



45 anni di esperienza

Laboratorio Diagnostico Bravetta s.a.s.

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Certificate nr. 13-Q-0200587-TIC

CHARTER OF SERVICES

for information and access to laboratory services

Public access

Opening hour:

from Monday to Friday from ore 07:30am to 06:00pm

il sabato dalle ore 07:30 alle ore 13:00

Blood sample

from Monday to Saturday from 07:30am to 10am

Withdrawal reports:

form Monday to Friday from 12:00am to 06:00pm,

Saturday from 10:00 am to 01:00pm

INDEX

| | |
|---|----|
| INTRODUCTION | 3 |
| HISTORY OF THE STRUCTURE AND THE LOCATION | 3 |
| FUNDAMENTAL PRINCIPLES | 5 |
| AVERAGE OPERATING TIMES OF SERVICES | 7 |
| HOW TO ACCESS LABORATORY SERVICES | 7 |
| ELENCO DEGLI ESAMI DI LABORATORIO IN REGIME DI CONVENZIONE S.S.R. | 10 |
| LIST OF LABORATORY TESTS UNDER THE S.S.R CONVENTION AND OUT OF CONVENTION | 14 |
| METHOD OF PAYMENT FOR LABORATORY SERVICES | 14 |
| ANALYSIS WITH URGENT REQUEST | 14 |
| GENERAL RULES FOR THE PREPARATION OF THE LABORATORY TESTS | 15 |
| COMPANY CONTACTS | 19 |
| DEKALAB NETWORK | 19 |
| QUALITY STANDARDS | 20 |
| OTHER INFORMATION | 21 |

INTRODUCTION

This CHARTER OF SERVICES is intended to describe the commitments undertaken by LDB towards the user, in order to guarantee the quality standards of the service provided by the structure and the increase of guarantees to protect the rights of the user itself. These commitments aim to ensure the protection of the right to health, in relation to:

- a) Ease of access to diagnostic services;
- b) Involvement of the citizen-user;
- c) Transparency and clarity in the procedures put in place by the laboratory to achieve its purposes.

HISTORY OF THE STRUCTURE AND THE LOCATION

LDB has been active since 1975 and is located in Rome, Via dei Capasso n° 52/54 (registered office corresponding to the site of location of the structure).

ATAC lines available:

⇒ H – 881 – 808 with terminus 30 m from the laboratory

⇒ 98 on the adjacent Bravetta Street

In the area in front of LDB there is a parking lot reserved for the disabled and numerous parking spaces; easy entry is provided with path for disabled people.

The managers of the Bravetta Diagnostic Laboratory are:

Maurizio Miserocchi

Administrator

Head of Prevention and Protection System

Eleonora Caporossi

Technical Director

Biologist qualified for sampling

Julica Liverotti

Medical Collaborator

Ms. Lilla Kierepka
Quality Management System Manager
Complaint Specialist

Gjinaj Viola - Costanzi Roberta
User Reception - Information - Administrative Secretariat

Maurizio Miserocchi
Laboratory Operator (B.L.T.)



FUNDAMENTAL PRINCIPLES

The Charter of Services expresses our guarantee of compliance with the principles established by our Constitution and the applicable legislation, namely:

- ✓ **EQUALITY:** Equal treatment for all, regardless of sex, age, race, language, religion, political opinion;
- ✓ **IMPARTIALITY:** Guarantee of behaviour not conditioned by prejudice and improper assessments;
- ✓ **CONTINUITY:** Ensuring the provision of services without improper time interruptions;
- ✓ **RIGHT OF CHOICE:** Freedom, where it is allowed by current legislation, to choose the providers of the service;
- ✓ **PARTICIPATION:** Ensuring the right of access to information and listening to citizens' suggestions for improvement;
- ✓ **EFFECTIVENESS & EFFICIENCY:** Ensure that the services, interventions and activities carried out achieve the optimal result using resources with the minimum of waste and duplication. The implementation of the quality pact, as a system of protection, is not limited to a formal recognition of needs and rights, but wants to allow direct control over the quality of the service provided by providing the opportunity for citizens to reorient the organization and the offer.

The participation of citizens/users in our activities is essential both to guarantee your right to the correct provision of our services and to promote your relations with us. If you wish to actively participate in the improvement of our services, you can fill out the Satisfaction Survey, available at the Acceptance/Waiting room, to allow you to freely express your opinion, to make complaints, to make suggestions about our activities and the service provided. Through the analysis of these forms, we carry out a continuous check on your satisfaction and take the necessary measures to eliminate the problems that have arisen. In addition, if there are urgent reasons, we guarantee our service even outside the established hours.

With these prescriptive principles, the laboratory is constantly oriented to the constant updating of its operators through continuous training programs and to offer its users a comfortable and a safe environment, ensuring compliance with and maintenance of the requirements of current regulations (fire protection, safety, adequate lighting, ventilation, air conditioning, sanitization of environments, disposal of special waste, etc.).

SERVICES

Type of services provided:

- Clinical chemistry
- Haematology
- Immunohematology
- Serology
- Endocrinology
- Tumour markers
- Coagulation
- Virology
- Allergy diagnosis
- Food intolerances
- Cytogenetics
- Molecular biology
- Parasitology
- Microbiology
- Occupational medicine

LDB is accredited with the Regional Health Service with the number 627800 and the services provided both under the accreditation regime and in the private regime are listed in this document, while the rates of the individual services are highlighted in the Regional Tariff Nomenclature, available and exposed in Acceptance, and can be consulted upon request to the Reception Service. The authorization and accreditation with the S.S.R. have been definitively confirmed by Decree of the Commissioner ad Acta of the Lazio Region n° U00068 of 18/05/2012. LDB is in possession of a Management System certified in accordance with UNI EN ISO 9001: 2015.

With regard to the types of analysis not carried out directly in its structure, LDB avails itself of the collaboration of authorized centers.

AVERAGE OPERATING TIMES OF SERVICES

- a) Waiting time at the check-in counter: about 10 minutes
- b) Booking time: immediate
- c) Waiting time for withdrawal: about 10 minutes
- d) Delivery time of laboratory reports: from 1 to 3 working days (except in case of special examinations)
- e) For sporadic examinations, which are carried out in service: about 5 working days (except for special examinations)

HOW TO ACCESS LABORATORY SERVICES

To perform laboratory tests, the user must submit:

- Health Card
- Suitable Medical Prescription; as provided for in the Annex to the Delib. G.R. n. 21/11 of 24/4/2018, below are the Instructions for the correct compilation of the medical prescription; each prescription must contain the following requirements, written clearly and legibly:
 - ✓ The tax code of the patient (to be detected by the health card) or STP code (temporarily present foreigner); NOTE: In case of absence of the tax code on the prescription, this can not be used, unless the cost of the services is paid in full (Art. 50, paragraph 7, Law no. 326/2003).
 - ✓ Initials of the province and ASL code of competence,
 - ✓ Surname, name and address of the client; NOTE: The surname and name of the user must always be reported in full, except in the cases provided for by the provisions in force (eg. diseases such as HIV and others that require confidentiality regarding the identity of the user)
 - ✓ Prescription - request - proposal (identified with the code of the regional nomenclator), (max 8 exams per prescription); NOTE: Exempt and non-exempt services or belonging to different specialist branches cannot be requested in the same recipe.
 - ✓ Total number of the specialist prescriptions,
 - ✓ Diagnostic question/suspicion – diagnosis,
 - ✓ Performance priority: U (urgent), B (short), D (deferrable), P (scheduled),
 - ✓ Regional code, surname, first name, stamp and signature of the prescribing doctor,

- ✓ Date of prescription,
- ✓ Exemption code if the client is in possession of it,
- ✓ Stamp and signature of the requesting doctor,

The prescription can NOT contain additions or deletions unless they are affixed by the same doctor and must be duly stamped and countersigned legibly.

