



CENTRO DIAGNOSTICO “Città di Matelica”

della dott.ssa Giaccaglia Giuliana & C. S.n.c.

**LABORATORIO PRIVATO
ANALISI CLINICHE
ACCREDITATO AL SSN**

C.F. - P.I. 00367170438

REV 02 DEL 26/06/2024



Viale Martiri della Libertà, 4 A/B
62024 MATELICA (MC)

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FUNDAMENTAL PRINCIPLES

EQUALITY

The services provided are the same for all citizens, without distinction of sex, race, language, religion, nationality, political opinions, physical, mental and social conditions.

IMPARTIALITY'

All citizens are guaranteed fair and objective behavior by the staff working in the Facility

CONTINUITY'

Citizens are assured quantitative and qualitative continuity, as well as the regularity of services.

RIGHT TO CHOICE

Every citizen, provided with the doctor's request in the national prescription book, can exercise the right of free choice by contacting the chosen accredited structure directly.

PARTICIPATION

The citizen's right to collaborate, with observations and suggestions, in order to improve the quality of the service provided is guaranteed.

RIGHTS AND DUTIES OF THE USER

RIGHTS

- Personal dignity is always respected and relationships with users are based on respect for the person.
- Access to health services is guaranteed to citizens in a fair and impartial manner.
- Confidentiality of information concerning the user is guaranteed . All data is processed in compliance with GDPR 679-2016 on privacy and consent to the processing of sensitive personal data is acquired by each user at the time of acceptance.

- The Structure's operators are easily identifiable: the user must be made aware of the names of those responsible for the services performed.
- Users collaborate in the organization of the Structure through suggestions and/or by completing a questionnaire made available to them.
- The user has the right to correct information both on the organization of the Structure and on the methods of preparation for sampling and collection of the samples to be examined.

DUTIES

- The user is required, for hygienic-sanitary reasons, to provide complete and precise information regarding his/her state of health (current infectious diseases...), in order to avoid any risk for operators and other users.
- It is the user's responsibility to comply with the prescriptions recommended by the treating doctor.
- The user has the duty to inform himself about the times and methods of the requested services.
- The organization and times foreseen in the Structure must be respected: services requested in inappropriate times and ways cause a disservice for all users.
- The user must behave respectfully of the needs of other users and the staff on duty, avoiding any behavior that could create situations of discomfort or disturbance (use of mobile phones...)
- The smoking ban must be observed in every room of the Facility.

Our organization has been operating in the area for years and is sensitive to the needs of citizens and associations, with whom it has always shown willingness to collaborate .

The Service Charter is shared with stakeholders and is published on the site for any contributions

WAITING LISTS

Patient access to the facility is free, it can also be by reservation in order to further reduce waiting times, which in any case are never more than 5 - 10 minutes.

Home collections are carried out by appointment.

ACCEPTANCE

At the time of acceptance, users are identified with name, surname, date of birth, address, tax code and identity document ; simultaneously they are recorded in the computer system. All data is processed in accordance with current privacy regulations. To take advantage of the exemptions provided by the National Health Service, medical prescriptions must be filled in on the appropriate forms in the national prescription book which contain the following information:

1. Name, surname and date of birth of the patient ;
2. Tax ID code;
3. Specification of any rights of exemption from payment of the service; 4. Type of service requested;
5. Diagnostic question and/or diagnosis;
6. Date, stamp and doctor's signature;

PAYMENT OF BENEFITS

Non-exempt citizens, with medical prescriptions filled out on the forms provided by the NHS, are required to pay for healthcare services according to the current tariffs, up to the amount established by the legislation in force. For services requested on a personal prescription or directly by the patient, the Laboratory, at its discretion, applies the same rates.

The payment of the ticket is made upon collection of the report or upon acceptance. The administrative staff is available for information regarding the costs of the services and for any clarification required. Payment can be made in cash, by debit or credit card, or by bank transfer

LABORATORY HOURS:

8.00 -13.00 (Tuesday to Saturday)

5.30pm -6.30pm (Wednesday and Friday)

CLOSED ON MONDAY

WITHDRAWAL TIMES:

8.00 - 9.30

Home collections are carried out by appointment.

REPORT COLLECTION TIME:

from 11.30 to 13.00 and during afternoon openings.

- The reports can be collected on the day indicated by the secretariat at the time of acceptance: the patient receives a coupon on which the collection date is indicated and without which only the user who has used the service can collect the report. It is possible to consult the report online on the laboratory website.
- It is possible to send the reports to your home if the user requests it at the time of acceptance and upon payment of postage costs.
- Telephone responses will be given to the attending physician and will be limited to particularly urgent cases. The oral transmission of the results to patients, family members and the attending physician is limited to cases with particular urgency characteristics.
- The staff is available for any clarification.

PREPARATION FOR COLLECTION

- DIET: in the days preceding the blood sample, you must maintain your usual diet, avoiding sudden changes in calorie intake, whether excess or deficiency.

- **FASTING:** the patient should be fasting for at least 8-10 hours; You can drink water in small quantities, but you must exclude sugary drinks, alcohol, coffee and smoking.
- **MEDICATIONS:** the patient must inform the healthcare personnel about any medications taken in the hours and days before the blood sample, since medications can give rise to both direct and indirect interference.
- **REST:** it is advisable for the patient to rest in the period before the blood sample.

