

*Calabro***Dental**
Casa di Cura

promoted by

MARRELLI**HEALTH**

CHARTER OF SERVICES



‘The Charter of Services’ is a tool to guide the patient within our structure. It represents a **PACT** that we do with patients of humanizing care.

HUMANIZATION OF CARES is a quality and a value, a responsibility and a task.

This means **TAKING CARE WITH THE HEART**, fostering a relationship of empathy with the patient to better understand his needs, understand his suffering and bring the comfort of medicine, not focusing on the disease to be defeated, but on the patient to be treated.

But it also means creating a favorable environment, a place of care to be qualified and made comfortable, making the patient feel welcomed and at ease.

Above all, it means operating in a structural and organizational context of a medical offer that responds to the patient's expectations in terms of planning, coordination and implementation of treatment.

This philosophy gave rise to **FIRST CLASS** a new concept in dental care: sophisticated equipment, well-designed spaces and maximum comfort.

We hope that the citizens and patients who benefit from our services, will appreciate our commitment, confirming and, possibly enhancing, the satisfaction they have expressed in past years.

INTRODUCTION



CALABRODENTAL is the largest private healthcare facility in Italy dedicated to oral care, able to offer users all the services related to the dental branch and Maxillofacial Surgery. Since 2005, it has also provided day surgery services with over 70% of users coming from other provinces and other regions.

- 3000 square meters of equipped space
- 50 dental surgeries
- Surgical block with 3 operating rooms and 1 surgical outpatient room
- 3 sterilization rooms
- N.8 beds available to accommodate up to 16 patients/day in day surgery
- Radiology Room equipped with TC (dental scan) equipment.
1 orthopantomograph and digital x-rays to reduce the amount of radiation absorbed by the patient (about 80% less)
- Computerized medical records and digital archive (computer-based folders):
- 3 intraoral scanners (for digital impression)
- Dining room for staff and companions of day surgery patients
- Green space with trees to spend moments of waiting.
- 5,000 patient accesses per month

OUR FACILITY



The clinic is part of the **ZEUSI DENTAL CENTER** which covers about 12,000 square meters of surfaces equipped for the study, diagnosis and treatment of oral diseases. In addition to Calabrodental, the Polo is composed of

Technologica, specializing in the production of dental prostheses;
Technological Research Institute, a center for applied medical research;
Alkmeon, a center for medical and technical training.

Calabrodental is divided into three floors, with a total area of approximately 3,000 square meters, where there are 8 departments:

- First Visit (ground floor)
- Pediatric Dentistry (ground floor)
- Orthodontics (ground floor) and Gnathology (first floor)
- Restorative and Endodontic (first floor)
- Day Surgery (first floor)
- Dental Prosthetics (second floor)
- Hygiene and Periodontology (second floor)
- Radiology and diagnostics (first and second floor)

Each floor is equipped with 1 or more sterilization rooms.

OUR FACILITY



FIRST VISIT

The patient who arrives in the clinic for the first time or after a long absence, undergoes an initial consultation with a dentist who evaluates the oral health status and determines whether a consultation with a specialist (prosthodontist, gnathologist, orthodontist, periodontist) is needed. Alternatively the dentist defines the patient's treatment plan. During the physical examination, the dentist may prescribe diagnostic examinations depending on the complexity of the case.

Once the physical examination is completed, the dentist prepares a treatment plan, which is a planned path of interventions by different specialists. The planning process concludes with a cost estimate and the scheduling of subsequent appointments, aiming to restore the patient's oral health in the shortest possible time and with minimal discomfort.

PEDIATRIC DENTISTRY

The department specializes in dental prevention and treatment from early childhood to adolescence. Young patients are welcomed in a dedicated area, designed for children, by a specialized team. The department includes specialists in conservative, orthodontists and a speech therapist.

SPECIALITIES



CONSERVATIVE DENTISTRY AND ENDODONTICS

The department focuses on preserving teeth. Our philosophy is to extract the tooth only after all POSSIBLE efforts to save it have been made. The primary activities include dental restorations, adhesive and aesthetic restorative dentistry, root canal treatments, endodontic therapy, and apicectomies, with particular attention to aesthetics.

