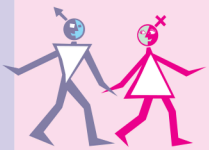
poliambulatorio lametino srl

Via XX Settembre, n. 91 - Post Code: 88046
Lamezia Terme, Catanzaro, Italy
Tel. +39 0968 27565 / 28412 / 27070
Fax. +39 0968 201668

Private healthcare facility
accredited for laboratories or analysis









BROCHURE OF HEALTH SERVICES

Information brochure consisting of 28 pages by and under the responsibility of Poliambulatorio Lametino srl, via XX Settembre, 91 - Lamezia Terme, Catanzaro, Italy.
Updating.

MISSION

The mission of Poliambulatorio Lametino is to perform specialized laboratory analyses, offering effi cient and rapid services with the aim of building customer loyalty based on the satisfaction of their expectations.

Poliambulatorio Lametino aims at the continuous improvement of the quality and effectiveness of the service in terms of accessibility, reduction of delivery times of the reports and clinical validity of the results.

The corporate strategy of Poliambulatorio Lametino aims to achieve and maintain a competitive position that guarantees secure prospects for the activity by committing the necessary resources.

Thanks to the continuous technological upgrading of instruments and the updating of personnel and clinical methods, Poliambulatorio Lametino ensures the provision of a service in full compliance with ethical and legal standards.

FUNDAMENTAL PRINCIPLES

Equality

The provision of the service is inspired by the principle of equality of users' rights. The rules concerning relations between Citizens-Users and Poliambulatorio Lametino are the same for everyone. No distinction is made in the provision of the service sex, race, language, religion and political opinions.

Impartiality

Poliambulatorio Lametino adheres to the obligation to inspire its own commandments, towards Citizens-Users to criteria of objectivity, justice, and impartiality. In accordance with this obligation, the individual clauses of the general and specifi c general and specifi c conditions of service provision and the rules governing of the services.

Continuity

Poliambulatorio Lametino adheres to the obligation of continuity of the service. In the event of irregular operation or interruption of the service, it complies with the obligation to notify other service providers to cause the least inconvenience to the Users as little inconvenience as possible.

Right of choice

The Citizen-User has the right to choose between the entities that service providers, in accordance with the regulations in force. Where not in confl ict with provisions of the Health to
Authority, Poliambulatorio Lametino undertakes accommodate requests in compliance with the right to choose.

Participation

The citizen-user may express his or her evaluations of the treatment received, and the service provided through a questionnaire also available on the Poliambulatorio Lametino website.
Poliambulatorio
the Lametino undertakes to analyse questionnaires completed questionnaires, to consider any suggestions or complaints to improve the service.
The Citizen-User may produce memoranda and documents, make observations, and make suggestions for the improvement of the service. Poliambulatorio Lametino undertakes to give immediate feedback on the reports and proposals formulated.

WHO WE ARE

The Poliambulatorio Lametino is a private healthcare facility that offers, under accreditation, the following services:

- **GENERAL ANALYSIS LABORATORY WITH SECTORS SPECIALISED IN:**
  - **CLINICAL CHEMISTRY AND**
  - **TOXICOLOGYMICROBIOLOGY AND SEROIMMUNOLOGY**

HOW TO REACH US



BY BUS
Terminal Colombo via C. Colombo in Lamezia Terme Nicastro: 5 minutes away



BY TRAIN
Lamezia Terme Railway Station Nicastro: 100 metres away



BY CAR
Via XX Settembre is the main communication main street.
Free and secure parking for Clients of Poliambulatorio Lametino in a private garage with entrance at no. 86 of the same street

