

MEDICINA DI LABORATORIO

CERTIFICAZIONE QUALITÀ ISO 9001:2015

ACCESSO AI SERVIZI, IMPEGNI DELL'AZIENDA,
STRUMENTI DI TUTELA PER L'UTENTE



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THE SERVICE CHARTER

This Service Charter (integrated by the summary information note on the service) is drawn up according to the indications on the matter issued by the Lombardy Region and provides news and information on the service offered.

It is updated following significant changes to the information contained and, in any case, at least once a year. The users are notified of the change by publication on the company website www.golgiredaelli.it; the updated document is posted and is available at the Laboratory, where it is possible to collect a copy.

THE COMPANY

Heir to a centuries-old tradition, the ASP "GOLGI-REDAELLI" is a public non-profit company and constitutes a centre of excellence in the provision of assistance, healthcare and rehabilitation services aimed especially at elderly people who are not self-sufficient and at risk of losing their autonomy.

Its facilities (P. Redaelli Geriatric Institute in Milan, P. Redaelli Geriatric Institute in Vimodrone, C. Golgi Geriatric Institute in Abbiategrasso) intervene where and when the family and/or other services in the area are no longer able to respond to the needs of the elderly by offering residential, semi-residential, outpatient and home-based health-care and rehabilitation services, as well as innovative care interventions aimed at users with specific needs dictated by particular pathological situations (Alzheimer's patients, terminally ill patients, people in a permanent vegetative state). The General Manager has the legal representation of the Company.

THE CLINICAL LABORATORY

The service is accredited with DGR n. VII/4986 of 08.06.2001.

LOCATION

The Laboratory is operational for all the Institutes of the Company and for external users. It can also operate under an agreement for other social-health-assistance structures.

It is located in the basement of the Milan office in via B. D'Alviano, 78. The blood collection points are located at the "P. Redaelli" Institute in Milan, the "P. Redaelli" Institute in Vimodrone and the "C. Golgi" Institute in Abbiategrasso.

MISSION

The mission of the Laboratory consists in the provision of laboratory services aimed at the protection and promotion of health, prevention, diagnosis, evaluation of the course of the disease, monitoring of therapy, research regarding the same fields. The services provided must meet the criteria of completeness, accuracy and safety for the User and the Operator.

ACTIVITY

The activity provided by the Laboratory is aimed at external outpatient users, at inpatient users at all the Company's locations, at employees of the Institution (the latter limited to the investigations requested by the competent doctors on behalf of the employer) with a request for laboratory services, and users and inpatients at any other external affiliated facilities, through:

Control of analytical processes. All analysis execution processes are carried out in controlled, standardized and planned conditions based on internal procedures that guarantee the correct identification of samples, the reliability of analytical data through the execution of quality controls and the constant verification of the operating conditions of the equipment.

Service Level . All users are provided with the same level of service and all are assured objective and impartial behavior by the Laboratory Staff who work synergistically in order to guarantee the efficiency and effectiveness of the services provided to the Users.

Compliance with service specifications . The Laboratory has implemented a Quality Management System that provides for the periodic recording and processing of non-conformities and complaints in order to remove the main causes with a view to continuously improving the quality of the service offered .

To better satisfy the needs of customers, the Laboratory carries out assistance activities both in the phase preceding the provision of the service and in the subsequent phase.

For clinical or technical questions, the Laboratory's graduate staff is available for any clarification or advice from 8.00 to 16.00 from Monday to Friday (excluding holidays).

INFORMATION AND COMMUNICATION TO USERS

It is possible to obtain information regarding the services offered, the methods of access to the individual facilities, the delivery times of the report and other information by referring to:

Information points	Tel	Opening hours
Laboratory Secretariat	0241315260	Monday to Friday 9.00-12.30 and 14.00-16.00
CUP	0241315374	Monday to Friday 9.00-12.30 and 14.00-16.00
Blood Collection Point-Milan	0241315269	Monday to Friday 08.00-12.30 and 14.00-16.00
Blood Collection Point - Abbiategrasso	0294852256 0294852247	Monday to Friday 08.00 – 16.00
Blood Collection Point-Vimodrone	0225032249 0225032253	Monday to Friday 08.00-14.30

GENERAL RECOMMENDATIONS FOR COLLECTION

For the execution of some tests and/or the collection of urine, feces or other materials, special collection and/or transport methods are required. These are described in one or more attachments that are delivered free of charge to the External User with any special containers at the time of administrative acceptance.

