



LABORATORIO ANALISI CLINICHE

PERUGINI s.r.l.

1959 - 2009



Service Charter

2024 EDITION

CLINICAL ANALYSIS LABORATORY PERUGINI

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PREMISE

OBJECTIVES OF THE HEALTH SERVICES CHARTER

The **Charter of Public Health Services**, introduced by our Legislator in 1995, (*art. 2 Legislative Decree no. 163 of 12/05/95 converted into Law no. 273 of 11/07/95 - Decree of the President of the Council of Ministers 19/05/95 - Guidelines no. 2/95 Ministry of Health*) constitutes a highly innovative intervention in the Health sector; in fact, it is intended to substantially change the relationship between the Citizen-User and public and private health facilities.

The "Charter" has the dual purpose of "informing" the Citizen and "protecting" their rights as a User.

However, this is not a protection intended as a mere formal recognition of a guarantee to the Citizen, but as a substantial attribution to the same of a power of direct control over the quality of the services provided by the health facility to which he has turned by his own choice.

In fact, with the publication of the Service Charter, the Structure undertakes to adopt quality and quantity standards of the service and to guarantee compliance with the adopted standard.

The Service Charter therefore assigns a strong role to both citizens and service providers, committing the latter to provide a good quality service.

The "Charter" refers to the current organizational and structural structure of the health services offered; it is, therefore, susceptible to further modifications and/or additions, in compliance with any changes that will gradually occur with respect to the current structure.

This confirms, moreover, the dynamic nature of the "Charter" and, in other words, its being a document in continuous evolution for the complete realization of the pre-established improvement objectives.

HEALTH SERVICES CHARTER PROFILE

SECTION I°

The Laboratorio Analisi Cliniche Perugini S.r.l. presents itself to the Citizen by declaring its institutional purposes and the fundamental principles on which it operates.

SECTION II°

General information is provided on the Structure, on the type of services, on the services provided and the access methods. The rights and duties of the User are stated.

SECTION III°

The objectives pursued are described, both in the form of quality standards and of an action program that the structure undertakes to activate during the validity of the Charter.

SECTION IV°

The methods with which the protection of the User is ensured with respect to any disservices are indicated.

SECTION I°

PRESENTATION OF THE LABORATORY
INTERNAL ORGANIZATION
INSTITUTIONAL AIMS
FUNDAMENTAL PRINCIPLES

PRESENTATION OF THE LABORATORY

The **Clinical Analysis Laboratory Perugini** was founded in 1959 by **Dr. Gaetano Perugini** and has been, for over 60 years, a well-established reality in the Cosenza healthcare system and more generally in the province of Cosenza. It is part of the Provincial Health Authority of Cosenza.

Located in the center of the city of Cosenza, in via Riccardo Misasi, 94-96-98 (formerly via Roma), the Clinical Analysis Laboratory Perugini is a healthcare institution, accredited pursuant to art.6-6° comma of L.23/12/1994 n.724, which provides outpatient diagnostic services and specifically in vitro clinical laboratory analyses.

Therefore, every citizen, with a prescription from their doctor, part of the National Health Service, based on the right of free choice, established by law, can contact this affiliated Laboratory directly, (now accredited) where they will find the same rates, ticket or exemption from ticket applied, implemented at the accredited Public Structures. In any case, anyone can contact this Structure on their own initiative to carry out all the analyses they deem appropriate, after having consulted a Doctor of the Laboratory.

Given its geographical location in the city center, it is also easily reachable by public transport since it is about 100 meters from the local bus station and about a kilometer from the train station. Those arriving by car have the possibility of parking in the public parking lots in Piazza Carlo Bilotti (formerly Piazza Fera), adjacent to the Structure, or can use the free parking made available to customers of the Laboratory, at the Bonofiglio garage, in Via Misasi, about 100 meters from the Laboratory.

The **Clinical Analysis Laboratory Perugini** is a professional practice directed by Dr. Massimo Perugini, Medical Surgeon Specialist in Hygiene and Preventive Medicine, supported by an external commercial firm. The Laboratory is classified at regional level as a General Basic Laboratory with Specialized Sectors of Clinical Chemistry, Toxicology, Microbiology and Seroimmunology (Code 054 D6C).

The reception staff is available to users for information and clarifications.

Service Hours

Blood Collection	Monday to Friday from 07.30 A.M. To 12.30 A.M.
	Saturday from 07.30 A.M. To 12.00 A.M.
Opening Hours	Monday to Friday from 07.30 A.M. to 1.00 P.M. from 4.00 P.M. To 6.00 P.M.
	Saturday from 07.30 A.M. To 1.00 P.M.
Collection of reports	Monday to Friday from 10.00 A.M. to 1.00 P.M. from 16.00 to 18.00
	Saturday from 10.00 A.M. to 1.00 P.M.

On request and for special needs, home collections are performed, the service can be requested by contacting the numbers: (+39) 0984 28165 / (+39) 0984 28941 (Mrs Emilia Salvo).

ORGANIZZAZIONE INTERNA

Nominative	Qualification	Responsibility	Employment relationship
Dr. Perugini Massimo	Surgeon Specialist in Hygiene and Preventive Medicine	Chief Executive Officer Activities Sector Immunometry	Partner Health Director
Dr. Perugini Sergio	Surgeon Specialist in Dermatology	Head of Clinical Chemistry and Hematology Sector and V.E.Q.	Partner Legal Representative
Dr. Perugini Anna	Biologist Microbiology Specialist	Head Microbiology Sector	Partner
Dr. Diodati Mario Umile	Biologist Master's Degree	Help Sample Room Clinical Chemistry and Hematology Sector	Employee
Mr. Ammirato Pilerio	High school graduation Industrial Technical Institute	Corporate IT Manager Administration	Employee
Mrs. Salvo Emilia	High school graduation Accountant and Commercial Expert	Administration	Employee
Mrs.a Chiarello Barbara	High school graduation Technical Commercial Maturity	Administration	Employee
Dr. Campanaro Stefania	Biologist Bachelor's Degree	Laboratory Technician	Employee
Mrs. De Luca Maria	High school graduation Classical Maturity	Sanitization Officer	Employee
Dr. Mirabelli Manuela	Biologist Master's Degree	Attendant P.P.E. and sectors Cytology Genetics	Employee
Dr. Romeo Francesco	Surgeon Specialist in Pathological Anatomy	Head of Cytohistopathology Sector	Freelance
Dr. Mazzei Rosalucia	Biologist Specialist in Genetics	Head of Sector Genetics	Self-employment

INSTITUTIONAL PURPOSES

The institutional purpose of the **Clinical Analysis Laboratory Perugini** is to provide outpatient laboratory diagnostic services, ensuring:

- 1) maximum safety in the practice of medicine, in the execution of treatments and the supervision of Patients;
- 2) the execution of the highest quality services requested by the Patient, in the best possible material conditions and in humane environmental conditions, in order to avoid any reason for depersonalization due to the treatment;
- 3) the availability of the means necessary for the Doctor who assumes responsibility for the diagnosis.

FUNDAMENTAL PRINCIPLES

The provision of services is carried out in compliance with the following principles:

Equality: services are provided according to the same rules for everyone regardless of age, sex, race, religion, language, political opinions.

Impartiality: in the provision of the service to users, an objective, impartial and neutral behavior is maintained.

