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SERVICE CHARTER

OF THE

MEDICAL ANALYSIS LABORATORY

BIOANALITICO DELTA S.r.l.

Via Clara Maffei, 14

24121 Bergamo

Phone 035-221565, Fax 035-235848, e-mail: info@laboratoriobioanaliticodelta.it

Updated to 20/09/2016

FIRST SECTION

PRESENTATION OF THE MEDICAL ANALYSIS LABORATORY AND FUNDAMENTAL PRINCIPLES

1. PRESENTATION OF THE LABORATORY

1.1 Institutional purposes

The Laboratory called “Laboratorio Bioanalitico Delta S.r.l.” handles *medical analysis* and *biological material sampling* in Bergamo, via Clara Maffei 14, Phone 035-221565. Fax: 035-235848, e-mail: info@laboratoriobioanaliticodelta.it.

Laboratory activities consist in all laboratory analysis foreseen by law and based on specific regional authorisations.

- 1.2 Laboratorio Bioanalitico Delta S.r.l. has a sample collection and result delivery point c/o Centro di Radiologia e Fisioterapia S.r.l. in Via Roma 28 – 24020 Gorle, Phone 035-290636, Fax. 035-300903.

SECOND SECTION

INFORMATION ON SERVICES SUPPLIED

1. TYPE OF SERVICES SUPPLIED

1.1 Specialistic and territorial assistance

1.1.1 Defining service types

Laboratorio Bioanalitico Delta S.r.l. is a medical analysis laboratory authorised to carry out all analysis contemplated by the tariff Nomenclator in Ministerial Decree of 22/7/1996 for the following sections:

- # CLINICAL CHEMISTRY
- # MICROBIOLOGY
- # SEROLOGY
- # HEMATOLOGY
- # IMMUNOHEMATOLOGY
- # IMMUNOMETRY

1.2 Sending samples to other laboratories

1.2.1 How they are sent

For a limited number of tests required, Laboratorio Bioanalitico Delta S.r.l. sends blood or other biological material samples to other highly specialised Laboratories, for maximum result reliability. The collection service is charged to said Service Suppliers (Laboratorio Synlab BS, Clinica Castelli BG) using methods set forth by the Ministry for Health. The Patient is informed in advance and the results report shows which tests were carried out by the Laboratory and which were sent to other structures; the latter are marked by an asterisk.

1.2.2 Connection between Laboratory and collection point in the Centro di Radiologia e Fisioterapia S.r.l. in Via Roma 28 – 24020 Gorle.

Biological samples collected in the collection point are sent to the Laboratory in accordance with Ministry for Health procedures. Results are then sent to the collection point to be delivered to Patients.

1.3 List of types and how analysis is carried out (see enclosure).

1.4 Activation mode

1.4.1 Tests carried out under the accreditation system.

Patients require a doctor's request written on a National Health Service prescription form to have a laboratory sample taken .

1.4.2 Tests done privately with or without a Doctor's prescription

For specialistic, private system activities a request made by a General Practitioner, a specialist or the Patient itself is sufficient. In the latter case, at the time of acceptance, the

patient fills in a request form listing tests to be carried out and provides self-certification stating that it means to avail itself of the private system.

1.5 Booking

A Patient coming to the Laboratory or to the Gorle Collection Point is accepted directly with no booking required.

1.6 How the tariff is paid

Based on laws in force, the amount to be paid by the patient is paid at the time of acceptance. For tests requiring further analysis or procedures where the difference to be paid by the patient is not known in advance, the patient pays the calculable part at the time of acceptance and then the remaining amount for additional tests not foreseen when the sample is taken (e.g. culture tests, serum protein electrophoresis, antibodies anti-nucleus etc.).

1.7 How results are collected

Results can be collected:

- a) In the service Structure, by Patients themselves or by people assigned to do so, exhibiting the document issued at the time of acceptance filled in and signed by the Patient itself in the specific proxy part.
- b) On request, they can be sent to the Patient's home with payment of relative postal charges.
- c) You can online consultation of reports after full payment of the amount due with the exception of the following tests: HIV RW and molecular biology tests.

1.8 Services supplied under the private system

- a) All services the Laboratory is authorised to carry out can also be provided privately;
- b) Structure, organisation and instruments are the same as those used for the accredited system;
- c) The office/reception is available for all information on tariffs and terms of payment.

