

**PREMISE**

This Service Charter is a tool that the Laboratory "Clinical Analysis LUISA" offers to its patients to inform them of the services offered and to define the commitments undertaken, in order to ensure the predefined quality standards within a process of continuous improvement of services.

**INTERNAL ORGANIZATION**

The management has equipped the structure with adequate resources to complete the production process in respect with the quality standards established. The laboratory's resources are represented by:

**HUMAN RESOURCES:**

- TECHNICAL DIRECTOR- Dr. Alberto Pierantozzi
- MEDICAL BLOOD PRELEVATORS
- BIOLOGISTS
- LABORATORY TECHNICIANS
- ADMINISTRATIVE SECRETARY
- ANGIOLOGIST
- CARDIOLOGIST
- DERMATOLOGIST
- SONOGRAPHER
- GYNECOLOGIST
- DENTIST
- OTOLARYNGOLOGY
- SAMPLERS TRANSPORT OPERATORS
- CLEANERS AND ENVIRONMENT SANITATION

The management guarantees respect by all staff with the regular execution of the health update courses provided by current legislation (ECM). All the staff of the structure is equipped with a card for the recognition.

**TECHNOLOGICAL RESOURCES**

The technological resources are those required for the completion of the services offered. The structure has developed and adopts a Maintenance Program to always guarantee the perfect efficiency of the equipment as well as their safe use by the operators.

**COMMITMENTS**

- Delivery of reports on the same day.  
Exceptions are particular analyzes that require longer processing times.  
If for reasons of force major, it is not possible to respect the agreed delivery date, the patient will be promptly informed by the staff in charge of acceptance.
- Strict staff of technical procedures and laboratory methods according to international guidelines.
- An instrumental heritage condition to technical and scientific evolution.
- Maximum reliability of results guaranteed by qualified staff.
- ISO 9001-2015 quality certification.
- Maximum efficiency and reduced waiting times for access to services.
- Blood withdrawal and delivery service for home reports.
- Sending of reports by e-mail or fax.
- Delivery of copy of previous reports upon request.
- Freezing (in possible cases) for four days of the residual serum quotas for any further investigations that may be necessary without the need of a second withdrawal.

**LOCATION**

The laboratory Analisi Cliniche LUISA S.r.l. is located in Rome in Via Padova 96/A.

**Business hours**

Blood withdrawal	from Monday to Friday Saturday	from 7.30 am to 11.00 am from 8.00 am to 10.30 am
opening hours	from Monday to Friday Saturday	from 7.30 am to 7.30 pm from 8.00 am to 13.30
retreat of reports	from Monday to Friday Saturday	from 11.30 am to 19.00 pm from 12.30 am to 13.30

**Access to services**

Reservations are not required for on-site withdrawals. To avoid uncomfortable queues, at the time of acceptance the patients are called to the secretary's office by a progressive number, distributed by the special machine "delete queue" located in the waiting room.

**Retreat of reports**

The date and time for the retreat of the report are communicated at the time of acceptance, together with the delivery of the personal coupon for the retreat of the reports.

Except in cases of force major and longer processing times, the retreat of reports always takes place on the same day.

In the absence of the coupon for retreat the reports could be delivered only to the patient in person, provided with an identification document, or by a person with a written proxy. For the retreat of the reports by fax or e-mail, the patient must communicate e-mail and fax addresses, to sign the information pursuant to the GDPR 2016/679 and EU Regulation 679/2015.

Alternatively, you can access your report using the password indicated on the retreat coupon.

**Home withdrawals and home delivery reports**

The laboratory, by appointment, provides a service (for a fee) of home withdrawals and delivery of responses to the patient's home.

The service is carried out by internal staff, from Monday to Saturday.

**Rules for obtaining the services agreed with the S.S.N.**

The laboratory has an agreement with the S.S.N., to take advantage of it the patient must present himself with:

- Prescription compiled on mod. A.S.L. from the family doctor. No more than 8 analyzes can be requested in each recipe.
- Identity document.
- Health insurance card

The payment of the services will take place according to the following rules:

- for exams in the agreement, the Assistants who are not exempt must pay the ticket provided for the current regional regulations;
- for exams that are not in the agreement, the price listed in the price list will be applied.

For all information regarding payment of benefits and any exemptions, the Secretariat staff is available to the patient.

#### **Terms of payment**

The payment of the services takes place at the check-in counter and it will be possible to pay with not only cash, but also by check, Bancomat, credit cards.

#### **Reservations for specialist services**

All specialist services must be booked in the secretary's office, especially for ultrasound performances it is necessary to acquire at the time of booking, the instructions for the preparation of the patient before the execution of the examination.

#### **Information to patients**

The patient will receive all the necessary information at the secretary's desk; at the time of retreat of the report, he/she will be able to request the assistance of a doctor for the interpretation of the analytical data. This assistance will be made in a confidential and free form.

