



LABORATORIO CITTÀ DI PESARO

CHARTER OF SERVICES

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1. INTRODUCTION

What is the Service Charter?

The service charter is a useful and effective information and protection tool for patients services provided by our laboratory.

Continuous updating is aimed at training and increasing personnel skills to be increasingly efficient and in step with new technologies.

The service charter aims to provide patients with useful information regarding the internal organization and services offered and to involve them in the commitment to continuous technical, organizational and professional development aimed at improving the services available.

What charter of services is for?

The service charter allows you to evaluate the quality of the service, verifying the correspondence between what is expressed in the charter and the treatment obtained. The service charter becomes an objective tool for evaluating and verifying the results obtained and a positive tool that allows the patient to express suggestions and proposals.

2. THE LABORATORY

The Analysis Laboratory of the City of Pesaro is an accredited private structure active since 1973 which operates both with the National Health Service of the Marche Region and in direct relationship with the citizens concerned.

The City of Pesaro Laboratory carries out surveys in the following sectors:

- Hematology
- Clinical chemistry
- Coagulation
- Immunology
- Microbiology
- Urinalysis
- Allergology
- Food intolerance
- Breath test lactose, glucose and lactulose
- Breath test urea (for Helicobacter Pylori)
- Cytology

All personnel can be identified by the identification tag as required by the DPCM 19.05.1995 in which name, surname and professional qualification are indicated.

The laboratory is able to carry out almost all the analyzes required by resorting, only for a few low-frequency requests, to the collaboration of external laboratories:

- SYNLAB ITALIA - via Orzinuovi 111 - 25125 Brescia
- LABORATORIO ANALISI DR. FIORONI - Viale A. De Gasperi, 19 - San Benedetto del Tronto (AP)
- LABORATORIO ANALISI CROCE AZZURRA - Viale della Vittoria 56/E, Jesi
- PERSONAL GENOMICS - Via Roveggia 43B Verona

The laboratory is a private facility accredited and affiliated with the National Health Service; however, given the limited budget for the services provided by the Marche Region, once the budget is reached, Patients benefiting from exemptions, subject to information on the costs, may be required to pay all or part of the services provided.

It should be noted that some highly specialized services are provided for a fee regardless of budget availability.

Personnel

The laboratory staff is made up of highly qualified professionals.

Direction

Dott. Giampaolo Rossi

Sanitary Director

Dott. Giampaolo Rossi

Quality Management Manager

Dott.ssa Emanuela Sarlo

Prevention and Protection Service Manager (RSPP)

Check Up S.r.l.

V.le XI Febbraio, 42 Pesaro 61121 (PU)

Workers' safety representative (RLS)

Dott.ssa Elena de Maximy

Tecnical staff

Dott.ssa Emanuela Sarlo

Dott.ssa Martina Filippini

Dott.ssa Michela Lapi

Dott.ssa Nicoletta Rossi

Sig.ra Debora Cariaggi

Dott.ssa Elena de Maximy

Dott.ssa Nicoletta Aldorisio

Administration/Secretariat

Sig.ra Cinzia Aureli

Sig.ra Marinela Toffia
Sig.ra Paola Tombari
Dott.ssa Colomba Cozzolino
Dott.ssa Elena de Maximy
Dott.ssa Nicoletta Rossi
Dott.ssa Martina Filippini

All personnel in service attend the necessary refresher courses in order to accumulate the credits indicated by the regulations as provided for by the individual professional orders to which they belong. A staff training plan has been prepared on issues concerning professional skills, technological and organizational innovations, relational skills and health promotion.

Opening hours

The days and times made available for acceptance and withdrawals are:

From Monday to Friday	7:00 – 10:00 with SSN, 10:30 – 12:00 free-lance
Saturday	7:00 – 11:00
Wednesday afternoon	16:00 – 18:00 free-lance

The days and times made available for acceptance and withdrawals are: Reservations are not required except for:

- Breath test
- Spermogram
- Withdrawals at home
- Prenatal genetic testing
- Establishing paternity

Urgent requests, for 12:00, are carried out with priority over the normal routine at an additional cost of 5 euros.

The Secretariat staff is available for any information or clarification.

The acceptance activities are taken care of by our staff who take care of recording the patient's data and accepting any biological samples that may have been collected. It is necessary to bring a valid identification document and the Health Card with you.

Upon acceptance, Patients are asked to sign the authorization for the processing of sensitive data (GDPR REG. EUR. 26/05/2016 n. 679).

For particular tests such as the HIV test, the glycemc curve, breath tests and genetic tests, the signing of a further informed consent is required.

All informed consents can be found on the website www.laboratoriocittàdipesaro.it.

