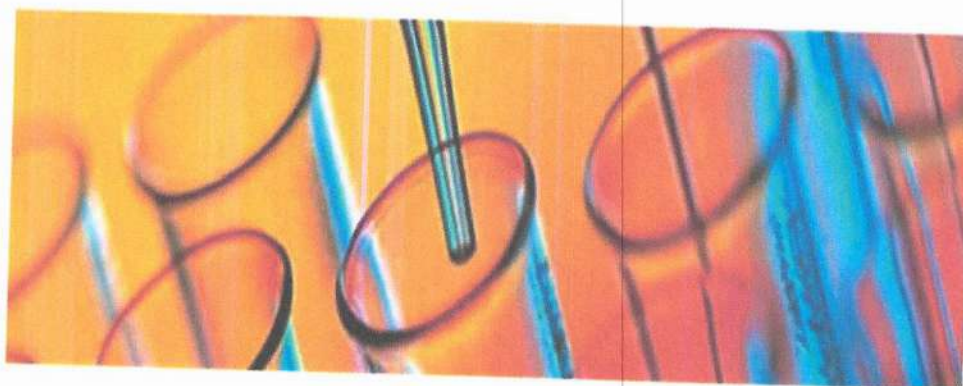


SERVICE CHARTER

**CLINICAL ANALYSIS LABORATORY
S. EMERENZIANA DI GIOVANNI TIMARCO SAS**

**BASIC ANALYSIS LABORATORY
P. IVA E C. F. 01201301007**

**PIAZZA S. EMERENZIANA, N. 2
C.A.P. 00199**



Service Charter

LABORATORIO ANALISI CLINICHE
"S.EMERENZIANA"
P.zza S.Emereziana n.2
00199 Roma tel. 062.150.15

Rev. Ed.

0.5

of

10.01.2024

CDS

Document Holder

CLINICAL ANALYSIS LABORATORY S. EMERENZIANA DI GIOVANNI TIMARCO SAS

LABORATORIO ANALISI CLINICHE
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Rev. Ed	Motivation	Date
0.1	First Issue	16.04.2018
0.3	Changes	07.07.2020
0.4	General Updates	28.05.2021
0.5	Confirm content	10.01.2024

DS Signature Stamp and Signature of the Legal Representative

Chine Timar

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This document contains information and data from the S. Emerenziana Clinical Analysis Laboratory of Giovanni Timarco SAS. Therefore, the document and its contents may not be disclosed in any form without the explicit consent of the owner.

PREMISE	4
SECTION ONE.....	5
Presentation of the Structure and Fundamental Principles.....	5
The Structure	6
The Organization	6
Basics	7
Patients' Rights	9
Objectives of the Company.....	9
Vision , Mission.....	10
SECTION TWO.....	12
Information on the structure and the services provided	12
Type of services provided	13
How to Book:	13
Patient Care	14
SECTION THREE.....	16
Quality Standards, Commitments, and Programs	16
Safeguards and verification mechanisms	17

PREMISE

Dear user,

The Service Charter is the communication tool between the Patient and the Laboratory, as it aims to make known the activities and services made available by the Laboratory and how to access them. The Service Charter also represents the commitment to assist, with competence, professionalism and efficiency, those who turn to our Laboratory to offer complete and detailed information on the services provided.

The S. Emerenziana Clinical Analysis Laboratory of Giovanni Timarco SAS through the Service Charter wants to respond to the recommendations dictated by the Decree of the President of the Council of Ministers of 19 May 1995 "General scheme of reference of the Charter of Public Health Services", as well as by the Decree of the Commissioner ad Acta of 6 October 2014, n. U00311 "Guidelines for the elaboration of the Charter of Health Services of the Health Companies and Structures of the Lazio Region" with the intent to provide the patient with a valid tool to obtain an effective assistance intervention and ensure compliance with precise commitments regarding the quality and quantity of the services provided by the Laboratory.

