



CHARTER OF SERVICES

with the Patient's Charter of Rights

Health Director: Dr. Pasquale Giacomo Morano, Technical Director of Clinical Analysis: Dott.ssa Ofelia Sarra
Authorizations from the Municipality of Rome dated 12/14/1990 and n. 71 of 24/05/1995



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Attachments, available from the Secretariat:



Detailed list and tariff of services, in private or accredited with the SSN



Information for preparing the patient for health services.



Dear user,

in this Service Charter of the Central Laboratory of the Italian Red Cross we have reported information on the proposed healthcare offer, on how to access services, on the reference staff, dedicated to patients, their carers and other "interested parties" (eg. associations of citizens, trade associations, bodies and voluntary organizations, etc.).

The hope is that, also through the Service Charter, our constant commitment to concretely translate the seven Fundamental Principles of the International Red Cross and Red Crescent Movement, which constitute its spirit and ethics, can be appreciated: Humanity, Impartiality, Neutrality, Independence, Volunteering, Unity and Universality.

The Central Laboratory of the Red Cross identifies in the "centrality" of the Patient a fundamental objective, in the face of state-of-the-art healthcare services in the medical field, in strict compliance with the principles of Evidence-Based Medicine (EBM).

It should also be noted that this Service Charter may refer to specific "Guides" to services provided available at the special exhibitors located in the waiting rooms.

Finally, we invite you to report ideas and suggestions to us or to make use of the right to complain, according to the detailed procedures below, in order to contribute to the continuous improvement of our healthcare facility.

The Medical Director

Dr. Pasquale Giacomo Morano



1. THE LABORATORY and THE AMBULATORY

The Central Laboratory of the Italian Red Cross, located in via Bernardino Ramazzini, 15 in Rome, was established in December 1989 with the authorization of the Mayor of Rome and is a modern structure that sees its "mission" in providing health services in which the high technology and the most sophisticated methods developed by qualified personnel offer users a safe, rapid service at reduced costs, promoting the rights of the patient and the fundamental principles of the Red Cross.

The basic objective of the Laboratory is certainly prevention. Today, more than ever, prevention means living, living better and it is precisely on the quality of life that the Central Laboratory has set its main objective to avoid suffering for the human being. In fact, specific preventive medicine protocols have been prepared and implemented for female and male pathologies with the execution of targeted examinations in a single day, with immediate delivery of the reports.

At the Central Laboratory it is possible to carry out all types of chemical clinical analyzes in agreement with the National Health Service.

2. QUALITY AND CLINICAL RISK MANAGEMENT

The Laboratory maintains constant and profitable collaboration relationships with foreign Red Cross structures, with University Chairs, with Research Bodies, with public and private structures for scientific research and for the comparison with valid interlocutors regarding inter-laboratory quality controls. and to check the quality of all the services provided.

The Central Laboratory of the Italian Red Cross also applies advanced internal quality control and management systems for all health services, which are provided in compliance with guidelines and analytical methods recognized by the national and international scientific community.

All activities are monitored using indicators that refer, among other things, to outcomes and performance characteristics, waiting times, repeat sampling rates, analytical accuracy, satisfaction of users, patients and other interested parties, incidence of inefficiencies, "non compliance "and complaints, occurrence of accidents or" near-misses "in the field of Health and Safety in the workplace and adverse events and the effectiveness of the actions taken.

Elements of potential clinical risk are assessed and prevented at all stages of the services provided.

3. INFORMED CONSENT, RIGHTS AND DUTIES OF THE PATIENT

In compliance with the seven Fundamental Principles of the International Red Cross Movement of Humanity, Impartiality, Neutrality, Independence, Volunteering, Unity and Universality, the Central Laboratory actively guarantees the right of its users and patients:

- to be informed in an appropriate and understandable way about his / her state of health and about the characteristics, risks, benefits and alternatives to health services that concern him, expressing his / her consent or refusal;
- to be assisted with humanity, attention, impartiality, respecting one's time, one's dignity, one's needs and philosophical or religious beliefs;
- the transparency and simplicity of administrative procedures;
- the confidentiality and confidentiality of the health services received;
- to the Safety and Quality of health services;
- to make suggestions and complaints, receiving adequate and timely responses.

