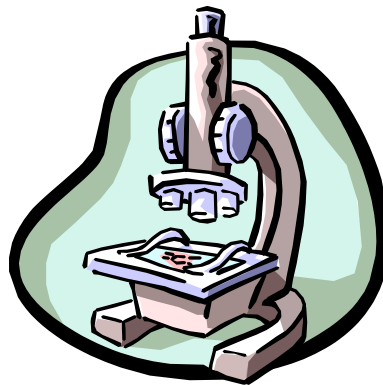


SERVICE GUIDE

EXTERNAL SAMPLING POINT LABORATORIO ANALISI BIOS s.r.l. ANCONA - Piazza Salvo D'Acquisto n. 36

The Service Guide serves as the tool for communication and interaction with its clients (patients, family members, referring physicians...) and represents the specific commitment to increasingly efficient, attentive, and sensitive management towards its guests.



Document revision status		
Rev.	Date	Motivation
00		Document issuance
01	13/10/22	Update to the new authorization manual
02	31/10/23	Exam list update

APPROVAL

ORGANIZATION CHART

Medical Director (Laboratory Manager)

Dr.ssa Agostinelli Arianna

Blood sampling

Bellisario Andrea - Surico Gabriele

Administrative manager

Sig.ra Alessandrini Francesca

RECEPTION

Sig.ra Carbonari Asya

1. USER RIGHTS AND RESPONSABILITY

User rights

- The customer has the right to be assisted with care and attention, respecting human dignity.
- The customer has the right to always be identified by their first and last name. They also have the right to be addressed with 'you' (formal).
- The customer has the right to obtain information from the healthcare facility regarding the services provided, access procedures, and related competencies. They also have the right to immediately identify laboratory staff
- The customer has the right to receive information that allows them to give truly informed consent before undergoing examinations
- The customer also has the right to be informed about the possibility of alternative investigations and treatments, even if they can be carried out in other facilities
- The customer has the right to ensure that the results of the conducted tests remain confidential
- The customer has the right to submit complaints that must be considered by the staff

Responsability

- The customer is required to have responsible behavior at all times, respecting and understanding the rights of others, with the willingness to collaborate with medical, nursing, and technical staff

The user is required to respect the environments, equipment, and furnishings located within the facility.

2. LABORATORY INFORMATION

The BIOS analysis laboratory is classified as a general basic laboratory directed by Dr. AGOSTINELLI ARIANNA -biologist- (specialist in biochemistry and clinical chemistry).

Other collaborators are Dr. GRIFONE MAYRA and TESTASECCA VALENTINA (biologists), Mrs. OLIVIERI ELISABETTA (laboratory technician), Dr. RENZI ELEONORA (midwife), Mrs. PEZZOLESI ALESSIA, CARBONARI ASYA and STRAPPATO ALESSIA (secretaries), Dr. CASTAGNA VELINDA (nurse)

The EXTERNAL SAMPLING POINT of the laboratory is located in Osimo – Via Ticino n. 20.

3. ADMINISTRATIVE SERVICE

The BIOS laboratory is a LIMITED LIABILITY COMPANY. The legal representative is Mrs. ALESSANDRINI FRANCESCA.

Mrs. ALESSANDRINI FRANCESCA is in charge of the administrative department.

4. SERVICE ACCESS PROCEDURES

- Access to the laboratory is allowed to all users.
- Healthcare services are accepted without reservation, except for particular tests (prolactin curve, vaginal swabs, urethral swabs...)

5. ACCESS HOURS FOR SAMPLING:

For samplings, the following schedule is observed:

MONDAY TO SATURDAY 7.30 AM – 9.00 AM

Home samplings are performed upon request.

6. TIMELINES AND ACCESS SCHEDULE FOR REPORT RETRIEVAL:

The results of some tests conducted at the laboratory (e.g., complete blood count, PT, HCG, urine test, clinical chemistry tests...) are available on the same day.