Attention to patient care is a priority in defining the organizational, technological and structural choices of the Laboratory, in the belief that these aspects can be further improved thanks to the participation and collaboration of those who, by reading this document, will want to report perceived objective difficulties.

This Service Charter will also be periodically updated with suggestions, proposals, changes and additions that you and other users are invited to submit at any time.

To this end, we invite you to fill in, anonymously, the questionnaire on the "Degree of User Satisfaction" that will be available in the waiting room. In this way, you will be able to express your opinion and submit your comments on the services offered. Each of your indications will be taken into consideration in order to meet, in the most complete way possible, your expectations and needs.

In addition, to report malfunctions or complaints, you can contact the staff on duty who can be identified by the identification card.

A copy of the Service Charter can be sent to associations representing Citizen Patients operating in the area.

Cordially

The Legal Representative

SECTION ONE

Presentation of the Structure and Fundamental Principles

The S. Emerenziana Clinical Analysis Laboratory of Giovanni Timarco SAS has been active since 1979, and has regional accreditation No. U00335 of November 2012 issued by the Lazio Region.

The legal and operational headquarters of the Laboratory are located in Rome, in Piazza S. Emerenziana, n. 2 – 00199 Rome.

In 2020, the laboratory merged into a network of laboratories led by Ormolab, which deals with the analytical phase of all accredited analyses.

At a structural, technological and organizational level, the Laboratory guarantees the quality of the services provided and the reliability of the instrumentation.

The Legal Representative has adopted a Quality System that complies with, but is not certified to, the UNI EN ISO 9001/2015 standard and requires strict compliance with all mandatory regulations affecting the activities of the Laboratory.

The Structure

The structure with an area of about 200 m² is located on the ground floor and on the first floor of a building located in Rome in Piazza S. Emerenziana, n. 2.

On the ground floor we have the rooms used for the laboratory while on the first floor we have the reception, waiting room and sampling rooms;

There are no architectural barriers in the structure and there are facilities for the disabled.

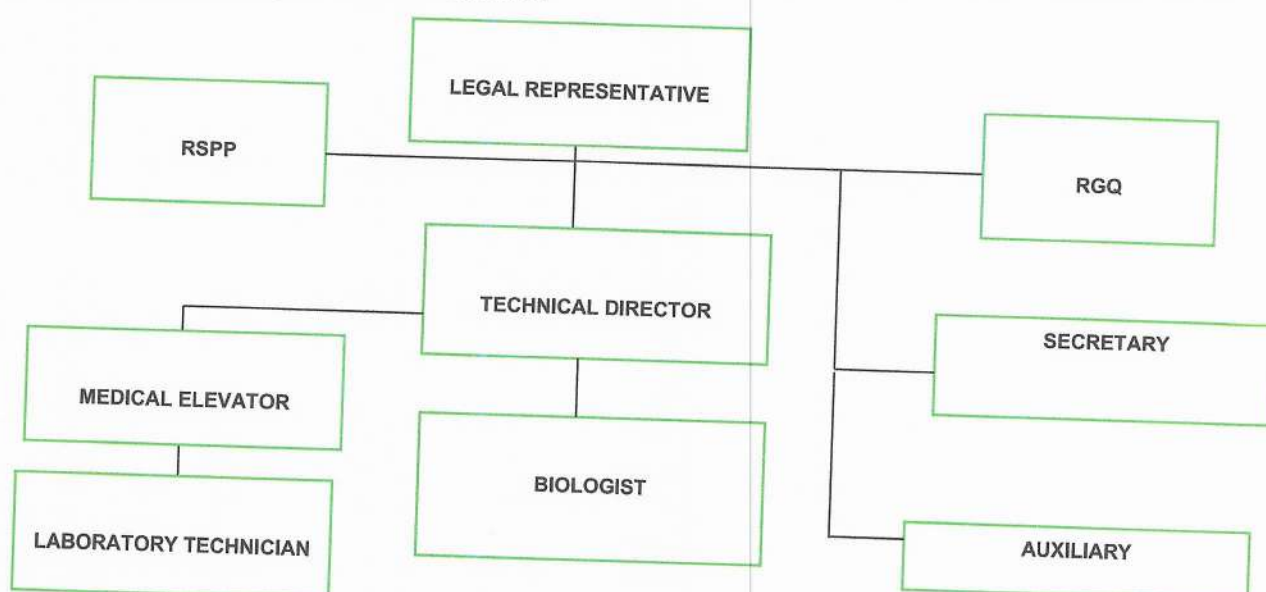
The Presidium also meets the structural requirements of current regulations regarding the compliance of electrical systems, the full application of Law 81/08 and subsequent amendments, the removal of architectural barriers, the disposal of special waste, and the cleanliness and comfort of the premises.

