



QUALIS LAB
ANALISI CLINICHE

QUALIS LAB srl

Sede legale:

Via Ugo Foscolo, 7 63064 – Cupra Marittima

P.Iva : 00498720440

Sdi: M5UXCR1

Laboratori Analisi Accreditati con il SSN



QUALIS LAB
ANALISI CLINICHE

convenzionati con S.S.N.

USER'S GUIDE



BUSINESS ORGANIZATION

GENERAL DIRECTION:

BOARD:

Dott. Andrea Vagnarelli (PRESIDENT)

Dott.ssa Silvia Mentili (CONSIGLIERA)

Ing. Cristian Iobbi (CONSIGLIERE)

QUALITY MANAGER:

Dott.ssa Silvia Mentili

SAFETY MANAGER:

Dott. Andrea Vagnarelli

DPO PRIVACY:

Marco Lazzari

Laboratorio Analisi QUALIS LAB FERMO - Via Mario Agnozzi 11 - 63900 Fermo (FM)

Punto Prelievi QUALIS LAB CAMPIGLIONE DI FERMO - Via N. Laurantoni 1/L - 63900 Fermo (FM)

DIRECTOR:

Dott.ssa Silvia Mentili

Laboratorio Analisi QUALIS LAB CUPRA MARITTIMA - Via U. Foscolo 7 - 63064 Cupra Marittima (AP)

Punto Prelievi QUALIS LAB MARINA DI ALTIDONA - Via Leonardo da Vinci 29 - 63824 Altidona (FM)

DIRECTOR:

Dott.ssa Silvia Mentili

Laboratorio Analisi QUALIS LAB GROTTAMMARE - Via Marconi 105-113 - 63066 Grottammare (AP)

Punto Prelievi QUALIS LAB GROTTAMMARE - Via Ischia I 274/c - 63066 Grottammare (AP)

DIRECTOR:

Dott. Andrea Vagnarelli

Laboratorio Analisi QUALIS LAB PAGLIARE DEL TRONTO - Via Salaria n.6-8 - 63078 Spinetoli (AP)

Punto Prelievi QUALIS LAB ASCOLI PICENO - Via Asiago 2 - 63100 Ascoli Piceno (AP)

DIRECTOR:

Dott.ssa Antonina Vasilina



GENERAL PRINCIPLES

The right to health is a universal principle with which the Laboratory conforms in the organization of its activity.

For the drafting of the Services Charter, reference was made to the indications of the "Principles for the provision of public services" issued by the Council of Ministers, to the "General reference scheme of the Charter of public health services" assuming in particular the following criteria:

- **EQUALITY.** Access to the facility and treatment of customers are not conditioned by distinctions of sex, age, religion, sexual or racial political opinions.
- **IMPARTIALITY.** All citizens are guaranteed objective and fair behavior by the staff working in the facility, with particular attention to disabled citizens.
- **CONTINUITY.** The structure guarantees the quantitative, qualitative continuity and regularity of services.
- **RIGHT OF CHOOSE.** Every citizen, provided with the request of the attending physician, can exercise the right of free choice by contacting the chosen structure directly.
- **EFFICIENCY AND EFFECTIVENESS.** The organization of work is aimed at guaranteeing the highest possible quality of services and is based on the criterion of continuous improvement.
- **PARTECIPATION.** Citizens and their organizations must be able to constantly verify the correctness of behavior, the quality of services and compliance with the law.



ACCESS METHOD

All citizens (exempt or paying tickets) can freely access with prescriptions from the National Health Service prescribed by the doctor in any Region, white prescription issued by the doctor or direct request.

The laboratory is accredited and has an agreement with the Marche Region, therefore the rates applied are those envisaged by the Regional Nomenclator or the freelance ones in case of direct request.

The laboratory has a limited annual budget for the services that can be provided through the NHS defined by the Region, therefore, once the budget is reached, patients who benefit from exemptions may be required to pay in full or in part for the services provided. Patients will be informed in advance about the costs by specific signs in the waiting room and/or during the check-in phase.

Inside the offices during opening hours there is always staff identifiable by an identification tag capable of giving the necessary information on the services.

The toilets are signposted and accessible; the wait takes place in suitable environments, equipped with a sufficient number of seats and air-conditioned.

ALL OFFICES ARE ON THE GROUND FLOOR: There are no architectural barriers

The withdrawal rooms are structured in such a way as to respect the privacy of individual users.

RESERVATIONS:

For most services, booking is NOT NECESSARY. Simply access the locations according to the collection times indicated below.

