

Medical Analysis Laboratory

# BIOS s.r.l

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## Accredited Laboratory

Quality System Certificate ISO 9001:2015



CHART OF HEALTH SERVICES  
DIRECTIVE OF THE PRESIDENT OF THE COUNCIL OF MINISTERS 27.01.94

Decree of the President of the Council of Ministers 05/19/95

Decree-Law of 12 May 1995 no. 163

L. July 11, 1995 No. 273

MINISTRY OF HEALTH GUIDELINES 'n. 2/95

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## INTRODUCTION

The recent health care reform has substantially amended the Public Health Service. The legislative framework has changed profoundly: it requires more productivity, and together, the more quality and has initiated a process that aligns the public to private in a synergy ever closer. Even the political culture has changed (increased participation of citizens in economic and political life, the progressive recognition of the rights of citizens) and the "patient" deserves to be considered more and more "citizen-client" of the health service. The patient so far has been "object", time care and attention, now of neglect or abuse and misuse, but always "object". The customer now becomes "subject" individual, invested with dignity, critical thinking, discernment, freedom of choice. The Service Charter explicit and concrete this step, involving institutions and citizens through not only the quality of services offered but also through the quality check. It 'an instrument of realization of that fundamental requirement of people is the right to health.

## THE CHARTER OF SERVICES

With Directive of 27 January 1994 the Council of Ministers, in line with what has been achieved in other European countries to upgrade their public services and improve the degree of user satisfaction, introduced the "fundamentals" that should govern the relationship between the funders of services and citizens. Following this directive, all entities operating in the public health services must adopt and ensure the highest standard of quality and quantity of the service through the adoption of a "Service Charter" (DL No. 163 July 11, 1995, and L. No. 273) , essentially aimed at safeguarding the rights of the citizen, giving it the power to control the quality of services provided. The Laboratory BIOS under the present Charter of the Services, in addition to providing detailed and timely information on how to access, allows the user to assess the quality as well as quantity, of its services and to formulate proposals. All this in order to allow a continuous monitoring and therefore the possibility of targeted interventions for the correction of situations of discomfort or malfunction that may occur: that is, the improvement of the service in general through the identification of the communication channels more correct and procedures more effective to respond in the most appropriate way to the various health needs.

## BASIC PRINCIPLES

- Equality and Fairness - The services and benefits are provided in accordance with the same rules for everyone, regardless of age, sex, language, religion, social status, political opinions, health conditions.
- Respect - Every citizen of the user must be seen and treated with kindness, courtesy and attention in respect of the person and his dignity.
- Right to Choose - The citizen you are entitled, under applicable law, to choose among the subjects that provide the service.
- Participation - The citizen you have the right to submit complaints, requests, comments, to access information and to make suggestions to improve the service.
- Effectiveness and Efficiency - The services and benefits must be provided by the optimal use of resources, according to the latest quality standards, and applying all appropriate measures in order to meet the needs of the citizen possibly prompt user, avoiding forms of waste should be to the detriment of the community.
- Continuity - The payment of benefits must be guaranteed with continuity and without interruption. If it is necessary, for imperative needs, temporarily suspend some services are adopted suitable measures to alleviate the hardships of the citizens.

All this puts users at the center of the socio-sanitary, allows a more informed choice of place of care, as well as the ability to access, in the shortest time possible, in care of the highest quality regardless of social belonging, ideological, political, economic or age of the person concerned

## DESCRIPTION

The Laboratory BIOS is a private health care facility licensed and accredited by the National Health Service in accordance with the provisions currently in force in the Veneto Region. The Laboratory operates in the Treviso area since 1976 with the aim of giving the best service in the field of laboratory diagnostics.

The Laboratory BIOS operates mainly under agreement with the NHS

The goal of the Laboratory BIOS so it is the user's satisfaction by offering a quality service that is efficient and effective, delivered with impartiality citizens recognized in the same right to health and to respect for their dignity. The commitment of the Laboratory BIOS, then, is to continually improve the service because the protection of the rights and health of the user is the primary objective of which, seriously, do you load.