The structure is equipped with modern equipment for the provision of services, pursues a policy of constant improvement of the same, adaptation to all the most modern technologies as well as efficiency control and all periodic inspections required by law and/or recommended by the manufacturers.

The staff employed is trained in the use of the equipment present in the structure and participates in internal refresher courses whenever the acquisition of new, more technologically advanced equipment requires it.

The Organization

Our Organization is represented as follows¹:



¹For the complete list of personnel in service, see Annex 1 to this document.

The Presidium's Legal Representative is Dr. Giovanni Timarco.

The Legal Representative's task is to: carry out process monitoring and measurements; determine commercial strategies and policies, determine the objectives and requirements of the offers, establish the investment budget, supervise general and financial affairs, define the requirements of the service offered; supervise and manage the Administration/Secretarial area.

He is also in charge of the management of relations with the Institutions and the management of **personnel**.

The Technical Director is Dr. Chiara Timarco, who is responsible for supervising the health activities of the facility, controlling the collaborators of the health sector so that they follow the therapeutic indications, identifying and proposing training courses and new technologies to be included in the work processes; supervising the search for technical and medical personnel.

Healthcare **personnel, medical and non-medical**, according to their professional profile, are responsible for the implementation of the services entrusted to them, they use the same protocols, guidelines and technical data sheets in order to standardize processes and guarantee, in addition to personalized treatment also a quality standard that falls within the requirements of the NHS/R, in the mandatory regulations and in the quality standards that the Laboratory pursues.

Basics

This Service Charter, with reference to Ministerial Guidelines No. 2/95, is inspired by the following fundamental principles:

Equality and respect: the provision of the service is inspired by an equal consideration for every single person. This does not mean uniformity of interventions but, on the contrary, that each activity is personalized considering the uniqueness of each one. Each intervention is managed with respect for the dignity of the person and individual specificities, without distinction of ethnicity, sex, religion, language, economic conditions and political opinions.

Impartiality and objectivity: every person who provides a service within the Laboratory operates with impartiality, objectivity and justice in order to guarantee adequate assistance.

Continuity: the organization ensures the continuity of the service through the preparation of work shifts that guarantee adequate levels of assistance during the hours for which the Laboratory is in operation. Any interruptions are expressly regulated by industry regulations to cause users as little inconvenience as possible.

Right to choose: every person, whatever their health condition, has the right to have their autonomy recognized and promoted. The patient has the right to choose the facility that he believes can best meet his needs according to the regulations in force.

Participation: The Laboratory guarantees the patient correct, clear and complete information regarding participation in the provision of the service; the Patient can participate in the

continuous improvement of the Laboratory, by filling, for example, the "Customer Satisfaction Evaluation" form, which is made available to Patients in the waiting room, and then entered, filled in, in the relevant box.

Effectiveness and efficiency: these are guaranteed by the implementation of the Quality System aimed at determining an optimal relationship between the resources used, the activities carried out and the results obtained.

Information: Patient care is provided through: verbal and paper information transmitted by the Acceptance and the Technical Director, the delivery of information documentation and advertising posters.

Reception: access to the facility is facilitated by the availability of the staff, always present in the facility, from the waiting room equipped with the necessary spaces to ensure respect for privacy and the needs of the patient.

