	CARTA DEI SERVIZI	REV.1 02/05/2019 PAGINA 1 DI 8

## INDEX

### FIRST SECTION

- Company Presentation
- Fundamental principles and patients' rights

### SECOND SECTION

- Performance / services provided

### SECTION THREE

- Quality standards commitments and programs

### FOURTH SECTION

- Protection and verification mechanisms

**Company name:** LIFE BRAIN *Ltd.*

**Address:** *via Roma 190 / A 00012 Guidonia*


**Phone:** *0774 345000*

**Website:** *www.lifebrain.it/laboratorioguidonia*

**E mail :** *info@laboratorioanalisiguidonia.it / segreteria@lifebrain.it*

**VAT number:** *14996171006*

**Fiscal Code:** *02568390583*

	CARTA DEI SERVIZI	REV.1 02/05/2019 PAGINA 2 DI 8

## 1. FIRST SECTION

### PRESENTATION OF THE COMPANY

Dear User

**The Laboratorio Analisi Guidonia** was founded in 1976 in the district of the ASL RM / G as Laboratorio Analisi Guidonia as an accredited laboratory (affiliated) with the National Health Service.

Since it was created, it has experienced continuous growth in size, in the number of patients and in the constant search for the technical and scientific quality of the clinical tests performed.

Guidonia Montecelio is the third most common largest of Lazio nti number of lives, the total population is 89,288 inhabitants, of which 50.5% were female and 49, 5 males. The percentage of foreign citizens is predominantly Romanian.

In 2002, The Laboratory Analysis Guidonia has opened a section of Chemistry and Toxicology at judicial use and has become the referral laboratory of the Public Prosecutor at the Ordinary Court of Tivoli.

It is a Highly Qualified Research Laboratory registered in the MIUR (Ministry of Education of the University and Research).

During the year 2010 The Laboratorio Analisi Guidonia has obtained the accreditation with the ASL RM / G, RM / E and ASL Rieti for the execution of second level toxicological assessments, in compliance with the DGR 332/2009. The analyzes that are not carried out on site are carried out at external centers chosen by the laboratory which guarantees its reliability .

In 2014, the Laboratorio Analisi Guidonia , was acquired by the Lifebrain Group, consisting of a network of laboratories and professional skills that covers the entire peninsula and now has more than 180 structures including laboratories and collection points.

C with Lazio Regional Resolution No. G1 8631 starting from January 2018 it has become the reference HUB of Lazio of the Roman Diagnostic Network.


The concentration of the analytical phase in a dedicated structure takes place due to the need to improve the use and management of resources according to the principles of flexibility, efficiency and optimization and thus achieve a further improvement in the quality of the services provided.

**Starting March 25, 2019, the Laboratorio Analisi Guidonia has changed its name to LIFE BRAIN SRL**

### MISSION

The institutional purpose of the Laboratories is to provide health services to the population of their own territory, according to the methods envisaged by national and regional health plans using Organizational Models compliant with the Rules, therefore the Management has identified as a mission for Lifebrain Sr l the provision of a service aimed at full patient / user satisfaction. The main useful tool for achieving this mission is the maintenance of a high level of quality, guaranteeing the right to the provision of a health service aimed at excellence. To this end, the Laboratory has always been committed to improving its services, aiming to meet the needs and requirements of patients in terms of quality, reliability, safety, timeliness, punctuality and flexibility.



	CARTA DEI SERVIZI	REV.1 02/05/2019 PAGINA 4 DI 8

## FUNDAMENTAL PRINCIPLES AND PATIENT RIGHTS

In carrying out the various activities, the Organization has always been committed to respecting the citizen as a subject from the inalienable right to health by applying the fundamental principles and the rights of the patient.