To carry out analyzes under the agreement with the National Health Service, a medical request is essential, drawn up on the regional recipe book of the General Practitioner or on that of another specialist.

The doctor's prescription must contain the following indications:

- Name, surname, date of birth
- Tax code of the patient, specifying any exemption rights
- List of required exams
- Diagnostic question
- Doctor's name
- Date

It is possible to request services directly from the Laboratory by presenting a doctor's request filled in on the personal recipe book ("white recipe"). In this case, the patient will have to bear the full cost of the investigations. Otherwise, the patient can directly ask for laboratory analyzes at the time of acceptance (without any prescription from the doctor). Also in this case, the patient will have to bear the entire cost of the checks.

Home delivery Withdrawal

The laboratory offers, from Monday to Saturday, a home sampling service, carried out by qualified personnel. Our authorized nurses are Dr. Franceschetti Lucia, Dr. Paglialunga Alessandra and Dr. Rossi Lorenzo.

This service can be booked by going to the secretariat during opening hours or by calling **389 201 00 87** from 09:00 to 10:00 from Monday to Friday, and on Saturday from 09:00 to 12:00. At the time of booking, the patient's name and surname, address, telephone number and binding instructions will be required.

Contacts

For any information, you can contact the Laboratory by telephone on the following number:

0721 31215 from 9:00 to 12:30 from Monday to Saturday and from 16:00 to 18:30 from Monday to Friday.

Or:

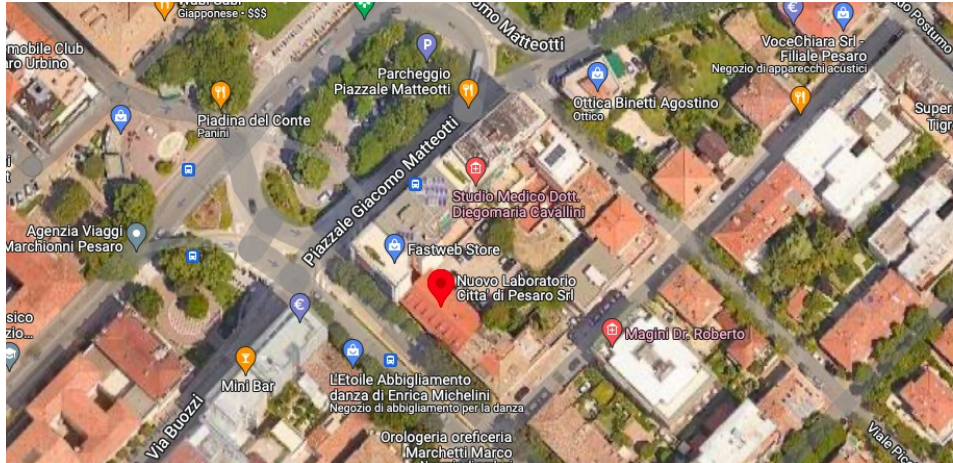
Web: <https://www.laboratoriocittadipesaro.it>

E-mail: info@laboratoriocittadipesaro.it

Building Access

The Laboratory is located in Viale Cialdini n. 11 and it is easily accessible by public transport: all buses (urban and extra-urban), in fact, stop in Piazzale Matteotti, which is about twenty meters from our place. For those wishing to reach the Laboratory by car, we indicate the parking lot in Piazzale Matteotti for parking. For special needs of our patients (handicapped, elderly, sick) it is possible, upon request, to use our internal parking.

The entrance to the laboratory is equipped with a slide to facilitate access for disabled patients, furthermore non-ambulatory people can reach the sampling room via an entrance reserved for them.



Payment mode

The payment of the ticket must be made before the performance of the services, at the time of acceptance. For the list and costs of loanable and non-loanable exams, see Annexes A and B. Payments can also be made by Bancomat and Credit Card, with the exception of the American Express circuit.

Report withdrawal

During acceptance, the patient is provided with a reminder to collect the report. The collection date, the proxy and the credentials (login and password) for online consultation are indicated on the collection form itself. The reports are delivered directly to the patient or to a person delegated by him. The online credentials must be requested at the time of acceptance and the reports remain available for 40 days.

Reports are usually delivered within 24-48 hours following the collection. In case of special requests, the delivery date of the report is communicated from time to time.

The reports are kept for the time required by the provisions of the law in force, a copy of the same can be requested by those who have used the service at any time.

In case of proven need and/or urgency, the results can be ready during the day or even in the morning.

