

<b>ANALISI CLINICHE TRASTEVERE</b>	<b>SERVICE CHARTER</b>	<b>Pag. 1 di 9</b>
--	------------------------	--------------------

## **“ANALISI CLINICHE TRASTEVERE “ Srl**

**ISO CERTIFIED COMPANY 9001:2015**

**N° IT251878**

### **GENERAL INDEX**

1	COMPANY PRESENTATION	PAG 2
2	REFERENCE STANDARDS	PAG 3
3	STRUCTURE	PAG 3
4	PERSONNEL STAFF	PAG 4
5	TIMETABLES AND METHODS OF ACCESS	PAG 4
5.1	NECESSARY DOCUMENTS	PAG 4
5.2	INFORMED CONSENT	PAG 5
5.3	COLLECTION OF REPORTS	PAG 5
6	ANCILLARY SERVICES	PAG 5
7	FUNDAMENTAL PRINCIPLES	PAG 6
8	PROTECTION OF USERS	PAG 7
9	HANDLING COMPLAINTS	PAG 8
10	HOW TO REACH US	pag 8

Revision	Revition Date	Reason for revision	Validation	Approval
0	20.02.2010		R.S.G.Q.	DIRECTION
1	20.01.2014	Update	R.S.G.Q.	DIRECTION
3	30.6.22	Update	R.S.G.Q.	DIRECTION

## 1. COMPANY PRESENTATION

The laboratory "Analisi Cliniche Trastevere" Srl 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 and in private form with citizens and companies. It is accredited with the SSR of the Lazio Region according to 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 Hyperion Laboratory located in via Aspertini 109/111 Rome (both part of the FEDCOMEDICAL circuit).

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 personnel, 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 procedures (sampling and transport of samples).
- selecting highly qualified personnel including doctors, biologists, nurses, laboratory technicians, IT, administrative and auxiliary staff.

Revision	Revision Date	Reason for revision	Validation	Approval
0	20.02.2010		R.S.G.Q.	DIRECTION
1	20.01.2014	Update	R.S.G.Q.	DIRECTION
3	30.6.22	Update	R.S.G.Q.	DIRECTION

<b>ANALISI CLINICHE TRASTEVERE</b>	<b>SERVICE CHARTER</b>	<b>Pag. 3 di 9</b>
--	------------------------	--------------------

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

## 2. REFERENCE STANDARDS

This "service charter" is drawn up 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. STRUCTURE

The center carries out its activity within a structure of about 160 square meters, modern and equipped with the following subdivision of the rooms:

### PUBLIC ACCESS AREA:

- **ACCEPTANCE**
- **WAITING ROOM**
- **WITHDRAWAL ROOM**
- **2 TOILETTES (one of which for Disabled)**
- **STUDIES (2)**

### STAFF RESERVED AREA:

- **MICROBIOLOGY SECTOR**
- **CHEMICAL-CLINICAL SECTOR**
- **IMMUNOASSAY-HEMATOLOGY**
- **TECHNICAL DIRECTION STUDIO**
- **PERSONAL CHANGING ROOM**
- **STAFF TOILETS**
- **WAREHOUSE**

All rooms are equipped with an air conditioning system for optimal performance of the instruments and greater comfort for operators and patients.

Each sector of the laboratory is connected through a sophisticated system to an internal computer network.

Revision	Revition Date	Reason for revision	Validation	Approval
0	20.02.2010		R.S.G.Q.	DIRECTION
1	20.01.2014	Update	R.S.G.Q.	DIRECTION
3	30.6.22	Update	R.S.G.Q.	DIRECTION