Protection: the **Protection** of Patients' Rights is guaranteed by compliance with the Procedures, Operating Instructions and Regulations defined in the Quality System, as well as by the respective control and supervision mechanisms put in place, paying particular attention to patient safety, through the prevention of clinical risk and procedures relating to Privacy.

Quality Standards: The quality of the services provided by the Laboratory is ensured by the definition of quality standards contained in ISO 9001, the standard to which the Laboratory's activity conforms, as well as by the minimum authorization requirements. The guarantee of compliance with these standards arises from the audits to which the Laboratory is subjected.

The Legal Representative of the **LABORATORY** committed to adopting the "**Charter of International Patients' Rights**" Below is a summary.

Right to life Every person must receive timely, necessary, appropriate assistance for the satisfaction of the basic needs of life (nutrition, hydration, ventilation, hygiene, environmental protection, movement, evacuation, rest, sleep, etc.).

Right to care and assistance Every person must be cared for in science and conscience and with respect for his or her wishes.

Right of defence Every person in disadvantaged psycho-physical conditions must be defended from speculation and/or deception and damage deriving from the surrounding environment.

Right to prevention Each person must be ensured, as far as possible, with activities, tools, health aids, information aimed at preventing deterioration and/or damage to health and autonomy.

Right to speak and to be heard Every person must be listened to and their requests must be met as far as possible.

Right to information Each person must be informed about the procedures and motivations behind the interventions to which he or she is subject.

Right to participate Each person must be able to participate in decision-making that affects themselves (according to their cognitive abilities).

Right to Criticism Each person can freely express his or her thoughts and criticisms concerning the activities and dispositions that concern him/her.

Right to respect and modesty Each person must be called by his or her first and last name, and his or her confidentiality and concept of modesty must be respected.

Right of thought and religion Every person must be able to express his philosophical, social and political ideologies and practice his or her own religious confession.

Patients' Rights

The organization ensures:

- > **The Right to Information-Informed Consent:** The Patient has the right to be informed about the therapeutic process to be pursued, expressing his/her willingness to be informed, by signing the "Informed Consent" form. In addition, the Patient has the right to receive all the clarifications he or she deems appropriate from the doctors;
- > **The Right to Privacy:** During the Acceptance phase, consent to the processing of sensitive data is requested in accordance with the provisions of the European Regulation 2016/679 on the protection of personal data. Professional secrecy is guaranteed with regard to all information of a private and personal nature that emerges during the provision of the service. Under no circumstances is telephone information provided. Physicians are authorized to inform only those persons authorized by the Patient and equipped with an Identity Document.

Objectives of the Company

The main **objectives** are therefore to ensure an improvement in the quality of life through the effectiveness and efficiency of business processes and, through the use of resources, a control over processes that ensures our patients the appropriateness of the result.

It is also important to ensure a comfortable, clean environment that guarantees confidentiality during the provision of the service. Of focal importance is the professionalism and courtesy that is required of all the staff placed within the structure, respect for privacy and, last but not least, the pursuit of continuous improvement in order to maintain a standard of product and service that is always at the forefront.

Service Charter

LABORATORIO ANALISI CLINICHE
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Rev. Ed.

0.02

of

16.04.2018

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OBJECTIVES	SOLUTION
Improving the quality of life	Improve the effectiveness and efficiency of processes
Respect for the patient's time and dignity	Waiting times Operator identifiability
Comfortable environment	Welcoming, clean and privacy-friendly environments
Privacy	Compliance with European regulation 679/2016
Respect for the Patient	Courtesy and professionalism towards users
Appropriate Standards	Continuous staff training

The objectives set out in the Management Review are pursued through the services of an accredited Basic Analysis Laboratory.

These objectives are monitored through the IT tools for data acquisition (management program "Gesti 3") and thanks to the participation and collaboration of users and all the freelance professional staff of the Laboratory.

Vision , Mission

The Vision

Our strategy is to make the Laboratory a reference point for users in Rome for the offer of accredited and private Basic Analysis Laboratory services.

