

Specific Learning Disorders

Learning Support Workshop

Services Charter
Date 25/05/2026
Valid for 3 years

TABLE OF CONTENTS

1. FACILITY PRESENTATION AND GENERAL PRINCIPLES

- 1.1 Location, Contact Details, and Workplace Safety
- 1.2 Opening Hours and Booking Procedures
- 1.3 About Us and Service Framework
- 1.4 Mission and Objectives

2. STAFF AND MULTIDISCIPLINARY TEAM

3. TARGET GROUP, DIAGNOSTIC PROCESS, AND ASSESSMENT

- 3.1 Service Recipients
- 3.2 Waiting Times, Duration, and Reporting
- 3.3 Specialist Services and Interventions Provided
- 3.4 Fees and Payment Methods
- 3.5 Family Support and School Collaboration
 - 3.5.1 Parent Training and Parental Support
 - 3.5.2 Partnership and Networking with Schools

4. USER RIGHTS AND RESPONSIBILITIES

- 4.1 General Principles
- 4.2 User Protection and Management of Complaints/Service Disruptions
- 4.3 Informed Consent and Personal Data Processing
- 4.4 Distribution of the Services Charter and Informational Material

1. FACILITY PRESENTATION AND GENERAL PRINCIPLES

1.1 Location, Contact Details, and Workplace Safety

- **Name:** OLYMPIA – Medical Multispecialty Center
- **Opening Hours:** 8:30 AM – 8:00 PM
- **Location:** Via XXV Aprile, s.n.c., 62018 Potenza Picena (MC)
- **Contact Details:**
 - Tel. 0733/1551582 – 0733/1551583
 - Website: www.olympiacycenter.it
 - E-mail address: info@olympiacycenter.it
- **Workplace Safety:** The Outpatient Clinic operates in full compliance with Legislative Decree 81/08 on workplace health and safety protection, keeping an up-to-date Risk Assessment Document (DVR) and ensuring periodic training for all staff.

1.2 Opening Hours and Booking Procedures

The Olympia Outpatient Clinic is open Monday to Friday from 8:30 AM to 8:00 PM.

Consultations and assessments are strictly by appointment only. You can book or request information via:

- **Phone:** 0733/1551582 – 0733/1551583
- **Website:** WWW.OLYMPIACENTER.IT
- **E-mail:** info@olympiacycenter.it
- **In person:** by contacting the reception desk (which provides promotional/informational brochures about our services).

Upon booking, users are transparently informed about expected waiting times, fees, specialist names, and documents required for the first appointment. In the event of an accidental or unforeseen service disruption (e.g., absence of a specialist), the user will be contacted promptly, and the appointment will be rescheduled within 7–10 working days.

1.3 About Us and Service Framework

OLYMPIA – Medical Multispecialty Center is a healthcare facility providing diagnostic and therapeutic services dedicated to protecting health and individual development.

Operating within the Center is an authorized multidisciplinary team certified to perform diagnosis and certification of Specific Learning Disorders (SLD).

Compared to the past, the early identification of learning disorders has become a fundamental priority for the entire educational system. SLDs are characterized by neurobiological anomalies that hinder the development of a specific skill underlying academic learning; they are defined as "specific" due to the discrepancy between the affected specific domain (which shows a deficit) relative to expectations for the individual's age and/or grade level, and adequate overall cognitive abilities. These disorders significantly impact academic performance.

The regulatory framework for SLD includes Law No. 170 of October 8, 2010, subsequent Guidelines (*Consensus Conference of the National Institute of Health – ISS 2010/2022; PARCC Agreement Document 2011*), and the Directive on Special Educational Needs (SEN) of December 27, 2012, all of which highlight the need to adapt teaching methods to the specific needs of children and adolescents with SLD or SEN.

Given that the public healthcare system cannot always provide rapid responses to the high volume of assessment requests, regional authorities recognize the role of authorized/accredited private multidisciplinary teams. Within this framework, Olympia Outpatient Clinic aims to provide a highly qualified service supporting the diagnostic process and intervention for students with academic difficulties and Specific Learning Disorders (SLD). By addressing both cognitive aspects and related emotional and motivational factors, the Clinic guarantees timely and high-quality solutions in close synergy with families and educational institutions.

