



Pasteur

laboratorio & poliambulatorio

CHARTER OF SERVICE

Rev. 07 del 3/12/2020

1. PREMISE

Dear User,

The Service Charter is the communication tool between the Patient and the Structure, as it has the intent to make known the activities and services made available by the Outpatient Clinic Pasteur is the modalities to access it.

The Service Charter also represents the commitment to assist, with competence, professionalism and efficiency, those who come to our outpatient clinic to offer complete information and detailed information on the services provided.

The Outpatient Clinic Pasteur, through the Service Charter wants to respond to recommendations dictated by the Decree of the President of the Council of Ministers of 19 May 1995 "General scheme reference of the Charter of Public Health Services", as well as by the Commissioner's Decree ad Acta of 6 October 2014, n. U00311 "Guidelines for drawing up the Health Services Charter of the Healthcare Companies and Structures of the Lazio Region " with the intention of providing the Patient with a valid tool to obtain an effective assistance intervention and guarantee the respect of specific commitments in relation to the quality and quantity of the services provided by the Outpatient Clinic.

Attention to patient care is a priority in defining organizational, technological and of the Outpatient Clinic, in the belief that these aspects can still be improved thanks to the participation and collaboration of those who, reading this document, will want report any perceived difficulties.

This Service Charter will be periodically updated also with suggestions, proposals, changes and additions that you and other Users are invited to submit in any moment.

To this end, we invite you to fill in, anonymously, the questionnaire on the degree of satisfaction of the user, which is available in acceptance or on our LabPasteur app downloadable on Apple and Android platforms. You will thus be able to express your opinion and propose your observations on the offered services.

Your every indication will be taken into consideration to meet, in the most complete way possible, to your expectations and needs.

In addition, to report malfunctions or complaints, you can contact the staff in service identifiable by identification tag or send an email to info@pasteur.care.

A copy of the Service Charter can be sent to associations representing citizens

Patients operating in the area.

2. SECTION ONE

1. Presentation of the Structure and Fundamental Principles

The Pasteur Clinical Analysis Clinic has its registered office and offices in Rome, in via Montecassiano 157.

In 1976 it was founded as a limited liability company offering clinical analysis services at the premises of the first headquarters in via Tiburtina. It moved to its current location in 1991. To provide the services to its customers, Pasteur has selected biologists and technicians who have acquired knowledge and skills through previous professional experiences in sector.

The principle of accreditation and authorization, based on the verification of structural suitability, technological and organizational, represented the starting point for an evolution of the structure which has set the utmost customer satisfaction as its primary objective, through the pursuit of increasingly satisfactory levels of quality in terms of courtesy, reliability and availability.

The Outpatient Clinic Pasteur guarantees:

- Uniformity of access to services
- Quality of performance, guaranteed by Internal and External Quality Controls of Outpatient clinic
- Organizational quality
- Safety of operators and users, guaranteed by the obligations of Legislative Decree 81/08 e from the implementation of Procedures for the Management of Clinical Risk
- Professional development. The Management also approved and adopted the Model Organizational pursuant to Legislative Decree 231/2001, integrating what is already defined in the System of Quality and imposing strict compliance with all current legislation that affects the activities of the Outpatient Clinic.

2. Personal

The Sole Director and Personnel Manager is Dr. Saverio Di Serio.

The Administrative Manager and Quality Manager is Dr. Elisa Di Serio.

The Health Director and Adjuvant Physician is Dr. Danilo Lisi.

The Technical Director is Dr. Saverio Di Serio.

The maintenance manager is Dr. Fabrizia Musella.

The collector is Dr. Valeria De Santis.

The secretarial manager is Simona Simula.

3. Fundamental Principles

The Service Charter, with reference to the ministerial guidelines n.2 / 95, is inspired by the following principles fundamentals:

⇒ EQUALITY AND RESPECT

The provision of the service is inspired by equal consideration for every single person. This it does not mean uniformity of interventions but, vice versa, that each activity is personalized considering the uniqueness of each patient. Each intervention is managed with respect for dignity of the person and individual specificities, without distinction of ethnicity, sex, religion, language, economic conditions and political opinions.

⇒ IMPARTIALITY AND OBJECTIVITY

Each Person who provides a service within the structure operates with impartiality, objectivity and justice in order to ensure adequate assistance.

⇒ CONTINUITY

The organization ensures the continuity of the service by arranging work shifts that guarantee adequate levels of assistance during the hours for which the structure is in operation.

Any interruptions are expressly regulated by the sector regulations to cause the users as little discomfort as possible.

⇒ RIGHT OF CHOICE

Every Person, whatever their health condition, has the right to be recognized and promoted their autonomy. The Patient has the right to choose the structure he believes he can best meet your needs according to current regulations.

⇒ PARTICIPATION

the structure guarantees the patient correct, clear and complete information regarding the participation in the performance of the service; the patient can participate in the improvement continuous of the outpatient clinic, by filling in, for example, the form "Satisfaction questionnaire Customer "which is submitted to users, to then be inserted, filled in the study of customer / end user satisfaction in order to improve the service provided by the structure.

