Documento in revisione

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Laboratorio analisi
Villani s.r.l.

CARTA DEI SERVIZI

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Summary

Presentation

Dear user,

with the delivery of the Service Charter, the Villani Analysis Laboratory srl intends to provide you with some information on the services offered, on the methods of access and use of the services, on our structure, on the quality standards adopted and on the forms of protection to guarantee the rights of all Users.

The Service Charter is a document governed by national and regional laws and represents an important tool for dialogue between the Villani Analysis Laboratory srl which provides the services and the Users.

The Service Charter is essentially aimed at protecting the rights of Users and gives them the power of direct control over the quality of the services provided, having the fundamental role of directing the activity of public services towards their mission: to provide a good quality service. quality.

Beyond the regulatory obligations, the Villani Analysis Laboratory srl is equipped with the Service Charter as a guide to professional commitment, for the maintenance of quality standards and the continuous improvement of the services offered, as well as a guarantee of information and transparency towards Users, to whom equality, impartiality, continuity and timeliness in the provision of the service is ensured.

San Giovanni Rotondo, 01/09/2024

Who we are

The Villani Analysis Laboratory srl is a private structure accredited with the National Health Service of the Puglia Region and certified UNI EN ISO 9001:22015 and has been providing Laboratory Medicine services in the city of San Giovanni Rotondo since 1979.

"Our daily commitment is aimed at achieving an increasingly higher level of quality in the services provided, through the competence, professionalism and humanity of all of us who, in various capacities, operate at the Villani srl Analysis Laboratory"

Our work philosophy is based on the concept of group, collaboration and teamwork because to achieve the ambitious quality objectives that we have set ourselves, it is essential that all the actors of a process, of which the User is also part, integral, are involved in order to contribute with their experience to the achievement of a common objective.

To obtain these results, our strategy is based on the search for the right balance between economic choices and ethical priorities, guided by the principle of social responsibility. And this is why we are interested in maintaining the

- ✓ Economic sustainability : transparency and responsible business, patient health and safety, building trust-based partnerships with healthcare providers, responsible management of the service delivery chain, data protection, research and development;
- ✓ Environmental sustainability : reduction of environmental impacts relating to energy consumption and waste;
- ✓ Social sustainability : promotion of equality, diversity and well-being for patients, employees, collaborators, health and safety at work.

Fundamental principles

The Villani srl Analysis Laboratory, in providing its services, undertakes to guarantee compliance with the following fundamental principles [1]:

- ✓ Equality and impartiality, equal services are provided to all Users, regardless of age, sex, ethnicity, language, nationality, religion, political opinions, customs, physical conditions, mental conditions and social conditions. Everyone is ensured objective and fair behavior, both by the services implemented and by the staff working in the Structure.
- ✓ Continuity and participation Users are guaranteed regularity, continuity of service and minimization of inconvenience in the event of interruptions or disservices that may occur due to force majeure. Everyone is guaranteed the right to collaborate, with observations and suggestions, in the correct provision of the service and in the improvement of the service provided by the Structure.
- ✓ Patient centrality: the Patient/User has absolute priority and their requests must be satisfied as far as possible and in full respect of their privacy according to current legislation and in harmony with company directives.
- ✓ Right of access Every citizen can freely choose within the national territory the healthcare facility accredited by the National Health Service to which he wishes to access.
- ✓ Service Excellence The service is provided in such a way as to guarantee maximum efficiency and effectiveness, adopting the appropriate measures to achieve these objectives, aiming for continuous quality improvement through innovation, research and continuous updating.
- ✓ Enhancement of human resources The entire Laboratory staff is committed to working in harmony and collaboration by developing and enhancing their own abilities and supporting and supporting those of their colleagues.
- ✓ Environmental protection all activities are managed in compliance with current environmental legislation, using the best available technologies and methods aimed at reducing waste.

[1]The fundamental principles that inspire the Service Charter are those contained in the Directive of the President of the Council of Ministers of 27 January 1994 and the Decree of the President of the Council of Ministers of 19 May 1995

User Rights

The Patient/User is the center of our action: for all of us at the Villani Analysis Laboratory srl it is essential to establish a constant dialogue with the Patients/Users, to identify and satisfy every need for well-being, through the continuous improvement of the quality of the service, the the use of technological excellence, the adoption of innovative and effective protocols.

The Villani Analysis Laboratory srl recognizes the following rights to the User so that:

- is assisted with courtesy and professionalism;
- obtains information relating to the requested services from the structure;
- is informed about any risks or inconveniences resulting from the service provided;
- can immediately identify the people to whom to refer to receive the requested services;
- the results of the investigations to which he is subjected and any other circumstance that concerns him, remain secret, unless he has indicated in writing the people who can access this information, in full compliance with the relevant legislative provisions;
- can waive requested services by promptly informing the service operators of his intentions;
- the possibility of submitting suggestions and reports and receiving a timely response is always permitted

Duties of Users

In harmony with the company orientation, the User who turns to the Laboratory is invited:

- to behave responsibly at all times, respecting and understanding the rights of others;
- collaboration with staff;
- respect for the environments, equipment and furnishings;
- avoid any behavior that could create disturbing or uncomfortable situations
- to other users;
- respect the organization and scheduled times;
- inform the operators of any possible causes of alterations in the results, such as: failure to observe fasting, failure to abstain from smoking or taking medications before sampling, method of collecting biological samples different from the indications provided by the Laboratory.

Quality standards

The main objective of the Villani srl Analysis Laboratory has always been to guarantee full satisfaction of the expressed and implicit needs of its Users. For all of us, doing "Quality" means aiming to offer control and monitoring services for the activity carried out, to position ourselves on the market and towards Users as a "serious" company, reliable and a point of reference for the quality of the services provided.

This materializes, first of all, in offering a highly professional image of the company and of the operators who operate in the field, offering and guaranteeing an effective and efficient service, ensuring the pursuit and maintenance of health and safety conditions in the workplace.

We intend to always remain at the forefront and follow, if not anticipate, market changes. To achieve these objectives, our company manages its work processes as well as, naturally, in compliance with mandatory constraints, also according to the provisions of the international voluntary certification standard UN EN ISO 9001. In fact, the Villani srl Analysis Laboratory has a Quality Management System certified in compliance with the **UNI EN ISO 9001:2015 standard** with the aim of guaranteeing the technical quality of the services, the organizational quality, the safety of the operators and users, the professional development of the operators, the rights and satisfaction of the Users.

The quality system guarantees the identification of performance indicators and therefore of the quality of the service for monitoring it over time, involving not only the structure's staff but also the Users and citizen protection and voluntary associations.

