

SALUTE ORA^{le}

Welcome to Salute Orale,

the portal designed to ensure that expectant mothers have access to dental care during pregnancy.

This service, created by INMP, ANDI, and COI, is managed through an interactive platform. This short guide will explain, step by step, how to use it.

What is Salute Orale?

Numerous scientific studies highlight the importance of proper oral health starting from the early months of pregnancy. Very common dental diseases, such as cavities, can cause malformations or infections in the fetus as early as the first trimester of pregnancy. To maintain the health of both mother and baby, it is essential — in addition to a healthy diet and proper dental hygiene — to rely on dental care and examinations by a dentist.

With this in mind, the *Salute Orale* project aims to provide a comprehensive initial dental visit to patients up to the ninth month of pregnancy with an ISEE (Equivalent Economic Situation Indicator) equal to or less than €20,000. **The cost of the visit is fully covered by the project.**

For Patients, the service offers a dental visit consisting of a check-up and a dental hygiene procedure. This visit can be requested through one of the participating dentists in the area, using this portal.

At the end of the visit, the patient will receive a report from the attending dentist, which is detailed enough to share with other healthcare professionals, providing a clear overview of the patient's oral health.

The project is sponsored by INMP – the National Institute for the Promotion of Health among Migrant Populations and for Combating Poverty-Related Diseases – in collaboration with Fondazione ANDI ETS and COI – Cooperazione Odontoiatrica Internazionale ETS.

How Does Salute Orale Work?

The *Salute Orale* project is managed interactively through a mobile-first web app. In other words, all *Salute Orale* services are carried out online via a platform designed to work on both mobile phones and computers.

To access the service and receive useful information, you'll need at least occasional access to the internet. A connection is required during the registration process, to choose the dental clinic where you want to book your visit, and to receive emails that will guide you through scheduling your appointment.

The service features a main page, open to everyone, where you can get information and register for the program. Once registered, you'll be able to log into your personal area to request your appointment and, after the visit, download your medical report.

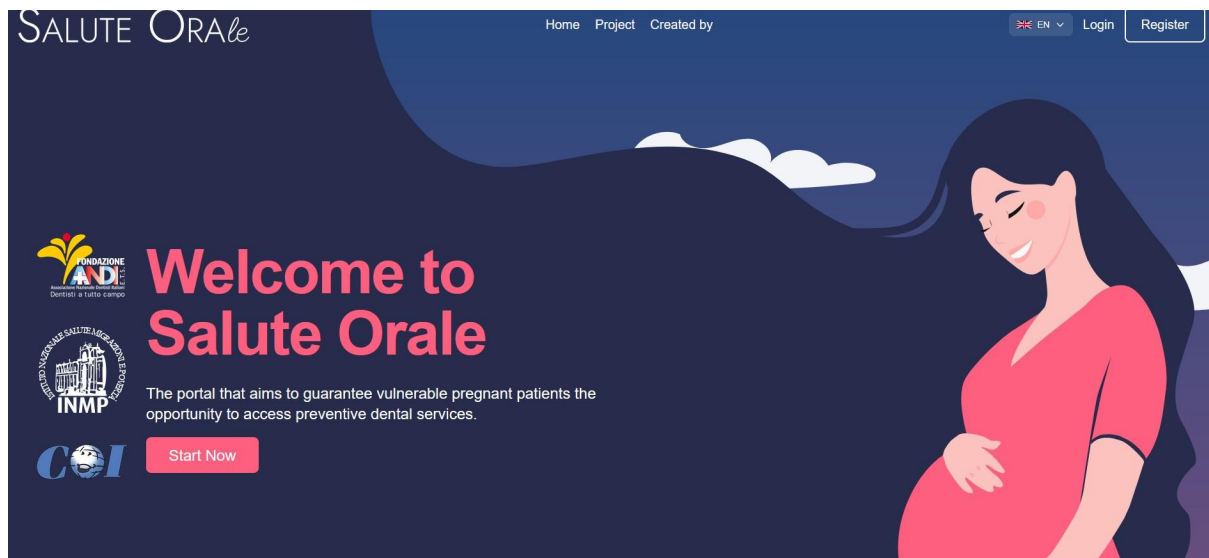
SALUTE ORale

In case of an emergency (such as being unable to arrive on time for your appointment), you will have access to the contact details of the dentist you chose, so you can inform them of any delays or request to reschedule.

