

GENERAL CLINICAL LABORATORY

MEDICAL GENETICS LABORATORY

PATHOLOGICAL ANATOMY LABORATORY

BLOOD COLLECTION POINT

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INTRODUCTION

The BIANALISI Clinical Laboratory in Carate Brianza, via Mattavelli no. 3, is a private, accredited, and contracted facility operating in the field of laboratory medicine.

This facility is part of Bionalisi S.p.a., the leading company of the Bionalisi Group. The Bionalisi Group is a leading platform in the sector of laboratory diagnostics, outpatient services and diagnostic imaging in Italy.

The Bionalisi Laboratory is accredited by the Lombardy Region and consists of:

General Clinical Laboratory with five sections:

- Haematology and Coagulation
- Clinical Chemistry
- Toxicology and Drug Abuse
- Microbiology and Virology

- Medical Genetics Laboratory

- Pathological Anatomy Laboratory

INTRODUCTION

This Patient Charter represents a written agreement with users on the quality of the services provided. With it, Bionalisi commits to providing a quality service that adheres to the fundamental principles listed below and continually adapts to meet patient needs. Users can verify that Bionalisi adheres to its commitments and can demand compliance.

The Patient Charter is subject to annual review.

MISSION AND OBJECTIVES

The goal of the laboratory is to offer the public cutting-edge in vitro diagnostic services that are fast, efficient, and cost-effective. This Patient Charter aims to inform users about our work system and provide information to facilitate the relationship with citizens/users (acceptance, reporting, delivery times, payment methods, biological sample collection, and delivery).

Users can suggest service improvements based on their analysis of the services provided, and Bianalisi is receptive to such feedback. The Laboratory's activity involves performing blood draws for users who visit the acceptance desks daily and receiving biological materials from the network of collection points.

Bianalisi is accredited by the Lombardy Region and also operates privately, offering its services to both citizens and companies. Bianalisi allows users to freely access the collection point without any reservation, no waiting times, and quick response times for results.

The laboratory is active six days a week, meeting the needs of local, regional, and extraregional citizens. Each operator, through constant technical-scientific updates, works to achieve the primary goal of providing users with analytical excellence in the tests performed.

Note: The collection activities are performed by medical/nursing staff.

Critical Results Communication

Critical results that significantly deviate from reference values are immediately communicated by phone to the attending physicians and patients by the staff responsible for signing reports or point of collection contacts.

1.1. Addresses and Phone Numbers

Bianalisi Laboratory

Via Mattavelli n. 3
Tel.: 0362.903099
Email: info@bianalisi.it
Website: www.bianalisi.it

Collection Point:

Refer to the attached List of Collection Points and Operating Hours or consult our website www.bianalisi.it.

1.2. Access Modalities

The Collection Point is accessible to all citizens, both under the National Health Service (SSN) and privately. Access is direct during collection hours, and no appointment is necessary. The collection point can be reached by both public and private transportation. Public parking is available near the facility.

1.3. Fundamental Principles

Equality

All citizens are provided the same services, regardless of age, sex, race, language, nationality, religion, political opinions, customs, physical condition, mental condition, economic condition, or personality structure.

Impartiality

All citizens are assured of objective behavior by the staff operating within the facility.

Continuity

Citizens are assured of the quantitative, qualitative, and regular continuity of services.

Right of Choice*

Every citizen, equipped with a request from the National Health Service physician on a national prescription form, can exercise the right of free choice by directly contacting the chosen accredited facility.

Participation

Citizens are guaranteed the right to collaborate, with complaints, observations, and suggestions, in the provision of services and the improvement of the service provided by the facility.

Efficiency and Effectiveness

The service is provided in a manner that ensures efficiency and effectiveness, and the facility adopts appropriate measures to achieve these objectives.

Transparency

The Service guarantees the transparency of its administrative actions by making available to the public all information regarding the types of tests, how and where they are performed, response times, and the fees applied to private individuals and those using the SSN.