RESERVATION IS REQUIRED ONLY FOR THE FOLLOWING SERVICES:

- Home collections
- Cervical swabs during pregnancy
- Breath test
- PAP test
- Swabs for HPV (papilloma virus)

The reservation can be made by contacting the office where you will access, by telephone or by e-mail. Consult the “times and contacts” section of this service charter or the website www.qualislab.it.



OPENING HOURS AND CONTACTS

Laboratorio Analisi QUALIS LAB FERMO – Via Mario Agnozzi 11 – 63900 Fermo (FM)

TEL. 0734 622986 MAIL: fermo@qualislab.it

BLOOD TESTING:	MONDAY TO SATURDAY	7:00 – 10:30
COLLECTION OF REPORTS:	MONDAY TO SATURDAY	10:00 – 13:00
	MONDAY TO FRIDAY	15:30 – 17:30
	ON-LINE WEBSITE	h/24

Punto Prelievi QUALIS LAB CAMPIGLIONE DI FERMO – Via N. Laurantoni 1/L – 63900 Fermo (FM)

TEL. 0734 605548 MAIL: fermo@qualislab.it

BLOOD TESTING:	MONDAY TO SATURDAY	7:00 – 09:30
COLLECTION OF REPORTS:	MONDAY TO SATURDAY	7:00 – 11:00
	ON-LINE WEBSITE	h/24

Laboratorio Analisi QUALIS LAB CUPRA MARITTIMA – Via U. Foscolo 7 – 63064 Cupra Marittima (AP)

TEL. 0735 777892 MAIL: cupra@qualislab.it

BLOOD TESTING:	MONDAY TO SATURDAY	7:00 – 10:30
REPORTS:	MONDAY TO SATURDAY	10:00 – 13:00
	dal LUNEDI' al VENERDI'	14:00 – 16:00
	ON-LINE WEBSITE	h/24

Punto Prelievi QUALIS LAB MARINA DI ALTIDONA – Via Leonardo da Vinci 29 – 63824 Altidona (FM)

TEL. 0734 012695 MAIL: cupra@qualislab.it

BLOOD TESTING:	MONDAY TO SATURDAY	7:00 – 09:30
REPORTS:	MONDAY TO SATURDAY	7:00 – 11:00
	ON-LINE WEBSITE	h/24



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Laboratorio Analisi **QUALIS LAB GROTTAMMARE** - Via Marconi 105-113 - 63066 Grottammare (AP)

TEL. 0735 631221 MAIL: grottammare@qualislab.it

BLOOD TESTING: MONDAY TO SATURDAY 07:00 – 10:30

REPORTS: MONDAY TO SATURDAY 10:00 – 13:00
MONDAY TO FRIDAY 14:00 – 16:00
ON-LINE WEBSITE h/24

Punto Prelievi **QUALIS LAB GROTTAMMARE** - Via Ischia I 274/c - 63066 Grottammare (AP)

TEL. 0735 631221 MAIL: grottammare@qualislab.it

BLOOD TESTING: MON. – WEDN. – FRI. 7:00 – 09:00

REPORTS: MON. – WEDN. – FRI. 7:00 – 09:00
ON-LINE WEBSITE h/24

Laboratorio Analisi **QUALIS LAB PAGLIARE DEL TRONTO** - Via Salaria n.6-8 - 63078 Spinetoli (AP)

TEL. 0736 899628 MAIL: spinetoli@qualislab.it

BLOOD TESTING: MONDAY TO SATURDAY 7:00 – 10:30

REPORTS: MONDAY TO SATURDAY 10:00 – 13:00
MONDAY TO FRIDAY 14:00 – 16:00
ON-LINE WEBSITE h/24

Punto Prelievi **QUALIS LAB ASCOLI PICENO** - Via Asiago 2 - 63100 Ascoli Piceno (AP)

TEL. 0736 261687 MAIL: spinetoli@qualislab.it

BLOOD TESTING: MONDAY TO SATURDAY 7:00 – 09:00

REPORTS: MONDAY TO SATURDAY 7:00 – 09:00
ON-LINE WEBSITE h/24



THE PHASES OF THE SERVICE

PREPARATION FOR DIAGNOSTIC INVESTIGATIONS:

The laboratory staff is available in person, by telephone or by email for advice on exam preparation rules. There is a detailed document on the preparation rules for all exams which can be consulted on the website and present in the waiting room.

It is good practice, for a correct blood sample, to be fasting from the previous evening, after a normal evening meal and without prolonging the intake of alcohol outside of the meal itself.

The intake of a modest quantity of water is permitted.

