



3rd edition

April 2022

The information reported may undergo changes due to legislative or corporate organization adaptation

SITE

PIOMBINO DESE

Laboratory and sampling points Campodarsego and Castelfranco

accredited with the national health service

Via Marconi, 30 - Piombino Dese

Tel 049-2131965-Fax 049-5474119

E-mail: piombinodese@lifebrain.it

Withdrawals: Monday to Saturday from 7.30 to 10.00

Medical reports collection: Monday to Friday from 10.00 to 12.30 and Monday-Wensday-Thursday from 15.30 to 17.30; Saturday: from 10.00 to 11.00

CAMPODARSEGO

Collection point: accredited with the national health service

Via Bachelet, 27 - Campodarsego

Tel. 049 - 7330824 Fax 049 -5474129

E-mail: campodarsego@lifebrain.it

Withdrawals: Monday to Saturday from 7.30 to 10.00

Medical reports collection: Monday, Wednesday and Friday from 7.30 to 12.30 and from 15.30 to 17.30; Tuesday and Thursday from 7.30 to 13.30; Saturday from 7.30 to 10.30

CASTELFRANCO VENETO

Collection point: not accredited with the national health system

Piazza Europa Unita, 75 - Castelfranco Veneto

Tel. 0423 - 1803617 Fax 0423 -1920401

E-mail: castelfrancoveneto@lifebrain.it

Withdrawals: Monday to Saturday from 7.30 to 10.00

Medical reports collection : from Monday to Friday from 7.30 Tuesday, Thursday, Friday from 16.30 to 18.00 ;Saturday from 7.30 to 11.00

Health director

Dr. Michela Zancanaro
Surgeon Spec. Clinical Pathology

Site Manager

Dr. Manuel Pengo
Biologist spec. Clinical Biochemistry
Administrator
Dr. Stefano Massaro
Administrative Manager
Dr. Gianfrancesco Briulotta

HISTORY

The laboratory has been present in Piombino Dese since 1988, in the time the structure has grown and the sampling points of Castelfranco Veneto (open since 1998) and Campodarsego (open since 2000) have been added.

In 2009, all facilities have been accredited with the Veneto Region, a procedure that certifies that the health services **offered by the Laboratory have quality levels established** by the Region itself.

Since January 2010, the Analysis Laboratory has started a network collaboration relationship with the historic Valentini Medical Center in Padua. The synergy between the structures has made it possible to make the most of skills, professionalism and the services offered to customers.

In October 2015 the laboratory became part of Lifebrain Group, an European group active in the field of laboratory diagnostics, with the aim of increasing competitiveness and the possibility of accessing innovative diagnostic products. Since October 2016, the laboratory has adopted the type B network model, as defined by regional legislation, with the Italian Diagnostic Network-RDI-Via del Santo 147, Livenza.

From 14/02/2020 with deed of merger, the laboratory becomes Lifebrain Vento srl

PIOVE DI SACCO

Laboratory and sampling point: accredited with the national health service

Piazzetta San Marco 2 / A - It rains of Sacco

Tel 049- 2133635 - Fax 049-2130562

E-mail: laboratoriobiotest@lifebrain.it

Withdrawals: Monday to Saturday from 7.30 to 10.00

Medical report collection: Monday to Saturday from 10.30 to 12.00 and Tuesday and Friday 15: 30-17: 30

Head of Medical Acts

Surgeon Specialist in Clinical Biochemistry

DR. GIANLUIGI GASPARONI

Responsible management

DR. MARGHERITA ZOTTI

Biologist Specialized in microbiology and virology

Administrator

Dr. Stefano Massaro

Administrative Manager

Dr. Gianfrancesco Briulotta

HISTORY

The Biotest laboratory has been present in Piove di Sacco since 1976.

Since 2016 it has been part of the Lifebrain group
The laboratory is in a type B network with the Italian Diagnostic Network -RDI- Via del Santo 147, Limena.
From 14/02/2020 with deed of merger it becomes Lifebrain Veneto srl.

ABANO TERME

Laboratory and sampling points of Battaglia Terme and Montegrotto

accredited with the national health service

Via A. Volta 51 at the corner of Piazza Sacro Cuore

35031 Abano Terme (Padua)

Tel. 049 0984436 - Fax. 049 0974592

centrobiomedicoterma@lifebrain.it

pec: centrobiomedicoterma@legalmail.it

www.lifebrain.it/centrobiomedicoterma/

Withdrawals: Monday to Saturday from 7.30 to 10.00

Medical report collection: Monday to Saturday from 10.00 to 12.30 and Tuesday 7.30 15.00

MONTEGROTTO

Collection point: accredited with the national health service

Largo Traiano n. 20

35036 Montegrotto Terme (Padua)

Tel. 049 0982048 - Fax 049 5019223

centrobiomedicoterma@lifebrain.it

pec: centrobiomedicoterma@legalmail.it

www.lifebrain.it/centrobiomedicoterma/

Withdrawals: Monday to Friday from 7.30 to 9.30. Closed on Saturday



Medical report collection: Monday to Friday from 10.00 to 12.00

BATTAGLIA TERME

Collection point: accredited with the national health service

Via dei Colli Euganei 124

35041 Battaglia Terme (Padua)

Tel. 049 0984411 - Fax 049 5013421

centrobiomedicoterma@lifebrain.it

pec: centrobiomedicoterma@legalmail.it

www.lifebrain.it/centrobiomedicoterma/

Withdrawals: Monday to Saturday from 7.30 to 9.30

Medical report collection: Monday to Saturday from 10.00 to 12.30

Health director

DR. RUZZANTE LEONARDO
Surgeon Spec. Clinical Pathology

Responsible management

DR. GIROTTO MASSIMILIANO
Biologist Spec. Clinical Biochemistry

Administrator

DR. STEFANO MASSARO

Administrative manager

DR. GIANFRANCESCO BRIULOTTA

HISTORY

The laboratory is present in the Euganean area for 30 years.

Since 2016 it's part of the Lifebrain group

The laboratory is in a type B network with the Italian Diagnostic Network -RDI- Via del Santo 147, Limena.

From 14/02/2020 with deed of merger it becomes Lifebrain Veneto srl.

