# SERVICE CHARTER

## SYNLAB ITALIA Srl

## General Clinical Laboratory

## Medical Genetics Laboratory

## Pathological Anatomy Laboratory

## Blood Collection Points

Facility located in CASTENEDOLO (BS) at Via Beato Lodovico Pavoni n°18

Facility located in MONZA (MB) at Via Martiri delle Foibe n° 1

*Director of the Department of Laboratory Medicine and Director of the General Clinical Laboratory with specialized areas: Dr. Cristina Kullmann*
*Director of the Medical Genetics Laboratory: Dr. Graziano Santoro*
*Director of the Pathological Anatomy Laboratory: Dr. Marcello Gambacorta*

## ABOUT US

SYNLAB is part of SYNLAB Holdco GmbH group, Europe's leading medical diagnostic services provider, which was established in 2015 following the merger of SYNLAB and LABCO.

SYNLAB is the European leader in the provision of medical diagnostic services, offering a complete range of Laboratory Medicine services for patients, physicians, clinics, and the pharmaceutical industry. SYNLAB combines the advantages of an international network with those of a local diagnostics provider: in this way, we are closer to the territory and able to deliver personalized services and consultancy to our customers, taking into account local needs and specificities.

SYNLAB Italy is a national network of laboratories equipped with Collection Points and Centers of Excellence for multidisciplinary diagnostics, providing widespread services to customers throughout the country. This diagnostic network introduces in Italy a new 'integrated' approach to medical innovation, prevention, and healthcare, in line with European excellence quality standards.
Today, SYNLAB represents the most important integrated diagnostics group in Italy, as well as the primary partner for many specialists and client laboratories in the field of laboratory diagnostics.

SYNLAB Italia provides both private and NHS accredited healthcare services.

## INTRODUCTION

This Service Charter sets out the activities carried out by SYNLAB Italia Srl and explains the way we operate.

Through this Service Charter, SYNLAB provides its customers with a tool for verifying and demanding compliance of the commitments made.

The aim of this document is to prove transparency of our services and foster customer involvement in order to improve patient services. Please use the forms available at our premises to make any complaints or suggestions that may help us better meet your needs.
This Service Charter is available at all our locations.

## OUR CORE VALUES

**Equality and Non-Discrimination**: we are committed to providing equal services to all patients without distinction of any kind, such as age, sex, language, religion, social status, political or health opinion.

**Respect**: we deliver healthcare with a customer focus: we listen to and assist all patients with care, courtesy and attention, respecting their dignity and trying to understand and meet their needs.

**Continuity**: we guarantee continuity in the provision of our services, focusing on punctuality and high-quality standards.

**Rights to choose**: we inform patients of their right to freely and consciously choose among various healthcare providers; we promote transparency in communication between us and our patients to promote full awareness of the therapeutic pathways we suggest.

**Participation**: we offer patients the opportunity to give their contribution by making suggestions and commendations, if any, to help improve the quality of our services.

**Innovation**: we believe market leadership depends on product and service innovation, as well as constant organization improvement.
We are constantly committed to promoting evidence-based technological innovation, staff training and IT systems upgrade.

**Efficiency and effectiveness**: we aim at constantly improving the quality and efficiency of our services by optimizing the use of resources according to the most up-to-date quality standards.

**Recognition of merit**: we recognize the professional role, as well as the personal and professional skills of our personnel, providing them with professional and personal growth opportunities.

## QUALITY POLICY

### Our Mission

**We provide actionable diagnostic information for healthy lives and well-being for all.**
Our goal is to provide a solid and reliable basis for our clients to make the best possible therapy decisions. We offer the highest degree of personalized laboratory diagnostic services and set groundbreaking quality standards. SYNLAB is Europe's undisputed market leader with a comprehensive offer of services that makes a vital contribution to public health protection. We collaborate with only the very best and drive scientific innovation with our international network of experts. At SYNLAB our analytical processes and methods are state-of-the-art, cementing our position as an industry-leading provider of laboratory services.

### Our vision

**Leadership through excellence in service to patients and the medical community with reliable diagnostics and value added.**
Whether for patients or clients from the medical professional world, SYNLAB is the industry leader in the provision of laboratory diagnostic services. We set standards that go above and beyond the expectations of our clients. A professional and passionate attitude towards service and customer care allows us to deliver reliable diagnoses that create real added value. At SYNLAB we are always willing to go the extra mile for our customers. We strive to expand and enhance our network and change the European market for medical diagnostic services, thereby dedicating our attention to excellence and best practice.

### Our values

**> Passion**
**> Accountability**
**> Customer centricity**
We enjoy a special relationship with our customers, characterized by openness, honesty, respect and trust. We act with integrity in the interest of our partners and follow firm ethical principles. We offer a safe space in which all parties concerned feel welcome and in good hands. SYNLAB is transparent and communication is clear and direct. We mean what we say. And what we do, we do with joy and commitment.