⇒ EFFECTIVENESS AND EFFICIENCY

are guaranteed by the implementation of the Quality System aimed at determining a optimal ratio between the resources used, the activities carried out and the results obtained.

⇒ **INFORMATION**

Patient care is provided through verbal and paper information transmitted by the staff of the structure, the delivery of specialist information, the website and the signs advertising.

⇒ **HOSPITALITY**

Access to the facility is facilitated by the availability of the reception staff, always present in the structure, from the waiting room provided with the necessary spaces to ensure respect for privacy and the patient's needs.

Such in spaces, by virtue of the new regulations for gatherings following the events related to the Coronavirus Covid-19, have been revised, redefining the number of accesses that are possible in the same moment.

⇒ **PROTECTION**

The protection of patient rights is guaranteed by compliance with procedures, operating instructions and the regulations defined in the quality system, as well as by the respective control mechanisms and supervision put in place, paying particular attention to patient safety, through the prevention of clinical risk and procedures relating to privacy.

⇒ **QUALITY STANDARD**

The quality of the services provided by the outpatient clinic is ensured by the definition of standards qualitative defined by the quality system followed by the company and controlled through external audits carried out once a year, as well as by the requirements established by the Commissioner ad Acta, relatively obtaining accreditation to the SSN / SSR. The guarantee of compliance with these standards arises the audits to which the organization is subjected. The Management of the Outpatient Clinic has undertaken to adopt the "Patient Rights Charter " Of summarized below.

◇ **RIGHT TO LIFE**

Each Person must receive timely, necessary, appropriate assistance for the satisfaction basic needs for life.

◇ **RIGHT OF CARE AND ASSISTANCE**

Each Person must be treated in science and conscience and in respect of his will.

◇ **RIGHT OF DEFENSE**

Every Person in psycho-physical conditions of disadvantage must be protected from speculation and / or deception and damage resulting from the surrounding environment.

◇ **RIGHT OF PREVENTION**

Each Person must be ensured, as far as possible, activities, tools, health facilities, information aimed at preventing deterioration and / or damage to health and its autonomy.

◇ **RIGHT TO SPEAK AND TO LISTEN**

Each Person must be listened to and his requests must be accepted as far as possible.

◇ **RIGHT TO INFORMATION**

The patient has the right to be informed about the procedure to be followed, expressing his will, by signing the "Informed consent" form. In addition, the patient has the right to receive all the clarifications it deems appropriate from the Staff

◇ **RIGHT TO PARTICIPATION**

Each Person must be able to participate in decision-making that concern himself (based on the own cognitive abilities).

◇ **RIGHT TO CRITICISM**

Each Person can freely express his thought and his criticism concerning the activities and the provisions that concern you.

◇ **RIGHT OF RESPECT AND MODESTY**

The confidentiality of each Person and the concept of modesty must be respected. In phase of acceptance, consent is required to process sensitive data in accordance with the provisions from RUE 2016/679. Professional secrecy is guaranteed with respect to all information of private and personal nature that emerge during the provision of services. In no case, telephone information is provided. The staff is authorized to inform only the contact persons authorized by the patient and provided with an identity document.

◇ **RIGHT OF THOUGHT AND RELIGION**

Each Person must be able to make explicit his philosophical, social and political ideologies as well as practice their religious denomination.

4. VISION, MISSION LA VISION

Our strategy is to make the Outpatient Clinic a reference in its catchment area for

the offer of the services offered.

The realization of this strategy is pursued through the points mentioned below:

- Realize profit by reinvesting in technological and human resources
- Achieve and maintain high quality technical performance
- Satisfy all the requests of the citizen User in reference to the reality of Rome, covering all conceivable, current and prospective types of services
- To excel in the provision of services

THE MISSION

The organization's mission is applied in the following standards, which we pursue for our staff and for our patients:

- **PROFESSIONAL SERVICES**

A control over the processes that ensures our patients the appropriateness of the result.

- **USER SERVICE PERFORMANCE**

Ensure the standards set out in the Service Charter and improve perceptible performance by users in general.

- **TECHNOLOGICAL RESOURCES**

Renewal of the instrumentation for a continuous improvement of the performances.

- **HUMAN RESOURCES**

Ensure the continuous maintenance of personnel skills through courses ECM training to offer a professionally adequate service.

- **INSTITUTIONAL RECOGNITION**

Maintain the authorization and accreditation of the National Health Service.

The organization develops its commitment to continuous improvement, through plans and actions aimed at improving services, processes and performances, through the achievement of measurable objectives that the structure sets itself every year during the Management Review.

SECOND SECTION

2.1. INFORMATION ON THE STRUCTURE AND THE SERVICES PROVIDED

The Pasteur Clinic

is located in Rome, via Montecassiano n. 157 on the first floor.

