

SERVICE CHARTER

ANALYSIS LABORATORY AB SRL

Acceptance and Pick-up Points: *Amendola Course, 7/C and 9*

Processing Center: *Corso Amendola 9*

60123 ANCONA

Tel. 071-53796 Fax 071-206170

VAT number 00321060428

Health Director: Dr. Alessandro Arcagni

**(Accredited by the Marche Region
for the specialized branch of Laboratory Analysis)**

GENERAL INFORMATION ON THE SERVICE CHARTER

The Service Charter is the document that formalizes the "pact" stipulated between Laboratorio AB S.r.l. and the citizens-users.

It contains all the information regarding the health services and benefits offered to the public, the methods of access, the quality standards, the protection and participation of citizens/users.

It must also be said that what will be read in this "Charter" is only a part of the activities and services offered by the structure; The information considered most useful for the user has been selected here and those activities "internal" to the services, of an organisational-managerial nature that guarantee the correct performance of the services aimed at users, have been excluded.

SERVICE CHARTER OBJECTIVES

Evaluate the quality of services	With the Service Charter, the user is a participant in assessing the quality of health services and performance.
Improving care	<p>This collaboration between those who provide a public service and those who use it allows the Company Management to prepare new actions aimed at improving health care for users, protecting their health. The Service Charter is an effective communication tool to improve the organization of the Laboratory thanks to the knowledge of the needs of citizens.</p> <p>The objectives contained here are aimed at making the entire health care activity provided, that of chemical-clinical analysis and that of laboratory organization, more effective, while activating a constant process of humanization of care that takes full account of citizens' rights.</p>
User Contribution	This document is to be interpreted in a dynamic key as it will be subject to repeated moments of verification and updating thanks also to the contribution of ideas and experiences of those who want to collaborate with us in improving the quality of the services offered.

SERVICE CHARTER FUNDAMENTAL PRINCIPLES

The Service Charter implements the fundamental principles referred to in the directive of the President of the Council of Ministers of 27 January 1994 and in particular:

Equality	No discrimination in the provision of benefits is carried out on grounds of sex, race, language, religion, political opinions, psychophysical or socioeconomic conditions.
Impartiality	In the provision of the service to users, objective, impartial and neutral behavior is maintained.
Continuity	The services are provided continuously, regularly and without interruption. In the event of irregular operation or interruption of the service, measures will be taken to limit or reduce the inconvenience to users.
Right to choose	The Laboratory undertakes to research, in compliance with current legislation and taking into account organizational and functional needs, criteria of flexibility for the provision of services.
Participation	The Laboratory, users and staff are protagonists and responsible for the implementation of the "Charter", through participatory management within the framework of current procedures. It also guarantees the maximum simplification of procedures and information that is as complete and transparent as possible.
Efficiency and effectiveness	The activity of the Laboratory complies with criteria of efficiency and effectiveness also with regard to the opening hours to the public.

PRESENTATION OF THE AB S.R.L. LABORATORY

The AB Analysis Laboratory is a chemical-clinical analysis laboratory that provides services in agreement with the National Health Service branches of:

- Hematology
- Coagulation
- Clinical Chemistry
- Serology
- Immunology

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- Allergology and Food Intolerances
- Hormonal diagnostics and pathophysiology of reproduction
- Microbiology and Bacteriology
- Cytology
- Cytogenetics
- Prenatal and fertility diagnosis
- Molecular biology

(The complete list of tests that can be carried out is available from the website [www.laboratorioab.it] or at the laboratory, in which those performed directly, with which methods, and those performed by service structures are explained. The list of exams is however subject to change depending on the evolution of survey techniques and the changes communicated by the providers who perform the in-service exams).

The AB Laboratory began its activity in 1976 by Dr. Achilli and Dr. Banzola and since then it has continuously expanded and improved its diagnostic sectors according to the needs of its customers and the requests of general practitioners and specialists in order to offer an up-to-date, qualified and reliable service.

