

SERVICE CARD

PREMISE

The EMATOLAB laboratory was founded in 1976 with the aim of providing social and health services to citizens and over time has improved and extended the services offered to users.

The values and the mission that have always inspired the management of the EMATOLAB laboratory are those of professional correctness, intellectual honesty, professionalism, respect for the citizen, respect for privacy, compliance with national and regional and international laws concerning the sector. , with an organization and a staff to be used by the users during all the working days and with a working time that respects and favors access to the user.

THE PRINCIPLES OF THE EMATOLAB LABORATORY AND POLIAMBULATORY

Our company has as its center and objective, the person who comes to us for a performance or a cure, without any discrimination of sex, race, language and religion, always guaranteeing respect for the patient's values and beliefs.

We believe that keeping alive a research attitude in all the health fields that are part of the institutional aims of a Diagnostic Center, as well as investing in staff training to improve and qualify assistance, are elements that allow a positive and conscious growth of the quality of service offered.

We believe in the mission of assisting the patient with readiness and readiness, in the duty to provide treatment and perform the required services with scruple and competence.

We believe that this service must be rendered in a spirit of fraternal solidarity, respecting the dignity of the human person and recognizing the rights of the patient.

These principles are shared by doctors, biologists, technicians, nursing and paramedical staff, employees, operators of all laboratory services.

The management, for its part, is committed to all collaborators to ensure their professional growth, respecting the rights and duties of each other and in accordance with these principles.

Urgent services are defined as those defined by the Health Director, even on possible request by the patient, on the basis of the diagnostic needs or, in his absence, by the doctor responsible for the duty room.

In general, among the services provided are considered urgent: blood count, blood glucose, prothrombin time, enzymatic markers of the infarct and all the tests eventually reported as urgent by the prescriber.

In the case of requests for urgent services, the laboratory is activated to respond to these needs by proceeding with the reception of the customer without respecting the order of presentation of the request for analysis and reporting in the shortest possible time ..

USER RIGHTS

The user has the right to receive the required services and care in a careful and complete manner.

The user has the right to the secrecy of all data relating to his illness and any other circumstance concerning him.

The user has the right to complete and comprehensible information regarding the illness and the examinations performed on his behalf and the care he has received. It must also be informed about the services offered.

No therapy can be performed, no intervention can be performed, no examination can be performed without the consent of the interested party. The user has the right to be informed about possible alternative treatments even if they can be performed in other structures. The user has the right, through the Public Relations Office (URP), to submit complaints, suggestions, proposals and to obtain, if necessary, an answer.

USER'S DUTIES

Among the duties of the user there is the fundamental one of collaborating with the doctors and laboratory staff to make the required care and / or performance more effective.

The user must also comply with the regulations and provisions of the laboratory for the benefit of the serenity of the environment and the full efficiency of the Services. In particular, it will be necessary to constantly keep in mind the needs of other users in the use of common structures and to abstain from smoking.

THE COMPLEX POLICIES OF THE EMATOLAB POLYBULATORY

In order to fulfill the mission set out above, EMATOLAB snc has established a structure that meets all the minimum structural and technological requirements for a general basic laboratory with specialized sectors and for a clinic with visiting branches.

Waiting room with seats to satisfy the user, acceptance, room withdrawals, all these services are modulated in order to respect the privacy of the user.

There are also separate toilet facilities for users and for the disabled.

In order to provide users with a very fast, timely and high quality service, the

EMATOLAB laboratory following the dictates given by the Laboratory Director, is equipped with automatic and semiautomatic equipment and equipment of high technology, simplicity of use, reliability, accuracy, reliability and modernity chosen among those currently available on the market; in this way the tests are performed in the shortest time possible.

As for the analytical methods, they are chosen by the Director of the Laboratory, on the basis of the methods of highest sensitivity, reliability, accuracy, precision, and proven reliability among those on the market in accordance with the national and international scientific literature.

Therefore, consistent with the lines and priorities expressed by the institutional levels and the dictates of the Lazio region, following the dictates given by the director of the laboratory and the overall policy of the EMATOLAB laboratory, operate in compliance with what concerns:

- organizational model that meets the minimum structural requirements by defining and disseminating responsibilities, goals, tasks and tasks to each person in the laboratory

based on the criteria of flexibility for the provision of services and for customer care.

- continuous comparison of integration and interaction between specialists working within the laboratory and above all interaction with other specialized structures for the purposes of scientific and professional development.
- taking note of the territorial reality in which the structure operates and of the objective difficulties, the contact and the personalization of the assistance provided to citizens is fundamental as well as for the development of the activities also for the diffusion of the culture of diagnostic prevention.