The outpatient clinic operates non-stop from Monday to Friday from 7.30 to 19.00 and on Saturdays from 7.30 to 13.00.

The sampling room is active from Monday to Saturday from 7.30 to 11.00 for the execution of withdrawals blood and for sample delivery.

It is possible to collect the reports of the exams performed during opening hours, ie from Monday to Friday from 7.30 to 19.00 and Saturday from 7.30 to 13.00.

The reports are delivered exclusively to the person who performed the service or in the event that the latter is unable to collect them, to another with a signed proxy. The form is previously provided by the secretariat at the time of acceptance, pursuant to RUE 2016/679 on Privacy).

The PASTEUR laboratory undertakes to acquire, process and store the personal data of its own customers in full compliance with the RUE; to this end, the signature of the consent to the processing of the data is required sensitive data.

In order to manage the influx of entrances into the laboratory, from March 2020 all services are performed against the assignment of a prior appointment. The times of waiting for withdrawals have therefore gone from 30 minutes to 5 minutes

As for the reports, the routine exams are all delivered within the day, for emergencies times are reduced to 2/3 hours. For bacteriological examinations, the delivery times for the report are 3

days and for complex examinations no more than 7 days.

Upon acceptance, each patient is given a sheet for the withdrawal of the exams, on the which precise date is reported for the same.

USEFUL INFO

TEL: 06.4114501

E-mail: info@pasteur.care

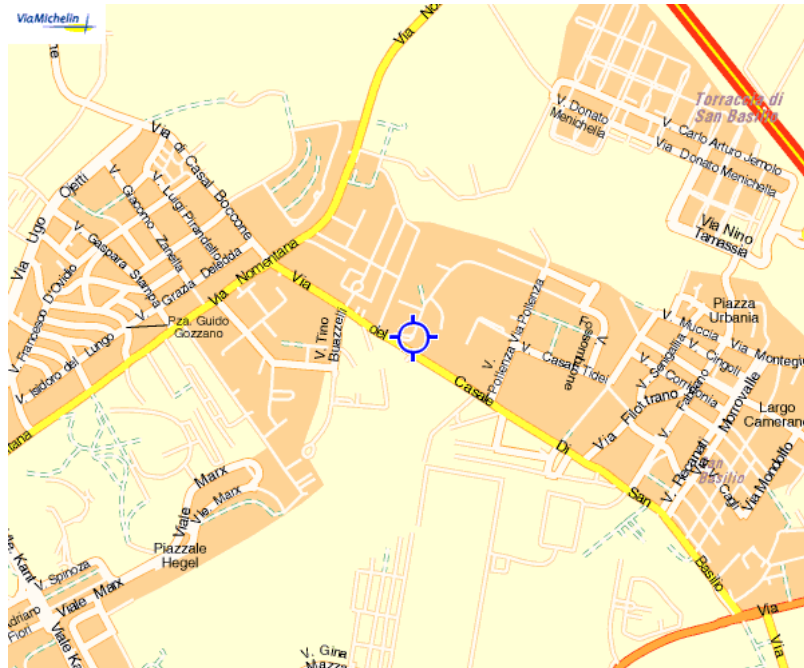
Web: www.pasteur.care

WHERE WE ARE AND HOW TO REACH US

The Pasteur Laboratory is located in via Montecassiano 157, first floor, in the San Cleto district, ad a step away from via Nomentana

It is easy to reach us both by private means, along the Grande Raccordo Anulare and taking the exit 12 - Tiburtina towards the center or exit 11 - Nomentana towards the center. Arrived at the headquarters

in via Montecassiano it is possible to park your car in the spaces adjacent to the structure intended for public parking. It is also possible to reach the structure by public transport public: n ° 343, 344 and 444 from Metro Rebibbia - Ponte Mammolo stop.



2.2. THE HEALTHCARE SERVICES OFFERED ANALYSIS LABORATORY (Agreement with the S.S.N.)

Chemical-clinical and microbiological analyzes on blood, urine and biological samples in general.

CLINICAL ANALYSIS

- Clinical chemistry
- Hormonal Analysis
- Tumor Markers
- Medical Genetics
- Hematology and coagulation
- Immunology
- T.O.R.C.H. complex
- Virology

MICROBIOLOGICAL ANALYSIS

Cultural, bacteriological and microbiological tests

- Antibiogram
- Parasitology
- Scotch test
- Chlamidia, mycoplasma, gardnerella etc. research .

