



SERVICE CHARTER

ANALISI CLINICHE TRASTEVERE s.r.l.

ISO CERTIFIED COMPANY 9001:2015

N° IT251878

Validation	Dott. Eugenio Carbone
Approval	Dott.ssa Elisa Antonelli

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1. COMPANY PRESENTATION

The laboratory "Analisi Cliniche Trastevere s.r.l." is a center that operates in instrumental and laboratory diagnostics, microbiology, virology and occupational medicine. It carries out its activity both under an agreement with the National Health Service (SSN) and in private form with citizens and companies. It is accredited with the Regional Health Service SSR of Lazio according to the DCA n.U00368 of 11/27/2012 (ASL belonging to RM A) and UNI EN ISO 9001: 2015 certificate (cert. IT251878). Since January 2020, for regional provisions, the laboratory has established a network by joining the "Laboratorio Iperione" located in via Aspertini n. 109/111, Rome, that it's also part of the FEDCOMEDICAL society.

From the outset, the precise application of regulations, both structural and organizational, had among its objectives paying particular attention to staff training processes, to the complete satisfaction of its customers, to internal production, therefore having Total Quality as its ultimate aim.

It is the policy of the laboratory to provide its users with services that meet their needs and expectations, guaranteeing a high level of quality. With the adoption of this service charter, the laboratory declares and communicates its commitments to users.

This is why the quality standard of health services is constantly monitored and improved:

- constantly analyzing and optimizing organizational relationships;
- increasing the involvement, the stimulating factors and the periodic updating of the staff, investing resources in the instrumental assets strictly adequate for the technical-scientific evolution, as well as paying particular attention to the delicate communication process of all the staff towards the patients / customers and towards specialist and general practitioners;
- providing transparency on all company processes;
- adhering to meticulous external and internal Quality Controls;
- by applying rigorous preanalytical procedure;
- selecting highly qualified personnel including doctors, biologists, nurses, laboratory technicians, IT, administrative and auxiliary staff.

This service card is available to all users and it is provided to anyone who requests it. A copy is sent to user protection organizations.

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2. REFERENCE STANDARDS

This service charter is written in accordance with the following standards:

- Presidential Decree of the Council of Ministers 19-5-1995 "general reference scheme of the charter of public health services";
- Ministry of Health - Guideline n ° 2/95 "Implementation of the service card of the National Health Service.

3. COMPANY'S STRUCTURE

The center perform its activity within a structure of about 160 m2, modern and equipped. Here it is the rooms:

PUBLIC ACCESS AREA

- RECEPTION
- WAITING ROOM
- BOOL COLLECTION ROOM
- 2 TOILETTES (1 for people with disabilities)
- 2 OFFICIES

STAFF RESERVED AREA

- MICROBIOLOGY SECTOR
- CHEMISTRY SECTOR
- IMMUNOLOGY SECTOR
- HEMATOLOGY SECTOR
- MANAGEMENT STUDY
- STAFF CHANGING ROOM
- STAFF TOILETTE
- WAREHOUSE

All the rooms has an air conditioning system that is used to improve the staff and customers' confort, to ensure the optimal use of the tools and devices. Every sector of the laboratory is connected thanks to an internal computer network.

4. STAFF

<u>Solicitor:</u>	Gherardo Cosolo
<u>Quality System Manager:</u>	Dr. Eugenio Carbone
<u>Technical Director:</u>	Dott.ssa Antonelli Elisa
<u>Health Director:</u>	Dr. Vittorio Ferraro
<u>Drawind Blood Doctor:</u>	Dr. Vittorio Ferraro
<u>Biologist:</u>	Dott.ssa Antonini Alessandra
<u>Laboratory Technician & Secretaries:</u>	Federica Troncacci Cirillo Claudia Spampinato Noemi

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5. TIMETABLES & METHODS OF ACCESS

BLOOD TEST SCHEDULES:

From Monday to Saturday: from 7:00a.m. to 10:30a.m.

IMPORTANT: Booking is necessary exclusively for patients using the SSN, due to regional budget constraints. Reservations can be made by email to the address analisiclinichetrastevere@gmail.com or directly at the reception.

Urgent cases that are accepted on the same day are safeguarded. It is possible to carry out the exams without booking, privately, taking advantage of a discounted rate. Users in conditions of psycho-physical fragility (pregnant women, disabled people, elderly people, minors etc.) are managed with priority and with particular attention during the service provision phases.

RESULTS COLLECTION & INFORMATION SCHEDULES:

From Monday to Friday: from 10:30a.m. to 1:00p.m.
from 3:00p.m. to 6:00p.m.

