



CHARTER OF SERVICES



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CHARTER OF SERVICES

This document is a written promise to the citizens/users about the quality of the services offered by C.E.A.M.

Centro Esami Analisi Mediche (C.E.A.M.) promises to provide a quality service answering to the fundamental principles detailed below and to consistently adjust it to the needs of the patients.

By using this Charter patients can verify that the services they are receiving match our promise.

Patients can visit website www.ceamanalisi.it

GENERAL INFORMATION

Generality -----

This organisation was funded in 1978 by its current Director, Dr. Vincenzo Guzzo in Via Venezia 81, Scorzè (VE).

In 2009, in order to further improve its services for its users, Dr. Guzzo moved C.E.A.M. to brand new premises, in via Moglianese 44/D, Scorzè (Tel 041445917, fax 041 5847162).

C.E.A.M. Centro Esami Analisi Mediche is a privately-run centre. It has got authorization and istitutional accreditation according LR 22/2002.

It's authorized to clinical laboratory analysis by order of the City of Scorzè prot. n. 26 of the City of Scorzè in 05.03.2014.

C.E.A.M. has got Institutional Accreditation by DGR Veneto n. 2137 of 23 December 2016.

C.E.A.M. is part of the Network of Laboratories called "Laboratori Veneti RLV". The network's service Laboratory is Biolab in Padova, colli street 202.

When needed, for specialized tests and less frequent tests, an external lab Synlab Beato Lodovico Pavoni Street n. 18, 25014 Castenedolo (BS) is used.

C.E.A.M. carry out the following tests: Clinical Chemistry, Coagulation, Haematology, Immunology, Endocrinology, Microbiology, Toxicology, Pharmacological dosage, Hepatitis markers, Tumor markers, Fertility Tests and Industrial Medicine test.

CEAM used the Quality system UNI-EN ISO 9001.

C.E.A.M. works in agreement with the National Health Service and applies the rates of the Veneto Region, which is the same in public and private centers.

According to Regional Law No. 23 of June 29, 2012 - art. 15 Transparency - CEAM public contractual arrangements between the structure C.E.A.M. and ULSS, in the site www.ceamnalisi.it

Public areas C.E.A.M. are the reception area, the waiting room, two specimen collection rooms, and the public toilets. Public access is strictly forbidden in any area marked by the sign "Laboratorio - divieto di accesso" (Lab - strictly no access to the public / staff only).

C.E.A.M. operates a non smoking policy in all its areas and implements all legally required Health and Safety regulations (D.Lg 81/2008). Dr. Guzzo is responsible for this organisation's Health and Safety.

Mission

The C.E.A.M. Centre bases its philosophy on the ability to meet the user's needs by offering a guarantee of the technical expertise required to perform clinical-chemical and microbiological tests and the professionalism of its staff. This is achieved by following international guidelines and recommendations from scientific associations.

The mission of the C.E.A.M. Centre is to:

- Ensure the accuracy and precision of analytical results using technology, adequate equipment, qualified and properly trained operators.
- Ensure a continuous service throughout the year and every weekday (including Saturday)
- Analyze user needs for giving patients a service that meets their needs. It can meet any urgent requests for patients who have a surgery and / or specialist visits
- Assist patients by giving them information on test laboratory preparation, collection of biological samples and also providing health counseling
- Assist patients online giving information on the site and help them in the service of report online.
- Ensure the safety of Users and Operators
- Assist clinicians in the identification of appropriate laboratory tests that respond to the diagnostic questions as recommended by the Guidelines and Scientific Associations

- Give support to Clinical quickly for patients with critical values.

Opening times -----

The center is open to the public to provide information or to receive complaints and / or suggestions as follows:

- Monday – Friday: 8.00am - 13.00pm
2.30pm - 6.30pm
- Saturday: 8.00am - 12.30pm

Sample collection room and the registration for blood / microbiologic tests is operative as follows:

- Monday – Saturday: 8.00am – 10.00am
- Monday – Saturday: 8.00am – 12.30am only swab
Reservations are required for vaginal, vulvar, urethral swabs and Pap test.

You can access lab test with or without reservation.

Reservations can be made at center as follows:

- Monday – Friday: 8.00am - 12.30pm
2.30pm - 6.00pm
- Saturday: 8.00am - 12.30pm

There is also an online reservation service 24h / 24h.