Continuity: the service is provided continuously, regularly and without interruptions. In the event of irregular functioning or interruption of the service, measures will be adopted to minimize the inconvenience of users.

Right of choice: the User has the right to freely choose the accredited health facility outside of any material and moral constraint.

Participation: the Citizen User is guaranteed participation in the provision of the service also through Volunteer and rights protection associations as well as through the dissemination of service evaluation sheets.

Effectiveness and efficiency: the service must be provided in such a way as to guarantee effectiveness and efficiency.

The **Clinical Analysis Laboratory Perugini** ensures the following functions:

- information
- participation
- protection
- reception

through the Public Relations Service as well as through subsequent institutions of:

- distribution of information and dissemination material (leaflets, brochures, guides)
- definition of memoranda of understanding with Volunteer Associations or other User Rights Protection bodies, aimed at promoting interaction between the structure and users
- protection and verification mechanisms

all this in harmony with the principles of transparency and participation.

Head of Public Relations Service: Mrs. Salvo Emilia
Phone: (+39) 0984 28165 or (+39) 0984 28941

SECTION II°

INFORMATION ON THE STRUCTURE

ACCESS METHODS

TYPES OF SERVICES

SAMPLE COLLECTION

USER GUARANTEES

INFORMATION

PATIENT RIGHTS AND DUTIES

INFORMATION ON THE STRUCTURE

The **Clinical Analysis Laboratory Perugini S.r.l.** extends over two levels with a total surface area of approximately 450 square meters.

The premises on **the first level** (ground floor) are accessed from Via R. Misasi, 94/96/98 (formerly Via Roma). This entrance, free of architectural barriers, is intended for the public; the premises have been identified and designed to ensure optimal performance of the activity and in accordance with current legislation.

The premises consist of an area used as an air-conditioned waiting room (hot-cold) with 20 seats, where there is a patient acceptance service (3 stations in line), from this area you access the health management and the blood sampling room, also air-conditioned and equipped with a stainless steel lift that allows the venous sampling to be sent directly to the serology service located on the second level.

Attached to the premises on the first level are toilets free of architectural barriers, and a staircase that gives access to the second level.

The rooms on **the second level** (first floor) are accessed via an internal staircase from the first level or via two external entrances, reserved for operators and suppliers, one of which is located on Via Rodotà, 43 and the other, at street level, in the internal courtyard of the building.

The second level is an area reserved for laboratory activities and consists of a central corridor from which you access the various rooms and halls with services and sectors relating to the clinical analysis laboratory.

All rooms are equipped with an adequate lighting and ventilation system, both natural and artificial (air conditioning). The electrical system in each room complies with the law and there is safety signage.

The Laboratory has prepared all the necessary measures required by Legislative Decree no. 626 of 19/09/1994 and reported in the Company Document on Workplace Safety.

ACCESS METHODS

No reservation is required for laboratory tests. Blood sampling is performed from Monday to Friday from 7:30 A.M. to 12:30 A.M., on Saturday from 7:30 A.M. To 12:00 A.M.. Occasionally, and in consideration of particular customer needs, it is possible to agree by telephone on a different time for access to the blood sampling. For all dosages, it is preferable to show up fasting. The waiting time does not exceed five minutes on average.

Since no reservation is required, it is possible that on some days, especially at the beginning of the week, there may be a particularly high influx of patients. In these conditions, the waiting time may be extended by 10/15 minutes.

An exclusive feature of this Laboratory is that the results of the tests are examined in relation to the clinical condition of the patient. In fact, before reporting, each test is evaluated according to a criterion of clinical plausibility to guarantee what is now called the overall quality of the report.

For this reason, the Patient who presents himself at the **Clinical Analysis Laboratory Perugini** is asked for some essential clinical information. This is also necessary in the case that the blood or other biological material to be examined is delivered after having been collected elsewhere. The collection of clinical information requires approximately 2-3 minutes per Patient and therefore involves a slightly prolonged waiting time.

Acceptance

You must have your "**Health Card**".

The Doctor's prescription must contain the following information:

- Name, Surname, age of the patient (date of birth)
- Tax code of the patient, specifying any rights of exemption from payment of the service
- Type of service requested (no more than eight services for each single prescription)
- Presumptive diagnosis
- Stamp and signature of the Doctor
- Date

When the tests are requested by Bodies for the assignment or validation of pension treatments, it is essential to show a valid identity document.

Privacy - Processing of personal data

Upon admission, the Patient is informed, pursuant to Law 196/2003, about the Processing of Sensitive Data. The administrative staff is available for any information regarding the legislative provisions on Privacy. For any documentable inconvenience, please contact the reception staff who can arrange an appointment with the person in charge. (Personal Data Processing Consent Form - Attachment 4).

Ticket exemption for income

To take advantage of the exemption, your Doctor (prescriber) must tick the appropriate box on the prescription. (Provided for by the "*Decree of 11 December 2009*" of the Minister of Economy and Finance in agreement with the Minister of Labour, Health and Social Policies. "*Verification of exemptions, based on income, from co-payment of health care costs, through the support of the Health Card System*". (G.U. n.302 of 30-12-2009).

Ticket exemption for pathology

It requires the attending physician (prescriber) to insert in the appropriate boxes of the prescription the "exemption code" for pathology assigned to the patient by the ASP to which he belongs.

Ticket exemption for pregnancy

The exemption for pregnancy is regulated by the Ministerial Decree - Ministry of Health - 10 September 1998. The list of tests provided during pregnancy by the National Health System, under exemption, changes according to the week of pregnancy of the pregnant woman. The Ministerial Decree is available at the reception for any clarification.

Ticket Payment

The Ticket payment must be made at the time of acceptance, before the services are performed. At the same time, an invoice will be issued certifying the payment. The maximum ticket to be paid for each prescription is €45.00 + €1.00 per prescription (maximum spending limit per prescription that reaches the deductible).

Payment for services in a freelance professional relationship

For services in a freelance professional relationship, the relevant fee schedule for freelance professional relationships (G.U.) is available to the Citizen at the Reception of the Facility. The administrative staff is available for any clarification.

Payment for non-contracted services

These are all those services not included in the Regional Tariff Nomenclature "in force from time to time". The cost of the service(s) is subject to change over time.

Waiting Lists

There are no waiting lists. However, for some particular services, if immediate provision is not possible, waiting lists may be created.

Blood sampling

The Facility takes samples every day, from 07:30 A.M. to 12:30 A.M., on Saturdays from 07:30 A.M. To 12:00 A.M.. Laboratory tests must be performed in the morning on an empty stomach. To determine cholesterol and triglycerides, it is advisable to plan the evening meal, before the tests, excluding fats, cheese, milk, cured meats, etc. Ideally, a meal based exclusively on fruit and vegetables would be ideal. Fasting for too long before the tests is to be avoided due to the consequent decrease in blood sugar and increase in bilirubinemia.

Home blood sampling

Home blood sampling can be performed upon express request of the User. The reception staff will arrange an appointment with a professional nurse indicated by us. The service must be paid by the User directly to the professional nurse at the time of the sample collection.

Collection of Reports

Reports can be collected at the reception from 07:30 A.M. to 1:00 P.M. every day including Saturdays and from 4:00 P.M. To 6:00 P.M., excluding Saturdays. The delivery date of the report will be indicated at the time of the sample collection. In case of emergency, the report can also be collected in the late morning of the same day the sample was taken. The report is delivered

exclusively to the Patient or to a person in charge with a proxy. Patients undergoing treatment with oral anticoagulants can receive the report and any dosage indication of the ongoing therapy (from medical staff) in the morning.

