

LABORATORIO ANALISI CLINICHE "SAN GIORGIO"



LABORATORIO ANALISI
SAN GIORGIO

SERVICE CHARTER

LABORATORIO
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The "San Giorgio" Clinical Analysis Laboratory Ltd. has been operating at 86 Via Mazzini in Porto San Giorgio since 28 December 1976. Specialised staff and state-of-the-art, latest-generation equipment enable us to carry out a wide range of analyses and tests.

The "San Giorgio" Clinical Analysis Laboratory holds *Regional Authorisation No. 228* of 21/06/95 and is accredited by the Servizio Sanitario Nazionale (SSN) with a level of excellence 5. The laboratory is open to all citizens with a referral from their doctor or specialist, or to anyone requesting services directly.

Most test results are expected to be delivered within 48 hours of the sample being taken. In urgent cases, results may be provided on the same day, or as partial results if certain tests require more time to process. The computer system used ensures maximum security, guarantees privacy, and allows results to be compared with archived data from previous samples. It is also possible to view results online using a login and password provided to the patient at the time of the blood sample collection. If requested, the referring doctor or GP may also view the results online directly. Online access is entirely confidential and subject to absolute privacy in accordance with current legislation.

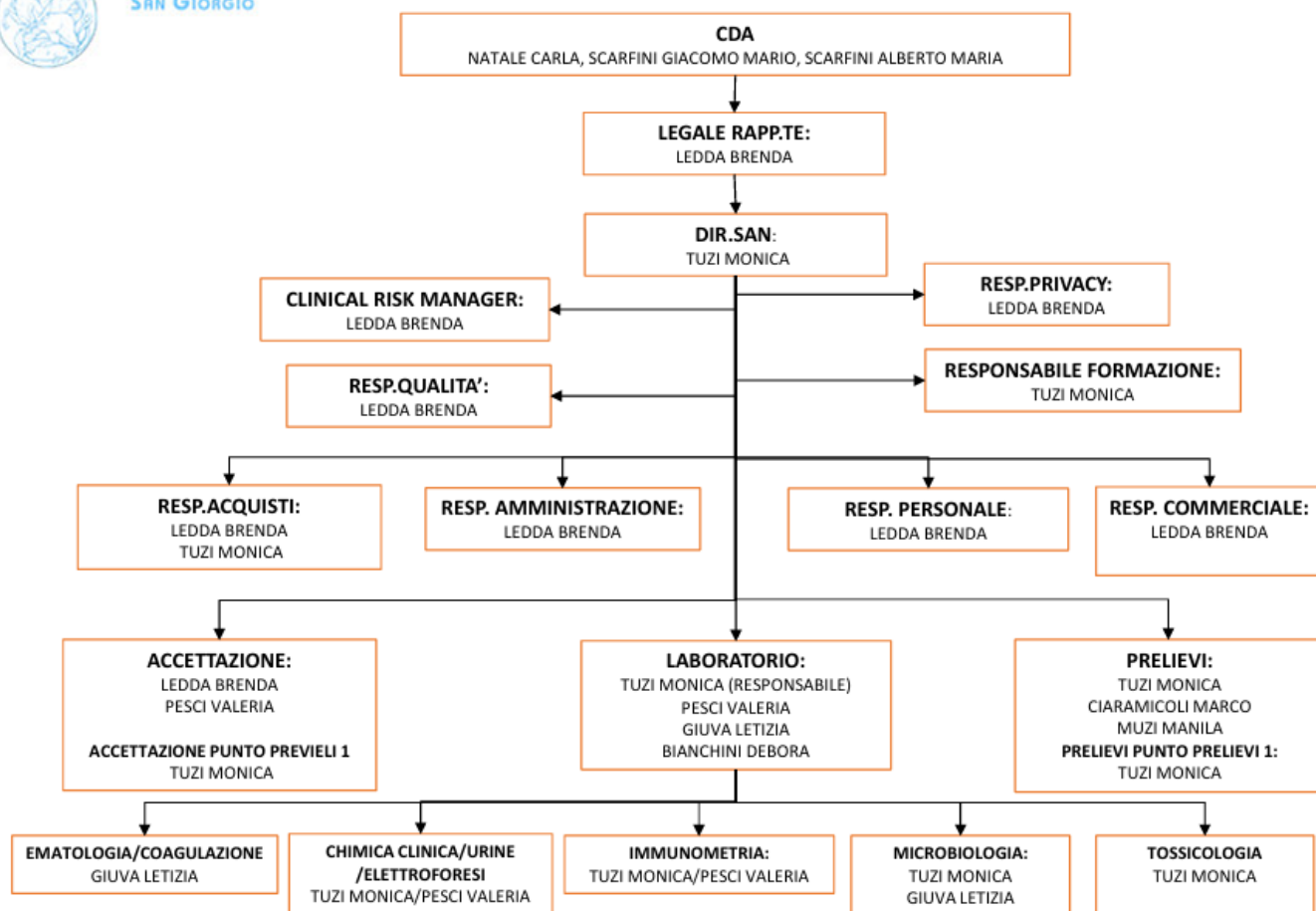
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ORGANIGRAMMA

