



SERVICE CHARTER

Rev 02 del 01/10/2024

CROCE AZZURRA S.r.l.
Viale della Vittoria n° 56/E – Jesi (AN)



HISTORY OF THE STRUCTURE

The Croce Azzurra s.r.l. analysis laboratory is a structure affiliated with the National Health System, with authorization dated 12/22/1976 from the Marche Region as a laboratory specialized in clinical chemistry, hematology, microbiology and blood-chemical and toxicological analyzes for occupational medicine.

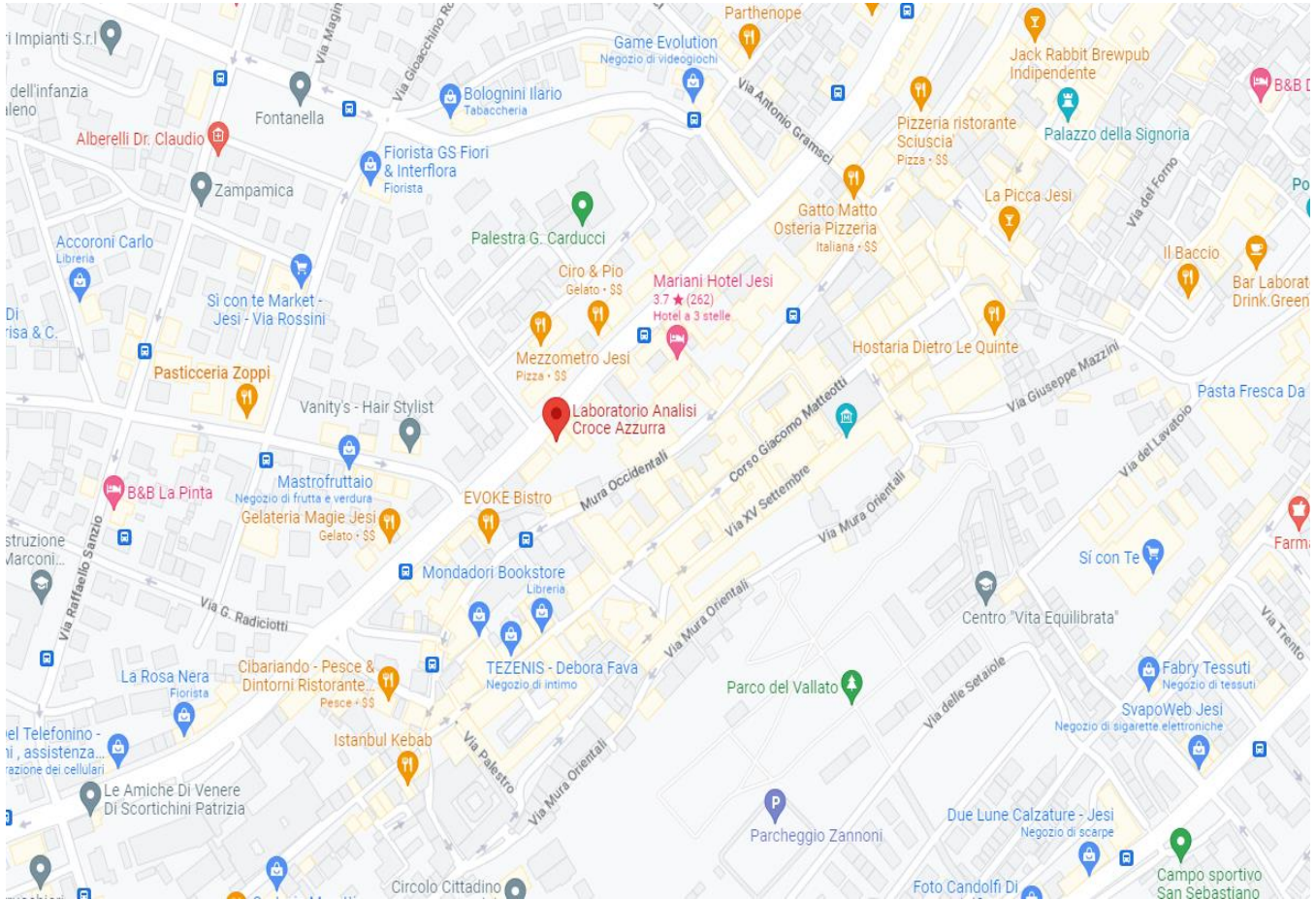
The laboratory is accredited for the provision of laboratory diagnostic services on an outpatient basis in class 5 (excellence), as per the decree of the director of the P.F. "Accreditations, investments, inspection activities and research" nr. 176/AIR_04 of 06/17/2010 Marche region.

It carries out its activity both under an agreement with the National Health System and privately with citizens, nursing homes and companies.