RUBANO

**Laboratory and sampling point:
accredited with the national health service**

Via della Provvidenza 202/204

Tel 049 635514

E-mail: laboratoriocitotest@lifebrain.it

Website: www.lifebrain.it

Withdrawals: Monday to Saturday from 7.30 to 9.30



Medical report collection: Monday to Friday from 10.00 to 13.00
and on Tuesday and Thursday afternoons from 15.00 to 18.00.
Saturday from 7.30 to 9.30

Head of Medical Acts

PROF. GIOVANNI ABATANGELO
Surgeon, Professor Emeritus University of Padua,
Chair of Molecular Cytology

Site Manager

DR. LAURA CARDARELLI
Biologist, Specialist in Medical Genetics

Administrator

DR. STEFANO MASSARO

Administrative manager

DR. GIANFRANCESCO BRIULOTTA

HISTORY

The laboratory has been present in Sarmeola di Rubano since 1975 with the aim of performing specialist examinations in the field of cytohistopathology. Subsequently it expanded its structure and was equipped with a basic general laboratory specialized in Cytoistopathology and Clinical and Toxicological Chemistry.

In 1995 it also specialized in Medical Genetics and since then has performed genetic analyzes for various hospitals and medical clinics and assisted medical procreation centers, as well as for the direct users of the laboratory.

Since February 2016 the laboratory has been part of the Lifebrain group.

The laboratory is in a type B network with the Italian Diagnostic Network -RDI- Via del Santo 147, Limena. From 14/02/2020 it becomes Lifebrain Veneto srl with deed of merger.

CONSELVE

Laboratory and sampling point accredited with the national health service

Piazzetta San Francesco 7-8-9 - 35026 CONSELVE (PD)

Tel 049 5384645

E-mail: laboratorioemolab@lifebrain.it

Website: www.lifebrain.it

Withdrawals: Monday to Saturday from 7.30 to 9.30

Medical reports collection: Monday to Friday from 10.00 to 12.30

MONSELICE

Collection point accredited with the national health service

Via Ca'Oddo 17 / a - 35043 MONSELICE (PD)

Tel 0429 783171

E-mail: laboratorioemolab@lifebrain.it

Website: www.lifebrain.it

Withdrawals: Monday to Saturday from 7.30 to 10.00

Medical reports collection: Monday to Saturday from 10.00 to 12.00

Head of Medical Acts

DR. GIANLUIGI GASPARONI

Specialist in Clinical Biochemistry

Site Manager

DR. TROMBIN ANGELA

Biologist specialized in Clinical Biochemistry

Administrator

DR. STEFANO MASSARO

Administrative manager

DR. GIANFRANCESCO BRIULOTTA

HISTORY

The laboratory was founded in 1980 as a clinical analysis laboratory affiliated with the National Healthcare System in Conselve.

Following the positive feedback obtained in the people a new triage point has been created in Monselice.

The laboratory is in a type B network with the Italian Diagnostic Network -RDI- Via del Santo 147, Livenza. From 14/02/2020 it becomes Lifebrain Veneto srl with deed of merger

PADOVA

Accredited with the National Health Service

Piazzetta Conciapelli 20 Padua Tel 049 8750661

E-mail: centromedicovalentini@lifebrain.it

Website: www.centromedicovalentini.it

www.lifebrain.it

Withdrawals: Monday to Saturday from 7.30 to 10.00

Medical reports collection: from Monday to Friday from 7.30-19.30; Saturday 7.30-12.30

Site Manager

DR. MASSIMO ALBERTIN
Surgeon specialist in Clinical Pathology

Health director

DR GIULIA LONARDI
Surgeon specialist in Hygiene and Preventive Medicine

Administrator

DR. STEFANO MASSARO

Administrative manager

DR. GIANFRANCESCO BRIULOTTA

HISTORY

The laboratory has been present in Padua since 1958; from the first offices in Via Altinate, Via Dante and subsequently in Galleria Europa. Since 2007 it has moved to its current headquarters in Piazzetta Conciapelli 20.

Since October 2015 the laboratory has been part of the Lifebrain group.

The laboratory is in a type B network with the Italian Diagnostic Network -RDI- Via del Santo 147, Limena. From 14/02/2020 with deed of merger it becomes Lifebrain Veneto srl.

MESTRE

Laboratory and sampling points in Mogliano and Quarto d'Altino, accredited with the national health service

Viale G. Garibaldi 50, Mestre

Te 041 3012163 - Fax. 041 3012162

E-mail: laboratoriesoflemingmestre@lifebrain.it

Website: www.flemingmestre.it

www.lifebrain.it

Withdrawals: from Monday to Friday from 7.00 to 10.00 Saturday
7.30-9: 30 only Private individuals and Occupational
Medicine

Medical report collection: Monday to Friday from 7.00 to 13.00
and from 15.00 to 18.00

QUARTO d' ALTINO

Accredited with the National Health Service

Via Roma, 93 / C - Quarto d'Altino (VE)

Tel. 0422 158 2448- Fax. 0422 1582986

E-mail: laboratorioflemingmestre@lifebrain.it

Website: www.flemingmestre.it

www.lifebrain.it

Withdrawals: from Monday to Friday from 7.00 to 9.30 Saturday
7.30-9: 30 only Private individuals and
Occupational Medicine

Medical report collection: Monday to Friday from 7.00 to 12.00
and Tuesday from 15.00 to 17.00

MOGLIANO

Not accredited with the National Health Service

It operates exclusively in a private regime.

Via Ronzinella, 162 - Mogliano V.to (TV)

Tel. 041 3120699 Fax. 041 3120700

E-mail: laboratorioflemingmestre@lifebrain.it

Website: www.flemingmestre.it

www.lifebrain.it

Withdrawals: Monday to Friday from 7.00 to 10.00 Saturday 7.30-
9: 30

Medical report collection: Monday to Friday from 7.00 to 12.00

HISTORY

The laboratory was the first private laboratory established in the city of Mestre, based in Piazzetta Toniolo in the year 1958.

Since the 1970s it has occupied the current headquarters in Viale Garibaldi 50.

In the 1980s, sampling points in Quarto d'Altino and Mogliano Veneto were opened.

Since November 2016 the laboratory has been part of the Lifebrain group.

The laboratory is in a type B network with the Italian Diagnostic Network -RDI- Via del Santo 147, Limena.

From 14/02/2020 with deed of merger it becomes Lifebrain Veneto srl.