Urgently requested analyses

Urgently requested analyses (this does not mean a health emergency but an emergency dictated by personal needs) must be agreed with the Doctor in charge of the clinic.

TYPE OF SERVICES

Laboratory tests are performed on blood, urine and other biological materials for diagnostic and preventive purposes. The tests performed are: haematological tests, chemical-clinical analyses, coagulometric tests, allergy research, hormonal dosages, microbiology, toxicology and immunology tests.

LIST OF ROUTINE TESTS AND PERFORMANCE TIMES

The agreed tests are identified by the relevant Code of the current Regional Tariff Nomenclature.

The sample represented below is part of a more representative group of tests.

Exam	Code	Answer
Alanina amminotransferasi (GPT/ALT)	90045	1 day
Albumina	90051	1 day
Alfa 1 fetoproteina AFP	90055	1 day
Alfa 1 glicoproteina acida (mucoproteine)	90061	1 day
Amilasi	90064	1 day
Anticorpi anti Helicobacter pylori IgG/IgA	90944	1 day
Anticorpi anti-antigene nucleare estraibile ENA	90473	1 day
Anticorpi anti-citomegalovirus IgG/IgM	91141	1 day
Anticorpi anti-citomegalovirus IgG/IgM	91143	1 day
Anticorpi anti-dna nativo n-DNA	90483	1 day
Anticorpi anti-herpes virus 1-2 IgM 1-2	91221	1 day
Anticorpi anti-mitocondri (AMA)	90521	1 day
Anticorpi anti-muscolo striato (ASMA)	90522	2-3 days
Anticorpi anti-nucleo (ANA)	90524	1 day
Anticorpi anti-recettore del TSH	90535	1 day
Anticorpi anti-rosolia IgG/IgM	91264	1 day
Anticorpi anti-tireoglobulina (TG)	90544	1 day
Anticorpi anti-toxoplasma IgG/IgM	91094	1 day
Antigene carboidratico CA 125	90551	1 day
Antigene carboidratico CA 15.3	90552	1 day
Antigene carboidratico CA 19.9	90553	1 day
Antigene carcino embrionario CEA	90563	1 day
Antigene prostatico specifico PSA-libero	//	1 day
Antigene prostatico specifico PSA	90565	1 day
Antitrombina III	90575	During the day
Aspartato amminotransferasi (GOT/AST)	90092	1 day
Batteri isolati: antibiogramma	90856	2 days
Beta 2 microglobulina	90101	1 day
Bilirubina totale	90104	During the day
Bilirubina totale e frazionata	90105	During the day
Calcio totale	90114	During the day
Calcitonina	90115	1 day
Carbamazepina	90123	2 days
Cloruro	90133	During the day
Colesterolo HDL	90141	During the day
Colesterolo LDL	90142	During the day
Colesterolo totale	90143	During the day
Colinesterasi - pseudo (CHE)	90144	During the day

Exam	Code	Answer
Complemento C3	90602	1 day
Complemento C4	90602	1 day
Cortisolo	90153	1 day
Creatinchinasi (CPK)	90154	During the day
Creatinchinasi isoenzima mb (CK-MB)	90155	During the day
Creatinina	90163	During the day
Creatinina clearance	90164	During the day
Deidroepiandrosterone solfato DEHAS	90172	1 day
Delta 4 androstenedione	90173	2 days
Droghe d'abuso: cannabinoidi	//	2 days
Droghe d'abuso: cocaina	//	2 days
Droghe d'abuso: eroina	//	2 days
Droghe d'abuso: oppiacei	//	2 days
Emocromo con formula	90622	During the day
Esame colturale apparato genito-urinario	90934	2 days
Esame colturale campioni biologici diversi	90933	2 days
Esame colturale cavita' oro-faringo-nasale	90935	2 days
Esame colturale delle feci - coprocultura	90943	2 days
Esame colturale urine - urinocultura	90942	2 days
Estradiolo (E2)	90192	1 day
Fattore reumatoide RT	90642	During the day
Feci esame chimico e microscopico	90213	1 day
Feci sangue occulto	90214	During the day
Fenobarbitale	90093	2 days
Ferritina	90223	1 day
Ferro	90225	During the day
Fibrinogeno	90651	During the day
Follitropina (FSH)	90233	1 day
Fosfatasi acida	90234	1 day
Fosfatasi alcalina	90235	During the day
Fosfatasi prostatica (PAP)	90242	1 day
Fosforo	90245	During the day
Gamma glutamil transpeptidasi (γ GT)	90255	During the day
Gastrina	90261	2 days
Glucosio	90271	During the day
Glucosio curva da carico (5 prelievi inclusi)	90265	During the day
Gonadotropina corionica subunità beta HCG	90275	During the day
Hb emoglobina glicosilata	90281	During the day
Idrossiprolinuria	90282	2 days
IgE totali PRIST	90683	2 days
Immunoglobuline catene k e lambda	90284	During the day
Immunoglobuline IgG/IgA/IgM	90694	1 day
Insulina	90291	1 day
Lattato deidrogenasi (LDH)	90292	During the day
Lipasi	90302	During the day
Litio	90322	1 day
Luteotropina (LH)	90323	1 day
Magnesio totale	90325	During the day
Microalbuminuria	9334	1 day
Omocisteina	//	During the day
Parassiti ricerca microscopica	91052	During the day
Piastrine	90713	During the day
Potassio	90374	During the day

Exam	Code	Answer
Progesterone	90381	1 day
Prolattina	90382	1 day
Proteina C reattiva PCR	90723	During the day
Proteine totali	90385	During the day
Proteine, elettroforesi delle	90384	During the day
Reazione di Waaler Rose	90742	1 day
Reticolociti	90745	During the day
Salmonelle e Brucella-Reazione di Widal-Wright	91081	1 day
Sodio	90404	During the day
Streptococco anticorpi anti-streptolisina TAS	91085	During the day
Tempo di protrombina (PT)	90754	During the day
Testosterone	90413	1 day
Tireoglobulina (TG)	90415	1 day
Tireotropina (TSH)	90421	1 day
Tiroxina libera (FT4)	90423	1 day
Transferrina	90425	During the day
Trigliceridi	90432	During the day
Triiodotironina libera (FT3)	90433	1 day
Urato (Uricemia)	90435	During the day
Urea (Azotemia)	90441	During the day
Urine esame chimico fisico e microscopico	90443	During the day
Valore ematocrito	90824	During the day
Velocità sedimentazione emazie (VES)	90825	During the day
Virus epatite A HAV IgG	91171	1 day
Virus epatite A HAV IgM	91172	1 day
Virus epatite B HBc IgG	91175	1 day
Virus epatite B HBc IgM	91181	1 day
Virus epatite B HBc Tot.	91175	1 day
Virus epatite B HBe Ab	91182	1 day
Virus epatite B HBe Ag	91183	1 day
Virus epatite B HBs Ab	91149	1 day
Virus epatite B HBsAg	91149	1 day
Virus epatite C	91195	1 day
MNI Test	91214	During the day
Virus Epstein Barr IgG	91211	1 day
Virus Epstein Barr IgM	91211	1 day
Virus Herpes simplex tipo1/2	91221	1 day
Virus HIV 1/2	91224	1 day

NOTE

- Non-agreed exams do not have the Ministerial Code.
- Representative list: request information for exams not present in the list
- Indicative response times.
- Urgency is foreseen for particular cases.

