

Rev. 06/2024

# HEALTHCARE SERVICES CHARTER



Laboratorio Analisi Chimico-Cliniche

**Amadio**



[WWW.ANALISICLINICHEAMADIO.IT](http://WWW.ANALISICLINICHEAMADIO.IT)

# RIGHTS AND DUTIES OF THE USER

## RIGHTS

- Relationships with users must be based on respect for the individual, avoiding inappropriate references to medical tests or personal matters.
- Access to Healthcare Services is guaranteed to citizens equitably.
- Personal Dignity is always respected.
- Confidentiality regarding patient health information is guaranteed.
- Healthcare providers must be easily identifiable.
- Patients must be informed of the names of the healthcare professionals responsible for their care.
- Clinical cases can be used for teaching or research purposes only in an anonymous form; otherwise, user consent must be obtained.
- Consent for the processing of sensitive personal data is obtained upon admission to the facility.
- Patients and their families are invited to provide suggestions to improve outpatient services.

## DUTIES

- Users must provide complete and accurate information; for hygienic and health reasons, they must promptly report their health status, such as the presence of ongoing infectious diseases.
- Patients are responsible for following the prescriptions recommended by their healthcare provider.
- Patients have the right to correct information about the organization of the facility, but it is also their duty to seek information in a timely and appropriate manner.
- Every user must behave respectfully towards the needs of other users and healthcare personnel, avoiding behaviors that could cause disturbance or discomfort to others (e.g., loud noises, speakerphone calls).
- Smoking is prohibited.
- Appointments must be kept or canceled with enough notice to allocate the time to other patients, avoiding resource wastage.
- The organization's rules and schedules must be respected in all circumstances. Services requested at inappropriate times or in inappropriate ways cause inconvenience for all users.

# FUNDAMENTAL PRINCIPLES

## EQUALITY

All citizens are provided with equal services, regardless of age, gender, race, language, nationality, religion, political opinions, customs, physical or mental conditions, and economic status.

## IMPARTIALITY

An objective and equitable behavior is assured to all citizens by both the services and the staff operating in the facility.

## CONTINUITY

Quantitative, qualitative, and regular continuity of services is guaranteed to citizens.

## RIGHT OF CHOICE

Every citizen, with a request from the National Health Service on the national prescription form, can exercise the right of "free choice" by directly contacting the chosen accredited facility.

## PARTICIPATION

Citizens have the right to collaborate, through observations and suggestions, to the correct delivery and improvement of the services provided by the facility.

# WAITING LISTS

Patient access is free, with no waiting list or numerical limits. Waiting times are typically 5 to 15 minutes.

## ACCESS FOR PATIENTS AND PERSONS WITH DISABILITIES

The laboratory is located on the ground floor, accessible via the main entrance.

# ADMISSION

To benefit from the exemptions provided by the National Health Service (S.S.N.), medical prescriptions must be completed on forms provided by the Provincial Healthcare Services and include the following:

- 1) Name, surname, and age of the patient.
- 2) Prescription number with any applicable exemption rights.
- 3) Type of requested service.
- 4) Diagnostic question and/or diagnosis.
- 5) Stamp and signature of the doctor.
- 6) Date.

Information and rules about the current ticket system can be requested at the Laboratory's front desk.

# PAYMENT OF SERVICES

Ticket payment must be made at the time of admission in cash or via POS. Non-exempt citizens must pay for specialist outpatient medical services according to current rates, up to the maximum amount set by current regulations. For services requested on personal prescription forms or directly by the patient, the laboratory may, at its discretion, apply the same rates as those for the National Health Service (S.S.N.). Administrative staff are available for any clarifications.

# SAMPLES, TREATMENTS AND RESULTS DELIVERY

## SAMPLE COLLECTION HOURS:

from 7:30 AM to 10:00 AM (Monday to Saturday)

## REPORT COLLECTION HOURS:

from 10:00 AM to 12:30 PM (Monday to Saturday)

## AFTERNOON OPENING HOURS:

from 4:00 PM to 6:00 PM (Monday, Wednesday, Friday)

Results can be collected the day after the test upon presentation of the receipt issued at admission. Some services may require more than 24 hours for technical or logistical reasons. In such cases, the patient will be informed of the pick-up day. Personal data requested from the patient are necessary for invoicing and identifying the ticket category. The phone number is required for timely notifications. All data will be processed in accordance with privacy regulations. At admission, a receipt is issued, which is essential for report collection. Without the receipt, only the person who underwent the tests can collect the report after verifying their identity. Telephone

available for any necessary clarifications about the sampling process and related costs. Web consultation is available upon receipt of credentials at admission.

# DIAGNOSTIC TESTS

The following chemical-clinical and bacteriological tests are performed in this facility:

- Hematological and coagulation tests
- Clinical chemistry tests
- Immunological tests
- Endocrinological and hormonal tests
- Hepatitis markers
- Tumor markers
- Drug monitoring
- Pregnancy monitoring
- Bi Test
- Microbiological tests
- Allergy tests
- Occupational medicine tests
- Sports medicine tests
- Food intolerance tests
- Lactose intolerance
- Breath test
- Molecular Biology tests
- Karyotype
- Cystic fibrosis
- Y chromosome microdeletion

Healthcare staff are available for any clarifications regarding the performance of the tests.

# QUALITY STANDARDS

This facility is constantly committed to maintaining and improving the quality of its services and participates in externally validated quality assessment programs promoted by the region.

# PROTECTION AND VERIFICATION

The Medical Director of the facility is the contact person for any complaints or reports of service issues.

# HEALTHCARE SERVICES

## HEALTHCARE STAFF

Dr. Massimo Della Felice (Biologist – Medical Director)

Dr. Giovanna Castelli (Molecular Biologist)

## ADMINISTRATIVE STAFF

Cesare Amadio

Giuseppina Pierantozzi



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# Amadio



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