In all cases, the following general indications apply:

Although not strictly necessary for all blood tests, fasting for at least 8 hours and no more than 12 hours is prescribed. A modest amount of water (1-2 glasses) is permitted;

The composition of the meal preceding the fast must be the usual one, without excesses but also without particular restrictions;

In the three days preceding the blood test, intense physical activity should not be performed.

SERVICE DELIVERY METHODS

OPENING HOURS

The Laboratory is open from Monday to Friday from 8.00 to 12.30 and from 13.30 to 16.00. Access to the Collection Points is facilitated by a signage system located in the entrance hall of the Institute's offices.

LOCATIONS

Administrative acceptance and blood sampling/delivery of biological material are carried out at the Blood Collection Points of the various work locations during the hours indicated below:

- **Milan Blood Collection Point**
 - Monday to Friday from 7.30 to 11.00 without reservation
 - in the afternoon (for example post-prandial glycaemia, hormone tests) by booking at 02-41315269-274;
 - home collections with reservation at no. 02/41315268-269.
- **Vimodrone Blood Collection Point**
 - Monday to Friday from 7.30 to 09.30 without reservation
- **Abbiategrasso Blood Collection Point**
 - Monday to Friday from 8.00 to 9.30 without reservation

ACCEPTANCE

The User must show up at the Collection Points with the request from the attending physician, the SSN card and any ticket exemption card. Non-exempt users are required to pay for services up to the ticket of 36 euros. Users exempt due to pathology or income are not required to pay anything. The Staff collects the documentation, proceeds with acceptance based on the request presented and, after completing the administrative procedure, seats the user in the Waiting Room to await the call.

WITHDRAWALS

The collection is carried out by medical or nursing staff .

REPORTING (external user)

The analysis reports, digitally signed, can be viewed online by all users on the Electronic Health Record - established for all assisted citizens, pursuant to current legislation, Lombardy Region. Paper reports can be collected, if requested, from Monday to Friday at the various workplaces in the places and at the times indicated below:

Redaelli Institute of Milan

Test reports are available within two working days (except for particularly complex tests, for which availability is communicated at the time of acceptance).

The collection of reports is possible from Monday to Friday from 11.00 to 12.30 and from 14.00 to 15.30 at the Blood Collection Point.

Redaelli Institute of Vimodrone

The analysis reports are available within three working days (except for particularly complex analyses, for which availability is communicated at the time of acceptance)

The collection of reports is possible from Monday to Friday from 8.00 to 19.00 at the reception of the Institute.

Golgi Institute of Abbiategrasso

The analysis reports are available within three working days (except for particularly complex analyses, for which availability is communicated at the time of acceptance)

The collection of reports is possible from Monday to Friday from 8.00 to 19.00 at the reception of the Institute.

Some tests require longer times for technical reasons; if the report needs to be issued before the completion date, a partial report is printed where “test in progress” is indicated next to the test(s) to be completed. The communication of seriously pathological results and/or results requiring urgent intervention (values and tests included in the AL/04SPF/01 list) will be carried out according to the procedure requested by the patient.

The report is delivered only to the owner or to another person provided that they have the ticket receipt and authorization to comply with the privacy rules dictated by EU Regulation 2016/679 (GDPR) .

SERVICE FEATURES

PERFORMING ANALYSIS

The quality of the analytical phase is guaranteed by:

- a. Operators' adherence to documented procedures and work instructions;
- b. Staff skills based on a system of continuous professional updating;
- c. traceability of the sample at all stages of the process;
- d. test accuracy guaranteed by systematic calibration of the instruments and scheduled maintenance interventions;
- e. use of internal and external quality controls, on a mandatory and/or voluntary basis, which allow verification of the reproducibility of the test result and comparison of the method used with other reference structures

CHARACTERISTICS OF THE REPORT

The report contains: personal data of the User, acceptance number, description of the Department/Institution to which the User belongs, signature of the Laboratory Manager or delegates, reference values relating to the analyses carried out, specific to the analytical methods used and, if necessary, to the age and sex of the User.

