



CHARTER OF SERVICES

via Monte Verena 2/4
30030 Cazzago di Pianiga (VE)
Tel 041 4196144
www.bmedanalisi.it



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CHARTER OF SERVICES

This document is a written promise to the citizens/users about the quality of the services offered by B MED Analisi.

B MED Analisi promises to provide a quality service answering to the fundamental principles detailed below and to consistently adjust it to the needs of the patients.

GENERAL INFORMATION

Generality -----

B MED Analisi is a privately-run centre; it carries out the following tests: Clinical Chemistry, Coagulation, Haematology, Immunology, Endocrinology, Microbiology, Toxicology, Pharmacological dosage, Hepatitis markers, Tumor markers, Fertility Tests and Industrial Medicine test.

Mission -----

B MED Analisi bases its philosophy on the ability to meet the user's needs by offering a guarantee of the technical expertise required to perform clinical-chemical tests and the professionalism of its staff.

The mission of the B MED Analisi is to:

- Ensure the accuracy and precision of analytical results using technology, adequate equipment, qualified and properly trained operators.
- Ensure a continuous service throughout the year and every weekday
- Analyze user needs for giving patients a service that meets their needs. It can meet any urgent requests for patients who have a surgery and / or specialist visits
- Assist patients by giving them information on test laboratory preparation, collection of biological

- samples and also providing health counseling
- Assist patients online giving information on the site and help them in the service of report online.
 - Ensure the safety of Users and Operators
 - Assist clinicians in the identification of appropriate laboratory tests that respond to the diagnostic questions as recommended by the Guidelines and Scientific Associations
 - Give support to Clinical quickly in urgent cases of patients with critical values.

Opening times -----

The center is open to the public to provide information or to receive complaints and / or suggestions as follows:

- Monday – Friday: 8.00am - 13.00pm
2.30pm - 6.30pm
- Saturday: 8.00am - 12.30pm

Sample collection room and the registration for blood / microbiologic tests is operative as follows:

- Monday – Saturday: 8.00am – 10.00am

Test results can be collected:

- Monday - Friday: 9.30am - 12.30pm
4.00pm - 7.00pm
- Saturday: 9.30am – 13.00pm

You can also download the report from your computer via the Internet on www.bmedanalisi.it

How to find us -----



B MED Analisi is in Cazzago Pianiga – via Monte Verena 2/4

FUNDAMENTAL PRINCIPLES

In order to ensure the implementation of our Charter of Services we believe that the principles (D.P.C.M. 27-01-1994) below are essentials to ensure the citizens' needs are met:

1. Equal opportunities: all services are available to all users, regardless of their age, gender, race, language spoken, nationality, political and religious views, habits and physical, psychological, personality and economic status.
2. Impartiality: all users are guaranteed to be treated objectively and impartially, both by the services and the personnel working in B MED Analisi.
3. Continuity: all users are guaranteed quantity, quality and consistency of services.
4. Right to choose: all citizens provided with a national Health Service medical request on the official national health service prescription form have the right to freely choose the accredited lab of their choice.
5. Participation: we guarantee the citizens' right to cooperate, with suggestions and comments, to the correct provision of the service and to the improvement of the service provided by B MED Analisi.

6. Efficiency and effectiveness: we guarantee to provide the service ensuring its effectiveness and efficiency and we follow any step needed to meet these objectives.

On the basis of these principles B MED Analisi promises to implement and respect this Charter.

Health Centre Director
Dr. Nicola Guzzo

INFORMATION ON SERVICES PROVIDED

Tests Lab -----

We carry out the following tests: Clinical Chemistry, Coagulation, Haematology, Microbiology, Immunology, Endocrinology, Toxicology, Pharmacological dosage, Hepatitis markers, Tumor markers, Fertility Tests, Industrial Medicine test and drugs test.

Health Centre Director: Dr Nicola Guzzo

The list of all services, their prices and site analysis is displayed in the waiting room.

Reception / Admin Office -----

Our Reception/Admin Office is available during the Centre's opening times.

The Reception / Admin Office works with the times indicated in the "opening times".