Improvement Objectives

Bianalisi considers the achievement of high-quality services provided to users as a primary objective. This necessarily involves constant adaptation to the needs and requests of citizens.

SERVICE CHARACTERISTICS**Access Methods**

Patients entitled to National Health Service (SSN) benefits must present themselves at the acceptance with a medical referral, health card, and any exemption cards. For private patients, a medical request or verbal request suffices. No reservation is required for diagnostic services. Users must present the following documents to the acceptance operator before undergoing the blood draw:

- Health card
- General practitioner's request on a regional prescription form (only if they wish to conduct the tests under the SSN). Exemptions due to pathology or other reasons such as income, pregnancy, injury, etc., must be indicated by the treating physician in the appropriate box.

Acceptance staff are responsible for verifying the referral for SSN tests. During the first visit, users are informed about the processing of sensitive data.

Urgent Tests

By prior arrangement with the laboratory, urgent tests can be performed on medical indication or special conditions (e.g., PT and INR tests for treated patients, BHCG dosage, etc.). Urgency must be indicated during acceptance.

Payment Methods

Services performed must be paid for at the time of acceptance, except in special and exceptional

cases where payment can be deferred until the time of result collection. The related invoice will be attached to the report. The SSN tariff schedule is available for consultation at the reception.

Laboratory opening hours

Patients can access the collection point premises for blood draws or to collect test results with a receipt for collection or, if delegated, with a possible delegation and a copy of an ID of the delegator during the hours indicated in the list of collection points at the end of this document (see attached List of Collection Points and Opening Hours or consult our website www.bianalisi.it).

CUSTOMER SERVICE

Customer service is available to provide the following information:

- Location of service provision and access methods
- Opening hours of the collection point and blood draw hours
- Necessary documents for SSN and private services
- Waiting times for reports
- Receiving feedback on services provided

These activities are carried out through the distribution of complaint and reporting forms to customers. Users can report complaints by filling out the MOD.14-02 - COMPLAINT form available upon request. Customer reports are analysed to initiate appropriate corrective and improvement actions by the Laboratory Management during the "Management Review" and form the basis for any "targeted" modifications or measures by the Management itself.

REPORT COLLECTION

The date for report collection is provided by front office staff and is indicated on the collection slip. The laboratory may send some specialist tests or confirmation tests to other accredited laboratory and ISO 9001 certified laboratory. These services can be consulted in the vademecum and are reported in the report.

Quality Controls

The laboratory conducts internal and external quality programs as required by regional accreditation regulations.

Online Reports

Bianalisi offers an online reporting service to its users (except for particular conditions indicated by regional regulations). All adult patients who wish to do so can view their laboratory reports performed in the last 45 days and validated with a digital signature via the Internet. To activate this free service, patients must request access to the Bianalisi portal at the front office staff to view their report.

The HIV report can only be delivered to the direct interested party (no online reporting or delegation allowed).

The front office staff will print and deliver the report collection form after the administrative procedures. The form includes:

- The website address to be used
- Personalized credentials for the first access to download the report



Privacy Protection

To protect privacy, the report is delivered to the holder in a sealed envelope. Computer data access is safeguarded by appropriate passwords (for access, consultation, and modification). For reports delivered to third parties upon presentation of the appropriate delegation, a copy of a valid identity document of both the delegator and the delegate must be provided to the front office staff.

LIST OF ANALYSES PERFORMED

An updated vademecum of analyses performed by the laboratory, reporting times, and any collection methods is available at the collection point and online. The collection point conducts blood draws for tests listed in the regional tariff nomenclature, ensuring proper collection, transportation, and storage methods.

BIOLOGICAL SAMPLE COLLECTION METHODS

Front office staff inform patients about the correct methods for collecting biological samples. Instructions can be requested at the collection point or from customer service. The healthcare staff is available to clarify any aspects of the services to be performed. An information leaflet containing all useful information for correctly performing blood draws and analyses is also available to the user. Containers for stool and urine collection are provided free of charge by the collection point upon request to the front office staff.

This Patient Charter is available to users at all affiliated collection points.