The implementation of this strategy is pursued through the following points:

- make a profit to be reinvested in technological and human resources
- achieve and maintain high quality technical performance
- satisfy all the requests of the citizen user with reference to the reality of Rome, covering all types of services that can be conceived, current and prospective
- excel in service delivery

The Mission

The organization's mission is reflected in the following standards we pursue for our staff and patients:

Professional performance

A control over the processes that assures our patients of the appropriateness of the result.

Provision of Services to the User

Ensure the standards set out in the Service Charter and improve the performance perceived by users in general.

Technology Resources

Renewal of the instrumentation for a continuous improvement of performance.

Human resources

Ensure the continuous maintenance of staff skills through CME training courses to offer a professionally appropriate service.

Institutional Recognition

Maintain accreditation within the National Health Service.

The Organization develops its commitment to continuous improvement through plans and actions aimed at improving services, processes and performance through the achievement of the measurable objectives that the structure sets itself every year during the Management Review.

SECTION TWO

Information on the structure and the services provided

Where we are and how to reach us

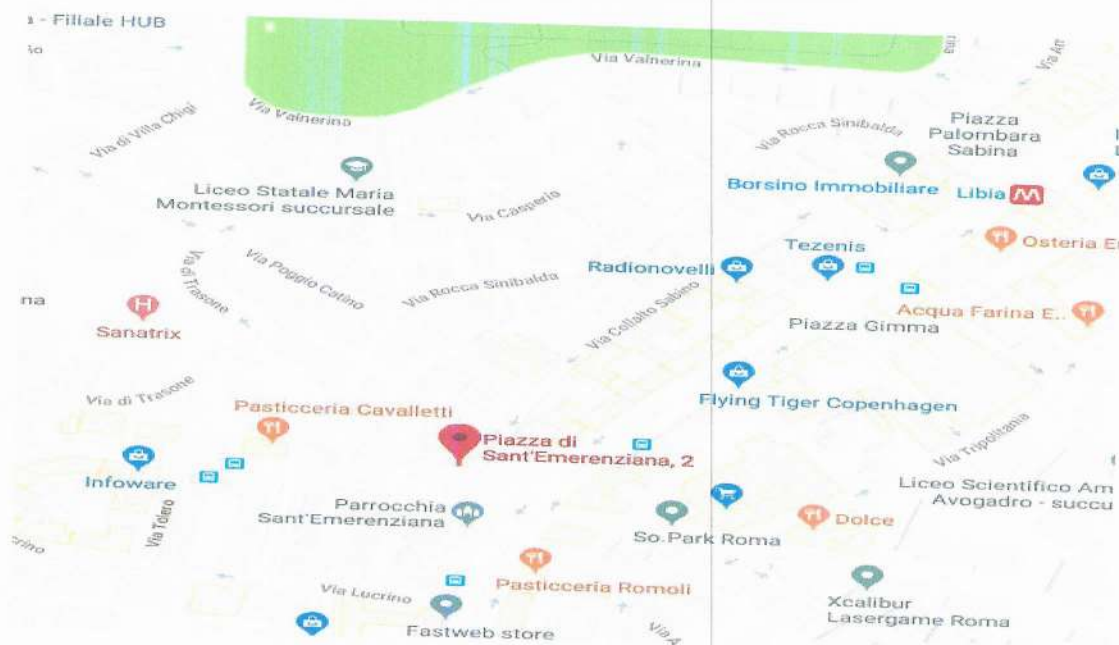
The **LABORATORY** is located in Piazza S. Emerenziana, n.2 - 00199 Rome (African Quarter)

Parking: Agreement with Parking Tripoli and public parking for a fee

Open to the public for withdrawals: Monday to Saturday from 07.30 to 10.00;

Report collection: Monday to Friday from 11.00 am to 5.00 pm; Saturday from 7.30 am to 10.00 am.

Signs will be able to direct foreign users to the use of our services.



The Laboratory is located in the Trieste district and is easily accessible by public and private transport:

Bus: 38 - 80 - 80B - 83 - 88 - 233 stop P.zza S. Emerenziana (100 meters).