HOW TO CONTACT US



PHONE
+39 0968 27565 / 28412 / 27070



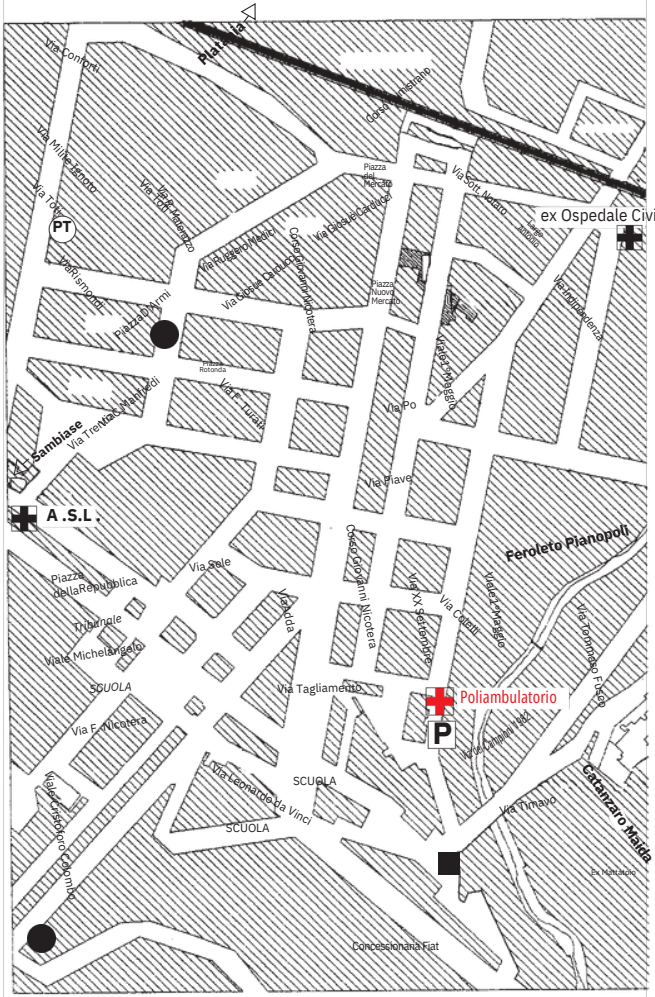
FAX
+39 0968.201668



E-MAIL
*i*nfo@poliambulatoriolametino.it
PEC
amministrazione.poliambulatoriolametino@pec.it

POLIAMBULATORIO LAMETINO:

Location:XXSettembre,91street - LameziaTerme



QUALITY CERTIFICATION

Poliambulatorio Lametino complies the requirements of the Standard for QUALITY MANAGEMENT SYSTEM QUALITY MANAGEMENT SYSTEM ISO 9001:2015 valid for the application fi eld: “PROVISION OF CLINICAL ANALYSIS SERVICES IN THE FIELDS OF CLINICAL CHEMISTRY, TOXICOLOGY HAEMATOLOGY, SEROIMMUNOLOGY AND MICROBIOLOGY”.

Valid certificate: CERT-14078-2004-AQ-BRI-SINCERT validity 11.08.2024-10.08.2027

QUALITY POLICY

The quality policy objectives, in accordance with ISO 9001:2015, are based on the maximum satisfaction of requirements.
The continuous improvement of the Quality Management System Quality Management System is framed in a perspective of ever greater attention to the customer to achieve the same.

STAFF

The staff of Polimabulatorio Lametino consists of:

- Physicians
- Biologists
- Laboratory Technicians
- Professional Nurses
- Administrative staff
- Auxiliaries
- Biologist specialising in microbiology and seroimmunology



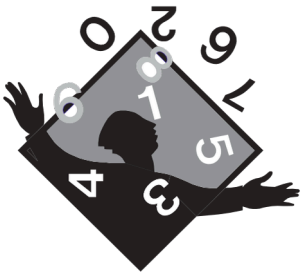
WORKING HOURS

Monday to Saturday

Morning: 7 a.m. - 12.30 p.m.