Site Manager

DR. GIANLUIGI GASPARONI

Surgeon specialist in Hygiene and Preventive Medicine

Health director

DR. GERARDO CANCELLI

Surgeon, Occupational Medicine Specialist

Administrator

DR. STEFANO MASSARO



Administrative manager
DR. GIANFRANCESCO BRIULOTTA

BELLUNO

Puos d'Alpago and Agordo laboratory and sampling points
accredited with the national health service

Via Ippolito Caffi 132, Belluno

Tel 0437 942080 Fax 0437 942819

E-mail: laboratorioflemingbelluno@lifebrain.it

Website: www.lifebrain.it

Withdrawals: from Monday to Saturday from 7:30 to 9:00

Medical reports collection: from Monday to Friday from 7:30 to 13:00; Saturday from 7:30 to 10:00

PUOS d'ALPAGO

Accredited with the National Health Service

Via Sandi 2, 35014 Puos d'Alpago.

Tel 0437 1849130

E-mail: laboratorioflemingbelluno@lifebrain.it

Website: www.lifebrain.it

Withdrawals: Monday-Wednesday-Friday from 7:30 to 9:00

Medical report collection: Monday-Wednesday-Friday from 7:30 to 9:00

AGORDO

Accredited with the National Health Service

Loc. Valcozzena, 31 / M Agordo, Belluno.

Tel 0437 62160

E-mail: laboratorioflemingbelluno@lifebrain.it

Website: www.lifebrain.it

Withdrawals: from Monday to Saturday from 7:30 to 9:00

Medical reports collection: from Monday to Friday from 7:30 to 13.15; 14: 00-19: 00; Saturday from 7:30 to

10.00



HISTORY

The laboratory has been present in the Belluno area since 1976

In 2015 the two sampling points of Agordo and Puous d'Alpago were opened

Since 2016 it has been part of the Lifebrain group
The laboratory is in a type B network with the Italian Diagnostic Network -RDI- Via del Santo 147, Limena.
From 14/02/2020 with deed of merger it becomes Lifebrain Veneto srl.

Site Manager

DR. LUCIA NEMETZ

Biologist Specialized in Biochemistry and Clinical Chemistry

Head of Medical Acts

DR. BRUNO BORIN

Surgeon, Specialist in Gynecology

Administrator

DR. STEFANO MASSARO

Administrative manager

DR. GIANFRANCESCO BRIULOTTA

TRISSINO

Laboratory and sampling points of Montebello, Alte Ceccato and Arzignano

Not accredited with the National Health Service

Via Dell'Industria 93 Trissino

Tel 0445963777

E-mail: laboratoriocemar@lifebrain.it

Website: www.lifebrain.it

Withdrawals: Monday to Saturday from 7:00 to 10:00

Medical reports collection: from Monday to Friday from 7:00 to 12:00; Saturday from 7:00 to 11:30

ALTE CECCATO

Not accredited with the National Health Service

Via L. Da Vinci 41

Tel 04441573265

E-mail: laboratoriocemar@lifebrain.it

Website: www.lifebrain.it

Withdrawals: Monday to Saturday from 7:00 to 10:00

Medical reports collection: from Monday to Friday from 7:00 to 12:00; 16:30-18:30; Saturday from 7:00 to 11.30



ARZIGNANO

Not accredited with the National Health Service

Via Pellizzari 125

Tel 0444 1326859

E-mail: laboratorioceamar@lifebrain.it

Website: www.lifebrain.it

Withdrawals: Monday to Saturday from 7:00 to 10:00

Medical reports collection: from Monday to Saturday from 7:00 to 11.00

MONTEBELLO

Not accredited with the National Health Service

Via Pesa 19

Tel 0444/1320300

E-mail: laboratorioceamar@lifebrain.it

Website: www.lifebrain.it

Withdrawals: Monday to Friday from 7:30 to 10:00

Withdraw reports: from Monday to Friday from 7:30 to 10.00

Site Manager

DR. DE PAOLI MASSIMO

Biologist Specialist in Clinical Biochemistry

Head of Medical Acts

DR. MASSIMO ALBERTIN

Surgeon, Clinical Pathology Specialist

Administrator

DR. STEFANO MASSARO

Administrative manager

DR. GIANFRANCESCO BRIULOTTA

HISTORY

The laboratory began its activity in Valdagno in 1979. At the beginning the activity was mainly aimed at private users. Over the years, the business was strengthened especially in the area by adding some peripheral withdrawal points to the main office.

In 2002 the laboratory acquired the Valmaden laboratory in Arzignano, transforming it into a sampling point.

Since March 2016 the laboratory has been part of the Lifebrain group.



The laboratory is in a type B network with the Italian Diagnostic Network -RDI- Via del Santo 147, Limena.

From 14/02/2020 with deed of merger it becomes Lifebrain Veneto srl.

COMPANY POLICY for continuous quality improvement

Lifebrain Veneto srl has developed a program for continuous quality improvement to achieve a series of specific objectives shared with the laboratory of the RDI group located in Limena, Via del Santo 147 (PD).

- The satisfaction of users' needs with particular attention
 - waiting times,
 - respect for privacy
 - the professionalism of the staff,
 - the completeness and adequacy of the information provided to users
 - the continuous updating of technologies and new diagnostic tools available.
- The enhancement of resources and the motivation of its staff through specific refresher programs, the acquisition of new skills for the best approach to the patient.
- Constant updating and upgrading of the package of examinations that can be performed through the acquisition of new laboratory tests in order to improve diagnostic paths.

Specific objectives shared with the RDI srl network laboratory, located in Limena, to which Lifebrain Veneto srl has entrusted the management of the analytical phase, in compliance with the requirements expressed by DGR 4052 of 11/12/2007.

The RDI network laboratory participates in external quality controls organized by providers operating according to ISO / IEC 17043 for Hematology and Coagulation, Immunometry, Serology, Clinical Chemistry on serum and urine, Toxicology, drugs.

Internal daily quality checks are performed in all analysis sectors to monitor the quality of analytical procedures and instrumentation on a daily basis.

Certification

Lifebrain Veneto srl is certified according to the UNI EN ISO 9001: 2015 standard by Bureau Veritas for the pre-analytical and post-analytical phase; the offices of Lifebrain Veneto srl are included in the certificate made out to RDI - Rete Diagnostica Italiana, a network laboratory of which Lifebrain Veneto srl is a member structure.

The tests are carried out at the RDI srl - Italian Diagnostic Network, laboratory accredited according to UNI EN ISO 15189: 2013 by Accredia with the number 0003M; the detailed list of accredited exams is available on the website www.rdi.me, in the 'Laboratory Exams' field.