1.4 Mission and Objectives

Mission

The primary mission of the Olympia Outpatient Clinic is to promote the health, well-being, and autonomy of children, adolescents, and their families. The facility strives to serve as a key regional reference point in the Marche Region for early diagnosis, multidisciplinary care, and specialized treatment of Specific Learning Disorders (SLD) and Special Educational Needs (SEN), operating in full compliance with legal requirements (Law 170/2010 and subsequent amendments) and in close synergy with schools and local institutions.

Operational Objectives and Commitments to Users

In response to local needs, the facility sets the following annual quality objectives for its services:

1. **Local Need Coverage:** Comprehensive, multidisciplinary care with an estimated target of at least 30 new SLD diagnostic pathways per year.
2. **Timeliness of Care:** Guaranteeing access to the initial consultation / first specialist visit with the Team within 14 days of the user's request.
3. **Planning and Delivery of Certifications:** Issuing the clinical report and formal diagnostic certification within a maximum of 45 days from the first meeting, ensuring timely submission to educational institutions.
4. **Perceived Quality and Feedback:** Continuous monitoring of family and user satisfaction through dedicated feedback questionnaires to ensure ongoing service improvement.

*PROC_1

2. STAFF AND MULTIDISCIPLINARY TEAM

The healthcare and specialist personnel collaborating with the facility as freelance professionals form the SLD Multidisciplinary Team and include:

- **Dr. Elena Mazzoni** – Psychologist, Psychotherapist, and Medical Director of the Service
- **Dr. Nelia Zamponi** – Child Neuropsychiatrist
- **Dr. Arianna Galdenzi** – Speech Therapist / Speech-Language Pathologist
- **Dr. Sara Meriggi** – Speech Therapist / Speech-Language Pathologist

Olympia Outpatient Clinic guarantees:

- **Insurance Coverage:** Adequate Third-Party Liability (TPL) and Professional Indemnity Insurance protecting both the facility and all team professionals.
- **Training and Professional Development:** Continuous professional development of the team through participation in Continuing Medical Education (CME) programs focused on child development and SLD.

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3. TARGET GROUP, DIAGNOSTIC PROCESS, AND ASSESSMENT

3.1 Service Recipients

The recipients of the SLD Clinic are:

- **Pediatric and Adolescent Patients:** In compliance with Law No. 170/2010, the recommendations of the ISS Consensus Conference, and the 2022 guidelines, the center provides diagnoses for the following Specific Learning Disorders (ICD-10):
 - **Dyslexia (Specific Reading Disorder, ICD-10):** Assessable from the end of the 2nd grade of primary school.
 - **Dysorthographia / Specific Spelling Disorder (ICD-10):** Assessable from the end of the 2nd grade of primary school.
 - **Dysgraphia (Other Developmental Disorders of Scholastic Skills, ICD-10):** Assessable from the end of the 2nd grade of primary school.
 - **Dyscalculia (Specific Disorder of Arithmetical Skills, ICD-10):** Assessable from the end of the 3rd grade of primary school.

The diagnostic protocols, selection, and administration of test batteries for evaluating cognitive skills, academic learning, and executive functions, as well as the inclusion/exclusion criteria adopted by the Team, fully comply with the clinical recommendations of the Consensus Conference and the 2022 ISS Guidelines.

To reach a diagnosis, international literature requires that specific exclusion criteria be met: difficulties cannot be explained by sensory deficits, intellectual disability, significant emotional disorders, or adverse socio-cultural environments.

Furthermore, these disorders must be developmental in nature—meaning they manifest during growth—and must significantly and negatively impact the child's daily life activities and/or adaptation.

It is not only students meeting these criteria who require individualized education. Under the Special Educational Needs (SEN) Directive of December 27, 2012, any student—continuously or for specific periods—may present Special Educational Needs due to physical, biological, physiological, psychological, or social factors that require appropriate and personalized resources.

