

SERVICECHARTER

Rev. 03 del 22 maggio 2023

Medical Director
Dott.ssa Alessia Mammaro

Technical Director of Laboratory
Dott.ssa Giuseppina Fella

Technical Director of Diagnostic Imaging
Dott. Angelo Mario Bellussi

WELCOME

Dear User,

in welcoming you on behalf of all the staff of Synlab Lazio s.r.l., Presidium of Via Laura Mantegazza, We communicate some information that may be useful for you to make the most of our services.

The Service Charter is a document required by Our legislation, about the services offered, the technological equipment, the methods of access, as well as the quality of the services that our company undertakes to guaranteeing.

Quality represents for our Center the result of a dynamic process that significantly involves the needs of the user.

We therefore invite you to provide us with suggestions and reports that will allow us to improve.

We thank you in advance for your precious collaboration, remaining available for any clarification.

The Medical Director
Dott.ssa Alessia Mammaro

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www.synlab.it

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HISTORY

The company Clinical Analysis and Radiology Pizzo e Salvatori S.r.l. It was founded in 1957 as a health company specialized in chemical-clinical and microbiological analysis, or under an agreement with the National Health System (hereinafter Accreditation) and in direct contact with the citizens concerned.

Progressively over the years, the acquisition of new premises has allowed constant growth, making the reception better, the quality of the work environments and has further allowed the Health Department to implement the instrumental technology of the laboratory.

In 1975 the Section of Radiology and Diagnostic Imaging was opened.

The process of expanding the range of services has never stopped to cover all branches of the specialist. This has led to subsequent changes to the original structure, transforming it into a Center that today houses clinics equipped with the most advanced technologies. The evolution of the instruments allows the Center to perform a wide range of investigations together with a high quality of results.

And it is precisely with this view of growth and improvement that¹ the Company, with the name "Analisi Cliniche e Radiologiche Dott.ri Pizzo e Salvatori" DCA n. 360 del 27/11/2012" became part of the Health Care Italia Group and in 2014 in the Health Care Italia-Rome⁽¹⁾ Group, a prestigious parent company of a pool of companies operating in the health sector. Following the entry into the Italy-Rome Health Care Group, the Centre takes on the commercial name of Monteverde Diagnostic Centre, with a view to a new corporate image coordinated with the other Diagnostic Structures of the Group. Starting from 29/07/2017 the registration with the Chamber of Commerce has been modified by changing the company name to Centro Diagnostico Monteverde srl, variation approved by the Lazio Region with DCA U00533 of 07/12/2017. On 25/02/2021 the Monteverde Diagnostic Center was acquired by the Synlab group, European leader in the field of laboratory diagnostics. In November 2021 the company Centro Diagnostico Monteverde s.r.l. was incorporated by the company Synlab Lazio s.r.l. acquiring the name of Synlab Lazio s.r.l. presidium of Via L. Mantegazza, 25 – 00152 Roma.

GENERAL INFORMATION

La Synlab Lazio s.r.l. presidium of Via Laura Mantegazza n. 25 has prepared and implemented a communication plan to bring the Service Charter to the attention of the various stakeholders. For this purpose, the Service Charter is made available in electronic format on our website and in paper format at our counters and in the common areas of the clinics.

The front office staff is available to provide any kind of information relating to the services of the Center, both by telephone and at our facility.

At the Center there are preferential routes for patients in conditions of fragility (e.g. reduced mobility or pregnancy, etc.).

The structure is equipped with air-conditioned rooms, to make the User's stay as comfortable as possible, both in the hot and cold season. Patients are invited to wait their turn in waiting rooms equipped with comfortable seats in adequate numbers to the flow of customers within which it is possible to access a free wi-fi line and with the possibility of using a vending machine for drinks, coffee and snacks.

Access to the structure is barrier-free.

OPENING HOURS

The property observes the following opening hours:

- Monday to Friday from 07:30 to 19:30
- Saturday from 07:30 to 13:00 – withdrawals are made until 10.30

HOW TO REACH US

Synlab Lazio s.r.l. Presidium of Via Laura Mantegazza n. 25 is located in Rome, in the Monteverde district, on the parallel of the Circonvallazione Gianicolense in front of the San Camillo Hospital.

The public transport available are: tram 8, buses H, 791, 773, 786, 228, 710, 719 all stops are in Circonvallazione Gianicolense in front of the San Camillo Hospital (Gianicolense / S. Camillo stop). Bus line 719 takes you to the metro stop "B" Piramide station.

The nearest taxi rank is in Circonvallazione Gianicolense tel. 06.58200229

For users who reach the Synlab Lazio s.r.l. garrison of Via Laura Mantegazza n. 25 by private means, free parking is available in the garage at n. 73 of the same via Laura Mantegazza.

PRIVATE AGREEMENTS

The Centre has an agreement with the most important insurance companies and supplementary funds that provide both direct and indirect assistance.

The agreements have been stipulated by agreeing on discounted rates. For any information, users can refer to our Customer Service for information about the insurance coverage of the services provided by our structure.

