man creates, day after day, his path on earth; every thought and every action leaves deep traces, and what he sows around himself is inevitably what he will later reap.

Everything that dwells in his heart, everything that matures within it, and what is then expressed by it will be the fruit from which new fruits will arise.

This is the destiny of every human being. Cultivating feelings of Love, Peace and Unity with others, both in actions and intentions, is the fundamental path for one to be happy and fulfilled in earthly life”.

M.G.F.d'A.

The Service Charter of Centro Medico Serena

This Centro Medico Serena Service Charter is a document required by the Directive of the Council of Ministers dated May 19, 1995.

We firmly believe that, more than just a bureaucratic obligation, this document is a fundamental tool to guarantee and protect the health and well-being of all our patients. Inside, you will find plenty of useful information to easily access all our services.

Through this charter, you can verify how effectively we meet our commitments and hold us to our promises.

dr. Sergio Maluta
Medical Director

A handwritten signature in black ink, appearing to read 'Sergio Maluta', written over the printed name and title.

Our History

We were founded in Padua in 1979 as a physiotherapy and radiology center affiliated with the Italian National Health System (SSN).

Over the years, we have continuously worked to improve our facility's efficiency and the quality of our services, always putting the patient first.

In 2007, we further expanded our services by opening a private multispecialty division.

Today, in a single location, our patients can find both a medical facility affiliated with the SSN (No. 85/2025) for diagnostic imaging and physical and rehabilitative therapies, and a multispecialty outpatient clinic featuring over 35 specialist physicians.

We operate out of our historic headquarters at Via d'Acquapendente 4/AB in Padua.

We are open to our patients Monday through Friday, from 7:00 a.m. to 8:00 p.m., with continuous hours.

Our Fundamental Principles

Equality: We provide equal services to all citizens, regardless of age, gender, language, nationality, religion, political opinions, cultural background, physical, psychological or economic conditions, and personality traits.

Impartiality: We ensure that all citizens receive objective and fair treatment from all staff members operating within the facility.

Continuity: We guarantee the continuous, regular, and high-quality delivery of our services.

Right of Choice: Any citizen with a valid prescription from their general practitioner may freely choose which healthcare facility to access.

Participation: We guarantee every citizen the right to contribute, through comments and suggestions, to the correct delivery of services and to the improvement of the facility's performance. Before using our services, we provide all necessary information



to ensure patients can actively give their informed consent.

Efficiency. We deliver services in a manner that guarantees maximum efficiency and safety. We adopt appropriate measures to achieve these objectives, providing services in accordance with internal protocols based on the most up-to-date international scientific knowledge.

Organization and services offered

Medical Director
Dr. Sergio Maluta

Management Representative
Dr. Letizia Ingrosso

Reception Manager
Ms. Susanna Bettelle

Quality Control Manager
Dr. Letizia Ingrosso



At Centro Medico Serena, a multidisciplinary team of professionals works seamlessly together: medical specialists, specialists in physical medicine and rehabilitation (physiatrists), radiologists, radiology technicians, physiotherapists, and administrative staff. All staff members wear an identification badge indicating their first and last name, along with their professional qualification.

Centro Medico Serena offers the following healthcare services:

PHYSICAL THERAPIES

- » Cryotherapy
- » Diathermy

- » Electrotherapy
- » Hilterapia
- » Hyperthermia
- » Laser therapy
- » Magnetotherapy
- » Smart-therapy
- » Tecar therapy
- » TENS
- » Ultrasound therapy

REHABILITATION TREATMENTS

- » Fully equipped gym: corrective gymnastics for scoliosis, neurological, orthopedic, respiratory conditions, and group motor rehabilitation
- » Perineal rehabilitation

MASSOTHERAPY TREATMENTS

- » Manual lymphatic drainage
- » Massotherapy

ADJUVANT TREATMENTS

- » Osteopathy
- » Proprioceptive facilitationtaping
- » Diacutaneous fibrolysis

DIAGNOSTIC IMAGING EXAMS

- » Ultrasound of the abdomen, soft tissues, salivary glands, breast, head/neck region, inguinal/pelvic area, testicles, and thyroid
- » X-rays for scoliosis
- » Weight-bearing X-rays
- » Radiology of upper and lower limbs
- » Chest, spine, pelvis, hip and skull radiology
- » 3D mammography with tomosynthesis

SPECIALIST CONSULTATIONS AND OTHER HEALTHCARE SERVICES

- » Anesthesia and resuscitation / pain therapy
- » Angiology
- » Cardiology
- » General surgery
- » Dermatology and venereology
- » Diabetology
- » Endocrinology
- » Physiatry
- » Gastroenterology
- » Geriatrics

- » Gynecology and obstetrics
- » Sports medicine
- » Aesthetic medicine
- » Internal medicine
- » Neurology
- » Nutrition
- » Ophthalmology
- » Oncology
- » Orthopedics and traumatology
- » Osteopathy
- » Otorhinolaryngology
- » Pneumology
- » Psychology and psychotherapy
- » Blood test unit
- » Rheumatology
- » Urology

The main services are described in detail in the following pages.