LET YOUR DENTIST KNOW IF YOU CAN'T ATTEND YOUR APPOINTMENT: IT'S IMPORTANT.

1: The Main Page

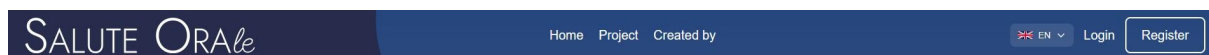
To access the service, type “*Salute Orale in gravidanza*” into a search engine, or go directly to the website: <https://saluteoraleingravidanza.it>



1.1 Header

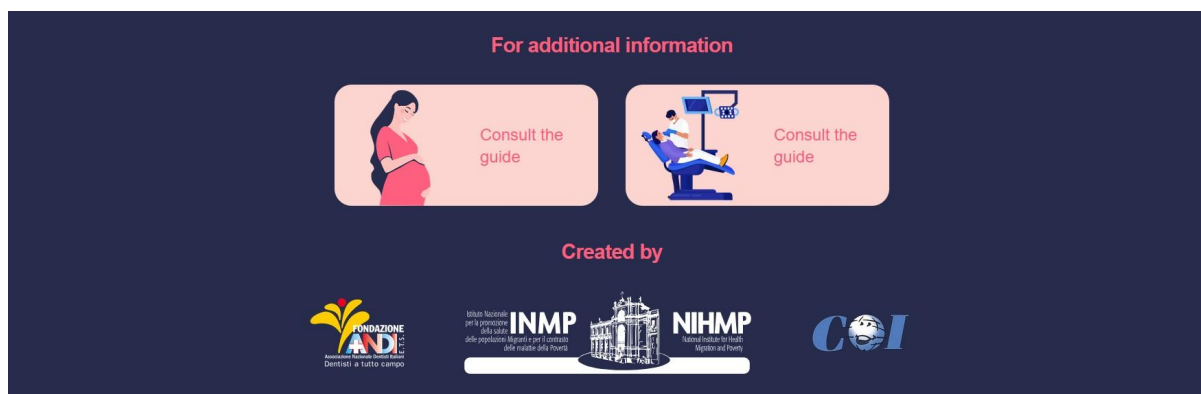
At the top of the page, you will see the main sections of the project:

- **Home:** where you are now
- **Project:** detailed description of the project
- **Created by:** learn about the organizations behind *Salute Orale*
- **Flags:** select your preferred language (Italian/English)
- **Log in:** access the service after registering
- **Register:** request to be registered for the *Salute Orale* service



1.2 Main Body

In the main body of the homepage, you will find a series of informational sections about the project, along with buttons that will direct you to the registration process. Towards the bottom, you'll find guides for **Patients** and **Dentists**, as well as the logos of the institutions behind this initiative. The logos are interactive: click on them to learn more about the organizations that created the project.



1.3 Footer

At the very bottom of the homepage, you'll find additional links to useful documents:

- Home: return to the top of the page
- Project: detailed description of the project
- Cookie Policy: the cookie policy used by the service
- Created by: learn about the organizations behind *Salute Orale*
- FAQ: a brief summary of the project
- Data Processing: data processing form (for Dentists)

If, after reviewing the homepage and reading these guides, you're interested in participating in the project, gather the required data and documents and proceed to the first step: Registration.

2: Registration

Click on the Register button or Get Started to request access to the *Salute Orale* service. This will open a dedicated registration page — click on the Patient option.



The **Patient** option opens a series of linked steps (a stepper) that will guide you through uploading the required data and documents. Only the fields marked with a * (red asterisk) are mandatory: you cannot proceed without filling them out.

The image shows the top section of a 'Patient Registration' form. At the top, the title 'Patient Registration' is centered in a bold, dark font. Below it, the text 'Create your account' is centered. Further down, a link 'Already registered? sign in here' is centered in a smaller font. Below this is a horizontal progress bar with four steps: '01 Personal Data' (highlighted with a red circle), '02 Official Documents', '03 Pre-Visit Information', and '04 Privacy and C'.

2.1 Personal Information

In this section, you will be asked to provide all your personal details. You must fill in First Name, Last Name, Phone Number, and Email Address. The Email Address is especially important, as you will receive a series of communications necessary to proceed with the service on this address.

Make sure to enter an email you have easy and constant access to!

Last Name*

Age Range

Patient age range for demographic analysis

Residence Address

City of Residence

Nationality

Family Members

Number of Children

Phone Number*

If you were not born in Italy, the field "Foreign Nationality" allows you to indicate your country of origin and how many years you have been in Italy.