ORAL HYGIENE AND PERIODONTOLOGY

The oral hygiene department at Calabrodental focuses on maintaining oral cavity cleanliness. The professionals in the department specialize in preventing oral-dental diseases and promoting patients' oral health to improve both systemic health and the aesthetics of their smile. Services include removing bacterial plaque and tartar from dental and implant surfaces, polish and smoothing conservative and prosthetic restorations (both fixed and removable), teeth whitening, and providing dietary advice to protect dental health.

The Functional Periodontology Unit focuses on the treatment of periodontal disease. At Calabrodental we also offer guided periodontal regeneration and treatments for gum-related aesthetic issues.

SPECIALITIES



DAY SURGERY

Day Surgery (one-day surgery) refers to the clinical, organizational, and administrative option of performing surgical procedures, or invasive and semi-invasive diagnostic and/or therapeutic procedures, under limited-day hospitalization. These procedures can be conducted under local, loco-regional, or general anesthesia, as well as conscious sedation.

The service allows for the treatment of complex oral conditions or patients with specific vulnerabilities, including those with dental phobia.

The facility currently has 8 beds available to accommodate up to 16 patients per day under the assistance of the Regional Health Service. Each room is air-conditioned and equipped with private bathrooms, ensuring high-quality standards.

For surgeries requiring general anesthesia or sedation, the Anesthesia and Reanimation Service collaborates with the surgical specialties.

Before the procedure, patients undergo necessary preoperative assessments and must be in good health.

Discharge occurs under protected conditions, with a post-operative surgical and anesthetic monitoring, telephone assistance within 24 hours and a follow up visit 48 hours after surgery.

SPECIALITIES



ORTHODONTICS AND GNATOLOGY

This department focuses on identifying and correcting malocclusions and restoring masticatory system functionality using removable and fixed appliance.

Various methods are employed within the facility, including treatments with invisible aligners for adult rehabilitation.

IMPLANTOLOGY AND APPLIED PROSTHODONTICS

This department addresses the needs of patients who have lost one or more teeth or suffer from severe conditions requiring the introduction of replacement or additional prosthetic elements.

Advanced materials and technologies are utilized, with a particular focus on both functional and aesthetic factors. The proximity of the dental laboratory offers the advantage of quick execution of prosthetic work and the ability to immediately address minor defects and specific patient requests.

SPECIALITIES



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RADIOLOGY AND DIAGNOSTICS

The goal of the imaging diagnostics service is to provide patient with the ability to undergo radiographic examinations of the facial skeleton, intraoral and extraoral studies of the teeth and dental arches, temporomandibular joints, and salivary glands.

The clinic is equipped with state-of-the-art- digital radiological devices that emit minimal ionizing radiation and eliminate the need for developing fluids.

At Calabrodental, Cone Beam CT technology is available. The Cone Beam 3D imaging system uses a cone-shaped beam to capture the entire volume of the study area in a single rotation. The result is a more accurate image with a comprehensive set of information, achieved with significantly lower X-ray exposure time than conventional dental CT scans, as it acquires the entire image in one rotation and exposure.

SPECIALITIES




MARRELLI
HOME

IMMEDIATE DENTISTRY

Also referred to as “one-day dentistry” or “teeth in a day,” this service allows for complex dental rehabilitations to be completed in a single session.

Patients undergo multiple integrated dental procedures in one appointment, aimed at the complete restoration of one or both dental arches (e.g., cleaning, extractions, surgery, root canal treatments, restorations, prosthetics). An example includes immediate-load implantology or delivery of a definitive prosthesis within 72 hours.

Immediate dentistry can only be performed in clinics equipped with an operating room.

For out-of-region patients, the clinic offers a stay package that includes dental treatment and accommodation in a hotel or the clinic itself.

EARLY DIAGNOSIS OF ORAL CAVITY TUMORS

As with all neoplasms, early diagnosis remains the best cure for oral tumors, whether inside or outside the mouth. Our facility is equipped to diagnose and treat these serious conditions.