SAMPLE COLLECTION

Venous blood sampling

Come to the Laboratory during the sampling hours on an empty stomach. Only water is allowed. No appointment is necessary, except for the performance of some particular tests. The Client's entry order to the facility is followed with a special numbered ticket from a queue elimination machine.

Urine collection

For the complete urine test, collect a sample of the first morning urine and deliver it to the Laboratory as soon as possible. The container to be used must be sterile and can be purchased at the pharmacy.

Urine collection for Urine Culture

The container to be used for collecting the urine sample must be sterile and can be purchased at a pharmacy. It is necessary to proceed as follows:

- perform a thorough local cleaning;
- discard the first urine stream that serves to clean the last section of the urinary tract;
- collect the urine following the first stream directly into the container, taking care not to touch the internal walls;
- close the container and deliver it to the Laboratory as soon as possible.

Antibiotic therapies, current or recent, can interfere with the outcome of the test and must be reported to the Laboratory. In case of late delivery, the sample can be stored in the refrigerator at 2-8°C. The culture test includes the search for aerobic germs and yeasts.

24-hour urine collection

You need to have a suitable container that can be purchased at the pharmacy. To perform the collection correctly, you must proceed as follows:

- 1) discard the first urine of the morning;
- 2) collect from this moment on, all urine that will be produced in the next 24 hours including the first of the following morning.

The container must be kept in a cool place for the entire collection time.

Feces Collection: test for parasites

Collect a small amount of feces (a hazelnut) and place it in a sterile container (containers with a scoop exist). The sample must not be contaminated by urine. The container can be purchased at the pharmacy. To search for pinworms (*Enterobius vermicularis*), in addition to a stool sample, it is necessary to perform a "Scotch Test". The Laboratory provides the slide on which a transparent adhesive tape will be applied to the anal orifice in the evening and until the following morning, avoiding any local personal hygiene operation. Biological material can be stored at 2-8°C for 24 hours.

Stool Collection: occult blood test

Get a sterile container for stool collection, equipped with a scoop (it can be purchased at the pharmacy). Make the stool in a container such as a "chamber pot" and collect several samples with the scoop, in different points (3 or 4) of the stool emitted, until the container is about half full. Bring

to the Laboratory within a few hours or, if this is not possible, store the sample in the refrigerator at 2-8°C. It is not necessary to follow a diet before collecting the stool sample.

Stool Collection for Coproculture

Collect a small amount of stool, possibly, at the onset of the enteropathy, when they are diarrhoeal and before the start of antibiotic therapy. Place it in a sterile container (there are containers equipped with a scoop, which can be purchased at the pharmacy). The sample must not be contaminated by urine and must be delivered to the Laboratory as soon as possible. The use of rectal swabs is not recommended except in the case of newborns, however it is considered unsuitable material for the detection of *Campylobacter* spp. In case of late delivery, the sample can be stored in the refrigerator at 2-8°C. The culture test usually includes the search for *Salmonella* spp. and *Shigella* spp. *Campylobacter* spp. Other germs may be related to enteric pathologies and their search must be explicitly requested by the Doctor.

Preparation for the Urethral Swab

Method of collection:

- the Patient must abstain from sexual intercourse in the 24 hours prior to the test;
- it is necessary to avoid urinating a few hours before the test;
- it is necessary to report if antibiotic therapies are underway;
- women must not be in their menstrual period.

The sample is taken with small-caliber Dacron swabs. The swab is inserted for at least 2 cm inside the urethral canal, rotating it for at least 10 seconds. The general culture test involves the search for aerobic microorganisms and fungi. It is possible to search, upon specific request, for *Neissera gonorrhoeae*, *Gardnerella vaginalis*, *Chlamydia trachomatis*, *Ureaplasma urealyticum*/*Mycoplasma hominis*. Different swabs are used for each type of test.

Vaginal Swab Preparation

Method of collection:

- the Patient must abstain from sexual intercourse in the 24 hours prior to the test;
- it is necessary to avoid urinating a few hours before carrying out the test;
- it is necessary to report if antibiotic therapies are underway;
- the Patient must not be in menstrual period.

The collection is performed from the posterior vaginal fornix using swabs after introducing a sterile bivalve speculum. In pediatric age it can be performed on vaginal secretions. The general test is aimed at finding *Candida* spp, *Enterobacteriaceae*, Gram+ cocci.

Throat swab

The Patient, if undergoing antibiotic therapy, must have stopped the therapy for at least five days before undergoing the test.

Semen collection

Get a sterile container, purchased at the pharmacy, and send the material to the Laboratory within about half an hour of collection. The test must be performed after 3-5 days of abstinence from sexual intercourse.

Sputum collection method

The sample must be collected in a special sterile container sold in pharmacies. The Patient, in the morning as soon as he gets up, must collect the tracheobronchial material after appropriate coughing. In case of difficulty, it is useful to precede the collection by gargling with water and salt (10 grams per liter).

Glycemic curve

The Patient presents himself fasting to undergo an initial blood sample. The determination of blood sugar on this sample is used to evaluate the Patient's suitability to undergo the glucose stimulation test. After evaluating the Patient's suitability to perform the test and after signing the informed consent, the Patient is given a precise quantity of flavored liquid glucose (orange flavor) and the subsequent samples are taken within the times prescribed on the prescription of the attending physician.

USER GUARANTEES

The protection of the User is demonstrated through:

- guarantee that the User is informed of the diagnostic process, also with informed consent in the case of particular laboratory tests (dynamic pharmacological tests)
- guarantee that the User is given clear information on his/her state of health (diagnosis, prognosis)
- guarantee in compliance with the principles of equality and impartiality in the management of waiting, based on a chronological order (presence of a queue elimination system).

To guarantee the full implementation of the principle of participation and information, the User is given:

- an information leaflet on his/her possible participation or otherwise in healthcare costs (Attachment 3)
- a Patient Satisfaction Evaluation form, which respects anonymity (Attachment 2)
- a form for the presentation of any complaints (Attachment 1)
- a form for the acquisition of consent to the Processing of the Patient's Personal Data in compliance with the Privacy legislation (Attachment 4).

Upon request, verbal clarifications from competent personnel on the type of service prescribed by your doctor.

INFORMATION

It is possible to have information on the Laboratory **Activities** and the **Services** provided:

- by calling the numbers: (+39) 0984 28941 / (+39) 0984 28165 from 07.30 A.M. To 1.00 P.M. and from 4.00 P.M. To 6.00 P.M, every day
- by email to the following address: **peruginilab@gmail.com** or: **maperugi@alice.it**
- by consulting the Website at the address: www.peruginilab.eu

Further detailed information on the structure, services and access and use methods are provided by Mrs. Emilia Salvo, responsible for public relations (Phone: (+39) 0984 28941 / (+39) 0984 28165).

Exchange of information with family doctors

Collaboration and exchange of clinical information between the Laboratory Doctors and the patient's Family Doctor are more than permitted, they are encouraged. The Family Doctor will be able to access, with agreed methods, such information and the Laboratory Doctors will be able to obtain information on the patient's health status through contact with the Family Doctor.