The main bodies affiliated DIRECTLY with the Centre are:

- ALLIANZ
- AXA CARING
- BLUE ASSISTANCE
- CASPIE
- CIGNA
- COOP SALUTE FAS
- FASCHIM
- FASDAC
- FASI
- FASI OPEN
- FASIIL
- FISDE
- FONDO SALUTE
- GENERALI WELLION
- MYASSISTANCE
- PREVIMEDICAL
- MY RETE
- POSTE ASSICURA
- POSTE VITA
- PREVIMEDICAL
- P4 ALL
- QUAS
- SI SALUTE
- UNISALUTE

AGREEMENTS WITH THE S.S.N.

The Center is a private facility but also provides a public service through accreditation with the National Health Service:

- Analysis laboratory
- Radiology

For services under the National Health Service at the time of acceptance it is essential to have:

1. commitment of the attending physician and the health card

For services provided under the National Health Service, the patient will pay only the ticket, when not exempt.

RESERVATION

The booking of all our services can be made:

directly on site at the check-ins located at the entrance of the Center, except for most laboratory tests that do not require reservation and which can be accessed directly (no waiting lists).

The timetable of the Center is as follows:

- Monday to Friday from 07:30 to 19:30
- Saturday from 07:30 to 13:00 – withdrawals until 10.30

by phone, at the numbers 06.53272768, respecting the following times:

- Monday to Friday from 07:30 to 19:30
- Saturday from 07:30 to 13:00

It is also possible to book online via the www.synlab.it website or via the application available for smartphones.

The service allows you to send one or more requests for reservations and / or information for specialist visits and diagnostic tests to be carried out at our facility. Our staff will contact you promptly to complete the reservation and provide all the information.

Our staff is prepared to provide detailed information (both verbal and written) regarding any aspect concerning examinations and specialist services that require booking and / or home preparation.

ACCEPTANCE

It is necessary to arrive in good time before the scheduled time for the execution of the exam, in order to complete the administrative procedures.

To accept, the patient must collect the number from the appropriate dispenser and go to the desk at the entrance, equipped with the following documents:

medical request (always if the service is provided in agreement with the SSR), tax code and any previous exams.

The medical request must always be present in the case of radiographic examinations.

Pregnant women and severely disabled persons have the right of priority at the acceptance stage.

The share of participation in the expense, due by the citizen, according to the laws in force, must be paid at the time of execution of the service.

For services credited with the SSN the exemptions are applied in compliance with current regulations, indicated by the attending physician on the prescription.

For the participation of citizens in health expenditure, ask the reception staff for information.

Payment can be made in cash, by cheque, credit card and debit card.

At the end of the administrative acceptance procedure, the patient is seated in the waiting room.

Delivery of results

Upon acceptance, the Patient is given the withdrawal form which contains the information necessary for the collection of the reports (date and time of collection).

At the time of collection, you must present a valid identification document.

The delivery of health documentation can take place at the same time as the execution of the service or in the following days.

Delegation

In case of impossibility to collect the tests personally, the patient is required to fill in the proxy attached to the collection coupon and to deliver it to the person who will come to collect the results, in order to guarantee a better protection of the secrecy of personal data.

The withdrawal by proxy is not valid in the case of the HIV test for which the withdrawal must be performed personally by the person concerned.

Access to retained health records

Access by those entitled to a copy of the health documentation kept at the Center can be done by presenting a request on free paper to the front office of the department concerned together with an identity document.

Who can submit the request (eligible)

The holder of the documentation (patient), if of legal age capable of understanding and wanting

A person delegated by the patient, with delegation and original identity document of the delegate and countersigned copy of the document of the delegating;

A person exercising parental authority over a minor, or guardian, or curator, or support administrator of a person who does not have the capacity to act, or a legitimate heir or testamentary heir, with certifications attesting to these conditions.

Collection of the requested health documentation - The delivery of the requested health documentation is carried out at the front office of the department concerned directly to the interested party or to the person delegated by him, in a sealed envelope, within 7 days of the request. Any additions are provided, in any case, within a maximum period of thirty days from the submission of the aforementioned request.

User protection, suggestions, complaints and risks

Suggestions, complaints or risks can be forwarded on the website www.synlab.it, to the monteverde@synlab.it email or by using the satisfaction questionnaire present at the waiting rooms which, once completed, can be delivered to the front office staff or sent by ordinary mail, e-mail or fax to the addresses indicated in this Card.

The RGQ and the Health Department are responsible for collecting complaints. Each signed report will be guaranteed a verbal / written response as soon as possible and in any case no later than 15 working days.

REPORTING

The date of collection of the reports will be indicated at the time of acceptance. Our waiting times are normally less than two days. Where possible, the report is delivered the same day.

ON-LINE REPORTING

It is a service that the Center offers its customers in a totally free and secure way and that allows access to their laboratory reports through the www.synlab.it website.

The data are stored and managed in such a way as to comply with the provisions of the Guarantor, implementing the security measures provided for in the legislation on computer security.

Registered Patients are granted the opportunity to access their data 24 hours a day.

The online reporting service allows you to download the digitally signed and legally valid report and avoid returning to the Collection Center.

The report remains available on the website for 30 days.

Joining the service is simple and free: at the time of acceptance, just sign the consent form for online reporting.

At the end of acceptance, the operator will deliver the access methods and the unique password to access and download the report starting from the date indicated for delivery.