Booking services, payment and results collection

For any type of information, you may contact Centro Medico Serena by calling 049.687899 or by visiting *centromedicoserena.it*.

BOOKINGS

Appointments for diagnostic exams, therapies, and treatments can be made directly at the reception desk or by telephone, Monday through Friday, from 7:00 a.m. to 8:00 p.m. To receive services covered by the Italian National Health System (SSN), which requires a doctor's prescription, the prescription must include the following information:

- » Name, surname and age
- » Health card number, tax code and any exemption rights from payment
- » Type of service requested
- » Diagnostic question or diagnosis
- » Stamp and signature of the requesting physician
- » Date
- » Priority class of the service

Minors must always be accompanied by a parent or another adult with written authorization. Upon arrival at Centro Medico Serena, patients are kindly asked to bring all relevant personal medical records: previous clinical reports, X-rays or other test results, their health card, doctor's prescription, and tax code.

PRIVACY

At the time of registration, we

inform patients about the processing of their personal data in compliance with current regulations. Our administrative staff is available to provide any information regarding the applicable privacy regulations. We have appointed a Data Protection Officer (DPO) an independent figure responsible for monitoring compliance with personal data protection laws and serving as a point of contact for data subjects.

The DPO can be reached at:
dpo@centromedicoserena.it

CANCELLATIONS

Failure to cancel an appointment, or a late cancellation with less than three days' notice, requires the patient to pay the full co-pay, even if exempt, in accordance with Regional Resolution (D.G.R.) No. 600 of March 13, 2007. It is therefore necessary to cancel appointments at least three days before the scheduled date.

PAYMENT

Payment for services must be made prior to the start of treatments. For those receiving services covered by the Italian National Health System (SSN) who are not exempt, a co-pay (often referred to as a ticket) is required,

calculated according to current regulations and fee schedules. This co-pay amount is identical at both public facilities and accredited private clinics, such as Centro Medico Serena. Self-certification for co-pay exemptions is permitted by law for certain categories of patients, and our administrative staff is readily available to provide further information.

always putting the patient first. All our medical and technical staff regularly attend professional training courses and scientific conferences. The entire facility engages in research, innovation, and educational outreach projects in the fields of rehabilitative medicine and diagnostic imaging.

As evidence of our commitment to ensuring quality across the entire organization, we hold the UNI EN ISO 9001 certification.

Quality and useful information

At Centro Medico Serena, we are committed to the continuous improvement of our services,

WAITING LISTS

We are committed to ensuring that waiting times meet current regional regulations (Regional Government Decree 600 of March 13, 2017) and, where possible, reducing them.



RESPONSIBILITY OF THE FACILITY

We adopt all safety measures and signage required by current laws, and comply with all structural and organizational requirements for authorization. We expect patients accessing our services to be fully independent, capable of moving autonomously and making responsible decisions regarding the environment they are in.

If this is not the case, the patient must be accompanied by a responsible person: Centro Medico Serena's staff cannot be held civilly or criminally liable for any damages sustained by an unattended patient.

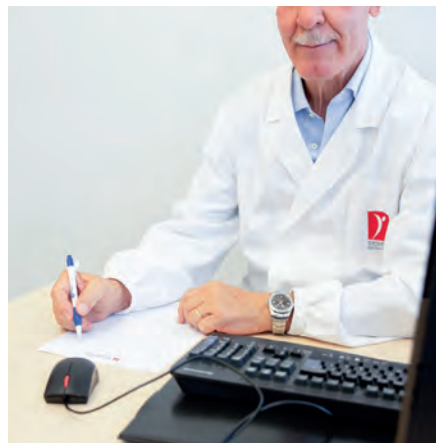
RELATIONSHIP WITH PATIENTS AND TRANSPARENCY

We strive to make patients feel comfortable, both in the environment and in their interactions with all staff members. Whenever possible, we offer flexible scheduling to meet various patient needs.

We maintain constant communication with the healthcare professionals who prescribe or recommend our therapies, with the aim of earning their full trust and creating a synergy that leads to successful patient recovery.