RIGHTS AND DUTIES OF THE PATIENT

(From the Decree of the President of the Council of Ministers of 19/05/95)

RIGHTS

- The patient has the right to be assisted and treated with care and attention, respecting human dignity and his or her philosophical and religious beliefs.
- In particular, he or she has the right to always be identified by his or her name and surname rather than by the number or the name of his or her illness. He or she also has the right to be addressed with the personal pronoun "You".
- The patient has the right to obtain information from the healthcare facility regarding the services provided by the facility, the methods of access and the related skills. He or she has the right to be able to immediately identify the people consulted.
- The patient has the right to obtain from the healthcare provider treating him or her complete and comprehensible information regarding the diagnosis of the illness, the proposed treatment and the related prognosis.
- In particular, except in cases of emergency in which a delay could pose a health risk, the patient has the right to receive information that allows him or her to express effectively informed consent before undergoing therapies or interventions; such information must also concern the possible risks or discomfort resulting from the treatment. If the healthcare professional reaches the motivated conviction of the inappropriateness of direct information, the same must be provided, unless the patient expressly refuses, to family members or to those who exercise guardianship authority.
- The patient also has the right to be informed about the possibility of alternative investigations and treatments, even if they can be carried out in other facilities. If the patient is not able to make an independent determination, the same information must be provided to the persons referred to in the previous point.
- The patient has the right to obtain that the data relating to his/her illness and any other circumstances concerning him/her remain confidential.
- The patient has the right to submit complaints that must be promptly examined and to be promptly informed of the outcome of the same.

DUTIES

- When a citizen accesses a healthcare facility, he or she is invited to behave responsibly at all times, respecting and understanding the rights of other patients, with the desire to collaborate with the medical, nursing, technical staff and the healthcare management. Access to a hospital or another healthcare facility expresses a relationship of trust and respect towards healthcare personnel on the part of the citizen patient, an essential prerequisite for setting up a correct healthcare program.
- It is the duty of every patient to promptly inform healthcare professionals of their intention to renounce, according to their own will, scheduled healthcare treatments and services, so that waste of time and resources can be avoided.
- The citizen is required to respect the environments, equipment and furnishings found within the facility.
- Considering that one is part of a community, it is appropriate to avoid any behavior that could create situations of disturbance or discomfort for other patients.

- The organization and timetables, provided for in the healthcare facility in which one accesses must be respected in all circumstances. Health services requested at times and in ways that are not consistent with the ordinary provisions of the health management cause a significant disservice to all users.
- The health and administrative staff, to the extent of their competence, are invited to enforce the rules set out for the proper functioning of the facility and the well-being of the sick citizen.
- The citizen has the right to correct information on the organization of the health facility, but it is also his precise duty to inform himself at the appropriate times and places.

SECTION III°

INTRODUCTION QUALITY INDICATORS AND STANDARDS COMMITMENTS AND PROGRAMS

INTRODUCTION

The primary essence of accredited private facilities is to provide the best services in a climate of humanization oriented towards customer satisfaction, being based on the alternative and the free choice of the citizen.

The quality, efficiency and effectiveness of the service provided are a deontological and contractual duty of the healthcare personnel, part of the facility and the maintenance of certain quality standards represents one of the fundamental principles in the management of the facility itself.

QUALITY INDICATORS AND STANDARDS

The overall quality of the service provided is based on the indicators shown in the table.

Quality factor	Quality indicator	Quality standards
Reservation	Not required	
Blood sampling	Waiting time	5 to 15 minutes
Blood sampling	Comfort of waiting	<ol style="list-style-type: none"> 1) Seating in a comfortable environment 2) Easy-access toilets also for people with special needs
Blood sampling	Patient identification security	<ul style="list-style-type: none"> ➤ Permanent electronic archiving ➤ Search at each access of the personal data and any tests previously performed by each patient (historical archive) ➤ Adhesive labels with barcode and/or alphanumeric on the samples to be processed ➤ Respect for privacy
Dosage	Analytical quality	<ul style="list-style-type: none"> • Internal Quality Control • External Quality Control V.E.Q.
Dosage	Global quality	<ul style="list-style-type: none"> • Always patient identification through alphanumeric adhesive labels and/or barcodes (patient prescription traceability) • Data transcription through instrument-client interface plus server (network system) with visual validation of results • Data archiving on server with automatic data backup copy (daily on three hard disks)
Reporting	Timeliness	<ul style="list-style-type: none"> • On the same day as the dosage (on request) • Routinely, 1-3 days after the sample is taken at the reception
Reporting	Ease of access	<ul style="list-style-type: none"> • Distribution point at the laboratory reception (three stations)

COMMITMENTS AND PROGRAMS

The objective of the **Clinical Analysis Laboratory Perugini** is to respond, within the framework of the quality standards of the sector, to the requests of its Patients-Clients, with the most appropriate and optimally organized means, technologies and professional resources, in order to make its activity valid and productive.

In order to pursue this general purpose, the **Clinical Analysis Laboratory Perugini** intends to act within the scope of national and regional health planning and correlate with it, in order to promote the containment of expenditure and the increase in the quality level of services also through negotiations with the AS on the volumes and types of services that can be provided and in accordance with regional directives.

In this way, the right of free choice of the Citizen on the structure and the Doctor to whom to entrust the protection of their health will be allowed, as well as constant and simple access to the services offered.

The activity carried out will be subject to appropriate monitoring on the levels achieved, with particular attention to the effectiveness of the performances, the efficiency of the service and the degree of user satisfaction, in order to adjust investments and resources to also allocate them to the training of operators and direct them towards the continuous improvement of the company's activity, all this with the intention of positioning itself at high levels in the healthy competition of the outpatient facilities accredited with the National Health Service.

SECTION IV°

COMPLAINTS

ACCESS METHODS

PROTECTION AND VERIFICATION MECHANISMS

COMPLAINTS

Users may submit observations, objections, complaints or claims against acts or behaviors that deny or limit the use of health care services in the Laboratory.

Users may exercise their right by:

- letter on plain paper;
- completion of a specific form signed by the User (distributed by the Admissions Office) (Attachment 1);
- telephone or fax notification;
- interview with the person in charge of the Public Relations Service.

For telephone notifications and interviews, a specific form will be drawn up, in which the notification will be noted. The notification will be acquired in the presence of a witness.

ACCESS METHODS

Observations, objections, reports, complaints must be submitted, in the ways listed above, within 15 days (art.14 paragraph 5, of Legislative Decree 502/92) from the moment in which the interested party has become aware of the act or behavior that is harmful to their rights.

The person in charge of the Public Relations Service, within the following three days, will communicate to the Head of the Laboratory or of the sector concerned, news of the objection, observation, report or complaint so that the latter may adopt all the necessary measures to avoid the persistence of any disservice. The managers of the sector concerned must provide, within seven days, to the Head of the Laboratory, all the information necessary to communicate an appropriate and satisfactory response to the User.

MECHANISMS FOR PROTECTION AND VERIFICATION OF COMMITMENTS

PROTECTION

The **Clinical Analysis Laboratory Perugini** guarantees the protection of the Citizen-User by:

- promoting the distribution of questionnaires (Attachment 2), for an assessment of the degree of satisfaction;
- conducting sample surveys within the facility;
- ensuring the observation of health and administrative procedures, through continuous monitoring of the activity carried out;
- through the Public Relations Service, which in the context of direct contact with citizens activates initiatives aimed at overcoming any disservices, receives complaints, ensures their processing and transmission to the Laboratory Manager.