Immunometry tests are delivered after 2 days.

Bacteriology tests are delivered after 3-4 days.

The results of tests conducted in-house are delivered after 3-4 days, for specific tests, the times may be longer.

Delivery times are communicated to the user at the time of sampling.

If the results are not ready for the indicated day, the user is notified by phone, indicating the new date.

It is possible to collect the reports by observing the following schedule:

- **FROM MONDAY TO SATURDAY 7:30 AM – 10:30 AM**

The user is also provided with personal credentials to view the results online and print the report.

The reports are available from the scheduled date for collection with no time constraints.

7. LABORATORY SERVICES

The laboratory performs:

Hematological and clinical chemistry analyses

Bacteriological analyses

The laboratory provides the following services:

Toxicological analyses

Chemical-physical and bacteriological analyses on water samples

Bacteriological analyses on food

Food intolerances testing

Prenatal safe

Breath test

To undergo the analyses, it is sufficient to present yourself directly at the counter, equipped with the prescription filled out by the attending physician.

The tests can also be conducted upon verbal request; in this case, the customer is not entitled to benefit from the National Health Service facilities and must bear the full cost of the tests.

Upon request, home sample collections are carried out for a fee.

The following tests are conducted by appointment:

Vaginal and cervical swabs, prolactin curve, glucose tolerance test, spermograms

The laboratory is able to carry out almost all requested laboratory analyses, and for some low-frequency analyses, it seeks the expertise of external laboratories.

8. PROCEDURE FOR BOOKING AND CARRYING OUT AMBULATORY SERVICES

8.1. ACCEPTANCE

The doctor's prescription must include the following information:

- Name, surname e address
- Health insurance card number and/or taxpayer identification code of the patient, specifying any exemptions from payment for the service
- Type of the requested service
- Diagnostic question
- Doctor's stamp and signature
- Date

8.2. PRIVACY

At the time of acceptance, the patient is informed about the processing of sensitive data and is invited to sign the consent forms

The administrative staff is available for any information regarding legislative provisions on privacy.

8.3. PAYMENT METHODS FOR SERVICES

Payment for services will occur at the time of acceptance, following the entry of personal information and the upload of the analyses (unless otherwise specified or required). Automatically, for non-exempt cases, the computer system will generate an invoice with the co-payment amount calculated for each prescription, which cannot include more than 8 determinations according to the law.

The rates applied for services within the National Health Service (SSN) are those specified in the Regional Tariff, meaning that exempt patients do not pay, and non-exempt patients are subject to the payment of the co-payment only. For privately performed services, i.e., those whose amount does not exceed the value of the co-payment equal to €36.20, a "Service Fee" of €5.00 is applied for each prescription.

Non-exempt citizens are required to pay for specialist medical assistance according to the current rates, up to the limit set by current regulations.

Payments can be made in cash, by credit card, or with a debit card.

The administrative and service staff is available for any clarification. The administrative and service staff is available for any clarification.

8.4. WAITING LISTS

There are no waiting lists: tests are conducted at the time of the request during the collection hours.

Some specific tests (such as vaginal and cervical swabs, etc.) are conducted on predetermined days of the week by appointment. Therefore, for these tests, booking is necessary. The acceptance staff checks the Laboratory's Calendar program and, based on availability, schedules appointments for the earliest suitable date. The Calendar program is available on the PC and can be consulted upon request.

8.5. QUEUE MANAGEMENT

The queues are managed using a numerical reservation system. Upon arrival at the laboratory, the user takes their numbered ticket and waits in the waiting area. The acceptance staff calls users based on the sequential numbering, which can be tracked on the illuminated display, ensuring user privacy.

