

SERVICE CHARTER



*A transparency tool to understand the Laboratory and
the rights of the patient*

Introduction

The adoption of the **Service Charter** represents a fundamental step in the continuous improvement of the quality of services provided by the **Polilab Laboratory**, as well as a concrete sign of attention towards citizens-users and openness to dialogue with the community.

The drafting of this Charter is the result of a shared effort between the management of the organisational structure and all the Laboratory staff, with the common goal of reinforcing a culture based on quality, transparency and responsibility towards users.

Through this document, the Laboratory aims to promote the protection of the right to health by offering its clients clear, complete and easily accessible information regarding the organisation of services, the methods of service delivery and the protection tools available to users.

This commitment is carried out in compliance with the principles of **equality, impartiality, continuity, participation and administrative transparency**, as required by current legislation.

The Laboratory has adopted specific operational procedures, including highly complex ones, aimed at ensuring high standards of quality, safety and reliability of services. The achievement of certification of conformity to EN ISO 9001 standards provides tangible evidence of the seriousness and professionalism that characterise the Laboratory's activities, representing both a reason for pride and an incentive for continuous improvement.

A commitment in continuous evolution

The **Service Charter** must not be regarded as a point of arrival but rather as a starting point for a shared growth path with users, aimed at consolidating a Laboratory capable of maintaining the quality, reliability and efficiency of its services over time.

It is conceived as a **dynamic** document, subject to periodic updates and continuous evolution, in order to incorporate changes in the healthcare sector and new quality standards required by the market and by applicable regulations.

From this perspective, the Laboratory deems it appropriate to refer to Service Charters in the plural, since the initiative does not merely list the services offered but serves as a tool for dialogue, participation and ongoing exchange with users.

Polilab Laboratory promotes a relationship based on **transparency, fairness, equal treatment and active listening**.

The user, as a customer, is placed at the centre of the Laboratory's activities and must be constantly **informed, listened to and protected**, thanks to the professionalism and expertise of highly qualified staff working within the structure.

Validity and updates

This document is subject to **periodic revisions**, aimed at continuously updating and improving the methods of service delivery. Revisions will be carried out **at least annually**, or whenever necessary due to organisational, regulatory or technological changes.

This revision of the Service Charter comes into force in October 2025 and has been officially communicated to all internal personnel of the Laboratory.

General Information

Appointments are required only for certain specific tests and are scheduled—taking patient needs into account—within seven days.

Please note that the vast majority of diagnostic tests carried out at our laboratory are managed daily without the need for an appointment.

The average waiting time for registration and sampling is approximately **10 minutes**. Biological samples, immediately after collection or delivery to the laboratory, are sorted to specialised departments for prompt analysis.

Timely processing of analyses is essential, as many analytes are unstable and any delay may compromise the reliability of the results.

Reports

Reports are delivered as quickly as possible, generally **in the afternoon of the same day as the sample collection**, except for particularly complex tests or those requiring longer processing times.

Reports may be collected **daily from 11:00 to 14:30**.

The Centre undertakes to promptly inform users should it be unable, for technical reasons, to meet the expected delivery date.

Where possible, the laboratory indicates the analytical method used for each test.

External Analyses

Some analyses are performed by external reference laboratories:

- **SERMOLAB** – Via Le Pastine, 6 – 04013 Sermoneta (LT)
• **Synlab** – Via San Polo dei Cavalieri, 16 – 00159 Rome (RM) (*S)
• **BIOS San Giovanni** – Via Magnagrecia, 117 – 00183 Rome (RM) (*B)
• **Genomica** – Via Arduino, 38 – 00162 Rome (RM) (*G)
• **Analysis** – Via La Neve / Via della Stazione – Terracina (LT) (*A)

Synlab collects samples from Monday to Friday; other service laboratories collect upon request.

Tests performed at external laboratories are marked with an asterisk indicating the initial letter of the reference laboratory.

Analyses of particular importance are indicated with the term “**service**”.

Results outside the reference range are flagged with the letter **H** (high values) or **L** (low values).

Quality and Transparency

In compliance with Legislative Decree X17/93, the Outpatient Centre participates in external **quality assessment programmes** for all types of analyses, in order to ensure the reliability of the services provided.

The laboratory commits to **making tariffs** (NHS, private and co-payment fees) **publicly** available, providing users with the full list of services and related costs.

Equipment and Safety

The facility aims to maintain a **high level of computerisation and automation** of equipment to ensure increasingly precise and reliable results.

The equipment is continually updated and, for the most part, duplicated to prevent service interruptions due to possible breakdowns.

The laboratory is also equipped with a **power generator** ensuring operational continuity even in the event of power failures.

Specific **procedures** are in place to **safeguard privacy** and professional confidentiality, in full compliance with current legislation.

Payment Methods

Service fees must be paid **at the time of registration**, according to the methods established and previously communicated to the user.

Payment may be made in **cash, by cheque or via POS**, directly to the administrative operator, who will issue an **immediate invoice**.