Metro B1: Viale Libia stop (500 meters); S. Agnese - P.zza Annibaliano stop (500 meters).

Private transport: free parking for one hour at the "Parking Multipiano Tripoli" in via Tripoli n° 142 (200 meters).

Type of services provided

Levies: Monday to Saturday from 07.30 a.m. to 10.00 a.m.

It is classified as a General Basic Laboratory, directed by Dr. Chiara Timarco (Graduated in Medicine and Surgery with specialization in Clinical Pathology, registration no. 53340), with a specialty section in:

- Clinical Chemistry - In particular, all clinical chemistry examinations are carried out.
- Hematology and Coagulation - All hematological assays are performed and in particular blood counts with leukocyte formulas.
- Enzyme Immunoassay - Tests for infectious diseases, hormones, and markers are performed.

Other collaborators are Rita Mileto (Blood Practitioner), Anna Obetto and Maria Letizia Casalese (Laboratory Techniques), Cecilia Aiello and Marianna Martocchia (Biologists).

The Laboratory is able to carry out almost all the required laboratory analyses, resorting, for the analyses in accreditation, to the leader of the "Ormolab" network.

Further information and brochures illustrating the services provided are available at the Laboratory Reception.

How to Book:

The booking of **services is not** necessary except for some particular types (e.g. glycemic curve).

To make a reservation, you must go to the Laboratory or call.

Required Documents

To access the services and services provided by the Laboratory, the patient must present himself at the facility with the following documentation:

- Valid identity document;
- Health Card;
- Pink or dematerialized prescription

A. Accredited services

- Recipe compiled on mod. ASL by the family doctor. No more than eight analyses may be required in each recipe. Prescriptions without the stamp and signature of the attending

Service Charter

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0.02

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physician are considered invalid. Prescriptions are valid for 1 year from the date of their completion.

- Non-exempt patients will have to pay on their own, at the rate of the SSN, the services up to a maximum of € 36.15 per prescription, plus € 10.00 of regional tax, except for services not provided by the NHS.
- For patients who are totally exempt from the ticket, nothing is due, except for services outside the NHS, as well as for those exempt by pathology regarding the analyses related to the specific pathology.

The doctor's prescription (pink or dematerialized) must contain the following information:

- Name, surname
- Health card number, specifying any rights of exemption from the payment of the service.
- Patient Tax Code
- Type of service requested
- Doctor's stamp and signature
- Date

B. Private Therapies

To perform analyses privately, it is sufficient to indicate to the staff at the reception the exams to be carried out, upon presentation of an identity document.

For any documented inconvenience, please contact the reception office.

For all services, the staff of the Reception Desk will provide all the necessary information to the Patient, in order to best meet his needs (e.g. treatment preparations).

Patient Care

There are no waiting lists for the type of service in accreditation.

The Firm interacts daily with the General Practitioners present in the area in order to provide the patient with a service aimed at care and assistance.

If the situation requires it, our professionals contact the attending physician to submit the indications found during the examination to the latter or, in case of emergency, contact the single number for transfer to the hospital facility able to provide treatment.

The acceptance will verify the documentation delivered by the Patient and will enter the patient's data in the "Gestilab" Laboratory Information System

The patient is also informed through posted signs, pursuant to European Regulation 2016/679, about the processing of health and sensitive data. Acceptance is available for any information regarding the legislative provisions on privacy.

After acceptance and/or verification of any reservation, users wait for the call to the waiting room by the pick-up doctor.

For users of the basic analysis laboratory, an identification ID necessary for the call by the doctor will be assigned through the management program.

Payment of benefits

Payment for the services of the basic analysis laboratory is made before the performance of the same or at the latest when the reports are collected.

Payment of services can be made by: Cash, Debit Card/Credit Card and Bank Transfer.

The administrative staff is available for any clarification.

Levies

Open to the public for withdrawals: Monday to Saturday from 07.30 to 10.00;

Report collection: Monday to Friday from 11.00 am to 5.00 pm; Saturday from 7.30 am to 10.00 am.