The head of the laboratory is Dr. Stefania Linardelli.

The laboratory has always had, as its main objective, the complete satisfaction of its customers.

LOCATION



The headquarters of the Croce Azzurra Analysis laboratory is in Jesi

Viale della Vittoria n° 56/E

Tel – Fax 0731/59780

e-mail info@laboratorioanalisiCroceazzurra.it

www.laboratorioanalisiCroceazzurra.it

SERVICES

All rooms are equipped with air conditioning for optimal performance of the instrumentation and greater comfort for operators and patients.

The structure is free of architectural barriers.

Adequate signage has been installed indicating the exact location of the services.

COMPUTER SYSTEM

The Croce Azzurra laboratory operates with the Alchymia management system in a Linux environment with a Unix operating system.

This system:

- Allows computerized management of the patient data archive;
- Keeps exams online for 10 years;
- Allows invoicing and ticket calculation;
- Provides statistics relating to the tests carried out in relation to their origin, type and costs.

Each sector of the laboratory is connected through a sophisticated internal computer network system, which allows each sample analysis step to be monitored in real time.

The data processed by each sector is accessible 24 hours a day at all stages of their processing. This IT structure provides the guarantee of synergistic operation between all Laboratory staff.

WITHDRAWALS AND SERVICES

SECRETARIAT AND ACCEPTANCE

The secretarial staff is available for information regarding the methods of access to the facility, the analyzes that are carried out, the overall cost of the tests, the sampling times, the times and methods of collecting the reports at the following times:

- LABORATORY HOURS: from 7.30 am to 1.00 pm from Monday to Saturday - from 4.00 pm to 6.30 pm from Tuesday to Friday.
- WITHDRAWAL TIMES: Monday to Saturday from 7.30 to 10.00
- DELIVERY TIMES FOR BIOLOGICAL LIQUID SAMPLES: Monday to Saturday from 7.30 to 10.00
- ANALYSIS REPORT DELIVERY TIME: from 11.30 to 13.00 from Monday to Saturday and from 16.00 to 18.30 from Tuesday to Friday

To carry out the analysis under the agreement with the NHS, the patient must present the request containing: name, surname, tax code, any specification of the right to exemption from payment of the service, specification of the services requested according to the limit for request (currently n °8 tests per referral), doctor's stamp and signature and date of prescription.

There must be no corrections and/or deletions on the referral unless countersigned by the doctor.

The rates are those reported in the current regional price list.

The secretariat enters the data necessary for secure identification of the user into the computer.

At the time of acceptance, the patient is informed, pursuant to Law 675/96, about the processing of his sensitive data and is asked to sign the necessary authorizations.

In any case, maximum care is ensured by the Laboratory to ensure that the patient's anonymity is safeguarded: at the time of venous sampling, the patient will be called with the acceptance number.

TERMS OF PAYMENT

The fee for the services is collected upon acceptance by cash, credit card or debit card with simultaneous release of the invoice.

For the payment of services added after acceptance, the same will be made upon collection of the report with the issuing of an additional invoice.

In the case of culture tests that have given a positive result, upon collection of the report, any additional invoice will be issued to pay for the culture identification and antibiogram.

WITHDRAWALS

Withdrawals are carried out from Monday to Saturday from 7.30 to 10.00 without reservation.

The delivery of biological liquids (urine, feces, seminal fluid, sputum) takes place from Monday to Saturday from 7.30 to 10.00 without reservation.

Vaginal swabs, pap tests, HPV tests, stimulus curves (glucose and insulin) must be booked.

REPORTS

Reports can be collected from 11.30 am to 1.00 pm from Monday to Saturday and from 4.00 pm to 6.30 pm from Tuesday to Friday.

The reports can be collected exclusively by the person who carried out the service or by a person with a signed authorization on the slip issued at the time of acceptance.

The results of diagnostic tests can usually be collected within 24 hours of collection, different times are communicated to the user at the time of collection, in any case the date on which the report is available is indicated on the slip issued for collection of the report for collection.

ACCESSORY SERVICES

The laboratory is equipped with a data processing center that allows the reports of all tests performed at the facility to be stored.

At the first acceptance and upon request at subsequent ones, the patient is given a password to access his/her reports via web and view all the reports relating to the patient.

Treating doctors can access their patients' reports via a dedicated password.

This allows an immediate view of the clinical progress for constant health control over time.

Graduated staff are always available during opening hours to provide patients with clarifications and information on diagnostic results.

Upon request, upon acceptance, it is possible to receive the results of the home analyzes by post.

For reasons of declared necessity, the laboratory is able to activate emergency procedures and therefore these tests can be delivered to the patient the same day, except for those that require longer technical times.