The right to health

With a directive dated January 27, 1994, the Council of Ministers introduced the fundamental concepts that must regulate the relationships between service providers and citizens. The Service Charter was born as an application of these concepts, studied in depth in the light of the Charter of the Sick's Rights presented in Brussels in 2002 and provides users with detailed information on the services offered, on the methods of access and on the tools implemented to improve situations of discomfort or disservice that should come to be created. The Management undertakes to disseminate the Service Charter by making it available at its



facilities and updating its contents every two years, in implementation of the Ministerial Decree 12.12.2001 "System of guarantees for monitoring health care".

The fundamental concepts

-Equality and impartiality

The services and benefits are provided according to rules that are the same for everyone, without discrimination of age, sex, language, religion, social status, political opinions, health conditions.

-Respect

Each user is treated with respect, courtesy and attention in respect of the person and his dignity.

-Right of choice

According to the regulations in force, the user has the right to choose between the various subjects that provide the services.

-Participation

The user has the right to submit requests, complaints, to be adequately informed and to make suggestions for improving the service.

-Effectiveness and efficiency

The services and performances must be provided with optimal use of resources, using up-to-date quality standards and adopting those measures that allow them to be timely, precise, and avoiding waste that would damage the community.

-Continuity

The provision of services is guaranteed continuously and where different needs require the interruption of certain services, measures are taken to alleviate the inconvenience of users.

Access to the facility

ANALYSIS LABORATORY - Due to the Covid-19 emergency, access to the facility takes place by booking and quoting access. Access is allowed both through the SSN (except for the offices of Trissino, Montebello, Arzignano, Alte Ceccato, Mogliano Veneto and Castelfranco Veneto, which provide services only under a private regime) and under a private regime. In the case of services in agreement it is necessary to bring the health card and in any case it is necessary to provide the tax code. However, given the heavy cuts implemented by the Veneto Region, we were forced to regulate access to the services under the agreement by appointment. We have also created a list of services at discounted rates that allow you to access the agreed services quickly. For some particular tests, you may be asked to observe a diet or to show up by appointment. Information in this regard can be found in the section "Useful information - special indications"; alternatively, you can ask the staff present in our offices. The user has the right to take the exams even privately and anonymously.

Privileged access is guaranteed for pregnant women, children under 6, and disabled people. All facilities are easily accessible for the disabled thanks to the removal of architectural barriers and / or the presence of a lift.



Services performed

ANALYSIS LABORATORY: as foreseen and authorized by the DGR Veneto n 88 of 18/01/2000, for the analytical phase the Lifebrain Veneto srl laboratory is in a type B network with the RDI Laboratory (Italian Diagnostic Network), located in Limena (PD) , via del Santo 145/147. The list of services performed by the Laboratory, as well as the execution and reporting times and related rates are available at the Lifebrain Veneto srl laboratory secretariat or can be consulted on the RDI network laboratory website (www.rdi.me).

For some services, an appointment is required:

- Glycemic and insulinemic curve after glucose load (not performed in the Trissino, Montebello, Arzignano, Alte Ceccato, Monselice offices)
 - Harmony test
 - It should also be noted that no samples are taken for dosages required after pharmacological stimulation and arterial pH
 - the spermiogram is performed by appointment by contacting the individual structures. It is performed at the offices of: Castelfranco Veneto, Piombino Dese, Campodarsego, Trissino, Padua, Abano, Montegrotto, Battaglia Terme, Mestre
 - molecular and rapid swabs for the detection of Sars-Cov2 (not performed at the Conselve site).
- Urgencies are immediately evaluated and processed quickly, both in terms of performance and delivery of reports.

MEDICAL OUTPATIENT SERVICES

Outpatient services are performed in the following locations by appointment:

CASTELFRANCO VENETO:

ECCG

DERMATOLOGICAL EXAMINATIONS (Dr. Michela Lazzaro)

PIOMBINO DESE:

ECCG

ULTRASOUND (Dr. Giovanni Battista Menegus)

NUTRITIONAL VISITS (Dr. Lisa Baesso)

CAMPODARSEGO:

ECCG

NUTRITIONAL VISITS (Dr. Manuela Miuzzo)

ABANO TERME:

GYNECOLOGICAL EXAMINATIONS (Dr. Alessi Alessandra)

Professional Consulting

A team of laboratory professionals (doctors and biologists) are available on working days from 9 to 17 to provide advice on the reports and the possible need for diagnostic investigations. The reception staff provides the information to activate the contact.
Professional Consulting

A team of laboratory professionals (doctors and biologists) are available on working days from 9 to 17 to provide advice on the reports and the possible need for diagnostic investigations. The



reception staff provides the information to activate the contact.

Withdrawal of reports

The report is delivered within the times communicated at the time of acceptance, upon presentation of the document delivered at the same time. It is also possible to have the report collected by a delegated person by filling in the appropriate coupon on the same document, with an identity document.

For the HIV test it is not possible to withdraw by proxy or online but the person concerned must present himself in person at the collection desk.

The reports can also be collected via the web, using the password and following the procedure communicated during the acceptance phase.

The report is visible only if:

- Completely completed (check with the date marked on the withdrawal sheet delivered upon acceptance)
- Fully paid (in the case of microbiological tests it is possible that the antibiogram will be added and therefore the report will be unavailable)

In the event of a request for subsequent copies of reports, it is possible to request a reprint within 1 year from the date of the examination, which will be delivered to the user upon presentation of an identity document

Terms of payment

At the hotel the payment methods are as follows:

- Cash (within legal limits)
- ATM
- Credit card

Home pick-up service

Home withdrawals are carried out in the following locations: Castelfranco Veneto, Piombino Dese, Campodarsego, Piove di Sacco, Abano Terme, Montegrotto, Battaglia Terme, Mestre, Quarto d'Alfino, Mogliano, Belluno, Trissino, Alte Ceccato, Montebello, Arignano, Rubano, Padua. For booking procedures and costs, please call the reference secretariats.

Complaints

Users are asked to participate in the continuous improvement of the service offered with comments, suggestions and possibly complaints. The patient can submit complaints, reports and / or suggestions verbally, in person, by contacting the Secretariat, or in writing using the appropriate form displayed in the waiting room. Reports and complaints are periodically checked by the facility manager who undertakes to provide a prompt response. The General Management guarantees maximum confidentiality and short response times in compliance with current regulations. The complaint is intended to provide users with an agile and im-



mediate tool to report behavior that is not in line with the principles and purposes of the Service Charter.