**Our Commitment to Compliance and Continuous Improvement**

**We focus our efforts on compliance with all industry standards and continuous improvement of our services.**
SYNLAB undertakes to comply with all applicable regulatory and voluntary requirements. Through the best healthcare professionals, SYNLAB operates according to good professional practice, in compliance with all applicable quality standards.
With the continuous expansion and growth of our organization, we work to implement the effectiveness of the Quality Management System, always trying to improve our services and quality standards.

## SYNLAB ITALIA LABORATORIES

- **General Clinical Laboratory,** headed by Dr. Cristina Kullmann and located at:
  - Via Beato Lodovico Pavoni n°18, 25014 Castenedolo (BS)
  - Via Martiri delle Foibe n° 1, 20900 Monza (MB)

The General Clinical Laboratory offers the following services:

- ***Allergology***
- ***Autoimmunity***
- ***Microbiology***
- **Clinical Biochemistry**
- ***Drugs of Abuse***
- ***Hematology and Coagulation***
- ***Endocrinology***
- ***Medication***
- ***Fertility***
- ***Infectious Serology***
- ***Toxicology***

- **Medical Genetics Laboratory**, headed by Dr. Graziano Santoro and located at:
  - Via Beato Lodovico Pavoni n°18, 25014 Castenedolo (BS)

The Medical Genetics Laboratory offers the following services:

- ***Genetics***
- ***Cytogenetics***

- **Pathological Anatomy Laboratory**, headed by Dr. Marcello Gambacorta and located at:
  - Via Beato Lodovico Pavoni n°18, 25014 Castenedolo (BS)

The Pathological Anatomy Laboratory offers the following services:

- ***Pathological Anatomy (cytology and histology)***
- ***Somatic Molecular Diagnostics***

The Lab located in Castenedolo is a private health facility authorized and accredited by Decree No. 364 of 03/07/2014 issued by the Local Health Authority of Brescia.

The Lab located in Monza is a private health facility authorized and accredited by Decree No. 13 of 04/10/2012 issued by the Local Health Authority of Monza e Brianza.

SYNLAB Italia facilities have over 170 sample collection points located in the main provinces of Lombardy (Annex 2).

The physician responsible for medical procedures at the above-mentioned blood collection centers is Dr. Cosimo Ottomano.

All laboratories are served by an efficient and widespread logistics network that guarantees fast and reliable transport of the biological samples taken at SYNLAB Italia outpatient laboratories and sample collection points.

The list of sample collection services provided by SYNLAB Italia is available at all collection points (Annex 1).

## OUR SERVICES

### Sample Collection Points

Patients can take either NHS accredited tests, which require payment of a prescription charge only, or private tests, which require payment as detailed in the price lists available at each collection point.
Collection points perform all the laboratory tests set out in the Regional Price List. Health Checkup packages are also available.

- In order to **get tested**, you can either go to a SYNLAB patient service point, during the opening hours indicated in Annex 2, or book an appointment as follows:
  - access https://syncoda.synlab.it/booking and select a location and a time that is convenient for you; or
  - download the MySynlab APP and select a location and a time that is convenient for you.

- **Obstetrics testing** (pap smears, vaginal, cervical and urethral swabs) require an appointment, which you may book as follows:
  - access https://syncoda.synlab.it/booking and select a location and a time that is convenient for you; or
  - download the MySynlab APP and select a location and a time that is convenient for you.

- **At-home collection services** require an appointment booking by phone. Please contact our Customer Service (0305531132) for booking an appointment and being provided with all the information and instructions you will need for sampling.

<u>See Annex 2 or access www.synlab.it to find information on the opening hours and days of our facilities.</u>

Before sampling, you are asked to hand over the following documents to the front desk operator:
- health insurance card;
- your doctor's NHS prescription (only if you want to take an NHS accredited test). Any exemption for pathology income, pregnancy, accident, etc. must be indicated by your doctor in the appropriate box.

### Sample Collection Instructions

Please read the "Patient collection instructions" before sampling. You can either ask the front desk staff or download the document online or from the APP. Fasting for at least 8 hours before sampling is generally recommended.

Fasting means abstaining from food, drink, alcohol, smoking, medications, excluding life-saving drugs or as directed by the healthcare provider. You can drink 1-2 glasses of water.

Please remember that you should not exert yourself physically before sampling and that you should remain

seated while waiting.

Pediatric blood collection is subject to nurse's evaluation.

The Laboratory verifies whether the biological sample is suitable for analysis; if it is not compliant (e.g. samples with insufficient material for analysis, hemolyzed samples, samples with clots), sampling should be repeated. In these cases, the front office staff of the collection point will contact the patient and schedule a new appointment.

Repeating the blood sample collection does not entail any cost to the patient in these cases.

## Biological samples

Containers for the collection of feces and urine are provided free of charge by the facility.
The front office staff informs patients about all the collection instructions to be followed and check medical prescription for NHS accredited tests.

Please collect the sample following these instructions:

- handle the containers with care, making sure not to contaminate them with other agents;
- ensure that each container is closed tightly and there is no risk of spillage;
- label the container with surname and first name, date of birth, time and date of collection;
- During transport, place the container inside a bag, preferably keeping it upright until delivery to the laboratory.