The days and times established for the **reports withdrawal** are:

Day	Morning	Afternoon
From Monday to Friday	10:30 – 12:30	16:00 – 18:30
Saturday	10:30 – 12:30	-

Satisfaction Questionnaire

The Laboratory is equipped with a patient satisfaction control program, through a paper questionnaire present in the structure. The data, collected and analyzed, will be used to give indications to the Management on the continuous improvement of services.

Notices and Complaints

For any documented inconvenience/complaint, it is possible to make an appointment with the laboratory manager.

3. RIGHT AND DUTIES OF THE PATIENTS

The Right to Health is a universal principle and the assistance activity is carried out in compliance with the following basic principles:

Equality and impartiality: access to and provision of services not conditioned by discrimination of any kind.

Efficiency and effectiveness: the organization and staff aim to ensure the utmost professionalism and quality of the services offered and are committed to continuous improvement.

Citizen participation: the patient participates in the growth and professional improvement of the laboratory by expressing his opinions and judgments through satisfaction questionnaires.

The **rights** of the patient:

patient uprights

- The patient has the right to be assisted with care and attention, with respect for human dignity and one's own philosophical and religious beliefs.
- The patient has the right to obtain information from the healthcare facility relating to the services it provides, the methods of access and the relative responsibilities.
- The patient has the right to be informed about the possibility of alternative investigations and treatments, even if they can be performed in other facilities.
- The patient has the right to obtain that the data relating to his illness and any other circumstance concerning him remain secret.
- The patient has the right to lodge complaints which must be promptly examined, and to be promptly informed of the outcome of the same.
- The right to privacy is guaranteed in full compliance with the GDPR REG. EUR. 26/05/2016 no. 679
- It is the responsibility of the reception operator to directly collect the relative authorization (consent form) at the time of acquiring the patient's data.

The **Duties** of the Patient:

- Citizens, when accessing a healthcare facility, are invited to behave responsibly at all times, respecting and understanding the rights of other patients.
- Access to a health facility expresses a relationship of trust and respect on the part of the citizen-patient towards the health personnel.
- The patient is required to respect the environments, equipment and furnishings found within the healthcare facilities.
- The organization and timetables established in the healthcare facility to which access is made must be respected in all circumstances.
- The citizen has the right to correct information on the organization of the healthcare facility, but it is also his/her precise duty to get information in the appropriate times and places.

4. QUALITY POLICY

The City of Pesaro Analysis Laboratory, aware of the importance of implementing a Quality Management System for the service rendered in reference to the UNI EN ISO 9001:2015 standard, has decided to commit itself to:

- identify and satisfy the needs of its customers/users to improve the quality provided to them;
- launch programs that improve company performance over time related to the quality of its processes (Quality Improvement Plans);
- guarantee the professional updating of all personnel, promoting participation in training courses inside and outside the Laboratory (ECM and non-ECM conferences and congresses);
- ensure compliance with all current and future regulations applicable to its sector including the legislation concerning the health and safety of workers in the workplace (Legislative Decree 81/08);
- increase attention to social and environmental issues, referring at all times to the fundamental principles set out in the Service Charter, and implementing a correct plan for the use of materials and waste disposal;
- increase the spectrum of laboratory tests;
- guarantee respect for privacy in accordance with the provisions of the Personal Data Protection Code;
- improve the management of work environments with the expansion and modernization of the Structure.

The Quality Management System provides for the definition of the objectives for the quality of the processes at all levels of the organization, the measurement and monitoring of the achievement of the same through a system of indicators, the analysis of the results and the definition of the appropriate standardization or improvement actions and verification of processes through the planning and execution of internal audits.

In the context of the strategic objectives, measurable and comparable medium/short-term objectives are defined from time to time during Management Reviews.

The objectives are established taking into account:

1. of the Quality Policy;
2. of the available budget;
3. an estimate of the improvements that can be achieved;
4. development plans and short-term production programs.

The commitments undertaken during the Management Review, in order to achieve the objectives, are reported in reports issued by the management itself. In addition to the objectives, the outline program is defined, i.e. who is responsible for achieving the objectives, the timing and resources. In the event of a modification to one of the objectives or if there is a variation in the general objectives, the Laboratory Director has the task of informing the RGQ of the modification.

The policies, objectives and commitments established by the Management in terms of quality are communicated to all collaborators and supported with information and training activities.

Pesaro, li11/10/2023

Il Direttore Sanitario (Dott. Giampaolo Rossi)

5. METHODS OF COLLECTING SAMPLES AND CARRYING OUT TESTS

Blood collection

Go to the laboratory during the sampling hours fasting for at least 8 hours. No appointment is required.

Urinalysis

Collection material

Plastic container with screw cap or test tube which can be collected free of charge from the laboratory or purchased from the pharmacy.

