

ANALISI CLNICHE TRASTEVERE

GUIDA UTENTE INGLESE



Clinical Analysis Laboratory

Agreement with the SSN & MAIN INSURANCE

Certificate ISO 9001: 2015

WHO WE ARE

The Laboratory began its activity in current location, in via San Francesco a ripa 110 in the Trastevere district, where it is able to guarantee high quality assistance in the field of clinical analyzes and specialist visits.

In pursuing a quality path, the Company has obtained the ISO 9001 Quality Certification issued by Bureau Veritas . The certificate is visible inside our waiting room with the relative reference to the last External Inspection carried out by the institution .

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STRUCTURE

The Laboratory is structured on two floors. The ground floor where there is the waiting room, the sampling room, the administration room, the access corridor to the studios, services for the disabled and other toilets; in the basement there is the laboratory.

COMPANY BELIEVE

Our corporate credo is based on 3 key words that inspire all the activities carried out by the human resources who collaborate with the Center:



- **CARE:** *because we believe in passion and attention to the person and to our work;*
- **HUMANITY:** *because we believe in the uniqueness and diversity of the person and his needs;*
- **TRUST:** *because we believe in fidelity and loyalty towards the person and his dignity.*

SERVICES PROVIDED IN CONVENTION

- Clinical Biochemistry
- Hematology
- Coagulation
- Hormonal Dosages
- Tumor Markers
- Hepatitis Markers
- HIV (1 + 2) ab / p24 ag - IV Generation
- Microbiology
- Food Intolerance Test

Withdrawals at home

The laboratory carries out the home collection service for a fee. To make an appointment, simply call or go to the secretariat during the opening hours of the laboratory,

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so as to also agree on the time of execution of the service. The payment of any exam ticket will be made when the report is collected or when booking.

SERVICES PROVIDED privately

Some exams of the National Nomenclator cannot be delivered by private structures accredited under the convention. The user will have to pay the relevant fee on his own. It is possible to contact the laboratory by telephone to request the sending of the relevant quote by e-mail or to have information in presence.

METHOD OF DELIVERY OF THE SERVICE

Access to the service does not require a reservation and there is no waiting list

The user can present himself for acceptance with:

- request on regional cookbook;
- request on the doctor's prescription pad;
- without a prescription. (in this case submit to the graduate in service for assessment and assistance). The patient is informed in advance of any cost of the service with a private rate;

The request on the regional cookbook must be correctly filled in according to the regulations in force:

- Surname and Name, residential address, tax code, any exemption code, ASL initials of belonging and date.

The applications are valid for two years from the date of issue and cannot contain more than 8 exams per request. Incomplete submissions, where possible, for data relating to the tax code or address, can be completed by the secretariat. If the prescription contains non-conformities that preclude its acceptability, subject to the authorization of the management or the graduate in service, the patient can in urgent cases be accepted as an exception with an invitation to have the prescription reformulated correctly by his doctor and to report the same within the delivery time of the report.

The acceptance office is available by telephone for all hours of service to provide information; also payments can be made both in the morning and in the afternoon by cash, debit card, credit card or check.

Patients in psychophysical conditions of fragility (pregnant, disabled, elderly and accompanied subjects, minors, etc.) are managed with precedence and with particular attention in the phases of service delivery.

DOCUMENTS REQUIRED

To access the services and services provided by the Laboratory, the Patient must present himself at the facility with the following documentation:

- Identity card;
- Health insurance card;

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- Signature of the consent to the processing of data (The EU Privacy Regulation 679 require that the Patient be informed on the methods of processing his personal and sensitive data; in order for the requested Service to be provided, it is necessary that the Patient provides such consent).

HOURS AND OPENING DAYS OF THE LABORATORY

The laboratory operates every day, with the following hours:

LABORATORY OPENING:

MON - FRI: 07.00 – 13.00 15-00-1800
SATURDAY: 07.00 - 13.00;

SAMPLE COLLECTION AND DELIVERY:

MON - SAT: 07.00 - 10

COLLECTION OF REPORTS:

MON - FRI: 11.00 - 13.00 15-00-18-00
SATURDAY: 11.00 - 13.00

PREPARATION FOR WITHDRAWAL

It is advisable for the patient to fast for at least 12 hours before undergoing clinical tests, avoiding, as far as possible, a large and / or high-fat dinner. You can drink water.

Delivery of biological samples: collection must take place in sterile containers taken from the pharmacy or requested from the laboratory. For the following exams:

- Urine;
- Urine culture;
- Urine 24 hours;
- Feces;
- Seminal fluid.