Test results can be collected:

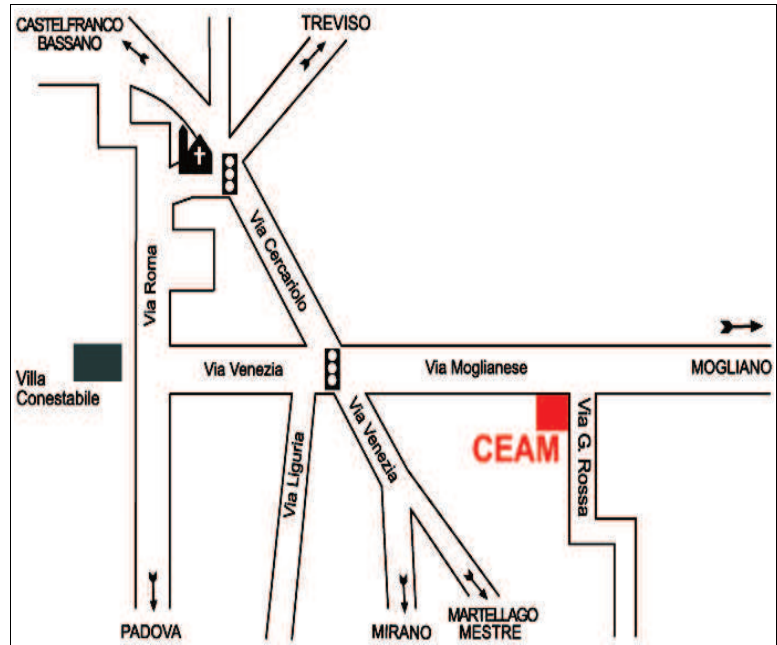
- Monday - Friday: 10.00am – 12.30pm
4.00pm - 6.30pm
- Saturday: 10.00am – 12.30pm

You can also download the report from your computer

via Internet on www.ceamanalisi.it

How to find us

- From Mestre, following Via Castellana
- From Treviso, following Via Moglianese
- from Padova, following Via Noalese, via Padova and Via Venezia



Please see map for details.

There is a large car park with 2 spaces reserved for disabled users.

FUNDAMENTAL PRINCIPLES

In order to ensure the implementation of our Charter of Services we believe that the principles (D.P.C.M. 27-01-1994) below are essentials to ensure the citizens' needs are met:

1. Equal opportunities: all services are available to all users, regardless of their age, gender, race, language spoken, nationality, political and religious views, habits and physical, psychological, personality and economic status
2. Impartiality: all users are guaranteed to be treated objectively and impartially, both by the services and the personnel working in C.E.A.M.
3. Continuity: all users are guaranteed quantity, quality and consistency of services.
4. Right to choose: all citizens provided with a national Health Service medical request on the official national health service prescription form have the right to freely choose the accredited lab of their choice.
5. Participation: we guarantee the citizens' right to cooperate, with suggestions and comments, to the correct provision of the service and to the improvement of the service provided by C.E.A.M.

6. Efficiency and effectiveness: we guarantee to provide the service ensuring its effectiveness and efficiency and we follow any step needed to meet these objectives.

On the basis of these principles C.E.A.M. promises to implement and respect this Charter.

Health Centre Director
Dr. Vincenzo Guzzo

INFORMATION ON SERVICES PROVIDED

Tests Lab -----

We carry out the following tests: Clinical Chemistry, Coagulation, Haematology, Immunology, Endocrinology, Toxicology, Pharmacological dosage, Hepatitis markers, Tumor markers, Mycrobiology, Fertility Tests, Industrial Medicine test and drugs test.
Health Centre Director: Dr Vincenzo Guzzo

C.E.A.M. is part of the network of laboratories "Rete Laboratori Veneti RLV". When needed, for specialized tests and less frequent tests, an external lab Synlab Beato Lodovico Pavoni Street n. 18, 25014 Castenedolo (BS) is used; this annotation is present in the report.

The list of all services, their prices and site analysis is displayed in the waiting room.

Payment (by cash and Bancomat) for all services is required at the time of registration and can be made at the Reception Desk.

Quality feedback -----

In order to improve our services, C.E.A.M. is interested to know its patients feedback on the service received. If you wish to submit your feedback, please fill in our satisfaction form available at Reception and post it in our feedback box.

The feedback are processed every six months and the summary report is displayed near the table of the feedback and published on-line at www.ceamanalisi.it

Reception / Admin Office -----

Our Reception/Admin Office is available during the Centre's opening times and provides information/clarifications and is happy to deal with comments, suggestions or complaints.