PATIENT PROTECTION

Complaints or reports regarding any service issues compared to what is stated in this Service Charter or agreed upon during booking and registration may be submitted to our reception service. Reports are recorded in a dedicated form or in the satisfaction questionnaire. These reports are also statistically analyzed to assess patient satisfaction and gather suggestions for continuous improvement. The persons responsible for handling complaints are the administrative director and the medical director, who take appropriate action as quickly as possible. Patient attention and cooperation allow us to work better, not only to meet their individual needs but also to offer high-quality service to all patients.



Physical therapies

Within the scope of our physical therapies, we include all treatments that involve the use of various forms of physical energy for rehabilitative, analgesic, or therapeutic purposes. Among these, the most commonly used are:

ELECTROTHERAPY

- » Analgesic currents (TENS)
- » Neuromuscular electrical stimulation (for innervated and denervated muscles)
- » Diadynamic currents
- » Galvanic currents
- » Interferential currents
- » Iontophoresis

Small electrical impulses, in alternating or direct current, are highly useful for stimulating denervated muscles or strengthening innervated ones, with the goal of reducing muscular inactivity or muscle atrophy following surgery or injury. These modalities can also be used for pain relief or to assist in the absorption of specific medications. Depending on the desired therapeutic outcome, the appropriate type of current from the techniques listed above is applied.

Recommended for:

- Muscle or nerve pain
- Osteoarthritis and arthritis
- Localized inflammation, acute or chronic

LASER THERAPY AUTHORIZED HILTERAPIA® CENTER

- » Hilterapia ®
- » IR/Helium-Neon (HeNe) laser
- » High-power laser

This special type of electromagnetic wave features a highly focused beam that ensures effective penetration into tissues. During treatment, both the patient and the operator must wear protective goggles to safeguard their retinas from the emitted waves. Treatment may involve a handheld applicator moved over the targeted area or a static application device.

Recommended for:

- Pain
- Osteoarthritis
- Edema
- Post-trauma rehabilitation
- Inflammatory conditions
- Muscle injuries

MAGNETOTHERAPY

Magnetotherapy devices create magnetic fields through a solenoid, a cylindrical device carrying

an electrical current that generates a magnetic field. The emitted waves are low-intensity, variable-frequency, and non-ionizing, meaning they are not absorbed by organs or tissues. The solenoid is placed over the area to be treated and does not cause any pain or discomfort.

Recommended for:

- *Edema*
- *Recent fractures or soft-tissue damage*
- *Inflammatory conditions*

THERMOTHERAPY

- » *Cryotherapy*
- » *Hyperthermia*
- » *Smart-therapy and tecar therapy*

Exogenous thermotherapy occurs when there is an exchange of thermal energy between the environment and the body surface; endogenous therapy, on the other hand, generates heat deep within tissues through the use of electromagnetic waves. The biological effects of heat include the activation of cellular metabolism, vasodilation, and muscle relaxation, resulting in trophic, analgesic, and muscle-relaxant effects. Depending on whether heat or cooling is required, the various devices list-

ed above may be used.

Recommended for:

- *Localized pain*
- *Compression syndromes*
- *Sports injuries*

ULTRASOUND THERAPY

Certain minerals, when exposed to an alternating electrical field, produce ultrasound waves. These special sound vibrations, inaudible to humans, can generate heat and create a micro-massage effect within the treated tissues. Ultrasound may be applied directly to the affected area through contact, using gel or water.

Recommended for:

- *Tendon, ligament, and muscle disorders*
- *Joint stiffness and degeneration*
- *Inflammatory conditions*

Rehabilitation treatments

Rehabilitation consists of evaluative, diagnostic, therapeutic, and procedural interventions aimed at helping the patient regain normal walking and movement abilities, supporting their reintegration into work, school, family, and social life. The main rehabilitation treatments performed are:

BACK-SCHOOL

A group-based treatment program for preventing and treating lower back and neck pain. It is not merely gymnastics, but rather a learning program teaching exercises, correct posture, and recommendations to follow even at home to prevent these issues. The program provides guidance for the proper use of the spine, improving cardiovascular performance, and deepening the understanding of pain and stress mechanisms.

Recommended for:

- *Myotensive neck pain*
- *Chronic back pain*
- *Muscle and physical stress*

PANCAFIT®

Pancafit® is an innovative tool

used in global postural re-education, designed to help rebalance the body through targeted work on muscle chains. Through a gentle yet profound approach, it helps reduce tension, stiffness, and postural compensations, improving alignment and musculoskeletal function. Centro Medico Serena offers personalized Pancafit® pathways led by qualified professionals, who assess the patient's specific needs and design a targeted treatment and prevention program. Pancafit® can help improve posture, increase joint mobility, reduce muscle and lower back pain, promote more effective breathing, and enhance overall well-being, including physical and mental balance.