The quality standards relating to the factors of:

Assistance, information, welcome, courtesy and participation

Assistance, information, hospitality and courtesy of the staff constitute the most significant elements for Users to evaluate the formal quality of the service and represent a commitment for the laboratory to always do better; these factors are monitored through the participation of Users by completing the **satisfaction questionnaire** and **the complaints and suggestions forms** , available in the waiting room and on the website www.laboratoriovillani.it

The Villani Analysis Laboratory srl, in fact, is aware of the fact that **listening to and involving citizens** , providing explanations in an understandable language, treating them with kindness, education and respect are necessary actions to offer a good service.

Reliability, timeliness, transparency and flexibility

Reliability, timeliness, transparency and flexibility constitute the most significant elements for evaluating the substantial quality of the service.

The Villani Analysis Laboratory srl applies the principles of *Evidence Based Medicine* , transferring the content of **national and international guidelines and protocols into reality** , such as those issued by scientific societies such as SIPMeL, SIBIOC and AMCLI.

The Villani srl Analysis Laboratory checks the services provided through **Internal Quality Control on a daily basis** (CQI). The CQI consists in carrying out every day, before starting the analytical activity of the Users' samples, all the analyzes provided on a material (serum, plasma, blood...) with a known concentration, the values of which must fluctuate within pre-established limits.

The structure also compares itself with other structures through **External Quality Verification** (VEQ). EQA consists of periodically carrying out analyzes of samples with unknown content, together with hundreds of other Italian and European laboratories; this allows you to evaluate your accuracy and precision compared to all other laboratories.

An electronic documentation of all the guidelines, protocols and instructions adopted in the Laboratory is prepared.

Alignment with new technologies

The Laboratory's commitment is to **constantly improve analytical performance** in terms of truthfulness, precision, sensitivity and specificity through the growing automation and rationalization of procedures in the diagnostic sector, in the face of costs and investments in very high-tech instrumentation, as the analyzes are today a very useful and sometimes indispensable tool for the diagnosis, prognosis and therapy of diseases.

Environment protection

All activities are managed in compliance with current environmental legislation, using the best available technologies and methods aimed at **reducing waste** , with particular reference to **energy saving** in the choice of equipment and consumables .

Training and updating

All staff in service at the Laboratory attend the necessary refresher courses in order to accumulate the credits indicated by the regulations as provided by the individual professional associations to which they belong. In the case of acquisition of new instruments and/or new methods, a preventive update is carried out aimed at the personnel interested in their use/application.

A staff training plan is therefore prepared with annual validity on topics that concern professional competence, technological and organizational innovations, relational skills and health promotion.

Continuous monitoring and improvement

The Management undertakes to annually review through verification and evaluation according to **checklists and indicators for monitoring the technical, organizational and perceived quality** and develops **an objective plan** for quality improvement.

A **report of that evaluation** it is distributed on the website www.laboratoriovillani.it, social channels as well as the noticeboard in the waiting room.

Organizational structure

The Villani srl Analysis Laboratory is a private structure accredited by the National Health Service as an **XPLUS Basic General Laboratory** and provides Laboratory Medicine services in the city of San Giovanni Rotondo.

The Villani Analysis Laboratory carries out investigations in the following departments:

- Hematology and Coagulation
- Clinical chemistry and toxicology
- Microbiology and Virology
- Molecular biology

The structure is completely computerized and guarantees increasingly shorter technical acceptance and reporting times, above all, constant control of the analytical data.

The Villani srl Analysis Laboratory has all the minimum structural and technological requirements required for a basic XPLUS laboratory distributed in the following rooms/activities:

- Waiting room with enough seating to satisfy users;
- Acceptance
- Sampling room
- Laboratory
- Clinical chemistry and toxicology laboratory
- Microbiology laboratory
- Molecular biology laboratory for XPLUS exams

Appropriate separations are foreseen in order to prevent different activities from producing harmful effects in the management of the laboratory. In particular, the **right to privacy** is guaranteed by structuring the laboratory in such a way as to use completely independent areas for different functions (for example, reception room, sampling room and analysis room). Furthermore, the administrative section is completely separate from the healthcare section. All rooms are equipped with air conditioning for optimal performance of the instrumentation and greater comfort for staff and users. Furthermore, the rooms are free of architectural barriers. **Smoking is prohibited** in the premises of the Villani Analysis Laboratory srl .

The Villani srl Analysis Laboratory has defined and disseminated responsibilities, purposes, tasks and tasks to each person forming part of the structure's staff, based on the criteria of flexibility for the provision of services and for user care.

Laboratory methodologies and techniques, which evolve daily, have constantly given impetus to **technological development** of the structure equipped with equipment from leading companies in the sector, which guarantee efficiency and quality in the execution of services.

All analyzes are carried out at the Villani srl Analysis Laboratory , except in the cases of some tests (Annex B) which can be entrusted to **previously** qualified and carefully evaluated structures.

The automatic instrumentation of the Laboratory consists of instruments that are able to read and recognize the **barcode** of the sample containers/tubes, perform the analyzes automatically and transmit the data to the central computer.

The Structure operates in compliance with the laws and mandatory provisions regarding safety and hygiene at work and is always **ready to receive suggestions from staff and Users** to improve the Laboratory environments.

Internal provisions, instructions and procedures have been defined that **guarantee the hygiene of the environments and the safety of operators and users** . Training courses are also provided for employees on safety, accident prevention and the use of PPE.

For a more detailed knowledge of the organization and management of safety, please refer to the "Risk Assessment Document" drawn up pursuant to Legislative Decree 81/08.

To safeguard the environment **, special waste** are disposed of by a specialized company.

OPENING TIME

Acceptance and Withdrawals

- from Monday to Friday from 07:00 to 13:00
- Saturday from 07:00 to 13:00

Collection of reports

- From Monday to Friday from 12.00 to 13.00 and from 16.00 to 18.00
- Saturday from 12:00 to 13:00

Access mode

To access the services of our laboratory you need to book. The User can book by contacting us by telephone on 0882/451177 or by going personally to the laboratory headquarters. In cases of proven need it is possible to access our services without any reservation. The delivery of microbiological samples can be made from Monday to Friday without reservation. To request Covid-19 swabs, booking is not necessary.

The Laboratory staff is available to users to provide, in advance, any useful information for preparing for tests and to illustrate the methods for collecting biological samples. Furthermore, suitable containers for collecting samples can be provided. Our facility, upon request, can provide a home collection service.

Acceptance and withdrawals

Acceptance activities are handled by our staff who are responsible for recording your data and accepting any biological samples that you may have collected. Remember to bring a valid identification document and your health card with you.
Upon acceptance, the User is informed, pursuant to GDPR 2016/679 and subsequent amendments, about the processing of his sensitive data and is asked to sign the authorization. Furthermore, authorization is requested to communicate one's tests to one's general practitioner or pediatrician of free choice. Finally, for particular tests such as the HIV test, the glycemic curve,

the breath test for lactose/lactulose/glucose intolerance or for the search for Helicobacter pylori, the signing of a further informed consent is required (Annex A).