SPECIALIST POLYCLINIC

The outpatient organization includes different branches and is articulated both in terms of specialist visits and instrumental diagnostics. It is an important part of the Centre's activities and is able to offer a concrete response to the multiple needs of its users. The specialists who collaborate with the Center are chosen with care and with great attention to both the professional and human aspects.

MEDICAL SPECIALTIES

Allergology

Angiology

Cardiology

Dermatology

Gynecology and Obstetrics

Occupational medicine

Neurology

Ophthalmology

Orthopedics and Traumatology

Otolaryngology

Pneumology

Rheumatology

Senology

DIAGNOSTIC IMAGING

The center provides a diagnostic imaging service consisting of traditional radiology, mammography, moc, cone beam CT and ultrasound.

All the instrumentation is recently introduced with a rather high technological level.

ANALYSIS LABORATORY

The Analysis Laboratory of the Center, an activity accredited with the SSN As a "basic general analysis laboratory" it offers a wide range of laboratory services and allows you to carry out many types of research, from the most common investigations to specialist analyzes, and to deliver a good part of the results on the day of collection.

The analytical phase of the required examinations is performed, in accordance with DCA 115/2017, at the laboratory of ATI Synlab Lazio, Roma - Via San Polo dei Cavalieri n. 20; Highly specialized personnel composed of medical and specialist biologists, some of whom come from basic research, and laboratory technicians, some of whom have a university degree, work here. In addition, a staff training and training plan is defined annually that takes into account the needs of professional updating.

The collected biological material is transported to the laboratory following all the precautions and precise procedures to ensure the absolute reliability of the results. For some highly specialized examinations and of no particular frequency, the Center avails itself of the collaboration of centers external to the Group as indicated from time to time in the reports.

Withdrawals are made:

- Monday to Saturday from 07.30 to 10:30

Report Delivery

Normally the report is delivered the same day or the day after the collection, however, in the minimum technical time. The date of collection is communicated at the time of acceptance and the time starts from 17:00 on the day indicated.

The collection of the reports can take place online using the access credentials provided at the time of acceptance, or on the ground floor upon presentation of the collection form delivered during acceptance.

Emergency management and compliance with T.A.T.

For routine urgent examinations (BLOOD COUNT, PT, BetaHCG, PHARYNGEAL SWAB – RAPID TEST, COMPLETE URINE TEST) for which the patient needs to receive the result on the same day, there is the possibility to report it during acceptance to the operator so as to activate the scheduled urgency procedure and receive the report on the same day. For all other examinations performed, however, the delivery times provided by the Vademecum present at the structure are respected.

Thanks to a scrupulous and constant verification of the HUB laboratory and the services used, regarding their participation in intra (CQI) and extra laboratory (EQA) quality control programs, it is guaranteed that the analytical activity is constantly monitored.

QUALITY POLICY

The Centre has been committed for years to the constant promotion of a process of continuous improvement of the quality of the services provided.

Quality policies are therefore not a mere adaptation to current legislation but a source of inspiration in the value choices that guide our daily work.

QUALITY MEANS:

Humanization: Every clinical and physiological state is influenced by the psychosomatic well-being induced by the environmental context in which it is inserted and detected. For this reason, the Centre places its patients at the centre of its services, with the intention of favouring adequate models of reception and humanisation in compliance with the healthiest deontology.

Appropriateness: Every technical and technological content of the Center's activities is aimed at achieving the agnostic objective. Monitoring one's analytical performance and ensuring its quality is essential for the appropriateness of the subsequent therapeutic paths prescribed by general practitioners and / or specialist doctors.

Safety: In order to protect patients and workers from the risks inherent in the provision of the activity, the structure has adopted a special risk assessment document pursuant to Legislative Decree 81/2008 e s.m.i.

User satisfaction: The Center plans business improvement activities through the administration of customer satisfaction questionnaires and with the transformation of the same into appropriate quality indicators, both internal and external, which allow, with their analysis, to ascertain the suitability of the service delivery process and the characteristics of the services offered, as well as a continuous improvement of company performance. The identification of appropriate quantitative parameters for each business process.

- Data collection and analysis.
- The planning of improvement activities.

Informed Consent: The user has full right to be informed of the diagnostic and therapeutic process, expressing his will through the signing of informed consent. In addition, you have the right to receive all the clarifications you deem appropriate, both from doctors and nurses, according to their respective competences; In the case of a minor, the consent will be signed by the person exercising parental authority, with an identity document.

With respect to confidentiality: The Center guarantees the correct processing of sensitive data with regard to all private and personal information concerning both diagnosis and treatment in accordance with the provisions of the RUE 2016/679. The personal and sensitive data collected during access to the structure, are processed in compliance with the legislation on privacy, professional secrecy and office. The information clearly indicates the purposes for which the data are processed (health protection, administrative activities related to the episode of treatment, obligations required by law and regulations, etc.), the subjects to whom the data may be communicated, the storage time, the methods of their use and the rights of the interested party provided for by the privacy code.

Standards of the service provided and improvement objectives

Synlab Lazio srl is oriented to the constant improvement of services and services provided to better meet the needs of patients. With this in mind, it has developed quality standards that make it possible to continuously monitor the services and services rendered. To this end, "Quality Indicators" have been identified by macro-areas.