Recommended for:

- *Cervical and lumbar pain*
- *Muscle tension and postural stiffness*
- *Postural alterations*
- *Functional recovery*

CORRECTIVE GYMNASTICS FOR SCOLIOSIS

Kinesiotherapy can be an important aid for preventing or reducing functional damage caused by mild scoliosis. All exercises proposed during this rehabilitation program are performed under therapist supervision and aim to develop or strengthen functions such as balance, postural control, axial trunk stability, muscle tone, and respiratory function. Our kinesiotherapy treatments are also essential in treating progressive scoliosis, preventing or managing functional damage resulting from orthopedic treatments, such as bracing or surgery.

Recommended for:

- *Progressive scoliosis*
- *Mild scoliosis*

NEUROLOGICAL REHABILITATION

Lesions of the central nervous system often require outpatient rehabilitation after acute medical treatment. We support patients

along this rehabilitation journey to recover neuromotor, cognitive, and language functions through targeted physiatric and speech therapy treatments.

Recommended for:

- *Stroke recovery*
- *Cerebral palsy*
- *Paresis*
- *Parkinson's disease*
- *Rehabilitation following brain surgery*
- *Multiple sclerosis*
- *Head trauma*

ORTHOPEDIC REHABILITATION

Patients recovering from poly-trauma or surgeries such as hip or knee replacements, ligament reconstruction, and shoulder or ankle surgery are treated with the goal of restoring full function to the affected joint. Treatment is performed using specific protocols based on the type of surgery and also includes physical therapy sessions using electrotherapy devices.

Recommended for:

- *Post-trauma and post-injury rehabilitation*
- *Post-operative rehabilitation after orthopedic surgery*



PERINEAL REHABILITATION AUTHORIZED AND AFFILIATED FINCO CENTER

Pelvic floor rehabilitation aims to restore the functionality of the pelvic floor muscles. Conditions such as chronic abdominal pressure, obesity, and constipation, or physiological events like childbirth, severe stress, surgery, and aging, can lead to urinary or fecal incontinence.

Through targeted movement therapies, such as Kegel exercises, focused electrostimulation, or bio-feedback techniques (which help patients become aware of involuntary tension or relaxation states), it is possible to significantly reduce or completely resolve these debilitating symptoms.

Recommended for:

- *Erectile and sexual dysfunction*
- *Menopause-related disorders*
- *Fecal and urinary incontinence*
- *Pre- and postpartum rehabilitation*

RESPIRATORY REHABILITATION / PHYSIOTHERAPY

This specific type of rehabilitation is useful for obstructive or restrictive bronchopulmonary diseases, as well as for disorders based on autonomic nervous system dysfunction. It is also highly important in the preoperative phase to improve lung function. It involves targeted trunk and limb exercises, extension postures, positions that facilitate respiratory movement, mucus thinning, and the promotion of expectoration.

Recommended for:

- *Chronic bronchitis*
- *Pulmonary emphysema*
- *Cystic fibrosis*
- *Chronic lung diseases such as COPD*
- *Pneumonia*

Massage therapy treatments

Massage therapy includes all therapeutic manual massages of the muscles and connective tissues. Its purpose is to prevent and alleviate musculoskeletal and lymphatic disorders through its direct and indirect effects. We perform the following types of massage therapy treatments:

LYMPHATIC DRAINAGE

- » Manual lymphatic drainage (Vodder method)

At our center, we perform manual lymphatic drainage following the protocols of the two leading schools: Vodder and Leduc. Lymphatic drainage is a special type of therapeutic massage considered the primary treatment for lymphatic system disorders.

This massage is performed from the extremities toward the center of the body to promote the drainage of stagnant lymphatic fluids.

Recommended for:

- *Edema*
- *Primary and secondary lymphedema*
- *Regulation of the autonomic nervous system*
- *Water retention and cellulite*
- *Veno-lymphatic stasis*

THERAPEUTIC MESSAGES

- » Scar tissue massage
- » Connective tissue massage
- » Deep tissue massage

Therapeutic massage typically begins with light, relaxing strokes or long, circular friction to warm up the tissues, followed by specific techniques to tone the muscles. Depending on the patient's specific needs, our qualified therapists will perform the most suitable type of massage.