To carry out analyzes under the **agreement with the National Health Service** , a medical request is essential, drawn up on the regional prescription book of the General Practitioner or on that of another specialist.

The request must contain the following information:

- name, surname, age and any specification of the right to exemption from payment of the service;
- specification of the services requested according to the limit set by the current provisions for commitment (no. 8 exams maximum);
- Doctor's stamp and signature and date of prescription.

Furthermore, it is possible to request diagnostic tests:

- requesting services directly from the Laboratory by submitting a doctor's request filled out in the personal prescription book - " **white prescription** ". In this case the User will have to bear the entire cost of the checks (the rates applied are shown in Annex B);
- directly asking for laboratory tests at the time of admission (**without any request** from the doctor). Also in this case the User will have to bear the entire cost of the checks.

Upon acceptance, the User is given a form with instructions for collection and any delegation.

To guarantee accessibility to our services, we inform you that we also carry out **withdrawals** at your **home** if you are not able to reach us. Furthermore, in **cases of urgency or need to carry out the sampling at a different time from the established one** , it is our task to activate a Collector and prepare the equipment to carry out the requested investigations in the shortest possible time.

Payment for exams or tickets, where applicable, takes place at the time of collection (in cash or by debit or credit card) and will be regularly invoiced by the administration staff.

Home collection

The Villani Analysis Laboratory offers a **home blood sampling service from Monday to Friday** carried out by qualified personnel.

To **book a home collection** you can call 0882451177 during opening hours and make an appointment for the day you want to have the tests done, at least 24 hours in advance. At the time of booking, the patient's name and surname, address and telephone number will be requested.

At the time of collection, the collector will also collect any containers of biological samples.

Withdrawals with medico-legal validity

The examination of urine for drugs of abuse and the determination of the CDT to have medico-legal validity requires ascertaining the identity of the subject at the time of sample collection. The verification will take place after presentation of a valid identity document. Sample collection will be performed in the presence of a healthcare professional. In case of positivity, a portion of the sample will be kept for a possible request for counter-analysis.

Collection of reports

The report is available starting from the day written on the "acceptance document", issued during acceptance. This document is essential for collecting the report, for knowing the password to access the portals and for any delegation. It is important that, at the moment of acceptance, the patient requests the methods of sending/delivering the report he prefers. Most tests are usually returned to the patient **within 24 hours** .

In case of proven need and/or urgency, the results can be ready the same day or even in the morning.

There is a procedure for **the timely transmission of the result in the event of critical values/results** both to the user who requested the test and to his GP or PLS if authorization has been given.

Complex exams require longer execution times; for example, microbiology analyzes are carried out daily, but for technical reasons the report is ready after approximately 72 hours on average. Particular tests may have even longer execution times which are however communicated to the User at the time of acceptance.

The reports can be **collected personally** at the Villani Analysis Laboratory srl, can be **sent by e-mail** , are visible and **downloadable from the website www.laboratoriovillani.it** in the patient area using the credentials shown on the acceptance document. Downloading is possible only for users who have provided the appropriate privacy consent at the time of Acceptance.

In the case of collection of the paper report with delegation, the specific dedicated section at the bottom of the acceptance document must be filled out in all its parts. The person collecting the goods must necessarily show a valid identity document.

The reports are kept for the time required by the legal provisions in force, a copy of the same can be requested by those who have used the service at any time, upon simple oral request and at no additional cost.

List of benefits

The Villani srl Analysis Laboratory makes use of the latest generation instrumentation in the various sectors of laboratory diagnostics.

In particular, services may be requested in the field of:

- **Clinical Chemistry and Toxicology**
- **Microbiology and Virology**
- **Hematology and Coagulation**
- **Molecular Biology**

The Villani srl Analysis Laboratory is able to carry out laboratory investigations relating to occupational medicine required by law 81/08.

The list of laboratory tests is shown in Annex B of this Service Charter.

The tests that cannot be performed by the Villani srl Analysis Laboratory will be performed in Service and are marked with a * in Attachment B.

We would like to point out the Lab Tests Online website (www.labtestsonline.it) designed to help patients, or those close to them, to have the correct information on laboratory tests, the methods with which they are performed and to facilitate dialogue with their treating doctors.

Preparation for sampling and collection of biological samples

In order to obtain certain results relating to the tests to be carried out, it is recommended to undergo the sampling in the laboratory, as transport could negatively affect the results of the same. Therefore the request for home collection is limited to necessary cases.

The User or his Delegate is instructed on some fundamental rules to follow before having biological samples taken for the tests.

Blood samples

Below are the general rules that the Patient/User must observe before having a blood sample. Please remember that the blood sample should preferably be carried out on an empty stomach.

Fasting is also necessary to avoid an increase in lipemia which can persist for a long time after the meal and can interfere unfavorably with various analytical methods.

Some biochemical parameters are not constant over a 24-hour period. To avoid this source of variability, samples are normally taken between 7 and 10 in the morning. The results of an analyte, obtained at different times, can be influenced by a circadian rhythm. For example, the concentration of iron in the serum varies over 24 hours, higher in the morning than in the afternoon; Cortisol and ACTH have a peak at approximately 8 am and a minimum value around midnight.

Please remember that the reference values are always obtained from subjects whose blood samples were taken on an empty stomach and in the morning; therefore the evaluation of results obtained with sampling in other ways can be difficult.

During the menstrual cycle it is known that hormonal parameters change with a circatrigintan period (30 days); it is not equally known to everyone that there can be variations even for parameters not strictly related to the menstrual cycle; cholesterol, for example, is about 20% lower in the luteal phase of the cycle.

To these general rules must be added the particular methods of preparation for the blood test necessary for some exams.

Taking **biotin** may interfere with the determination of some analytes. It is advisable to take the sample after a period of at least 8-12 hours after taking supplements containing biotin.

Unless otherwise indicated by your doctor, on the morning of the blood sample it is necessary to avoid taking drugs, especially when **determining the concentration of the drug** taken is required. In the event that the doctor deems it necessary to take the drug, the time of administration must be reported at the time of sampling.

It is advisable to perform **prolactin determination** at least 2-4 hours after waking up.

Although fasting is generally advisable, **fasting is strictly necessary for the following tests** : Ammonium, Uric Acid, Bile Acids, Albumin, Lipid structure (on medical advice it can also be carried out without fasting) Total and indirect bilirubin, Calcium ionized, Calcitonin, C-Peptide, Iron, Folate, Phosphorus, Gastrin, Growth Hormone (GH), Glucose, Insulin, Magnesium, C-Reactive Protein (CRP), Pepsinogen I, Pepsinogen II, Potassium, Parathyroid Hormone (PTH), Sodium, TIBC (Total Iron Binding Capacity), ALT and AST, Vitamin A, B12, E, Zinc.