User protection

All data and information in the possession of the Laboratory are subject to art. 13 and 14 of the DGPR and its amendments and additions. The collection, storage and transport of samples takes place in compliance with current safety regulations and as indicated in the operating instructions of the RDI laboratory.

During the pandemic, the rules of the DPCM regarding the flow of patients were also applied through quota restrictions on admissions, spacing, use of aids such as masks and gloves and disinfection with alcoholic solutions.

The rules of hygiene are respected with the use of disposable devices; waste disposal takes place according to current legislation.

Each operator is recognizable by an identification card.

Participation in health expenditure

All exemptions are certified ONLY by the general practitioner (or in some cases by the specialist) who notes them in the spaces provided on the referral. It is possible to check if you are entitled to certification of exemption for income or reduction of the fixed fee by accessing the Healthcare portal of the Veneto Region:

<https://salute.regione.veneto.it/web/guest/servizi/esenzioni> by entering your tax code and health card code (paper format) or by contacting your district.

From 6 years old up to the age of 65
up to € 36.15 per recipe.

Children under 6 and seniors over 65
With family income of less than € 36,151.98
FREE

Unemployed

The total family income must be less than € 8,263.31 increased to € 11,362.05 in the presence of a spouse and € 516.46 for each dependent child.

FREE

Pregnant women

Check the exemption exams according to the scheme shown in the section "Specialist services for responsible maternity protection"

Exempt for pathology

The exemption is valid only for services related to the disease (check with the certification issued by the USL)

Residents of the Veneto Region

Fixed rate reduction: gives the right to reduce the fixed rate per prescription from € 10 to € 5 in the case of family income of less than € 29,000.

What is meant by family unit

It is the one resulting at the time of the benefits and is made up of dependent family members, that is, those family members for



whom, based on the fiscal criterion, the deductions for family expenses are due:

- spouse not legally and actually separated
- children under 18 or under the age of 26 if dedicated to studies or free traineeships, children permanently unable to work as well as cohabiting family members, including adult children (or in the absence of next descendant children, parents or, in their absence relatives in the ascending line, gender or daughter-in-law, in-laws, brothers and sisters) on condition that they do not receive an annual income exceeding € 2,840.51 gross of deductible charges.

What is meant by total income

It is the sum of what is received globally gross of deductible charges and net of compulsory social security contributions, including income generated abroad, excluding income subject to separate taxation (pension arrears, liquidation, etc.). The income refers to the previous year, determining it on a presumptive basis.

What is meant by unemployed

He is a person over 14 who has lost a previous employee job and is looking for a new job registered on the IIS Specialist services for responsible maternity protection

Preconception period

Per la donna	Per l'uomo	Per la coppia
Anamnesi e valutazione	Emocromo	Hiv anticorpi
Test di Coombs indiretto	Emoglobine anomale	Gruppo sanguigno
Virus Rosolia Anticorpi IgG e IgM		TPHA
Toxoplasma Anticorpi IgG e IgM		VDRL
Emocromo		
Resistenza osmotico eritrocitaria	Da eseguire se donna con fenotipo eterozigote per emoglobinopatie	
PAP TEST		
Emoglobine anomale		



In case of repeated abortion or previous pathologies of pregnancy with perinatal death and on the prescription of the gynecologist or geneticist specialist, the following can be requested in exemption:

- Anamnesis and evaluation
- Transvaginal ultrasound
- Hysteroscopy without biopsy with dilation of the cervical canal
- Biopsy of the uterine body.

Laboratory performance:

- Lupus like anticoagulant (LAC)
- Anti-cardiolipin antibodies (IgG, IgA, IgM)
- Anti-microsome or anti-thyroid peroxidase antibodies
- Thyroglobulin antibodies
- Karyotype from lymphocyte metaphases (to the couple)

At the beginning of pregnancy

Possibly within the 13th week and in any case at the first checkup:

- Complete blood count
- Blood group (if not done in the preconception period) ***
- AST
- ALT
- Antibodies to Rubella IgG and IgM **
- Anti-Toxoplasma IgG and IgM antibodies **
- TPHA (if not performed in the preconception period and extended to the partner)
- VDRL (if not performed in the preconception period and extended to the partner)
- HIV antibodies
- Glucose
- Urine chemical physical and microscopic examination *
- Indirect Coombs test

Between the 14th and 18th week:

- Urine chemical physical and microscopic examination *

Between the 19th and 23rd week:

- Urine chemical physical and microscopic examination *

Between the 24th and 27th week:

- Glucose
- Urine chemical physical and microscopic examination *

Between the 28th and 32nd week

- Complete blood count
- Ferritin in case of reduction of the MCV
- Urine chemical physical and microscopic examination *

Between the 33rd and 37th week

- HBsAg
- HCV antibodies
- Complete blood count
- Urine chemical physical and microscopic examination *
- HIV antibodies in case of anamnestic risk

Between the 38th and 40th week

- Urine chemical physical and microscopic examination *

* In the case of significant bacteriuria (which must be specified

on the referral), the request for urine culture is exempt.

** In case of IgM negativity, they are repeated in exemption for the whole pregnancy, specifying on the obligation: control for negative IgG.

*** In case of Rh negative, the indirect Coombs test is repeated free of charge for the whole pregnancy.

Remember not to pass the eight exams for referral

Note: high-risk pregnancy.

All tests on diagnostic indication by the Specialist in agreement are exempt, who in the event of a high-risk pregnancy will indicate the exemption code 450 in the referral

SOME NOTABLE PERFORMANCES

- Research of Papilloma virus
- Pathways for the diagnosis of couple infertility
- Gastropanel
- R.O.M.A index for the risk of ovarian cancer
- Helicobacter pylori Breath test
- Quantiferon (tuberculous disease)
- Test for lactose intolerance

1. HPV DNA Test - Search for the papilloma virus

What is the Human Papilloma Virus

The human papilloma virus (HPV) is the cause of about 90% of cervical cancer: the most common cancer in women after breast cancer; this cancer affects more than 300,000 women a year.

There are more than 100 different types of HPV, many of which are associated with a broad spectrum of genital tract diseases. HPV infection is the most common sexually transmitted disease. In the female population, about 80% of sexually active subjects contract the HPV virus during their lifetime, but fortunately in most cases the infection regresses spontaneously.

