

VIA ANNONE, N.1 - 00199

 06-8606414  06-86384371

E-mail: lab.krasi@gmail.com

The K.r.a.s.i. Srl was founded in 1980 and, since then, has experienced continuous growth in size, in the number of patients and, of course, in constant attention to the technical and scientific quality of all clinical tests. To this day, the Analysis Laboratory is the protagonist of continuous expansion. It employs qualified and trained people to pay constant attention to the needs of the user in order to obtain an ever better quality of service.

QUALITY POLICY

The Quality Policy of the K.r.a.s.i. ANALYSIS LABORATORY Srl can be summarized in the following aspects:

- To guarantee and constantly improve the satisfaction of all those who use the services provided, evaluated through specific evaluation questionnaires.
- Promote continuous quality improvement by stimulating communication, monitoring the activities that affect quality (non-conformity of the product, process and service, patient complaints, etc.) and activating adequate corrective and preventive actions.
- Promote the constant growth of the professionalism and skills of internal staff, through continuous training and updating of the same.
- Pursue, compatibly with obtaining regional and local authorizations, the goal of maintaining technologically advanced equipment and purchasing any new equipment.

The laboratory quality policy is therefore to ensure that the services provided are aimed at satisfying all the explicit and implicit needs of the patient / client, with an approach oriented towards the full satisfaction of the latter, with a view to innovation and of continuous improvement.

The setting up of an internal organization aimed at achieving results of effectiveness, efficiency and user satisfaction and, therefore, attentive both to optimizing the relationship between costs and service offered and to guaranteeing the adequacy and consistency of the quality of the assistance service disbursed, involves the activation of the following actions:

CHARTER OF SERVICES Rev. 2 del 18/09/2024 pag 2 di 10

- define and specify the responsibilities, roles, tasks for the different phases of the processes present within the structure;
- fine-tune the internal rules adopted as organizational, procedural and operational reference standards in the management of activities;
- prevent the occurrence of non-compliance during the provision of the services;
- identify and record non-conformities, promoting the activation of appropriate corrective actions and the consolidation of the solutions adopted;
- propose actions for change / improvement on the basis of the data processed relating to the various indicators.
- adapt its structure and equipment to the rules concerning safety and the environment, and treat any personal data in its possession according to the laws on confidentiality.

FUNDAMENTAL PRICIPLES

• *Equality*

Equal services are provided to all citizens, regardless of age, sex, race, language, nationality, religio, political opinions, customs, physical, customs, physical conditions, mental conditions, ecomic conditions, economic conditions, personality structure.

• *Impartiality*

All citizens are assured of an objective and fair behavior on the part of the staff who work in the Structure.

• *Continuity*

Citizens are guaranteed quantitative, qualitative continuity and regularity of services.

• *Right of choice*

Each citizen, provided with the request of the doctor of the National Health Service on the national prescription pad, can exercise the right of "free choice" by contacting the chosen accredited Facility directly.

• *Participation*

The citizen's right to collaborate, with observations and suggestions, in the related provision of the service and the improvement of the service provided by the Structure is guaranteed.

CHARTER OF SERVICES Rev. 2 del 18/09/2024 pag 3 di 10

• **Efficiency and effectiveness**

The service is provided in such a way as to ensure efficiency and effectiveness and the Structure adopts the appropriate measures to achieve these objectives.

• **Protection of "fragile" subjects**

As regards the management of "fragile subjects" during normal activity, the staff tries to favor, as far as possible and without prejudice to the rights of other users, their access and use of the services of the structure. Therefore, in case of reservation, we look for a time that allows to serve the "fragile subject" without long waiting times, trying to reassure the patient himself if he is particularly anxious. If access has not been booked, an attempt is made to limit the parking time of these "fragile subjects" at the facility, to cause them as little discomfort as possible. If this does not create problems, the reception staff will proceed to identify them regardless of the order of entry and send them to the next stage (provision of the service).