Some pointers

Starting at least two days before collection

- avoid intense physical activity (sports, heavy work, etc.);
- refrain from changing your usual diet (except for preparation for some exams that require a particular diet);
- avoid, if possible, stressful situations.

The day before the collection

- consume meals as normal, the meal the evening before the day of the blood sample must be light, sweets and fatty foods are particularly not recommended;
- **fast 8-12 hours before the blood sample** : even longer fasts have a negative impact on the results;
- avoid, if possible and always with medical consent, taking drugs such as anxiolytics, anti-flu, anti-inflammatories, analgesics or otherwise communicate the name of the drugs taken.

The day of collection

- the journey to the Villani Analysis Laboratory must be completed with minimal effort;
- while waiting, abstain from food (you can drink a glass of water, **coffee is not allowed**) and **smoking** which, in addition to long-term damage, also causes transient alterations of a fair number of substances in our body. It would therefore be better not to smoke in the three hours before the blood sample;
- in the case of samples collected at home, make sure you have correctly identified the collection container before delivering it;

- inform the reception staff if you are taking or have recently stopped taking medications;
- inform the Collector of particular subjective conditions such as easy emotionality, hypertension, hypotension, etc., so that the necessary precautions are used.

After the withdrawal

- Keep your arm extended, hand open and press the cotton on the sampling site, without rubbing, for at least 5 minutes.
- We recommend that more emotional people, pregnant women, children or people taking the blood sample for the first time, stay in the Laboratory waiting room for a few minutes after the blood sample. If you experience any disturbance, please notify the Laboratory staff immediately.

Samples for culture tests

The collection of biological samples is carried out sterilely in the anatomical site of the disease process, taking care to avoid any exogenous or endogenous contamination of the sample.

Correct sampling and/or collection of the sample must be carried out before the start of both local and systemic antimicrobial therapy or at least one week after the last administration and/or application.

Once the collection is complete, place your name, surname and date on the container and deliver it to the Laboratory's reception desk as quickly as possible.

A. EXPECTORATE

Collection material : sterile, transparent, wide-mouthed container with screw cap.

Collection methods :

- in the morning on an empty stomach, clean the oral cavity and gargle with sterile distilled water;
- collect sputum after a cough, remember that the sputum must come from the lower airways and not be contaminated by saliva.

Storage : store at room temperature and deliver to the laboratory within one hour.

Notes : the search for particular microorganisms (e.g. Mycobacteria) must be specified at the time of acceptance.

B. SWABS OF THE GENITAL TRACT

In women

VAGINAL swab

Collection material : sterile swab with transport medium and/or sterile dry swab.

Collection methods : wash the external genitalia thoroughly and dry them. The sampling must be carried out in a gynecological position after introducing a sterile *bivalve speculum* at the level of the posterior vaginal fornix.

URETHRAL SWAB

Collection material : sterile swab with transport medium and/or sterile dry swab.

Collection method : carefully wash the external genitalia and dry them. Insert the appropriate thin swab (mounted on aluminum wire) approximately 2-3 cm into the urethral meatus, rotating it firmly 360° in one direction (clockwise or anti-clockwise). Wait 10 seconds and remove the swab.

ENDOCERVICAL swab

Collection material : sterile swab with transport medium and/or sterile dry swab.

Collection method : carefully wash the external genitalia and dry them. Insert a thin swab (mounted on aluminum wire) 1 cm into the endocervix, rotating it firmly 360° in one direction (clockwise or counterclockwise). Wait 10 seconds and remove the swab.

Storage : store at room temperature and deliver to the laboratory within 4 hours.

Notes : refrain from sexual intercourse in the 24 hours before and from urinating in the 3 hours before the exam. Wait at least 3-4 days after the end of your period; do not perform vaginal irrigations in the 24 hours before the exam.

In man

URETHRAL SWAB

Collection material : thin swab, mounted on aluminum wire with or without transport medium.

Collection method : carefully wash the external genitalia and dry them. Introduce the thin swab approximately 2 cm into the urethra, rotating it firmly 360° in one direction (clockwise or anti-clockwise). Wait 10 seconds and remove the swab.

Storage : store at room temperature and deliver to the laboratory within 4 hours.

Notes : refrain from sexual intercourse in the 24 hours before and from urinating in the 3 hours before the exam.

C. URINE

C.1 URINE CULTURE EXAMINATION *(midstream)*

Collection material : sterile, transparent, wide-mouthed container with screw cap.

Collection method : it is carried out on the urine from the first urination in the morning (or at least 4 hours after the last urination) proceeding as follows:

- be careful not to contaminate the jar and the inside of the screw cap;
- before harvesting it is necessary to carefully wash your hands and genitals with soap and water;
- discard the first stream of urine and collect the intermediate urine directly into the container.

Storage : store at room temperature and deliver to the laboratory within 2 hours.

C.2 URINE CULTURE EXAMINATION *(sterile bag)*

Collection material : adhesive plastic bag and sterile, transparent, wide-mouthed container with screw cap.

Collection methods :

- whoever applies the bag must first wash their hands well and must be careful not to contaminate the bag and the container;
- carefully cleanse the suprapubic, perianal and external genitalia regions with a soapy solution, rinse thoroughly and dry. Apply the bag making it adhere to the perineum and the suprapubic region;
- as soon as urination has occurred, remove the bag, close it carefully and place it in the sterile container with a screw cap.

Storage : store at room temperature and deliver to the laboratory within 2 hours.

Notes : do not leave the bag "in situ" for more than 30-45 minutes otherwise repeat the operations with a new bag, after having repeated the cleansing operations.

C.3 URINE CULTURE EXAMINATION *(bladder catheter)*

Collection material : sterile needle and syringe and sterile, wide-mouthed, transparent container with screw cap.

Collection methods :

- close the drainage tube with pliers or the appropriate clamp, under the connection with the bag and at the sampling point, for at least an hour;
- disinfect the section of the drainage tube prepared for sampling with 70% alcohol. With a sterile syringe, aspirate approximately 10 mL of urine and place it in the sterile container;
- never collect urine from the bag or disconnect the catheter.

Storage : store at room temperature and deliver to the laboratory within 2 hours.

D. FECES

D.1 COMPLETE STOOL AND PARASITOLOGICAL EXAMINATION

Collection material : plastic container with shovel.

Collection method : collect a quantity of feces equal to a walnut if formed, 5-10 mL if liquid. Do not contaminate feces with urine or toilet water.

Storage : store at room temperature and deliver to the laboratory within 1 hour of collection, in the case of liquid feces deliver it within 30 minutes.

D.2 STOOL CULTURE EXAMINATION

Collection material : plastic container with shovel. Swab with transport medium in case of sample collection difficulties and only for Salmonella spp research.

Collection methods :

Collection in a container with a scoop : collect a quantity of faeces equal to a small walnut (enough to fill the scoop included with the collection container), not mixed with urine or menstrual blood.