Location - access.

The Laboratory BIOS is located in Treviso, Via Nino Bixio # 21, in a detached piece easily identified by those who follow the outer ring of the city walls, the curve of the football stadium Omobono Tenni. Access to the laboratory is comfortable and accessible: Located on the ground floor and there are no architectural barriers.

Means of transport

The Laboratory is easily accessible on foot or by public transport: train, taxi, buses.

The bus Line No. 7 has a stop just a few meters from the Laboratory while the bus Line No. 10 and Line No. 10 have crossed the stop is about 100 meters in Borgo Cavalli and Viale Nino Bixio.

The stop for the car you can be in the parking lots of the square in front of the Laboratory is ample parking in the former Forum Boarium place about 100 meters.

Detailed information on the route to be taken may be obtained from the Office Tel Acceptance 0422-421808

## RESERVATIONS ACCEPTED

To perform the analysis at the Laboratory BIOS, reservation is not needed: just show up equipped with fasting challenging part of the Medical Base from 7.00 am to 10.00 am on all working days from Monday to Saturday inclusive.

- Upon acceptance, the average waiting time is only a few minutes.

- The average time between the acceptance and performance of the service is usually 5-10 minutes.

At the time of the patient is informed, in accordance with Law 675/96, about the processing of sensitive data and the right of free choice, which finds its normative reference in Art. 14 of Legislative Decree 502/1992 and subsequent amendments.

The administrative staff is at your disposal for any information concerning the laws on privacy.

## WAITING LISTS

For some services, unable to supply an immediate need for programming of the Laboratory may decide to create waiting lists.

## WITHDRAW

The Laboratory performs acceptances and withdrawals from Monday to Saturday inclusive.

From 7.00 am to 10.00 am

## DELIVERY REPORTS

The report can generally be delivered the next day , or at least in the minimum time technicians. Pregnancy tests are delivered the same day.

From Monday to Friday from 10.00 to 12.00 and from 15.00 to 17.00

To Saturday from 10.00 to 12.00

## ADVICE FOR THE INTERPRETATION OF RESULTS

When interpreting the results of the analysis laboratory BIOS provides counseling every day from Monday to Saturday from 7.30 to 10.30 .

## PAYMENT OF BENEFITS

The payment of the ticket must be carried out before the performance at the acceptance. The citizens are required to pay non-exempt performance of medical and laboratory specialist at the applicable rate , up to the amount provided for by the regulations in place. Benefits in self-employment ( non-prescription ) is available to the citizen , at the Acceptance of the structure , its tariff .

According to D.G.R. n . 5/08/2011 1380 of the private citizen who goes to an accredited facility bears the red and not free recipe is required to pay , in addition to the ticket , the fixed fee for each prescription of 10 € if the family income gross total is more than € 29,000 .

The centrality of the person within the national health service is expressed in a series of fundamental rights.

The right to information on the costs of medical care, not making use of the health service , it is functional to the right of free choice and finds its normative reference in Art. 14 of Legislative Decree 502/1992 and subsequent amendments .

Being a form of sharing the ticket of the citizen to the cost of the health service offered by the National Health Service, the DGR n . 1380 of 5/08/2011 presupposes and implies that the citizen chooses to qualify for social- health services provided by the Regional Health Service , where , however , the patient decides not to take advantage of the Health Service , it is clear that the comparteciperà spending , as the decision to use a private facility for the region will not lead to any cost , being the required performance entirely borne by the patient.

Therefore , there is no requirement on the private facility accredited to provide services only to load the Regional Health Service , rather than privately , and indeed is its clear obligation to inform the patient about what is the least expensive way to be able to get a date performance.

The administrative staff is at your disposal for any clarification.