A questionnaire is available in the waiting room through which patients can anonymously express their impressions of the service provided. They can report problems and useful suggestions for the continuous improvement of our work and our services.

QUALITY POLICY

The accuracy and precision of the tests is checked daily with internal plasma pools and with control sera and blood supplied by specialized companies.

All healthcare personnel participate in refresher courses valid for the purposes of Continuing Medical Education (ECM) as required by the Ministry of Health.

The laboratory participates in the following external quality assessment (VEQ) programs:

QUALITY SYSTEM BIOGRUOP MEDICAL SYSTEM

- HEMATOLOGY
- CLINICAL CHEMISTRY
- IMMUNOLOGY
- BACTERIOLOGY
- COAGULATION

FUNDAMENTAL PRINCIPLES OF HEALTH CARE

EQUALITY

All citizens are provided with equal services, regardless of age, ethnicity, language, religion, political opinions, customs or physical, mental or economic conditions.

IMPARTIALITY'

All citizens are guaranteed objective and fair behaviour, both on the part of the services and on the part of the staff working in the laboratory, with the utmost mutual respect and kindness towards all people.

RIGHT OF FREE CHOICE

Every citizen, provided with the request from the health service doctor on the national prescription book, can exercise the right of free choice established by law and contact the clinical analysis laboratories which have an agreement with the Asur directly.

PARTICIPATION

All citizens who wish to collaborate with observations and suggestions to participate in the improvement of the services provided by the laboratory or its staff can use the forms available at the reception.

EFFECTIVENESS AND EFFICIENCY

The laboratory staff is committed to ensuring that an efficient and effective service is provided in all operational phases, both healthcare and administrative.

RIGHTS AND DUTIES OF USERS

Users have the right to:

- To be welcomed and treated respectfully and kindly, with competence and attention, respecting human dignity.
- Be protected in your privacy.
- Propose reports and/or complaints.
- Obtain information from the Laboratory relating to the services provided, the access method and the competence of the staff.
- Be able to immediately identify your interlocutors who must therefore wear an identification card.
- Obtain correct information on the organization of the healthcare facility.

Users have the duty to:

- Maintain responsible behavior.
- Collaborate with the medical, nursing and administrative staff with whom they come into contact.
- Respect the environments, equipment and furnishings as common heritage.
- Report the dysfunctions of which you become aware and encourage the interventions implemented to remedy them.
- Respect healthcare personnel and avoid requesting services that are not due and also requesting services that are due in the wrong time and manner as they cause poor services for all users.
- Respect other users.
- Do not smoke and turn off mobile phones inside the structure.
- Respect the opening hours and provision of the facility's services.
- Check the receipt to verify the correctness of the personal data.

CONVENTIONS

The Croce Azzurra analysis laboratory collaborates with the main private insurance companies including:

- UNISALUTE
- PREVIMEDICAL
- CA.DI.PROF

DIAGNOSTIC INVESTIGATIONS CARRIED OUT

A full range of laboratory tests in the following branches are performed in this facility:

- HEMATOLOGY
- COAGULATION
- CLINICAL CHEMISTRY
- MOLECULAR BIOLOGY
- IMMUNOMETRY
- SEROIMMUNOLOGY
- FOOD INTOLERANCE
- BACTERIOLOGY
- FERTILITY
- PAP TEST
- WORKPLACE MEDICINE
- TOXICOLOGY (ALCOHOL AND DRUGS)

QUALITY INDICATORS AND STANDARDS

The CROCE AZZURRA Laboratory is oriented towards the constant improvement of the services and performances provided to better meet the needs of users. In this perspective, it has developed quality standards that allow the services and performances provided to be continuously monitored. To this end, "Quality Indicators" have been identified, collected by macro-areas. For each indicator, standards have been identified that the CROCE AZZURRA Laboratory undertakes to respect; any deviation from these standards is subjected to constant monitoring with the aid of IT means, with a view to continuous improvement of the services offered. Below is a representation of some indicators:

PROCESS / REFERENCE AREA	INDICATOR DESCRIPTION	U. M.	VALUE DETECTED 2023
Accessibility and Hospitality	<p>Opening Hours</p> <p>Collections and biological fluids: from Monday to Saturday from 7.30 to 10.00.</p> <p>Reports: Monday to Saturday from 11.30 to 13.00 and from Tuesday to Friday from 16.00 to 18.30.</p>		100%
Accessibility and Hospitality	<p>Accessibility</p> <p>Accessibility for people with disabilities, availability of parking and public</p>	%	100%