Nationality

Foreign

Country Code



Brunei

Years in Italy

Select an option

Once you have filled in the information, click “Next” to proceed.

2.2 Official Documents

On this page, you will need to upload the required documents to access the service. These can be in PDF format or an image file (jpg, jpeg), in case you want to take a photo with your phone and upload it directly. Remember, the photos must be clear and legible!

- **Identification Document:** You are required to provide your health insurance card (tessera sanitaria) or, if you do not have one, the ENI or STP card issued to foreign citizens.
- **Pregnancy Certificate:** The pregnancy certificate must include the date it was issued and the month of pregnancy. It must also be stamped and signed by the doctor who performed the examination — the certificate must be completed by a professional (general practitioner or gynecologist).
- **ISEE Self-Certification:** You must provide the ISEE certification or, if unavailable, a self-declaration stating that your family’s ISEE is below €20,000.

ATTENTION: remember that you must make use of the service **before the end of your eighth month (thirty-fifth week) of pregnancy**. **DENTISTS WILL REFUSE APPOINTMENTS FOR PATIENTS WHO EXCEED THIS LIMIT or HAVE ALREADY COMPLETED THEIR PREGNANCY.**

2.3 Pre-Visit

The patient must indicate when their last dental visit took place and can specify if there is a particular reason for accessing the service.

If the situation worsens between the time of registration and the appointment booking, the patient can return to this field and update the information: the message will be visible to the dentist.

2.4 Privacy and Consents

Once the personal data entry is complete, the patient reads the personal data processing documents and, selecting “finish”, ends the registration process.



Privacy Notice pursuant to Art. 13 of EU Regulation 2016/679 (GDPR)

Pursuant to Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation, hereinafter "GDPR"), and in compliance with Legislative Decree 30 June 2003, no. 196, as amended by Legislative Decree 10 August 2018, no. 101, we inform you that the personal data provided will be processed in compliance with the confidentiality obligations provided for by the aforementioned legislation to which the project is bound.

1. Data Controller

The Data Controller is the project, located at Via Roma 123, 00100 Rome, email: privacy@saluteora.it.

INFORMATION NOTICE ON THE PROCESSING OF PERSONAL DATA OF PATIENTS

PARTICIPATING IN THE PROJECT "Promotion of oral health for pregnant women in conditions of socio-economic vulnerability"

pursuant to Article 13, EU Regulation 2016/679 (GDPR)

Dear Madam,

You have agreed to participate in the project "Promotion of oral health for pregnant women in conditions of socio-economic vulnerability."

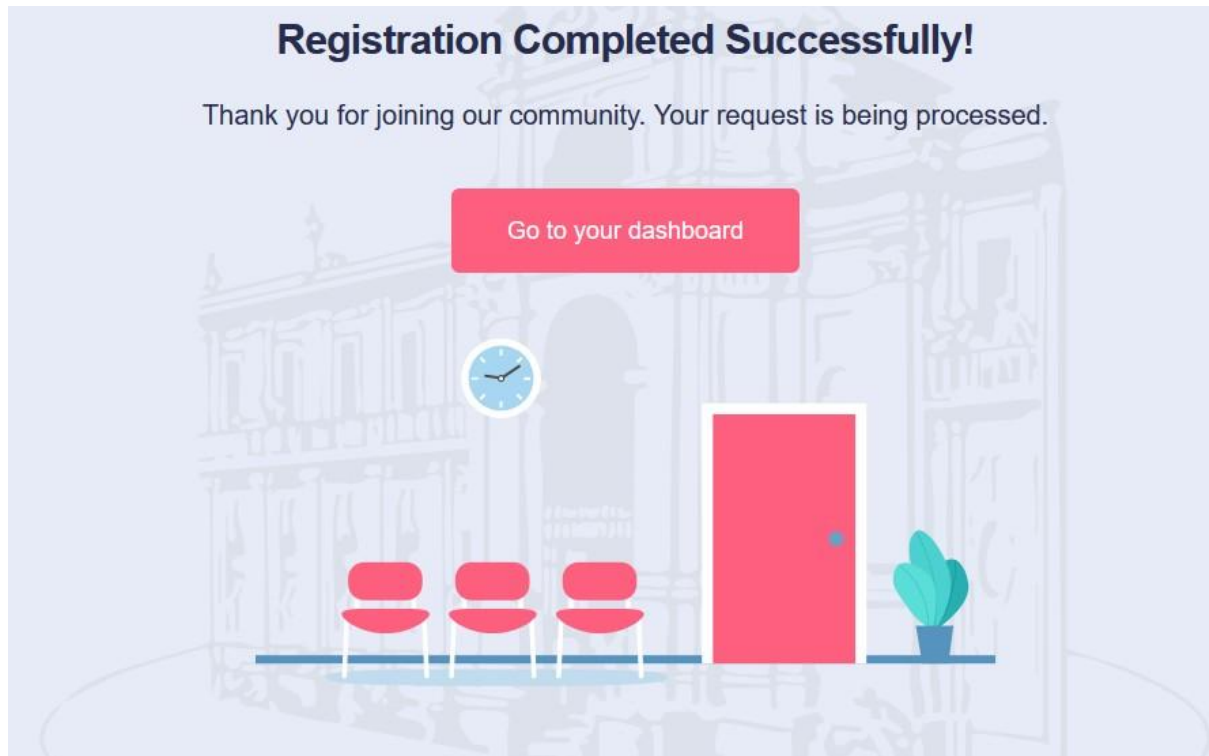
Therefore, as required by EU Regulation 679/2016 (hereinafter "GDPR"), this document explains which of your personal data will be collected, who will see it, how it will be managed, so that you