The objectives that the EMATOLAB clinic has set themselves are therefore defined and disseminated to all the personnel belonging to the organizational structure:

- implement an ISO 9001 quality system, certifiable by a third party independent and qualified for the purpose that guarantees the technical quality of the services, the organizational quality, the safety of operators and users, the professional enhancement of operators, rights and satisfaction of users. the quality system must also guarantee the identification of the performance indices and therefore the quality of the service for monitoring over time, involving all the personnel of the organizational structure.
- complete the accreditation process for the national health service according to the deadlines set by the Lazio Region.
- continually improve the quality and the execution times of the exams with the aim of providing the user / client with the performance on the same day of the request with the exception of exams where there are limits related to the incubation times provided by each method.

INSTITUTIONAL END

This structure has always been considered an integral and significant part of the national health system, having always operated under the agreement and today under the accreditation regime.

It effectively combines the purposes of profit with the protection and protection of the health of users who turn to it in a free choice, with constant research into technology and updating of their activities and their staff, implementing in favor of the individual users a global assessment of medical and environmental issues.

FUNDAMENTAL PRINCIPLES

The inspiring principles of the EMATOLAB laboratory are:

- equality, impartiality, continuity
- right of choice, participation
- efficiency and effectiveness

These principles are realized by ensuring the structure:

- maximum safety in the performance of services
- the willingness to provide the necessary means to the doctor, to the biologist, who take responsibility for the diagnosis and therapy and for the execution of the required exams.

The citizen, as established by national and regional laws, has the opportunity to freely choose where to be treated and by whom to be treated, outside of any material and moral constraint.

The citizen can individually exercise his power of control over the services provided by the structure; in recognition of this power, the EMATOLAB laboratory has made available to users an evaluation form of the Service from which it draws inspiration for identifying interventions aimed at improving the Service itself.

The quality of the service is based on factors such as: timeliness for the services requested, ease of access to the facility in which all the architectural barriers for the disabled have been eliminated, deletion of waiting times, preventive information, reception at the entrance, documentation on services, information, health care, human and social relations, comfort with the control of microclimatic conditions, cleaning, data privacy, restaurant service, use of the phone.

METHODS OF ACCESS AND BOOKING AND TIME TO THE PUBLIC

The user can access the facility on the recommendation of the general practitioner, the specialist, or he can directly contact the doctors and staff working in the structure to obtain the services he needs.

It is good that the user, for the purpose of a possible control, has with him the Fiscal Code and an identity document.

For the analysis laboratory, access can be made simply by going to the check-in desk at the scheduled times, or alternatively, by booking the service.

Reservations are required for access to the clinic.

If you intend to make an appointment with the specialist you can do so by contacting directly or by phone the staff assigned to the structure acceptance from 7.00 to 13.00 and from 15.00 to 18.00 from Monday to Friday and from 7.00 to 13.00 on Saturday, or by sending an e-mail directly (24 hours a day) to info@ematolab.it or by connecting www.ematolab.it

The waiting lists have been deleted. If the user desires an appointment with a single specialist, this will be set at the time and day desired by the staff of the EMATOLAB Laboratory Acceptance Service.

EXPECTED PAYMENT METHODS

Payment can be made in cash, by debit card, by credit card. For figures equal to over 1000.00 euros the payment must be made in a traceable way (card, check, check) according to the provisions of current legislation.

EXEMPTIONS FROM PARTICIPATION TO HEALTHCARE (TICKET)

(pursuant to Article 8 paragraph 16 L 537/93 and subsequent amendments)

The citizens are entitled to exemption from the payment of the health ticket:

- under the age of 6 or over 65 who have a total gross family income of 36.151.98;
- unemployed citizens with a family income of less than 8223.31 per annum if individuals and 11.362.05 per year if married more than one million per dependent child;
- the children of parents both unemployed and with an income lower than that of the previous point;
- citizens between the ages of 60 and 65 pension holders at the minimum;
- holders of specific pathologies, for the corresponding exams;
- civil disabled persons with a disability of more than 2/3;
- the disabled at work up to the fifth category;
- those suffering from neoplastic pathology;
- pregnant women according to the protocol of the Ministry of Health.

The exams provided by the Ministry of Health for the prevention of tumors are also exempt.

MAXIMUM EXPENDITURE LIMIT (TICKET) BY THE ASSISTED, FOR PAYMENT OF BENEFITS IN ACCREDITATION SCHEME

The cost of laboratory services under the agreement regime (upon presentation of valid binding), for those who do not enjoy exemptions (for income, age, pathology, etc.) is established, by law, up to the

maximum limit, for each recipe presented, € 36.15 in addition to € 4.00 ticket and € 10.00 fixed fee (as per regional circular protocol 135343 of 18/07/2011).

Each task can contain up to a maximum of eight performances.

The payment of the services is, as a rule, made at the time of the request and / or delivery of the fiscal receipt. EXPENDITURE IN PRIVATE REGIME

For the services required privately and out of convention the EMATOLAB laboratory applies the minimum rates dictated by the order.

HOME BENEFITS

For those users who are in need of laboratory services, a home take-out service is active.

REFERENCE COLLECTION METHODS

The reports can be collected from 10.30 to 13.00 and from 15.00 to 18.00 from Monday to Friday and from 10.30 to 13.00 on Saturday.