To pursue these objectives, the organization has the following principles as reference points:

- safeguard the principles of equality and centrality of the individual guaranteeing the right to access the services offered;
- ensure transparency and impartiality of the administrative and technical paths guaranteeing the customer the right to information and the right to consent, which can access all the information concerning his state of health and participate in the decisions concerning the services to be performed;
- achieve organizational efficiency and technical effectiveness in order to put into practice the right to compliance with quality standards and the right to respect patients' time by accessing high quality health services provided in a fast and predetermined period of time;
- guarantee the regularity and continuity in the provision of its services;
- guarantee the patient the right to choose the service by giving all the necessary information before performing the services, the information is given in accordance with the right to privacy and confidentiality as well as the performance of the requested services;
- to guarantee participation of the customer in order to obtain useful information for the improvement of the service, the Company carries out surveys for the detection of the level of satisfaction and the perception of the quality provided, at the same time exercising the right to the complaint and in the case of physical or moral damage and psychological the possibility of applying the right to compensation
- updating of instruments and procedures in order to apply the right to innovation to the customer
- Continuous training of personnel to guarantee the customer the right to safety and the right to avoid unnecessary suffering and pain .

## SECOND SECTION

Lifebrain S. rl is able to provide the service of execution of all the clinical analyzes foreseen by the Regional Nomenclator Tariff.

In particular it is possible to obtain services of:

- Clinical chemistry (enzymes , metabolites, specific proteins, drugs, drugs of abuse)
- immunometry (Hormones , Tumor Markers, Hepatitis Diagnostics)
- Immunoenzymatic (Antibodies and Antigens of Infectious Agents, Autoimmunity, Allergies, Food Intolerances)
- Electrophoresis (Capillary for the study of proteins and alcohol abuse)
- Hematology and Coagulation
- Chemical-physical analysis and urinary sediment analysis
- Microbiology, Parasitology,
- Diagnostic Cytology

## OFFERED SERVICES

**Lifebrain srl is able to offer the following services:**

- ✓ CLINIC HEALTH ANALYSIS LABORATORY WITH SPECIALIZED AREAS OF : HEMATOLOGY AND COAGULATION; MICROBIOLOGY, VIROLOGY AND SEROLOGY; CLINICAL BIOCHEMISTRY AND TOXICOLOGY;  
 Technical director: Doct. Innocenti Adalgisa  
 Tel: 0774 345000  
 Fax: 0774 341095  
 Email: [info@laboratorioanalisiguidonia.it](mailto:info@laboratorioanalisiguidonia.it) / [segreteria@lifebrain.it](mailto:segreteria@lifebrain.it)
- ✓ LABORATORY SERVICE  
 Responsible: Dct. Innocenti Adalgisa  
 Tel: 0774 34 1680  
 Fax: 0774 34 9172  
 Email: [service@lifebrain.it](mailto:service@lifebrain.it)
- ✓ FORENSIC TOXICOLOGY  
 Responsible: Doct Helen Costanzi  
 Tel: 3298634374 3298634375  
 Fax: 0774 346243
- ✓ CLINICAL TOXICOLOGY AND LABOR MEDICINE  
 Responsible: Doct. Helen Costanzi  
 Tel: 0774 34 5000  
 fax: 0774 341095
- ✓ BIOLOGY AND MOLECULAR GENETICS  
 Responsible: D.oct. Graziella Calugi  
 Tel: 0774 34 5000
- ✓ AMBULATORY PERFORMANCES  
 Specialist visits
- ✓ TAO SERVICE  
 Responsible : Dott.ssa Francesca Capogreco