For each indicator, standards have been identified that Synlab Lazio srl undertakes to respect; Any deviation from these standards is subject to constant monitoring with the aid of IT means, with a view to continuous improvement of the services offered.

Below is the representation of some indicators:

Indicatore	Processo interessato	Frequenza elaborazione	Responsabilità	Responsabile elaborazione	Obiettivo anno 2023	ANNO 2023					
						1° SEMESTRE 2023			2° SEMESTRE 2023		
						1° TRIM.		2° TRIM.	3° TRIM.		4° TRIM.
						1° BIM. 2023	2° BIM. 2023	3° BIM. 2023	4° BIM. 2023	5° BIM. 2023	6° BIM. 2023
1	Il personale indossa i DPI previsti	Esecuzione prelievo Lavorazione in laboratorio	semestrale	RSPP DS REF. SEDE	RGQ	100% personale indossa e utilizza i DPI	Nel primo semestre 2023 tutto il personale ha indossato i DPI				
2	Numero di infortuni sul lavoro	Tutti i processi e le fasi lavorative	semestrale	RSPP DS REF. SEDE	RGQ	0 infortuni sul lavoro	Nel primo semestre 2023 ci sono stati 0 infortuni sul lavoro				
3	Cadute accidentali pazienti / familiari	Tutti i settori	semestrale	RSPP DS REF. SEDE	RGQ	0 cadute	Nel primo semestre 2023 ci sono state 0 cadute accidentali				
4	Monitoraggio e venti sentinella	Tutti i pazienti	semestrale	RSPP DS REF. SEDE	RGQ	0 incidenti	Nel primo semestre 2023 ci sono stati 0 incidenti pazienti				
5	Percentuale reclami	Tutti i processi	semestrale	REF. SEDE	RGQ	reclami max 0,18%	Nel primo semestre 2023 non ci sono stati reclami inerenti la Medicina di Laboratorio e la Diagnostica per Immagini				
7	Customer satisfaction: % pazienti soddisfatti	Tutti i processi	bimestrale	REF. SEDE	RGQ	NPS => 85 %	Nel periodo gennaio - agosto 2023 - primi 4 bimestri anno 2023) la percentuale NPS (Consiglierebbe i nostri servizi ad amici, parenti o colleghi? (0 = assolutamente no, 10 = certamente) è stata pari al 63,88%				
8	Pazienti non conformi rispetto alla preparazione per il prelievo ematico	Comunicazione con l'utenza	semestrale	DIR. TECNICO MED. LAB.	RGQ	<0,07%	100% pazienti dei pazienti conformi alla preparazione per il prelievo ematico				
9	Percentuale non idoneità campioni	Laboratorio	bimestrale	DIR. TECNICO MED. LAB.	RGQ	<0,4%	Nel periodo gennaio - agosto 2023 - primi 4 bimestri anno 2023) si sono avute solamente n. 5 non idoneità di prodotto processo, tutte correttamente gestite (data apertura e data chiusura A.C. stesso in giornata) percentuale su tot. esami eseguiti pari allo 0,025 %				
10	Scostamento percentuale rispetto al valore medio VEQ	Erogazione prestazioni analitica	semestrale	DIR. TECNICO MED. LAB.	RGQ	VEDI REPORT VEQ	VEDI REPORT VEQ 1° semestre 2023				
11	Rispetto dei TAT	Erogazione prestazioni vitro	annuale	DIR. TECNICO MED. LAB.	RGQ	2% referti non pronti	Elaborazione al 31/12/2023				
12	Adeguatezza della documentazione	Erogazione prestazioni vitro	annuale	DIR. TECNICO MED. LAB.	RGQ	Documentazione adeguata al 100%	Elaborazione al 31/12/2023				
13	Percentuale azioni correttive/preventive efficaci rispetto alle azioni correttive/preventive attuate	Gestire le azioni correttive e preventive	annuale	REF. QUALITA'	RGQ	100% A.C. e AP. efficaci	Elaborazione al 31/12/2023				
14	NC interne	SGQ efficace ed efficiente	annuale	REF. QUALITA'	RGQ	<6	Elaborazione al 31/12/2023				
15	N. riunioni/anno	Coinvolgimento di tutto il personale e nei processi della Direzione	annuale	RSPP REG. DIR. REF. QUALITA'	RGQ	N. riunioni previste dalla normativa vigente	Elaborazione al 31/12/2023				
16	Reagenti/farmaci conservati correttamente	POLIAMBULATORIO Erogazione prestazioni	semestrale	DS	RGQ	100% dei farmaci e presidi conservati correttamente	I farmaci presenti sono conservati correttamente				