AFTER THE COLLECTION

- Packaging of the wound produced by the needle must be immediate and prolonged for at least 3-5 minutes
- In the hours immediately following the collection, do not use your arm to carry out heavy work. Method for collecting biological samples

COLLECTION METHODS BIOLOGICAL SAMPLES

URINE

SPONTANEOUS (urine test, urine culture, pregnancy test) collect the first urine of the morning after external personal hygiene in the appropriate sterile container, discarding the first stream of urine. Close tightly, being careful not to touch the inside of the jar. Store in the refrigerator while awaiting delivery to the laboratory.

OF THE 24 HOURS

(Clearance, urinary electrolytes, microalbuminuria). Collect the 24-hour urine in the appropriate container (available in the pharmacy): discard the first morning urine of the first day, then collect all the urine until the early hours of the following morning. Store in the refrigerator while awaiting delivery to the laboratory.

FECES

(Cover culture, chemical-physical examination, occult blood search, parasite search...)

Collect a small amount of feces in the appropriate container (available in pharmacies) and close carefully. Store in the refrigerator while awaiting delivery to the laboratory.

TAMPONS

(Pharyngeal, skin, urethral, ocular, vaginal...) Store in the refrigerator while awaiting delivery to the laboratory.

SEMINAL FLUID

Culture Test - After careful personal hygiene, collect the sperm in a sterile container, close immediately and deliver to the laboratory as quickly as possible. **Fertility Index** Before the scheduled date of the exam, observe 3 days of abstinence. Collect the sperm in a sterile container, after careful personal hygiene, close the container and deliver the sample as quickly as possible (max 30 minutes) to the laboratory. The Laboratory reserves the right not to accept samples deemed unsuitable.

HOME SERVICES

At the request of the patient or doctor, home samples are taken.

The laboratory is contacted and establishes the time and date of the collection after requesting the patient's contact information and address.

QUALITY STANDARDS

This Structure is constantly committed to maintaining and improving the level of quality of the services provided.

To guarantee the quality of the analytical data, internal quality controls (QCI) and periodically external quality controls (VEQ) are systematically carried out.

The satisfaction questionnaire is available in paper format at our facility and online on our website; tool

for the continuous improvement of the service offered.

DIAGNOSTIC INVESTIGATIONS

- Hematological and coagulation investigations
- Chemical-clinical investigations
- Immunological investigations
- Endocrinological and hormonal investigations
- Tumor markers
- Hepatitis markers
- Pregnancy monitoring
- Dosage of drugs
- Microbiological tests
- Allergy tests
- Food intolerance
- Occupational health exams
- Tests for sport medicine

Reporting times are 48 hours for the areas of

hematology, clinical chemistry and immunology.

Microbiological investigations are reported within

48/72 hours.

Emergencies are handled on the same day.

PROTECTION AND VERIFICATION

The Medical Director of the Facility is the contact person for any reports or complaints.

Tests not carried out on site are carried out within the " Unilab Marche Sud" network at the Biomedica srl laboratory based in Monteprandone (AP) in Via De Gasperi, 59.

RESPONSIBLE DIRECTOR Dr.
Giuliana Giaccaglia

DOCTOR RESPONSIBLE FOR SAMPLES
Dr. Elisabetta Cucculelli

SPECIALIZED BIOLOGIST Dr.
Michela Quagliotti

HEMATOLOGY - IMMUNOLOGY
CLINICAL CHEMISTRY

BIOLOGISTS
Dr. Giuliana Giaccaglia
Dr. Alessia Pomanti

HEMATOLOGY - IMMUNOLOGY MICROBIOLOGY

LABORATORY TECHNICIAN
Angelo Zamparini

CLINICAL CHEMISTRY
COAGULATION

ADMINISTRATIVE STAFF Viviana
Cappelletti

QUALITY MANAGER Dr.
Michela Quagliotti

TRAINING MANAGER Dr. Alessia
Pomanti

CLINICAL RISK MANAGER E
ANTI-CORRUPTION
Dr. Giuliana Giaccaglia

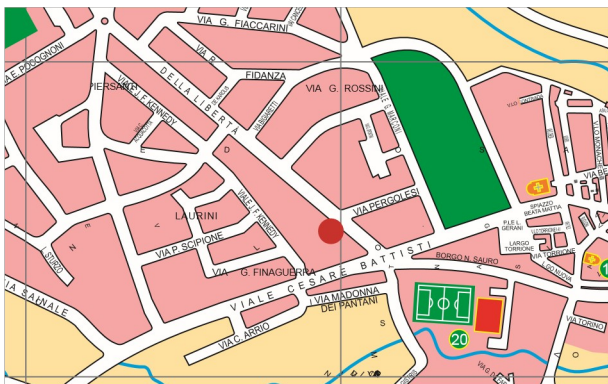
AGREEMENTS IN EXISTENCE

- - **CRI MATELICA COMMITTEE OdV**
(Stipulated on 06/19/2024 valid for one year) for
volunteers identified by a CRI membership
card/ licence



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