2. SERVICE ACTIVITIES

2.1 Laboratory service times for both the accredited and private systems

Laboratory: via Clara Maffei, 14 Bergamo

Sampling	from Monday to Friday	07.15-10.00am
	Saturday	07.15-09.30am
Secretary's office	from Monday to Friday	07.15-12.00am 02.00-06.00pm
	Saturday	07.15-10.30am

Sample collection point in the Centro di Radiologia e Fisioterapia S.r.l. in Via Roma 28 – 24020 Gorle.

Sampling	from Monday to Friday	08.00-09.00am
Secretary's office	from Monday to Friday	03.00-07.00pm

2.2 Service Managers

Director in charge of Laboratorio Bioanalitico Delta S.r.l. Dr. Claudio Gabrieli

Person in charge of the Punto Prelievo Via Roma 28 – 24020 Gorle Dr. Claudio Gabrieli

Person responsible for medical deeds Via Roma 28 – 24020 Gorle Prof. Mariano Franzini

2.3 Information

Further information on services and how to access and use services is supplied by the secretary's offices in

Via Clara Maffei 14 Bergamo Phone 035-221565

Via Roma 28 Gorle (BG) Phone 035-290636

THIRD SECTION

QUALITY STANDARDS, COMMITMENTS AND PROGRAMS

1. SPECIALISTIC AND DIAGNOSTIC OUTPATIENTS' CLINIC SERVICES

1.1 Quality standards of specialistic and diagnostic services

1.1.1 Analytical part

The Analysis Laboratory takes part in the Lombardy Region's Quality Control programs in the following sectors:

- # Clinical chemistry
- # Microbiology
- # Hematology
- # Immunohematology
- # Coagulation
- # Immunometry

The Laboratory carries out internal Quality Control on all parameters for which it does direct dosage through samples for sale, for known (accuracy) and unknown (precision) titles, for each analytical session.

1.1.2 Administrative part

Here below you will find times required for the administrative stage.

- # Average waiting time at the administrative acceptance counter: **2 minutes circa.**
- # Average time needed to pay the voucher (if due): **1 minute circa.**
- # Average sampling time, after acceptance: **2 minutes circa**
- # Average delivery time for Laboratory results: 2 working days for routine tests, 3 working days for electrophoresis serum protein and immuno-metric tests carried out on site, variable times, depending on text complexity, for those sent to other Services.

1.2 Instruments used to check quality standard compliance for specialistic and diagnostic services

1.2.1 Analytical stage

- a) Preparation of the Control Charter (list of point data, list of summing up data, Levery Jennings charters, histograms, Younder Plot) for each measurable parameter continuous.
- b) Control of regional Quality Control program results and annual meeting on targets achieved.

1.2.2 Administrative stage

- a) Daily control of user flow flow and resulting compliance with acceptance waiting times.
- b) Systematic control of compliance with results delivery waiting times.

1.3 Service quality commitments and programs

Guaranteed information on how the service is carried out with indications of timetables and types; this together with personalised information provided at the time of acceptance.

As it always has done, the Analysis Laboratory is working on continually improving its services and procedures to make Patient access even simpler.

2. PAID SERVICES

Quality standards for paid services are identical to those described for National Health Service accredited system services.

FOURTH SECTION

PROTECTION AND CONTROL MECHANISMS

1. COMPLAINTS AND ASSESSING CUSTOMER SATISFACTION

The laboratory guarantees protection of Citizens also by the latter being able to make a complaint following a disservice, deed or behaviour which denied or limited use of services; this with observations, objections or complaints of any kind presented to Citizens/Users committees and/or Associations or recognised bodies representing them.

Response to the Citizen User is timely for indications and complaints that can be settled immediately. For more complex cases, the necessary inquiry is prepared.

The Patient can make a complaint directly to the Secretary's Office, presenting its observations either verbally or in writing. For that purpose, there is a form available in the waiting room for complaints, suggestions or praise. Data received is sent to the Lombardy Region every year.

Users will also find a customer satisfaction questionnaire available in the waiting room. This can be filled in anonymously and placed in the specific waiting room box used to collect complaints and questionnaires.

2. CONTROLLING COMMITMENTS AND ADJUSTING THE ORGANISATION

2.1 Report on state of standards

Control of implementation of standards and quality of service improvements is periodical. Surveys are carried out on patient/customer satisfaction levels using suitable tools including customer satisfaction questionnaires. Specific provisions are taken to improve services that should prove to be lacking.

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