Afternoons: BY APPOINTMENT

* *In August Polimabulatorio Lametino is closed on Saturdays*



INFORMATION

Services paid by the National Health Service:

According to the regulations in force, to carry out analyses under accredited with the National Health Service the patient must present the appropriate prescription containing:

- Name, surname, age of the patient
- Number of exemptions from payment of services
- Type of services requested
- Diagnostic question
- Date, stamp and signature of the prescribing doctor

Services in private practice:

The rates are available to the public at the reception desk.

The patient must be in possession of

- Valid identifi cation document
- Health card



RESERVATION

Reservation is compulsory

It is possible to book
- Directly at the secretariat of Poliambulatorio Lametino
- By phone +39 0968/27565 +39 0968/27070 +39 0968/28412

As an Accredited Laboratory, Poliambulatorio Lametino has an obligation to schedule the acceptance of requests from the Regional Health Service, to ensure availability throughout the whole year and in compliance with the maximum limit of expenditure assigned with the annual budget.

Urgent (U) bookings are executed within a maximum time of 72 hours.
Reservations for services requiring a stay in the facility's premises, are limited to two per day.

Users who cannot arrive on the day scheduled for the service for the service is requested to communicate this in good time.

In the same way, Poliambulatorio Lametino will communicate in good time of any inability to provide the services, and will services, and will arrange a new appointment.



CHECK-IN

When checking in, the user will be given a receipt certifying successful registration and the same will be the
offi cial document for collecting the report.

The receipt of the report pick-up certifi es the correspondence with the request.

The fee due must be paid upon of acceptance.

According to the provisions of Legislative Decree No 196 of 30.06.2003 “Code for the protection of personal data”, consent is required for the performance of the service the consent consent given is also valid later, when other acceptances.

For examinations with special procedures, dynamic curves or with load, consent must be given by completing a special form.

The user will be informed if the requested examination will be performed with the ‘service’ procedure.



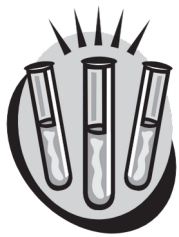
BLOOD WITHDRAWALS

The blood sample is taken after acceptance in the appropriate rooms.

Microbiological sampling for requests of relevance to obstetrics and gynecology is carried out by graduates.

The Citizen - User is invited to stay in the premises of the Laboratory for at least 10 minutes after taking the blood sample.

For blood samples with special procedures, it is mandatory to remain on the Laboratory premises for as long as necessary.



DOMICILIARY WITHDRAWALS

Samples may be accepted from outside the Laboratory.

It is necessary that the sampler is informed about the correct methods of blood sampling.

Test tubes with blood and containers with materials to be examined must reach the Laboratory in a short time after collection.

Caution is required when transporting blood samples microbiological samples: information must be obtained in advance.

Cautions are due for the transport of seminal fl uid seminal fl uid: it is necessary to take the 'instructions for sample collection" when booking or by consulting the website



QUALITY CONTROL

"Quality control consists of a series of procedures which make it possible to verify the quality of a product and that of the results obtained. It is the continuous evaluation of the status of procedures, analysis methods and data produced by the laboratory with the aim of minimising all circumstances that could lead to non-conformities with the results to be achieved.
The implementation of quality control programmes, which involves a large workload, is nevertheless necessary when considering the effects on the results.
The application of control procedures, which include continuous monitoring of all laboratory activities and and the materials used, is indispensable for the reproducibil- ity, precision and accuracy of the data produced in that
it leads to the identifi cation, reduction or elimination of random, systematic or gross errors".

Poliambulatorio Lametino adopts an extensive programme of Continuous Quality Control using material
supplied and certifi ed by world-leading companies, and, to assess its own effi ciency, also adopts an external an External Quality Control programme for the processing sectors (VEQ).

Analyses are carried out in a fully computerized with a global management procedure on the client-server model, organised in autonomous and connected stations, acceptance and processing with barcode system, input of the results with continuous connection to the analytical instruments. The analytical system of computerized total, barcode, and two-way continuous connection to acquire the requests and give the results, guarantees maximum reliability in data management and control.