The service also provides care for children and adolescents with:

- Attention-Deficit/Hyperactivity Disorder (ADHD)
 - Borderline Intellectual Functioning
 - Specific Language Impairment (SLI)
 - Non-Verbal Learning Disability (NVLD)
 - Reading Comprehension Disorder
-
- **Adults:** For young adults and adults, the Team conducts evaluations and issues SLD certifications suitable for university, state exams, public competitions, and the workplace, integrating standardized tests with medical history and academic record reconstructions.

3.2 Waiting Times, Duration, and Reporting

1. **Access and Waiting Time:** A waiting time of no more than 30 minutes is guaranteed, with a waiting room providing a sufficient number of seats relative to scheduled appointments.
2. **Process Start:** Approximately 1–2 weeks from the initial request to schedule the clinical consultation.
3. **Evaluation Duration:** The assessment process spans 4 to 8 sessions and is completed within a maximum of 2 months.
4. **Issuance of Documentation:** Delivery of the clinical report within 20 days of test completion. Copies of documentation can be requested at any time via a form at the reception desk.

3.3 Specialist Services and Interventions Provided

Following a diagnosis, Olympia Outpatient Clinic offers personalized intervention programs on a weekly or bi-weekly basis, including:

- **Specialized Habilitation and Rehabilitation:**
 - Enhancement of prerequisite skills for academic learning.
 - Rehabilitation of reading, spelling, and handwriting components.
 - Strengthening of calculation skills and mathematical problem-solving.
- **Study Method and Autonomy Support:**
 - Enhancement of text comprehension and metacognitive study strategies.
 - Training on compensatory software (speech-to-text, text-to-speech, concept mapping, word processing).
- **Psychological Support and Psychotherapy:**
 - Cognitive-behavioral interventions targeting performance anxiety, self-efficacy, and emotional-motivational challenges.

3.4 Fees and Payment Methods

Payments can be made via cash, check, bank transfer, or mobile POS terminal. The table below outlines the services provided by the Olympia Outpatient Clinic Team (Diagnosis and Treatment of Specific Learning Disorders) along with their respective fees:

SLD CLINIC

SERVICES	FEES (€)
Comprehensive Individual, Family, or Couples Psychodiagnostic Assessment <i>(Includes anamnesis and psychodiagnostic interviews, administration of psychodiagnostic tests and tasks, and potential collection of external sources and information)</i>	€650
Anamnesis Interview <i>(Initial meeting with parents of minor patients)</i>	€90
Psychodiagnostic Assessment (per session)	€90
Neuropsychological Assessment (per session)	€90
Clinical Report Drafting	€90
Psychological Support	€78
Neuropsychological Habilitation Therapy	€78
Child and Adolescent Psychotherapy	€90
Adult Psychotherapy	€90
Neuropsychiatric Assessment	€150
Speech-Language Assessment	€150

3.5 Family Support and School Collaboration

3.5.1 Parent Training and Parental Support

Specific learning disorders often impact parenting styles, particularly regarding how parents manage their children's study independence. For this reason, the Center offers Parent Training programs (individual or group) that equip parents with practical tools and counseling techniques to:

- Understand their child's cognitive functioning profile.
- Manage critical moments related to homework and reduce family conflict.
- Promote student autonomy.

The Center implements shared, participatory information procedures with families throughout every stage of the diagnostic process required for initial SLD certification.

3.5.2 Partnership and Networking with Schools

Teachers play a key role in early identification and the implementation of educational measures. The Center acts as a technical partner for schools through:

- Participation in network meetings to draft and review the Personalized Education Plan (PEP / PDP).
- Specialist consultations for teachers regarding appropriate compensatory tools and dispensatory measures.

4. USER RIGHTS AND RESPONSIBILITIES

4.1 General Principles

The Prime Ministerial Decree of January 27, 1994, "Principles on the Provision of Public Services," outlines:

- The core principles governing relations between service providers and citizens.
- Implementation mechanisms: adopting standards, simplifying procedures, informing users, managing user relations, evaluating service quality, and handling complaints and refunds.

