



Medical Service

il medico nel resort

ON-SITE HEALTHCARE FOR ENHANCED SAFETY AND WELL- BEING IN HOTELS AND RESORTS



Medical Service (www.medicalservice.it) provides on-site medical care to guests and employees of hotels, resorts, and holiday villages.

Doctors trained in emergency care, stationed on-site and rotating weekly, provide immediate medical attention to guests and staff, enhancing the overall safety, well-being, and experience of each stay.

This service is particularly appreciated in large resorts and/or those located in remote areas with limited access to efficient medical facilities.

Dr. Mauro Ferrari, CEO of Medical Service, established the company in 2010 after serving as the Medical Director for “Viaggi del Ventaglio,” a tour operator providing this service in 20 resorts worldwide. Medical Service is structured as an s.r.l. (the Italian equivalent of an American LLC or a British Ltd). Currently, Medical Service partners with 27 hotels and resorts, including TH Resorts, Delphina Group, Touring Club Italiano, Valtur-Nicolaus, and ClubRes in mountain and seaside destinations.

More specifically, the Medical Service offer includes:

- **Weekly Medical Service Planning:** they ensure continuous service coverage throughout the summer and winter seasons, utilizing a database of over 2,000 qualified doctors.
- **Complimentary Healthcare Consultations:** guests benefit from two hours of free healthcare consultations daily—one in the morning and one in the evening. Off-hour consultations are available at a special agreed rate directly paid to the doctor.
- **Free Health Consultations for Employees**
- **GDPR-Compliant Health and Privacy Records Management:** they supply and manage health records in full compliance with GDPR.
- **Verification of Doctors' Liability Insurance:** only doctors with verified liability insurance for private practice can join their network. Additionally, Medical Service carries second-tier liability insurance coverage up to €2 million for further protection of their partners.
- **Accurate CV review** to select only doctors with significant experience in Emergency and First Aid, as specified in the contract between the Doctor and Medical Service.
- **List of Emergency Medications and Supplies,** which must always be available in the medical room.
- **Local Specialist Network:** establish a local network of specialists (e.g., cardiologists, orthopedists, pediatricians) to ensure comprehensive healthcare consultations.
- **The doctor providing first aid** within the tourist facility is also a trained contact for communication with 112/medical emergency services/hospitals for symptom evaluation and subsequent therapies.
- **In the case of large family-oriented Hotels,** shifts managed by pediatricians are also offered to ensure targeted care for children.

Requirements to Activate the Offer:

- **Accommodation and Board:** provision of guest room accommodation and board for doctors and their families. Travel expenses are borne by doctors and their families.
- **Designated Medical Room:** a furnished room must be designated as the medical room.
- **Basic Medical Supplies:** provision of essential medications and medical supplies for managing emergencies, based on the list provided by Medical Service.

The relationship between Medical Service and the hotel is formalized through a contract that meets all fiscal requirements, safeguarding and indemnifying the client from any health and medical-legal issues that may arise.

For inquiries or to learn more about Medical Service:

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