Users with special needs such as pregnant women, the disabled, the elderly or people with health problems are entitled to priority for the acceptance and execution of the withdrawal; the user can in this case contact the staff present in acceptance to report his/her situation.

Method of direct access of users without commitment of the SSR

In order to take advantage of the analyzes privately, it is sufficient for the user to indicate to the staff in acceptance the type of examinations it intends to carry out, without "necessarily" showing a medical prescription.

Privacy and protection of sensitive data

In order to protect the user's privacy, in accordance with Legislative Decree 196/2003 and EU Regulation / 2016/679, the call of patients to the check-in desk and to the sampling room takes place through the use of the queue managing system or attributed by acceptance on the basis of the order of access to the Laboratory.

At the time of acceptance, the user is informed, pursuant to Legislative Decree 196/2003 and EU Regulation/2016/679, about the processing of its sensitive data that will be used by the laboratory only for diagnosis and treatment purposes.

Transport of the samples

The transport of samples of examinations performed in service, is carried out by specialized couriers and with the strict application of special Instructions for Transport and Storage of the sample, in order to ensure compliance with the legislation (Ministerial Circular No. 3 of 8 May 2003).

Delivery and withdrawal of the reports

The reports are normally delivered in writing, in a sealed envelope, only to the user itself, after validation of his identity, or to another person delegated in writing by the user. The user is required to show the acceptance ticket received at the time of withdrawal.

Out of respect for the user's privacy, it is forbidden for laboratory staff to comment on the data of the same or to report to persons other than the interested party, information relating to the result of the analyzes, of which only the user's attending physician can be informed, under the professional constraint.

The results cannot be communicated by telephone; in case of real need they can be communicated to the attending physician, only after having ascertained its identity.

As provided for in the Annex of the Delib.G.R. n. 21/11 of 24/4/2018, users are informed that the structure applies a procedure for the management and communication, if they are detected, of the CRITICAL VALUES, ie those values that underlie a result of laboratory tests that can be associated with a serious risk to the user's health and that requires immediate notification to the attending physician in order to implement suitable and timely medical procedures.

All ADULT patients who wish, will be able to consult their laboratory reports via the Internet, performed in the last 45 days and stamped with a digital signature. In order to activate the service, completely free, patients must ask at the time of acceptance, to be able to access the dedicated portal, to view their report.

The staff in acceptance, after the secretarial operations, will print and deliver the form for the withdrawal of the report. On the form you will find:

- the address of the website to be used
- the personalized credentials that will allow you to make the first access to download the report.

Furthermore, only after completing, during the acceptance phase, a special authorization form to be signed for consent to the processing of sensitive data pursuant to European Regulation 679/2016 GDPR, the reports can be sent by e-mail to your e-mail address.

Finally, at the request of the Customer, and subject to his authorization and participation in the expenses, it is possible to deliver the reports directly to the home in a sealed envelope.

ELENCO DEGLI ESAMI DI LABORATORIO IN REGIME DI CONVENZIONE S.S.R.

DOSAGGIO DEL 17 ALFA-IDROSSIPROGESTERONE (17OH-P)
DOSAGGIO ORMONALE 17 KETOSTEROIDI
17 IDROSSICORTICOIDI
TRANSAMINASI GLUTAMMICO-PIRUVICA
ALANINA AMINO-PEPTIDASI URINARIA
ALDOLASI SERICA
DOSAGGIO DELL'ALDOSTERONE
DOSAGGIO ALFAFETOPROTEINA (AFP)
AMILASI URINARIA
AMILASEMIA
AMMONIEMIA
DOSAGGIO DELLA RENINA OPPURE DELL'ANGIOTENSINA II
TRANSAMINASI GLUTAMMICO-OSSALACETICA
BILIRUBINEMIA TOTALE
BILIRUBINEMIA TOTALE E FRAZIONATA
DOSAGGIO DEL FRAMMENTO PEPTIDICO C DELLA PROINSULINA (C-PEP-
TIDE)
DOSAGGI SERIATI DEL C-PEPTIDE DOPO CARICO DI GLUCOSIO (4
DOSAGGI)
DOSAGGIO ELETTROLITI [S/U]: Ca
CALCIURIA NELLE 24 H
DOSAGGIO DELLA CALCITONINA (Ct)
ESAMI DI CALCOLI URINARI
CLORURO [S/UdU]
COBALAMINA (VIT. B12) [S]
COLESTEROLO TOTALE
CORTICOTROPINA (ACTH) [P]
CORTISOL [S/U]
CREATININASI ISOENZIMA MB (CK MB)
CREATININA [S/U/dU/La]
DEIDROEPIANDROSTERONE SOLFATO (DEA-S)
DELTA 4 ANDROSTENEDIONE
DINDROTESTOSTERONE (DHT)
ENOLASI NEURONESPECIFICA (NSE)
ESTRADIOLO (E2) [S/U]
ESTRIOLO (E1) [S/U]
ESTRONE (E1)
FARMACI DIGITALICI
FECI ESAME CHIMICO E MICROSCOPICO (Grassi, prod. di digestione,
parassiti)
FECI SANGUE OCCULTO
TRIGLICERIDI
URATO [S/U/dU]
UREA [S/P/U/dU]
URINE ESAME CHIMICO FISICO E MICROSCOPICO
URINE ESAME PARZIALE (Acetone e glucosio quantitativo)
AGGLUTINE A FREDDO
ANTICORPI ANTI ERITROCITI (Test di Coombs indiretto)
ANTICORPI ANTI INSULINA (AIAA)
ANTICORPI ANTI MICROSOMI (AbTMS)
ANTICORPI ANTI TIREOPEROSSIDASI (AbTPO)
ANTICORPI ANTI MICROSOMI EPATICI E RENALI (LKMA)
ANTICORPI ANTI TIREOGLOBULINA (AbTg)
ANTIGENE CARBOIDRATO 125 (CA125)
ANTIGENE CARBOIDRATO 15.3 (CA15.3)
ANTIGENE CARBOIDRATO 19.9 (CA19.9)
ANTIGENE CARBOIDRATO 195 (CA195)
ANTIGENE CARBOIDRATO 50 (CA50)
ANTIGENE CARBOIDRATO MUCINOSO (MCA)
ANTIGENE CARCINO EMBRIONARIO (CEA)
ANTIGENE POLIPEPTIDICO TISSUTALE (TPA)
ANTIGENE PROSTATICO SPECIFICO (PSA)
ANTIGENE TA 4 (SCC)
AUTOANTICORPI ANTI ERITROCITI (Test di Coombs diretto)
EMAZIE (Conteggio) EMOGLOBINA
EMOCROMO: Hb, GR, GB, HCT, PLT IND. DERIV. F. L.
EOSINOFILI (Conteggio) [Alb]
FATTORE REUMATOIDE
FIBRINOGENO FUNZIONALE
IgE SPECIFICHE ALLERGOLOGICHE QUANTITATIVO
IgE TOTALI
IgE SPECIFICHE ALLERGOLOGICHE
LEUCOCITI (Conteggio e formula leucocitaria microscopica) [(Sg)]
LEUCOCITI (Conteggio) [(Sg)]
PIASTRINE (Conteggio) [(Sg)]
REAZIONE DI WAALER ROSE
RESISTENZE OSMOTICO GLOBULARI (Curva)
RETICULOCITI (Conteggio) [(Sg)]
TEMPO DI PROTROMBINA (PT)
TINE TEST (Reazione cutanea alla tubercolina)
VALORE EMATOCRITO
VELOCITA' DI SEDIMENTAZIONE DELLE EMAZIE (VES)
ACTINOMICETI IN MATERIALI BIOLOGICI ESAME CULTURALE
BATTERI ANTIBIOGRAMMA DI CULTURA (attività associazioni antibiotiche)
BATTERI ANTIBIOGRAMMA DI CULTURA (Kirby Bauer, almeno 10 antibiotici)
BATTERI IN CAMPIONI BIOLOGICI DIVERSI RICERCA MICROSCOPICA
BRUCELLE ANTICORPI (Titolazione mediante agglutinazione) [WRIGHT]
CAMPYLOBACTER ANTIBIOGRAMMA