Mod 05 Rev 02 Agg. 01/12/2025



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FUNDAMENTAL PRINCIPLES

The contents of the Service Charter are inspired by some of the fundamental principles contained in the Prime Minister's Directive of 27 January 1994 (setting out "Principles on the provision of public services"):

- **equality:** the San Giorgio Clinical Analysis Laboratory is committed to ensuring equal treatment in the provision of services to users and to eliminating any inefficiencies.
- **impartiality:** all citizens are assured of objective and fair treatment, both from the services and from the staff working in the Laboratory, with the utmost mutual respect and courtesy towards everyone.
- **continuity:** the San Giorgio Clinical Analysis Laboratory is committed to ensuring the regularity and continuity of the service and to minimising inconvenience to users in the event of interruptions or disruptions that may occur due to force majeure.
- **Participation:** San Giorgio Clinical Analysis Laboratory, in order to ensure better service delivery and to fully meet users' needs, carefully evaluates every comment, suggestion or proposal from users themselves; administrative and healthcare staff are always available during the facility's opening hours to provide information and clarification. The Laboratory Director will take every care to resolve any issues or implement the suggested improvements.
- **efficiency and effectiveness:** the San Giorgio Clinical Analysis Laboratory pursues the continuous improvement of the quality of the service offered by seeking procedures that guarantee the effectiveness and efficiency of its operations. Staff are committed to ensuring that an efficient and effective service is provided at all operational stages, both healthcare and administrative. The facility is constantly working to adopt the most appropriate measures to achieve these objectives.
- **Right of choice:** any citizen holding a prescription from an NHS doctor on the national prescription form may exercise their right to 'free choice' by contacting the accredited facility of their choice directly.

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QUALITY STANDARDS

The Service Charter sets out the quality standards relating to the following factors:

• **Care, Information, Reception and Courtesy**

Care, information, hospitality and courtesy are the most significant factors for users in assessing the formal quality of the service and represent a commitment by the San Giorgio Clinical Analysis Laboratory to do better. The San Giorgio Clinical Analysis Laboratory, in fact, aware that listening to the public, providing explanations in understandable language, and treating them with kindness, courtesy and respect are essential to delivering a good service, has always placed particular emphasis on improving information and facilitating access to the services offered by establishing a Customer Service Department with its own designated manager.

• **Reliability, Timeliness, Transparency and Flexibility**

Reliability, timeliness, transparency and flexibility are the most significant factors in assessing the fundamental quality of the service and represent a commitment by the San Giorgio Clinical Analysis Laboratory to improve performance in terms of accuracy and punctuality, as well as to ensure the transparency of its activities by making specific parts of its technical documents available to users upon request

IMPROVEMENT PROJECTS

The San Giorgio Clinical Analysis Laboratory considers the achievement of optimal quality in the service provided to users to be its primary objective, a goal that commits it to adapting its organisational system to the actual needs expressed by the users themselves. To continue pursuing this objective, the San Giorgio Clinical Analysis Laboratory has sought certification of its Quality System in accordance with the UNI EN ISO 9001:2015 standard; it has also obtained regional accreditation for the clinical laboratory. The achievement of improvement objectives consists of and is implemented through the following points:

- full user satisfaction
- the involvement of all staff;
- full collaboration with doctors;
- guaranteed identification of biological samples at all stages of the process;
- audits by external quality certification bodies and accreditation bodies;
- internal quality controls;
- participation in External Quality Assessment (EQA) programmes and interlaboratory rings (ILR)

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USER RIGHTS

1. The user has the right to the confidentiality of personal data in accordance with current legislation, and to respect for privacy and modesty in the provision of the service
2. Users have the right to be treated with dignity, respect, understanding and kindness.
3. Users have the right to detailed information about the tests they undergo.
4. Users can immediately identify staff members through the identification badges displayed prominently.
5. The user has the right to have the appointment times agreed upon at the time of registration adhered to.
6. The patient has the right to request the issue of appropriate documentation confirming that a blood sample has been taken.
7. The patient has the right to receive the test results as soon as possible.
8. Results are collected by the patient themselves or by a person holding the identification card issued by the laboratory at the time of registration (this card serves as a proxy).

