



Services Charter



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Premise

Dear User,

With the delivery of this Service Charter, the MEDICA Analysis Laboratory intends to provide you with some information on the services offered, on the methods of accessing and using the services, on our structure, on the quality standards adopted and on the forms of protection to guarantee the rights of all users.

The Service Charter therefore represents an information tool on the activity carried out and is, at the same time, an opportunity to verify the quality of the services we provide.

Our structure, in fact, is convinced that mutual, correct and complete information between the Laboratory staff and the Users is the indispensable condition for satisfying the citizens' right to health.

The Service Charter is proposed as a tool for protecting the User's right to information, in compliance with the requirements of the D.P.C.M. dated 19/05/1995 and by the Guidelines n.2 / 95 of the Ministry of Health.

MEDICA Laboratory

About Us

The MEDICA Laboratory has been present in Mesagne since 1978, first in the historic headquarters in Via T. Normanno, 5, under the competent and attentive guidance of Dr. Vincenza Indolfi, and, recently, in the new headquarters in Via Brindisi, wider and comfortable for users and operators.

Our Services

The Laboratory provides **clinical analysis services**, in agreement with the National Health Service, according to the Regional Accreditation system, and is aimed mainly at users residing in Mesagne and in the neighboring municipalities, belonging to the Brindisi ASL. According to national and regional regulatory provisions, the MEDICA Laboratory is an active part of the ReLab Consortium, with seven other laboratories in the provincial territory. To ensure reliability and high quality standards of the services provided, the Laboratory has participated since 2002 in interlaboratory programs of External Quality Assessment (VEQ), which, with scrupulous and repeated checks throughout the year, ensure the accuracy of the results. analysis.

The Laboratory also carries out Intralaboratory Quality Controls on a daily basis. For the services provided, the Laboratory has adopted a **Quality Management System**, compliant with the UNI EN ISO 9001 standard, certified by Det Norske Veritas — DNV GL.

Locals

The new headquarters allowed for a significant structural, plant engineering and distribution improvement of the premises. The laboratory has large and comfortable rooms, differentiated by type of activity and specialist sector. All the rooms are air-conditioned, for the optimal functioning of the equipment and for the comfort of operators and users. The location of the premises allows absolute respect for the user's privacy, both during the sampling phase and in the delivery phase of the reports.

Instrumentation

The Laboratory Management, which has always been attentive to the development of technologies to ensure reliable and fast results, has always invested in technological modernization.

The Laboratory has technologically advanced instrumentation and an internal computer network that guarantees the interfacing of the equipment with the management software and preparation of the reports.

This availability allows our laboratory to operate safely and to ensure rapid processing of reports and greater reliability of analytical results.

Connection with other structures

The Laboratory is actively involved in the creation and proper functioning of networks and service continuity models. For this reason, it has agreements in place with other health facilities and promotes active collaboration with general practitioners and pediatricians.

Our Staff

Responsible Director of the Laboratory is Dr. Stefania Bellanova.

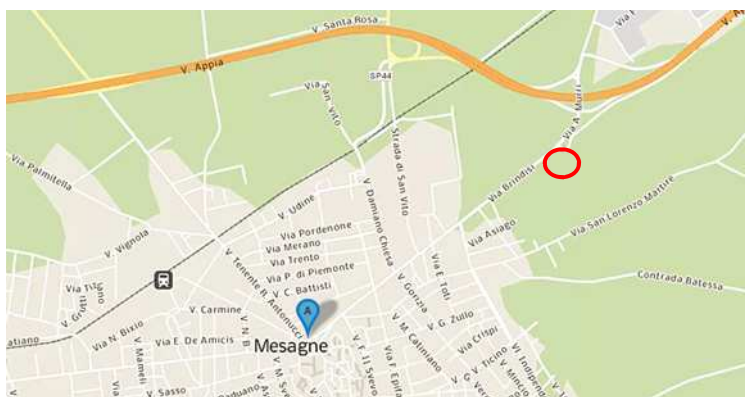
Administrator and Quality Management Manager is Arch. Cosimo Ricco.

In carrying out the analyzes, Dr. Bellanova is assisted by the analyst Dr. Isabella Indolfi, biologist, by the Laboratory Technician, Dr. Cosima Litti, and by the Nurse Simonetta Coppola, in charge of sampling.

Important figures of the Laboratory staff are, moreover, Ms Gianna Scalera, technical assistant, and Ms Federica Geusa, head of the secretariat.

Where we are and How to reach us

Laboratory is currently located in Mesagne, at Via Brindisi, s.n., in an area easily accessible from the city center and from the main extra-urban access roads.



For any information and to book exams and analyzes, users can contact the Secretariat, active at the Laboratory, from Monday to Friday from 10.00 to 12.00 at the following addresses:

tel. 0831 - 1970190

e-mail laboratoriomedica@virgilio.it.

Fundamental Principles

Our structure intends to direct its strategies and organizational efforts towards improving the quality of the services offered, in order to make them more efficient, effective and timely and, above all, closer to the needs of those who use them.