#### 4. PERSONNEL STAFF

<b>Attorney:</b>	<i>Com. Cosolo Gherardo</i>
<b>Quality Management Manager:</b>	<i>Dr.Eugenio Carbone</i>
<b>Withdrawal doctor:</b>	<i>Dr.Vittorio Ferraro - Dr.Eugenio Carbone</i>
<b>Health director:</b>	<i>Dr.Vittorio Ferraro</i>
<b>Technical director:</b>	<i>Dr.ssa Antonelli Elisa</i>
<b>Biologist:</b>	<i>Dr.ssa Antonini Alessandra</i>
<b>Laboratory Technicians / Secretariat:</b>	<i>Federica Troncacci - Cirillo Claudia- Spampinato Noemi</i>

#### 5. TIMETABLES AND METHODS OF ACCESS

##### WITHDRAWAL TIMETABLE:

*From Monday to Saturday: from 7.00 to 10.30*  
*No reservation is necessary*

##### WITHDRAWAL OF REPORTS:

*From Monday to Friday: from 11.00 to 13.00*  
*from 15.00 to 18.00*

*Saturday: from 11.00 to 13.00.*

**IMPORTANT:** Booking is necessary exclusively for patients using the NHS (due to regional budget constraints). Reservations can be made by email to the address [amministrazioneclinichetrastevere@gmail.com](mailto:amministrazioneclinichetrastevere@gmail.com) or directly at the secretariat counters. 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.

##### 5.1 NECESSARY DOCUMENTS

a) analysis in agreement:

Revision	Revition Date	Reason for revision	Validation	Approval
0	20.02.2010		R.S.G.Q.	DIRECTION
1	20.01.2014	Update	R.S.G.Q.	DIRECTION
3	30.6.22	Update	R.S.G.Q.	DIRECTION

<b>ANALISI CLINICHE TRASTEVERE</b>	<b>SERVICE CHARTER</b>	<b>Pag. 5 di 9</b>
--	------------------------	--------------------

- prescription on a regional recipe book
- health card or other identity document

b) private exams:

- identity document or health card.

The secretarial staff checks the correct compilation of the recipe and accepts it

It is possible to request a service even without a prescription. In this case the user must sign a copy of the report collection form (which reports the tests performed) which will be archived by the laboratory.

## 5.2 INFORMED CONSENT

The rules governing respect for privacy require that the patient be informed of how his personal and sensitive data is processed.

## 5.3 COLLECTION OF REPORTS

Routine clinical chemistry and hematology exams can be delivered the day after sampling. Urgent examinations necessary for the monitoring of oral anticoagulant therapy or antituberculous therapy can be delivered by 13.00 on the same day.

The secretarial service is available for information regarding how to access the facility, the investigations that are carried out, the cost of the examinations, the times of the samples, the time of collection of the reports, the administration of satisfaction questionnaires. All information is also available on the laboratory website at [www.analisisclinchetrastevere.it](http://www.analisisclinchetrastevere.it).

A useful practical guide (information brochure) is also available, which also reports:

- the instructions necessary for the preparation for the analysis
- Information on access methods, delivery times, exemptions and ancillary services.
- The possibility of carrying out additional tests within the expected storage times by type of exam.

Payment can be made during the opening hours of the service, both in the morning and in the afternoon, in cash by check or by credit card-debit card.

**By law, in the event of failure to collect the report within 60 days, the user will be**

Revision	Revision Date	Reason for revision	Validation	Approval
0	20.02.2010		R.S.G.Q.	DIRECTION
1	20.01.2014	Update	R.S.G.Q.	DIRECTION
3	30.6.22	Update	R.S.G.Q.	DIRECTION

<b>ANALISI CLINICHE TRASTEVEVERE</b>	<b>SERVICE CHARTER</b>	<b>Pag. 6 di 9</b>
--	------------------------	--------------------

charged the full cost of the service.

## **6. ANCILLARY SERVICES**

- Home withdrawals (telephone booking);
- Sending reports via SMS;
- Comment of the report by a competent graduate in laboratory medicine, always referring any decision on clinical treatment to the attending physician;
- Home withdrawals;
- 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 Structure provides, on request, even verbally, a copy of the health documentation within the time limits of the law;
- the structure as part of its business does not carry out and does not participate in research activities.