## Medical Reports

Results are delivered on the day written on the "report delivery form". This date depends on the type of test you have requested: routine tests are generally reported on the same day, specialist tests require 2 to 15 days.

The date on which the report can be collected is communicated at the time of the service and indicated on the "report collection form". The report delivery date is calculated based on the turnaround times required for the type of test requested: routine analyses are generally reported on the same day, while specialized tests require waiting times ranging from 2 to 15 days.
To collect the report at the front desk, it is necessary to provide the "report collection form" and present an ID document at the Collection Point during the hours indicated in Annex 2. Reports may also be collected by another person; in this case, the patient must authorize the collection by completing and signing the authorization section on the "report collection form". The authorized person must present: the authorization form, their own ID document, and a copy of the ID document of the person granting authorization. Some types of reports may only be delivered directly to the patient.
With prior consent to the online download service, reports may be viewed/downloaded from the online report portal within 45 days of publication, except for those that must be collected exclusively in person (such as HIV or genetic tests). All instructions regarding online collection are detailed on the "report collection form".

## Copy of Medical Reports

The patient may request an authenticated copy of the report by submitting a specific request to the reception staff.
A valid identity document is essential to process the application.

## Genetic Testing

### Pre-test counseling

If you want to book any Genetic and/or Cytogenetic tests, you are required to have a copy of the informed consent signed by you and your Specialist Doctor, who shall provide adequate pre-test counseling. If the person concerned does not have a Specialist Doctor, it is possible to ask for pre-test counseling for Genetics and/or

Cytogenetics tests by calling the Customer Service (0305531132) to find out the details and price of the closest Specialist/Geneticist who collaborates with SYNLAB.

### Post-test counseling

Should you need genetic counseling, you can contact the booking office on 03923971 or send an e-mail to info.monza@synlab.it. An appointment for online or in person genetic counseling will be scheduled for you.

## Useful information

### ❖ Front Desk Office

During opening hours, our staff will provide any information you may need regarding testing services, type of services provided, pre-test instructions, results delivery times and prices.

### ❖ Disabled Access

All facilities are equipped to ensure access for people with disabilities.

### ❖ Customer Service Office

Our Customer Service staff is available to patients for:

- ✓ providing information on the facilities and services supplied;
- ✓ receiving complaints and/or suggestions regarding the services provided;
- ✓ booking appointments for certain specific services;
- ✓ providing access to specific health information about your report by contacting the relevant healthcare professional staff.

The Customer Service Office can be contacted by calling 0305531132 or by e-mailing customerservice.italy@synlab.it.

### ❖ Patient prioritization

Priority admittance is guaranteed for patients who have booked an appointment, people with disabilities and pregnant women.

### ❖ Certifications and Accreditations

SYNLAB Italia's Quality Management System has been certified according to international standard UNI EN ISO 9001:2015. Certification was issued by Bureau Veritas.
The Quality Management System regarding the Genetics and Cytogenetics Laboratory has been certified according to SIGUCERT standards. Certification was issued by Bureau Veritas.
SYNLAB Italia Laboratory works in compliance with the requirements of UNI EN ISO 15189:2024 standard, whose certificate was issued by ACCREDIA, the Italian Accreditation Body.
Updated certifications and accreditations are available at www.synlab.it.

### ❖ Informed Consent and Medical History Questionnaires

For some services, it may be necessary for the user to provide informed consents or to complete anamnestic questionnaires.
In the case of minors, consent will be submitted to the parent or other person with parental responsibility.

### ❖ Agreements with Other Companies

You can benefit from numerous agreements with insurance institutions, supplementary funds, mutual societies and other healthcare organizations. Our operators are at your disposal for any information you may need.

### ❖ Cancelling an Appointment

Appointments should be cancelled no later than 24 hours before the service scheduled time.

### ❖ Minors

Underage patients should be accompanied by a parent, guardian or person with parental responsibility, or rather a third party (e.g. a family member) provided with a specific proxy issued by the parent (or guardian or person with parental responsibility) and a parent's identification document.

### ❖ Payment

Payment should be made before the service is provided. We accept payments in cash, debit card or credit cards such as Visa, MasterCard, Cartasì, Maestro and Postepay. At some collection points, payment via Satispay and Klarna is also available.

Any NHS prescription charges should be paid, according to the regulations in force, upon performance of the service.
If the test requires further investigation, the balance of the charge will be paid upon delivery of the test results.

### ❖ Privacy

Upon admittance, patients are informed about the processing of their sensitive data also through posted signs. Our administrative staff is available for any information regarding privacy legislation.

### ❖ Suggestions and complaints

To protect patients from any inefficiencies, a reporting and complaints service has been set up.
You can submit any objection, suggestion or complaint either through the facility's website or by completing the MOD039-SY form called "Reports and Complaints" that you can find at the facility.

### ❖ Customer Survey

Synlab Italia carries out surveys on the activity of laboratories and sample collection points through Customer Satisfaction questionnaires, which give us the opportunity of collecting anonymous feedback and improving our services.