CYTOLOGY ANALYSIS

- PAP-TEST
- Seminal fluid
- Fertility
- Urinary Cytology

COVID EXAM

- Covid-19 IGG IGM antibody serological test
- Rapid swab
- Molecolar swab

SPECIALIST MEDICINE

CARDIOLOGY

- Visit
- Electrocardiogram (ECG)
- Echocardiogram
- Blood pressure Holter
- Cardiac Holter

ANGIOLOGY

- Angiology visit

- Ecocolordoppler tronchi sovraortici
- Ecocolordoppler aorta addominale
- Ecocolordoppler arterioso arti superiori
- Ecocolordoppler arterioso arti inferiori
- Ecocolordoppler venoso arti superiore
- Ecocolordoppler venoso arti inferiori

GASTROENTEROLOGIA

- Visita gastroenterologica
- Breath test per Helicobacter Pylori

DERMATOLOGIA

- Visita dermatologica
- Mappatura dei nei (epiluminescenza)
- Crioterapia condilomi
- Rimozione Verruche
- Yellow peel

ENDOCRINOLOGIA

- Visita endocrinologica
- Ecografia tiroidea
- EcocolorDoppler Tiroideo

NUTRIZIONISTA

- Visita nutrizionale
- Controllo peso
- Esame bioimpedenziometrico

GINECOLOGIA

- Visita ginecologica
- Pap Test
- Thin-prep
- Ecografia pelvica
- Ecografia transvaginale
- Ecografia ostetrica
- Ecografia morfologica
- Bi-Test

OTORINOLARINGOIATRIA

- Visita otorinolaringoiatra
- Esame audiometrico tonale

- Ear washing
- Fibrolaryngoscopy
- Laryngoscopy
- Rhinofibroscopy
- Audiometric and / or vestibular examination

ORTHOPEDIC

- Orthopedic visit

UROLOGY

- Urological visit
- Uroflowmetry
- Suprapubic ultrasound
- Bladder ultrasound

PSYCHOLOGY

- Psychological visit

OCULIST

- Eye examination with evaluation of the fundus and eye pressure

DIABETOLOGY

- Diabetology visit

2.3 CONVENTIONS

The Pasteur Laboratory offers laboratory services in agreement with the SSN (National Health Service)



Furthermore, our center has an agreement with the major insurance funds



GENERALI
Assicurazioni Generali S.p.A.

UniSalute

SPECIALISTI NELL'ASSICURAZIONE SALUTE

**Gruppo
Posteitaliane**

CONVENZIONE

OFFERTA RISERVATA AGLI ASSOCIATI UIL - POLIZIA DI STATO

2.4 PRENOTAZIONI VISITE SPECIALISTICHE

Le prenotazioni di esami e visite specialistiche si possono effettuare di persona presso il desk dell'accettazione, o attraverso richiesta mezzo mail, o ancora attraverso l'app LabPasteur scaricabile tramite le piattaforme Apple e Android, o ancora telefonicamente al numero 06/4114501 o il numero whatsapp +39 3318109751.

The staff will provide all the information requested and indications on the exams that require a particular preparation method. In the event that the reservation needs to be moved or canceled, it is necessary to promptly communicate this in order to make the service available to other patients.

In our laboratory, the staff is also available for:

- General information about the service;
- Estimates of examinations and / or visits
- Reservation of performances and services
- Information on health conventions
- Release of reports
- Payment by debit card (P.O.S.) and credit card

2.5 ACCESS MODE

Starting from March 2020 it is necessary to book an appointment to access the facility in order to use the services it provides. The reception staff set up at the entrance will be required to measure the temperature of anyone entering, have the Covid questionnaire signed, and only then direct the patient to the desk set up to accept the service to be provided.

At the discretion of the medical staff and maintaining the maximum protection of user privacy, the order of access to the collection room can be changed according to specific patient needs.

On the invoice or receipt delivered to the patient in acceptance, the progressive number used for the call to the sampling room is marked .

ACCEPTANCE

The reception staff facilitates the orientation of users, operators and patients have the patient card available which indicates the operating methods to ensure compliance with the patient's rights. To identify frail subjects, the staff adopts the following methods: giving priority to invalids, pregnant women, infants and infants, and people with evident and serious signs of pathology. During the acceptance phase, the staff assigned to the secretariat, trained on the operating procedures to ensure compliance with the patient's rights, receives from the patient himself the request for the services to be performed (independent request from the client, request from the general practitioner upon request, request from the specialist doctor) before entering data into the information system.

The reception staff ensures that the request for services is correct and complete. To successfully accept the patient prior to collection, it is necessary to provide some mandatory personal data according to the indications of the National Health System.

The required data are the following:

- name and surname
- place and date of birth
- telephone number
- fiscal Code
- address and telephone number
- payment exemption code

- doctor's stamp with signature

The secretarial staff cannot in any way make changes to the prescriptive doctor's prescriptions. The referral issued by the attending physician must be according to the current indications of the National Health System, as follows:

- The referral is valid for one year
- It can contain up to 8 performances
- Diagnosis is mandatory
- Presence of the doctor's stamp and signature
- Counter-signature and doctor's stamp in case of changes to requests
- Congruity between prescription and diagnostic question

In addition, the patient must have a valid identity document, a health card and any valid exemption book issued by the ASL to which they belong.

In the event that the doctor's request is found to be incomplete or non-compliant, the secretariat will inform the patient who will then have to contact the requesting doctor again.