FERRITINA [P/(Sg)Er]
FERRO (S)
FOLATO [S/(Sg)Er]
FOLLITROPINA (FSH) [S/U]
FOSFATASI ACIDA
FOSFATASI ALCALINA
FOSFATASI PROSTATICA (PAP)
FOSFATO INORGANICO [S/UdU]
GGT
GASTRINA [S]
GLOBULINA LEGANTE LA TIROXINA (TBG)
GLUCAGONE [S]
GLUCOSIO (Curva da carico 3 determinazioni)
GLUCOSIO (Curva da acarico 6 determinazioni)
GLUCOSIO [S/P/U/dU/La]
GONADOTROPINA CORIONICA (Prova immunologica di gravidanza) [U]
GONADOTROPINA CORIONICA (Subunità beta, molecola intera)
INSULINA (Curva da carico o dopo test farmacologici, max. 5)
INSULINA [S]
LATTATO DEIDROGENASI (LDH) [S/F]
LATTE MULIEBRE
LIQUIDI DA VERSAMENTI ESAME CHIMICO FISICO E MICROSCOPICO
LUTEOTROPINA (LH) [S/U]
LUTEOTROPINA (LH) E FOLLITROPINA (FSH): Dosaggi seriati dopo GnRH o
altro stimolo (5)
ORMONE LATTOGENO PLACENTARE O SOMATOMAMMOTROPINA (HPL) [S]
ORMONE SOMATOTROPO (GH) [P/U]
OSTEOCALCINA (BGP)
PARATORMONE (PTH) [S]
PORFIRINE (Ricerca qualitativa e quantitativa)
POTASSIO [S/U/dU/(Sg)Er]
PROGESTERONE [S]
PROLATTINA (PRL) [S]
PROLATTINA (PRL): Dosaggi seriati dopo TRH (5)
PROTEINE (ELETTROFORESI DELLE) [S]
PROTEINE [S/UdU/La]
RENINA [S]
SODIO [S/UdU/(Sg)Er]
SUCCO GASTRICO ESAME CHIMICO COMPLETO
TEOFILLINA
TESTOSTERONE [P/U]
TIREOGLOBULINA (Tg)
TIREOTROPINA (TSH)
TIREOTROPINA (TSH): Dosaggi seriati dopo TRH (4)
TIROXINA LIBERA (FT3)
TIROXINA LIBERA (FT4)
E. COLI ENTEROPATOGENI NELLE FECI ESAME CULTURALE
ESAME CULTURALE CAMPIONI BIOLOGICI DIVERSI
ESAME CULTURALE APPARATO GENITOURINARIO
ESAME CULTURALE CAMPIONI CAVITA' ORO-FARINGO-NALE
ESAME CULTURALE DELL'URINA (URINOCULTURA)
ESAME CULTURALE DELLE FECI (COPROCULTURA)
MICETI IN CAMPIONI BIOLOGICI DIVERSI RICERCA MICROSCOPICA
MICROBATTERI IN CAMPIONI BIOLOGICI RICERCA MICROSCOPICA
(Ziehl-Neelsen, Kinyun)
NEISSERIA GONORRHOEA ESAME CULTURALE
NEISSERIA MENINGITIDIS ESAME CULTURALE
PARASSITI [ELMINTI, PROTOZOI] NEL SANGUE ESAME MICROSCOPICO (Giemsa)
PARASSITI INTESTINALI [ELMINTI, PROTOZOI] RICERCA MACRO E
MICROSCOPICA
PARASSITI INTESTINALI RICERCA MICROSCOPICA (Previa concentraz. o arricchim.)
PLASMOIDI DELLA MALARIA NEL SANGUE RICERCA MICROSCOPICA (Giemsa)
SALMONELLE ANTICORPI (Titolazione mediante agglutinazione) [WIDAL]
SALMONELLE ANTICORPI (Titolazione mediante agglutinazione) [WIDAL-WRIGHT]
STREPTOCOCCO ANTICORPI ANTI ANTISTREPTOLISINA-O [TAS]
STREPTOCOCCUS PYOGENES NEL TAMPONE OROFARINGEO ESAME CULTURALE
VIRUS EPATITE A [HAV] ANTICORPI
VIRUS EPATITE A [HAV] ANTICORPI IgM
VIRUS EPATITE B [HBV] ANTICORPI HBcAg
VIRUS EPATITE B [HBV] ANTICORPI HBcAg IgM
VIRUS EPATITE B [HBV] ANTICORPI HBsAg
VIRUS EPATITE B [HBV] ANTICORPI HBsAg
VIRUS EPATITE B [HBV] ANTIGENE HBsAg
VIRUS EPATITE B [HBV] ANTIGENE HBsAg
VIRUS EPATITE B [HBV] ANTIGENE HBsAg (Saggio di conferma)
VIRUS EPATITE C [HCV] ANTICORPI
VIRUS DELTA [HDV] ANTICORPI
VIRUS DELTA [HDV] ANTICORPI IgM
VIRUS DELTA [HDV] ANTIGENE HDVAg
VIRUS EPSTEIN BARR [EBV] ANTICORPI ETEROFILI [R. PAUL, BUNNEL, DAVIDSON]
ES. CITOLOGICO CERVICO VAGINALE [PAP-Test]
PRELIEVO DI SANGUE VENOSO