#### TO REMEMBER

- With each binding can be requested up to 8 exams to specialized branch
- If performance were only partially exempt from the payment of the ticket must be requested with 2 distinct challenging one for the exempted services and one for a fee
- The primary care physician is required to transcribe the recipe: surname, first name and age of the assisted , number of medical card with an indication of any right of exemption from payment and the reason and / or number of the exemption; indication therapeutic , provision requested ; date, stamp and signature of the doctor himself
- The tariff applied to non-exempt is equal to that of the National Health Service
- To know the exact amount of the cost dell'impegnativa simply call the structure of trust
- Citizens under the age of 6 and 65 years , the unemployed and pensioners with the lowest pensions, must declare and sign the back of the prescription that their income does not exceed the levels established by law

#### RULES FOR PARTICIPATION IN THE HEALTHCARE SPENDING

non-exempt

All citizens over the age of 6 years and below 65 years old are required to pay the ticket that currently goes up to a maximum of € 36.15 for challenging + 10 € per prescription depending income

The people under the age of 6 years and above 65 years old are required to pay the ticket until the figure projected for demanding if they belong to a family with a total income greater than € 36,151.98 .

Disease- free and partially disabled

Service for disabled cat. 6-8 , incapacitated for work with disability less than 2 /3, injured INAIL:

Free only for services related to the disease or disability.

total exemptions

- 1 . Citizens under 6 years of age or over 65 years of belonging to a family with a total income in the previous year , less than € 36,151.98 .
- 2 . Pensioners to minimum ( € 402.12 ) older than 60 years.
- 3 . Unemployed persons of any age and their dependents provided with the total family income of less than € 8,263.31 , € 11,362.05 with spouse and € 516.46 for each additional dependent child.
- 4 . War invalids a direct pension annuity , Invalids service for cat. 1 Labour Invalids cat. 1 , 100% disabled civilians , Disabled for service from the 2nd to 5th category, from 6th to 8th category are exempted only for services that relate to the pathology of chronic disability , Disabled civilians with disability over 67 % up 99% , Disabled for work and occupational diseases with disability over 67 % to less than 67 % disability are exempt only to benefits which relate to the debilitating disease , Big disabled workers ( card preceded by the letter L).
- 5 . Welfare recipients and their dependents.
- 6 . Deaf and Dumb .
- 7 . Carriers of malignant neoplastic diseases .
- 8 . Performance related to diabetes , diabetics who access the service of diabetes , dialysis, cancer patients who are undergoing radiation or chemotherapy ; psychotic patients cared for by the

Department of Psychiatry , drug addicts be paid for by SERT , patients from birth to physical, mental and sensory for which prepares an action plan for the functional and social recovery .

9 . Victims of terrorism and organized crime.

10 . Absolute civilian blind ( card preceded by the letter C) , Ventesimisti binocular .

11 . First aid for accidents at work .

Protocol instrumental diagnostic examinations for women in pregnancy and maternity responsible .  
(Updating of the Decree of 06/03/95 : Decree of 10.9.98 )

Pregnant women

\* On prescription of a specialist obstetrician or geneticist and general practitioner

For benefits listed below, pregnant women are exempt from payment:

THIRD MONTH \*

( Possibly by the 13th week , or at least to the first control )

Blood count - GROUP RH (if not performed according to preconception ) - Transaminase

RUBEOTEST - TOXOTEST - LUE SCREENING ( DDRL , TPHA ) - HIV - Glucose - Glucose

1 hour after load - GLYCOSURIA - URINE - indirect Coombs test

FOURTH MONTH \* (weeks 14 to 18) URINE - urine culture . - RUBEO ( in case  
IgG negative )

FIFTH MONTH \* (weeks 19 to 23) URINE - urine culture

SIXTH MONTH \* (weeks 24 to 27) URINE - Urine culture - Glucose -  
Glucose 1 hour after load - GLYCOSURIA

SEVENTH MONTH \* (weeks 28 to 32) URINE - Urine culture - blood count  
FERRITIN

EIGHTH MONTH \* (weeks 33 to 37) URINE - Urine culture - HBsAg - HCV  
Blood count - HIV - T. COOMBS of IND .