PROCESS / REFERENCE AREA	INDICATOR DESCRIPTION	U. M.	VALUE DETECTED 2023
	transport nearby		
Accessibility and Hospitality	Hospitality Availability of an information point	%	100%
Accessibility and Hospitality	Hospitality Average waiting times to book the service	min	0 Non è richiesta prenotazione
Service provision	Quality of Service - Waiting Times Maximum waiting time for acceptance	min	20 minuti
Service provision	Quality of Service - Waiting Times Maximum waiting time for withdrawal	min	5 minuti
Service provision	Quality of Service - Waiting Times Standard results delivery times	gg	2 gg per analisi di routine
Service provision	Quality of Service - Professionalism of Staff Percentage of staff with annual	%	100%

PROCESS / REFERENCE AREA	INDICATOR DESCRIPTION	U. M.	VALUE DETECTED 2023
	continuous training		
Service provision	Quality of Service - Emergency Procedures Percentage of staff trained in emergencies	%	100%
Service provision	Quality of Service – Comfort of waiting Comfort of waiting in terms of seating	n	16
Service provision	Quality of Service - Comfort of waiting Comfort of waiting in terms of the presence of toilets	n	2
Service provision	Quality of Service – Security of patient identification Security in terms of: permanent electronic archiving, presence of historical archive of the tests performed, use of adhesive labels with barcode on the samples to be processed, respect for privacy	%	100%

PROCESS / REFERENCE AREA	INDICATOR DESCRIPTION	U. M.	VALUE DETECTED 2023
Service provision	<p>Quality of Service – Global quality</p> <p>Analytical quality in terms of: patient identification using adhesive labels with barcode, data transcription through instrument-client interface plus server with visual validation of results, data storage on server and automatic daily backup</p>	%	100%
Service provision	<p>Quality of Service – Analytical quality</p> <p>Analytical quality in terms of internal quality control and external quality control V.E.Q</p>	%	100% in base ai requisiti normativi
Service provision	<p>Correct and timely information of critical values</p> <p>(timely communication to the user / general practitioner regarding the detection of critical parameters out of range)</p>	%	100%
Service provision	Clinical risk management	n	0

PROCESS / REFERENCE AREA	INDICATOR DESCRIPTION	U. M.	VALUE DETECTED 2023
	(number of Near miss events)		
Service provision	Clinical risk management (no. of adverse events)	n	0
Service provision	Clinical risk management (no. of sentinel events)	n	0
Transparency and Information	Information about the Services Percentage of users informed about the services offered	%	100%
Transparency and Information	Costs and Rates Availability of rates online and on site	%	100%
Transparency and Information	Information on Reports Percentage of reports explained in detail upon request	%	100%
Security and Confidentiality	Data Security Data breach incidents	n	0

PROCESS / REFERENCE AREA	INDICATOR DESCRIPTION	U. M.	VALUE DETECTED 2023
Security and Confidentiality	Hygiene and Safety Satisfied hygiene inspections	%	100%
Customer Care and Customer Satisfaction	Complaints Management No. of complaints received by the laboratory	n	0
Customer Care and Customer Satisfaction	Complaints Management Response time to complaints	gg	< 7 gg
Customer Care and Customer Satisfaction	User satisfaction Percentage of satisfied users regarding the reception and availability of the nursing staff (summation of excellent and good opinions)	%	91%
Customer Care and Customer Satisfaction	User satisfaction Percentage of satisfied users regarding the reception and availability of the reception staff (summation of excellent and good opinions)	%	91%

PROCESS / REFERENCE AREA	INDICATOR DESCRIPTION	U. M.	VALUE DETECTED 2023
Customer Care and Customer Satisfaction	User satisfaction Percentage of users satisfied with the clarity of the report (sum of excellent and good ratings)	%	100%
Customer Care and Customer Satisfaction	User satisfaction Percentage of users satisfied with information on test preparation (sum of excellent and good ratings)	%	100%
Customer Care and Customer Satisfaction	User satisfaction Percentage of satisfied users regarding the waiting time for acceptance (sum of excellent and good ratings)	%	91%
Customer Care and Customer Satisfaction	User satisfaction Percentage of satisfied users regarding the waiting time for withdrawal (sum of excellent and good ratings)	%	91%
Customer Care and Customer Satisfaction	User satisfaction Percentage of users satisfied with the waiting time for delivery of reports (summation of excellent and good	%	100%

PROCESS / REFERENCE AREA	INDICATOR DESCRIPTION	U. M.	VALUE DETECTED 2023
	ratings)		
Technology and Innovation	Updating of Technologies Equipment update frequency (at least every 5 years).	%	100%
Technology and Innovation	Online Services Percentage of reports available online	%	100%
Compliance with the Regulations	Regulatory Compliance Percentage of inspections passed positively	%	100%
Compliance with the Regulations	Quality Certifications Number of quality certifications held	-	UNI EN ISO 9001:2015 certified laboratory
Sustainability	Environmental Policies Percentage of special waste disposed of correctly	%	100%



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