| Codice | Titolo | Priv 1 |
|--------|----------------------------------|--------|
| ACE | A C E | 20,00 |
| ADM | A.A.ADENOVIRUS IGM | 20,00 |
| CCP | A.A.CITRULLINA (CCP IgG) | 50,00 |
| ACH | A.ANTI ACHR(ACETILCOLINA) | 50,00 |
| ACA | A.ANTI CENTROMERO | 25,00 |
| ACO | A.ANTI COLLAGENE | 35,00 |
| ACU | A.ANTI CUORE | 35,00 |
| ADE | A.ANTI DERMA | 50,00 |
| ENA | A.ANTI ENA :SCL-70 | 20,00 |
| ENI | A.ANTI ENA:SSB(LA) | 20,00 |
| AFL | A.ANTI FOSFOLIPIDI | 20,00 |
| AAG | A.ANTI GIARDIA | 60,00 |
| VRG | A.ANTI H. ZOSTER (IGG) | 20,00 |
| VIM | A.ANTI H. ZOSTER (IGM) | 20,00 |
| MOG | A.ANTI MORBILLO (IGG) | 15,00 |
| MOM | A.ANTI MORBILLO (IGM) | 15,00 |
| AMG | A.ANTI MUCOSA GASTRICA | 25,00 |
| MST | A.ANTI MUSCOLO LISCIO | 20,00 |
| MSS | A.ANTI MUSCOLO STRIATO | 20,00 |
| 294 | A.ANTI RECETTORI TSH | 30,00 |
| H1- | A.ANTI RIBOSOMI | 50,00 |
| ARN | A.ANTI RNA | 30,00 |
| ASP | A.ANTI SPERMATOZOI (IBT) | 30,00 |
| 062 | A.ANTI-CHLAMYDIA (IGA) | 20,00 |
| CLG | A.ANTI-CHLAMYDIA (IGG) | 20,00 |
| CLM | A.ANTI-CHLAMYDIA (IGM) | 20,00 |
| GAD | A.ANTI-GAD 65 | 50,00 |
| RIC | A.ANTI-RICKETTSIA PROW. | 35,00 |
| ABM | A.BETA 2 GLICOPROTEINA | 20,00 |
| B2G | A.BETA 2 GLICOPROTEINA (IGG) | 15,00 |
| B1M | A.BETA 2 GLICOPROTEINA (IGM) | 15,00 |
| BOR | A.BORRELIA IgG + IgM | 30,00 |
| ACG | A.CARDIOLIPINE IGG | 20,00 |
| ACM | A.CARDIOLIPINE IGM | 20,00 |
| F30 | A.CHENODEOSSICOLICO | 30,00 |
| CXA | A.COXSACKIE A 2 | 30,00 |
| CX1 | A.COXSACKIE A 4 | 30,00 |
| CXB | A.COXSACKIE B 1 | 30,00 |
| CB2 | A.COXSACKIE B 2 | 30,00 |
| CB3 | A.COXSACKIE B 3 | 30,00 |
| CB4 | A.COXSACKIE B 4 | 30,00 |
| CB5 | A.COXSACKIE B 5 | 30,00 |
| CB6 | A.COXSACKIE B 6 | 30,00 |
| AS4 | A.CROMICO | 30,00 |
| VEB | A.EBNA IgG | 15,00 |
| VEG | A.EBNA IgM | 15,00 |
| LEG | A.LEGIONELLA | 30,00 |
| ANC | A.N.C.A. | 60,00 |
| MAG | AB ANTI MAG | 25,00 |
| 5HI | ACIDO 5-OH INDOLACETICO | 20,00 |
| F22 | ACIDO IPPURICO | 20,00 |
| F31 | ACIDO METIL IPPURICO | 20,00 |
| F23 | ACIDO PIRUVICO | 30,00 |
| F15 | ACIDO VALPROICO | 27,00 |
| ADF | ADENOVIRUS NELLE FECI | 53,00 |
| ADH | ADH (VASOPRESSINA) | 50,00 |
| ADR | ADRENALINA | 50,00 |
| AGC | AGGR.PIASTR.CON COLLAGENE | 90,00 |
| AG2 | AGGR.PIASTRINICA | 90,00 |
| AGP | AGGR.PIASTRINICA | 25,00 |
| ALU | ALBUMINURIA | 20,00 |
| O18 | ALFA 3 GLUCORONIDE | 35,00 |
| ALL | ALLUMINIO SIERICO | 30,00 |
| LLU | ALLUMINIO URINARIO | 30,00 |
| ISO | ALP ISOENZIMI | 25,00 |
| AMC | AMP CICLICO | 35,00 |
| APU | AMPC (URINA) | 35,00 |
| WAR | ANALISI VARIE | 30,00 |
| ANF | ANFETAMINE SU URINE | 27,00 |
| AN2 | ANGIOTENSINA II | 20,00 |
| ANI | ANISAKIS | 25,00 |
| ADV | ANTI ADENOVIRUS | 20,00 |
| P2- | ANTI ECHINOCOCCO | 30,00 |
| ENE | ANTI ENA(A.NUCLEARI ESTRABILI) | 20,00 |
| AEN | ANTI ENDOMISIO | 20,00 |
| AIP | ANTI INSULAE PANCREATICHE | 30,00 |
| LKM | ANTI L K M 1 | 25,00 |
| LK2 | ANTI L K M 2 | 25,00 |
| ALE | ANTI LEISHMANIA | 30,00 |
| LST | ANTI LISTERIA MONOCYTOGENES | 48,00 |
| AGM | ANTI MEMBRANA BASALE GLOMERULARE | 25,00 |
| APD | ANTI PIASTRINE DIRETTO | 50,00 |
| API | ANTI PIASTRINE INDIRETTO | 50,00 |
| POL | ANTI POLIO 1 | 30,00 |
| AP3 | ANTI POLIO 3 | 30,00 |
| ASR | ANTI SURRENE | 25,00 |
| ATO | ANTI TETANO | 25,00 |
| G44 | ANTI TRANSLUTAMINASI | 25,00 |
| MCI | ANTIBIOGRAMMA CON " MIC" | 25,00 |
| AMR | ANTIMICOGRAMMA | 20,00 |
| APA | APOLIPOPROTEINA A | 20,00 |
| APB | APOLIPOPROTEINA B | 20,00 |
| ASA | ASCA IgA | 45,00 |
| ASG | ASCA IgG | 45,00 |
| URA | AZOTO UREICO | 10,00 |
| BHU | B.H.C.G. URINARIE | 20,00 |
| JON | BENCE JONES | 20,00 |
| BEN | BENZODIAZEPINE | 30,00 |
| B2M | BETA 2 MICROGLOBULINA | 10,00 |
| BP1 | BNP:P.NATRIURETICO CEREBR : | 40,00 |
| BUP | BUPRENORFINA SU URINE | 24,00 |
| C1I | C1 INIBITORE | 30,00 |
| C1Q | C1 q | 30,00 |
| CC2 | C2 | 20,00 |
| G11 | C3 ATTIVATORE | 50,00 |
| 549 | CA 54.9 | 80,00 |
| 724 | CA 72-4 | 50,00 |
| CAD | CADMIO EMATICO | 30,00 |
| CAI | CALCIO IONIZZATO | 20,00 |
| CPF | CALPROTECTINA FECI | 50,00 |
| F28 | CANNABINOIDI / THC SU SANGUE | 27,00 |
| F29 | CANNABINOIDI / THC SU URINE | 25,00 |
| CAR | CARBAMAZEPINA | 24,00 |
| CAB | CARBOCAINA | 25,00 |
| CHB | CARBOSSIEMOGLOBINA | 30,00 |
| LDB | CARD ANNO 2011 | 20,00 |
| 100 | Carico glucosio 100g | 14,00 |
| 75G | Carico glucosio 75 g | 7,00 |
| 50G | Carico glucosio 50 g | 7,00 |
| CSP | CARIOTIPO SANGUE PERIFER. | 250,00 |
| CRT | CARNITINA | 30,00 |
| CAP | CATECOLAMINE PLASMATICHE | 70,00 |
| CAT | CATECOLAMINE URINARIE | 20,00 |
| CKK | CATENE KAPPA URINARIE | 22,00 |
| CLS | CATENE LAMBDA SIERO | 20,00 |
| CKL | CATENE LAMBDA URINARIE | 20,00 |
| CLE | CELLULE LE | 20,00 |
| CIM | CELLULE IMMATURE | 5,00 |
| CER | CERULOPLASMINA | 20,00 |