[Back](#)

[Finish](#)

After completing this step, the patient is directed to a waiting room: from this moment, their registration request is under review.

The portal's service staff, the Backoffice team, will contact the patient through a series of emails sent to the address provided during registration.



3: Access

Once the patient has uploaded all the required data, these are sent to the *Salute Orale* portal service staff, the Backoffice. From this moment, the patient will receive communications via email, sent to the address provided in section 2.1 — so please make sure to enter an email you always have access to.

The Backoffice's task is to review the submitted data and documents and evaluate if they are sufficient to access the service. The staff can give **three different responses** to your request:

- **Approved:** The registration contains all the correct data and required documents; the patient can then proceed to their personal area to access the service.
You will receive an email containing your username (the email you registered with) and an auto-generated password. With these, you can log in to the Reserved Area via the **Log In** button on the main page.
- **Request for Additional Information:** The registration contains some unclear elements, such as an unreadable document or a possible typo in a name. For this reason, the Backoffice will ask the patient to complete or correct their registration.
In the email the patient receives, there will be:
 - Instructions from the Backoffice on how to fix the registration
 - A link to re-enter the registration process and correct the error
- **Rejected:** The registration is considered incorrect (usually after some unsuccessful attempts to provide the required corrections), and it is assumed the patient does not meet the requirements to access the service. Therefore, the registration is rejected.
The patient will receive an email inviting them to register again once they have all the necessary documents.

4: The Reserved Area

When the Backoffice staff approves the registration process, the patient can access the service. To do this, they must return to the *Salute Orale* main page and select the Log In button.

SALUTE ORA^{le}

Log in

or [create a new account](#)

Email*

email

Password*

password

Accedi

[Forgot your password?](#)

At this point, the patient can enter the credentials received in the approval email (username – the email address used; password – the auto-generated password). From this screen, the patient can also change their password.

Once logged in, the patient remains signed in to the service. This means that, unless they log out manually, every time they access the *Salute Orale* service via browser, they will be directed to their personal page instead of the main page.

Welcome, Emma Thompson

Scheduled Appointment

Date 30/08/2025

Time 09:00 - 10:00

Studio Studio Odontoiatrico Balzan

Studio via delle Selve 12, 12 - 35043 Monselice

Address (Padova)

Phone 0498876553

Email info@studiobalzan.it

Status Pending



From their personal page, the patient can:

- Access their profile (top right), where they can modify or update some of their personal data;
- View their booked appointments and their current status;

- Download their medical report once it has been completed;
- Access the Book Your Appointment feature.

5: Book Your Appointment

This feature allows the patient to book an appointment with one of the dentists in the area who have joined the initiative.

First, the patient enters the area where they want to focus the search. If there are dental offices in that area, the system will display them after entering the postal code (ZIP code).

The screenshot shows the 'Search Doctor' step of the booking process. At the top, there is a progress bar with four steps: 'Search Doctor' (active, highlighted with a red circle), 'Choose Practice', 'Select Date', and 'Confirm'. Below the progress bar, there are three input fields: 'Region*' with 'Veneto' selected, 'Province*' with 'Padova' selected, and 'Postal Code*' with '35043' selected. Each field has a red border and a red 'X' icon. Below these fields, it says '3 Available doctors'. At the bottom right, there is a red 'Next' button.