For any changes received both in the acceptance and post-acceptance phases, the staff records the user data and the change to be made on the "Management of changes to requests" form.

The reception staff take care to inform users about the purposes of the processing of personal data and arrange to have a special "Consent Form" issued by the Information System signed at the end of the acceptance phase.

Personal data will be processed by the Pasteur Clinic in full compliance with the European Privacy Regulation (RUE 679/2016). We also remind you that you can consult and / or modify your personal data at any time.

With regard to the request to carry out the HIV test, the patient will be asked to sign an additional and specific form of consent for the treatment of his personal data by the structure. This consent is kept and kept by the administrative staff for a period of six months.

At the end of acceptance, the user is given the slip (if exempt from paying the ticket) or the invoice (if paying for the ticket or private).

ACCEPTANCE AND IDENTIFICATION OF URGENT EXAMINATIONS

The acceptance procedure for urgent examinations follows the normal procedure for entering data in the Information System. The samples, in fact, carry the appropriate adhesive label with the patient's name, date, time, type of biological sample. However, the communication of the report is agreed either with the requesting doctor or with the patient himself at the time of acceptance. The identification of urgent samples takes place according to the normal path of identification of the samples accompanied, however, by the communication to the technical staff, by means of the management system, to give priority within the limits of feasibility and the necessary technical times.

IDENTIFICATION DOCUMENTS

In order to be fully accepted, a valid identity document is required, a health card and any exemption booklet for income / pathology, if necessary.

PRICES AND METHOD OF PAYMENT

For all services under the agreement at facilities accredited with the SSN, the price is applied to the presentation of the valid referral from the treating doctor according to the current indications of the Lazio Region.

On the other hand, with regard to non-affiliated analyzes, which can be viewed on the notice board, present in the waiting room, the price from a private tariff will be applied. To request a quote, you can contact the secretarial staff directly.

REPORTING

At the end of the laboratory sessions for the analysis of clinical chemistry, immunoenzymatic, coagulation, blood counts and bacteriology, the laboratory technicians have the results of the day validated by the technical director, who signs and validates them.

WHITDRAWAL OF REPORTS

The reports are delivered according to the terms indicated on the acceptance receipt. For emergencies or other needs, collection is allowed during the entire opening period of the structure.

If requested by the patient at the time of acceptance, the secretarial staff enables the user, through the delivery of a password and identification id, to access the digital platform to download and print his report without having to log in again at the structure.

In the event that the withdrawal of the report is carried out at the laboratory, the patient must show the withdrawal sheet, delivered to the same at the time of acceptance and a valid identity document.

In the event that the patient has not requested authorization for the digital platform and is unable to access the facility, he can have a person delegated by him present. The same must in any case show the withdrawal sheet delivered during the acceptance phase, and must have filled in the specimen intended for the proxy present in the lower part of the same. They must also have a valid identity document.

However, there are tests that can only be delivered to the person concerned and for which the delegation is not sufficient, such as HIV test.

Upon request, the medical director or other graduate staff provides information as comprehensible and comprehensive as possible to the patient regarding the tests performed at our office. However, it is recommended that you contact your doctor or prescriber.

In compliance with the law on privacy, the reports are not printed unless the patient or his / her delegate comes to the facility to request collection of the same.

However, all the material is available to all staff and health professionals (treating doctors) in order to facilitate the exchange of information. The same applies to the electronic archive.

METHOD FOR REQUESTING HEALTH DOCUMENTATION

The health documentation can be requested with a document from the same patient-applicant, with delegation if from a subject other than the patient, even by telephone if by the attending physician.

COMMUNICATIONS TO USERS

During the patient acceptance phase, the staff always requests a telephone number in order to be able to communicate with the user in case of changes to requests, altered reports, emergencies, delivery of suitable samples and possible modification of reporting times .

In case of emergencies, the requesting doctor is also contacted when known.

HYGIENE AND SAFETY

The premises and equipment are sterilized and disinfected every day from Monday to Saturday. The areas used for the public, as well as all the work areas, are cleaned by the auxiliary staff with disinfection and sanitizing instruments.

The safety conditions are guaranteed by compliance with the regulations of both Legislative Decree 81/08 and regional regulations. Special signs indicate the alternative evacuation route of the clinic and the location of the fire extinguishers in case of fire. In addition, in the waiting room and in the laboratories, a sign indicating the emergency telephone numbers is posted.

The Outpatient Clinic is able to carry out all the required Outpatient Clinic analyzes, resorting to Service consultancy for particularly demanding and / or low frequency analyzes.

For services in agreement with the S.S.N. a referral from the general practitioner, an identification document and any payment for non-contractual services are required.

2. 6 INSTRUCTIONS FOR THE CORRECT EXAMINATION

Here are some practical tips on how to behave in order to carry out a correct examination and how to deliver biological samples for the execution of some types of tests.

In the event that a new examination is to be added to a sample already carried out, a request can be made to the center no later than 5 days after the sample is taken; it should be noted that not all exams can be added later. For information contact the secretariat.