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|-----|-----------------------------|--------|-----|-----------------------------|--------|
| CHM | CHIMOTRIPSINA FECALE : | 30,00 | CHM | CHIMOTRIPSINA FECALE : | 30,00 |
| CHI | CHINIDINA | 30,00 | CHI | CHINIDINA | 30,00 |
| CAG | CHLAMYDIA SU L.SEMINALE | 20,00 | CAG | CHLAMYDIA SU L.SEMINALE | 20,00 |
| TV2 | CHLAMYDIA TR.SU T.CERVICALE | 20,00 | TV2 | CHLAMYDIA TR.SU T.CERVICALE | 20,00 |
| TVC | CHLAMYDIA TR.SU T.VAGINALE | 20,00 | TVC | CHLAMYDIA TR.SU T.VAGINALE | 20,00 |
| TUV | CHLAMYDIA TR.SU URINE | 20,00 | TUV | CHLAMYDIA TR.SU URINE | 20,00 |
| CIS | CISTINURIA | 20,00 | CIS | CISTINURIA | 20,00 |
| CIE | CITOLOGIA ESPETTORATO | 30,00 | CIE | CITOLOGIA ESPETTORATO | 30,00 |
| CTM | CITOLOGIA MAMMARIA | 30,00 | CTM | CITOLOGIA MAMMARIA | 30,00 |
| CIU | CITOLOGIA URINARIA | 25,00 | CIU | CITOLOGIA URINARIA | 25,00 |
| CTR | CITRATI URINARI | 20,00 | CTR | CITRATI URINARI | 20,00 |
| CL1 | CLEARANCE DEGLI URATI | 15,00 | CL1 | CLEARANCE DEGLI URATI | 15,00 |
| CLC | CLEARANCE DEI FOSFATI | 15,00 | CLC | CLEARANCE DEI FOSFATI | 15,00 |
| CSD | CLOSTRIDIUM DIFFICILE | 90,00 | CSD | CLOSTRIDIUM DIFFICILE | 90,00 |
| AS3 | COBALTO (SIERO) | 40,00 | AS3 | COBALTO (SIERO) | 40,00 |
| CC1 | COCAINA SU SANGUE | 40,00 | CC1 | COCAINA SU SANGUE | 40,00 |
| COC | COCAINA SU URINE | 27,00 | COC | COCAINA SU URINE | 27,00 |
| CLI | COLESTEROLO LIBERO | 10,00 | CLI | COLESTEROLO LIBERO | 10,00 |
| JJJ | COLTURA LINFOCITARIA MIST | 90,00 | JJJ | COLTURA LINFOCITARIA MIST | 90,00 |
| ADD | CONTA DI ADDIS | 15,00 | ADD | CONTA DI ADDIS | 15,00 |
| COY | COPROCOLTURA YERSINIA | 37,00 | COY | COPROCOLTURA YERSINIA | 37,00 |
| KET | CORPI CHETONICI : | 10,00 | KET | CORPI CHETONICI : | 10,00 |
| C60 | CORPI DI HEINZ | 30,00 | C60 | CORPI DI HEINZ | 30,00 |
| ICK | CPK ISOENZIMI | 40,00 | ICK | CPK ISOENZIMI | 40,00 |
| YYY | CREATINA | 50,00 | YYY | CREATINA | 50,00 |
| CRG | CRIOAGGLUTININE | 25,00 | CRG | CRIOAGGLUTININE | 25,00 |
| RIO | CRIOGLOBULINE | 25,00 | RIO | CRIOGLOBULINE | 25,00 |
| CRO | CROMO | 20,00 | CRO | CROMO | 20,00 |
| CRA | CROMOGRANINA A | 50,00 | CRA | CROMOGRANINA A | 50,00 |
| CRS | CROSS LINKS URINARI(LAPS) | 70,00 | CRS | CROSS LINKS URINARI(LAPS) | 70,00 |
| CYF | CYFRA 21-1 | 40,00 | CYF | CYFRA 21-1 | 40,00 |
| CTT | CYTOTOXIC TEST | 150,00 | CTT | CYTOTOXIC TEST | 150,00 |
| DIB | DIBUCAINA (INDICE) | 25,00 | DIB | DIBUCAINA (INDICE) | 25,00 |
| F89 | DUO-TEST | 80,00 | F89 | DUO-TEST | 80,00 |
| EBG | EBV (IGG) | 15,00 | EBG | EBV (IGG) | 15,00 |
| 193 | EBV (IGM) | 15,00 | 193 | EBV (IGM) | 15,00 |
| ELU | ELETTROFOR.URINARIA | 30,00 | ELU | ELETTROFOR.URINARIA | 30,00 |
| EOT | EMOCROMO LETTURA OTTICA | 20,00 | EOT | EMOCROMO LETTURA OTTICA | 20,00 |
| HBF | EMOGLOBINA FETALE | 15,00 | HBF | EMOGLOBINA FETALE | 15,00 |
| EOF | EOSINOFILI FECALI | 20,00 | EOF | EOSINOFILI FECALI | 20,00 |
| ERI | ERITROPOIETINA | 30,00 | ERI | ERITROPOIETINA | 30,00 |
| CIT | ESAME CITOLOGICO | 70,00 | CIT | ESAME CITOLOGICO | 70,00 |
| TSC | ESAME COLT.UNGHIE | 25,00 | TSC | ESAME COLT.UNGHIE | 25,00 |
| O45 | ESAME CULTURALE MICOPLASMA | 20,00 | O45 | ESAME CULTURALE MICOPLASMA | 20,00 |
| ESI | ESAME ISTOLOGICO | 80,00 | ESI | ESAME ISTOLOGICO | 80,00 |
| SPE | ESAME LIQUIDO SEMINALE | 40,00 | SPE | ESAME LIQUIDO SEMINALE | 40,00 |
| ZZ3 | ESAME MICROSCOPICO | 10,00 | ZZ3 | ESAME MICROSCOPICO | 10,00 |
| 24L | ESTRIOLO LIBERO | 25,00 | 24L | ESTRIOLO LIBERO | 25,00 |
| O16 | ESTROGENI TOTALI | 25,00 | O16 | ESTROGENI TOTALI | 25,00 |
| O77 | ESTROGENI TOTALI URINARI | 25,00 | O77 | ESTROGENI TOTALI URINARI | 25,00 |
| FLU | F.ALCALINA LEUCOCITARIA | 75,00 | FLU | F.ALCALINA LEUCOCITARIA | 75,00 |
| HOW | FATTORE II(TAP) | 10,00 | HOW | FATTORE II(TAP) | 10,00 |
| UIB | FATTORE V | 20,00 | UIB | FATTORE V | 20,00 |
| F25 | FENOBARBITAL | 24,00 | F25 | FENOBARBITAL | 24,00 |
| FLE | FENOMENO LE | 15,00 | FLE | FENOMENO LE | 15,00 |
| SOT | FENOTIPO | 30,00 | SOT | FENOTIPO | 30,00 |
| FBC | FIBROSI CISTICA(PCR)31m | 200,00 | FBC | FIBROSI CISTICA(PCR)31m | 200,00 |
| GFR | FILTRATO GLOMERULARE (VFG) | 30,00 | GFR | FILTRATO GLOMERULARE (VFG) | 30,00 |
| FAP | FOSFATASI PROSTATICA | 10,00 | FAP | FOSFATASI PROSTATICA | 10,00 |
| FLP | FOSFOLIPIDI | 16,00 | FLP | FOSFOLIPIDI | 16,00 |
| FRA | FRAGIL.OSMOTICA MAX. | 20,00 | FRA | FRAGIL.OSMOTICA MAX. | 20,00 |
| FRU | FRUTTOSAMINA | 20,00 | FRU | FRUTTOSAMINA | 20,00 |
| FTA | FTA-ABS (IgG)X la LUE | 20,00 | FTA | FTA-ABS (IgG)X la LUE | 20,00 |
| FTM | FTA-ABS (IgM)X la LUE | 20,00 | FTM | FTA-ABS (IgM)X la LUE | 20,00 |
| GAL | GARDNERELLA SU L.SEMINALE | 20,00 | GAL | GARDNERELLA SU L.SEMINALE | 20,00 |