They can also be requested by e-mail respecting privacy and after obtaining the password, via Fax or via SMS.

CONSERVATION OF THE REFERTS AND COPIES REQUEST

The reports are kept for at least two years unless otherwise provided by law, copies of the same can be requested by those who have used the service at any time, on simple oral request and without any additional cost.

TYPES OF SERVICES PROVIDED AND RATES

The list of laboratory performances and examinations, with the relative rates, can be directly requested from the EMATOLAB laboratory acceptance staff who will provide the complete and updated list. The rates applied are those provided for by the Lazio Region tariff nomenclator.

ACCESSORIES SERVICES

At the EMATOLAB clinic there is a free telephone service for users in difficulty.

Users who wish to receive answers by post may request it: the service is free.

A questionnaire is distributed at the EMATOLAB laboratory to assess user satisfaction on the services offered and to collect suggestions and complaints.

QUALITY OF SERVICE AND USER SATISFACTION

The citizen, as established by national and regional laws, has the opportunity to freely choose where to be treated and by whom to be treated, outside of any material and moral constraint.

The citizen can individually exercise his power of control over the services provided by the structure; in recognition of this power, Ematolab has made available to users an evaluation form of the Service from which it draws inspiration for identifying interventions aimed at improving the Service itself.

The quality of the service is based on factors such as: timeliness * for the services requested, ease of access to the facility where all barriers have been eliminated

for the disabled, control of waiting times in the structure and waiting lists programmed in relation to the budget, preventive information, reception at the entrance, documentation on services, information, health care, human relations and social, comfort with the control of microclimatic conditions, cleanliness, data privacy, use of the telephone.

COMPLAINTS AND PATIENT PROTECTION

All clients, or on their behalf, voluntary or rights protection associations, can submit observations, reports or complaints related to actions or behaviors that they consider deny or limit the rights of persons in our structure.

To make a complaint it is sufficient to fill in one of the forms present in acceptance or to speak directly with the Director or, in his absence, with the Head of Turn.

All comments, objections, complaints or complaints will be answered in writing, which in simple cases may be immediate, in complex cases may take several weeks (maximum limit 4 working). The expected average standard is 5 working days

The patient that In the cases in which the user does not consider satisfactory the answer to his signaling provided to the acceptance point is in his / her right to request the convocation of the Mixed Conciliatory Commission present in each company. The same procedure can be used by voluntary and protection associations in relation to reports submitted to them.

The Mixed Conciliatory Commission is composed of a representative of the Central Health and Social Protection Department, who acts as president, a representative of the Company, a representative of

the voluntary associations and of the protection of citizens that is identified in order to ensure the best representation .

The Commission will review the practice, request further information, and provide a conclusive assessment.

PROCEDURES FOR THE ACCESS OF VOLUNTEER ORGANIZATIONS

Representatives associations can exercise actions to protect their rights in case of:

- disruption or limitation of the usability of the services;
- particular needs of their associates / assistants
- violation of laws or regulations governing the use of health services;
- actions detrimental to their dignity or their rights by the operators of the Company.

The Secretariat Office activates initiatives aimed at overcoming eventual inefficiencies, receives complaints and reports and guarantees their education and transmission to the Directorate of Services and to the Directorate General for decisions in this regard.

The user, the relatives, the Volunteering and Rights Protection Organizations can activate the protection procedures in the following ways:

- by means of A / R reporting to be sent to the attention of the Director Ematolab, via Francesco Laparelli 66 00176, Rome
- by filling out forms appropriately prepared and available at the acceptance and the cassettes for complaints and proposals;
- by displaying, verbal and / or telephone (06/24304591), facts deemed to be detrimental to their rights to the operator who will fill out the report form on behalf of the user.

For each complaint received, the relative confirmation is prepared by the Director after having carried out the appropriate checks. Anonymous reports are also taken into consideration.

OPENING TIMES FOR THE PUBLIC

Opening hours: Monday to Friday 7.00-13.00; 15.00-18.00 Saturday 7.00-13.00

Withdrawal schedule: Monday to Saturday 7.15am to 11.00am

Schedule for referrals: Monday to Friday 10.30-13.00 15.00-18.00; Saturday from 10.30 to 13.00.

RESPONSIBLE / CONTACT

HEALTH DIRECTOR: DR. EDOARDO MACINO

TECHNICAL DIRECTOR: DR. PIER GOFFREDO MACINO

LEGAL REPRESENTATIVE OF THE STRUCTURE: DOTT. EDOARDO MACINO

REFERENCE FOR COMPLAINTS: DOTT.SSA BARBARA MACINO

UNIQUE OPERATING OFFICE: ROME VIA FRANCESCO LAPARELLI 64/66

CONTACTS:

TEL 06/24304591 - 06/2427722

FAX 06/89281395

E-MAIL info@ematolab.it

SITE www.ematolab.it