The Reception / Admin Office works with the times indicated in the "opening times".

The Reception performs:

- Registrations our required services
- Print reports
- Reservations

Registration: what the patient must give to the Admin Office

You need to show your your personal Medical/Health Card if you go to CEAM for the first time. You need to show a valid ID card if you request toxicology.

In order to be registered for any service users must bring along your personal Medical/Health Card which includes your tax code.

The laboratory tests can be requested by:

- Doctor's prescription
- Specialist's prescription
- Voice

After registration, the secretary gives to the patient:

- “Foglio Ritiro”. Please check your details on our records are correct. This document allows to collect your results (this document includes the delegation).
- Receipt of payment
- Informed consent for some tests

Paper "Consultazione report on-line" is given at the request of the patient.

Direct access

In the morning, the patient direct access must take the numbered ticket from the ticket machine by the entrance door and wait for your turn to approach the reception desk; for privacy please await your turn behind the line (the average waiting time: 10 minutes).

Reservation

The reservation is excellent for the patient who does not want to wait for his turn: it allows to avoid queuing in admin office and to go into the collection room quickly.

The reservation is made in the Center and on website:

for times see "times" in the present Charter of services.

At the booking time, the patient has to say the laboratory tests and day's tests.

Laboratory test by Doctor's prescription

C.E.A.M is a clinical analysis centre accredited by the Italian National Health Service and provides its services in accordance with it.

Patients with Doctor's prescription (except exempt patients) have an additional cost of 5 or 10 / prescription according DGR 1380 of 05/08/2011.

Laboratory private test

Patients can request services without a prescription or by companies or insurance in agreement with C.E.A.M.

You can consult the agreements with companies and insurance by documentation at the site or on website.

Collection report

In order to collect your test results you must bring your collection form ("Foglio di Ritiro" - the form you were given when you registered). If the receptionist is already dealing with other patients, please wait for

your turn behind the privacy line.

The report can be collected by a delegate: the patient must fill out the appropriate delegation in own collection form ("Foglio ritiro").

Average response waiting time: 5 minutes.

You can download the report in www.ceamanalisi.it within 45 days according to the instructions contained in the paper "Consultazione report on-line" (given at the time of registration).

If you download the report online you do not need to present to the Reception/admin office.

"Soggetti Terzi" Service allows the Doctor to view your report on line if you want.

The patient must always print the report (on-site or on-line) even when he authorizes the doctor to see it on line.

You must collect your report within 30 days from the expected response date as shown in your collection form. Beyond this period, you are legally subject to payment in full for the service(s), whether you are eligible for exemption or not (Act n. 296, 27/12/2006).

Please remember that the interpretation of your test results must be done by your Doctor.

Sample Collection Room -----

All blood and microbiological samples are taken in the two Sample Collection Rooms by medical staff.

Venous samples are taken Monday to Saturday 8.00am to 10.00am.

Average sample taking waiting time: 5/10 minutes from registration.

The patient may make venipuncture from sitting or lying down.

After we've taken your blood sample, please hold the cotton pad where the needle was inserted for 2-3 minutes (or 7-8 minutes if you are taking anti-coagulant therapy).

Microbiological samples are taken Monday to Saturday 8.00am to 12.30am. Average sample taking waiting time: 5/10 minutes from registration.

Reservations are required for vaginal swabs, urethral and vulvar.

Public Relations -----

Our admin team is available during opening times for information on our services and on-line services,

The Information point C.E.A.M. gives informations and forms available to the patient may be taking.

The Reception / Admin Office is trained to collect complaints or suggestions on feedback forms.

About health information, the patient should consult the medical staff in Sample Collection Room during the sample.

About analytic assistance, Health Centre Director is available Monday to Friday from 10am to 12.30pm.

Please remember that the interpretation of your test results must be done by your Doctor.

Privacy -----

At registration you will be notified on the treatment of your personal data by the C.E.A.M. Centre, as required by law (EU Regulation 2016/679) which you will give your consent to.

C.E.A.M. di Guzzo V. e C. is responsible for Data Protection at the Centre.

Copy of Privacy document is available in the exhibitors in the waiting room and on website.

RPD Mr Volpato Enrico is available for further information on the legal aspects of Data Protection/Privacy regulations. His telephon number is 3924615946 and his email is enicovolpato.qf@gmail.com.