EXCLUSIVE SERVICES



SPECIAL DENTISTRY

This service focuses on the prevention and treatment of oral diseases in individuals with specific “vulnerabilities.”

Most of these cases require a hospital environment, a highly specialized staff, and state-of-the-art facilities to ensure total comfort and safety.

For years, we have implemented an operational protocol designed to manage the therapeutic journey of “vulnerable” patients.

During the first visit, clinical staff assess the patient’s level of cooperation to determine if treatment can be conducted in an outpatient setting or under sedation. They work closely with the patient and their family to outline a feasible treatment plan.

Once established, a dedicated team supports the patient throughout the process, including follow-ups for oral hygiene and maintenance.

Every year, Calabrodental cares for over 200 patients with severe disabilities who are unable to cooperate.

EXCLUSIVE SERVICES



COSMETIC DENTISTRY

Modern cosmetic dentistry can deliver durable improvements to the appearance of the mouth by altering the color, shape, or position of teeth, as well as the quality and contour of the gums.

Key cosmetic dentistry techniques available at our clinic include:

- Teeth whitening
- Ceramic veneers
- “Metal-free” or full ceramic crowns
- Composite white fillings
- Composite or ceramic inlays
- Pink aesthetic (gingival contouring) corrections
- Adult orthodontics

HEAD AND NECK ONCOLOGY

At the Calabrodental Care Facility, all head and neck tumors are treated with surgical interventions whenever complete removal of the tumor, often along with cervical lymph nodes, is possible.

EXCLUSIVE SERVICES



TOOTH EXTRACTION SURGERY

With three operating rooms, an Anesthesia and Rianimation service, and specialized professionals, Calabrodental performs simple and complex extractions of teeth, including impacted wisdom teeth (third molars).

All four wisdom teeth can be removed in a single operation under general anesthesia. Before the procedure, patients undergo blood tests and other necessary hemodynamic or radiographic assessments.

This approach minimizes patient discomfort by condensing multiple procedures into one intervention.

TEMPOROMANDIBULAR JOINT (TMJ) DISORDERS

At Calabrodental, TMJ disorders are addressed by a multidisciplinary team comprising dentists, maxillofacial surgeons, physiatrists, physiotherapists, neurologists, and otolaryngologists.

This collaborative approach ensures accurate diagnosis and integrated therapy for TMJ-related conditions. Patients often experience symptoms such as clicking sounds, jaw muscle fatigue, or pain in the peri-auricular region.

EXCLUSIVE SERVICES



MAXILLOFACIAL SURGERY

Calabrodental specializes in:

- **FACIAL TRAUMA:** Often caused by assaults, road accidents, falls, or sports injuries.
- **JAWBONE ATROPHY:** Treated surgically with autologous bone grafts (bone harvested from the patient).
- **JAW CYSTS:** Removal of cysts of odontogenic or non-odontogenic origin.
- **ORTHOGNATHIC SURGERY:** Correction of skeletal and dental deformities.
- **Preprosthetic Surgery:** Procedures to facilitate fixed or removable prosthesis application while ensuring aesthetic and functional results.

EXCLUSIVE SERVICES



BIOPSIES

Our clinic conducts biopsies of hard and soft tissues in the maxillofacial area. Specialists complete the diagnosis with bacteriological or histological analyses when necessary.

SOFT TISSUE LESIONS

We treat all soft tissue lesions in the oral cavity, whether benign or malignant, at our facility.

These include lesions of the tongue, cheeks, mouth floor, and palate. Tissue reconstruction after removal may involve bone or soft tissue grafts.

EMERGENCY DENTAL SERVICES

Our Emergency Dental Service operates 24/7, ensuring availability during clinic closure hours. This on-call service provides consistent care every day of the year.

EXCLUSIVE SERVICES



REGENERATIVE SURGERY

Specialists at our clinic focus on reconstructing bone and gingival tissue lost due to periodontal disease or other pathological processes. They typically use autologous bone (from the patient) or synthetic laboratory grafts, which are replaced by natural bone within months.