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|-----|----------------------------------|--------|-----|------------------------------|--------|
| GAU | GARDNERELLA SU T.URETRALE | 20,00 | 222 | T.RETTALE (S.AGALACTIAE) | 20,00 |
| GAR | GARDNERELLA SU T.VAGINALE | 20,00 | TUC | T.URETRALE PER CHLAMYDIA TR. | 20,00 |
| AGF | GIARDIA ANTIGENE NELLE FECI | 60,00 | HPT | T.VAGINALE HERPES | 25,00 |
| GLD | GLDH | 47,00 | STV | T.VAGINALE LISTERIA | 60,00 |
| G7- | GLICEMIA 180' | 10,00 | TVB | T.VAGINALE S.AGALACTIAE | 20,00 |
| GU+ | GLICOSURIA FRAZIONATA | 30,00 | T3R | T3 REVERSE | 20,00 |
| HBD | H B D H | 16,00 | T3U | T3 UPTAKE | 20,00 |
| HBP | HB ELETTROFORESI | 30,00 | TT7 | T7 (INDICE) | 20,00 |
| EB7 | HBs Ab (TITOLAZIONE) | 50,00 | TRV | TAMPONE FARINGEO infl.A | 25,00 |
| O24 | HBV DNA(PCR) | 140,00 | TRB | TAMPONE FARINGEO RAPIDO | 15,00 |
| HCS | HCG (SIERICHE) | 22,00 | Y7- | TEMPO DI COAGULAZIONE | 10,00 |
| EC2 | HCV Ab (IgM) | 25,00 | Y4- | TEMPO DI EMORRAGIA | 10,00 |
| HCQ | HCV QUANTITATIVA PCR | 210,00 | TDQ | TEMPO DI QUICK | 10,00 |
| RIB | HCV RIBA | 160,00 | TEO | TEOFILLINA | 20,00 |
| RCV | HCV RNA (PCR) | 100,00 | WBL | TEST CONFERMA (W.B.) | 160,00 |
| HPP | HELICOBACTER PYLORI (PCR) | 60,00 | TDN | TEST DI NORDIN | 30,00 |
| HPC | HELICOBACTER PYLORI(ANTIGENE) | 25,00 | SIA | TEST DI SIA | 20,00 |
| H1G | HERPES 1 (IGG) | 15,00 | TIL | TIPIZZAZIONE LINFOCITARIA | 150,00 |
| H2G | HERPES 2 (IGG) | 15,00 | TFD | TRANSFERRINA DESIALATA CDT | 40,00 |
| H1M | HERPES IGM TOTALI 1/2 | 15,00 | Z10 | TRANSFERRINA INSATURA | 15,00 |
| HQP | HIV QUANTITATIVO PCR | 300,00 | 305 | TRANSFERRINA SATURA | 15,00 |
| HPV | HPV TIPIZZAZIONE (PCR) | 200,00 | TBC | TRANSFERRINA TOT.(TIBC) | 15,00 |
| HT1 | HTLV 1 DNA | 130,00 | TTT | TRITEST | 70,00 |
| HT2 | HTLV 2 DNA | 130,00 | COA | TROPONINA | 20,00 |
| O22 | IDROSSIPROLINURIA | 27,00 | UBT | UREA BREATH TEST H.P | 65,00 |
| HH6 | IGA SALIVARI | 20,00 | URC | UREA CLEARANCE | 15,00 |
| IGF | IGF 1 | 25,00 | URE | UREAPLASMA SU L.SEMINALE | 20,00 |
| CIC | IMMUNOCOMPLESSI CIRCOLANTI | 40,00 | SOC | UREAPLASMA SU T.CERVICALE | 20,00 |
| IMM | IMMUNODIFFUSIONE | 20,00 | TUR | UREAPLASMA SU T.URETRALE | 20,00 |
| IMD | IMMUNODIFFUSIONE IGA,IGG,IGM,IGD | 40,00 | TUP | UREAPLASMA SU T.VAGINALE | 20,00 |
| IFF | IMMUNOFISSAZIONE SIERICA | 40,00 | URJ | URGENZA | 30,00 |
| INI | INIBINA B | 80,00 | URG | URGENZA | 10,00 |
| IN3 | INSULINA 180' | 20,00 | VLD | V L D L | 10,00 |
| IAM | ISOENZIMI AMILASI | 50,00 | VDR | V.D.R.L. | 30,00 |
| XMS | ISOENZIMI AMILASI PANCR. | 30,00 | VCG | VCA (IGG) | 15,00 |
| LAP | L A P | 20,00 | VCM | VCA (IGM) | 15,00 |
| TNE | L.SEMINALE- NEISSERIA GONOR. | 30,00 | SIN | VIRUS SINCIZIALE | 30,00 |
| LAD | LATTOACIDEMIA | 25,00 | VTA | VITAMINA A | 50,00 |
| LBT | LATTOSIO BREATH TEST | 180,00 | WFX | WEIL FELIX | 30,00 |
| LEF | LEUCOCITI FECALI | 20,00 | ZIU | ZINCO | 27,00 |
| 400 | LINFOCITI B | 25,00 | | | |
| LPU | LIPASURIA | 15,00 | | | |
| LIP | LIPEMIA | 15,00 | | | |
| LPG | LIPIDOGRAMMA | 30,00 | | | |
| LPP | LIPOPROTEINA | 20,00 | | | |
| LSM | LISTERIA MONOCYT. | 25,00 | | | |
| LAC | LUPUS ANTI COAGULANTE | 32,00 | | | |
| MAU | MAGNESIO URINARIO | 20,00 | | | |
| MAL | MALARIA(Anticorpi) | 60,00 | | | |
| MAN | MANGANESE (SIERO) | 50,00 | | | |
| F24 | MELANINA (URINA) | 22,00 | | | |
| MET | METADONE SU URINE | 24,00 | | | |
| MEE | METAEMOGLOBINA | 30,00 | | | |
| MEU | METAEPINEFRINA | 30,00 | | | |
| MEM | METAMFETAMINE SU URINE | 24,00 | | | |
| MYG | MICOPLASMA (IGG) | 15,00 | | | |
| MYM | MICOPLASMA (IGM) | 15,00 | | | |
| MLV | MICOPLASMA (PCR) SU T.VAGINALE | 50,00 | | | |
| MLS | MICOPLASMA SU L.SEMINALE | 20,00 | | | |
| TV3 | MICOPLASMA SU T.CERVICALE | 20,00 | | | |
| SUS | MICOPLASMA SU T.URETRALE | 20,00 | | | |
| MLP | MICOPLASMA SU T.VAGINALE | 20,00 | | | |
| MIG | MICOPLASMA SU URINE | 20,00 | | | |
| MON | MONOTEST | 15,00 | | | |
| FA2 | MUTAZIONE FATTORE II | 200,00 | | | |