These principles are complemented by those of the Patient Rights Charter, which this structure has adopted and which is an integral part of this document.

Reference documents

- Regional minimum requirements
- Laws and Decrees in force
- Regional Tariff in force
- ISO 9001: 2008 standard
- Manuals for managing the equipment in use
- Procedures, service manuals and IDLs
- Law 196/03 on the respect of privacy
- Legislative Decree No. 81/2008

Responsibility

The responsibility of the Analysis Laboratory lies with the Technical Director who, through an organization chart and a job description, assigns the delegations of responsibility, in order to better control the progress of the structure.

The Company Functions (FA) are also responsible for the management and evaluation of the Quality System documentation, in collaboration with the Quality Management Manager.

CHARTER OF SERVICES Rev. 2 del 18/09/2024 pag 4 di 10

Services offered to patients

The Analysis Laboratory makes the Clinical Analysis service available to patients.

Human resources

secretaries n°1
doctors n°1
biologists n°1
technicians n°1

The following people work within the structure:

n.	Surname and name	Task	Work environment
1	Corrado Cristiano Caruso	Sole director	all
2	Malomo Maria Giuseppina	Tecnica director	Laboratory
3	Carmen Mauro	Biologist	Sampling room
4	Giorgia Dell'Orco	secretary	Segretariat
5	Boscarelli Stefania	Laboratory technician	Laboratory

Access to services

Reservation is not required for on-site withdrawals.

To avoid uncomfortable queues, at the time of acceptance, patients are called to the secretariat counter according to a progressive number, distributed by the special "eliminate queues" machine placed in the waiting room.

Opening of the laboratory to the public

Blood draws	From Monday to Friday on Saturday	dalle ore 7.30 alle 11.00 dalle ore 8.00 alle 10.30
Opening time	From Monday to Friday on Saturday	dalle ore 7.30 alle 17.00 dalle ore 8.00 alle 13.30
Report collection time	From Monday to Friday on Saturday	dalle ore 16.00 alle 16.45 dalle ore 12.30 alle 13.00

Withdrawals at home and delivery of reports at home

The laboratory, by appointment, provides a service (for a fee) of home sampling and delivery of responses to the patient's home.

The service is carried out by staff inside the structure, from Monday to Saturday.

Withdrawal of reports

The date and time for the collection of the report are communicated to the patient during the acceptance phase, together with the delivery of the personal coupon for the collection of the reports.

To guarantee the confidentiality of personal data, the delivery of the report and the commercial invoice takes place after requesting the patient the personal coupon for the collection of the report or, failing this,

- identity document
- proxy indicated when signing the consent form for the processing of data
- signed proxy and patient authorization document.

Report sent by fax or e-mail

The patient has the right to request that his report be sent to his e-mail or fax address, as indicated and authorized upon signing the consent form for data processing.

Documents to be presented upon acceptance

Doctor's request, valid identification document, ticket exemption card, and health card.

Payment of benefits

The payment of the services takes place at the check-in counter and it will be possible to pay with not only cash, but also by check, Bancomat, credit cards.

Path

The customer who goes to the Analysis Laboratory is welcomed by the reception staff.

Description of the services

1. Clinical Analysis

Acceptance

- ❖ Call in progressive order to the reception desk
- ❖ Review of the contract and acceptance of services
- ❖ Delivery of the receipt of acceptance / delegation / informed consent
- ❖ Delivery of the invoice (for contextual payment)
- ❖ Issue of withdrawal labels
- ❖ Customer call via acceptance number
- ❖ Execution of the withdrawal
- ❖ Customer leave if he does not show any problems
- ❖ Sorting of samples and biological samples to the analytical area

Analytical area

- ❖ Control and preparation of sampling and biological samples
- ❖ Preparing the equipment
- ❖ Acquisition of work lists from acceptance

CHARTER OF SERVICES Rev. 2 del 18/09/2024 pag 7 di 10

- ❖ Analysis of samples or their storage
- ❖ Checking the results
- ❖ Delivery of values to the central Server
- ❖ Control and validation on the computer system
- ❖ Print and signature of the complete report
- ❖ Delivery of reports
- ❖ Possible provision of the Assistance Service

The report to be delivered to the patient is printed by the secretariat with the help of the computer system and, subsequently, closed in windowed envelopes in accordance with the Privacy Law.