Exemptions

Under current legislation, **two types of exemption** from the healthcare co-payment (ticket) are provided:

1. **Exemption due to age and income**
2. **Exemption due to chronic illness or disability**

The following are exempt:

- Citizens over 65 years of age or under 6 years of age belonging to a household with an annual income below 36,151.98 €.
 - Citizens aged over 60 receiving social pension.
 - Unemployed citizens registered with employment centres with an annual income below 8,263.31€, increased to 11,362.05 € with a dependent spouse and a further €516.00 for each dependent child.
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Information

To ensure **maximum transparency and information** regarding its services, **Polilab Laboratory** has set up an **institutional website**, constantly updated and enriched with new content.

The website provides general and specific information, particularly regarding:

- access procedures and preparation instructions for tests;
 - opening and closing times of the Laboratory;
 - notices and communications addressed to users.
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Management Control

Polilab Laboratory adopts a **management control system** operated by the Management, aimed at ensuring **dialogue, listening and participation** from clients through transparent communication and information tools.

Quality standards, subject to constant monitoring, concern:

- the promptness of responses to user needs;
- the professionalism and courtesy of staff;
- the quality of interpersonal relations and assistance provided.

Special attention is given to the needs of **elderly and disabled patients**, with a commitment to continuously verifying accessibility and usability of the premises.

To improve its services and monitor **user satisfaction**, the Laboratory uses specific **improvement indicators** based on:

- the analysis of any reports or complaints;
- the evaluation of **satisfaction questionnaires** distributed periodically and available in the waiting room.

Quality Policy

The Management of **Polilab Laboratory** has adopted a **Quality Management System** compliant with the international standard **EN ISO 9001:2008**, with the aim of ensuring high-quality services and **full customer satisfaction**.

This system is based on the following principles:

- **Quality** as excellence in results and organisational efficiency;
- **Continuous improvement** of the quality standards of services offered;
- **Involvement of all staff** in ensuring the quality of their work;
- **Client-centred focus** and priority given to service quality requirements;
- **Responsibility** assigned to each operator according to their role;
- **Dissemination and sharing** of the Quality Policy throughout the organisation.

The ultimate purpose of the Quality System is to ensure **organisation, effectiveness and efficiency**, promoting a working environment oriented towards professional development, safety and continuous improvement.

Laboratory Organisational Chart

The organisation of **Polilab Laboratory** is structured to ensure effective technical-scientific, administrative and operational management of the services offered, guaranteeing high standards of quality, safety and transparency.

The Laboratory relies on a team of qualified professionals, each with specific competencies and clearly defined roles.

- **Sole Administrator and Head of Prevention and Protection Service (RSPP):** *Mrs Antonella D'Alessio*
- **Medical Director and Dermatologist:** *Dr Maria Carla De Angelis*
- **Technical Director and Biologist:** *Dr Giorgia Molinari*
- **Senior Physician – Sample Collection Room:** *Dr Dorina Risi*
- **Laboratory Technician and Safety Representative (RLS):** *Mrs Nadia Mancini*
- **Reception and Nurses:** *Mrs Cristina Giorgi – Mrs Martina Mandatori*
- **Nurse:** *Mrs Natalina Ciotti*

The organisational structure is designed to promote interdisciplinary collaboration, operational efficiency and constant attention to patient needs, in full compliance with healthcare, safety and quality regulations.

Communications to the Client

Reception Standards

- **Welcoming, courteous and clearly identifiable staff;**
- **Professionalism and competence** of operators;
- **Cleanliness, sanitisation and safety** of the premises;
- **Suitable and easily accessible facilities.**

Service Standards

- **Confidentiality and protection of privacy** (Leg. Decree 196/2003 and EU Reg. 679/2016 – GDPR);
 - **Punctual delivery of reports**, with clear indication of collection day and time;
 - **Precise and immediate information** regarding test preparation;
 - **Clear and comprehensible communication** for all users;
 - **Active listening** through prompt handling of requests, suggestions and feedback.
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Patient Rights

Polilab Laboratory, in accordance with the **European Charter of Patients' Rights** (Active Citizenship Network – ACN), national and regional legislation and the principles of the **World Health Organization**, recognises and safeguards the following fundamental patient rights:

1. **Right to preventive measures:** every individual has the right to services aimed at disease prevention.
2. **Right of access:** every citizen has the right to access necessary healthcare services without economic, geographical or social discrimination.
3. **Right to information:** patients have the right to access all information concerning their state of health and available healthcare services.
4. **Right to informed consent:** every person has the right to complete and understandable information in order to participate consciously in therapeutic decisions.
5. **Right to free choice:** patients may freely choose between different procedures and healthcare facilities based on adequate information.
6. **Right to privacy and confidentiality:** individuals have the right to protection of personal data and confidentiality during service delivery.
7. **Right to respect of waiting times:** treatments must be provided within adequate and pre-established time frames.
8. **Right to quality standards:** every patient must be able to access high-quality healthcare services that meet defined standards.
9. **Right to safety:** individuals must be protected from harm due to malfunctioning, errors or inefficiencies of the healthcare system.
10. **Right to innovation:** patients have the right to access the latest diagnostic and therapeutic innovations.

11. **Right to avoid unnecessary suffering:** every individual has the right to care aimed at minimising pain and suffering.
12. **Right to personalised treatment:** each person must receive a diagnostic and therapeutic pathway appropriate to their individual needs.
13. **Right to complain:** users have the right to report shortcomings or harm suffered and to receive a timely and reasoned response.
14. **Right to compensation:** individuals who suffer physical, moral or psychological harm caused by a healthcare service have the right to fair and timely compensation.