Collection with rectal swab : Insert the swab into the rectal canal for approximately 2 cm; leave the swab inserted for 30 seconds by rotating it against the walls of the mucous membranes.

Storage : Store at room temperature and deliver to the laboratory within 1 hour of collection, in the case of liquid feces deliver it within 30 minutes, max 12 hours for swabs.

General recommendations for all tests to be performed on feces

- Before the exam do not take laxatives, barium sulphate for radiological investigations, antidiarrheals;
- Perform the parasitological examination on three stool samples taken possibly every other day;
- For the culture examination it is recommended to clean the anal area with warm water without disinfectant solutions;
- For safety reasons when handling samples by operators, do not fill the container to the brim.

E. CULTURE EXAMINATION OF SEMINAL FLUID

Collection material : sterile, transparent, wide-mouthed container with screw cap.

Collection methods :

- empty your bladder once again in the half hour before collection;
- wash your hands and genitals carefully with soap and water (do not use disinfectants);
- rinse thoroughly (for at least one minute);
- dry yourself with a clean cloth or disposable wipes;
- collect the seminal fluid for masturbation directly into the container and close it tightly immediately after collection. If masturbation is prohibited for religious reasons, fluid collection can also be performed after complete sexual intercourse. In this case, a special silicone or polyurethane condom must be used (latex can damage sperm);

Storage **:** Taking care to keep the sample at room temperature, deliver it to the laboratory within an hour of collection.

Notes : it is necessary to abstain from sexual intercourse for three days before the exam. The day before the collection and the morning of the exam, drink plenty of water so you urinate often. In fact, repeated urinations ensure a washing of the urethra.

The search for MYCOPLASMA/UREAPLASMA and CHLAMYDIA TRACHOMATIS is performed only upon specific request.

24 HOUR URINE TESTS

Collection material : graduated container (usually 2.5 L); conical urine tube.

Collection method : start collection 24 hours before delivery of the material to the analysis laboratory. For example:

- from 8.00 am on the morning before the urine is delivered to the laboratory, the patient completely empties the bladder and throws away the urine. From this moment, and for the following 24 hours, the patient collects the urine emitted in a clean container, including that of 8.00 am on the morning following the start of the collection;
- pour all the urine emitted after each urination into the appropriate graduated container;
- during the collection period the container with urine must remain in a cool environment away from light;
- once the collection is complete (after 24 hours), note the quantity of urine collected by reading the graduated container and close it well;
- mix everything by inverting it about ten times in order to resuspend the deposited substances;
- pour approximately 10 mL of freshly mixed urine into the conical test tube and write down your name, surname and the total quantity of urine collected in 24 hours.

SEARCH FOR HORNBOXES (*SCOTCH TEST*)

Collection material : absolutely transparent and non-opaque adhesive tape; glass holder; plastic container.

Collection methods :

- carry out the collection upon awakening in the morning before the patient defecates and/or washes;
- write with a pencil (neither pen nor marker) the patient's name and surname on the sandblasted part of the slide;
- apply a few centimeters of transparent adhesive tape in the area around the anus, make the tape adhere well and keep it in this position for 1-2 minutes;
- remove the tape, taking care not to touch the adhesive part;

- adhere the tape to the object glass, taking great care to ensure that the tape lies well on the glass and that no creases form;
- cut the excess ends (do not fold them on the lower part of the slide), the presence of folds in the tape makes it impossible to read the slide and the test will have to be repeated on a new sample the following day;
- place the slide in the wide-mouthed container of the type used for urine culture, even non-sterile ones.

SEMINAL FLUID EXAMINATION - SPERMIOGRAM

Collection material : sterile, transparent, wide-mouthed container with screw cap.

Collection methods :

- collect the sperm for masturbation directly into the container and close it tightly immediately after collection. If masturbation is prohibited for religious reasons, fluid collection can also be performed after complete sexual intercourse. In this case, a special silicone or polyurethane condom must be used (latex can damage sperm);
- place your name, surname, date and time of collection on the container.

Storage **:** Taking care to keep the sample at room temperature, deliver it to the laboratory within 30 minutes of collection.

Notes : Before collecting the sample for analysis, a period of abstinence from ejaculations of 2-7 days, traditionally 3-5 days, is necessary in order to standardize the values.

AB H2 – LACTOSE/LACTULOSE/GLUCOSE BREATH TEST

Exam preparation :

- the day before the test the patient must avoid fibers and complex carbohydrates such as those contained in fruit, vegetables, bread and pasta. In particular, a light dinner is recommended the previous evening; also avoid sweets, chewing gum and alcohol;
- the patient must be fasting for a minimum of 10 hours and can only drink non-carbonated water;
- the patient must not smoke, sleep or do strenuous exercise for at least half an hour before and during the test;

- the patient must inform the Laboratory staff if he has recently undergone antibiotic therapy and/or has recently had diarrhea because these conditions may have consequences on the test result;
- the patient should not take medications since the previous evening;

Notes : the test must be performed at least four weeks after therapy with antibiotics, intestinal lavage or enteroscopy and at least one week after discontinuing the use of laxatives or lactic ferments.

BREATH TEST FOR HELICOBACTER PYLORI

Exam preparation :

- do not take atiacids for at least 3 days before the exam;
- it is not necessary to interrupt other long-term therapies (e.g. anti-hypertensive, cardiovascular, antiepileptic, hormonal...);
- to carry out the test it is necessary to fast for at least 8-10 hours;
- the previous evening it is advisable to consume a light meal;
- do not brush your teeth in the morning before taking the test.

Notes : it is recommended to carry out the test 3-4 weeks after the end of antibiotic therapy or proton pump inhibitors (pantoprazole...). These drugs can induce a reduction in the bacterial load such as to cause the test to be negative without true eradication having occurred.

Dedicated to children and their parents: Tips for a peaceful withdrawal

Introduction

In early childhood, under the age of three, the child is not yet able to express his emotions verbally. This is why he stages long and exhausting cries.

If, while playing, the child falls and hurts himself, he cries more out of fear than from the pain. In fact, if you notice, sometimes children turn to observe their parent's reaction before crying. If the parent's face is calm for the child it means that nothing serious has happened and, perhaps, he will get up and continue playing; if the parent's face, however, is frightened, then the child bursts into desperate tears. For this reason it is good to always remain calm to convey the message to the child: "don't worry, everything is under control".

Considerations

Many children are afraid of the doctor and we often end up criticizing this fear which we adults perceive as ridiculous and childish. Instead, we should have more understanding and begin to consider that perhaps this fear is not innate, but rather stimulated by factors external to the child. In any case, there is some remedy to remove the monster's mask from the doctor. It is essential to explain to the child that the doctor is a person like any other, who does the shopping, who has children, so as to remove the severe image of the gentleman who always has a syringe in his hands.

