

Service charter

GESTIONE LABORATORI SCIENTIFICI LE BETULLE SRL

General Clinical Laboratory with Specialty Areas of

"Clinical Pathology and Substances of Abuse" and "Microbiology and Virology"

The story

Founded in 1975 as a small analysis laboratory to meet the needs of patients at the "Le Betulle" Nursing Home, the "Le Betulle" Scientific Laboratories Management first obtained AGREEMENT (1982), then ACCREDITATION from the National Health Service (SSR) (2000). At the beginning of 2000, the facility also achieved ISO CERTIFICATION for its Quality System: important recognition of its modernization efforts and the quality of its services, a guarantee for users of constant updating and verification of every phase of production.

Following the reclassification imposed by Regional Government Decision 7044 of September 26, 2022, of the Lombardy Region, the laboratory, with its blood sampling points, is a valuable medical and healthcare facility for users across a wide area and is recognized as a **General Clinical Laboratory with specialized areas of Clinical Pathology and Substances of Abuse, Microbiology, and Virology.**

The acquisition of state-of-the-art equipment allows for improved quality and reduced processing times.

The laboratory's IT system allows for rapid acceptance of users who access the facility daily, as well as same-day reporting for most services. It also guarantees the traceability and tracking of events and changes and is integrated with SISS services (digital signature, redaction, electronic

prescription, etc.) and the Electronic Health Record (EHR) in accordance with current regulations.

The laboratory performs tests on human biological samples (blood, urine, semen, etc.) for the study of a wide variety of pathologies.

The facility provides services both through accreditation with the National Health Service (SSR) and privately, or under agreements with major insurance companies and funds.

It offers its services to nursing homes as well as to companies for compliance with Legislative Decree 81 of April 9, 2008 (Safety in the Workplace).

Le Betulle Scientific Laboratories Management is authorized to test for the use of narcotic substances in urine samples, including confirmatory tests **(with medicolegal validity)**.

The laboratory is authorized to perform most of the tests included in the regional nomenclature on-site and collaborates with external accredited laboratories to ensure certain high-tech services as required by

the "service" regulations.

Le Betulle Scientific Laboratories Management performs daily internal quality controls (CQI) on analytical processes and participates in external quality assessment (EQA) programs organized by the Lombardy Region and other organizations.

CERTIFIED QUALITY

QUALITY CONTROL

OF ANALYSIS AND PROCESSES

The "Le Betulle" Scientific Laboratory Management has achieved ISO CERTIFICATION for its Quality System and REGIONAL ACCREDITATION.

These important recognitions for its modernization, excellence, and transparency of its operations, guaranteeing users constant updates and verification of every phase of production.

SERVICE CHARTER

With a directive of January 27, 1994, the Council of Ministers, aligning itself with what had already been done in other European countries to upgrade public services and improve user satisfaction, introduced the "fundamental concepts" that must govern the relationship between service providers and citizens.

Following this directive, all providers of public health services must adopt and guarantee standards of service quality and quantity through the adoption of a "Service Charter," aimed primarily at protecting citizens' rights, granting them the power to control the quality of the services provided.

Gestione Laboratorio Scientifici "Le Betulle" has developed its own Service Charter and ensures its dissemination to its users so that it becomes a truly participatory tool. The Service Charter, in addition to providing detailed and timely information on the services offered, allows users to appreciate their quality and suggest improvements.

Le Betulle Scientific Laboratories Management has also adopted the organizational, management, and control model pursuant to Legislative Decree No. 231/2001, in accordance with the principles of legality and transparency.

FUNDAMENTAL PRINCIPLES

Equality and Impartiality

Le Betulle Scientific Laboratories Management is committed to offering its services to all users, without any discrimination based on age, gender, language, religion, social status, or political opinion.

Respect

Each user is treated with care, courtesy, and professionalism, respecting their person and dignity.

Right of Choice

Each user has the right to choose between the providers of services on behalf of the Regional Health System.

Participation

Each user has the right to submit suggestions, observations, or complaints in order to improve the service.

Efficiency and Effectiveness

Le Betulle Scientific Laboratories Management is committed to offering its services with optimal use of resources, according to the most up-to-date quality standards, to fully satisfy the user's personal needs.

Protection

User protection is guaranteed through active participation in organizational improvement projects by reporting to operators.

USER RIGHTS AND OBLIGATIONS

User Rights

The user has the right to receive laboratory services carefully and completely.

The user has the right to the confidentiality of all data relating to their health and any other circumstances affecting them.

The user has the right to complete and comprehensible information regarding the tests performed on their behalf.

Furthermore, they must be informed about the services offered by Gestione Laboratori Scientifici "Le Betulle". No tests may be performed without the interested party's consent.