#### **Home delivery service for reports**

A report delivery service is available at the laboratory (for a fee). The service is carried out by staff employed by the structure, and obviously guaranteeing the confidentiality of personal data.

#### **Complaints regarding health services**

Customers can report inconveniences, incorrect behavior, useful suggestions for services improving, by contacting the secretary (who will fill out a non-compliance form) or the Quality Service Manager or by sending a written complaint to the Health Department.

The handling of complaints will be recorded and managed according to the UNI EN ISO 9001 standards. A questionnaire was also prepared for assessing patient satisfaction.

A motivated complaint is considered by the laboratory as a stimulus to improve the quality of the services.

#### **Protection and verification**

The contact person for a possible complaint is the management of the structure that undertakes to resolve the disservice in the shortest possible technical times.

#### **PROTECTION OF PERSONAL DATA**

Respect for the rights to privacy and the correct management of users' sensitive personal data is guaranteed in accordance with current regulations. The information pursuant to Legislative Decree 196/2003, GDPR 2016/679 and EU Regulation 679/2016 is provided with a special sign in the waiting room. The authorization to process the data must be signed at the first acceptance.

In compliance with the before mentioned privacy documents, the reports are delivered directly to the patient or to a person delegated by the latter upon presentation of the invoice or receipt issued upon collection. In the event of a specific request, the reports can also be sent by post, with the authorization signature acquired by the Acceptance Manager.

In the case of requests for special exams (HCV, HIV, pregnancy test), the delivery of the report must be

made only to the holder of the report or by a person authorized by him/het.

- by delegation indicated at the time of the signature of the authorization to process the data,
- with subsequent formal delegation and in possession of the owner's document.

#### **COLLECTION AND CONSERVATION METHODS FOR BIOLOGICAL SAMPLES FREQUENTLY REQUESTED**

##### **Premise**

An appropriate collection and transport of biological materials for microbiological examination is mandatory to ensure the quality of the result. An inappropriate collection and / or dispatch of a biological sample has as a consequence a wrong therapeutic treatment with possible damage for the patient and a useless increase in costs.

##### **Venous sampling**

In preparation for the withdrawal, fasting for at least 6 hours is required.

##### **Urinalysis**

The sample must be collected before going to the laboratory (check the presence, in the prescription to be delivered at the time of collection, of the "urine test"), in a sterile container, bearing the patient's name and surname on the adhesive label.

It is preferable to collect the first urine in the morning after washing the external genitalia. It is sufficient that the container is filled to half its volume, the cap must be properly closed in order to avoid dispersion.

##### **Culture tests**

It is necessary to suspend antibiotic therapy at least 7-10 days. before the analysis or take the sample before the administration of antibiotic and / or disinfectant drugs.

##### **Urine culture**

It is carried out on the first morning urine (at least 3 hours after the last urination) using a sterile container, after thorough washing of the hands and external genitals with soap and water, eliminate the first jet and collect the second one (unless otherwise specifically requested by the doctor).

Urine samples collected in non-sterile or not well-closed containers are not accepted. In the case of newborns for whom urine collection is required in a special bag, if the sample cannot be delivered at the established times, it is recommended to keep it in the fridge until it is transported to the laboratory. Biological samples should be delivered as soon as possible.

**Buffer**

In the case of cultures in which you need a buffer (pharyngeal, tonsillar, vaginal, urethral, etc.) if this is taken directly from the patient or from one of his relatives, it is recommended to use exclusively swabs with transport medium (available at pharmacies) which allow the storage of the material collected at room temperature for about 24 hours.

**24-hour urine collection**

The sample must be collected in the appropriate plastic containers for sale at pharmacies. After eliminating the first urination in the morning, all the urine of the day, of the night plus the first urine of the second day at the same time the bladder was emptied the day before must be collected.

**Hydroxyproline**

In the 3 days prior to the exam, avoid taking fish, broth, nuts, game, meat or derivatives, ice cream.

**Nordin test**

Avoid taking milk and derivatives in the 3 days before the exam. The previous day have dinner by 7.00 pm, taking starchy foods and vegetables (avoid meat). On the morning of the exam empty the bladder, drink a quarter liter of mineral water and collect the urine after 2 hours in a sterile container and then take them to the laboratory.

**Seminal fluid examination**

Abstinence from reports not lower than 3 and not more than 5 days is recommended.

The sample must be taken at home and delivered to the laboratory within 30 minutes of collection.

Observe thorough genital hygiene before collection and collect all the ejaculate in a sterile urine container. Partial collection makes the examination unreliable. Samples are not accepted on Saturdays.

**Stool examination**

Stool samples must be collected in the appropriate plastic containers with a scoop.