Recommended for:

- *Muscle contractures and hypertonia*
- *Chronic and acute pain*
- *Postural problems*
- *Treatment of outcomes from injuries, trauma, and surgery*



Diagnostic imaging

Diagnostic imaging refers to all evaluations performed to examine specific parts of the body not directly visible externally. Results from all diagnostic exams are provided on a CD or as printed X-ray films. The radiation produced by the radiographic equipment passes through the body, allowing for the visualization of internal structures. The resulting images are processed and interpreted by

qualified radiologists, archived, and provided to the patient on a CD. Ultrasound is a completely painless diagnostic method that uses high-frequency sound waves, emitted by specialized probes placed on the patient's body, to examine internal organs and soft tissues.

We offer the following exams:

- » Ultrasound of the abdomen, soft tissues, salivary glands, breast, head/neck region, inguinal/pelvic area, testicles, and thyroid
- » X-rays of the upper and lower limbs

- » X-rays of the chest, spine, pelvis, hips, and skull
- » X-rays for scoliosis
- » Weight-bearing X-rays
- » Weight-bearing X-rays * 3D mammography with tomosynthesis

Recommended for:

- Arthritis
- Osteoarthritis
- Diagnostic evaluation of internal organs, muscles, and soft tissues
- Traumatic bone injuries
- Pre- and postoperative evaluations

3D MAMMOGRAPHY

Mammography is a crucial screening test for the prevention and early detection of breast cancer, and it should be performed regularly starting at age 40 or as medically indicated. Diagnostic efficacy also depends heavily on the quality of the equipment used.

Centro Medico Serena uses a state-of-the-art 3D mammography system with tomosynthesis. It provides extremely detailed 3D images—enhanced by the device’s integrated Artificial Intelligence, ensuring excellent diagnostic accuracy while minimizing radiation exposure for a safer patient experience.

Medical gyms

We have dedicated three specialized medical gyms to our patients, fully equipped to treat, manage, and rehabilitate specific clinical conditions.

Highly qualified doctors, physical therapists, and healthcare professionals are on hand in every gym to support you.

NEUROMOTOR REHABILITATION GYM

This specially equipped gym is designed to help our patients regain their normal neurological and physical movements. For anyone experiencing nerve function issues due to vascular, degenerative, traumatic, or tumor-related conditions, standard physical therapy in a single treatment room is often not enough. That is why we built an entire gym dedicated to helping you regain body awareness, improve your breathing, relearn daily activities, practice walking safely, and undergo active and passive rehabilitation for both simple and complex conditions.

Recommended for:

- Supporting patients with spinal cord injuries
- Managing the effects of Multiple Sclerosis (MS) and ALS

- *Recovering from a stroke, coma, or brain inflammation*

ORTHOPEDIC AND REHABILITATION GYM

This gym is staffed by doctors and physical therapists who specialize in treating physical injuries, supporting patients with chronic orthopedic and rheumatological conditions, and guiding post-surgery recovery. Thanks to this fully dedicated space, recovery times are significantly shorter, and our programs are much more effective than standard treatments done in a single therapy room.

Recommended for:

- *Assisting recovery after joint replacement surgeries (hip, knee, hand, and limbs in general)*

- *Managing the progression of degenerative conditions like osteoarthritis*
- *Supporting healing after femur fractures or general fractures, and managing joint and spinal issues*

REHABILITATION AND SPECIALIZED GYM

Centro Medico Serena offers a solution for anyone needing rehabilitation or simply looking to stay in shape through a highly personalized, custom-designed program. The gym is open to anyone with specific needs, whether that means flexible scheduling, high-intensity sessions, or a desire to achieve faster results. Reaching your goals quickly is also made possible by our highly advanced



electromedical devices and equipment, which help maximize the effectiveness of every treatment and training session. This special service is provided as a private (out-of-pocket) option and is available during all of our center's opening hours by appointment.

Recommended for:

- *Achieving fast results with a dedicated, intensive program*
- *Maintaining physical fitness*
- *Personalized and dedicated rehabilitation*

Specialist visits and other healthcare services

By collaborating with over 30 medical specialists, Centro Medico Serena is able to offer expert medical consultations across many different fields of medicine. Our key specialties include:

ANESTHESIA AND PAIN MANAGEMENT

This clinic provides various therapies to treat and ease chronic pain, helping to greatly improve our patients' quality of life. While it's true that some types of pain cannot be completely eliminated, they can certainly be managed and relieved using the many techniques available to our pain specialists. If recommended by the doctor, concurrent psychological support can provide a more complete understanding of your condition. This gives us a comprehensive view of



how pain impacts your daily life, from your job to your relationships and mental well-being.