Fasting is strictly necessary for some tests in particular: blood sugar, cholesterol, triglycerides, serum iron, folic acid, vitamin B.12, insulin, bile acids.

Medicines and water can be taken until the time of collection.

Physical activity, even moderate, can influence the concentration of some serum components, it is therefore advisable to avoid physical exertion (e.g. going to the gym) in the days before the blood sample.

For tests aimed at monitoring drug therapies (for example "PT" - Prothrombin Time) it is advisable to always carry out the sampling after taking the same dose of drug.

ACCEPTANCE:

At the entrance to each structure there is a queue remover from which you can take your queue number. When it is your turn you access the check-in desk where the patient recognition and request entry procedures will be carried out.

The operator identifies the patient by means of tax code and identity document by entering into the computer system the data essential for secure identification of the user, i.e. surname, name, date and place of birth, address of residence as well as the list of required performance.

Compliance with the pre-analytical conditions relating to the tests to be performed is verified.

The patient is then assigned a unique code that identifies acceptance and the samples and is issued a slip with credentials for online consultation or for collecting the report on paper.

If necessary, they are asked to sign the form for consent to the processing of personal data and/or the informed consent form (for tests that require it).

At the time of acceptance, the amount to be paid by the patient and the reporting times are communicated. Payment can be made upon acceptance or collection of reports in cash, via POS or check.



EMERGENCIES:

If reporting is necessary within a few hours from blood collection, at the request of the referring doctor or the patient, it must be expressly requested at the time of data entry.

Urgent reporting is possible for those tests that are actually performed on the same day. The possibility or not of carrying out an emergency exam will be communicated during the acceptance phase.

Acceptance is marked as URGENT in the IT system in such a way as to make it a priority in analysis and reporting.

SAMPLE COLLECTION:

Requests for samples to be collected are sent to the collection room and the patient is called according to the acceptance code entered.

At the time of sampling, which is carried out in comfortable rooms suitable for respecting privacy, the operator associates the adhesive labels with the sample collection tubes and identifies the patient by asking name, surname and date of birth.

The average withdrawal execution time is approximately 5 minutes.

After the blood sample, the patient is asked to remain sitting in the waiting room for at least 5 minutes with his hand swabbing the site of the blood sample to minimize the occurrence of adverse events after the blood sample.

Patients who have already had episodes of fainting (fainting) during the blood sampling are invited to communicate it to the staff before the blood sample collection.

HOME WITHDRAWAL

Home blood samples can be requested by contacting our nearest laboratory via telephone or e-mail: the patient's data and the doctor's requests will be requested in order to be able to make a prior data entry of the patient. Withdrawals are usually scheduled within 3 working days, within 12/24 hours for urgent cases.

REPORTS COLLECTION

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 (pursuant to GDPR 679/2016) from 10.00 am on the day indicated on the slip.

Most reports are available from the morning after the blood sample; emergencies can be reported within a few hours upon request. The report is available at the time of electronic signature. An SMS notification that the report is ready is sent to the mobile number entered during acceptance.

ON-LINE REPORTS

It is possible to consult and/or print the reports online on the web portal www.qualislab.it using the credentials issued during the acceptance phase having already made the payment where due.

The reports are available on the portal for 45 days from the date of acceptance (pursuant to GDPR 679/2016).



COPY OF ARCHIVED REPORTS

It is possible to request a copy of reports from our archive. For reports within one year from the date of acceptance, it is possible to obtain a copy immediately from our lab where the sample was taken. For reports over one year from the date of acceptance, a copy will be made within 2 working days. It is always necessary to make the request by showing up at the office with an identification document.

PRE AND POST EXAM CONSUELING

It is possible to request advice at any time on how to prepare for the exam or on the meaning of the reports. The operator will immediately notify the lab manager.

SAMPLES FOR IN-SERVICE EXAMS

Rare, infrequent or particular requests are carried out "in Service", i.e. sent to another specialized laboratory equipped with the same requirements established by the Quality System, pursuant to Regional Resolution No. 1589 of 03/20/89

COMPLAINTS

Customer complaints are collected by a questionnaire (Customer Satisfaction Evaluation Form) available in the waiting room; however, administrative and healthcare staff are always present during the opening hours of the facility for information, clarifications or complaints regarding services. The LAB Director is always available to listen and give clarifications and information, even by appointment.

PRIORITY ACCESS

Upon notification to the staff in charge, PRIORITY access to the services is provided for situations of particular need such as PREGNANT WOMEN, CHILDREN AND DISABLED PEOPLE.