Diagnosis and progression of infection

Infection due to different HPV strains does not cause any obvious symptoms and most women recover spontaneously. In a small number of cases the virus persists and is able to lead even after a long time (10-15 years) to cervical cancer.

The PAP test highlights any tissue lesions, but is unable to detect the latent presence of the Papilloma virus. Therefore, the PAP Test may be negative, due to the absence of abnormal cells, even in the presence of an HPV infection.

The research of HPV allows to support the PAP test to detect even the slightest presence of the virus genome and to type strains with high or low oncogenic risk.

The new guidelines from the American Cancer Society recommend prescribing a combination of PAP and HPV DNA tests.

A new diagnostic possibility is represented by the search for viral mRNA, that is, the determination of viral replication of the Papilloma virus. This test best correlates with the possible presence of pathology linked to the presence of the virus.

The test can be performed for both men and women.

2. Pathway for the diagnosis of couple infertility

Diagnostic pathway of female infertility

The most important causes of female infertility are represented by hormonal dysfunctions, by affections of the tubes (anatomical and functional), by uterine malformations and by genito-urinary infections.

Hormonal dysfunctions interfere with ovulation; this process is mainly regulated by the action of three hormones: FSH; LH and estradiol which are easily measured by taking a blood sample. It is also useful to evaluate the levels of other hormones, such as



prolactin, thyroid hormones, androgens and inhibin B, anti-Müllerian hormone (AMH), anti-free sperm antibodies.

There are many causes that can compromise the integrity of the tubal mucosa and therefore its functionality: endometriosis; acute or chronic pelvic infections or previous surgery. An accurate microbiological study to search for often asymptomatic infections of the distal genital tract involves the search for *Chlamydia trachomatis*, *Mycoplasma* spp, *Trichomonas vaginalis*, *Candida albicans*, *Neisseria gonorrhoeae* and common germs.

Diagnostic pathway of male infertility

Male infertility can be caused by defects relating to the production, emission or functionality of sperm and represents a high cause of infertility in the couple.

Altered dosages of FSH, LH, PRL and Testosterone can also affect the sperm production process. The search for free anti-sperm antibodies in the serum of both men and women may also be important.

Male infertility can be linked to the alteration of one or more parameters of the seminal fluid. For the analysis of seminal fluid, the following are performed: spermogram (number and motility of sperms), spermocytogram (morphology),

sperm viability test, MAR test (anti-sperm cells attached), Aniline test (anomalies in DNA compaction), FISH test (chromosomal aneuploidies). To identify any infections affecting the genitourinary system, often responsible for infertility, the following are performed: spermoculture, (performed on seminal fluid), and the search for *Chlamydia trachomatis*, *Mycoplasma* spp, *Neisseria gonorrhoeae* and common germs.

WITH A SIMPLE BLOOD AND / OR MICROBIOLOGICAL SAMPLING YOU CAN CARRY OUT THE MAIN INVESTIGATIONS NECESSARY TO IDENTIFY THE PRIMARY CAUSES OF INFERTILITY

For the woman: Vaginal and endocervical swab. It is necessary not to have sexual intercourse the night before. It is important that any antibiotic therapy is suspended for at least 5 days.

For men: Urethral swab. It is carried out by appointment. It should be done in the morning at least 3 hours after the last urination. It is necessary not to have sexual intercourse the night before. It is important that any antibiotic therapy is suspended for at least 5 days. The patient should not wash from the night before.

Spermoculture. The sample is collected by masturbation. It is recommended to abstain from sexual intercourse in the previous 3-4 days. Before harvesting, perform a thorough cleaning of the external genitals and hands. It is important that any antibiotic therapy is suspended for at least 5 days.

CFTR gene analysis (cystic fibrosis). It is a blood sample to be carried out for both women and men.

3. GASTROPANEL

The GASTROPANEL test allows you to determine by a simple blood test if the patient is suffering from gastritis caused by *Helicobacter pylori*, if the gastritis is atrophic and in which part of the stomach the alterations are located (antrum, body-fundus or both).

GASTROPANEL can provide a non-invasive and very accurate diagnosis of gastric diseases and be a useful tool for the assessment

of risks and associated pathologies; it can also promote prevention by offering a precise diagnosis for targeted treatment. By means of immunoenzymatic tests (ELISA), the levels of Pepsinogen I and II, of Gastrin 17 and anti-Helicobacter pylori antibodies are measured in the blood sample. The combination of these results allows, by means of specific software, to suggest the overall situation of the stomach

Examples of using the Gastropanel test

- Diagnosis of gastritis
- Diagnosis of dyspepsia
- Diagnosis of Helicobacter Pylori infection
- Diagnosis of atrophic gastritis
- Evaluation of the condition of the mucous membrane of the body and the antrum of the stomach (normal, gastritis, atrophic gastritis)
- Provide directions for gastroscopy and biopsy
- Provide indications for the treatment of Helicobacter pylori infection

Method of collection

The sampling must be performed FAST (about 10 hours) as the digestive phenomena can alter the homeostatic values of the patients. It is advisable to report and indicate any drug therapy in progress (on a specific medical history)

4. The R.O.M.A. INDEX in the diagnosis of ovarian cancer

Ovarian cancer is a silent killer since it develops without particular symptoms as long as the adnexal mass is not so bulky as to create disturbance for the bulk itself.

The historical serological marker (since 1981) is represented by CA125 which however is very non-specific since it increases in many cases (menstruation, liver disease, pleural diseases, ovarian hyperstimulation, pregnancy, endometriosis).

Recently, the new marker HE4 (Human Epididimis Protein 4) has been introduced, which proves to be a better marker than CA125 since the release of HE4 appears to be earlier, and the values of HE4 are significantly higher in the early stages of cancer. ovary (stage I and II) compared to controls. Furthermore, the combination of the two serum biomarkers CA 125 and HE4 further increases the sensitivity when compared with each of the two markers individually.

For this it is useful to develop the R.O.M.A. (Risk of Ovarian Malignancy Algorithm) which, by combining the values of HE4, CA 125, and the eventual menopausal state, improves the possibility of recognizing the presence of an ovarian tumor from an early stage and therefore improving the diagnosis, treatment, and prognosis.

5. The BREATH TEST

Investigation for the diagnosis of Helicobacter pylori infection
The Breath test, also known as the breath test, is a non-invasive test for diagnosing Helicobacter pylori gastric infection. Helicobacter pylori infection is the most frequent cause of type B

gastritis and is one of the most important factors in the pathogenesis of duodenal ulcer.