NINTH MONTH \* (weeks 38 to 40) URINE - urine culture

FOR CONTROL \* ( marked on request) TOXOTEST - T. COOMBS of IND .

Threatened abortion ( On prescription of a specialist obstetrician or geneticist ) : ALL BENEFITS  
SPECIALIST NEEDED FOR THE MONITORING OF PREGNANCY

The certificate of " AT RISK PREGNANCY PHYSIOLOGICAL " It's affixed to the request for  
examination

by a specialist in obstetrics and gynecology or geneticist are excluded from participation  
health spending all services necessary and appropriate for pathological conditions that  
involving a risk maternal or fetal . ESSENTIAL DIAGNOSIS DIAGNOSTIC OR SUSPECT

UP Preconception are to be considered exempt the following lab tests:

WOMEN \* T. indirect Coombs - RUBEOTEST - TOXOTEST - blood count - RESISTANCE  
OSMOTIC globular - TRIM hemoglobin - PAP TEST - LUE SCREENING - HIV

\* MAN blood count - RES . OSMOTIC GLOB . - STRUCTURE hemoglobin - LUE SCREENING  
- HIV

TRI test: The Tri test ( triple test for the evaluation of the risk of Down syndrome) must be made between the 15th and the 18th week of pregnancy ( preferably 16 °). The mother is normally held to pay for the Tri test ..

## QUALITY STANDARDS '

This laboratory is constantly engaged in maintaining the highest level of quality of its services and adheres to the Program External Quality Assessment ( EQA ) in Clinical Chemistry provided pursuant to the LR 29/85 .

## PROTECTION AND VERIFICATION

The Managing Director of the Laboratory is the reference for any complaints or reports of poor service . ( The malfunction must be eliminated within fifteen days)

## USEFUL INFORMATION for laboratory tests

### COLLECTION OF BLOOD

- Before the blood sample is generally prescribed fasting ( 8 - 10 hours) , for triglycerides is recommended a more prolonged fasting ( 10-12 hours ) .
- For infants may be sufficient fasting 3-4 hours.
- If the subject during that period should feel the sensation of thirst , can take 1-2 glasses of water.
- During fasting should be avoided as smoking, alcohol intake and consent of the doctor , taking medications such as anxiolytics , sleeping pills, painkillers, anti-inflammatories , antibiotics and vitamins.
- The composition of the meal before the fast should be the usual one , avoiding both excesses that restrictions .
- On the way to reach the laboratory the subject must not perform intense physical effort with perspiration.
- During the period of waiting until the time of collection, the subject must absolutely avoid smoking .
- For tests with rare or special collection procedures , it is advisable to refer to the Service Acceptance of the Laboratory BIOS or your doctor .

### COLLECTION OF SAMPLES

urine

Urinalysis complete - for a full examination bring a sample of the first morning urine , unless otherwise indicated by the patient's GP . The sample shall be collected by discarding the first jet . It ' best to use special disposable containers for sale at pharmacies , or provided directly by the Laboratory . The urine sample if not brought from home can be picked up at the toilets adjacent to the waiting room of the laboratory.

Urine culture - The urine is collected in a sterile container purchased in a pharmacy or available in acceptance. And ' advisable to carry out the test with the first urine of the morning, following this procedure:

- a) wash and rinse the genitals
- b ) discarding the first jet of urine that serves to clean the last stretch of the urinary tract
- c ) collect urine following directly in the container , taking care not to touch the inner parts
- d ) discard the last jet of urine
- e) reseal the container and take it immediately in the laboratory

Antibiotic therapy or chemotherapy may affect the outcome of the exam.

For the 24-hour urine collection you must observe the following procedures :

- a) to eliminate the urine of the first urination of the first day
- b) to collect all the urine excreted during the day , including that of the night and one of the first urination of the second day .

The urine must be collected in special plastic containers for sale at pharmacies . Alternatively, to not to shoulder the transport of bulky containers you can , after mixing well the urine collected , fill a test tube , showing clearly the collection period and the amount (eg 1.2 litri/24ore ) . In case of collection of the 24 hours, you should still consult prior to laboratory personnel who will provide the necessary guidance for particular determinations .