The Reception performs:

- Registrations our required services and acceptance samples
- Print reports
- Information/clarifications
- to deal with comments, suggestions or complaints

Privacy -----

At registration you will be notified on the treatment of your personal data by the B MED Analisi Centre, as required by law (D.lg.vo 196/03) which you will give your consent to.

Dr Viola Rossano is responsible for Data Protection at the Centre.

Improvement Project -----

The B MED Analisi Centre's main aim is its patients' satisfaction and excellence in the provision of its services to them, through consistently evaluating feedback and implementation of any required action points.

SAMPLES: COLLECTION AND TEST

Information on the collection samples are present at the site and in www.bmedanalisi.it

Blood Samples -----

Blood samples are taken at the Samples Collection Room.

You must refrain from eating for at least 10 hours, do not exercise for at least 12 hours, avoid stress, usual diet and do not smoke.

You may drink small amounts of water. If you are under any medication, please seek advice from your doctor.

Microbiological Test / swab -----

Samples for this test are taken at the Samples Room. We carry out tests on pharyngeal swab, nasal swab, eye swab, tongue swab, oral swab, ear swab.

The patient should not use creams or take antibiotics for at least a week.

Glycemic Curve -----

This test consists of several blood tests, carried out at the Samples Room at intervals which are set on the day.

The patient follows the instructions of blood samples. A first sampling is carried out on an empty stomach, then he is given glucose load and carried out a number of samples according to the request of the

doctor's request.

During these intervals (between each sample taking) you must not eat nor engage in any physical activity.

You may drink small amounts of water. This test cannot be carried out on patients whose basic glycemia is above 150 mg/dL.

Urine -----

You may collect a suitable container for your sample.

Urinalysis physico-chemical and micr. and analytes

Please use a urine sample first thing in the morning: run a local cleaning, rinse thoroughly and collect the first morning urine.

Urine culture

Please use a urine sample first thing in the morning: run a local cleaning, rinse thoroughly and collect the first morning urine: void a bit of urine before collecting the specimen directly in the container.

If you are taking antibiotics or are having chemotherapy, please notify us and your doctor as these may interfere with your test results.

Pregnancy test

Collect the first morning urine. The patient is asked for the date of the last menstruation.

Urine cytology

Please use the container with the liquid preservative in BMED Analisi; information is given together to the container for the collection.

Please collect **SECOND** morning urine: drink two glasses of water, walk at least 15-20 minutes to facilitate the detachment of a greater number of cells from the urinary tract and after about two hours to collect 40 ml of urine in the container container preservative.

You can also carry 3 samples together; It's necessary collect 3 samples from 3 different days.

24 hour Urine -----

You may collect a suitable container for your sample. Information for the collection are given with the container.

24 Hour Urine collection

Please follow these instructions:

- void the first morning urine.
- from then on collect any urine produced within the next 24 hours, including any produced the following morning.

Please ensure the container is stopped, kept cool at all times until taken to the Centre the following morning.

If you take the part of the sample, please ensure you accurately measure the amount of urine collected.

24 Hour Urine collection acidified

This collection is made for dosing calcium, phosphorus, cortisol, catecholamines and vanillylmandelic acid.

Before you start collecting, you have to put into the container 24 hours a preservative, provided by B MED Analisi in test tubes.

Collect the 24 hour urine as described above.

Seminal fluid -----

You may collect a suitable container for your sample.

Seminal fluid culture

Please collect the semen directly into the container (no condom) in the morning;

If you are taking antibiotics or are having chemotherapy, please notify us and your doctor as these may interfere with your test results.

Feces

You may collect a suitable container for your sample.

Feces colture and other test

Please collect a small amount of faces (roughly the size of a walnut) in the container.

If you are taking antibiotics or are having chemotherapy, please notify us and your doctor as these may interfere with your test results.

Fecal occult blood

Please collect a small amount of faces (roughly the size of a walnut) in the container.

It's not require a special diet; please do not take the test in menstruation or bleeding hemorrhoids.

B MED Analisi
dir. san. dr Guzzo Nicola

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Charter of Services verified and approved
by the B MED Analisi at March 2018