CARE FOR NON-COOPERATIVE PATIENTS

We have always provided care for patients unable to cooperate, thanks to the presence of an anesthetist and surgical rooms. Treatments are conducted safely under conscious sedation or general anesthesia.

DENTAL AMBULANCE

Our dental ambulance is a fully equipped mobile dental hospital. This service primarily supports prevention and provides care for socially disadvantaged groups.

EXCLUSIVE SERVICES



Calabrodental is ISO 9001 certified.

The quality certification, through the assessment of an international certification body, annually ensures the maintenance of the quality level of all clinical and managerial activities of the clinic.

The Calabrodental quality policy is summarized in a document signed by all staff members. This represents a personal, precise, and unwavering commitment to guarantee the excellence of the services provided through the careful selection and enhancement of staff competencies, attention to the work environment, the use of advanced technological tools, strict compliance with regulatory standards, and competitive pricing policy.

The concrete objectives are:

- 1) Surpassing patient expectations.**
- 2) Meeting all clinical and managerial requirements, whether formalized or implicit.**
- 3) Continuously improving quality across processes, services, and outcomes**

To achieve these goals, Calabrodental commits to:

- **Maintaining skilled, well-trained personnel.**
- **Ensuring efficient and safe infrastructure.**
- **Continuously monitoring and planning all clinical activities.**
- **Cultivating quality-oriented relationships with suppliers and collaborators.**
- **Providing clear communication channels for patient feedback.**

QUALITY POLICY



Calabrodental is equipped with the most advanced technologies in dentistry, including:

- Video communication systems to clearly explain oral health and treatment options (intraoral cameras, digital TVs).
- High-tech tools to minimize treatment discomfort (guided implantology, digital intraoral scanning, Airflow ProphyLaxisMaster for biofilm removal).
- ZEISS EXTARO 300 microscope for enhanced dentistry. It reveals hidden details, enabling efficient treatment of cavities, precise root canal work, and trauma-free microsurgery.
- High-quality diagnostic systems (digital X-rays, Cone Beam 3D).
- Advanced sterilization protocols ensuring maximum safety for patients, including state-of-the-art autoclaves.