A public notice displayed in the reception area informs on the use of cameras in the Centre's public areas (reception/waiting room).

Informed consent -----

According to the legislation, the patient must sign the informed consent for certain tests carried out by C.E.A.M.

Informed consent gives the patient information regarding the required test.

Signing this document certifies that the patient has received adequate information on the subject test by C.E.A.M. staff.

Urgent Requests -----

The C.E.A.M. Centre aims to meet all urgent requests, whenever possible, by speeding up the response to assist sick patients or patients who perform treatment, surgery and / or specialist visits

The urgent examination is given in the afternoon day. The reporting day is guaranteed for the following exams: beta HCG, creatinine, blood glucose, fibrinogen, potassium, immunological pregnancy test, prothrombin time (Quick), activated partial thromboplastin time, Urine chemical-physical and microscopic examination.

The following tests are given results within the day when they are marked "U" under "Priorita' di Prestazione" or "Urgente": Alanine aminotransferase ALT, amylase, aspartate aminotransferase AST, total bilirubin, fractionated bilirubin, calcium, chlorine, Total Cholesterol, HDL cholesterol, LDL cholesterol, creatine kinase, creatinine clearance, alkaline phosphatase, phosphorus, Gamma GT, glucose load curve, CBC, lactate dehydrogenase, lipase, magnesium, Platelets, Total Protein, C-reactive protein, Paul Bunnell reaction, Reticulocytes, serum iron, sodium, triglycerides, Urate, Urea, erythrocyte sedimentation rate.

Urgent requests not mentioned above will be evaluated by the Responsible C.E.A.M. Operators; if it's possible, C.E.A.M. satisfy them.

Test Occupational Medicine-----

C.E.A.M. is able to run tests to workers (including the screening of drugs of abuse).

C.E.A.M. provides the opportunity for Doctors to download the workers' report.

You can ask Reception / Admin Office for quotes or send a request via fax or email.

Improvement Project -----

The C.E.A.M. Centre's main aim is its patients' satisfaction and excellence in the provision of its services to them, through consistently evaluating feedback and implementation of any required action points.

SAMPLES: COLLECTION AND TEST

Information on the collection samples are present at the site and in www.ceamanalisi.it

Blood Samples -----

Blood samples are taken at the Samples Collection Room.

You must refrain from eating for at least 10 hours, do not exercise for at least 12 hours, avoid stress, usual diet and do not smoke.

You may drink small amounts of water. If you are under any medication, please seek advice from your doctor.

Test CDT require you to show a valid ID card.

Microbiological Test / swab -----

Samples for this test are taken at the Samples Room. We carry out tests on pharyngeal swab, nasal swab, eye swab, tongue swab, oral swab, ear swab.

The patient should not use creams or take antibiotics for at least a week.

Microbiological Test / Vaginal, Vulvar swab -----

Samples for this test are taken at the Samples Room; it's necessary to book.

The patient should not make use douches or ova creams for at least 3 days before collection and should not take antibiotics for at least a week.

Pap Test -----

Samples for this test are taken at the Samples Room; it's necessary to book. The PAP test is performed between 10 and 20 days after the date of the last menstrual period. The patient should not make use douches or ova creams for at least 3 days before collection and should not have sexual relations for at least 3 days.

Microbiological Test / Urethral, Barnacle preputial swab

Samples for this test are taken at the Samples Room; It's necessary to book. The patient should not urinate for at least 2 hours. The patient should not make use creams for at least 3 days before collection and should not take antibiotics for at least a week.

Glycemic Curve -----

This test consists of several blood tests, carried out at the Samples Room at intervals which are set on the day.

The patient follows the instructions of blood samples. A first sampling is carried out on an empty stomach, then he is given glucose load and carried out a number of samples according to the request of the doctor's request.

During these intervals (between each sample taking) you must not eat nor engage in any physical activity. You may drink small amounts of water. This test

cannot be carried out on patients whose basic glycemia is above 150 mg/dL.

Urine -----

You may collect a suitable container for your sample at the C.E.A.M. Centre or at any chemist's. Information to collect urine is available on site and on website.

Urinalysis physico-chemical and micr. and analytes

Please use a urine sample first thing in the morning: run a local cleaning, rinse thoroughly and collect the first morning urine.

Information to collect urine of a newborn and the use of the bag is available on site and on website.