### • PUBLIC OPENING HOURS:

#### ❖ CLINICAL ANALYSIS LABORATORY

MONDAY FRIDAY: FROM 07:00 TO 13:00  
 FROM 16:00 TO 19:00

SATURDAY: FROM 07:00 TO 12:00

SUNDAY: FROM 08:00 TO 10:00 AM


#### ❖ LABORATORY SERVICE

MONDAY FRIDAY: FROM 08:00 TO 18:00

SATURDAY: FROM 08:00 TO 13:00


### • TERMS OF PAYMENT:

- ✓ CASH
- ✓ BANCOMAT
- ✓ CREDIT CARD
- ✓ BANK CHECK
- ✓ TRANSFER

	<b>CARTA DEI SERVIZI</b>	REV.1 02/05/2019 PAGINA 6 DI 8

### QUALITY STANDARDS COMMITMENTS AND PROGRAMS

<b>ACCESS AND RECEPTION</b>		
<i>QUALITY FACTORS</i>	<i>QUALITY INDICATORS</i>	<i>QUALITY STANDARDS</i>
<b>SIGNS</b>	ENSURE SUITABLE INTERNAL AND EXTERNAL SIGNS FOR FACILITATING ACCESS TO THE STRUCTURE AND ORIENTATION INSIDE IT	PRESENCE OF EXTERNAL SIGNS FOR ACCESS TO PARKING AND THE STRUCTURE, PRESENCE OF INDICATORS FOR INTERIOR ROUTES ( RECEPTION, ACCEPTANCE BOX , COLLECTION, RESTAURANT ROOM AND HYGIENIC SERVICES)
<b>ACCESS</b>	ACCESS TO THE STRUCTURE WITHOUT ARCHITECTURAL BARRIERS	KEEP YOUR ACCESSES VIA ELEVATOR, STAIRS AND CAR RAMP ACTIVE
<b>COMFORT</b>	WAITING ROOM SUITABLE FOR CUSTOMER FLOW	PRESENCE OF ADEQUATE NUMBER OF SEATS, WITH HYGIENIC SERVICES FOR DISABLED PEOPLE EQUIPPED WITH THE NECESSARY COMFORT AND CLEANING
<b>RELATIONS WITH STAFF</b>	PERSONNEL IDENTIFICATION CARDS	ALL STAFF AND 'IN POSSESSION OF IDENTIFICATION CARD
<b>CLINICAL CONSULTING</b>	ADVISORY / INTRERPRETAZIONE CLINIC	YOU MAY REQUEST ADVICE FROM THE HEALTHCARE MANAGER AND OUR INTERNAL SPECIALISTS
<b>TAO CENTER</b>	SURVEILLANCE OF ANTICOAGULATED PATIENTS	SPECIFIC SKILLS TRAINED AND REASONED STAFF
<b>OPEN TO THE PUBLIC</b>	OPENING DAYS TO PERFORM THE PERFORMANCE	ALL DAYS INCLUDING SUNDAY HOLIDAY EXCLUDED
<b>IN FORMATIONS</b>		
<b>INFORMATION ON THE SERVICES PROVIDED</b>	PRESENCE OF ADMINISTRATIVE STAFF AND PRESENCE OF HEALTH CARE STAFF	THIS IS ALWAYS during the opening hours PUBLIC HEALTH AND ADMINISTRATIVE STAFF AVAILABLE TO CUSTOMERS
	AVAILABILITY OF DOCUMENTATION	THE SERVICE CARD, THE QUALITY POLICY, IS AVAILABLE IN THE WAITING ROOM THE PRIVACY POLICY AND THE INFORMATION MATERIAL
	INFORMED CONSENT	ACQUISITION OF INFORMED CONSENT FOR ALL ACTIVITIES THAT REQUIRE IT
<b>PERFORMANCES</b>		
<b>TELEPHONE BOOKING</b>	POSSIBILITY OF TELEPHONE BOOKING	E 'POSSIBLE TO BOOK Phone TESTS THAT ARE MADE BY APPOINTMENT (WITHDRAW HOME TREATMENTS, ARMONY)
	CONSULTATION SPERMIOGRAM	TELEPHONE NUMBER AL 0774 345000 0774 345000 ra FROM MONDAY TO HOURS FROM 08:00 TO 18:00 Friday, IL Saturday from 08:00 to 13:00
<b>TIME OF ACCEPTANCE AND DELIVERY OF THE REQUIRED PERFORMANCE</b>	REGULARITY IN THE ACCEPTANCE OF THE SERVICES TO BE SUPPLIED	15 MINUTES
	AVERAGE WAITING TIME BETWEEN ACCEPTANCE AND EXECUTION OF THE COLLECTION	5 MINUTES