Stool samples for both complete and parasitological or cultural examinations should be delivered as quickly as possible to the laboratory. If this is not possible, keep these samples in the refrigerator for a maximum of 24 hours.

**Monoclonal occult blood research**

The test is specific for human hemoglobin and does not require diet. Testing on 3 samples collected at 1-2 day intervals is recommended.

**Search for occult blood in the stool**

The test requires a diet to be performed in the 3 days prior to the exam, AVOID:

- meat-based foods of any kind, legumes, bananas, meat broth, chicken or fish, eggs,
- drugs based on Fe, Cu, Cr, aspirin, vitamin C.

It is advisable to brush your teeth with extreme caution and not to take the exam if you suffer from gingival bleeding. Testing on 3 samples collected at 1-2 day intervals is recommended.

**Scotch Test**

It is considered the method of choice for the research of Ossiuri. The sample must be taken in the morning before cleaning and local hygiene.

To carry out the test it is necessary to request the required material and the instructions sheet.

**Blood sugar and insulin after meal**

Unless otherwise prescribed by a doctor, the withdrawal is normally carried out 1.5 hours after breakfast (cappuccino + croissant) or 2 hours after lunch.

**Load test**

The glycemic, insulinemic, hormonal curves, for which the administration of substances or drugs is expected, are not carried out by appointment. These tests involve the presence of the patient in the laboratory for a few hours. In these cases, patients are invited to go to the laboratory by 7:45 am.

**The complete list of services is available for consultation at the secretariat**

**CHARTER OF THE RIGHTS OF THE SICK**

In harmony with the addresses and the pronouncements expressed by the institutions of our country and by the most advanced international communities, the assistance activity is carried out in compliance with the following fundamental principles:

**Impartiality:**

In providing health services of its own competence, the Analysis Laboratory inspires its actions to the principles of impartiality and equity in favor of the citizen who is the recipient of the service.

**Equality:**

All citizens who need health services have the same right to receive the requested service.

**Right of choice:**

It is recognized the right of the citizen to be able to operate, for his own health, the choices that the current legislation allows him to make.

**Continuity:**

The inclusion of the Analysis Laboratory in a performance circuit of the national health service guarantees users the continuity of the necessary care, without any interruption in space and time.

**Participation:**

Essential principle in the operation of the Analysis Laboratory is the participation and the direct involvement of the recipient of the services in relation to the diagnosis, therapy and relative prognosis.

**Effectiveness and efficiency:**

The Laboratory for the provision of services has as reference the diagnostic guidelines accepted by the National and International Scientific Societies.

**Respect for privacy:**

The legislation of Legislative Decree 196/03, of the GDPR 2016/670 and UE Regulation 679/2016 is fully operational, protecting the privacy of the user for the most significant aspects of the processing and of the information concerning him.

**Patient Respect:**

In relations with the patient, the inseparable unity of the person is recognized in his physical, psychological, social and spiritual aspects, to which equal attention and dignity are attributed.

**Right to physical security:**

In all locations, strict application is made to the laws on safety, of which the priority and prejudicial value for a favorable development of welfare practices is recognized.

**RIGHTS AND DUTIES OF THE PATIENT****Rights**

**The patient has the right to have access to this card of rights.**

The patient has the right to be assisted and cared for with care and attention, in respect of human dignity and of his own philosophical and religious convictions.

The patient has the right to obtain information from the health facility regarding the services provided by the same, the methods of access and the relative competences.

The patient also has the right to be informed about the possibility of alternative investigations and treatments, even if they can be performed in other structures.

If the patient is not able to determine independently, the same information must be provided to the persons referred to in the previous article.

The patient has the right to obtain that the data relating to his / her illness and any other circumstances that concern him / her remain secret.

The patient has the right to lodge complaints which must be promptly examined and promptly informed on the outcome of the same.

The patient can protect his or her rights by referring to the "Patients' Rights Court", whose references can be easily found on the Internet.

**The Duties:**

The Sick Citizen, when entering a Healthcare Facility, is invited to behave responsibly at all times, respecting and understanding the rights of other patients, with the desire to collaborate with medical, nursing, technical staff and the Laboratory Management in which it is located.

The citizen is bound to respect the environments, the equipment, and the furnishings that are located within the health facility.

The organization and the times established by the Management must be respected, in order to allow the carrying out of the normal activity. The health services requested in the wrong times and in the wrong way determine a considerable disservice for the whole structure.

The structure is non-smoking. Compliance with this rule is an act of acceptance of the presence of others and a healthy personal style of living in the Structure.

Healthcare personnel, as far as their competence is concerned, are invited to ensure compliance with the rules set out for the good performance of the laboratory and the well-being of patients.

The citizen has the right to correct information on the organization of the Healthcare Facility, but it is also his precise duty to inform himself at the appropriate time and place.