To make it easier to read, test values outside the reference range are accompanied by an arrow pointing up or down.

DATA CONFIDENTIALITY

The Laboratory Staff is bound to professional secrecy on the analytical data and in general on the information regarding the Users. The circumvention of this rule is legally prosecutable and may give rise to disciplinary procedures.

STORAGE OF REPORTS

All the results of the analyses performed are stored in the Laboratory's IT management system for a period of 5 years (in accordance with the provisions of the current regional Waste Schedule /Maximum Limit)

ORGANIZATIONAL STRUCTURE

Sector	Tool (workstation)	Responsible	Operators	Director of Service
CLINICAL BIOCHEMISTRY	Clinical Biochemistry Analyzers	Biologist with specialization in clinical biochemistry or similar	>/=2 technicians	Medical Director with specialization (all sectors)
	Urine analysis			
	EF			
	Nephelometry			
	Gas analysis			
HEMATOLOGY	Hematology	Biologist	>/=1 technician	
	Coagulation			
	Immunohematology			
MICROBIOLOGY	Microbiology	Biologist with specialization in microbiology or similar	>/=2 technicians	
	Serology			
	Immunochemistry			
CUP			3 administrative	
SECRETARIAT			2 administrators	

For each individual Operator, a personal curriculum is available which contains previous work and training experiences and an annually updated training plan.
In order to guarantee adequate professionalism, all Laboratory personnel are subjected to continuous technical-scientific updating and specific updating plans are foreseen based on the objectives identified by the Manager.

PARTICIPATION AND PROTECTION TOOLS

- CODE OF ETHICS :

adopted together with the Organization and Control Model in compliance with the indications of the Lombardy Region and the regulations on Public Administration, reports the values and commitments towards the people and organizations with which the Company collaborates or to which it offers its services: all those who operate on behalf of the Company are required to inform their work with the values expressed in the document and to build relationships based on collaboration and respect. The provisions of the same form an integral part of the relationships established with the Company and deploy their effects until the completion of the same.

- Public Relations Office (URP .):

It is available to users and anyone interested in improving the quality of services.

It ensures information, reception, protection and participation.

It facilitates access through information on the activities and services provided by the Institute.

Collects and manages suggestions and observations, praise, complaints and reports according to the methods used by the Company: adequate information and forms are published in the appropriate section of the company website and available at the Institute.

The response to formal requests (even in the case of direct resolution of the problem) is provided no later than 30 days after receipt of the same.

The organization, purposes and functions of the URP, as well as the methods of presentation, investigation and processing of requests are regulated within the "Organization and Accounting Regulations" published on the company website and available at the Institute.

The Operations Director of the Institutes is in charge of the URP of the various work locations; the coordination of the activities of the URP offices of the Institutes is carried out by the Director of the Communication, URP and Marketing UOC.

- Satisfaction rating:

the evaluation of the degree of satisfaction of guests and their families/caregivers is carried out mainly by filling out the satisfaction questionnaire proposed in order to highlight the critical points and the strengths of the quality of the service offered. The questionnaire is administered at least annually. The analysis of the data and the consideration of the critical issues that emerge are guaranteed, as well as the return and publicity of the results.

- Privacy Policy

(EU REGULATION 2016/679 – GDPR and LEGISLATIVE DECREE 196/2003 AND SMI):

The Company applies the provisions set forth by current European and national legislation, as implemented in the company documents and regulations available on the institutional website.

Extensive information is provided upon acquisition of consent to the processing of personal, sensitive and judicial data.

ATTACHMENTS

1. values that must be reported with a provisional or urgent report (AL/04SPF/01)
2. Form for reporting to the Public Relations Office
3. Service satisfaction questionnaire