VERIFICATION OF COMMITMENTS

The **Clinical Analysis Laboratory Perugini** guarantees the verification of the implementation of the published commitments, through:

- annual report on the results achieved;
- implementation of the published standards and their adaptation to the needs of the services, taking care to minimize any inconvenient consequences for the Users;
- annual programming of plans aimed at continuous improvement of quality.

ATTACHMENTS

- Attachment 1 - Form for Reporting Malfunctions, Suggestions or Complaints
- Attachment 2 - Customer Satisfaction Evaluation Form
- Attachment 3 - Ticket Exemption Brochure
- Attachment 4 - Consent Form for Processing Personal Data

Allegato 1 - Scheda per la Segnalazione di Disfunzioni Suggerimenti o Reclami



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Via Rodotà, 43 - Telefono: (+39) 0984 28165
87100 - COSENZA (CS) Italia
Partita Iva: 01781350788



Allegato 1 - Scheda per la Segnalazione di Disfunzioni Suggerimenti o Reclami

☐ Verbale ☐ con Modulo ☐ Telefonica ☐ con Lettera allegata

del Sig./Sig.ra: _____

abitante a: _____ via _____ n° _____

Telefono: _____

Oggetto della segnalazione:

Ricevuto il: ____/____/____ da: _____

Firma: _____

Per la risposta al cittadino si trasmette la segnalazione al Sig.: _____

Trasmessa il: ____/____/____

Firma del responsabile: _____

Allegato 2 - Scheda di Valutazione Soddisfazione del Cliente



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Allegato 2 - Scheda di Valutazione Soddisfazione del Cliente

Gentile signore/signora,

di seguito troverà alcune domande sul servizio offerto dal Laboratorio di Analisi Cliniche Perugini. La invitiamo cortesemente a segnare con una crocetta le risposte da Lei scelte e a restituire la presente, al ritiro dei Suoi referti, in busta chiusa.

E' la prima volta che si rivolge al Laboratorio Perugini?

☐ SI ☐ NO

1) Il servizio risulta essere accessibile per la disponibilità di parcheggio?

☐ MOLTO ☐ ABBASTANZA ☐ POCO ☐ PER NIENTE

2) I giorni e gli orari di apertura sono adeguati alle Sue esigenze?

☐ MOLTO ☐ ABBASTANZA ☐ POCO ☐ PER NIENTE

3) Ritieni che l'ambiente sia adatto, pulito, confortevole?

☐ MOLTO ☐ ABBASTANZA ☐ POCO ☐ PER NIENTE

4) Le sono state fornite istruzioni ed informazioni chiare su come sottoporsi alle analisi?

☐ MOLTO ☐ ABBASTANZA ☐ POCO ☐ PER NIENTE ECCESSIVI

5) Il personale è stato gentile, corretto e disponibile?

☐ MOLTO ☐ ABBASTANZA ☐ POCO ☐ PER NIENTE

6) Il tempo di attesa per l'accettazione e per l'effettuazione della prestazione è stato:

Allegato 2 - Scheda di Valutazione Soddisfazione del Cliente

☐ MOLTO BREVE ☐ BREVE ☐ LUNGO ☐ ECCESSIVO

7) Ritiene che il prelievo sia stato effettuato nel miglior modo possibile?

☐ SI ☐ SE NO, PERCHÉ _____

8) Il suo diritto alla riservatezza è stato comunque sempre rispettato?

☐ MOLTO ☐ ABBASTANZA ☐ POCO ☐ PER NIENTE

9) Preferirebbe che la risposta Le fosse inviata a casa a sue spese?

☐ SI ☐ NO

10) Tenendo conto dei tempi tecnici necessari all'esecuzione degli esami come valuta i tempi di consegna delle risposte?

☐ MOLTO BUONI ☐ BUONI ☐ SODDISFACENTI

11) Come valuta complessivamente il nostro servizio?

☐ MOLTO BUONO ☐ BUONO ☐ SODDISFACENTE ☐ SCARSO

12) E' a conoscenza della possibilità che lei ha di presentare reclami?

☐ SI ☐ NO

13) Quali suggerimenti desidera darci per aiutarci a migliorare il nostro servizio?

Il Laboratorio Analisi Cliniche Perugini è aperto tutti i giorni della settimana dal lunedì al sabato.

I prelievi si eseguono:

da lunedì a venerdì dalle ore 7,30 alle 12,30
il sabato dalle ore 7,30 alle 12,00

I referti possono essere ritirati:

da lunedì a venerdì dalle ore 7,30 alle 13,00 /dalle ore 16,00 alle 18,00
il sabato dalle ore 7,30 alle 13,00

E' possibile avere informazioni sulle **Attività** del Laboratorio e sui **Servizi** forniti:

- telefonando ai numeri: (+39) 0984 28941 / (+39) 0984 28165
dalle ore 07.30 alle 13.00 e dalle ore 16,00 alle 18,00 di tutti i giorni
- via posta elettronica scrivendo all'indirizzo mail:
peruginilab@gmail.com oppure: **maperugi@alice.it**
- consultando il sito web all'indirizzo: **www.laboratorioperugini.eu**

**Questa indagine serve a migliorare i Servizi del Laboratorio Analisi Cliniche Perugini.
GRAZIE**

Allegato 3 - Depliant Esenzione Ticket



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Allegato 3 - Depliant Esenzione Ticket

Gentile Signora / Egregio Signore,

in questo depliant sono riassunte le tipologie di esenzione dalla compartecipazione alla spesa (ticket). Per ulteriori chiarimenti che si rendessero necessari Lei potrà rivolgersi al personale amministrativo.

1) Esenzione per età e reddito

Sono esenti i cittadini di età inferiore a 6 anni e di età superiore a 65 anni appartenenti ad un nucleo familiare con un reddito complessivo lordo riferito all'anno precedente non superiore ad €36.151,98. L'esenzione è personale e quindi non può essere estesa ai familiari a carico. L'interessato (o un suo familiare) deve dichiarare la condizione reddituale sul retro della ricetta.

2) Titolari di pensione al minimo, di età superiore a 60 anni

Sono esenti i cittadini titolari di pensione al minimo di età superiore a 60 anni e i familiari a carico, purché appartenenti ad un nucleo familiare con un reddito complessivo lordo riferito all'anno precedente non superiore ad €8.263,31 aumentato ad €11.362,05 in presenza di coniuge non legalmente ed effettivamente separato, ulteriormente incrementato di €516,46 per ogni figlio a carico. L'interessato (o un suo familiare) deve dichiarare la condizione reddituale sul retro della ricetta.

Attenzione: devono essere compresenti ambedue i requisiti previsti, cioè la titolarità della pensione minima e il limite di reddito familiare. L'importo della pensione al minimo erogata dall'INPS è pari ad €392,69 mensili (€5.104,97 annue).