In the event of inadequate treatment, the user has the right to lodge a complaint directly with the Manager, Brenda Ledda, or indirectly and/or anonymously using the appropriate forms displayed in the waiting room.

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USERS' OBLIGATIONS

1. Users must adhere to the opening hours for registration and collection of test results.
2. The user must follow the procedures for registration and blood sampling as instructed by staff.
3. Users must present a referral from their GP or specialist at the time of registration.
4. The user must sign the consent form for the processing of personal data and is entitled to the information provided under Law 679/2016.
5. Where applicable, the user must pay the prescription charge at the time of registration. In exceptional cases, payment may be deferred until the test results are collected.
6. Upon request, the user must present a valid form of identification, health booklet or health card.
7. The user must not in any way alter and/or tamper with the prescription or referral form issued by the attending doctor.
8. The user is required to hand over to the laboratory staff the biological samples to be examined, which must be properly collected, stored, sealed, in good condition and labelled for identification.
9. Where required, the user must sign both the consent form after having read and understood it, and the authorisation for the collection of samples and the performance of the HIV test.

It is hoped that the user will be polite and understanding towards the laboratory staff and their colleagues.

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PATIENT REGISTRATION

Patients may attend the San Giorgio laboratory from Monday to Saturday between 7.00 am and 10.30 am.

At "Laboratorio Analisi Cliniche San Giorgio", tests are carried out without an appointment, with the exception of exempt individuals and certain tests, such as:

- Rapid antigen test;
- Molecular PCR test;
- Semen analysis;
- Lactose, lactulose and glucose breath tests;
- Prenatal tests.

For home blood sampling, you must book by calling 0734678615 from Monday to Saturday between 7.00 am and 1.30 pm

You must have a GP referral at the time of booking.

PATIENT IDENTIFICATION

At "Laboratorio Analisi Cliniche San Giorgio" correct patient identification upon admission requires:

- verification of identity using a valid ID document;
- verbal confirmation of residential address and telephone number (if already recorded in the system).

If the patient, due to their age, is unable to answer questions regarding their identity, family members or other individuals who can positively identify the patient must be involved; they must also provide the patient's documents.

In the healthcare sector, the identity card is the most appropriate identification document for identifying the patient; alternatively, a passport may be validly used for the same purpose.

Before proceeding with the blood sample collection, the phlebotomist carries out patient identification as follows:

- Active identification of the patient, who will provide the operator with their first name, surname and date of birth;
- Check the personal details on the label.

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EXAMS IN OUR LABORATORY

In this facility, a complete range of laboratory tests of the following branches is carried out: clinical biochemistry analysis, hematology and coagulation, immunometry, serum immunology, virology, microbiology. The complete list of tests performed is available to the public. The healthcare staff is, in any case, available to patients for any clarification required regarding aspects of the prescribed service.

The Laboratory, due to the completeness of the range of analyses that can be performed, makes use of the service provided by "Laboratorio Analisi Dr. Fioroni".

RESULTS AND PAYMENT

Once the instrument has finished processing the sample, the laboratory staff retrieves the results via the software or transcribes them by hand (for instruments not interfaced with the software), checks all results and, if deemed necessary, will repeat the test to verify the patient's results. All steps taken to verify the various results are recorded under the heading 'validation' in the patient's records, visible to the Director during the signing process but omitted from the reports.

Naturally, for patients who have requested urgent processing, the recording, checking and any repeat tests are carried out as a priority to ensure the report is ready by the requested time.

For tests sent to external laboratories, the results are viewed via online portals using usernames and passwords assigned to us.

Staff check the results and any notes from the laboratory and transcribe them; for some tests, the attachment sent by the external laboratories is reported directly.

Once the laboratory staff have finished checking (and repeating, if necessary) the results, the reports are ready to be signed by the Medical Director.

Once signed, the reports are printed and put into envelopes by the administrative staff.

Once the work is complete, the biological samples are stored in the fridge for a few days so that we can respond to subsequent requests from patients wishing to add further tests (obviously where possible, depending on the tests requested).

The test worksheets, which are completed manually by the staff, are kept for seven days after the results have been entered and then shredded.

Reports can be collected online, subject to a request for login details, which will be provided during the registration process. The patient may also collect the reports in person at the facility or via a proxy, as provided for at the bottom of the registration form.

Reports can be collected from the reception area from Monday to Saturday between 11:00 and 13:30, and on Tuesdays and Thursdays between 17:00 and 18:30.

