

Please submit this form to the Reception or send it by e-mail to: comunicazione@cnao.it

PATIENT NAME and SURNAME			DATE
SEX	AGE	NATIONALITY	EDUCATION
<input type="checkbox"/> MALE <input type="checkbox"/> FEMALE		<input type="checkbox"/> ITALIAN <input type="checkbox"/> EUROPEAN <input type="checkbox"/> EXTRA-EUROPEAN	<input type="checkbox"/> NONE <input type="checkbox"/> COMPULSORY SCHOOL <input type="checkbox"/> HIGH SCHOOL <input type="checkbox"/> DEGREE
E-MAIL ADDRESS		TELEPHONE NUMBER	

CLAIM DESCRIPTION (to be filled in by the person recording the claim)

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Date: _____ Consent for processing collected data YES NO Signature: _____

According to the European Regulation UE 2016/679 we point out that information reported in this module are confidential and used for the user who reports the claim. The lack of consent to the processing of personal data will prevent any answers to this claim.

ANALYSIS OF THE CAUSES GIVING RISE THE CLAIM	CORRECTIVE ACTION/ PREVENTIVE ACTION
Date: _____	Signature: _____

ACTIONS FOR SOLVING THE CLAIM		
ACTIVITIES	PERSON IN CHARGE	DEADLINE
Date: _____	Signature: _____	

CLAIM SOLVING
Date: _____
Signature: _____

CLOSURE OF THE CLAIM TO BE VERIFIED BY THE PERSON IN CHARGE OF THE QUALITY MANAGEMENT SYSTEM		
AC/AP: _____	DATE: _____	SIGNATURE (QM): _____