## **7. FUNDAMENTAL PRINCIPLES**

The "ANALYSIS CLINICAL TRASTEVEVERE" Srl, is committed to ensuring in carrying out its activity:

- Equality of rights
- Impartiality in the provision of services
- Efficiency and effectiveness of performance
- Participation
- Humanization
- Information
- Protection.

Revision	Revision Date	Reason for revision	Validation	Approval
0	20.02.2010		R.S.G.Q.	DIRECTION
1	20.01.2014	Update	R.S.G.Q.	DIRECTION
3	30.6.22	Update	R.S.G.Q.	DIRECTION

<b>ANALISI CLINICHE TRASTEVERE</b>	<b>SERVICE CHARTER</b>	<b>Pag. 7 di 9</b>
--	------------------------	--------------------

The Structure adopts the principles set out in the European Charter of the Rights of the Sick (Brussels, 15/11/2002), fully adopting the document.

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.

## **8. PROTECTION OF USERS**

The protection of the user citizen is guaranteed through surveys on user satisfaction (questionnaires). The Quality Management 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 from the secretariat.

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

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

To guarantee and improve the quality of the service, the Management of the "Clinical Analysis TRASTEVERE" Srl center has chosen to implement a Quality Management System compliant with UNI EN ISO standards.

Revision	Revition Date	Reason for revision	Validation	Approval
0	20.02.2010		R.S.G.Q.	DIRECTION
1	20.01.2014	Update	R.S.G.Q.	DIRECTION
3	30.6.22	Update	R.S.G.Q.	DIRECTION

<b>ANALISI CLINICHE TRASTEVERE</b>	<b>SERVICE CHARTER</b>	<b>Pag. 8 di 9</b>
--	------------------------	--------------------

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. In this context, 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.

To this end, the structure uses indicators including:

- Respect for waiting times for delivery of reports
- Periodic review of reference intervals (usually referring to manufacturers' recommendations)
- Analytical targets for CQI and VEQ
- Achieving user satisfaction (satisfaction questionnaire).

## 9 HANDLING COMPLAINTS

The complaint constitutes a customer report, presented in any form and in any way - form, letter, fax, E-mail, etc. - to communicate to the Laboratory that something is not consistent with his expectations. The Laboratory has a complaints register. As a rule, the complaint is handled by the RGSQ; in more serious cases, the complaint is handled directly by the Laboratory Director. The disservices can derive from errors, delays, misunderstandings between operator and user.

In less serious cases, the RGSQ sends the customer an apology letter **within 2 days of receiving the complaint**, detailing the causes that caused the customer's dissatisfaction and the corrective actions taken.

In severe cases, the laboratory's Technical Director invites the customer to a meeting. During the meeting, the case is examined and detailed and the actions to be taken are agreed. At the end of this meeting, the customer is interviewed on the degree of satisfaction of the complaint management.

## 10. HOW TO REACH US

### ATAC Lines:

- 3 from Piramide or from Trastevere Station

Revision	Revition Date	Reason for revision	Validation	Approval
0	20.02.2010		R.S.G.Q.	DIRECTION
1	20.01.2014	Update	R.S.G.Q.	DIRECTION
3	30.6.22	Update	R.S.G.Q.	DIRECTION



<b>ANALISI CLINICHE TRASTEVERE</b>	<b>SERVICE CHARTER</b>	<b>Pag. 9 di 9</b>
--	------------------------	--------------------

- 46
- 8
- H

### **Subway:**

- B line, Subway stop Piramide + ATAC Line 3
- Subway Roma – Lido, Terminus Porta San Paolo + Atac Line 3.

Revision	Revition Date	Reason for revision	Validation	Approval
0	20.02.2010		R.S.G.Q.	DIRECTION
1	20.01.2014	Update	R.S.G.Q.	DIRECTION
3	30.6.22	Update	R.S.G.Q.	DIRECTION