

GENERAL CLINICAL LABORATORY
SAMPLING STATIONS
OUTPATIENT CLINIC AND DIAGNOSTIC IMAGING
OCCUPATIONAL MEDICINE

PURPOSE OF THE SERVICE CHARTER

The introduction of the Health Service Charter is a ground-breaking development intended to substantially change the relationship between citizens and the National Health Service. The Charter also represents a significant opportunity to improve the management of the service.

Indeed, on the one hand it provides comprehensive information to users who are gradually coming to be considered as customers, and on the other it clearly defines the organisational aspects of their work for staff, in order to significantly improve the company culture.

This service charter is set out in accordance with guidelines 2/95 issued by the Ministry of Health and published in the Supplement to the Official Gazette no. 203 of 31/08/95 and is made available to all under the maximum publication plan.

PURPOSE

The World Health Organisation has defined health as a state of complete physical, psychological and relational well-being.

For a healthcare professional, assuming this principle means leading the sick person to regain their health not only on a physical level, but also on a psychological and relational level.

Medical Center offers a top-quality diagnostic service in an area that, due to the objective availability of the people there, aspires to provide services that exceed the key levels of care of the National Health Service.

The facility includes the macro-activities of an outpatient clinic and basic laboratory medicine service with a specialist branch in Microbiology and Virology. It is equipped with advanced technology that allows for the unification of clinical and preventive medicine practised by high-level specialists, on a non-contract, freelance basis.

The range of outpatient specialities is as broad as possible. Medical Center fully manages the Occupational Medicine service, providing assistance for any meetings with local health authority officials and coding of examination dates with timely notification of upcoming examinations.

1. GENERAL INFORMATION

The Centre is located at Via IV Novembre, 1 - 21018 Sesto Calende (VA)

Tel. 0331.958095

Email: info@medicalcentersrl.it

Website: www.medicalcentersrl.it

Internal Sampling Centre:

Monday to Saturday from **7 a.m.** to **10:30 a.m.**, without appointment.

For emergencies or examinations that do not require fasting, samplings can be carried out at other times Monday to Friday with appointment.

Collection of test results: Monday to Friday from **10 a.m.** to **8 p.m.**, Saturday from 10 a.m. to noon.

Outpatient appointments from **8.00 a.m.** to **7.00 p.m.**

External sampling stations:

CENTRO MEDICO POLARIS: Via Vallone, 1 Luino (VA) Tel. 0332.2511243

MEDICAL HOUSE CMP Via Marconi, 57 Ispra (VA) tel 0332.782666

GRUPPO MEDILABOR HSE SRL Via Mameli, 2C Gallarate (VA) Tel 0331.781407

All the services present in the attached Vademecum are guaranteed at the withdrawal points.

How to get there

It can be reached by public and private transport via:

- FS railway station - Sesto Calende.
- Milano Laghi motorway exit at the Vergiate (VA) toll, following the signs for Sesto Calende on provincial road 33.

Parking: there is a large car park reserved for users.

Basic principles:

- a) Equality and Impartiality: at the Medical Center everyone has the right to receive the most appropriate treatment, without any discrimination or privilege due to gender, age, social condition, origin or religion. Operators' behaviour towards patients is governed by criteria of objectivity, impartiality and fairness. Staff are forbidden to have any financial relationship with users.
- b) Continuity: Medical Center ensures continuity and uniformity in its service, achieved through the necessary relations with the patient's GP or facility.
- c) Right of choice: the patient, in accordance with the regulations, has the right to free choice of service provider.
- d) Participation: the user is entitled to exhaustive information about their illness and prognosis and must be allowed to give their informed consent before undergoing any treatment. The user must have access to all the information concerning the facility's services and must be able, even by means of simple questionnaires, to express their appreciation or make suggestions for improving the service offered.

- e) Respect to protect the user: the patient is entitled to have their dignity as a person respected.
The facility's staff behave with the utmost courtesy towards users. It also guarantees the patient's right to the confidentiality of all data concerning them.
- f) Duties of the user. The user is called upon to respect:
The duties and rules of civil coexistence.
The environments, equipment and furnishings within the facility.
Visiting hours in order to allow healthcare activities to be performed properly.

The Management of Medical Center srl undertakes to define, as Quality Policy, the Company Purpose, which can be summarised as follows:

To provide High Quality Laboratory Diagnostics Services.