⇒ WITHDRAWAL FOR LABORATORY EXAMS

Fasting for at least 10-12 hours is recommended.

Avoid physical activity before collection, as certain enzymes may be altered.

If you have to perform the hormone dosage you must respect the day and time indicated by the treating doctor.

If iron deficiency medications are to be performed and iron deficiency medications are being taken, consult the treating physician first to assess whether or not therapy should be discontinued.

For allergy tests, suspend cortisone and antihistamines, if this is not possible, wait for the end of treatment.

For the fractional blood glucose test, it is necessary not to stop hypoglycemic drugs or insulin.

⇒ INSTRUCTIONS FOR THE COLLECTION OF URINE

- Use the special disposable sterile containers with wide or narrow mouth purchased at the pharmacy
- Collect a sample of the first morning urine
- Deliver the sample to the laboratory between 7.30 and 11.00 in the morning
-

⇒ NEWBORN URINE COLLECTION

- Wash your hands with soap and water.
- Wash the suprapubic and perianal region and the external genitals with soap and water (remembering to cleanse with movements from forward to back and not vice versa, to avoid bringing any microorganisms present in the anal area on the genitals).
- Gently dry with a clean towel
- After removing the paper covering the adhesive area, remove the central round part, and apply the bag so that the open area corresponds to the point where the child urinates
- If urination does not occur within 30 minutes, the entire operation must be repeated, applying a new sterile bag.

- As soon as urination has taken place, immediately close the bag and place it in a sterile container with a screw cap
- Deliver the sample to the laboratory as soon as possible

Unless otherwise indicated by the treating physician, it is preferable to carry out a urine culture test when antibiotic therapies are not underway or in any case they have been suspended for at least 7-10 days.

⇒ **COLLECTION OF URINE FOR URINARY CYTOLOGY EXAMINATION**

It is necessary to use the special disposable wide-mouth sterile containers purchased at the pharmacy.

Collect a sample of the second morning urine according to the following procedure:

1. wash and dry the genital organs thoroughly
2. discard the first stream of urine, being careful not to touch the urinary tract;
3. . Collect the following urine, taking care not to touch the container with your hands in the internal parts Discard the last stream of urine

This procedure must be repeated for three consecutive days and delivered daily (from Monday to Friday between 7.30 and 11.00 in the morning).

⇒ **COLLECTION OF URINE FOR THE 24-HOUR URINE EXAMINATION**

- Use the special containers purchased at the pharmacy
- Discard the first urine of the morning
- Collect all urine emitted in the next 24 hours in the container, ending with the first urine of the following day
- Deliver the container to the laboratory between 7.30 and 11.00 in the morning

⇒ **COLLECTION OF URINE FOR URINOCULTURE**

Stop taking antibiotics for at least 7 days unless there is a different indication from the doctor. It is necessary to use the special sterile containers with wide or narrow mouth purchased at the pharmacy.

Collect a sample of the first morning urine, according to the following procedure:

1. Wash the genital organs thoroughly
2. Discard the first stream of urine to clean the last tract of the urinary tract
3. Collect the following urine, taking care not to touch the container with your hands in the internal parts
4. Deliver the sample to the laboratory between 7.30 and 11.00 in the morning.
- 5.

- **COLLECTION OF FECES TO SEARCH FOR HIDDEN BLOOD**

1. Obtain a sterile container for the collection of feces equipped with an internal spoon (in the pharmacy)
2. Collect several samples with the spoon of the jar on the surface of the stool emitted and in different points (3 or 4)

3. In case of collection of several samples to be examined (usually 3 for 3 subsequent days) they can be kept at home in the fridge or in a cool place, so as to take them to the Laboratory at the same time (remember to mark the dates of the days on the jar where the collection was performed).

N.B It is no longer necessary to follow any diet for the search for occult blood. Avoid collecting the sample if there are bleeding hemorrhoids.

Deliver the sample to the laboratory between 7.30 and 11.00 in the morning.

- **COLLECTION OF MATERIAL FOR PERFORMING THE SCOTCH TEST**

The search for pinworms (*Enterobius vermicularis*) must be carried out at the perianal level with the scotch test.

1. Collect the slides in the laboratory
2. Apply in the morning, as soon as you wake up, the adhesive part of a strip of transparent tape (about 7cm x 2cm long) against the skin in the perianal area for about 2-5 minutes.
3. Remove the scotch tape and apply it on the slide provided by the Laboratory, favoring its adhesion with a slight pressure.
4. The scotch allows to capture the eggs and / or the larvae making them adhere to its rubbery surface, since the pinworms migrate at night up to the anal opening where they lay the eggs
5. Deliver the sample to the laboratory between 7.30 and 11.00 in the morning.