	<b>CARTA DEI SERVIZI</b>	REV.1 02/05/2019 PAGINA 7 DI 8

<b>METHOD 'OF APPLICATION FOR EXEMPTION</b>	<b>REQUEST WITH SSN</b>	<b>PATIENTS WITH EXEMPTION CODE SPECIFIED ON REQUEST</b>
<b>REPORTS</b>	DELIVERY IN EXPECTED TIMES	100% OF REPORTS DELIVERED IN THE EXPECTED TIMES
	STORAGE TIME FOR PERFORMED EXAMINATIONS	AS FOR APPLICABLE LAW
	PICK-UP REFERENCES	COLLECTION BY WEB OR AT THE SECRETARY
<b>PRIVACY</b>		
<b>PROTECTION OF PRIVACY LAW</b>	ACCEPTANCE IN BOX RESERVED FOR SINGLE PATIENT	DELIVERY OF PRIVACY POLICY, ACCEPTANCE ACTIVITIES CARRIED OUT IN DEDICATED BOXES
<b>PARTICIPATION</b>		
<b>PERFORMANCE OF OFFERS PERFORMANCE</b>	DETECTION OF CUSTOMER SATISFACTION DEGREE	SATISFACTION QUESTIONNAIRES IN THE WAITING ROOM, IN RECEPTION AND ACCEPTANCE BOXES
	COMPLAINTS	FORM FOR CLAIMS ALWAYS PRESENT IN THE WAITING ROOM, IN THE RECEPTION AND IN THE ACCEPTANCE BOXES


The standards are verified through the annual statistical analysis of the responses detected through the satisfaction questionnaire, present in the waiting room and distributed by the secretarial staff for the purpose of constantly detecting the degree of satisfaction of the service offered.

During the review, the general management takes note of the customer satisfaction trend and identifies the points of the service to be strengthened.

**Lifebrain Srl guarantees its customers:**

- ✓ Quality in the service
- ✓ Protection of confidentiality and respect for the person
- ✓ Customer participation

At the same time there is a continuous commitment to improving the service offered through the updating of the procedures used, the continuous training of personnel and the systematic survey of the degree of customer satisfaction.

	CARTA DEI SERVIZI	REV.1 02/05/2019 PAGINA 8 DI 8

## MECHANISMS OF PROTECTION AND VERIFICATION

**Lifebrain Srl** in guaranteeing the rights of participation and protection of citizens **promotes the acceptance of complaints and Hints** through **the** appropriate complaint form made available by the Laboratory for customers. Complaints are analyzed by the heads of relevant departments and shared with the Management Responsible Quality interfaced with the General Directorate defines ways to inform the customer of the resolution of the complaint within 30 days.

All complaints are recorded by RGQ on a special register included in the Quality Management System .

### ➤ **How to present the complaint**

- The complaint can be presented through This special form secretarial
- On the website, the Customer item is available the ability of patients to indicate complaints and suggestions
- Communication through mail

Every year the Quality Management Manager elaborates a statistics of the complaints that is shared with the Management during the Management Review .

### **Criticality management :**

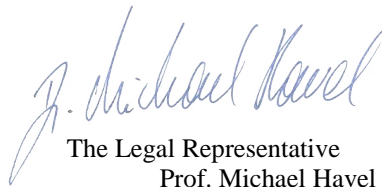
If some issues are reproduced in more repetitions and repetitions over time we will highlight as recurrent critical points and submit them to the attention of the Management, together with suggestions for improvement.

## THE QUALITY'

In pursuit of continuous quality improvement LIFE BRAIN Srl has obtained the Quality Certification of its Management system according to the UNI EN ISO 9001: 2015, Accredia accreditation according to the UNI EN ISO 15189: 2013 for clinical chemistry exams , immunometry and coagulation. The list of accredited exams is available on the website [www.lifebrain.it/laboratorioguidonia](http://www.lifebrain.it/laboratorioguidonia) in the "Analysis" section

Lifebrain Srl adheres to internal and external Quality Assessment programs (CQI and VEQ).

The verification of compliance with quality standards is carried out on statistical analysis of the data obtained from the satisfaction questionnaire, from audits by a third party authorities and by internal audits carried out according to the UNI EN ISO 9001: 2015 and UNI EN ISO 15189: 2013

  
 The Legal Representative  
 Prof. Michael Havel