8.6. URGENT TESTS

The sampling point accepts urgent tests when:

- The doctor explains the emergency conditions in the referral

8.7. NON-CONFORMING SAMPLES

The following samples are not accepted:

- Urine and other biological materials for culture examinations in non-sterile containers;
- Urine and stool samples in quantities less than required for the examination;
- Stool samples collected more than 1 day ago and not stored in the refrigerator;
- Unidentified samples or samples not accompanied by a specific request containing all the necessary information for acceptance;
- Samples packaged in incorrect/non-suitable containers;
- Contamination of the container;
- Unsuitability of containers regarding safety standards
- Coagulated samples;
- Hemolyzed samples (if it is not possible to repeat the collection, hemolysis is reported in the report). In such cases, the staff contacts the client to request either a new sample or a repeat of the collection.

8.8. ORAL TRANSMISSION OF RESULTS

Patients are orally provided with results only for the following analyses:

- PT and INR
- BLOOD GLUCOSE LEVELS
- NUMBER OF RED BLOOD CELLS, WHITE BLOOD CELLS, HEMOGLOBIN, AND PLATELETS
- RAPID TEST RESULTS FOR STREPTOCOCCUS FROM A THROAT SWABI

Results are reported solely and exclusively after identifying, through the available personal data (date of birth and address), the interlocutor as the concerned patient.

The patient is then asked to repeat the values just dictated to ensure accurate understanding.

Any result deemed alarming, once confirmed, is orally reported directly to the patient's attending physician.

In the event of the physician being unavailable and if the situation requires, the patient is directly notified.

8.9. PRESCRIPTIONS

The requisitions related to services provided on a freelance basis are withheld by the facility for the necessary time for exam processing. Once the report is issued, they are made available to the patient for a period of five days. After this term, if the patient does not request their return, they will be destroyed.

9. EXAM PRICES

The prices charged are those established by the current regional tariff attached.

10. PATIENT PREPARATION, SAMPLING PROCEDURES, COLLECTION OF SPECIMENS FOR EXAMINATION, AND PRESCRIPTIONS FOR THE POST-EXAMINATION PERIOD

BLOOD DRAW

The patient undergoing a blood draw must fast for 8-10 hours. Only the consumption of water is allowed.

Venous blood is drawn from the subcutaneous veins in the anterior region of the elbow.

In normal subjects, needles with a diameter of 21G are used; in children or individuals with particularly small veins, butterfly needles with a diameter of 23G are used.

Verify the patient's identity through an open-ended question.

Verify the match between printed labels and requested tests and prepare the necessary materials.

Wear personal protective equipment (PPE).

Apply the tourniquet and identify the vein for puncture through careful inspection and/or palpation using the fingertip.

In case of a difficult vein, massaging the arm from the wrist to the elbow may be done.

Cleanse the chosen area with a cotton ball soaked in disinfectant. Do not palpate the vein again.

Collect the required amount of blood using Vacutainer tubes..

If a syringe is used, draw the correct amount of blood and divide it, taking care to respect the levels indicated on the tube.

The tubes containing anticoagulants should be gently mixed by inversion..

During the blood draw, the client should be in a comfortable position with the back supported and the arm well extended.

If the person is particularly sensitive, it is advisable to place them in a supine position..

After the blood draw, it is recommended for the patient to apply pressure on the draw site for approximately two minutes while keeping the arm extended. The patient is advised to wait briefly in the laboratory area to prevent or manage any potential fainting.

To ensure patient comfort, blood draws are performed in a dedicated room equipped with beds. For privacy, the blood draw room is completely separated from the waiting area.

URINE TEST

For a complete urine test, collect a sample of first-morning urine and deliver it to the laboratory as soon as possible..

The container for use can be obtained free of charge at the laboratory or purchased at a pharmacy.

No prescription for the post-examination period.

The patient must have discontinued antibiotic therapy for at least 5 days.

The container to be used for collecting the urine sample must be sterile and can be obtained free of charge at the laboratory or purchased at a pharmacy.

Proceed as follows::

- Perform a thorough local cleaning;
- Discard the first drops of urin;
- Collect the urine from the first morning void (or at least 3 hours after the last voiding) directly into the container, being careful not to touch the inner walls;
- Close the container and deliver it to the laboratory as soon as possible.