METHOD

The test is based on the administration of urea dissolved in water labeled with a natural ^{13}C isotope, a stable (non-radioactive) and absolutely safe isotope.

In the presence of *Helicobacter pylori*, the marked urea is rapidly hydrolyzed to marked CO_2 which will be measured in the test tube containing the exhaled air.

INDICATIONS

The test must be performed on an empty stomach. The test should not be performed during therapy with anti-acids, antibiotics or proton pump inhibitor drugs (lansoprazole, omeprazole, pantoprazole). Before performing the test, it is necessary that the antibiotic therapy has been suspended for at least 4 weeks and that the anti-acid therapy has been terminated for at least two weeks.

Any positive result does not in itself constitute an indication for establishing antibiotic therapy for the eradication of *Helicobacter pylori*.

The test can be performed every day without reservation.

6. Quantiferon (tuberculous disease research)

Quantiferon TB Gold is a test for detecting M. Tuberculosis infection (including active disease: tuberculosis). Tuberculosis (TB) is an infectious and contagious disease caused by the bacterium *Mycobacterium tuberculosis* or Koch's bacillus. The infection occurs through droplets of saliva emitted while talking, or when coughing or sneezing. The Quantiferon TB test has been approved in the United States by the Food and Drug Administration as an aid in the diagnosis of latent *Mycobacterium tuberculosis* infection in tuberculosis, replacing skin tests

(Tine-Test). The test is based on the measurement of interferon-gamma released by sensitized lymphocytes of whole blood incubated with the purified protein derivative of M. Tuberculosis.

Compared to the skin test, the Quantiferon is:

- safer, non-invasive as it does not require the administration of tuberculin;
- requires a single sample of whole blood and does not require the patient to return for the interpretation of the test;
- it is ideal in subsequent investigations because it is not associated with booster phenomena;
- does not present the risk of possible systemic side effects (other than those related to a normal peripheral venous blood sampling);
- provides a laboratory data, positive or negative, compared to a universal "cut-off" for all subjects, regardless of the risk factor to which they are exposed: less variability in the execution and reading of the results;
- the presence of a mitogenic control allows to verify the patient's immune response. Specificity > or = 98.2% and Sensitivity about 90%.

The test is suitable for people

- who are suspected of having active tuberculosis,
- at increased risk of progression into active tuberculosis (people with recent contact with cases of tuberculosis, changes in the chest X-ray compatible with previous tuberculosis, people with



diabetes, silicosis, leukemia, lymphoma, lung cancer, etc.);
- at an increased risk of latent tuberculosis (recent immigrants, residents and employees in high-risk communities such as prisons, shelters, health centers, etc.);
- low risk of latent tuberculosis (military, hospital staff, health workers, etc.).

7. Test for lactose intolerance

It is very common in adulthood, so much so that it is not considered a disease by the scientific world. Lactose intolerance occurs in case of deficiency of the lactase enzyme, that is when the enzyme capable of breaking down lactose, the main milk sugar (cow, goat, donkey milk as well as breast milk), in glucose and galactose. If not properly digested, the lactose that remains in the intestine is fermented by the intestinal bacterial flora resulting in the production of gas and diarrhea. These symptoms appear from 30 minutes to 2 hours after lactose intake.

During the life of an individual, intolerance can manifest itself on three different occasions:

1. in the first case, it can occur due to a lack of the lactase enzyme from birth and emerges when the baby takes milk for the first time. The infant will therefore need to be fed lactose-free formulas. Since this is actually a very rare occurrence, it is advisable not to confuse lactose intolerance with allergy to cow's milk proteins, a condition more frequent during the first months of a child's life; both intolerances produce a very similar symptom picture, but usually the allergy to cow's milk proteins causes hives and / or skin rash.

2. Lactose intolerance, on the other hand, is more common, which occurs in preschool-school age, when the activity of the lactase enzyme is progressively reduced until it disappears, sometimes completely, in adulthood.

3. Finally, lactose intolerance can occur due to acute infectious diarrhea, for example from rotavirus: in this case the intolerance is transient, regresses in 3-4 months and can manifest itself at the beginning of diarrhea or during its course.

The test that can be performed in our laboratory concerns the direct search for the presence or absence of the lactase gene mutation. Mutations analyzed: search for the -13910T / C polymorphism in the lactase gene promoter

Technique used: PCR and RFLP.

The test can be performed using a buccal swab, therefore without blood sampling and without trauma even for children.

PREVENTION OF UNDESIRABLE EVENTS

The venipuncture is an invasive act as the blood sample must be collected through a venipuncture.

The collaboration of the patient to follow the instructions shown schematically below and provided by the staff facilitate a better execution of the sampling.

IT IS IMPORTANT THAT THE PATIENT:

1. Strictly follow the instructions provided by the staff.
2. Tell the staff if you have had hypotensive episodes or convulsions in previous blood tests or if you are diagnosed with epilepsy.
3. Promptly inform the staff when symptoms of this type arise.

UNWANTED EVENTS

Despite the attention in case of particularly difficult samples it is possible to form hematomas. If a hematoma forms, consider that it is not a serious complication; the hematoma resorbs spontaneously within a few days. The use of heparinoid ointments or gels on the part facilitates resorption.

Episodes of hypotension (short dizziness even up to fainting) may occur in some cases.

In epileptic subjects, venipuncture can trigger convulsions.

BEFORE WITHDRAWAL

Correct position: outstretched arm and hand clenched into a fist to allow locating the sampling point.



DURING THE WITHDRAWAL

Correct position: arm extended, relaxed with the hand closed to allow a correct and fast collection.



AFTER WITHDRAWAL

Correct position: keep the arm relaxed, extended and the hand open; the cotton must be pressed in the exact point of collection, with the thumb, for 5 minutes, to avoid the formation of any small bruises.



For foreign people

Za strane pacijente

Poštovani pacijente,

Želimo da Vam damo nekoliko važnih informacija vezanih za rad naše laboratorije.

Otvoreni smo od ponedjeljka do subote u naše tri ambulante. Možete pogledati raspored na stranicama 2.

Za bilo koju informaciju slobodno pitajte na recepciji. Naše osoblje Vam je na raspolaganju za bilo kakvu dodarnu informaciju.