The patient then selects the preferred dental office and...

The screenshot shows the 'Choose Practice' step of the booking process. At the top, there is a progress bar with four steps: 'Search Doctor', 'Choose Practice' (active, highlighted with a red circle), 'Select Date', and 'Confirm'. Below the progress bar, there is a 'Practice*' section with three radio button options: '28 - Studiodent', '50 - Studio Balestra', and '51 - Studio Odontoiatrico Balzan'. The '51 - Studio Odontoiatrico Balzan' option is selected. At the bottom left, there is a red 'Back' button, and at the bottom right, there is a red 'Next' button.

... selects the date and time of the appointment. If the chosen dental office does not have available time slots, the patient can go back to Choose Office to select a different office, or to Search Doctor to enter a different search area.

✓ Search Doctor

✓ Choose Practice

📅 Select Date

👍 Confirm

Doctor*

Francesco Balzan X v

Appointment Date*

< August >

M	T	W	T	F	S	S
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Appointment Time*

☒ 09:00

☐ 11:00

Back Next

If slots are available, the patient can confirm their appointment. On the final page, they will see a summary of the appointment and can add additional notes to inform the dentist of any changes in their health condition.

6: Appointment Status

The patient has now booked their appointment; it is up to the dentist to respond.

The appointment request can be viewed in the patient's personal area, where a card summarizes the appointment details. The appointment notification is sent to the dentist, who takes charge of managing it. Until this happens, the appointment remains in the **"pending"** status.

Welcome, Emma Thompson



Scheduled Appointment

Date 30/08/2025
Time 09:00 - 10:00
Studio Studio Odontoiatrico Balzan
Studio via delle Selve 12, 12 - 35043 Monselice
Address (Padova)
Phone 0498876553
Email info@studiobalzan.it
Status Pending

Based on the dentist's response, four different cases can follow:

6.1 Appointment Acceptance

This is the most common case and represents the "standard" process of the project: the patient requests an appointment, the dentist confirms it; the patient attends the appointment; the dentist conducts the check-up and produces a report. This results in the following statuses:

- **Appointment Confirmed:** The dentist has confirmed the appointment; unless otherwise instructed, the patient can attend the appointment.
- **Report Completed:** The appointment took place, and the dentist has prepared the post-visit report, which can be downloaded from the patient's area and will also be sent via email.

Scheduled Appointment

Date 25/08/2025
Time 11:00 - 12:00
Studio Studio Odontoiatrico Balzan
Studio via delle Selve 12, 12 - 35043 Monselice
Address (Padova)
Phone 0498876553
Email info@studiobalzan.it
Status Confirmed

Report Ready



Scheduled Appointment

Date 25/08/2025
Time 11:00 - 12:00
Studio Studio Odontoiatrico Balzan
Studio via delle Selve 12, 12 - 35043 Monselice
Address (Padova)
Phone 0498876553
Email info@studiobalzan.it
Status Report Completed

6.2 Appointment Request Rejected

- **Appointment Rejected:** The dentist is unable to confirm the requested appointment. In an email to the patient, the dentist specifies the reason for the rejection.
In this case, the patient can book another appointment, either with the same dentist or at a different office.

6.3 Cancellation of Accepted Appointment

- **Appointment Cancelled:** The dentist is unable to keep the previously confirmed appointment due to an unforeseen event. In an email to the patient, the dentist specifies the reason for the cancellation.
In this case, the patient can book another appointment, either with the same dentist or at a different office.

This status is also used to manage cases where patients are unable to attend their appointment **but notify their absence in advance** (ideally 24 hours) via email or phone. The email address and phone number of the dental office can be found on the appointment booking card.

6.4 Patient No-Show

No-Show: The patient did not attend the appointment **and** did not notify the dentist in any way. The patient can book a new appointment; however, while the statuses “**Cancelled**” and “**Rejected**” allow unlimited re-access to the service, the **No-Show** status permits only one additional appointment request.

If the patient fails to show up a second time without informing the dentist, they will be excluded from the service: they will not be able to request further appointments or register again to access the service — unlike what is allowed in the case of a rejected registration.

Always remember to notify the dentist by email or phone if you are unable to attend your appointment.