The Management is committed to ensuring that this Policy is disseminated, understood and implemented at all levels of the Organisation. The Management is aware that, in order to achieve the aims set out in the Quality Policy, it is necessary to fulfil precise quality objectives, indicated in detail below:

- ❖ Optimisation of Customer Service, through:
 - A continuous increase in Customer Satisfaction, understood as the Management's constant commitment to Customer needs.
 - The commitment to follow good practice and abide by professional ethics
 - The monitoring of Complaints and Customer Satisfaction on aspects of the service considered crucial, these being both explicit (e.g. timely execution of analyses) and implicit (e.g. reliability of the results obtained).
 - The statistical processing of satisfaction/complaint data. The periodic review of the Service Charter.
- ❖ Continuous improvement of the Management system's efficacy, through the analysis and implementation of improvement plans, which fully involves all Staff.
- ❖ Drafting, controlled distribution and constant revision and updating of manuals, procedures and operating instructions, in which all the main company processes, their interactions and the ways in which they are kept under constant control are described in a concise and comprehensible manner.
- ❖ Enhancement of human resources through:
 - Constant education, training and increasing professional knowledge.
 - Motivation and involvement of all personnel.
 - Awareness of roles and responsibilities.
 - Encouragement to operate in a manner consistent with the Quality Policy, applying it in every company activity and continuously verifying the results.
- ❖ Economic investment in the improvement and updating of equipment and its constant maintenance.
- ❖ Safety in the workplace.

Objectives:

The objectives are first and foremost the high quality of the test results, guaranteed by the monitoring of the analysis procedures, the checking of the instruments and refreshers for technical and healthcare staff.

Adherence to waiting times.

The involvement of all staff in achieving and maintaining the required quality level.

Proper and complete transparency of the services for users (by means of a service satisfaction questionnaire).

The facility:

Newly built, it serves a catchment area (Malpensa - Somma Lombardo - Sesto Calende) in constant demographic expansion and, at the moment, lacking in Clinical Analysis Laboratory services addressed both to Occupational Medicine and to the local population, owing to an ever-increasing demand for guarantees of the quality and efficiency of the services provided, offering a top-quality diagnostic service in an area that aspires to services that exceed the key levels of assistance of the National Health Service.

Architectural barriers:

great attention has been paid to eliminating architectural barriers.

Sanitisation and cleaning of the spaces:

Internal protocols are implemented to thoroughly sanitise the spaces.

Cleaning methods:

washing, disinfection and sterilisation of all the instruments and accessories required to perform analyses and specialist examinations.

Waste disposal:

all waste deriving from laboratory and healthcare activities with an infection risk is treated in accordance with DGR 23-03-1999 N. 25100, collected in special containers in a space not accessible to users, then transported and disposed of by specialised contracted companies. The professionalism of the staff and the entirely latest-generation instruments are the foundations on which we operate to ensure the absolute quality of our services.

The Staff:

In addition to the Medical Director in charge, the staff, who are required to provide documentation proving that they meet the requirements. All staff are required to display their identification cards.

Instruments:

The equipment and medical devices are newly purchased, in the quantity and of the quality required to perform the current service. The procurement criteria have been geared towards fully meeting the facility's purpose, ensuring the efficiency and effectiveness of the services to be provided to patients and avoiding any unnecessary waste of resources. As far as the Analysis Laboratory is concerned, this allows it to be able to provide a fast turnaround time for the most common tests (6-24 hours) even in the event of emergencies and to cover most of the diagnostic needs of General Practitioners and Specialists as it is included in a service programme in operation with the following Laboratory:

- Bianalisi Laboratory S.p.A. of Carate Brianza

Other services:

A manager is always at the customer's disposal to make any suggestions or to receive and resolve any complaints.

Illustrated documentation is also provided on the type of services provided, timetables and costs, as well as evaluation questionnaires.

2. CHARACTERISTICS OF THE SERVICE**Ways to access the services****LABORATORY ANALYSIS**

All analyses and doctor's-specialist's examinations are carried out privately, and a medical request or report is sufficient.

There is no need to book in order to use the Laboratory's analysis services, except for: lactose breath test, urea breath test, prolactin on several occasions with agocannula, gynaecological and urethral swabs, pap test.

Genetic examinations require signed consent and consultation with the geneticist or specialist doctor. Pre- and post-test consultations with genetic biologist Dr Renato Cognato can be booked for consultation over the telephone or in person.

Home withdrawals/samplings can be booked by contacting 0331.958095 or by sending a request to info@medicalcentersrl.it

OUTPATIENT CLINIC

Reservations are required for the Outpatient Clinic and Diagnostic Imaging, and customers can make the request in the following ways: by telephone, in person or via chat. Online booking for certain specialities is available on the website.

OCCUPATIONAL MEDICINE

Occupational Medicine services are to be requested by email to the address medicinadellavoro@medicalcentersrl.it

Urgent examinations

Urgent examinations can be carried out by agreement with reception and the laboratory, on medical recommendation or under special conditions (e.g. PT and INR for patients undergoing therapy, Beta HCG dosage, blood count, etc.). The urgency of the examination must be stated on admission.

For Outpatient Clinic, Diagnostic Imaging and Mdl services, the urgency of the examination must be indicated on booking it.

Payment methods and privacy

On acceptance, you must show your identity document and your tax code.