COMPUTER SYSTEM

Analyses are performed in full computerization with a global management procedure on the client-server model, organised in autonomous and linked stations, acceptance and processing with barcode system, input of results with continuous connection to the instrumentation analytical instruments.

The analytical system of computerized total, barcode and two-way continuous connection to acquire the requests and give the results, guarantees maximum reliability in data management and control.

PAYMENT OF THE TICKET

Payment of the ticket is made at the Laboratory when checking in.

Exemptions from co-payment does not differ with other public or private laboratories that apply the regional fee scale, as provided for by the provisions in force.

WAITING TIMES

Waiting times between check-in and blood withdrawal: 10 to 15 minutes

Waiting time between collection and delivery of the report
For examinations of clinical signifi cance (Beta-HCG) or individual examinations (urine, blood count, fertility hormones, coagulation checks, etc.):

within 3 hours

For clinical chemistry examinations:

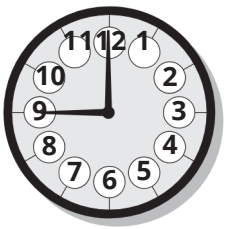
within 24 hours

For bacteriological examinations

after 24 hours for "negativity
after 48 hours for "positivity

Forhormonal examinations:

2 to 4 days



FIRST-LEVEL TESTS*

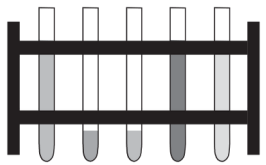
- Routine blood parameters
- Hematological and coagulation parameters •

Urine parameters

- Dynamic oral load tests
- Seminal fl uid examinations
- Drug dosage examinations
- Examinations for absence or intake of drugs •

Veterinary examinations

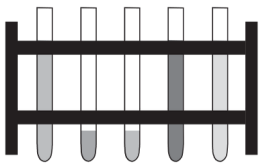
* *for further information on available examinations contact Poliambulatorio Lametino*



SECOND-LEVEL TESTS

- General endocrinology examinations
- Sexual endocrinology examinations
- Gynaecological endocrinology examinations
- Fertility investigations
- Medical genetics investigations
- Cystic fi brosis
- Thalassaemia Beta
- Thrombophilia
- Chromosomal map
- Molecular infectiology
- Paternity investigations
- Haemochromatosis

for further information on available examinations contact Poliambulatorio Lametino



MICROBIOLOGY AND SEROIMMUNOLOGY

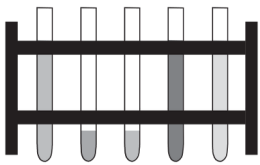
They are performed *:

- Bacteriological and cultural examinations
- Virological tests for hepatitis HAV, HBV, HCV
- HIV test
- Examinations for Rubella, Toxoplasma, Herpes, Cytomegalovirus Parotitis, Varicella, Pertussis, Measles
- Tumour marker tests
- Parasitology examinations
- Autoimmunity examinations
- Molecular biology examinations

SARS COV-2 diagnostics

- Molecular test on nasopharyngeal swab
- Rapid test on nasopharyngeal swab with fl uorescence immunoassay method and reading in microfl uidics

* for further information on available examinations contact Poliambulatorio Lametino



PARTNER SYNLAB

From 2019

Poliambulatorio Lametino has partnered with Synlab, a leader in Italy and Europe in offering diagnostic laboratory services.

The contractual relationship with Synlab is aimed at ensuring in our premises the availability of services laboratory diagnostics services that can be performed at all Synlab analysis laboratory sites, with the same quality and in the same timeframe.

The organisation provides for the sharing of equipment and quality controls, and the performance of most diagnostic examinations and the daily dispatch of specialised or low-frequency examinations to the central Synlab laboratory.

The aim is to offer our users an increasingly more complete, with even greater effi ciency and effi ciency through a new 'integrated' approach aligned with the highest European quality standards.