Indicatore	Processo interessato	Frequenza elaborazione	Responsabilità	Responsabile elaborazione	Obiettivo anno 2023	ANNO 2023						
						1° SEMESTRE 2023			2° SEMESTRE 2023			
						1° TRIM.		2° TRIM.	3° TRIM.		4° TRIM.	
						1° BIM. 2023	2° BIM. 2023	3° BIM. 2023	4° BIM. 2023	5° BIM. 2023	6° BIM. 2023	
17	Scorte di materiali non prossimi alla scadenza	POLIAMBULATORIO Erogazione prestazioni	semestrale	DS	RGQ	100% delle scorte dei materiali gestite correttamente	Le scorte di materiali presenti non sono prossime alla scadenza					
18	Verifiche sicurezza elettrica	POLIAMBULATORIO Erogazione prestazioni	annuale	RESP. STRUTTURALE	RGQ	100% apparecchi in possesso verifiche sicurezza elettrica	Tutte le apparecchiature verificate presentano le verifiche di sicurezza elettrica					
19	Verifica Manutenzione ordinaria	POLIAMBULATORIO Erogazione prestazioni	semestrale	RESP. STRUTTURALE	RGQ	100% dei moduli di manutenzione ordinaria compilati correttamente	Tutti i moduli di manutenzione sono compilati correttamente					
21	Tracciabilità, trasporto e rintracciabilità campioni	POLIAMBULATORIO Erogazione prestazioni	trimestrale	DIR. TECNICO MED. LAB.	RGQ	100% dei campioni tracciati e non andati persi	100% dei campioni tracciati e non andati persi					
22	Appropriatezza dei test eseguiti	POLIAMBULATORIO Erogazione prestazioni	annuale	DS	RGQ	100% dei test eseguiti in modo appropriato	Elaborazione al 31/12/2023					
23	Eventi avversi	POLIAMBULATORIO Erogazione prestazioni	annuale	DS	RGQ	0 eventi avversi	Elaborazione al 31/12/2023					
24	Near miss	POLIAMBULATORIO Erogazione prestazioni	annuale	DS	RGQ	0 near miss	Elaborazione al 31/12/2023					
25	Prova di costanza parametri di regolazione dell'emissione apparecchiatura radiologica secondo i limiti riportati nel manuale e di qualità per ciascun parametro di riferimento	RADIOLOGICA Costanza di erogazione	annuale	DIR. TECNICO DIAG. IMMAG.	RGQ	Rispetto dei protocolli di riferimento impianto radiologico	Elaborazione al 31/12/2023					
26	Prova di costanza parametri di regolazione dell'emissione apparecchiatura OPT secondo i limiti riportati nel manuale di qualità per ciascun parametro di riferimento	RADIOLOGICA Costanza di erogazione	annuale	DIR. TECNICO DIAG. IMMAG.	EQ	Rispetto dei protocolli di riferimento impianto OPT	Elaborazione al 31/12/2023					
27	Completezza e leggibilità della documentazione sanitaria	RADIOLOGICA erogazione prestazioni	Almeno semestrale, ogni audit eseguito	DIR. TECNICO DIAG. IMMAG.	RQ	Valore medio compreso tra 5 e 8	6,26		/		6,85	
28	Immagine acquisita non idonea per la refertazione	RADIOLOGICA erogazione prestazioni	bimestrale	DIR. TECNICO DIAG. IMMAG.	RQ	< 1% su tot esami prodotti	Raccolta ed elaborazione dati a partire dal 4° bimestre 2023			1,1		
29	Paziente non conforme per errata comunicazione	RADIOLOGICA erogazione prestazioni	bimestrale	REF. SEDE	RQ	< 1% su tot esami	Raccolta ed elaborazione dati a partire dal 4° bimestre 2023			Nessuna segnalazione di pazienti non conformi per errata segnalazione		
30	Prestazione eseguita su parte del corpo errata	RADIOLOGICA erogazione prestazioni	bimestrale	DIR. TECNICO DIAG. IMMAG.	RQ	< 0,1% su tot esami prodotti	Raccolta ed elaborazione dati a partire dal 4° bimestre 2023			Tutte le prestazioni sono state eseguite correttamente		
31	Ematoma sul braccio del paziente dopo l'esecuzione del prelievo	MEDICINA DI LABORATORIO erogazione prestazioni	bimestrale	DIR. TECNICO MED. LAB.	RQ	< 1% su tot prelievi eseguiti	Raccolta ed elaborazione dati a partire dal 6° bimestre 2023					
32	Adeguate conoscenza delle procedure per il lavaggio delle mani	TUTTI I PROCESSI	annuale	DS	RQ	Percentuale risposte "Sufficiente" < 5%	Elaborazione al 31/12/2023					
33	Prevenzione e controllo infezioni	TUTTI I PROCESSI	bimestrale	DS	RQ	Valore medio=24	Raccolta ed elaborazione dati a partire dal 6° bimestre 2023					

Customer satisfaction survey results

During the year 2023, a satisfaction questionnaire was submitted to customers.

At the end of all the procedures for performing the services, the patient is submitted, via SMS or e-mail, a satisfaction questionnaire that tests all the phases of the patient's "journey" (from acceptance to consultation of the report).