3) Soggetti disoccupati

Rientrano nella categoria dei "disoccupati esenti" i soggetti, iscritti alle liste di collocamento, che hanno perduto una precedente occupazione alle dipendenze e sono alla ricerca di una nuova occupazione, purché appartenenti ad un nucleo familiare con un reddito complessivo lordo riferito all'anno precedente non superiore ad €8.263,31 aumentato ad €11.362,05 in presenza di coniuge non legalmente ed effettivamente separato ulteriormente incrementato di €516,46 per ogni figlio a carico. L'esenzione è estesa anche ai familiari a carico. Il soggetto che percepisce l'indennità specifica in quanto iscritto alle

Allegato 3 - Depliant Esenzione Ticket

liste di mobilità, e che è iscritto alle liste dei disoccupati, è considerato a tutti gli effetti un disoccupato in quanto lavoratore "licenziato". La condizione di disoccupato deve risultare al momento della fruizione della prestazione. L'interessato (o un suo familiare) deve dichiarare la condizione reddituale sul retro della ricetta.

4) Titolari di "pensione o assegno sociale"

Sono esenti i cittadini italiani che hanno compiuto i 65 anni di età e beneficiano di pensione o assegno sociale. L'esenzione è estesa anche ai familiari a carico. L'importo massimo della pensione sociale e dell'assegno sociale erogato dall'INPS è pari, rispettivamente, ad €288,91 mensili (€3.755,83 annue) ed €350,57 mensili (€4.557,41 annue).

5) Esenzioni per patologia o condizione invalidante.

I cittadini affetti dalle forme morbose o da condizioni invalidanti previste dal DM n° 329 dd. 28/5/1999 "Regolamento recante norme di individuazione delle malattie croniche e invalidanti" e dal D.M. n° 279 del 18 maggio 2001 "Regolamento di istituzione della rete nazionale delle malattie rare" sono esenti dalla compartecipazione alla spesa secondo le modalità previste dai Decreti. Ciascuna malattia o condizione invalidante è contrassegnata da uno specifico codice identificativo di esenzione. Le esenzioni sono limitate alle prestazioni individuate dallo stesso decreto, appropriate ai fini del relativo monitoraggio e della prevenzione degli ulteriori aggravamenti.

Le condizioni invalidanti che danno diritto all'esenzione sono:

✓ invalidi di guerra - categoria 1-5	G 01
✓ invalidi del lavoro con riduzione capacità lavorativa superiore a 2/3 (>67 <79 %)	L 02
✓ invalidi per servizio dalla 2° alla 5°	S 02
✓ invalidi civili con riduzione capacità lavorativa superiore a 2/3	C 03
✓ invalidi civili con indennità accompagnamento, impossibilitato a deambulare ...	C 02
✓ ciechi e sordomuti	C 05
✓ invalidi civili 100% e grandi invalidi del lavoro 80%-100%	C 01 e L 01
✓ grandi invalidi per servizio (1° categoria)	S 01
✓ invalidi di guerra (6°-8° categoria)	G 02
✓ invalidi per lavoro (capacità lavorativa inferiore a 2/3)	L 03
✓ infortunati per lavoro ed affetti malattie professionali	L 04
✓ invalidi per servizio (6°- 8° categoria) e obiettori di coscienza in servizio civile	S 03 e S 04
✓ invalidi civili minori di 18 anni con indennità di frequenza	C 04

Allegato 3 - Depliant Esenzione Ticket

Per ottenere il tesserino di esenzione è necessario presentare alla ASP di appartenenza (Ufficio prestazioni) la documentazione sanitaria attestante la patologia.

TERMINOLOGIA USATA

Nucleo familiare (criterio fiscale): Compongono il nucleo, oltre al coniuge non legalmente ed effettivamente separato, le persone per le quali spettano le detrazioni per carichi di famiglia. Pertanto non si considera il nucleo anagrafico, cioè quello risultante dal certificato anagrafico, ma unicamente il nucleo fiscale. La composizione è quella risultante al 31 dicembre dell'anno precedente.

Familiari a carico (criterio fiscale): Sono da considerare a carico i familiari conviventi per i quali spettano le detrazioni per carichi di famiglia, che possiedono redditi propri di ammontare non superiore ad €2.840,51 al lordo dagli oneri deducibili ed al netto dai contributi previdenziali ed assistenziali obbligatori. Sono familiari a carico (purché con reddito non superiore ai €2.840,51):

- il coniuge non legalmente ed effettivamente separato
- i figli minori di anni 18
- i figli di età non superiore ad anni 26 dediti agli studi o a tirocinio gratuito
- i figli permanentemente inabili al lavoro
- i familiari conviventi, compresi i figli maggiorenni (figli o, in assenza di figli, discendenti prossimi; genitori o, in loro assenza, ascendenti prossimi; generi e nuore; suocere; fratelli e sorelle).

Pensionati al minimo: Il trattamento minimo è un'integrazione che lo Stato, tramite l'INPS, corrisponde al pensionato quando la pensione derivante dal calcolo dei contributi versati è di importo molto basso, al di sotto di quello che viene considerato il "minimo vitale". In tal caso l'importo della pensione spettante viene aumentato ("integrato") fino a raggiungere una cifra stabilita di anno in anno dalla legge.

ATTENZIONE

Controlli veridicità dichiarazioni. L'Azienda Sanitaria Provinciale di Cosenza, ai sensi dell'art. 71 del DPR N° 445 del 28/12/2000, è tenuta a controllare il contenuto delle dichiarazioni sostitutive di certificazioni e di atti di notorietà (pertanto anche le dichiarazioni in merito alle condizioni reddituali), verificando la veridicità dei dati e delle situazioni dichiarate dagli interessati. Si ricorda che nel caso di dichiarazioni non veritiere, l'amministrazione deve immediatamente dichiarare decaduto dal beneficio il soggetto che ha dichiarato il falso e trasmettere gli atti all'autorità giudiziaria.

Pagamento ticket: Per gli assistiti che non hanno nessuna forma di esenzione, la compartecipazione massima alla spesa è di €36,15 per ogni ricetta che può contenere fino a 8 prestazioni della stessa branca specialistica.

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- via posta elettronica scrivendo all'indirizzo mail: **peruginilab@gmail.com** oppure: **maperugi@alice.it**
- consultando il sito web all'indirizzo: **www.laboratorioperugini.eu**



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CCP

Allegato 4 - Modulo di Consenso al Trattamento Dati Personali

INFORMATIVA EX ART. 13 DEL REGOLAMENTO UE 2016/679 (DI SEGUITO ANCHE GDPR).

La informiamo con la presente che il Regolamento UE n. 2016/679, prevede la tutela delle persone e di altri soggetti rispetto al trattamento dei dati personali. Secondo la predetta normativa, il trattamento dei suoi dati personali, da parte della nostra Organizzazione sarà improntato ai principi di (art. 5 GDPR):

- * correttezza, liceità e trasparenza,
- * limitazione della finalità,
- * minimizzazione dei dati,
- * esattezza,
- * limitazione della conservazione,
- * integrità e riservatezza,
- * responsabilizzazione.

e in generale di tutela della riservatezza dell'identità personale. Ai sensi dell'art. 13 del Regolamento UE n. 2016/679, le forniamo le seguenti informazioni:

Oggetto

La natura della prestazione da lei richiesta alla nostra Organizzazione, prevede che lei ci comunichi alcuni suoi dati personali, necessari alla erogazione della prestazione stessa. I dati a lei richiesti sono:

- * specifiche informazioni sulla prestazione sanitaria richiesta (impegnativa o prescrizione medica);
- * dati sulla fascia di reddito (codice di esenzione) per poter usufruire o meno di alcune esenzioni;
- * dati identificativi (Nome e Cognome, luogo e data di nascita, codice fiscale);
- * tessera sanitaria e documento di identità;
- * nome e contatti del medico di base;
- * dati di contatto (sede, recapito telefonico e indirizzo mail);
- * informazioni sulla tecnica di raccolta del campione biologico;
- * informazioni su eventuali malattie conosciute o allergie, se inerenti gli esami richiesti;
- * per le donne in età fertile, data ultimo ciclo ove necessario per la specifica prestazione richiesta.