Method of collection

Collect an early morning urine sample (middle stream) and deliver it by 10:00 to the laboratory. For women it is necessary to avoid the collection during the menstrual period or in the following 2/3 days.

Urine culture

(not to be performed during antibiotic therapy)

COLLECTION

Collection material

Sterile plastic container with screw cap

Method of collection

1. Wash your genitals thoroughly with soap and water
2. Rinse with running water and dry
3. Urinate by discarding the first urine stream (about 20ml). Collect urine with the first urination in the morning or at least 3 hours after the last urination
4. Collect the remaining urine in the special sterile container with screw cap, trying not to wet the edges and not to contaminate them with your hands
5. Send the urine sample to the laboratory within 1 hour

COLLECTION THROUGH ADHESIVE PLASTIC BAG

Collection material

Sterile adhesive plastic bag

Method of collection

1. Thoroughly cleanse the suprapubic and perianal region and the external genitalia with soap and water, rinse and dry
2. Apply the bag making it adhere to the perineum and the suprapubic region
3. Once urination has occurred, remove the bag and close it tightly
4. Do not leave the bag on for more than 45 minutes. If necessary, replace the bag, repeating the cleansing
5. Send the urine sample closed in the bag to the laboratory within 1 hour, without transferring it into another container.

Immunological pregnancy test (urine)Collection material

Plastic container with screw cap or test tube which can be collected free of charge from the laboratory or purchased from the pharmacy.

Method of collection

The test is performed on a urine sample. The method used allows a reliable diagnosis 15-18 days after conception.

24-hour urine collectionCollection material

24h urine collection container to be purchased at the pharmacy.

Method of collection

Discard the first urine of the morning, collect from now on all the urine that will be produced in the next 24 hours including the first of the following morning. Deliver the entire amount of urine to the laboratory by 10:00.

For particular tests, such as urinary metanephrines, urinary porphyrins, urinary serotonin, etc., it is advisable to ask the secretarial staff for information.

Urine collection for cytological examinationCollection material

3 containers with preservative provided by the laboratory

Method of collection

Discard the first urine of the morning, collect the second urination in the container with preservative previously provided. It is necessary to collect one sample per day for three alternate days (every other day). The samples collected in this way must be stored, preferably in a cool and dry place away from heat sources, until the day of delivery, which must be carried out for all three samples on the third day.

Feces: examination for the search for parasitesCollection material

Plastic container for feces

Method of collection

Collect a small amount of faeces and place it in a clean container which can be obtained free of charge from the laboratory or purchased from a pharmacy. Deliver to the laboratory by 10:00.

Feces: pinworm test (SCOTCH TEST)Collection material

2 slides supplied by the laboratory

Method of collection

1. Perform the exam early in the morning before going to the bathroom
2. Take a piece of clear tape (the shiny, non-opaque type) the length of the slide provided by the lab

1. N.B.: Avoid touching the adhesive side in the central area of the tape with your hands
2. Dab the area surrounding the anal orifice with scotch tape or make it adhere to the orifice itself for 5 minutes
3. Transfer the tape to the slide, adhering the side that was used to perform the exam
4. Deliver the slide to the laboratory by 10:00
5. It is recommended to test at least 2 samples to avoid false negatives

Feces: test for occult blood

Collection material

Plastic container for feces

Method of collection

Collect a small amount of faeces and place it in a clean container which can be obtained free of charge from the laboratory or purchased from a pharmacy. The examination is specific for human blood, therefore no diet is necessary while it is advisable to avoid the collection when bleeding due to hemorrhoids or the menstrual period is in progress. Deliver to the laboratory by 10:00.

Feces: culture examination (coproculture)

(not to be performed during antibiotic therapy)

Collection material

Transparent plastic container for coproculture

Method of collection

1. Emit feces on a dry and well cleaned surface
2. Fill the special container halfway to its capacity with the spatula
3. Deliver to the laboratory by 10:00

Urethral swab

(not to be performed during antibiotic therapy)

It is necessary to perform adequate local cleaning and avoid urinating in the 2-3 hours preceding the sampling. Abstain from sexual intercourse for at least 24 hours.

For women: do not have a menstrual period (at least 3 days from the last day of menstruation), do not do vaginal douches, do not use creams/eggs/douches in the previous 3 days.

Vaginal-endocervical swab

(not to be performed during antibiotic therapy)

It is necessary to perform adequate local cleansing and not be menstruating (at least 3 days from the last day of menstruation). Do not perform vaginal irrigations and do not use creams/eggs/douches in the previous 3 days. Abstain from sexual intercourse in the previous 2 days.