Il Tariffario Tabella Analisi è disponibile in Segreteria.

LIST OF LABORATORY TESTS UNDER THE S.S.R CONVENTION AND OUT OF CONVENTION

The list of laboratory tests, which the structure is able to carry out, is available at the Acceptance and on the website.

METHOD OF PAYMENT FOR LABORATORY SERVICES

S.S.N. users who are not exempt pay the ticket or the fee for participation in the expense at the time of acceptance as well as those who perform exams under the private regime, pay the fee at the time of acceptance.

LDB also provides the possibility of payment by electronic money.

ANALYSIS WITH URGENT REQUEST

From Monday to Friday, on request, the following analyses can be performed and reported on the same day (without further expense):

- Blood sugar
- Blood urea nitrogen
- Creatinine
- Urine examination
- Complete blood count
- Prothrombin time
- APTT
- Fecal occult blood test
- Pregnancy test
- B-HCG
- Mono test
- Rapid Strep A test
- Immunological test for Chlamydia Tr. in vaginal-urethral secretion
- Immunological test for influenza A virus detection
- Blood type and RH factor
- Nasopharyngeal swab for COVID-19 immunofluorescence (COI)

GENERAL RULES FOR THE PREPARATION OF THE LABORATORY TESTS

The user, before undergoing a laboratory investigation, is required to inquire in advance about methods and rules to be implemented for the preparation for laboratory tests.

In the event that the user is not in possession of all the necessary information, it can contact the secretariat of the laboratory, which will provide adequate information on the methods of collection and instructions on those types of exams that require adequate and specific preparation rules.

Preparation for venous sampling:

Examinations should preferably be performed on an empty stomach. This is strictly necessary in particular for tests such as: blood sugar, cholesterol, triglycerides, serum iron, folic acid, Vitamin B12, insulin, PSA and antibodies in general. However, excessive fasting must be avoided, for a time exceeding 24 hours, as it leads to a decrease in blood sugar and an increase in bilirubin.

24-hour urine collection:

A container of 2.5 - 3 liters with a wide mouth equipped with a screw cap and an airtight closure should be used.

At the time chosen for the beginning of the collection, the bladder should be emptied, discarding its urine; the time of the start of the harvest should be noted; during the following 24 hours all urine should be collected, transferred immediately to the container and kept in a cool place or in the refrigerator at 2° - 4° C; at the end of the 24 hours, that the collection was started, the bladder must be completely emptied and this urine added to the container; the initial and final time of the harvest should be noted; at the end of the collection, all the quantity should be homogenized and measured and a sample of about 10 cc should be sent to the laboratory, indicating the diuresis of 24 hours.

Urine collection for urine culture:

Containers should be sterile with a wide mouth and preferably screw caps.

Midstream urine: Collect the urine of the first urination in the morning or after 3-6 hours from the last urination. Previously, clean the external genitalia well with soapy solutions at acidic pH and rinse for a long time. Discard the first jet and collect the midstream urine. Do not contaminate the inside and edges

of the container with your hands. First urine jet: In urethritis, always adhering to the practice mentioned above, collect the first jet. Samples must arrive in the laboratory no later than 2 hours.

Urine culture should be practised before the start of antibiotic therapy and post-therapy checks should be done at least 3 days after discontinuation of therapy; if this is not possible to indicate the therapy in progress. For the search for the Tuberculous Microbacterium, urine must be collected in 24 hours both for the scarcity of germs and for the intermittent emission of the microorganism. The harvest must be repeated for three consecutive days.