PATIENTS' RIGHTS

PATIENTS HAVE THE RIGHT:

- To be welcomed and treated respectfully and with kindness in respect of human dignity, using understandable language appropriate to the type and age of the patient;
- To be protected in their privacy pursuant to GDPR 679/2016.
The data provided to us, mandatory by law, will be used both to detect the state of health and for administrative purposes and will be stored in our protected archives.
The personal data suitable for detecting the state of health will be delivered through the release of a report to be delivered directly to the user or to a person with a written proxy or in a closed envelope whose opening is reserved to the Doctor or the User (for minors to those exercises parental authority).
- To obtain all information on performance, execution times and costs;
- To immediately identify the operator by badge ID.

USERS HAVE THE DUTY:

- To maintain responsible behavior with respect for other patients;
- To collaborate respectfully with laboratory staff;
- To respect the environments and equipment;
- To report any problems to the director;
- Not to smoke and silence the phones;
- To respect the opening and closing times;
- To check payment receipts to verify the correctness of personal data;

WORK SAFETY

Safety conditions are guaranteed by compliance with national regulations, with particular reference to Legislative Decree 81/2008 and subsequent updates.



INFORMATION ON TECHNICAL QUALITY

Citizens can access all the useful information to preventively evaluate the competence of the staff, the technical quality and good maintenance of the equipment used.

The Medical Director and the Laboratory staff are available for any clarifications and necessary information.

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

The Laboratory participates in VEQ (external quality assessment) programs with the following bodies:

ISTITUTO AZIENDA OSPEDALIERA CAREGGI di Firenze.

RANDOX LABORATORIES LIMITED - RIQAS (UKAS PROFICIENCY TESTING)

QUALITY POLICIE

QUALIS LAB srl has been operating in the clinical laboratory analysis business for over 40 years.

To promote corporate success, of high quality services that match the needs of the patient is the keyword

Consistent with its development strategy, the Management of QUALIS LAB srl intends to pursue improvement objectives in the following priority fields of action:

- attention to communication with the customer-user within the services offered;
- increase customer-patient satisfaction;
- guarantee accessibility to the facility even for less well-off and needy patients;
- ensure the health and safety of all staff;
- increase the professionalism and satisfaction of all staff;
- expand the panel of exams offered;
- optimization of administrative and management processes

The company, through its staff, undertakes to guarantee:

1. Respect for the patient as a human being and citizen. All staff must be respectful of the patient also taking into account possible pathologies and must always be available to listen to their needs, guaranteeing respect for human dignity. Particular attention must be paid to the weakest social groups, such as the elderly, the disabled, children and all those who experience inconvenience even in reaching the Laboratory locations.

2. Confidentiality In all phases, from patient acceptance to delivery of the report, maximum confidentiality and respect for privacy must always be guaranteed.



3. The correctness and clarity of the data provided. The Laboratory must guarantee the maximum accuracy of the data provided through the necessary checks on the quality of the data provided, the continuous renewal of the equipment and the constant training of the staff. All test reports must be expressed in a clear and easily readable manner for both the patient and the treating doctor.

4. Response times The Laboratory must communicate to the patient the times necessary for carrying out the requested analyses. It is always necessary to guarantee, within the limits of the possibilities of the available equipment, the execution of urgent tests.

5. Collaboration with healthcare professionals and the NHS. The Laboratory must guarantee maximum collaboration with the treating doctors and with the entire national health service. The laboratory staff avoids behavior that could diminish trust in the competence, confidentiality, impartiality and judgment of the professional integrity of their staff and the company, the Management provides the maximum guarantee of the transparency of the laboratory itself.

The company also undertakes to:

- ensure that the Policy is appropriate to the purposes and context of the organisation;
- introduce an approach based on risk analysis into the company, aimed at identifying the causes of problems by promptly adopting the measures necessary for their prevention;
- improve the effectiveness of the Quality Management System;
- verify their analytical performance by participating in external quality assessments and through internal quality controls;
- control the analytical process, analyzing it with quality and performance indicators, which give ideas for the continuous improvement of the work methods/processes, of the quality system, of the service provided to the customer-patient;
- Continue mutually beneficial relationships with suppliers/partners.

The objectives are pursued by planning an effective management system and setting the level of quality provided, with a view to assessing risks/opportunities. The achievement of these objectives will be monitored through appropriate indicators, the detection of customer satisfaction and the analysis of complaints also with the aim of creating a company that increases its presence on the market and makes customer satisfaction the differentiating factor in a market competitive. The specific improvement objectives are defined by management in the improvement plan and disseminated to all staff; and then be reviewed annually during the Management review. The standard quality levels are defined in the surveillance plan and reviewed annually during the management review.