Avoid using the figure of the doctor to convince your child to obey or do something: "If you don't be good, I'll take you to the doctor." It is inevitable, then, that the child experiences the encounter with the doctor with terror.

It is important that the child understands that the doctor is a person who works to make him feel good and to allow him to run and play as he likes.

In other cases the cause of the problem is to be found in the behavior of the parents. If you talk with concern about the medical visit or the blood test, because you are the first to fear for your child's health and reactions, you will only transmit the same anxiety to your children. Children, even very young ones, perceive every slightest tension and are also very attentive to non-verbal language: a look of apprehension or a load of concern in the voice does not help the child to feel calm.

Preparation for collection

It is important that the parent does not tell lies, even if for good reasons, otherwise the child begins to not trust. It is best to warn him that he will probably feel some sort of small pinch or mosquito bite. It is necessary to pay attention to the choice of words and use expressions that the child knows, avoiding negative formulations, since our brain does not register the word "no". Rather than telling him: "Don't think about the pain", it is better to invite him to imagine what the parent knows the child likes.

If your child is under 3 years old it is better to warn him only two or three days in advance. It is important to tell him that he will go to the laboratory with his mother, father or another person he knows and repeat the explanations several times to reassure him.

If your child is between 4 and 10 years old , the simple and truthful explanation can be given a week before to allow him to reflect and ask questions. Always telling the truth appropriately helps children cope with difficulties. If the parents are the first to become agitated about the withdrawal, the child will perceive the exceptional nature of the situation and will probably experience it in a conflictual manner. Always ask if and which toy you want to bring with you to the laboratory.

After the withdrawal

After the blood sample, it is important to pamper the child even if he is already older, because in these moments children need to become "little little" again and to be pampered. Kissing the wound always works and, after a few minutes, it will be enough to say to him: "Here, you see, he is already healing" and the child will smile again. You can also use a small reward, something special to do together with mum or dad or a sweet or a small toy.

SPECIAL NURSERY RHYME

For children :

“Blood of dragon and knight
I'm brave and I'm going to sit down
but you go easy on my little arm
I am a knight but also a child"

For girls :

“Strawberry and queen blood
the butterfly stings my arm
I stay still and grit my teeth
but you butterfly, you'll hear me later"

Taken from the book “From aerosol to zeta” by Janna Carioli, Sinnos Editrice

TICKET EXEMPTION

Exemption for income reasons

(DM 11/12/2009 – DGR N. 2790/2010 – DGR N. 1389/2011 - DGR N.1391/2011)

From **1 April 2019,** as every year, pursuant to the Ministerial Decree 11/12/2009, the exemptions for income reasons from the payment of the ticket for specialist visits and tests and for the purchase of medicines are renewed.

Exemptions for reasons other than income (disease, disability, etc.) continue to be valid: you can continue to take advantage of the exemptions from paying the ticket without any additional obligations.

Citizens who are entitled to exemption for income reasons are automatically included in the lists of exempt persons that general practitioners and paediatricians of free choice receive directly from the Health Card (TS) information system of the Ministry of Economy and Finance. At the time of prescription, the doctor electronically verifies the right to exemption and reports the relevant code on the prescription.

Only if you are not included in the list of exempt people, but you still believe you are entitled to exemption, you must go to the counters identified by each Local Health Authority to self-certify your economic situation and obtain the new exemption certificate valid until **31 /3/2020** . Anyone in possession of an active health card that also functions as a national services card (TS-CNS) can self-certify online.

All self-certifications are recorded electronically and subject to subsequent verification by the TS system.

Who is entitled to exemption for economic reasons?

- Patients aged under 6 and over 65, belonging to a family unit with a total income not exceeding €36,151.98 (**code E01**).
- Unemployed people and their dependent family members belonging to a family unit with a total income of less than €8,263.31, increased up to €11,362.05 in the presence of the spouse and at the rate of a further €516.46 for each dependent child (**code E02**). Those *assisted with E02 exemption are not included in the lists and must self-certify their economic condition and unemployment status every year.*
- Social pension recipients and their dependent family members (**code E03**).
- Recipients of minimum pensions over the age of 60 and their dependent family members, belonging to a family unit with a total income of less than €8,263.31, increased up to €11,362.05 in the presence of the spouse and at the rate of a further €516 €.46 for each dependent child (**code E04**).
- Patients belonging to a family unit with a total annual income of up to €18,000.00, increased by €1,000.00 for each dependent child (**code E94**).

- Patients aged over 65, belonging to a family unit with a total annual income of €18,000.01 up to €36,151.98 (**code E95**).
- Patients belonging to a family unit with an annual income of €18,000.01 up to €23,000.00, increased by €1,000.00 for each dependent child (**code E96**).

Codes **E01** and **E02** : exemption for specialist visits and tests
Code **E94** : total exemption for the purchase of medicines (**1**)
Codes **E95** and **E96** : partial exemption for the purchase of medicines (**1**)
Codes **E03** and **E04** : exemption for visits and specialist exams and total exemption for the purchase of drugs (**2**)
1: does not include the exemption for the fixed fee of 1 euro per prescription for the purchase of drugs
2: also includes the exemption for the fixed fee of 1 euro a prescription for the purchase of medicines

IMPORTANT

There is no deadline to carry out the self-certification, so it is useless to urgently go to your local health authority. It is advisable to contact your GP first to check whether you are included in the exempt lists.