In 1978 the laboratory started the computerization of its activities and in 1979 it purchased one of the first computers on the market dedicated to computer data storage.

The AB Laboratory is certified according to the ISO 9001:2015 Quality Management System.

The computerized management of the analyzes is an important part of the entire activity as it guarantees the planning and organization of the work in each department, the processing of statistics useful both for the control and verification of the results of the analyzes and for the correct anamnesis of the patients, finally allows the administrative and accounting management of the company integrated with the services provided. Patient data is stored in accordance with applicable laws and is strictly kept under the constraint of professional secrecy.

The protection of the right to privacy (Law 675/95, Law 196/2003 and Regulation (EU) No. 2016/679 - General Data Protection Regulation [GDPR]) and attention to the human aspect are peculiar characteristics of the services offered by the facility.

The laboratory subjects its analytical activity to quality control programs.

THE STRUCTURE OF THE AB S.R.L. LABORATORY

The AB Analysis Laboratory consists of two Receptions that manage different sampling rooms, one located in ANCONA in Corso Amendola n. 7/c and the other in Corso Amendola n. 9 and a Processing Center, located on the second floor of Corso Amendola n. 9.

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The staff is made up of highly trained specialists and makes use of the collaboration of personnel with the most suitable skills for the type of service to be offered and makes available all the experience gained over the years.

The level of services offered is based on a series of specific Company Qualities such as:

- knowledge of the activities of the sector and availability for new proposals for collaboration;
- qualification of human resources and a technical structure that guarantees a precise and punctual performance of activities according to the quality standards expressed by the company Quality System;
- executive structure consisting of professional experience, working methods capable of coping with all management and organizational problems related to the organization of services and patients;
- maximum attention to compliance with all commitments made with patients, their needs and prescriptions;
- maximum compliance with current legislation and regulations with the awareness of the importance and relevance of the problems arising from their non-compliance;
- constant search for continuous improvement through the acquisition of new operating methods.

THE HUMAN RESOURCES EMPLOYED

President	Dr. ALESSANDRO ARCAGNI
Medical Director	Dr. ALESSANDRO ARCAGNI
Management Representative	Dr. DARIO ARCAGNI
Administrative Secretariat and Acceptance	Sig.ra LAURA BALLARINI Mrs. MONICA DELL'AQUILA Sig.ra DELFINA RADOVANI Mrs. LETIZIA VIRGINI
Quality and Safety Manager	Dr. CECILIA RENI
Technical department	Dr. STEFANO FILIPOVIC RICCI Dr. JADE DEBRA CECCONI Dr. BEATRICE MIGLIARINI Dr. CECILIA RENI Dr. DEDE MEGI (Laboratory Technician)
Administration	Dr. DARIO ARCAGNI
Accounting	Sig.ra ANNA ANNICHINI
Cleaning and Hygiene of Environments and Outpatient Clinics	Sig.ra MARY CRUZ MERY ZORILLA LUQUE

OPENING HOURS

From MONDAY to FRIDAY 7.00 am – 1.00 pm and 4.00 pm – 6.00 pm;
SATURDAY 7.00 am – 1.00 pm

INFORMATION AND RESERVATIONS

For information you can contact us via:

Telephone: 071.53796 Fax: 071.206170
Website: www.laboratorioab.it
E.mail: info@laboratorioab.it

Reservations are made only for home withdrawals.

BLOOD COLLECTION

From MONDAY to SATURDAY from 7.00 to 10.30

REPORTS DELIVERY

From MONDAY to FRIDAY 10.30 am – 1.00 pm and 4.00 pm – 6.00 pm
SATURDAY 10.30 am – 1.00 pm

The reports are sent by encrypted email as a standard procedure and subject to authorization during acceptance. It is always possible to request a free copy of the reports by email at the info@laboratorioab.it address or directly by collecting the paper copy at the Reception office where the sample was taken.