Saturday: from 10:30a.m. to 1:00p.m.

5.1 REQUIRED DOCUMENTS

- A) For the blood test with SSN, National Health Service:
- prescription on a regional book prescriptions;
 - I.D., passport, driving licence or Italian “Tessera Sanitaria”.
- B) For the private blood test:
- I.D., passport, driving licence or Italian “Tessera Sanitaria”.

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5.2 PRIVACY CONSENT & CLINICAL INFORMATION

- Privacy consent for Personal Identification and Sensitive data;
- Privacy consent to perform the HIV test;
- Privacy consent to perform OGTT and Breath test;
- Privacy consent to perform Molecular Sars-CoV 2 test;
- Privacy consent to perform: HPV test, Urinary cytology exam, Gastric panel, Dermatophytes, Lymphocyte typing test, Arbovirus test.

5.3 RESULTS COLLECTION

The results can be collected from Monday to Friday, from 10:30a.m. to 1:00p.m., in the afternoon from 3:00p.m. to 6:00p.m., also Saturday just from from 10:30a.m. to 1:00p.m. The results can be collected by the person who did the blood test or by another person with a proxy. You can ask for a delegation form at the reception. After the acceptance, the secretary will give you some papers with the list and the prices of the test, and the date to collect the results.

The results can be also downloaded by our website www.labtrastevere.it, using the password the secretary give to you at the moment of acceptance. The HIV test result can't be downloaded by the website, it must be collected only by the person you did the blood test.

Usually, exams of hematology and chemistry routine can be ready the day next the blood test.

For the emergency, you have to ask at the reception, some exams can be ready at 3:00 p.m. of the same day. In some cases, if you don't come to collect the result, according to the law, you have to pay the entire price of the exams.

You can ask at reception any information about: how to reach the lab, what kind of test we perform, exam costs, timetables, satisfaction questionnaires. All of these information are also available on our website www.labtrastevere.it.

We have available a quick users guide here at the lab and on our website, where you can find:

- some useful instruction to perform the blood test;
- any kind of information.

As far as payment is concerned, it can be done both in the morning and in the afternoon, cash, by card and bank check.

6. EXAM COSTS

In this summary table, you can find different prices for different types of patient.

<u>Classification of Patients</u>	<u>Exam Costs</u>	<u>General Doctor prescription requirement</u>	<u>Ticket payment</u>
Non-Exempted patient	Recipe price less than € 36,15 with SSN	Yes	SSN rate table till € 36,15
Non-Exempted patient	Recipe price more than € 36,15 with SSN	Yes	If the price is more than € 36,15, the SSN will pay for it.
Partial Exemption	Any cost	Yes	The patient doesn't pay, except for the exams doesn't provided by SSN.
Total Exemption	Any cost	Yes	The patient doesn't pay, except for the exams doesn't provided by SSN
Pregnancy Exemption	Any cost	Yes	The patient doesn't pay, except for the exams doesn't provided by SSN

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7. EXEMPTION FROM PAYMENT

For the exemption from payment due to low income budget as E01, E02, E03, E04, the SSN does not release any kind of badge or certification.

The people who have this kind of exemption, can do blood test, diagnostics tests and medical examination, without paying.

People who have the right to this exemption, are:

- E01: People who are less than 6 and/or more than 65 years, with a budget that is less than € 36.165,98 (ex art. 8 c 16 law 537/1993 & s.m.i.);
- E02: People who do not work but are searching for a job, with a family and a budget less than or equal to € 8.263,31, that became € 11.362,65 if there is consort, and € 516,46 for each child of the family (ex art. 8 c 16 law 537/1993 & s.m.i.);
- E03: People who have a social allowance or cash a social allowance for someone else (ex art. 8 c 16 law 537/1993 & s.m.i.);
- E04: People who take a minimum working pension or taking for someone, who are more than 60 years old and a family budget less than € 8.263,31, that became € 11.362,65 if there is consort, and € 516,46 for each child of the family (ex art. 8 c 16 law 537/1993 & s.m.i.).

The exemption from payment for low budget, can be used only if the doctor writes it on the prescription. At the moment of the examination, the doctor can check if the patient appears on the list of the SSN for people with exemption for low budget.

With the law decree DCA n. U00158/2014, some new exemption codes are created, for different class of patient:

- Minors without family due to legal measures;
- Citizens, out of European Union, asking for political asylum who have residence permit or CE form given by police station;
- European citizens not registered on SSN or SSR, without medical assurance but with ENI card who are less than 6 or more than 65 years old;
- Citizens, out of European Union, who don't have residence permit but only STP code released by police station, who are less than 6 or more than 65 years old;

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According to the law, on the prescription there should be some mandatory data: Name and Surname, Address, Italian “CODICE FISCALE”, if they have it, Exemption code, if they have it; ASL code, if they have it, date and doctors’ signature.