CUSTOMER SATISFACTION

SYNLAB Lazio s.r.l. - presidio Via L. Mantegazza n. 25 - Roma

Periodo 01/01/2023 - 31/08/2023

Question	Type	Current Average	Top box	Percent Distribution (Answer Value)	Percent Distribution (Percentage)
1) Cosa le ha fatto scegliere Synlab?	Opzioni personalizzate multiple	-	-	Suggerimento del Medico	1.81%
				E' vicino a casa	55.89%
				E' vicino al lavoro	2.11%
				Ho fatto una ricerca sul web (Google, sito web etc..)	1.66%
				Me ne hanno parlato bene (amici, parenti, etc..)	5.89%
				Perché qui ho trovato lo specialista da cui vorrei essere visitata/o	2.57%
2) Come ha effettuato la sua prenotazione?	Opzioni personalizzate	-	-	Positiva esperienza precedente	30.06%
				Direttamente in Struttura	39.63%
				Non ho prenotato	40.04%
				Tramite App/ sito Web	1.45%
2.1) Come valuta la nostra APP/ sito Web	Emoticon 1-5	4	16.67%	3	16.67%
				4	66.66%
				5	16.67%
				Altro	14.29%
2.1.1) Che cosa ha apprezzato?	Opzioni personalizzate multiple	-	-	Chiarezza informazioni	14.29%
				Facilità di accesso/utilizzo	42.85%
				Fluidità del sistema	28.57%
				Neutral	100.00%
2.1.1.1) Specificare	Commento	1	-	Difficoltà di accesso/utilizzo	100.00%
2.1.2) Che cosa non ha apprezzato?	Opzioni personalizzate multiple	-	-	1	8.54%
2.2) Come valuta il nostro Call Center?	Emoticon 1-5	4,09	48.77%	2	2.44%
				3	9.76%
				4	30.49%
				5	48.77%
				Altro	1.00%
2.2.1) Che cosa l'ha soddisfatta?	Opzioni personalizzate multiple	-	-	Cortesia dell'operatore	54.00%
				Preparazione dell'operatore	21.00%
				Tempi di attesa brevi	24.00%
				Altro	20.00%
2.2.2) Che cosa non l'ha soddisfatta?	Opzioni personalizzate multiple	-	-	Cortesia dell'operatore	10.00%
				Preparazione dell'operatore	20.00%
				Tempi di attesa lunghi	50.00%
				Negative	100.00%
2.2.2.2) Specificare	Commento	-	-	No	7.58%
3) L'orario di prenotazione è stato rispettato?	Opzioni personalizzate	-	-	Si	92.42%
				3.1) Quanto tempo ha dovuto attendere in più rispetto alla Sua prenotazione?	Opzioni personalizzate
4) Ci ha raggiunti facilmente?	Opzioni personalizzate	-	-	> 15 minuti	90.91%
				4.1) Quali problemi ha riscontrato?	Opzioni personalizzate multiple
5) Come valuta l'Accettazione?	Emoticon 1-5	4,39	58.27%	Si	99.17%
				1	2.31%
				2	2.31%
				3	7.55%
				4	29.56%
				5	58.27%
5.1) Che cosa l'ha soddisfatta?	Opzioni personalizzate multiple	-	-	Difficoltà di Parcheggio	100.00%
				Altro	1.00%
				Cortesia dell'Accettista	42.28%
				Ordine e Pulizia del Desk	21.29%
5.1.1) Specificare	Commento	1,8	-	Preparazione e Chiarezza dell'Accettista	35.43%
				Neutral	20.00%
				Positive	80.00%
5.2) Che cosa non l'ha soddisfatta?	Opzioni personalizzate multiple	-	-	Altro	58.46%
				Cortesia dell'Accettista	18.46%
				Preparazione e Chiarezza dell'Accettista	23.08%
5.2.1) Specificare	Commento	0,3	-	Negative	72.97%
				Neutral	24.32%
				Positive	2.70%
				Positive	2.70%