Urine culture

Please use a urine sample first thing in the morning: run a local cleaning, rinse thoroughly and collect the first morning urine: void a bit of urine before collecting the specimen directly in the container.

If you are taking antibiotics or are having chemotherapy, please notify us and your doctor as these may interfere with your test results.

Urine cytology

Please use the container with the liquid preservative in C.E.A.M.; information is given together to the container for the collection.

Information to collect urine is available on site and on website.

Please collect SECOND morning urine: drink two glasses of water, walk at least 15-20 minutes to facilitate the detachment of a greater number of cells from the urinary tract and after about two hours to collect 40 ml of urine in the container container preservative.

Please carry urine for cytology Monday-Saturday: 8.00am – 12.00am.

You can also carry 3 samples together; It's necessary collect 3 samples from 3 different days.

Pregnancy test

Collect the first morning urine. The patient is asked for the date of the last menstruation.

Drug test

You must show a valid ID card if you want to do drug test; minors must be accompanied by a parent.

Drugs test is performed on urine collected in the laboratory under health surveillance.

The amount of urine to be collected in sterile disposable container provided by CEAM must be at least 60 ml. You don't need the first morning urine.

Screening includes research cocaine, amphetamines, methamphetamines, cannabinoids, methadone, morphine, ecstasy.

If a group of drugs mentioned above is positive at screening, the laboratory performing the test "Drugs Confirmation" by gas mass method.

The patient should report drugs that are registered in a document.

24 hour Urine -----

You may collect a suitable container for your sample at the C.E.A.M. Centre or at any chemist's. Information for the collection are given with the container.

24 Hour Urine collection

Please follow these instructions:

- void the first morning urine.
- from then on collect any urine produced within the next 24 hours, including any produced the following morning.

Please ensure the container is stopped, kept cool at all times until taken to the Centre the following morning.

If you take the part of the sample, please ensure you accurately measure the amount of urine collected.

24 Hour Urine collection acidified

This collection is made for dosing homovanillic acid, aldosterone, calcium, phosphorus, cortisol, catecholamines and vanillylmandelic acid, dopamin, magnesium, metanephrine, normetanefrine, oxalate.

Before you start collecting, you have to put into the container 24 hours a preservative, provided by CEAM in test tubes.

Collect the 24 hour urine as described above.

12 Hour Urine collection

12 hour collection following the instructions for the 24 Hours collection.

The collection period is 12 hours: from 8.00 to 20.00 or from 20.00 to 8.00 according to the doctor's request.

Seminal fluid -----

You may collect a suitable container for your sample at the C.E.A.M. Centre or at any chemist's.

Information to collect urine is available on site and on website.

Seminal fluid culture

Please collect the semen directly into the container (no condom) in the morning;

If you are taking antibiotics or are having chemotherapy, please notify us and your doctor as these may interfere with your test results.

Spermiogram

It required sexual abstinence for 3/4 days. Please collect the semen directly into the container (no condom) in the morning; collect the whole sperm output; write the time of collection and keep the sample at body temperature. Please carry the sample in the laboratory within 30 minutes of collection (do not wait in the queue).

Feces

Please ensure you write your name, surname and date of birth on the sample; you may collect a suitable container for your sample at the C.E.A.M. Centre or at any chemist's.

Feces colture and other test

Please collect a small amount of faces (roughly the size of a walnut) in the container.

If you are taking antibiotics or are having chemotherapy, please notify us and your doctor as these may interfere with your test results.

Fecal occult blood

Please collect a small amount of faces (roughly the size of a walnut) in the container.

It's not require a special diet; please do not take the test in menstruation or bleeding hemorrhoids.

Feces Scotch test

The Laboratory provides the materials and instructions for making the scotch test.

Information to collect is available on site and on website.

Sputum -----

You may collect a suitable container for your sample at the C.E.A.M. Centre or at any chemist's. Information to collect urine is available on site and on website.

Please collect the sputum in the morning.

Please follow these instructions:

- rinse your mouth thoroughly with water or physiological solution in the morning.
- collect your sputum (material coughed up from the lungs and expectorated through the mouth) in the container.

If you are not able to collect your sputum for any reason, you are advised to use expectorants two days prior to the test.

If you are taking antibiotics or are having chemotherapy, please notify us and your doctor as these may interfere with your test results.



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Charter of Services verified and approved
by the Health Centre Director Dr Vincenzo
Guzzo as at June 2018