Medical Center, pursuant to article 13 of Legislative Decree 196/2003, partially modified by Legislative Decree 101/20218, will ask you to give your consent to the processing, collection, registration and storage of your clinical data.

Minors must be accompanied by the person exercising parental authority or a delegated relative.

Services performed at our centre must be paid for at the time of acceptance, except in special and exceptional situations of necessity where payment may be deferred to the time of collection.

3. REPORT COLLECTION

For the collection of non-immediate test results, a form will be handed over specifying the date of collection.

The report can be downloaded via the reserved “**web test results**” page on our website www.medicalcentersrl.it

Upon acceptance, the user will be given a form with credentials and a personal password to access the “**web test results**” page.

On the initial login, after entering the credentials provided by Medical Center, the user will be asked to change the password, entering their own.

The person concerned may delegate a trusted person with a proxy note to collect the test results.

Staff are not authorised to hand the test results over to anyone who does not present the proxy note signed by the delegating person.

Privacy:

the patient is asked for their written consent to the processing of their personal data, in implementation of the GDPR 2016/679 Regulation.

The test results are delivered in a sealed envelope to the person examined.

Access to computer data is safeguarded by special passwords (for access, consultation and modification)

The person concerned may delegate a trusted person with a proxy note to collect the test results.

Staff are not authorised to hand the test results over to anyone who does not present the proxy note signed by the delegating person.

4. LIST OF ANALYSES PERFORMED

An updated vademecum of the analyses performed by the laboratory, test results return times and any procedures for their collection is available at the sampling station and online. The sampling station performs the tests reported in the regional tariff nomenclature, for which it can guarantee correct methods of sampling, transport and storage.

5. COLLECTION METHODS FOR COMMON BIOLOGICAL SAMPLES

The reception staff informs the patient about the correct way to collect biological samples, and instructions can be obtained from the sampling station or customer services.

The healthcare staff are available for any clarification regarding aspects of the services to be performed. The user is also provided with an information sheet for the correct collection of specimens, containing all the information needed for the correct collection and analysis. Containers for collecting faeces and urine are provided free of charge by the collection point on request to the reception staff.

6. ACCEPTABILITY CRITERIA OF THE BIOLOGICAL SAMPLE AND REPETITION METHODS

The latest revision of the Acceptability Criteria for Biological Samples document is available in paper format attached to this document and on a website accessible to users.

In the event of non-conformity detected by the Laboratory staff of the biological sample taken or collected according to the defined criteria or due to the lack of the sample itself, the Technician or Biologist will send a description of the non-conformity detected on the sample with details of the patient and tests to be repeated via email to info @medicalcentersrl.it for internal patients, for external customers to their dedicated emails.

The internal reception staff or the external customer will communicate to the patient by agreeing to repeat the sampling or collect a new sample and must then communicate the response to the non-compliance to the Laboratory (for example if the repetition or cancellation is carried out)

In the event of exam cancellation, the reception staff will take care of the refund if the exam has already been invoiced. If repeated, a free gift will be added if already invoiced.

GENERAL CLINICAL LABORATORY WITH SPECIALIST AREAS (MICROBIOLOGY and VIROLOGY - level II AND CLINICAL PATHOLOGY):

Head of Laboratory Analysis: Dr. Martina Gri - Biologist.

Head of Microbiology and Virology Dr. Alessandra Coli - Biologist specialising in Microbiology and Virology.

Head of Clinical Pathology: Dr. Francesco Micali - Biologist specialising in Clinical Pathology.

All the Areas of Diagnostic Analysis:

- Allergology
- Autoimmunity
- Molecular Biology
- Clinical Chemistry
- Cytology and Histology
- Haematology and Coagulation
- Endocrinology
- Immunochemistry
- Microbiology and Virology
- Hormones and Tumour Markers
- Clinical Pathology
- Toxicology and Illicit Drugs

OUTPATIENT CLINIC

Medical Director Dr. Matteo Marras, Specialising in Radiology and Radiodiagnostics:

- Allergology
- Anaesthesia
- Cardiology
- General surgery
- Reconstructive plastic surgery
- Vascular surgery
- Dermatology
- Diagnostic imaging
- Endocrinology/diabetology
- Physiatry
- Physiotherapy
- Gastroenterology
- Gynaecology
- Sports medicine
- Internal Medicine

- Neurology
- Neurosurgery
- Nutrition
- Ophthalmology
- Orthopaedics
- Obstetrics
- Otolaryngology
- Pneumology
- Psychiatry / psychotherapy
- Rheumatology / haematology / internist
- Urology

OCCUPATIONAL MEDICINE

- Appointment of company doctor and healthcare protocol
- Company inspection/ periodic company meeting
- Annual healthcare report
- Periodic and extraordinary medical examinations
- Instrumental examinations: visual acuity screening, spirometry, audiometry
- Eye examinations
- Toxicological and alcohol tests
- Ecg
- Any additional diagnostic examinations (ultrasound, X-rays, specialist examinations)