SYNLAB

COLLECTION AND ACCESSIBILITY OF RESULTS

*Results can be collected *:*

Monday to Saturday:

from 07.30 a.m. to 12.30 p.m.

with access from Via XX Settembre n. 83

The results can be collected

- at the Poliambulatorio Lametino from the date and time indicated on the form left in the reception desk
- downloaded from home in computerized mode (on-line report) upon request at the reception desk of the credentials (access password)
- by mail

The User who authorizes home delivery and/or at his/her Attending Physician assures the Laboratory to have taken all the necessary precautions to keep confi dential the reported response.

After 60 days, failure to collect the report authorizes Poliamabulatorio Lametino to send the User written notice to collect the report and for payment of the fee, in accordance with the provisions in force.

* *If a person other than the applicant appears to collect, it is necessary to be provided with a proxy*

USER'S RIGHTS AND DUTIES

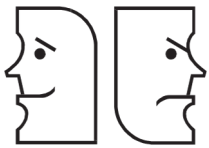
The User has the right...

- ...to the presence, within the Poliambulatorio Lametino, of a specialised health professional who is available to obtain the most appropriate indications for his/her needs and concrete help in interpreting the results of the analyses

- ...to obtain any information on the services performed
- ...to be able to identify personnel, who must therefore be with a name tag with name and qualifi cation
- ...respect for privacy
- ...to receive all the information that enables them to express consent when this is required
- ...to obtain the provision of the service according to the contractual specifi cations: if this is not the case, he/she may lodge a complaint, in accordance with the established procedures
- ...to know that the service requested will be provided according to the "Service" modalities, i.e. in another Workshop

The User has the duty...

- ...to respect the times established for taking samples and for collecting and to collect the results
- ...to maintain respect for the environment, equipment and furnishings



FEEDBACKS

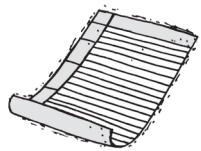
Users are invited to express anonymously their opinion on the service offered, by fi lling in a special questionnaire available

- on the premisesof the PoliambulatorioLametino,

  on request, during throughout the year

- on the form available on the website

This information will be stored and processed periodically: each user's answers will be taken into account to continuously improve the quality of the service offered.



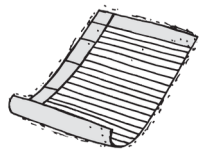
COMPLAINTS

The User has the right to lodge a complaint in the manner provided.

The User may inquire at the Poliambulatorio Lametino management about the planned procedure (also by telephone: in which case the user is required to leave his telephone number and will be called back).

The User is entitled to a justifi able answer to the complaint in the time and in the manner provided for.

Whatever the method of complaint, the justifi able response shall be in writing.



SUMMARY

Mission 3
Fundamental principles 4
Who we are 5
How to reach us 6
How to contact us 6
Map 7
Quality certifi cation 8
Quality policy 8
Staff 9
Working hours 10
Information 11
Reservation 12
Check-in 13
Blood withdrawals 14
Domiciliary withdrawals 15
Quality control 16
Computer system 17
Payment of the ticket 17
Waiting times 18
First-level tests 19
Second-level tests 20
Microbiology and Seroimmunology 21
Partner Synlab 22
Collection and accessibility of results 23
User's rights and duties 24
Feedbacks 25
Complaints 26

POLIAMBULATORIO LAMETINO

Working hours: 7 am – 12.30 am

- **Clinical analyses:**
  - Chemistry and Toxicology
  - Haematology
  - Parasitology
  - Microbiology
  - Seroimmunology
  - Seminal fluid examination
  - Autoimmunity
  - Veterinary medicine

- **Hormonal examinations:**
  - Thyroid
  - Fertility
  - Pregnancy
  - Menopause
  - Tumour markers

- **Allergy tests**
- Total IgE
- Specific IgE
- Inhalants
  - Foodstuffs
- Grasses
  - Herbs
  - Trees

- Check-up
- Premarital check-up
- Medical genetics
- Couple infertility investigation