Customer Assistance Service

The Customer is always followed in every step of his journey by the reception staff.

Complaints concerning health services

Customers can report problems, incorrect behavior, useful suggestions for improving services, by contacting the secretariat (which will fill in a non-compliance form) or the Quality Service Manager or by submitting a written complaint to the Health Management.

A questionnaire was also prepared for evaluating patient satisfaction.

A reasoned complaint is considered by the laboratory as a stimulus to improve the quality of performance.

Protection and verification

The contact person for any complaint is the management of the structure which undertakes to resolve the disservice in the shortest possible technical times.

Convenzioni

Servizio Sanitario Nazionale, Previmedical.

Quality control

The K.r.a.s.i. Srl carries out daily national and international checks with known samples, and also takes part in monthly checks with the Luisa laboratory, our service reference.

The K.r.a.s.i. Srl uses external specialized structures, certified ISO 9001: 2015, for particular analyzes.

Methods of collecting samples to be examined

For any analysis, fasting for at least 6 - 8 hours and a light meal the previous evening are required.

Blood collection

Show up at the laboratory during the time of fasting samples from 20-22 the day before. Only water intake is permitted. An appointment is not required.

Urinalysis

For a complete urine test, collect an early morning urine sample and deliver it to the laboratory as soon as possible. The container to be used must be purchased at the pharmacy or supplied by the same laboratory.

Urine culture

(Not to be performed during antibiotic therapy)

The container to be used for the collection of the urine sample must be sterile and can be purchased at the pharmacy or supplied by the same laboratory

Proceed as follows :

1. Perform a thorough local cleaning;
2. Discard the first drops of urine;
3. Collect the urine directly in the container, taking care not to touch its internal walls;
4. Close the container and deliver it to the laboratory as soon as possible.

24 hour urine collection

It is necessary to have a suitable container that can be purchased at the pharmacy.

To successfully collect:

1. Discard the first urine of the morning;
2. From now on, collect all the urine that will be produced in the next 24 hours including the first one the next morning.

The container must be kept cool for the entire time of collection.

This type of collection is necessary for the following analyzes: tests of renal function, metabolites, urinary electrolyte picture, pregnancy.

Stool: examination for the search for parasites

Collect a small amount of feces (one hazelnut) and place it in a clean container (there are containers with scoops). The sample must not be contaminated with urine.

The container can be purchased at the pharmacy.

Stool: test for occult blood

Collect a small amount of feces (one hazelnut) and place it in a clean container (there are containers with scoops). The sample must not be contaminated with urine.

To carry out the test it is necessary to make sure that there is no bleeding of the gums; avoid menstruation.

The container can be purchased at the pharmacy.

Faeces: culture examination (coproculture)

Collect a small amount of feces (one hazelnut) and place it in a sterile container (there are containers with scoops). The sample must not be contaminated with urine and must be delivered to the laboratory as soon as possible.

Report if antibiotic therapy is in progress.

The container can be purchased at the pharmacy.

Glycemic and insulinemic curve

It is preferable to take the sample after fasting for at least 8 hours, after signing the informed consent .If the value resulting from the stick is less than 126 mg / dl, the sampling doctor performs a first sample (basal), after which the patient is made to drink the glucose solution ready for use (unless otherwise prescribed). After loading, the collecting doctor carries out samples at 30 ', 60', 90 ', 120' (unless otherwise prescribed).

In these cases, patients are invited to go to the laboratory by 7:45 am.

Creatinine clearance

Show up at the fasting laboratory and with the 24h urine collection (see 24h urine collection).

The detailed list of all services is available in the secretariat in the attachment
"List of services provided by Laboratorio Krasi Srl".