La natura della prestazione da lei richiesta alla nostra Organizzazione, prevede che lei ci comunichi alcuni suoi dati personali, necessari alla erogazione della prestazione stessa. I dati a lei richiesti sono:

- * valori dei parametri biologici da lei richiesti;
- * valutazione degli stessi in base a scale e metodiche di riferimento.

Modalità del trattamento

I Suoi dati personali, raccolti per le finalità appresso esposte, saranno trattati nel seguente modo:

- * raccolti verbalmente in fase di accettazione (quelli conferiti);
- * registrati nel sistema informatico aziendale e su modelli cartacei (sia quelli conferiti che quelli determinati con le attività analitiche);
- * archiviati, per il tempo appresso indicato:
 - o in locali ad accesso controllato quelli cartacei;
 - o su server aziendale quelli dematerializzati;
- * comunicati, per come appresso indicato, per motivazioni connesse alla prestazione da lei richiesta;
- * cancellati dopo il tempo di archiviazione.

Finalità del trattamento e base giuridica

I Suoi dati personali e relativi alla salute saranno trattati esclusivamente per le seguenti finalità:

- * fornire la prestazione da Lei richiesta alla nostra Organizzazione;
- * rendicontare le attività espletate agli organi del S.S.N. ai fini contabili;
- * mantenere, per il tempo previsto dalla legge (Nazionale e Regionale) i dati specifici rilevati, per tutelare la sua salute;
- * per gli adempimenti amministrativo-contabili dell'impresa secondo gli obblighi previsti dalle norme fiscali.

La base giuridica di riferimento per la finalità del trattamento dei suoi dati è fornita dalla Normativa Nazionale e Regionale in materia di sanità pubblica e dalla normativa fiscale.

Il trattamento dei suoi dati prevede l'acquisizione da parte nostra di uno specifico consenso scritto. Qualora non volesse darlo non potremmo erogarle la prestazione richiesta.

Destinatari o Categorie di destinatari dei dati personali.

I suoi dati personali e relativi alla salute saranno comunicati ai seguenti soggetti ai fini dell'esecuzione dei servizi richiesti e per le finalità sopra indicate:

- * ASP competente per territorio, per fini di rendicontazione contabile e monitoraggio della spesa pubblica;
- * Service esterno ove previsto per poter evadere richieste non direttamente gestite dalla nostra Organizzazione;
- * ai nostri collaboratori e dipendenti appositamente incaricati e nell'ambito delle relative mansioni;
- * ai familiari dell'interessato previa sua delega.

I suoi dati solo personali saranno comunicati ai seguenti soggetti per curare la gestione amministrativo-contabile dell'impresa secondo gli obblighi previsti dalle norme fiscali, o per tutelare i nostri diritti:

- * le persone fisiche e/o giuridiche collaboranti con la nostra Organizzazione ai quali siamo tenuti per legge a comunicare i dati, o se tale comunicazione si renda necessaria per tutelare un legittimo interesse del Titolare del Trattamento.

I dati raccolti non sono oggetto di diffusione

Perché è prevista la comunicazione dei dati

La comunicazione dei dati da lei forniti ai soggetti sopra indicati è:

- * un obbligo legale, previsto dalla normativa Nazionale e Regionale, per quanto riguarda l'ASP;
- * un obbligo contrattuale, previsto dagli accordi con la nostra Organizzazione, per quanto riguarda il Service;
- * un obbligo legale, previsto dalla normativa Nazionale, per quanto riguarda gli aspetti fiscali ai soggetti che se ne occupano per la nostra Organizzazione;

L'interessato ha l'obbligo di fornire i dati personali richiesti. La mancata comunicazione dei dati comporta da parte nostra il non poter erogare la prestazione richiesta.

Intenzioni del Titolare del Trattamento

L'interessato ha l'obbligo di fornire i dati personali richiesti. La mancata comunicazione dei dati comporta da parte nostra il non poter erogare la prestazione richiesta.

Periodo di conservazione dei dati o criteri di scelta del periodo

Il periodo di conservazione dei suoi dati, indicato nel Registro delle attività di Trattamento, viene stabilito dalla normativa Nazionale e Regionale in tema di salute pubblica, ed è differenziato in relazione al tipo di dato e alla sua importanza. Ove tale indicazione normativa non esista, il criterio di definizione del periodo di conservazione dei dati è quello di non eccedere un arco temporale superiore al conseguimento delle finalità del trattamento.

Diritti dell'interessato

Ai sensi dell'art. 13 comma 2 lett. b) lei ha diritto in qualsiasi momento di chiedere al Titolare del trattamento l'accesso ai suoi dati personali, la loro rettifica, la loro cancellazione, la limitazione del trattamento dei dati, nonché di opporsi al trattamento stesso, e ha il diritto alla portabilità dei dati.

Ulteriori diritti dell'interessato

Ai sensi dell'art. 13 comma 2 lett. c) lei ha diritto in qualsiasi momento di chiedere al Titolare del trattamento la revoca del consenso inizialmente prestato, senza pregiudicare la liceità del trattamento basata sul consenso prestato prima della revoca. Ai sensi dell'art. 13 comma 2 lett. d) lei ha diritto in qualsiasi momento di proporre reclamo ad una Autorità di Controllo.

Processi automatizzati

Non sono presenti processi decisionali automatizzati che trattano i dati dell'utente, compresa la profilazione.

Titolare del Trattamento e suo Rappresentante, Responsabile del Trattamento

Il Titolare del trattamento (colui che determina le finalità e i mezzi del trattamento dei dati personali) è: **Laboratorio Analisi Cliniche PERUGINI S.r.l.** - Via Rodotà, 43 - COSENZA (CS) - Tel. 0984 28165 - Email: peruginilab@gmail.com- Il rappresentante legale del Titolare, nonché Responsabili del Trattamento è la Sig. **Emilia Salvo**

Responsabile della Protezione dei Dati (DPO)

Il Responsabile della Protezione dei dati è la Sig. **Emilia Salvo** - Via Padre Giglio - 87100 - COSENZA - CS

MANIFESTAZIONE DEL CONSENSO AL TRATTAMENTO DEI DATI DELL'INTERESSATO (art. 7 Regolamento UE nr. 2016/679)

Il Sottoscritto, in qualità di Interessato/Tutore legale dell'interessato:

C.F. :

Dopo aver letto l'informativa sopra esposta, presta il consenso al trattamento dei dati personali, dei dati relativi alla salute e dei dati limitatamente agli ambiti ed agli organi specificati nell'informativa, nelle modalità e per le finalità indicate nell'informativa.

Firmando la presente il sottoscritto dichiara di aver letto attentamente il contenuto dell'informativa da Voi fornita ai sensi dell'art. 13 del Regolamento UE nr. 2016/679

COSENZA li ___/___/___

Firma