MEDICA Laboratory, in providing its services, undertakes to ensure compliance with the following fundamental principles:

Equality:

every citizen has the right to receive equal services without discrimination of age, sex, race, nationality, religion, political opinion and social status

Imparzialità:

all laboratory staff are obliged to inspire their behavior according to criteria of objectivity, justice and impartiality, with the utmost mutual respect and kindness towards all users

Right of choice:

each citizen, provided with the request of the Health Service Doctor, can exercise the right of free choice enshrined in the law and directly contact the Clinical Analysis Laboratories that are affiliated with the ASL

Partecipation:

the user has the opportunity to ascertain the quality of the outpatient services, both personally and through the Citizen's Protection Associations.

All citizens who wish to collaborate with observations and suggestions to actively participate in the improvement of the services provided by the Laboratory or its staff, can use the forms available at the reception, then leaving them in the appropriate container at the Secretariat. The Laboratory Manager will implement every possible measure to eliminate any inconveniences or to implement the suggested improvements.

Efficiency and Effectiveness:

the laboratory staff is committed to ensuring that an efficient and effective service is provided in all operational phases, both health and administrative, and the structure is constantly active in adopting the most suitable measures to achieve these objectives.

Our Services

MEDICA Laboratory performs the following types of exams:

- ◆ Clinical chemistry and hematology
- ◆ Microbiology and bacteriology
- ◆ Immunology
- ◆ Endocrinology
- ◆ Coagulation
- ◆ Metabolism
- ◆ Serology
- ◆ Tumor markers and hepatitis markers

The analyzes can be carried out under agreement with the Regional Health Service, upon presentation of a suitable referral prepared by the doctor, also as dematerialized prescription, or privately, specifying, during acceptance procedure, the examinations to be carried out and providing a personal reference. In order to ensure maximum transparency, the administrative staff will notify the user in advance of the amounts for each requested analysis.

Some exams can be entrusted in Service to previously qualified and carefully assessed structures.

Acceptance and withdrawals

The laboratory carries out acceptance and withdrawals from Monday to Saturday, from 7.30 to 11.00 am. At request of the user and by prior agreement, the Laboratory is also available to take samples in the afternoon.

Any requests for urgent exams, subject to telephone agreement, are satisfied in relation to the availability and scheduling of activities.

The staff of the Laboratory is available to users to provide, in advance, any useful information for preparing for the exams and to illustrate the methods of collecting biological samples. In addition, suitable containers for sample collection can be provided. Our structure, upon request, can provide a home pick-up service.

During the acceptance phase, the Secretariat staff communicates the amount to be paid to users, in relation to the required analyzes and any exemptions.

Reports withdrawal

The reports can be collected on the same day as the sampling, unless otherwise indicated at the time of acceptance. The times for collecting the reports are from 11 to 12 and from 16 to 18, from Monday to Friday.

In respect of the user's privacy, the reports are delivered directly to the interested party or to a trusted person with a proxy. In the event of a specific request, the reports can also be sent by post or faxed or sent by e-mail, subject to signature of the authorization acquired by the Secretariat during the acceptance phase.

The *online report consultation* service is also available.

Advice

The Laboratory Manager is available to provide users any useful information both for a better preparation for the analyzes to be carried out, and for a correct technical interpretation of the analysis results, to be always evaluated jointly with personal doctor.

Instruction for correct examinations

The laboratory staff is available to users to provide any useful information for preparing for the exams and to illustrate the methods of collecting biological samples. On request, suitable containers can be supplied.

In general, it is recommended to prepare for the exams in compliance with the following requirements.

Blood: fasting for at least 12-14 hours from collection if clinical chemical tests are required. Subjects undergoing pharmacological therapy or who make frequent use of analgesic and anti-inflammatory drugs are kindly requested to notify this prior to sampling.

Urine: Collect morning urine which must be delivered to the laboratory within two hours. Use a clean container that does not contain residues of other substances; it is preferable to use disposable containers, even non-sterile ones, purchased in pharmacies or distributed by the laboratory itself. Handle the sample with care during transportation. Subjects undergoing pharmacological therapy or who make frequent use of analgesic and anti-inflammatory drugs are requested to communicate this before delivery of the sample.

Urineculture: follow the same procedures described in the previous point, making sure to use a sterile container and to collect only the central part of urination, discarding the beginning and the end. It is preferable for women to sanitize external organs, avoiding the use of aggressive and bactericidal products that can alter the microbial load of the urine. Transport avoiding leaks and pollution due to filtration and deliver the sample to the laboratory within one hour of collection to avoid exaggerated bacterial growth. If antibiotic therapy is in progress, notify in advance. No prescription for food.

Swabs: Do not take antibiotics and topical disinfectants. For the throat swab, it is also preferable not to take food before sampling. For the uro-genital system swab, avoid the use of internal washes in the 12 hours prior to collection and refrain from having sexual intercourse for the previous 24 hours.

Pregnancy test: the immunological pregnancy test on urine should be performed on urination in the morning or on urine that has been in the bladder for at least 5-6 hours.

