SERVICE CHARTER
OF PROF. MAURO LABANCA'S PRACTICE
The service charter of the Practice of Prof. Mauro Labanca describes the treatments that are carried out at the practice and presents the specialist staff.

The service charter has been drafted as an information tool for all patients and highlights the quality standards that are proposed and complied with.

This document also shows the values and goals that are pursued and is intended to be a reference point for continuously improving the services offered.
OUR VALUES
The practice of Prof. Mauro Labanca ensures efficient and high-quality assistance to all its patients, by following essential principles, which regulate all the activities and the relationship with the patients:

- Professional competence and reliability for all services and operations.
- Professional training and refresher courses for all our collaborators.
- Innovation: our Practice uses only cutting-edge technology.
- Prevention and distribution of information to safeguard the health of patients.
- Respect for the patients and, most of all, their privacy.
- Politeness and prompt responses to all patients' needs.
- Special attention towards the real needs of patients including psychological aspects.
- Customised payment methods and scheduling of the work in consultation with patients to meet their needs and provide satisfactory results right from the start.
OUR GOALS
- Putting patients at the centre of our activity: anticipating their needs, providing a customised service and guaranteeing the best solution for all cases, explaining treatments thoroughly and clearly.

- Maximum safety ensured for all treatments.

- Ensuring best-quality services and treatments.

- Guaranteeing the availability of all means required to offer the best treatments possible.
PRESENTATION OF PROF. MAURO LABANCA'S PRACTICE
THE TEAM

The Practice collaborates with highly-qualified professionals selected personally by Prof. Mauro Labanca, and who work alongside him to follow the patients with particular attention.

The team is made up of medical and paramedical staff who cooperates to achieve the best results. Weekly meetings are held to reach the highest levels of internal communication and team work.

**Head of Practice: Prof. Dr. Mauro Labanca**

Medical doctor and surgeon specialised in Odontostomatolgy and General surgery.

**Dr. Antonella Ferro:** Surgeon specialised in Orthodontics.

**Dr. Alfredo Giovene:** Surgeon specialised in Odontostomatolgy, Homotoxicology and Posturology.

**Dr. Paola Malusardi:** Surgeon specialised in Anaesthesia and Intensive Care.

**Dr. Dino Gianotti:** Dental hygienist.
CLINICAL AREA

Mrs. Eleonora Binotto: dental assistant and head of Surgery

Mrs. Martina Figini: dental assistant and head of orders and stock management

GENERAL MANAGER

Mrs. Monica Marsicano, front desk, administration and accounting.

THE PRACTICE

Studio Prof. Mauro Labanca

Corso Magenta 32 - 20123 Milan

www.maurolabanca.com

info@maurolabanca.com

OPENING TIMES

Monday to Friday 9.30 - 13.00 l 14.30 - 19.30

Closing days will be promptly communicated.
BOOKINGS AND CONSULTATIONS

P. +39 02 804246 / +39 02 864056

An answering machine is active when the practice is closed.

Prof. Labanca is available for emergencies at 0039 339 1400819 (no texting).

If an appointment has to be changed or cancelled, please notify us in advance. We will do our best to find the right solution for you and schedule the other patients better.

PAYMENT

After the first consultation, the practice of prof. Labanca will provide patients with a complete and detailed cost estimate for the services proposed.

Payment can be made in cash (within the amount permitted by law) or by credit card, debit card and cheque.

The practice also has agreements with financing companies, that can arrange easy credit for a variety of needs.

Payment schedules will be agreed upon when the estimate is presented, as well as the possibility of creating a treatment plan in accordance with your financial resources so as to provide immediate relief and improvement of your clinical condition.
HOW TO REACH US

Overground:

Tram Line 16 (Magenta Carducci or Magenta S.Maria delle Grazie stops)

Bus Line 18 (Magenta S.Maria delle Grazie or Magenta Carducci stops)

Tram Line 19 (Magenta Nirone stop)

Bus Line 58 (Carducci Magenta stop)

Bus Line 94 (Carducci Magenta stop)

Bus Line 50 (Carducci Magenta stop)

Underground:

Underground line 1-2, Cadorna stop.

If you arrive by car, please note that the practice is located in "Area C" (the entrance ticket can be activated either nearby or by our front desk).
STRUCTURE

The practice was designed to make the patients feel as comfortable as possible and to respect strict safety and hygiene criteria. Of course the practice is also designed to welcome disabled patients.