The user has the right to submit complaints, suggestions, and proposals and to obtain, where necessary, a response.

User Responsibilities

It is a fundamental duty to collaborate with the staff of the "Le Betulle" Scientific Laboratory Management to ensure the most effective services.

Users must also comply with the regulations and provisions in place to ensure the peaceful environment and the full efficiency of the Services.

In particular, they must always consider the needs of other users when using the common facilities and refrain from smoking and using cell phones.

LABORATORY ACCESS AND COLLECTION POINTS GUARANTEED FOR ALL CITIZENS

LOCATION:

22070 Appiano Gentile – Como

Viale Italia, 36 - T 031 930166 - 031 970186

segreteria@laboratoriolebetulle.it

The "Le Betulle" Laboratory is located in the municipality of Appiano Gentile in the Province of Como, 12 km from the Swiss border, 15 km from Como, 25 km from Milan, and 20 km from Varese. Ample parking is available.

The Laboratory can be reached by private transportation and public transport.

COLLECTION POINTS:

22029 Uggiate con Ronago - Como Via Vittorio Veneto, 2 – T 031 809336

22077 Olgiate Comasco – Como Via Segantini, 28 – T 031 943024

22078 Turate – Como Via Marconi, 14 ang. Via Magenta – T 02 96489479

21047 Saronno – Varese Via Prealpi, 22 ang. Via Fratelli Benetti– T 02 96704417

22070 Montano Lucino – Como Via Varesina, 38/A – T 338 5242135

22070 Fenegrò – Como Via Caduti Fenegrolesi, 1 (presso Centro Medico San Giovanni) – T 333 6488160

21046 Malnate – Varese Piazza Repubblica, 3 – T 366 4375621

BLOOD TEST ACCEPTANCE

The Reception Office (front office) is staffed by qualified personnel to manage users. It also provides information regarding laboratory service fees and service times.

ACCESS TO SERVICES

To receive tests, users must present their health card, identification document, and a request for analysis, if covered by the National Health Service (SSR), duly completed by the prescribing physician. The request must include: patient identification data, any exemptions, diagnostic question, list of services requested, signature and stamp with the prescribing physician's regional code/tax code.

Upon request, services are also provided on a pay-per-use basis, upon medical prescription or self-prescription (with the exception of HIV and genetic tests, load curves, and prolactin with saline infusion - no stress test).

Fasting is required for blood sampling.

ACCESS TIMES FOR BLOOD COLLECTION

Location Appiano Gentile

Monday to Saturday from 7.30 am to 9.30 am.

Collection points in Uggiate con Ronago, Olgiate Comasco, Turate, Montano Lucino, and

Malnate:

Monday to Saturday, 7:30 a.m. to 9:00 a.m.

Saronno collection point:

Monday to Saturday, 7:30 a.m. to 9:30 a.m.

Fenegrò collection point:

Monday to Saturday, 7:30 a.m. to 9:00 a.m.

DELIVERY REPORTS

With the exception of particularly complex tests or those requiring longer lead times, reports are delivered to the patient or their delegate as quickly as possible. Barring technical problems, routine tests are guaranteed online throughout the day, Monday through Friday.

Tests performed are available on the Electronic Health Record (FSE) online, in a protected and confidential format using personal credentials.

With the exception of specific tests requiring direct delivery, it is also possible to consult and print reports by connecting to the company portal at:

<http://referti.laboratoriolebetulle.it> by entering your tax code and the password issued upon acceptance.

The laboratory director will contact the prescribing physician or the patient in the event of pathological results that pose a risk to the patient's health.

ACCESS TIMES FOR COLLECTING REPORTS

Appiano Gentile: Monday to Friday, 11:00 a.m. to 12:30 p.m. and 2:00 p.m. to 4:00 p.m.

Saturday, 10:30 a.m. to 11:30 a.m.

Collection points in Uggiate con Ronago, Olgiate Comasco, Montano Lucino, and Malnate:

Monday to Saturday, 7:30 a.m. to 9:00 a.m.

Turate blood collection point:

Monday through Saturday, 9:00 a.m. to 9:30 a.m.

Saronno blood collection point:

Monday through Friday, 7:30 a.m. to 9:30 a.m.

Saturday, 7:30 a.m. to 10:00 a.m.

Fenegró blood collection point:

Monday and Thursday, 7:30 a.m. to 9:00 a.m.

IT AND ARCHIVING SERVICE

The IT system is integrated with the Regional Health Information System (SISS) according to the procedures defined within the regional CRSSISS project.

The Priamo management software is provided, guaranteed, and constantly updated by BCS (www.bcs.it).