ANGIOLOGY

The veins in our legs have special “valves” that allow blood to flow up toward the heart while preventing it from flowing backward. When these valves don’t work properly, blood can flow backward and pool, causing the veins to stretch and dilate. These conditions can cause uncomfortable symptoms like swelling and a feeling of heaviness, as well as more serious issues like thrombophlebitis (blood clots) or varicose ulcers. The most accurate test for diagnosing these vascular conditions is a color Doppler ultrasound. Using this scan, our phlebologist can evaluate the health of your veins and, if needed, recommend the right treatment plan. This might include compression therapy combined with specific medications, vein surgery, or sclerotherapy (injections to treat varicose veins).

CARDIOLOGY

Our cardiology clinic provides a thorough assessment of your heart and blood vessels to ensure your entire cardiovascular system is healthy. Our specialists perform routine heart check-ups as well as

any other necessary diagnostic tests. Our cardiology team is fully dedicated to preventing and treating any condition affecting your heart and vascular system.

GENERAL SURGERY AND PROCTOLOGY

This department focuses on evaluating and treating common surgical issues, such as hernias, gallstones, cysts, and lipomas. We also pay special attention to proctological conditions such as hemorrhoids, fissures, anal fistulas, and rectal prolapse, which are treated using minimally invasive or outpatient techniques. The surgical clinic offers complete care, from your initial diagnosis all the way to finding the best treatment path for you.

DERMATOLOGY AND VENEREOLOGY

This branch of medicine deals with skin conditions in both adults and children, as well as their related treatments. At our center, we also perform small, non-invasive procedures to remove harmless skin bumps like warts and molluscum contagiosum, along with cosmetic treatments like peels that help smooth and improve the appearance of your skin. Venereology, specifically, focuses on sex-

ually transmitted infections (STIs). These conditions are constantly on the rise and can often cause physical and emotional discomfort, significantly affecting a patient's daily life.

DIETETICS AND NUTRITION

Dietetics addresses nutrition's role in major conditions related to the pituitary, thyroid, and adrenal glands, as well as metabolic disorders like diabetes, high cholesterol, obesity, bone loss (osteoporosis and osteopenia), and other health issues where diet plays a key role. Our nutrition specialists also provide dietary counseling for patients dealing with food intolerances or conditions like kidney disease, which can cause fluid and electrolyte imbalances. Additionally, they create customized meal plans for athletes, for pre- and post-surgery care, during and after pregnancy, during menopause, or to help manage arthritis and weight loss.

ENDOCRINOLOGY

Endocrinology studies hormonal imbalances, such as diabetes, thyroid issues, elevated prolactin levels, and metabolic disorders. At Centro Medico Serena, our specialists design personalized care plans to manage these hormonal conditions, relying on targeted

and up-to-date medical tests.

PHYSIATRY

Physiatry focuses on helping patients with movement difficulties caused by orthopedic or neurological issues. This includes joint pain, osteoarthritis, post-surgery recovery, accident injuries, degenerative nerve diseases, and the sequelae of acute or chronic neurological events, such as partial paralysis. Our physical medicine specialist (physiatrist) will design a customized rehabilitation program that you will carry out with a physical therapist in our fully equipped medical gyms.

GASTROENTEROLOGY

This department focuses on the prevention, diagnosis, and treatment of digestive system disorders, including gastritis, acid reflux, irritable bowel syndrome (IBS), Crohn's disease, ulcerative colitis, and liver conditions. Our gastroenterology clinic offers targeted testing often combined with ultrasound and lab work to quickly identify the root cause of your discomfort and establish an effective treatment plan.

GERIATRICS

Geriatrics is dedicated to evaluating and caring for older adults



using a multidisciplinary approach that considers chronic conditions, physical frailties, and age-related cognitive changes. Our geriatric clinic supports both the patient and their family in managing complex health issues, working to maintain independence and improve quality of life through highly personalized care plans.

GYNECOLOGY, OBSTETRICS, AND PELVIC REHABILITATION

At Centro Medico Serena, we offer complete support for a woman's changing needs throughout every stage of life. We cover a wide range of services, including the prevention of reproductive and breast cancers, diagnosing and treating major gynecological conditions, contraception, certifica-

tions for the termination of pregnancy, couple's infertility issues, menopause management, pelvic floor rehabilitation, and obstetric or gynecological ultrasounds.