The prescriptions can be used within six month and may include up to eight exams. If the prescriptions are non-compliant, they can’t be used.

You can ask at reception any information about: what kind of test we perform, exam costs, timetables. As far as payment is concerned, it can be done both in the morning and in the afternoon, cash, by card and bank check.

8. OTHER SERVICES

- Home blood test by reservation;
- Sending results online on our website, that can be downloaded using some password;
- Reading and comment of the result by a Doctor graduated in Laboratory medicine, always referring any decision about clinical treatment to the attending physician;
- Free pressure measurement;
- Consultancy reports on laboratory medicine and on specific clinical cases with general practitioners and hospitalization facilities in the event of need for coordination for continuity of care through the establishment of direct personal and functional relationships;
- The Laboratory provides, on request, a copy of health documentation within the time limits of the law;
- The Laboratory doesn’t carry out and participate in research activities;
- The users can ask for additional blood tests, if the stability of the blood allows it, because the laboratory maintain the samples for a week.

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9. FUNDAMENTAL PRINCIPLES

Analisi Cliniche Trastevere s.r.l. is committed to ensuring:

- Equality of rights
- Fairness in services provided
- Efficiency and Effectiveness of performances
- Interest
- Humanization
- Information
- Safeguard of every patience

Analisi Cliniche Trastevere s.r.l. adopts the principles of the European Charter of Patients' Rights, Brussel 15.11.2002. The service is provided according to equal and impartial rules for all regardless of gender, race, language, religion in order to guarantee quality, efficiency and effectiveness. The activities are aimed at the effective resolution of health needs while assessing the resources used and necessary for the provision of services.

The services are provided in respect of the dignity of the person, especially in particular circumstances of physical and psychological deficit.

Volunteer organizations are holders of privileged relationships for access to the service and the structure ensures the intervention of social services as needed and provides references on the patient protection bodies.

According to the levels of competence and responsibility, the staff provides clear, complete and confidential information according to the methods provided by the ethical codes.

10. WARD & CUSTOMERS RECEPTION

The protection of the patients is guaranteed through surveys on user satisfaction (questionnaires). The Quality System Manager is required to verify compliance with the commitments made with the service card and in the presence of any defaults takes the appropriate steps to restore the service in the forms and ways established in the service charter. As part of its self-assessment activity, the service periodically carries out internal audits aimed at verifying compliance with users' rights. A form for any complaints or reports is available at reception.

The Management is committed to responding in writing to any complaints within 48 hours.

The management of the center is responsible for processing of each patient's personal data and ensures the professional secrecy of all operators of the structure, regarding the collection, registration, storage and consultation of the data.

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To guarantee and improve the quality of services, the Management of Analisi Cliniche Trastevere s.r.l. has chosen to implement a Quality Management System compliant with UNI EN ISO standards.

The strength of the center is the punctual application of regulations, both structural and organizational, to guarantee the validity of internal production processes and total quality.

The service pursues the objective of providing its customers with services that comply with the defined standards, raising their level and quantity with a view to continuous improvement.

The Laboratory uses different indicators, including:

- Respect the waiting times for delivery of results;
- Analytical targets for CQI and VEQ;
- Achieving the user satisfaction with questionnaires.

11. ADDRESS & TELEPHONE NUMBERS

Analisi Cliniche Trastevere

Address: Via di San Francesco a Ripa n.° 110, 00153, Roma

Telephone numbers: + 39 06 5800605 / 06 58157720

Mobile Telephone number: + 39 347 6801912

Mail: analisiclinichetrastevere@gmail.com

Pec: lab.trastevere@pec.it

Website: www.labtrastevere.it

12. HOW TO REACH THE LAB

You can find the laboratory in the Trastevere district, in via di San Francesco a Ripa n.° 110.

ATAC, bus & tram lines:

- TRAM n.3 from Piramide or from Trastevere Railway, the stop is Mastai Square;
- BUS n.44 or 75, the stop is Via Morosini;
- TRAM n.8 from Venezia square or Trastevere Railway, the stop is Mastai Square;
- BUS H, the stop is Mastai Square.

SUBWAY:

- B Line: stop Piramide + TRAM n. 3;
- Roma – Lido Train, terminal Porta San Paolo + TRAM n.3.

TRAIN:

- Termini – Fiumicino train, Trastevere railway + TRAM n.3.