Transport of samples

The transport of biological samples to the Laboratory must take place in such a way as to ensure the analytical integrity of the materials and while maintaining safety during transport.

Before transporting, check that the container is intact, closed correctly and adequately identified.

During transport, keep the container in a position to avoid any spillage of material.

Deliver the samples to the Laboratory as soon as possible and, in any case, by 11 am.

Quality Policy

The **Management of the Laboratory of Analysis MEDICA S.r.l.**, in order to pursue its **mission**, which consists in the provision of clinical analysis services, with high qualitative levels of organization and performance, affirms and promotes the values that have always been at the base of our work.

The **reference values** in the provision of the service as a whole are:

- ⇒ the centrality of the customer / user
- ⇒ the reliability and competence of the structure and staff
- ⇒ the efficiency of the organization

The Management of MEDICA S.n.c., in order to manage the activities in an organized and effective way and continuously promote the improvement of its processes, has chosen to adopt a **Quality Management System**, defined in accordance with the international standard **UNI EN ISO 9001**.

Consistently with its development strategy, the MEDICA Management intends to pursue improvement objectives in the following **priority fields of action**:

- ⇒ **the continuous improvement of the quality of the services provided and the effectiveness of its quality management system**, through the accurate control of the service delivery phases and of the technical support processes, the definition and monitoring of specific indicators to evaluate the effectiveness of processes, of the overall service and of the Quality Management System, the involvement of all operators
 - ⇒ **the centrality of the user** and the guarantee of ease of access to our services and transparency and availability in relationships, including through the distribution of the Service Charter
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- ⇒ **Customer satisfaction**, monitored through the application of direct survey methodologies
- ⇒ **the availability of modern and reliable equipment**, which uses the most modern technologies and which are constantly monitored to ensure the reliability of the results
- ⇒ **competence, involvement and awareness of all staff**, to keep always high level of updating, education and training, in order to increase the skills and awareness of their role, as well as the motivation to provide their contribution to the continuous and constant improvement of all activities and all processes.

According to general objectives, MEDICA annually defines **specific improvement objectives**, to measure and evaluate the effectiveness of its Quality Management System. The specific objectives are reviewed at the established deadlines and, based on the analysis of the results obtained, carried out during the System Review, the Management establishes the new objectives to be achieved.

The Management is committed to promoting Quality within the organization. In this regard, the Policy is:

- disseminated and illustrated to all staff, to ensure full understanding and the strongest possible support, through posting in the most visible points of the Laboratory;
- made available to the public, through the distribution of the Service Charter;
- periodically reviewed, during the Management Review, to assess its adequacy and possibly updated to ensure its continued suitability.

LABORATORIO di ANALISI MEDICA S.r.l.
Amministratore Unico
Arch. C. Ricco

Quality Standard

The MEDICA Analysis Laboratory undertakes, towards its users, to respect determined levels of quality (guaranteed standards) on the most important aspects of the service offered.

Currently the Laboratory is committed to guaranteeing the following standards:

Guaranteed Standard	Implementation
Ensure users comply with the deadlines set for the delivery of the reports.	Guarantee the delivery of the reports within the maximum time of 48 hours from taking the sample (unless otherwise specified during acceptance)
Ensuring maximum reliability for the results of the analyzes	Ensuring the reliability of the equipment used, through internal control and maintenance programs and by participating in External Quality Assessment (VEQ) circuits. Carry out cross-checks on the results of the analyzes and checks of traceability between the sample taken and the results of the analyzes.
Ensuring and protecting the privacy of users	Carry out the delivery of the reports directly to the person concerned or to a trusted person with a proxy.
Provide users with clear and correct information on the services provided.	Ensure adequate reception and delivery of this Service Charter upon access. Clarity of information provided by operators on performance and on how to prepare for exams.
Ensure the staff and the Laboratory Management listen to users needs	Availability of a cassette at the Secretariat to collect reports and / or suggestions from users. Periodic evaluations of the responses to the satisfaction questionnaires distributed to customers.

Users protection

Users who use the services of our Laboratory can participate in the improvement of the service, providing indications, reports or making specific requests or complaints.

Reports can be submitted by contacting the Head of the Laboratory directly, or submitted in writing and posted in the special box located in the Secretariat.

The reports for improvement can also be recorded on the Questionnaire for the evaluation of user satisfaction, which is delivered during the acceptance phase.

All reports received will be periodically evaluated by the managers of the structure, in order to identify useful suggestions to be accepted for the continuous improvement of the organization and the services provided.

Privacy protection

During the acceptance procedure, the user is informed, pursuant to Legislative Decree 196/03 and in accordance with recent European regulations (EU Reg. 2016/679), about the processing of his sensitive data and the subscription is required the necessary authorizations.

In any case, Laboratory ensures the utmost care to safeguard the security of the user's data at all steps, from acceptance to delivery of the report.

The Secretariat staff is always available for any information concerning the legislative rules on Privacy and the protection measures adopted, which are also available to the public on the notice board.

Laboratorio Analisi MEDICA S.r.l.
Analisi Cliniche—Chimico Fisiche e
Microbiologiche

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