Furthermore, our gynecologists will guide women through all phases of pregnancy, ensuring continuous and comprehensive care, as well as coordinating directly with top local hospitals for the time of delivery

INTERNAL MEDICINE

The internal medicine clinic is managed by a doctor specializing in both internal medicine and blood disorders. The services offered include initial internal medicine and hematology consultations, as well as follow-up visits and

the review of lab results, scans, or other specialist exams. An internal medicine visit involves taking a detailed family and personal medical history, followed by a thorough physical examination of the body. In some cases, we may also review your family medical history in depth to better understand your overall health situation.

AESTHETIC MEDICINE

The passage of time cannot be stopped, but it can be gracefully managed with innovative treatments designed to enhance both your beauty and health. Thanks to our continuous investment in the latest technology, Centro Medico Serena is proud to offer a range of non-surgical services that revitalize the body and treat the most common aesthetic concerns.

SPORTS MEDICINE

The specialist clinic at Centro Medico Serena provides sports medical exams to issue medical fitness certificates for both competitive and non-competitive sports of all kinds. Because our sports medicine clinic is part of our physical therapy facility, we are fully equipped to assist our patients with sports injuries. You can count on the expertise of orthopedic and physical medicine

specialists, along with dedicated rehabilitation treatments after an injury.

NEUROLOGY

This department handles the diagnosis and treatment of conditions affecting the central and peripheral nervous systems, such as headaches, epilepsy, nerve pain (neuropathies), Parkinson's disease, and multiple sclerosis. Our neurology clinic pays special attention to memory, speech, and balance disorders, even in their earliest stages, offering targeted support for stroke prevention and helping patients recover function after an injury or surgery.

OPHTHALMOLOGY

Our eye care clinic focuses on diagnosing and treating both common and rare eye conditions in children and adults. The main issues we treat include common vision defects, crossed eyes (strabismus), dry eye syndrome, eye inflammation, cataracts, glaucoma, degenerative conditions of the retina, and eye problems linked to systemic diseases.

ONCOLOGY

Oncology deals with the prevention, diagnosis, and treatment of both benign (non-cancerous) and

malignant (cancerous) tumors. In addition to standard oncology consultations, our center also performs oncological hyperthermia to assist and treat cancer patients by working alongside traditional chemotherapy and radiation therapy. Hyperthermia is a treatment that can significantly improve the effectiveness of radiation therapy while also reducing the chances of the cancer returning.

It is performed by applying a special device directly to the affected area, exclusively under the guidance of our Medical Director, Dr. Sergio Maluta, an oncologist and leading expert in oncological hyperthermia.

ORTHOPEDICS AND TRAUMATOLOGY

Orthopedics and traumatology focus on diagnosing and treating bone conditions, fractures, and bone-and-joint injuries. These include osteoarthritis, meniscus tears, flat feet, bunions, stiff neck, herniated discs, muscle injuries, tendon issues, scoliosis, post-surgical recovery, carpal tunnel syndrome, joint pain, and other related problems. Our orthopedic doctors can provide specific prescriptions for physical therapy, which is highly effective in treating many of these conditions. They can also perform joint and soft tissue injections (infiltrations) for acute issues, including the use of



hyaluronic acid to treat and help prevent the worsening of osteoarthritis.

OTOLARYNGOLOGY

The Ear, Nose, and Throat (ENT) clinic at Centro Medico Serena offers comprehensive services to diagnose and treat ear, nose, and throat disorders in both adults and children. Conditions we treat include ear infections (otitis), hearing problems, deafness, nasal polyps, allergic rhinitis, snoring and sleep apnea, vocal cord nodules, tonsillitis, laryngitis, pharyngitis, sinusitis, labyrinthitis, and vertigo, as well as voice, speech, and written language disorders.

To make an accurate diagnosis, our ENT specialists and speech-language pathologists use the most advanced medical instruments and testing available.

PNEUMOLOGY

This department deals with respiratory system conditions, such as bronchial asthma, COPD, emphysema, chronic bronchitis, and sleep apnea. The pulmonology clinic performs clinical and functional evaluations, such as spirometry (a simple breathing test), to monitor your lung capacity and create personalized treatment plans. Special attention is given to patients who smoke, have allergies, or suffer from recurring respiratory issues.

POLYSOMNOGRAPHY

The pulmonology clinic also handles sleep disorders, offering a service called polysomnography (a sleep study). This diagnostic test is safe and completely non-invasive, making it essential for accurately diagnosing Obstructive Sleep Apnea Syndrome (OSAS)



and other nighttime breathing abnormalities. By carefully monitoring your heart and breathing parameters while you rest, our specialists can determine the most appropriate treatment path for you. This targeted approach helps reduce associated health risks, giving patients back a truly restful night's sleep and a better quality of life. Once again, special attention is dedicated to patients who smoke, have allergies, or experience frequent breathing problems.