CONSULTATION SERVICE FOR CLARIFICATIONS ON PERFORMED TESTS

The health management is available for clarification during opening hours; obviously the clinical interpretation of the same is always delegated to the attending physician.

HOW TO PAY FOR SERVICES

Payment for the services will take place at the time of acceptance after entering the personal data and uploading the analyses (unless otherwise indicated and required). Automatically, for those who are not exempt, the processor will issue the invoice with the amount of the ticket calculated on each prescription which cannot contain more than 8 determinations according to the law.

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The rates applied for services provided within the NHS are those contained in the Regional Tariff and, therefore, "Exempt" patients do not pay and non-exempt patients are subject to the payment of the ticket only.

In the case of prescriptions whose amount is less than the amount of the ticket, equal to € 36.20, or private requests for examinations, the analyzes are carried out in private activity and a "Service Fee" of € 5.00 is applied for each prescription, in the first case, or for every 8 tests, in the second case.

Specific billing policies are applied when the budget ends. These criteria are displayed at the Acceptance office with appropriate evidence.

Some analyses are carried out at private rates. The list of these analyzes is communicated directly at the acceptance stage and is available on the premises of the structure and is constantly updated. Payments can be made in cash, by credit card or by debit card.

PRIVACY PROTECTION

According to current regulations (Legislative Decree 196/2003 and EU Regulation 2016/679 [GDPR-General Data Protection Regulation]) the AB srl Laboratory is required to respect the privacy of the patient so that all data and information acquired are treated with the utmost care.

The delivery of the reports is made directly to the interested party upon presentation of the collection sheet or by signed proxy and upon presentation of an identification document.

Responses to reports are not anticipated by telephone, except for specific services relating to ongoing therapies and according to a defined recognition procedure.

The consent form for the processing of personal data must always be signed at the time of first acceptance and is valid for one year.

Access to the AB Laboratory Management Information System is carried out only by personnel authorized by password.

USER RIGHTS

The AB s.r.l. Laboratory guarantees the patient:

- respect for privacy
- the courtesy and helpfulness of the staff
- Comfort in the waiting room
- the right to information
- Home withdrawals
- the quality of services
- compliance with reporting times
- delivery of reports also by priority mail

PATIENT DUTIES

The patient must:

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- be provided with a legible examination request, completed by the general practitioner or specialist in the case of an examination request in agreement with the NHS
- make sure that the request contains personal and clinical data, any exemptions

In cases where the collection of the material to be subjected to analysis (urine, feces, seminal fluid, sputum, etc.) is carried out at home, the patient must follow the instructions provided by the laboratory or the requesting doctor regarding:

- the collection container;
- the methods of collection and storage;
- delivery methods

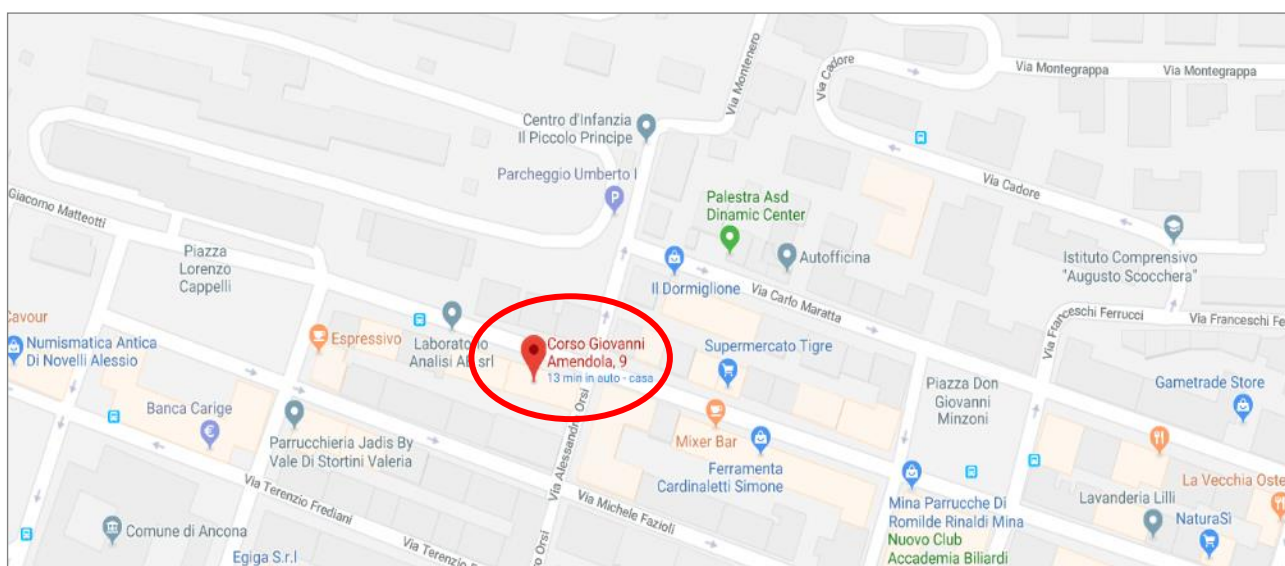
For any further clarification, the user can contact the Health Management and the Secretariat of the AB srl Laboratory.