Pap Test –HPV swab

- Period without menstruation (10 to 21 days counting from the first day of the last menstruation)
- Abstain from sexual intercourse (even protected) for 48 hours before the exam

- Do not use creams, douches and vaginal ovules for 48 hours before the exam.

Throat swab

(not to be performed during antibiotic therapy)

To be performed on an empty stomach for at least 3 hours (it is also not recommended to drink water or other drinks).

Sputum

(not to be performed during antibiotic therapy)

Collection material

Sterile wide mouth plastic container with screw cap

Method of collection

1. Collect in the morning on an empty stomach
2. Perform adequate oral cleaning and gargle with sterile distilled water
3. Collect the sputum in the sterile container
4. Deliver the sample to the laboratory as soon as possible.

All bacteriological investigations (spermioculture, eye swab, ear swab, skin swab, etc.) must NOT be performed during antibiotic therapy (neither local nor systemic).

Semen examination

Collection material

Wide mouth plastic container with screw cap

Method of collection

Good semen collection conditions are essential for correct interpretation of the tests.

The patient is invited to scrupulously comply with the following rules (**according to WHO 2010**):

- Collection must be done in the morning. You can collect at home as long as you deliver the sample within 30 minutes. In this case sudden changes in temperature must be avoided (the sample must be protected from temperatures below 20 °C and above 40 °C). However, it is advisable to carry out collection on site in order to avoid such sudden changes in temperature.
- Observe sexual abstinence of between 3 and 5 days (in any case for a period not exceeding 7 days).
- The sample should be collected by masturbation.
- It is necessary to wash hands and genitals thoroughly before harvesting.
- The entire sample must be collected in the appropriate sterile urine culture container. In case of loss of the sample, report it to the laboratory.
- The collection must be carried out after a period of physical well-being of at least 60 days; viral infections, feverish episodes and/or the intake of antibiotics or drugs in general can temporarily change the quality of the seminal fluid.

In case the sample is collected at home:

- *The date of collection, name and surname of the patient, the time of collection and the days of abstinence.*
- **The exam is carried out upon reservation.**

Glucose curve

The patient comes fasting to be subjected to a first blood sample, through which the basal glycemia is evaluated. If the latter falls within the ranges established by the SIBioC guidelines, 75 g of glucose will be taken and 2 more blood samples will be taken, one hour apart, for pregnant women. Only 1 withdrawal after 2 hours for men and non-pregnant women (unless otherwise medically indicated).

The exam is performed without reservation.

H2 /CH4 Breath Test for Glucose/Lattulose

For the correct execution of the test, the following are required:

- A fast of at least 8 hours (i.e. from the previous midnight). You can take water.
- **Not taking any type of antibiotic in the two weeks preceding the exam.**
- **Suspension of lactic ferments/probiotics in the 4-5 days preceding the exam.**
- The evening before the test, you will have to eat a dinner based only on rice, meat (or fish) and water. Avoid any salami or sausage, butter, margarine, various condiments and alcohol.
- Smoking should also be avoided from the previous midnight and throughout the analysis since smoking alters the gaseous composition of the breath, reducing the reliability of the test.
- Durante l'effettuazione del test (che durerà circa 3 ore) si dovrà evitare di mangiare; si potrà assumere solo una piccola quantità (mezzo bicchiere) di acqua naturale non gassata. Vi verrà anche chiesto di segnalare l'eventuale comparsa di disturbi addominali di qualunque tipo.

Breath Test Urea for Helicobacter Pylori

For the correct execution of the test, the following are required:

- A fast of at least 8 hours. You can take water.
- Not taking any type of antibiotics and proton pump inhibitors and prokinetics (omeprazole, lansoprazole, pantoprazole, etc.) for at least 4 weeks before the exam.
- Approximately 2 days of suspension of gastroprotectants (Gaviscon, Maalox, etc.)
- It is preferable not to smoke either before or during the test

Breath Test for Lattosio

- For the correct execution of the test, the following are required:
- A fast of at least 8 hours (i.e. from the previous midnight). You can take water
- **Not taking any type of antibiotic in the two weeks preceding the exam.**
- The evening before the test, you will have to eat a dinner based only on rice, meat (or fish) and water. Avoid any salami or sausage, butter, margarine, various condiments and

alcohol.

- Smoking should also be avoided from the previous midnight and throughout the analysis since smoking alters the gaseous composition of the breath, reducing the reliability of the test.

During the test (which will last about 4 hours) you will also have to avoid eating; only a small amount (half a glass) of non-carbonated still water can be taken. You will also be asked to report any abdominal discomfort of any kind.

For any doubts or clarifications, please contact the secretarial staff.