RHEUMATOLOGY

Rheumatology focuses on diagnosing and treating degenerative and inflammatory conditions of the musculoskeletal system and connective tissues. These include chronic and acute arthritis, polymyalgia rheumatica, autoimmune connective tissue diseases, degenerative joint conditions, tendon inflammation, and osteoporosis (bone loss). Our rheumatologist performs clinical and diagnostic assessments and, if needed, will prescribe further diagnostic imaging or testing alongside disease-modifying and symptomatic therapies.

UROLOGY

This branch handles the preven-

tion, diagnosis, and treatment of the most common conditions affecting the male and female urinary and genital tracts.

We place a strong emphasis on the early diagnosis of prostate cancer, as well as minimally invasive treatments for kidney stones and urinary incontinence in both men and women. Our andrology clinic, which is fully integrated with urology, focuses on diagnosing and treating organic erectile dysfunction and male infertility. In particular, we address issues related to varicoceles (enlarged veins in the scrotum), genital inflammation, premature ejaculation, and organically based erection problems

BLOOD COLLECTION POINT

Operated in collaboration with the Gruppo Centro di Medicina, this service performs blood draws, laboratory tests, and the collection of biological samples. The blood collection point is open on Wednesday mornings from 8:00 AM to 10:00 AM, by appointment only. This service ensures short waiting times and quick results. You can receive your test results online or directly at our center, fully respecting privacy laws and at costs that are highly competitive with the standard Italian National Health System co-pay fees.

Our insurance partners



Your health is a precious asset. Trust us to take care of it



By Bus: Bus line 3 stops right in front of Centro Medico Serena.



By Car: Take the Padova Sud exit on the A13 highway. If you are arriving via the A4 highway, we recommend taking the Padova Est exit.



Email us at: prenotazioni@studiomedicoserena.it



Call us at: +39 049 687899



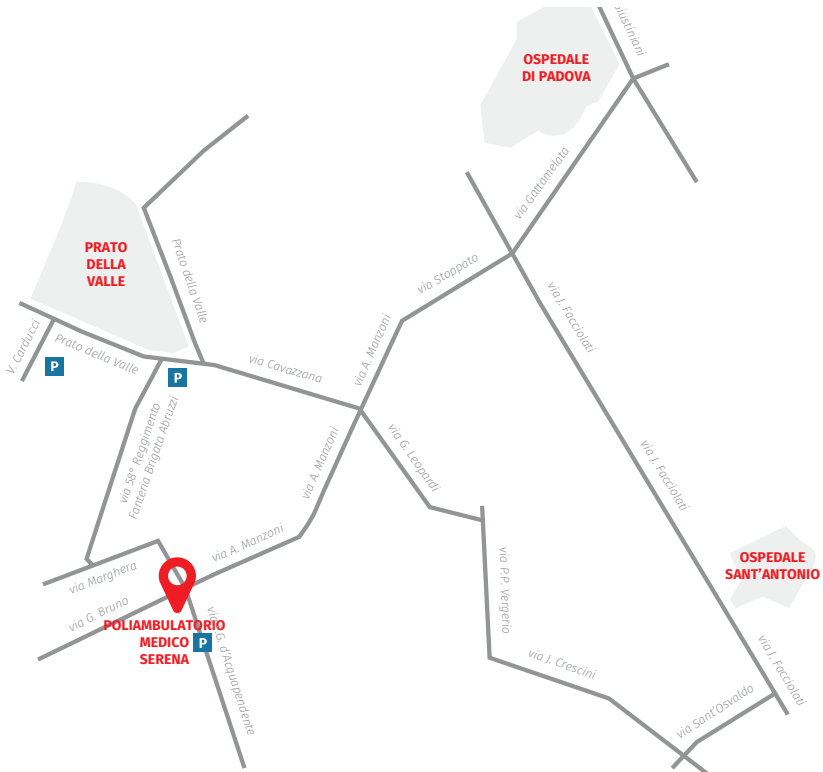
Opening Hours: Monday to Friday, from 7:00 AM to 8:00 PM.



Parking: The "Foro Boario" parking lot is just 200 meters away.



Poliambulatorio Medico Serena is located just 1 km from Prato della Valle, 1.7 km from the Padua Hospital (Ospedale di Padova), and 1.8 km from Sant'Antonio Hospital.





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*Take care of your health, so you
won't have to treat disease.*

M.G.F.d'A.

CENTRO MEDICO SERENA

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You can contact us every day,
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from 7:00 AM to 8:00 PM.