- **COLLECTION OF FECES FOR THE SEARCH OF PARASITES AND THEIR EGGS**

The collection of feces for the search for parasites and their eggs must be carried out with the following procedures:

1. Purchase the appropriate container at the pharmacy
2. Collect the feces by defecating in a clean and dry container like "chamber pot", avoiding mixing the feces with the urine.
3. Using the spoon attached to the lid of the container, take more portions of feces in different points and for a total volume of a walnut
4. Deliver the sample to the laboratory between 7.30 and 11.00 in the morning.

- **COLLECTION OF FAECES FOR MICROBIOLOGICAL EXAMINATION (COPROCULTURE)**

1. Acquire a sterile container for collection of feces equipped with an internal spoon

2. Collect several samples with the spoon of the jar on the surface of the stool emitted and in different points (3 or 4).
3. Deliver the sample to the laboratory between 7.30 and 11.00 in the morning.

- **COLLECTION OF THE SEMINAL LIQUID FOR THE SPERMIOGRAM**

To perform this test, abstinence from sexual intercourse and masturbation is required for a minimum period of 3 days to a maximum of 5 days before collection.

1. Proceed to collect the sperm in the special sterile container by masturbation.
2. Completely collect the seminal fluid by squeezing (after ejaculation) the penis from the base towards the tip
3. Deliver the sample to the laboratory within 30 minutes of collection.

IT IS NOT POSSIBLE TO COLLECT THE SEMINAL LIQUID

- After sexual intercourse due to the high risk of contamination of the semen sample
- With the condom because the coagulation processes of the seminal fluid are inhibited and usually the condom is coated with spermicidal substances.

- **VANYLMANDELIC ACID**

- 24 hour urine collection
- Avoid the intake of nuts, bananas, eggs, plums and tomatoes for two or three days before the exam.
- Report medications taken

NOTE: The 24 h container must be acidified with 6N hydrochloric acid at the laboratory prior to collection.

IMPORTANT DO NOT URINATE DIRECTLY INTO THE CONTAINER.

- **TOTAL AND FRACTIONAL URINARY CATECOLAMINS, SEROTONIN**

Urine collection 24 h

Avoid the intake of citrus fruits, bananas, chocolate, tea, coffee and vanilla sweets for 48 hours before performing the exam.

NOTE: The 24 h container must be acidified with 6N hydrochloric acid at the laboratory prior to collection.

IMPORTANT DO NOT URINATE DIRECTLY INTO THE CONTAINER.

- **HYDROXIPOLINE**

Avoid the intake of meat and derivatives, fish, ice cream, sweets and products containing gelatin for at least 24 hours before urine collection. Milk and derivatives, eggs, vegetable broth, fruit and vegetables are allowed.

Collect the 24-hour urine in a sterile container to be kept tightly closed and at a temperature of 4 ° C in the refrigerator.

- **AMMONIUM**

The patient must have fasted from the previous evening and must refrain from smoking for 8 hours prior to the examination.

- **5-HYDROXINDOLACETIC ACID**

-

Urine collection 24 h

From 72 hours before and for the entire time of the harvest diet free of bananas, avocados, tomatoes, nuts, red plums, blackberries, eggplant and pineapple.

Avoid medicines that contain: acetylsalicylic acid, chlorpromazine, phenacetin, fenoziatina, reserpine, after consulting your doctor or otherwise report the name of the medicines taken.

NOTE: The 24 h container must be acidified with 6N hydrochloric acid at the laboratory prior to collection.

IMPORTANT DO NOT URINATE DIRECTLY INTO THE CONTAINER

- **PELVIC, OBSTETRIC (UP TO 3rd MONTH), TRANS-VAGINAL, BLADDER AND PROSTATIC ULTRASOUND**

For the correct execution of the examination, the patient must have a full bladder.

It is therefore necessary:

1. Urinate for the last time two hours before the exam
2. One hour before the exam, drink a liter of non-carbonated water

- **TRANS-RECTAL ULTRASOUND**

1. An enema must be performed at least six hours before the examination is performed
2. Urinate for the last time two hours before the exam
3. One hour before the exam, drink a liter of still water

- **ULTRASOUND ABDOMEN AND LOWER ULTRASOUND**

The exam includes the study of the following organs: liver, pancreas, spleen, kidneys, lymph nodes, abdominal aorta, pelvic.

In the two days preceding the exam, it is necessary to stick to a light diet, eliminating fruit, vegetables, cereals, milk, eggs, carbonated drinks, coffee, yeasts and all foods that can create air. It is possible to eat up to a maximum of 100g of bread and pasta per day.