Question	Type	Current Average	Top box	Percent Distribution (Answer Value)	Percent Distribution (Percentage)
6) Come valuta la prestazione sanitaria?	Emoticon 1-5	4,72	74.30%	1	0.43%
				2	0.21%
				3	0.64%
				4	24.41%
				5	74.30%
6.1) Che cosa l'ha soddisfatta?	Opzioni personalizzate multiple	-	-	Altro	1.32%
				Cortesia dell'operatore sanitario	36.60%
				Ordine e Pulizia del Box/Stanza	19.14%
				Professionalità dell'operatore sanitario	42.94%
6.1.1) Specificare	Commento	1,64	-	Neutral	36.36%
				Positive	63.64%
6.2) Che cosa non l'ha soddisfatta?	Opzioni personalizzate multiple	-	-	Altro	12.50%
				Cortesia dell'operatore sanitario	12.50%
				Ordine e Pulizia del Box/Stanza	12.50%
				Professionalità dell'operatore sanitario	62.50%
6.2.1) Specificare	Commento	-	-	Negative	100.00%
7) Come valuta il processo di refertazione?	Emoticon 1-5	4,5	64.08%	1	2.22%
				2	1.55%
				3	4.21%
				4	27.94%
				5	64.08%
7.2) Che cosa non l'ha soddisfatta?	Opzioni personalizzate multiple	-	-	Altro	21.05%
				Comprensibilità del referto	7.89%
				Consegna referto in tempi lunghi	23.68%
				Difficoltà di download del referto	47.37%
7.2.1) Specificare	Commento	0,6	-	Negative	40.00%
				Neutral	60.00%
7.1) Che cosa l'ha soddisfatta?	Opzioni personalizzate multiple	-	-	Altro	1.52%
				Comprensibilità del referto	21.12%
				Consegna referto in tempi brevi	50.00%
				Facilità di download del referto	27.36%
7.1.1) Specificare	Commento	0,25	-	Negative	75.00%
				Neutral	25.00%
8. Consiglierebbe i nostri servizi ad amici, parenti o colleghi? (0 = assolutamente no, 10 = certamente)	NPS	65,58	49.49%	0	2.24%
				1	0.20%
				2	0.61%
				3	0.81%
				4	0.61%
				5	1.83%
				6	2.44%
				7	5.09%
				8	11.81%
				9	24.85%
10	49.49%				
Q1. Cosa le ha fatto scegliere Synlab?	Opzioni personalizzate multiple	-	-	E' vicino a casa	46.30%
				E' vicino al lavoro	3.70%
				Me ne hanno parlato bene (amici, parenti, etc.)	5.56%
				Perché qui ho trovato lo specialista da cui vorrei essere visitata/o	1.85%
				Positiva esperienza precedente	42.59%
Q2. Come valuta l'Accettazione?	Emoticon 1-5	4,61	69.44%	1	2.78%
				4	27.78%
				5	69.44%
Q2.2. Che cosa non l'ha soddisfatta?	Opzioni personalizzate multiple	-	-	Cortesia dell'Accettista	50.00%
				Preparazione e Chiarezza dell'Accettista	50.00%
Q2.1. Che cosa l'ha soddisfatta?	Opzioni personalizzate multiple	-	-	Cortesia dell'Accettista	35.21%
				Ordine e Pulizia del Desk	29.58%
				Preparazione e Chiarezza dell'Accettista	35.21%
Q3. Come valuta la prestazione sanitaria?	Emoticon 1-5	4,69	77.78%	1	2.78%
				4	19.44%
				5	77.78%
Q3.2. Che cosa non l'ha soddisfatta?	Opzioni personalizzate multiple	-	-	Altro	100.00%
Q3.2.1. Specificare	Commento	-	-	Negative	100.00%
Q3.1. Che cosa l'ha soddisfatta?	Opzioni personalizzate multiple	-	-	Cortesia dell'operatore sanitario	38.03%
				Ordine e Pulizia del Box/Stanza	23.94%
				Professionalità dell'operatore sanitario	38.03%

Question	Type	Current Average	Top box	Percent Distribution (Answer Value)	Percent Distribution (Percentage)
Q4. Come valuta il processo di refertazione?	Emoticon 1-5	4,5	69.44%	1	2.78%
				3	11.11%
				4	16.67%
				5	69.44%
Q4.2. Che cosa l'ha soddisfatta?	Opzioni personalizzate multiple	-	-	Altro	20.00%
				Comprensibilità del referto	40.00%
				Difficoltà di download del referto	40.00%
Q4.2.1. Specificare	Commento	-	-	Negative	100.00%
Q4.1. Che cosa l'ha soddisfatta?	Opzioni personalizzate multiple	-	-	Comprensibilità del referto	27.27%
				Consegna referto in tempi brevi	40.91%
				Facilità di download del referto	31.82%
Q5. Consiglierebbe i nostri servizi ad amici, parenti o colleghi? (0 = assolutamente no, 10 = certamente).	NPS	77,78	63.88%	4	2.78%
				5	2.78%
				6	2.78%
				8	5.56%
				9	22.22%
				10	63.88%
Q6. Come ha effettuato la sua prenotazione?	Opzioni personalizzate	-	-	Direttamente in Struttura	33.33%
				Non ho prenotato	53.33%
				Tramite Call Center	13.33%
Q6.2. Come valuta la nostro Call Center	Emoticon 1-5	5	100.00%	5	100.00%
Q6.2.1. Che cosa l'ha soddisfatta?	Opzioni personalizzate multiple	-	-	Cortesia dell'operatore	100.00%
Q7. E' stato soddisfatto delle tempistiche di accettazione?	Opzioni personalizzate	-	-	SI	100.00%
Q8. Ci ha raggiunti facilmente?	Opzioni personalizzate	-	-	No	6.67%
				SI	93.33%
Q8.1. Quali problemi ha riscontrato?	Opzioni personalizzate multiple	-	-	Difficoltà di Parcheggio	100.00%

Patients' rights

The principles on which this Charter of Services is based include the Centre's commitment to respect for patients' rights, as set out in the "European Charter of Patients' Rights". Below is a summary of the document:

Right to preventive measures: Everyone has the right to appropriate services to prevent disease.

Right of access: Everyone has the right to access the health services that his state of health requires.

Right to information: Everyone has the right to access all information concerning their state of health, health services and how to use them.

Right to consent: Everyone has the right to access all information that can enable him to actively participate in decisions that affect his health. This information is a prerequisite for every procedure and treatment.

Right to free choice: Everyone has the right to choose freely between different procedures and providers of health care based on adequate information.

Right to privacy: Everyone has the right to the confidentiality of personal information, including information concerning his state of health and possible diagnostic or therapeutic procedures, as well as the right to the protection of his privacy during the implementation of diagnostic tests, specialist visits and medical surgical treatments in general.

Right to respect for patients' time: Everyone has the right to receive the necessary health care in a short and predetermined time. This right applies at every stage of the processing.

Right to respect for quality standards: Everyone has the right to access high-quality health services, based on the definition and compliance with precise standards.