WHERE WE ARE

The AB Laboratory is easily accessible; it is located near Piazza Cavour and the Municipality of Ancona, in front of the former Umberto I Hospital, in Corso Amendola 9, as a laboratory and sampling point and in Corso Amendola 7, as an external sampling point.

If you use the car to reach the property, there is the possibility of paid parking in the blue areas or in the underground car park located 20 meters from the property.

The area is served by public transport: the useful bus line is 1/4; the stop is that of Viale della Vittoria, the closest to the Municipality of Ancona.



SERVICE QUALITY INDICATORS AND STANDARDS

A "Service Charter" is not only information on services, but also a method of making commitments to users. The Management is inspired by this principle in guaranteeing the user's right to welcome, information, protection and participation, assuming these values as a general commitment of this structure

Participation/Complaint Procedures	<p>In compliance with the principle of Participation (see previous pages), it is advantageous for the user to participate in the survey of their degree of satisfaction by answering simple questions by anonymously filling in the forms that the Laboratory periodically provides to carry out a careful statistical analysis to verify patient satisfaction parameters.</p> <p>This analysis is carried out as part of quality management according to ISO 9001:2015. It is always possible to ask the staff in charge of the reception desks for the form for the survey of satisfaction/complaints. Once completed, it must be placed in the appropriate container located inside the premises.</p>
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In particular, the following service indicators of the Laboratory have been defined:

PERFORMANCE	Guaranteed standard for report delivery	Average minutes of waiting from acceptance to withdrawal	Maximum minutes waiting from acceptance to withdrawal execution
Routine examinations	Within 24 hours	15 minutes	30 minutes
Bacteriological examinations	Within 48 h	15 minutes	30 minutes
Specialist examinations	Within 15-25 days	15 minutes	30 minutes
URGENT Examinations (if technically possible)	Within 2 h	immediate	immediate

SERVICES	Standard	User warranty
Waiting time for acceptance	5 minutes	From 4' min at 20' max
Clarifications on the report	Technical staff available	Service always available in the morning

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Home withdrawals	To be requested by booking at reception	Free service if prescribed by the doctor and until the budget allocated by the SSR is available. Service always available if requested privately, but with the cost of the service to be paid directly to the operators who carry out service outside the laboratory. The cost varies from € 12.00 to € 20.00 depending on the available service offered by the operators used by the laboratory and the distance of the home from the city of Ancona. The home collection service is not provided more than 20 km away from the city of Ancona.
Delivery of reports	Encrypted email sending	Maximum convenience for patients who automatically receive notification of the arrival of the report through normal email management systems in compliance with the times defined and communicated during the acceptance phase.
Postal delivery of reports	To be requested at the time of acceptance	Paid service based on the rate applied by the Italian Post Office