1. You must be fasting for the six hours before the exam
2. Urinate for the last time two hours before the exam
3. One hour before the exam, drink a liter of still water

- **ULTRASOUND ABDOMEN ULTRASOUND, HEPATIC ULTRASOUND AND BILIARY TRACT (Liver), PANCREATIC, COLICISTS, RENAL**

The exam includes the study of: liver, pancreas, spleen, kidneys, lymph nodes, abdominal aorta

1. In the two days preceding the exam, it is necessary to follow a light diet, eliminating fruit, vegetables, cereals, milk, eggs, carbonated drinks, coffee, yeasts and all foods that can create air. It is possible to eat up to a maximum of 100g of bread and pasta per day.
2. You must be fasting for the six hours before the exam

For further preparation the forms are available in the secretariat

THIRD SECTION

3. QUALITY STANDARDS, COMMITMENTS AND PROGRAMS FACTORS AND QUALITY STANDARDS

The user who has a concrete experience of a particular service and / or performance is able to perceive the quality of the service offered through some aspects (quality factors).

On an annual basis, the Management declines in the quality policy and in the management review the specific objectives and those relating to the monitoring of process performance, these objectives are reviewed by the management and the outcome of the review is formally defined and disclosed to the resources belonging to the 'organization.

The quality standards, commitments and programs are summarized below.

STANDARDS DEFINING THE STRUCTURE IN ITS OVERALL ACTIVITY AREA UNDER CONSIDERATION FACTOR OF QUALITY STANDARDS

Access	Ability to provide clear and simple information	Presence of qualified personnel, presence of adequate signs
Removal of architectural barriers	Ability to allow disabled access throughout the structure	Removal of all architectural barriers and implementation of facilitated routes
Relations with Users	Easy recognition of the staff	All staff are provided with an identification tag
Inefficiency reporting	Possibility of submitting comments and / or complaints	Collectors for comments and / or complaints
User satisfaction	Level of satisfaction with the services offered	Questionnaire present in acceptance
Respect for privacy	Application of the legislation on the protection of personal data	Request informed consent for the management of personal data
Correct and clear information	Preventive information	Information brochure delivery

The organization intends to monitor any gaps between the quality provided and the perceived / expected quality and continuously improve the quality of its services in order to respond effectively to the needs of its users and detect opportunities for improvement.

To this end, a questionnaire is available both in the waiting room and on the digital platforms through which patients can express their impressions of the service provided anonymously.

Patients can also report problems, incorrect behavior and useful suggestions for the continuous improvement of our work and our services. Once completed (unsigned), the form must be delivered to the secretarial staff or sent to the digital platforms in order to be collected and clustered by problematic issues.

Commitments and programs

The Pasteur laboratory wants to ensure effective staff management in terms of skills, competence and participation in continuous improvement.

The Management ensures that the skills necessary for the smooth functioning of the organization are available. For this purpose it is proposed to:

- Sensitize the functions to the exchange of information
- Evaluate the necessary skills, present and future on the basis of existing ones, future needs, connected to strategic and operational plans and objectives, staff turnover needs, infrastructure updating, competence of individuals to perform certain activities
- Activate communication and good relational relationships preparatory to it in everyday work
- Activate the skills of each operator in the vision of good company management, taking into account future implementations, company updates, mandatory requirements and reference / binding standards for company activity

Ensure effective process management

Each Sector must continuously improve the quality of its services to meet the needs of its patients / users, promoting awareness of their needs also by activating adequate communication flows between its functions.

In order to improve the quality of its services, the Management:

- It favors the continuous exchange of information between the sectors of the department to make known any problems
- Requires the functions to operate in accordance with the reference procedures in order to monitor the effective management of the activities and the quality system implemented in compliance with the safety standards set out in the Prevention and Protection Manual.

SECTION FOUR

4.1. COMPLAINTS

In ensuring the protection function, the Management offers the user the possibility to lodge a complaint following a disservice, act or behavior that has denied or limited the usability of the services.

Patients have the possibility to express their evaluation on the different aspects of the Service, insert Observations, make Complaints or propose Suggestions, on the Form available in the waiting room or even by telephone, fax, letter or e-mail.

Complaints are addressed to the administrative manager who will, with the support of the departments concerned, evaluate the causes that determined it and decide the immediate corrective actions to be implemented to resolve the problem and to avoid the repetition of the non-compliance.

In the event of a written complaint, we will respond within 15 days of receipt of the request.

4.2 PATIENT PROTECTION ORGANS

The management informs kind users of the existence of patient protection bodies to contact for any violation of their rights that they believe they have suffered at our or others' health facility.

The Court for the Rights of the Sick (TDM) is an initiative of Cittadinanzattiva, born in 1980 to protect and promote the rights of citizens in the field of health and assistance services to contribute to a more humane, effective and rational organization of the health service national. The TDM is

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Fax 06.3671.8333

To find out more, visit the website www.cittadinanzattiva.it

4.3 VERIFICATION OF COMMITMENTS AND ORGANIZATIONAL ADJUSTMENTS

REPORT ON THE STATE OF THE STANDARDS

The outpatient clinic guarantees the verification of the implementation of the commitments to improve quality standards annuale, through an annual review that takes into account the results achieved and those not achieved, analyzing the causes that did not allow them to be achieved.

The review, drawn up by the management, with the presence of the function managers, will be made known to the staff. The purpose of the report is to verify the progress and constant improvement of the quality of services.