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The Analysis Laboratory is accredited with the Marche Region and is affiliated with the National Health Service. All citizens with a prescription can freely access the services, under the same conditions provided by the public service. In addition to the services under the agreement, the Laboratory also provides services privately, freely accessible without a prescription. Payment of the ticket or private service is made at the time of acceptance. The following payment methods are accepted:

cash

debit card

credit card

bank transfer, with simultaneous issuance of the invoice

MANAGEMENT URGENT EXAMS

The Analysis Laboratory guarantees the execution of urgent tests to ensure a timely diagnostic response in cases where the speed of the results is crucial for the clinical management of the patient. Urgency is activated exclusively at the justified request of the prescribing doctor or, in applicable cases, upon indication of the Medical Directorate.

The complete list of tests that can be performed urgently is available at the laboratory's office. Urgent tests are identified, processed, and reported with absolute priority, according to a dedicated pathway.

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QUALITY INDICATORS

PROCESSO / AREA DI RIFERIMENTO	DESCRIZIONE INDICATORE	U.M.	VALORE RILEVATO 2025
Accessibilità e Accoglienza	Accessibilità Accessibilità per persone con disabilità, disponibilità di parcheggi e mezzi pubblici nelle vicinanze	%	100%
Accessibilità e Accoglienza	Accoglienza Tempi medi di attesa prenotare la prestazione	min	0 Non è richiesta prenotazione
Erogazione servizio	Qualità del Servizio - Tempi di Attesa Tempo massimo di attesa per l'accettazione	max	15 min
Erogazione servizio	Qualità del Servizio - Tempi di Attesa Tempo massimo di attesa per il prelievo	max	15 min
Erogazione servizio	Qualità del Servizio - Tempi di Attesa Tempi standard di consegna dei risultati	gg	2 gg per analisi comuni da 5 a 10 gg lavorativi per esami particolari
Erogazione servizio	Qualità del Servizio - Professionalità del Personale Percentuale di personale con formazione continua annuale	%	100%
Erogazione servizio	Qualità del Servizio - Procedure di Emergenza Percentuale di personale addestrato alle emergenze	%	100%
Erogazione servizio	Qualità del Servizio - Qualità globale Qualità analitica in termini di: identificazione del paziente mediante etichette adesive con codice a barre, trascrizione dei dati attraverso interfaccia strumenti-client più server con validazione dei risultati a vista, archiviazione dei dati su server e backup automatico giornaliero	%	100%
Erogazione servizio	Qualità del Servizio - Qualità analitica Qualità analitica in termini di Controllo di qualità interno e Controllo qualità esterno V.E.Q	%	100% in base ai requisiti normativi
Erogazione servizio	Corretta e tempestiva informazione dei valori critici (comunicazione tempestiva all'utente / medico di medicina generale circa la rilevazione di parametri critici fuori range in tempo utile)	%	100%
Erogazione servizio	Gestione rischio clinico (n° eventi Near miss, N° eventi Avversi con e senza Dan-	n	2

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PROCESSO / AREA DI RIFERIMENTO	DESCRIZIONE INDICATORE	U.M.	VALORE RILEVATO 2025
	no)		
Erogazione servizio	Gestione rischio clinico (n° eventi sentinella)	n	0
Trasparenza e Informazione	Informazioni sui Servizi Percentuale di utenti informati sui servizi offerti	%	100%
Trasparenza e Informazione	Costi e Tariffe Disponibilità delle tariffe online e in sede	%	100%
Sicurezza e Riservatezza	Sicurezza dei Dati Incidenti di violazione dei dati	n	0
Sicurezza e Riservatezza	Igiene e Sicurezza Ispezioni igieniche soddisfatte	%	100%
Customer Care e Soddisfazione del Cliente	Gestione Reclami N° reclami pervenuti al laboratorio	n	0
Customer Care e Soddisfazione del Cliente	Gestione Reclami Tempo di risposta ai reclami	gg	< 7 gg
Customer Care e Soddisfazione del Cliente	Soddisfazione utenti Percentuale di utenti soddisfatti con giudizio "OTTIMO"	%	37%
Customer Care e Soddisfazione del Cliente	Soddisfazione utenti Percentuale di utenti soddisfatti con giudizio "BUONO"	%	52%
Tecnologia e Innovazione	Servizi Online Percentuale di referti consultabili online	%	100%
Rispetto delle Normative	Conformità Normativa Percentuale di ispezioni superate positivamente	%	100%
Sostenibilità	Politiche Ambientali Percentuale di rifiuti speciali smaltiti correttamente	%	100%

VALIDITY

This Service Charter is reviewed annually and may be updated based on feedback from its implementation or changes to the regulatory framework

Rev. 11/02/2026