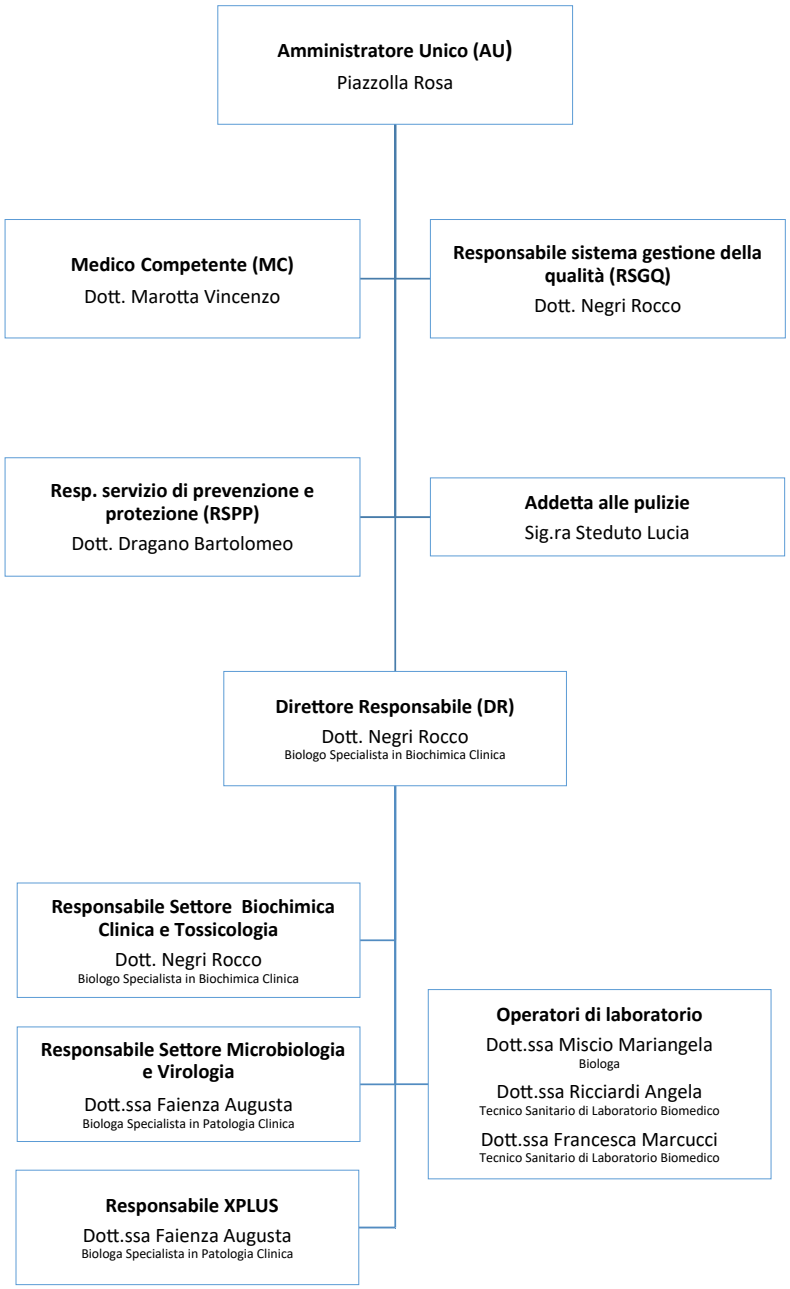
Users in possession of SPID or active TS-CNS credentials can verify their exemptions online, through the "Visura exemptions" electronic service available in the "Online services" section of the Regional Health Portal (www.sanita.puglia. it).

FOR MORE INFORMATION ON EXEMPTIONS FOR PATHOLOGY DISABILITY FOR THE PROTECTION OF MATERNITY

visit the Regional Health Portal www.sanita.puglia.it

contact the Public Relations Offices of the ASL

The organizational chart *(Updated on 02/01/2024)*



In consideration of the type and volume of analyzes and tests carried out within the Laboratory, the Management has defined its staff structure based on the professionalism required and deemed necessary for the purpose.

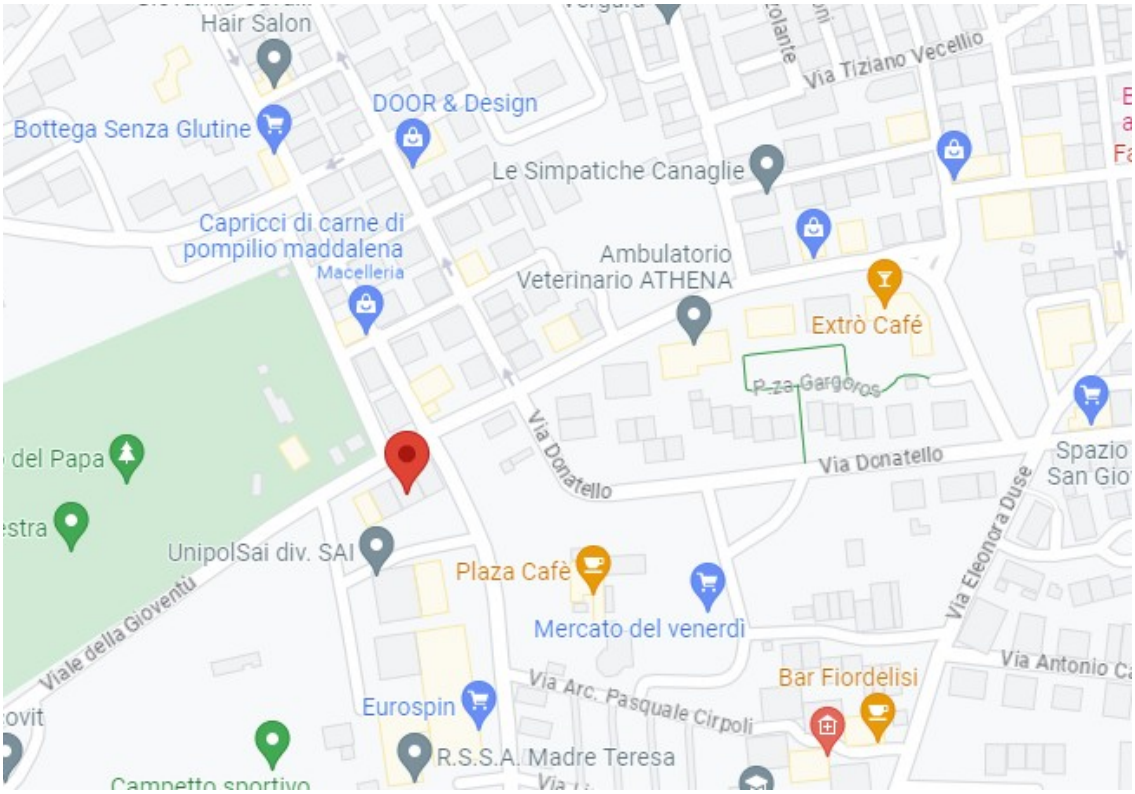
The Organizational Chart of a Clinical Analysis Laboratory is the graphic-descriptive representation of how it is structured and highlights the relevant aspects of the functions and activities and the related correlations.

This map does not capture all aspects of the organisation's functioning but highlights some fundamental ones, such as:

- the subdivision of the various functions-activities;
- the organizational connections that are established between the different positions of the assigned activities;
- the levels of the various organizational positions.

The Organizational Chart also serves to inform you of how the structure works, what each person's tasks are and who carries them out.

Contacts



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Annex A.1

INFORMED CONSENT TO VENOUS BLOOD SAMPLING

Dear Patient,

Before giving your consent to have the blood sample taken at this laboratory, we invite you to read the following as possible complications of the aforementioned invasive procedure:

VENOUS BLOOD SAMPLING IN RARE CASES CAN CAUSE SIDE EFFECTS SUCH AS:

- swelling, small lesions, hematoma or infection at the sampling site;
- dizziness or neurogenic syncope.

We also remind you that in this laboratory products containing substances which can cause allergic effects may be used, such as:

- LATEX (tourniquet): Urticaria, Rhinitis, oculorinitis, bronchial asthma, angioedema, anaphylactic shock;
- COLOPHOIN (substance contained in the glue of plasters): can cause allergic contact dermatitis and photo dermatitis.