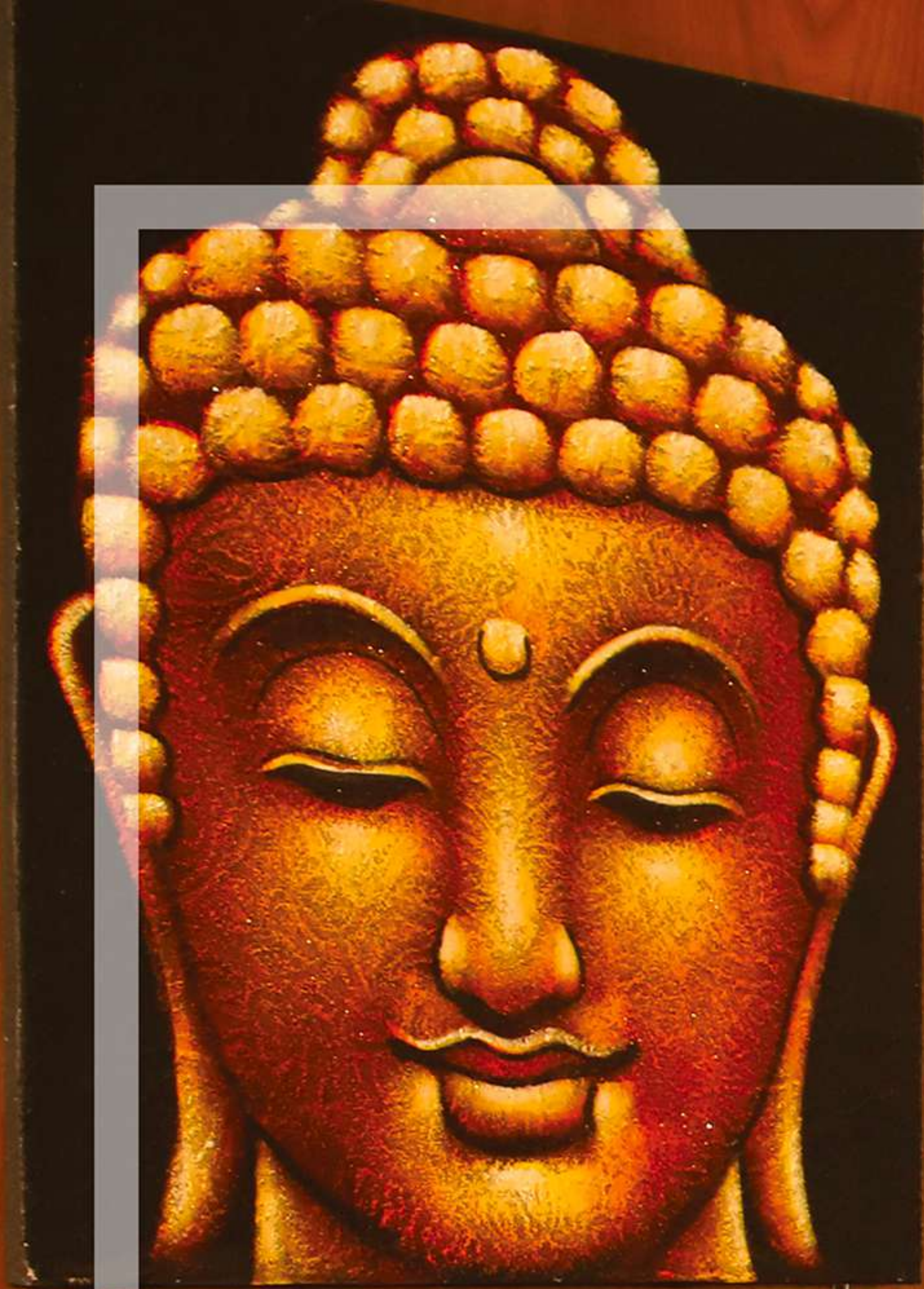
TECHNOLOGICAL INNOVATIONS



Our multidisciplinary team includes qualified specialists in all dental fields. Treatments are personalized and integrated, involving collaboration among the Medical Director, Surgeons, Anesthetists, Orthodontists, Prosthetists, and other professionals.

Calabrodental invests 6% of its annual revenue in staff training, ensuring that all personnel remain up-to-date with the latest diagnostic, therapeutic, and rehabilitative techniques.

THE TEAM



Patient feedback is vital for service improvement. We encourage you to share your opinions via the questionnaire that you receive by e-mail in anonymous form. Based on your feedback, we implement corrective actions and communicate outcomes.

PUBLIC RELATIONS OFFICE (URP)

The Public Relations Office (URP) of Calabrodental provides users with all necessary information about the services offered. It also operates as a listening center for citizens' needs, collecting suggestions with the commitment to improving services.

Issues brought to the attention of the management and directors include:

- Malfunctions
- Problems in service delivery
- Lack of access to services
- Violation of users' rights
- Suggestions for improvements or satisfaction-related indications

COMPLAINTS

Complaints can be submitted to the URP:

- By visiting the office directly (in these cases, the staff will record the complaint on a specific form).
- Via letter or a specific form.
- By phone at 0962/930414.
- By email at cup@calabrodental.it.

If the user refuses to provide personal details, the complaint will not be registered or processed. The URP officer will record complaints in a dedicated register and address easily resolvable issues, ensuring a written response within 20 days of receiving the complaint.

An annual monitoring of reports is conducted and summarized in a report shared with management, department heads, and user representatives. The analysis of complaints, improvement actions, and results are discussed during the Quality System review and incorporated into Improvement Plans.

CONTACTS

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PATIENT SERVICE

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PATIENT COMMUNICATION



promoted by
MARRELLIHEALTH

ODONTOIATRIA
E CHIRURGIA MAXILLO
ODONTOSTOMATOLOGICA

La Casa di Cura Calabrodental
è convenzionata con il SSN
per l'erogazione di prestazioni
di odontoiatria e chirurgia
maxillo odontostomatologica

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