Users are requested to report correct and complete information on their state of health to healthcare personnel, in order to obtain the best performance and to prevent any risks. This information may concern ongoing therapies, allergies, aspects related to frailty conditions.

We also recall the importance of user behavior based on respect and understanding of the rights of other users and patients, as well as trust and collaboration towards healthcare personnel, respecting the schedules of the services booked, informing in case of delays or cancellation.

We also remind you that smoking is strictly forbidden in the health facility.

4. USER PROTECTION, SUGGESTIONS AND COMPLAINTS

Suggestions or complaints can be made in the dedicated form (www.laboratoriocentrale.cri.it), on "white paper" or through the satisfaction questionnaire available in the waiting rooms of the structure and to be inserted in the appropriate containers or to be sent by mail to laboratorio.info@cri.it.

The functions responsible for analyzing complaints are the Health Department and the Laboratory's Technical Department. An answer will be ensured to each report as soon as possible and in any case no later than 30 days from its submission, except for important impediments.

It is also possible to lodge a complaint with the Court for the Rights of the Sick (Viale Angelico, 28, 00195 Rome, Tel. 06/3729924, 06/6385881 e-mail: roma@cittadinanzattiva.it).

5. ACCESS TO SERVICES AND COSTS

Information on times, costs and methods of preparation for healthcare services provided and any quotes can be requested:

- At the Reception Office;
- By contacting the number 06 55100780;
- By email to laboratorio.accettazione@cri.it;
- On the website www.laboratoriocentrale.cri.it.

To access the services in accreditation with the SSN, a request from the attending physician is required (SSN binding) which also indicates any exemptions. Normally, the referral is valid for one year and contains up to 8 services for the same branch.

To access services under a private regime or in agreement with private entities, a medical request may be required (refer to the following chapters for specific services).

The health facility implements Health promotion initiatives, preparing information campaigns and specific or multidisciplinary health packages in relation to the major pathologies treated. Health packages may include medical, radiological or clinical analysis services. It is possible to refer to the website or request information during the acceptance phase in relation to any ongoing initiatives.

It is possible to make payments for services by cash, debit card or bank cards.

During the acceptance or booking phase, indicate any needs related to one's religious beliefs, linguistic or cultural aspects, conditions of fragility (e.g. need for services aimed at subjects under guardianship, difficulty in walking, debilitating pathologies, state of pregnancy, etc.) or other important aspects, to agree on the appropriate methods of access to services.

Expect any emergencies at the time of acceptance or booking. The healthcare staff will evaluate the execution of the services and the release of any complete or partial report in the shortest possible technical time.

Also consult the Reception Secretariat for information on the correct preparation for the required services.

At the structure there is staff able to communicate in English and / or in other foreign languages.

In consideration of the Covid-19 health emergency, access to the facility is governed in accordance with the relevant legislation, as indicated in the appropriate signs. In the structure there are detergents-disinfectants for hands and any additional protective aids.

Further information on how to book and access can be found in the paragraphs on specific services.



6. COLLECTION OF REPORTS

The collection of the reports and any related attachments can be made at the Reception Secretariat or "on-line", by activating the relevant service at the time of acceptance. We remind you that the reports can only be delivered:

- to the direct interested party or delegated person (who must present his / her identity document, the proxy and a copy of the identity document of the delegator);
- in the case of a minor, to the interested party with an identity document or to the person exercising parental authority with an identity document;
- to the guardian or curator with an identity document and the necessary documentation.

The reports for HIV analysis are always delivered only to the person concerned and in paper format exclusively by appointed health personnel.

As a rule, duplicates of digital reports can be released immediately.

7. PERFORMANCE AND WAITING TIMES

Clinical laboratory analyzes

Technical Director of the Clinical Analysis Laboratory: Dott.ssa Ofelia Sarra

Specific information on how to access clinical analysis services

Withdrawals can be made without reservation by going to the property at the times indicated on the last page.