Collectively, these provisions form the "Services Charter," serving as a quality assurance framework enforced through citizen participation and oversight. In line with the Prime Ministerial Decree of May 19, 1995, and Health Ministry Guidelines No. 2/95, the Practice presents its guaranteed operational and quality standards in this document.

To achieve this, the Practice has:

- Adopted quality and quantity standards for guaranteed compliance.
- Assessed user satisfaction levels.
- Provided corrective measures whenever delivered service falls below guaranteed standards.

These steps establish a foundation where users play a central role through their feedback, complaints, and suggestions.

Fundamental Rights and Principles:

- **Equality and Impartiality:** Healthcare and administrative personnel must maintain objectivity, fairness, and impartiality toward all users. Service terms, conditions, and sector regulations are interpreted according to this duty. No discrimination is made based on gender, race, language, religion, or political opinions.

- **Respect:** Users are treated with care, courtesy, and full respect for personal dignity
- **Continuity:** Services are provided continuously, regularly, and without interruption, adhering strictly to established schedules.
- **Right of Choice:** Users have the right to freely decide on diagnostic tests or treatments proposed by healthcare professionals.
- **Participation:** Citizens exercise participation through access to health information, submission of complaints or suggestions, and participation in periodic service quality surveys.
- **Efficiency and Effectiveness:** Services are delivered to maximize operational efficiency, offering up-to-date scientific standards aligned with user expectations.
- **Right to Trust:** Every citizen has the right to be treated as a trustworthy individual.
- **Right to Quality:** Every citizen has the right to access staff and facilities committed to healing, improvement, and comprehensive health care through quality services.
- **Right to Difference:** Every individual has the right to have their unique age, gender, nationality, health condition, culture, and religion recognized and respected.
- **Right to Normalcy:** Citizens have the right to receive care without unnecessary disruption to their daily lives.
- **Right to Self-Determination:** Based on provided information and respecting medical prerogatives, citizens maintain decision-making rights and responsibility over their health and life.
- **Right to Redress:** Citizens facing a service violation have the right to prompt and fair redress.

Active compliance with duties is the foundation for fully exercising these rights.

User Responsibilities: Fulfilling duties directly improves the quality of provided healthcare services. Users are requested to observe the following rules:

- Respect facility premises, equipment, and furnishings.
- Avoid behavior that causes disturbance or discomfort to healthcare staff or other users.
- Arrive punctually for appointments and provide prompt notice if cancellation is necessary.
- Refrain from smoking within healthcare facilities to promote health and respect others.
- Turn off mobile phones in areas dedicated to psychological diagnosis and therapy.
- Refrain from bringing animals onto the premises, except for trained guide dogs assisting visually impaired patients.

4.2 User Protection and Management of Complaints/Service Disruptions

Olympia Outpatient Clinic guarantees the right to submit feedback, complaints, or suggestions to protect user rights and drive continuous quality improvement.

Users or their family members can submit feedback through:

1. **Dedicated Paper Forms:** Completing the Complaints and Suggestions Form available at reception and depositing it into the dedicated box.
2. **Email:** Writing directly to info@olympiacycenter.it.
3. **Verbal Reports:** Sharing observations directly with reception staff or the Medical Direction.

Management will formally log all reports and respond within established timeframes. Additionally, the Center conducts periodic user satisfaction surveys using anonymous questionnaires.

4.3 Informed Consent and Personal Data Processing

During the initial visit, a medical chart is established for the patient. Parents or guardians must provide consent for processing personal and family data concerning minors, pursuant to EU Regulation 2016/679 (GDPR) and Legislative Decree 196/2003 (as amended). Adult patients provide consent directly.

All collected data is processed lawfully, fairly, and transparently, ensuring strict confidentiality and secure physical and digital storage.

4.4 Distribution of the Services Charter and Informational Material

This Services Charter is accessible in print at reception, downloadable at www.olympiacenter.it, and available in English upon request.

The Center also provides printed brochures and introductory materials detailing each stage of the SLD diagnostic and rehabilitation pathway.