Furthermore, tests are carried out with the administration of substances which in rare cases could have side effects:

- GLUCOSE: side effects such as nausea/vomiting, allergic reactions;
- LACTOSE: nausea/vomiting, allergic reactions;

If you deem it necessary, ask the analysis laboratory staff for further explanations and clarifications regarding the procedure and give your consent only if you have received comprehensive answers and are absolutely certain that you have understood all the information provided.

ATTENTION: IF YOU ARE AN ALLERGIC SUBJECT, PLEASE COMMUNICATE IT UPON ACCEPTANCE.

SITE MANAGER
Dr. Rocco Negri

Annex A.2

INFORMATION ON THE PROCESSING OF PERSONAL DATA

Having read the Information pursuant to the law on the protection of personal data pursuant to European Regulation 679/2016 (GDPR).

I, the undersigned _____ born on _____ in _____ _____, CF _____ authorize this Laboratory to process my personal data and related diagnostic questions as indicated herein.

I am aware that my personal data, within the aforementioned structure, will be known to the reception staff and the staff responsible for carrying out the analyses, as well as to the technical and clinical managers of the structure and that such data will not be used without my explicit consent. authorization for no other purpose than those specified:

- use of sensitive data for medical history purposes (historical data)
- any numerical statistics only

However, if these limits are not scrupulously respected, it remains my right to have my data blocked or partially or completely deleted, except as provided in communications with the NHS.

Furthermore, I authorize this Laboratory, in the case of tests that cannot be performed at this facility, to use another trusted analysis laboratory for the execution of the analyzes in question, as well as to process the personal data necessary for carrying out this procedure.

THE DATA CONTROLLER IS LABORATORY ANALYSIS VILLANI SRL

I authorize this Laboratory to communicate my personal data, including the results of the tests performed by me and the historical results, to my doctor, via fax, e-mail or in its private area of the website www.laboratoriovillani.it.

Annex A.3

INFORMED CONSENT TO PERFORM THE HIV TEST

Dear user,

You have asked to be subjected today to a blood sample to carry out the test for the detection of ANTI-HIV1-2/Ag p24 HIV Abs. It is necessary for you to read and sign this informed consent form which, if you wish, will be explained to you by the Laboratory staff.

I, the undersigned _____ born _____on _____

Resident in _____ Prov. _____ in Street _____

I declare that I have received comprehensible and detailed information on the diagnostic analysis proposed to me, on the methods of carrying out the service, on the possibility of false positive and false negative results connected to the screening method, on the possible need for in-depth tests, and that, furthermore, I was given a guarantee that the outcome of this examination will be personally delivered to me and that maximum confidentiality will be maintained on it, as required by current legislation (Law 5/6/1990, n.135, art.5).

I AGREE

- to be subjected to blood sampling aimed at carrying out the search for anti-HIV antibodies.
- to indicate the exam in the acceptance form and in the overall report.

Annex A.4

INFORMED CONSENT OBJECT

I, the undersigned_____ born in _____

The __ / ___ / _____

I declare that I have been directed to the Analysis Laboratory to carry out some investigations:

- Useful to better understand the nature of some disorders accused and attributed in the first hypothesis to a suspicion of carbohydrate intolerance/diabetic disease.
- Useful for studying the evolution of the disease from which I have been suffering for some time
- Useful for pregnancy monitoring

I declare that I take the following medications: _____

I declare that I am affected by the following allergies: _____

I declare that during the interview I received detailed, clear and exhaustive information regarding the nature of the diagnostic test to which I must undergo. During the interview in question, the procedures for carrying out the investigation were explained to me, which consists of the administration/intake of glucose, which will be followed by blood sampling for the purposes of the subsequent analysis. I was also informed that this diagnostic test/procedure may be connected to some side effects such as: nausea/vomiting, allergic reactions and, exceptionally, bronchospasm due to the presence of parahydroxybenzoates in the syrup.

I had the time and opportunity to ask all the questions I deemed appropriate in this regard and I received comprehensive answers which I fully understood and which satisfied me.

Annex A.5

INFORMED CONSENT BREATH lactose/lactulose/glucose test

The undersigned_____ Born in _____ On __/__/____ and resident in_____ Province____ Street_____

- □ For himself
- □ Exercising parental responsibility for the minor_____ who has been given adequate information on the consent and procedure reported below (since the below-mentioned treatments are considered as "common medical treatments", the consent of only one of the parents is sufficient)
- □ Legal representative of _____

DECLARE

To have been informed that the test consists of drinking a sugary solution, without the addition of artificial substances, and blowing into a bag at fixed intervals, before and after taking the drink.

To have been informed about the meaning of the exam and the reasons that recommended its carrying out, made aware of the fact that:

- □ Intake of the sugary solution could cause symptoms such as nausea, bloating, belching, colicky pain, diarrhea
- □ It is necessary to remain at rest for the entire time necessary to complete the test, you cannot smoke, you can drink half a bottle of still non-carbonated water
- □ You can ask the facility's healthcare staff for any further clarification and give your consent to carrying out the breath test.

ANNEX A.6

INFORMED CONSENT BREATH HELICOBACTER PYLORI

The undersigned_____ Born in _____ On __/__/____ and resident in_____ Province____ Street_____

- □ For himself
- □ Exercising parental responsibility for the minor_____ who has been given adequate information on the consent and procedure reported below (since the below-mentioned treatments are considered as "common medical treatments", the consent of only one of the parents is sufficient)
- □ Legal representative of _____

DECLARE

To have been informed that the test consists of drinking a solution containing urea and blowing into a bag at fixed intervals, before and after taking the drink.

To have been informed about the meaning of the exam and the reasons that recommended its carrying out, made aware of the fact that:

- □ Taking the solution containing urea could cause symptoms such as nausea, bloating, belching, colic pain, diarrhea
- □ It is necessary to remain at rest for the entire time necessary to complete the test, you cannot smoke, you can drink half a bottle of still non-carbonated water
- □ You can ask the facility's healthcare staff for any further clarification and give your consent to carrying out the breath test.

ANNEX A.7

COVID-19 SWAB SELF-CERTIFICATION

The undersigned_____ Born in _____ On __/__/____ and resident in_____

Province____ Street_____

I DECLARE

- to have received comprehensible and detailed information on the diagnostic analysis proposed to me and on the methods of carrying out the service;

- to have received comprehensible information on the test execution times in the case of a person in isolation/quarantine

- to request the swab, with costs borne entirely by the undersigned,

- to have to promptly contact my GP or PLS in case of a positive outcome;

- to have received information that my data will be communicated to the Prevention Department of the ASL of residence and registered on the regional portal https://iris.sanita.puglia.it

I AGREE

to be subjected to the nasopharyngeal swab aimed at carrying out the molecular/antigenic test for the search for SARS-CoV-2

Signature of the User (or Parent/Guardian) _____

Annex B

LIST OF TESTS PERFORMED

updating

contact the laboratory for further information