No prescription for the post-examination period.

URINE FOR MICROALBUMINURIA

The patient must collect the first morning urine sample.

No prescription for the post-examination period.

24-HOUR URINE COLLECTION

One should obtain a suitable container, which can be obtained at the laboratory.

To perform the collection:

- Discard the first urine in the morning;
- From this moment onwards, collect all urine produced over the next 24 hours, including the first one in the following morning.
- The container should be stored in a cool place (in the refrigerator) throughout the entire collection period.
- No prescription for the post-examination period.

FECAL EXAMINATION FOR PARASITES

Collect a small amount of stool (about the size of a walnut) and place it in a clean container (containers with a scoop are available).

The sample must not be contaminated with urine.

The container can be obtained free of charge at the laboratory or purchased at a pharmacy.

No prescription for the post-examination period.

FECAL OCCULT BLOOD TEST (FOBT)

Collect a small amount of stool (about the size of a walnut) and place it in a clean container (containers equipped with a scoop are available).

The sample must not be contaminated with urine..

The test is specific for human blood, so no specific diet is required, but it is advisable to avoid the menstrual period.

The container can be obtained free of charge at the laboratory or purchased at a pharmacy.

No prescription for the post-examination period.

FECAL CULTURE

The patient must have discontinued antibiotic therapy for at least 5 days.

Collect a small amount of stool (about the size of a hazelnut) and place it in a clean container (containers equipped with a scoop are available). The sample must not be contaminated with urine and should be delivered to the laboratory as soon as possible. The container can be obtained free of charge at the laboratory or purchased at a pharmacy.

No prescription for the post-examination period.

STOOL TEST FOR THE DETECTION OF ROTAVIRUS, ADENOVIRUS, HELICOBACTER, CAMPYLOBACTER, CALPROTECTIN

Collect a small amount of stool (about the size of a walnut) and place it in the container

The container can be obtained free of charge at the laboratory or purchased at a pharmacy.

No prescription for the post-examination period.

THE THROAT SWAB, EAR SWAB

The patient must have discontinued antibiotic therapy for at least 5 days and be fasting (pharyngeal swab).

No prescription for the post-examination period.

URETHRAL SWAB

To schedule an appointment with the laboratory.

The patient must have discontinued antibiotic therapy for at least 5 days

"It is necessary to avoid urinating for a few hours before the examination. Please report if currently undergoing antibiotic therapy.

No prescription for the post-examination period.

VAGINAL SWAB

To schedule an appointment with the laboratory.

The patient must have discontinued antibiotic therapy for at least 5 days, and on the day before the examination, she should abstain from sexual intercourse and avoid vaginal douching.

No prescription for the post-examination period.

IMMUNOLOGICAL PREGNANCY TEST ON URINE

The test is performed on a urine sample, preferably from the first morning. The method used allows for a reliable diagnosis after 10-12 days from conception.

URINARY VANILLYLMANDELIC ACID/CATECHOLAMINES

The patient must collect urine for 24 hours.

Before starting the collection, pour 10ml of hydrochloric acid into the container.

No prescription for the post-examination period.

ALDOSTERONE/CORTISOL URINARY ANALYSIS

The patient must collect urine for 24 hours.

Before starting the collection, pour 10g of boric acid into the container..

No prescription for the post-examination period.

SCOTCH TEST

Apply transparent tape to the patient's anal sphincter in the morning, before cleaning and defecation, for a few seconds, and then stick it smoothly onto a clean slide

No prescription for the post-examination period.

PAP-TEST

To schedule an appointment with the laboratory.

The sampling should be performed between the eleventh and twenty-first day of the menstrual cycle.

To undergo the sampling, the patient must abstain from sexual intercourse and refrain from vaginal douching in the 24 hours preceding the examination.

No prescription for the post-examination period.