Home blood samples and on-site nursing treatments can be provided at the user's request.

Delivery of reports and availability of results

The reports are delivered directly to the interested party, upon presentation of the invoice or withdrawal slip of which they are in possession at the time of acceptance, or to a delegated person, in which case the invoice or withdrawal slip must bear the authorization for the proxy duly signed at the bottom.

The date of collection of the reports is specified on the receipt delivered at the time of acceptance and in any case the maximum deadline for the delivery of the reports based on the complexity of the test is variable from 7 to 15 working days.

In particular situations and in derogation from normal processing times, the Laboratory allows the urgent delivery of reports. The cases for the urgent collection of reports are:

- patients undergoing monitoring on anticoagulant therapy;
- patients undergoing antitumoral therapy;

- patients with suspected diagnosis requiring urgent hospitalization.

SECTION THREE**Quality Standards, Commitments, and Programs****Quality Factors and Standards**

The user who has concrete experience of a particular service and/or performance is able to perceive the quality of the service offered through certain aspects (quality factors).

The management considers the following quality factors for its services:

1. Hours and methods of performance of the service
2. Information given to the patient by the doctor about the therapeutic treatment

The Management has established a specific objective for each quality factor (Quality Standard):

1. Respect for booking time
2. Comprehensive collection of information on therapeutic treatment

Process Indicators	Quality standard set
Waiting time at reception	10 to 15 minutes
Customer Satisfaction Questionnaire	Quality Perception > 90%
Waiting time for reporting	Compliance with the timing indicated on the invoice

Commitments and plans

The Legal Representative undertakes to periodically monitor the quality of the services offered through appropriate questionnaires to be submitted to guests and to activate specific programs to improve the quality of the service.

SECTION FOUR

Safeguards and verification mechanisms

In order to make the protection of the user effective, the Legal Representative has identified the procedures to be observed for the acceptance and settlement of complaints - in whatever form they are presented - with the drafting of a specific procedure.

Complaints

In guaranteeing the protection function, the Legal Representative offers the user the possibility of filing a complaint following a disservice, act or conduct that has denied or limited the usability of the services.

Patients have the opportunity to express their evaluation on the different aspects of the Service, enter Observations, make Complaints or propose Suggestions, on the Perceived Quality sheet and/or on the complaint form; These cards are available in the waiting room.

Complaints are addressed to the Head of the facility and/or to the Quality Manager (Maria Letizia Casalese) during the opening hours of the Laboratory, by filling out the appropriate form in the waiting room.

In the event of a written complaint, a response will be made within 15 days of receipt of the request.

Patient protection bodies

The Legal Representative informs the kind users of the existence of patient protection bodies to which they can turn for any violation of their rights that they believe they have suffered at our or others' Health Facility.

The Tribunal for Patients' Rights (TDM) is an initiative of Cittadinanzattiva, founded in 1980 to protect and promote the rights of citizens in the field of health and welfare services and to contribute to a more humane, effective and rational organization of the national health service.

The TDM is

Cittadinanzattiva onlus
Via Cereate, n. 6 - 00183 Roma Tel 06.3671.81 Fax 06.3671.8333
mail@cittadinanzattiva.it

Verification of commitments and organizational adjustments

Status of Standards Report

The **LABORATORY** ensures the verification of the implementation of the commitments to improve quality standards through an Annual Review that takes into account the results achieved, both those not achieved, analyzing the causes that have not allowed them to be achieved.

The Review, drawn up by the Management, with the presence of the Heads of Departments, will be made known to the staff. The purpose of the report is to monitor the progress and continuous improvement of the quality of services.

User Satisfaction Surveys

The **LABORATORY** guarantees the realization of surveys on the degree of satisfaction of users by promoting the administration of questionnaires, surveys and direct observations.

Attachments: ANNEX 1 – List of personnel in service

ANNEX 2 – Patient Satisfaction Form - Complaints

ALL.3 – Tariff of Benefits¹

¹ On request in acceptance.