Podsećamo Vas da uzimanje krvi, iako ga radi iskusno i obučeno osoblje, može ponekad imati blage neželjene posledice. Stoga Vas pozivamo da sledite ova uputstva:

1. Sedite i opustite se.
2. Obavestite osoblje ukoliko ste prilikom prethodnih davanja krvi gubili svest, bilo Vam je loše ili ste imali psihičke smetnje.
3. Posle vađenja krvi, strogo se pridržavajte uputstva koja će Vam osoblje dati. Ne zaboravite da držite vatru pritisnutu na mestu na kojem je Vam krv izvađena najmanje na dva-tri minuta kako se ne bi pojavili hematomi.
4. Obavestite osoblje ako bilo šta neobično osećate.

Hvala! Vaša saradnja je veoma važna za dobar ishod procedure.



Collection of biological samples

Premise: for any microbiological (cultural) investigation it is necessary that any antibiotic therapy has been suspended for at least 5 days. In the event of a different indication from your doctor, it is necessary to inform the laboratory staff of the drugs taken.

Urine

- **For a complete urine test:** bring a sample of the first urine of the morning. The sample is collected by discarding the first jet. It is preferable to use special disposable containers on sale or available at the laboratory itself. The representative quantity is approximately 10 ml. In the event of a menstrual cycle, it is advisable to postpone the collection to 3 days after the end.

- For **uroculture request:** use a sterile jar-like container, available at the laboratory or pharmacy. Collect the first urine of the morning. The sample must be obtained after adequate cleaning of the external genitalia and after discarding the first stream of urine. The collection must take place directly in the sterile container taking care of do not touch the inside edges of the container. Close the container carefully and send it quickly to the laboratory.

- **For children who are still not self-employed,** the urine sample collection for both the chemical and physical examination and for uroculture must be carried out with the aid of the special pediatric bags available at the pharmacy. In the case of urine culture sample collection, the bag must be removed and replaced with a new one if the sample has not yet been collected 30 minutes after application.

- **For 24-hour urine collection:** use the special containers available in the pharmacy or laboratory. The collection must be started from the second urine of the day, collecting all the urine released during the day including that of the night and the first one in the morning of the second day. It is possible to note the total quantity collected (the container provided has a volume scale marked on the side) and to deliver only a part of the collection (urine jar) to the laboratory by communicating the total volume collected and taking care to mix the total collection before decanting . However, it is advisable to check with the laboratory whether other particular indications must be followed.

For urinary cytology, collect the second urine in the morning after having thoroughly washed and dried the external genitals. Urine must be collected directly in the appropriate container (the same sterile container that is used for uroculture). The required quantity is at least 30 ml (more than half a jar). Typically the request is for 3 samples which must be collected over three subsequent days. Each sample must be delivered on the day of collection

Stool sample

The necessary and sufficient quantity of sample to be sent to the laboratory is equal to a walnut (two of the stirrers present in the container). It is strongly recommended not to completely fill the special container available at the pharmacy or at the laboratory itself.



- Search for parasites and their eggs. It is advisable to search on three samples of three distinct discharges. Each sample must be fresh and delivered to the laboratory during acceptance hours.
- If the diagnostic suspicion is due to the presence of pinworm eggs in addition to what is indicated in the previous paragraph, it is necessary to perform the scotch test. The test involves applying a piece of transparent adhesive tape to the anal orifice that is used to collect any eggs that are eventually laid during the night, the adhesive tape must then be removed and gently glued onto the slide that was delivered by the laboratory.
- Search for occult blood. It is not necessary to follow a meat-free diet. It is advisable to perform the examination on at least 3 samples of different discharges (or days).
- *Helicobacter pylori* (direct research in faeces): It is advisable to collect an early morning sample, but if this is not possible, yesterday's faeces stored in the refrigerator are accepted. Pharmacological treatment with proton pump inhibitors and bismuth-based drugs must have been suspended for at least two weeks.

Seminal fluid

- Spermogram: It is necessary a period of abstinence from sexual intercourse of not less than 3 and not more than 7 days. After thorough genital hygiene, collect all the sample, through masturbation, in a sterile container, after 9:30 and delivered to the laboratory by 10:00. Transport the sample in a warm place (between 20 and 36 °). The exam must be done by appointment.
- Spermiculture: Collect the semen sample directly into a sterile container. It is recommended to abstain from sexual intercourse in the previous 24-48 hours.

Biological swabs

- Urethral swab: It is advisable to carry out the sample early in the morning (7.30) holding the urine for at least 2 hours. The exam must be done by appointment.
 - Vaginal swab: It is advisable not to wash the genitals from the night before and to refrain from sexual intercourse at least 48 hours before the examination is performed. If performed by your Specialist, it can be delivered to the Laboratory within 24 hours (by keeping it at room temperature). For the detection of Mycoplasmas and Chlamydia, dedicated materials must be used.
 - Throat swab: It is advisable to fast for 2 hours. Although access to the laboratory is generally without reservation for some exams, it is advisable to arrange an appointment for execution by phone only for the sole purpose of improving any waiting times and methods of execution. Exams that require the patient to stay
- Serious sampling for the dosage of prolactin (the patient after a first sampling must remain lying down and in the dark waiting 20 minutes for a second sampling).
 - Sampling for the dosage of renin and / or aldosterone in an upright and supine position. After the first sampling the patient must lie down for two hours in the dark waiting for the sampling for the supine position.
 - Glycemic curve.



CHECK UP PROPOSALS

- You can come to our laboratory to carry out some check-ups even without a request.

- to facilitate this we suggest some exams profiles (check ups) that are useful to have a significant framework of your health status in relation to the most frequent diseases.

- remember that the results of the examinations carried out must always be shown to your trusted doctor for a correct interpretation.

in particular this is fundamental for the so-called "tumoral" examinations: an increase does not automatically mean the presence of neoplastic disease: the doctor will define the precise meaning for each person.

- the examinations we propose, if there are no special exemptions for pathology or income, have a lower cost in a private regime rather than performing them at a public facility.

- the director and the staff are available for any other information deemed necessary

The proposed packages are available to the public in dedicated brochures and on the laboratory website

COLLABORATIONS

Associazione U.P. Ateneo III valore A.P.S. : corsi per la popolazione, gratuiti ,di disostruzione pediatrica

ODV Accademia della solidarietà - Misericordia ONLUS: checkup di sorveglianza sanitaria per gli assistiti

Service charter drawn up with the contribution of the patient associations listed above and shared with representatives of family doctors.