Information on how to prepare for clinical examinations is contained in specific information by type of examination, which can be requested from the acceptance office in paper or digital format. Consult the health personnel of the laboratory for any further information deemed appropriate.

Waiting times for clinical analysis services

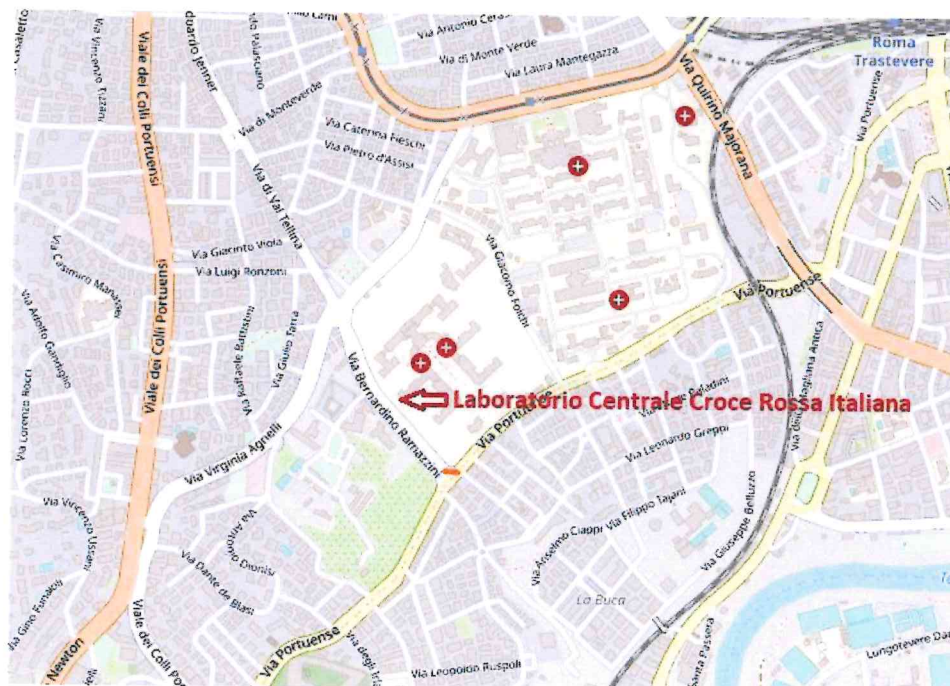
The waiting times for the withdrawal of the reports and any related annexes of clinical analysis services provided are shown in the following table, distinguished between services under the accreditation system with the NHS or in the private system.

Performance	Benefits under the accreditation with the SSN	Performance under regime private
Clinical chemistry, coagulation and hematology	1 day - 7 days	1 day - 7 days
Hormonology (thyroid, fertility, tumor markers, etc...)	1 day - 7 days	1 day - 7 days
Immunology (Torch, HIV, hepatitis, etc..)	1 day - 7 days	1 day - 7 days
Microbiology and parasitology	As a function of the times culture	As a function of the times culture
Molecular biology	-	7 days - 30 days

The detailed list of clinical analysis services in a private regime or in agreement with the NHS and related rates is available on request at the Reception Secretariat.

8. LOCATION AND ADDRESSES

The Central Laboratory of the Italian Red Cross is located in Rome in Via Bernardino Ramazzini, 15 and is easily accessible by train (FL1, FL2, FL3, Trastevere station) and bus (lines 31, 33, 719, 786) with stops nearby of the structure.



Website: www.laboratoriocentrale.cri.it

e-mail: laboratorio.accettazione@cri.it

Phone numbers:

Acceptances, reservations, medical reports collection: 06/55100780

Concierge: 06/55100776

9. OPENING DAYS AND HOURS

Acceptance: Monday - Friday: 07.30-11.50, Saturday 07.30-10.00

Withdrawals: Monday - Friday: 07.30-12.00, Saturday 07.30-10.30

Withdrawal of reports: Monday - Friday: 11.00-13.00 and 14.00-16.00, Saturday 11.00-12.00

Withdrawal of reports HIV: Monday - Friday: 10.30-11.45