Right to safety: Everyone has the right not to suffer harm resulting from the malfunctioning of health services or medical errors and has the right to access health services and treatments that guarantee high safety standards.

Right to innovation: Everyone has the right to access innovative procedures, including diagnostic procedures, in line with international standards.

Right to personalised treatment: Everyone has the right to diagnostic or therapeutic programmes that are as suitable as possible to their personal needs.

Right to Complaint: Everyone has the right to complain whenever they have suffered damage and to receive a response.

Duties of the sick person

The people being treated have the duty, in compliance with the regulations of the structure, to maintain a responsible and correct attitude towards other patients, staff, environments and equipment, showing maximum collaboration, a prerequisite for proper assistance.

The patient must:

promptly inform healthcare professionals of their intention to forego scheduled care/visits in order to avoid foreclosure to other patients from using the same services;

respect the execution times of the services in order to allow the correct performance of the activities;

respect the smoking ban inside the structure;

comply with safety regulations;

adopt a respectful behavior of other patients, not causing disturbance or assuming attitudes detrimental to the dignity of others.

Basic principles pursued

In providing services, the Centre undertakes to respect the fundamental principles of the National Health Service:

Equality: Everyone has the right to receive the same treatment in the provision of services provided without distinction of age, sex, race, language, nationality, religion, political opinions, customs, physical conditions, mental conditions, economic conditions, personality structure.

Impartiality: Everyone has the right to receive the same fair behavior from both the services and the staff working in the facility.

Participation: Everyone has the right to collaborate with observations and suggestions for the correct provision of the service and the improvement of the service provided by the structure.

The Centre, favouring information, the weighted choice of treatments and therapeutic modalities, ensures that the principles set out in this Service Charter are shared and reviewed through the suggestions that come from the various stakeholders (Users, Patients, Associations, Local Authorities, etc.).

Efficiency and effectiveness: Through the adoption of appropriate measures, the Center pursues the continuous improvement of the quality and efficiency of services while keeping the patient and his needs at the center.

LIST OF BENEFITS PROVIDED

It is possible to consult the list of laboratory services provided on the "Vademecum Generale" on the reception desk, or on the website Synlab – Synlab Lazio s.r.l. – Roma.

On the vademecum, for each analyte, the following information is reported: analyte, code, method, tat, execution, section.

Below is a table containing the list of radiographic examinations provided:

EXAM DESCRIPTION	SSN
Isterosalpingografia	
Mammografia bilaterale	
Mammografia monolaterale	
MOC 1 TRATTO	
MOC 2 TRATTI	
MOC TOTAL BODY	
Morfometria lombare e dorsale	
Morfometria per tratto	
Morfometria vertebrale	
Ortopanoramica	*
RX Anca	
RX apparato digerente	*
RX apparato urinario	*
RX arti inferiori sotto carico con bacino	
RX assiale anca	
RX assiale della rotula	*
Rx assiale della rotula (3 proiezioni)	*
RX avambraccio	*
RX bacino	
RX bacino e anca	*
RX braccio	*
RX calcagno	
RX caviglia	
RX clavicola	
RX clisma opaco doppio contrasto	
RX colonna cervicale	*
RX colonna cervicale dinamiche	
RX colonna cervicale oblique	
RX colonna dorsale	*
RX colonna in toto (2 proiezioni)	
RX colonna lombo-sacrale	*
RX colonna lombo-sacrale dinamiche	
RX colonna lombo-sacrale oblique	
RX colonna vertebrale sotto carico	

EXAM DESCRIPTION	SSN
RX costole, sterno e clavicola (2 proiezionij)	*
RX costole, sterno e clavicola (3 proiezionij)	*
RX cranio (seni paranasali) 3 proiezioni	
RX cranio 3 proiezioni	*
RX cranio 4 proiezioni	
RX cranio e seni paranasali	*
RX cranio e seni paranasali	*
RX cranio e seni paranasali	*
RX digerente + tenue seriato	
RX diretta reni	
RX emitorace per coste	
RX epifaringe	
RX esofago	*
RX esofago con contrasto	*
RX esofago, stomaco e duodeno	*
RX femore	
RX femore, ginocchio e gamba	*
RX gamba	
RX ginocchio	
RX gomito	
RX mano	
Rx ossa della faccia	*
RX ossa nasali	*
RX piede	
RX piede, caviglia e dito	*
RX piedi sotto carico	
RX polso	
RX polso per età ossea	
RX polso, mano e dito	*
RX proiezione obliqua	
RX sacro-coccige	
RX scapola	
RX sella turcica	*
RX spalla	
RX spalla, braccio, toraco-brachiale	*
RX sterno	
RX tenue seriato	*
RX torace	*
RX torace in 2 proiezioni	*
Rx tratto intestinale inferiore	*
Stratigrafia articolazioni temporo-mandibolari	
Stratigrafia del torace	*
Stratigrafia delle ossa	*
Stratigrafia logge renali	
Tessuti molli (faccia, capo e collo)	*

EXAM DESCRIPTION	SSN
Tessuti molli (faccia, capo e collo) ghiandole sal	*
Tessuti molli (faccia, capo e collo) laringe e far	*
Teleradiografia del cranio	
Urografia	*
Urografia + uretrografia minzionale	