Stool collection for coproculture and parasitic examination:

Coproculture: Fresh feces must be contained in the appropriate container with screw cap and teaspoon inserted into the cap. For about a week the patient should refrain from taking medications, medications and intestinal disinfectants. The amount of feces must be that of a walnut. Planting for coprocultural examination should be carried out within 2-4 hours after collection of the sample. In case of delay in transport, the samples must be placed in a suitable maintenance solution (e.g. Cary Blair transport medium). It is always necessary to specify the type of research to be carried out: Salmonella, Shigella, Campylobacter, Yersinia, enteropathogenic E. Coli, Rotavirus and Enteric Adenoviruses. Parasitological examination: A sample of fresh feces is required, with the same characteristics used for coproculture. Mixing with urine should be avoided.

Scotch test

When you wake up, a small strip of transparent scotch tape (about 3-4 cm), must be applied on the perianal area by pressuring slightly for about 10 seconds. After that, spread the strip of scotch tape well on the appropriate slide provided by the laboratory and deliver it to the same for the detection of any eggs of Oxysaurus Enterobius vermicularis.

Search for occult blood in the stool:

Use a special sterile container. Take a small amount of feces in the early morning (the amount of the appropriate container scoop is sufficient). There are no particular dietary restrictions, although a diet rich in slag with vegetables, salad, fruit, wholemeal bread is recommended. Do not perform the test in the menstrual period. In case of diarrhea do not perform the test. It is advisable to collect a stool sample for three consecutive days.

Semen harvest:

For chemical-physical examination: Containers must be sterile with a wide mouth and preferably screw caps. Thoroughly cleanse the external genitalia, suprapubic and perianal region. The sample must reach the laboratory within one hour of release. The patient must comply with an abstinence of at least 3 days from the last sexual intercourse.

For microbiological examination: Containers should be sterile with a wide mouth and preferably screw caps. Thoroughly cleanse the external genitalia, suprapubic and perianal region. The sample must reach the laboratory within 2 hours of release. It is not necessary to respect any period of abstinence from sexual intercourse.

Pharyngeal swab:

The swabs are performed under visual inspection. The swab must be sterile, disposable with a special test tube with transport medium. The swab should be applied directly to the affected area, avoiding any contamination and making sure that it is soaked in the pathological material of the lesion. In the absence of mouths, the search is carried out by tamponade from tonsil to tonsil touching the entire arch. The swab should not be contaminated with saliva. In the case of angina with pseudomembranes, an attempt is made to take a fragment of the latter possibly at the margin of the lesion, where the infection progresses. It is necessary in the request to specify the particular searches (N. meningitis, C. diphterie, H. influenzae, S. aureus).

Urethral and vaginal swab:

Preventive hygiene of the external genitalia is necessary (performed by washing with acid soaps and long rinsing). From the urethra collect the sample in asepsis, inserting a thin swab for 2 cm into the urethra. From the vagina, by means of the speculum, dab the vaginal arches, if the hymen is intact, act from the vaginal orifice. For the endocervical swab, eliminate excess cervical mucus by dry swab or wash with sterile saline, then insert the swab into the endocervix and rotate it for a few seconds. Swabs for the research of N. Gonorrhoeae and Trichomonas must be sent immediately to the laboratory or special transport media must be used.

For the execution of the urethral swab it is necessary that the patient has not urinated for at least 3-4 hours.

It is always necessary to specify in the request any particular research (N. gonorrhoeae, Chlamidia, for the latter a specific swab is required).

Pharyngeal, urethral and cutaneous swab:

Suitable swab for cultural examinations should be used.

They must be performed, like all cultural investigations, far from antibiotic administration or in the manner indicated by the prescribing doctor.

COMPANY CONTACTS

The user for any information and explanation can contact:

- Eleonora Caporossi (Technical Director of Laboratory)
- Ms. Lilla Kierepka (Complaint Manager)
- Ms. Viola Gjinaj, Ms. Roberta Costanzi (User Reception, Information and Administrative Secretariat)
- Maurizio Miserocchi (Administrator)

Documents available to users

Regional Tariff Nomenclator (for services and tariffs in S.S.R. agreement)

Tariff Analysis (annual, services and price list in private regime)

DEKALAB NETWORK

The reorganization of the network of laboratories constitutes a new organizational model by planning to concentrate in a "reference laboratory", to be identified within the aggregation of the processes related to the analytical phase by performance groups.

LDB adheres to DEKALAB NETWORK. "BIOSYSTEM GROUP – Limited Liability Company" will have the role of laboratory with analytical function, where the analytical activity of the "DekaLab.rete" will be centralized.

The structures belonging to the DEKALAB NETWORK collaborate on the basis of a common program related to the activity of performing accredited laboratory tests, with high quality standards and innovation criteria. The common objectives are to promote and improve organizational and technological standards in order to achieve analytical standardization, a comparability of the results resulting from the performance activity, a harmonization of reference values and interpretative criteria that, in line with the reference legislation of the sector, allows to reach the performance threshold indicated as one of the efficiency requirements of the services offered, in the context of relations with the National Health Service.

QUALITY STANDARDS

REPORTS AND COMPLAINTS

The structure guarantees the function of protection towards the customer also through the possibility, for the latter, to file a complaint as a result of disservice, act or behavior that has denied or limited the functionality of the services. The complaint must be submitted by filling out the appropriate form available at the acceptance office or by downloading the file from the institutional website in the "THE STRUCTURE" section.

The management will immediately respond to the user for reports and complaints that arise of immediate resolution, informing the user if it is presented in a non-anonymous form. In other cases, the office will prepare the preliminary investigation and the customer will receive a written response within a maximum of 15 days from the submission of the complaint.

PATIENT SATISFACTION SURVEYS

Bravetta Diagnostics Laboratory, to verify the degree of user satisfaction, makes the appropriate form available in the acceptance area, to be taken and completed, or on the company website in the "THE STRUCTURE" section with which it can express a judgment on the quality perceived on the Laboratory.

At the end of each year LDB will process all the questionnaires administered and make public the results of the quality of the services rendered to users on the bulletin board and on the website.

OTHER INFORMATION

PLEASE REMEMBER THAT:

- 1) the results of examinations cannot be communicated by telephone,
- 2) any request for modification of the service, in addition, can only be made with the prior written authorization of the user, by going directly to the laboratory;
- 3) the client's attending physician can request, even by telephone, information on the methodologies in use and on the types of checks carried out;
- 4) the laboratory, for some tests with low incidence and high technological commitment, makes use of the advice of an external structure; the exams conferred in "service" are recognizable on the report; the "service" is subject to continuous monitoring;
- 5) the structure is barrier-free;

This document is at your disposal for consultation within LDB.

We remind you to visit our website www.laboratoriodiagnosticobravetta.it.

We would like to thank you for your attention and for choosing our laboratory.

The legal representative