Urine cytology - After the first urination of the morning drink 1 , 2 glasses of water.

After 2 hours the urine must be collected at our laboratory in the container available in the office .

And ' advisable to refer directly prior to laboratory staff

Urinary enzymes (eg, amylase ) using impromptu morning urine samples collected in a manner similar to that described for the urine test standard .

feces

Examination of the stool complete and / or Coproculture - The feces should be collected in suitable containers for sale at pharmacies or provided by the laboratory . And ' advisable to collect a sample of the first morning, but if this is not possible can be delivered the day before I stored in the refrigerator in an appropriate manner.

Occult Blood - The stool should be collected in suitable containers provided by the laboratory .

Search parasites and their eggs in the stool - The sample must be fresh , as the fermentation processes that develop in the fecal material issued tend to destroy the parasites and their eggs in the space of 2-3 hours of issue. For this reason it is advisable to obtain appropriate containers ( available at the laboratory ) and enter an appropriate amount of fecal material .

For the detection of pinworms - it should be noted that while small and white pinworms are clearly visible to the naked eye , their eggs are not found in the feces , since the female leaves the anal orifice during sleep, to lay out the eggs. This research laboratory provides the material necessary for the proper performance . The test scotch- test involves , in the evening the application of a piece of transparent tape anal orifice , the tape will be removed in the morning, and stuck directly onto a glass slide to be delivered to the laboratory.

sputum

The subject must collect the material tracheobronchial and not the salivary appropriate after coughing, in a special sterile container containing ethyl alcohol (available at the Laboratory ) .

semen

Please contact the lab.



## RECOMMENDATIONS FOR THE EXECUTION OF SOME TESTS

Throat swab : The subject must be fasting , you should not take antibiotics for at least 7 days and preferably should not have made any transactions of oral hygiene.

Nasal : The subject should not take antibiotics for at least 7 days and must not have inhaled spray or drops of any kind. Avoid using detergent to wash your face .

Buffer relief: The subject should not take antibiotics for at least 7 days and must not have used drops or eye drops of any kind. Avoid using detergent to wash your face .

Ear swab : The subject should not take antibiotics for at least 7 days or having used ear drops endo- at least from the night before .

Vaginal swab : The subject should not practice therapy , even locally , you should not take antibiotics for at least 7 days, you should not wash your genitals from the night before and must abstain from sexual intercourse for at least 48 hours before the examination.

Urethral swab : The subject should not take antibiotics for at least 7 days and must hold urine for at least 4 hours before the test .

Perianal swab : The subject should not take antibiotics for at least 7 days and must not have washed the perianal area from the night before .

Pap test : The test is to be performed between the 12th and the 20th day of the menstrual cycle. In the three days prior to the examination withhold any internal douches . It is advisable to abstain from sexual intercourse within 24-48 hours prior to sampling.

## LENGTH OF STAY FOR LONG WITHDRAW AND MULTIPLE FUNCTIONAL TESTS

To the subject in the fasting is administered orally or parenterally for a substance or a drug, and then blood samples are taken at standard intervals. Many of these tests require the permanence of the subject at the laboratory analysis for varying periods of time depending on the type of test to be performed:

- Curve by oral glucose tolerance test (OGTT): Minimum 2 hours.
- Curve insulin: Minimum 3 hours.
- Mini curve by oral glucose tolerance test: 1 hour.
- Curve by oral glucose load in pregnant patients: 3 hours.
- Post-prandial blood glucose: The subject should go 2 hours after lunch at the laboratory. During these two hours, the subject must remain seated and not to make physical efforts (do not go to the lab either on foot or by bike).
- Determination of renin and aldosterone in clino-and ortho-statism: 2 hours.
- Try ACTH stimulation test: 1 hour.
- ADH (vasopressin): 1 h.
- Cortisol and ACTH: withdrawal 8.00 and 16.00.