It is composed of:

- Front desk
- Waiting room
- Administrative area
- Sterilisation area located at the centre of the practice and in full view of patients providing the maximum transparency of all procedures
- Three operative areas for the different specialities (Oral Hygiene and Preventive Care, Surgery, Conservative Dentistry and Prosthetics)
- Private areas for staff and co-workers
EQUIPMENT:

Some of the equipment available:

- Shoe cover machine at the entrance to guarantee greater hygiene.
- Intraoral camera to show the actual oral situation to the patient.
- Patient software for a better understanding of the procedures.
- Monitor and headphones to watch films or listen to music during treatments.
- Piezosurgery for safer and non-traumatic bone surgeries.
- Cutting-edge touch screen surgical motors with digital recording of the forces during treatment.
- Different types of titanium implants (first class level, with implant passport delivered to the patients at the end of their treatment) to meet the specific needs of our patients.
- Digital radiology (x-rays can be also be sent via e-mail).
- Various different-intensity ultrasound equipment to perform oral hygiene treatments even on sensitive patients.
- Special ultrasound equipment for periodontal pockets.
- Cutting-edge sterilisation autoclaves located in a full-view sterilisation area for greater transparency and worry-free patients.
OUR TREATMENTS
FIRST CONSULTATION

COMPUTERISED DIGITAL RADIOGRAPHY

Intraoral radiography

Implant planning using a dedicated software

Intraoral photography

Dedicated software for patient motivation

Screening for precancerous lesions of the oral cavity

HIGIENE AND PREVENTIVE CARE

Oral hygiene instructions

Calculus removal

Polishing

Exogenous pigmentation removal

Topical fluoride application

Topical antiseptic agents application

Topical desensitising agents application

Whitening with curing light

Endodontic whitening

Sealing
PERIODONTOLOGY

Non-surgical periodontal therapy

Resective periodontal surgery

Regenerative periodontal surgery

Mucogingival surgery

Intra and extra-coronal splinting of mobile teeth for periodontal reasons

CONSERVATIVE/RESTORATIVE DENTISTRY

Direct restoration with composite materials

Indirect restoration with composite materials

Pre-prosthetic reconstruction of endodontically treated elements

Veneering

Inlays

Gold post cores

Fibre-reinforced composite posts
ENDODONTICS

Root canal therapy for vital teeth

Root canal therapy for non-vital teeth

Root canal retreatment

Endodontic surgery

Apicectomy

FIXED PROTHESIS

Resin temporary crowns

Metal-resin crowns

Metal-ceramic crowns

Full-ceramic crowns (metal free)

Ceramic veneers

Toronto Bridge

Maryland Bridge
REMOVABLE DENTURES

Temporary partial dentures with clasps (also for aesthetic reasons)

Nylon temporary partial dentures

Temporary or fixed tissue-borne dentures with resin or ceramic teeth

Bar and ball-retained fixed dentures (Overdenture)

Clasp-retained removable partial dentures

Bracket-retained removable partial dentures

IMPLANTOLOGY

Tooth substitution with titanium implants

Early loading implants

Post-extraction implant

Immediate loading implants

"All in four" implants

Bone regeneration

Extensive bone reconstruction with intra or extra-oral bone harvesting
ORTHODONTICS

Fixed

Mobile

Invisalign (invisible aligners)

Orthodontic surgery consultations

Pre-prosthetic orthodontics

Bites

Retainers

Intra and extra-coronal splinting at the end of the orthodontic treatment

PEDIATRIC DENTISTRY

Deciduous (milk) teeth restoration

Root canal therapy for deciduous teeth

Fluoride preventive treatment

Deciduous teeth extraction

Sealing of permanent teeth
GNATHOLOGY

Electromyography

Occlusal therapy (bite)

Posturology (with stabilometric platform)

Selective grinding

Temporo-mandibular joint disorder treatment

Occlusal treatment

ORAL SURGERY

Soft tissue surgery

Bone reconstruction with bone grafts

Split crest

Maxillary sinus elevation according to the various techniques

Simple tooth extraction

Complex tooth extraction

Removal of impacted teeth

Endodontic surgery

Frenulectomy

Regenerative procedures with platelet factors
COSMETIC DENTISTRY

Vital and non-vital teeth whitening

TREATMENT OF THE PERIORAL TISSUES OF THE LOWER PART OF THE FACE

Three-dimensional bio-restoration of the face

Perioral fillers

Skin imperfections treatment

Non-surgical facial anti-wrinkle treatment

CONSULTATIONS

We provide preferential access to external consultations for collateral or complementary problems, such as:

- allergy vega tests

- homeopathy and homotoxicology

- agopuncture

- physiotherapy (especially spinal column problems)

- auriculotherapy

- dermatology
PATIENT SATISFACTION
Prof. Mauro Labanca considers patient satisfaction to be of the utmost importance and, for this reason, patients will be asked to fill out a Customer Satisfaction form periodically. The results of this anonymous questionnaire are taken into consideration to improve the practice and create increasingly dynamic relations with patients.

Patients can always refer to Prof. Mauro Labanca and his staff for any information or send an e-mail to: info@maurolabanca.com