

## THE NHS PATIENT'S CHARTER

THE NHS PATIENT'S CHARTER OF ARCELLA ANALISI MEDICHE BIOLAB S.r.l. is a means for the safeguard of patients and their right to health. Our Health Centre helps to provide the patient with all information regarding access requirements, types of services provided and any costs and time which may be required to their access, as well as how and when to get the medical report.

Our healthcare commitment is carried out through the implementation of standardised, controlled and validated procedures which guarantee the best quality of service, thus giving the medical report the required reliability in order to put the G.P. in the conditions to take the proper clinical and therapeutic decisions.

This is achieved through the endless and steady commitment of both the people working at our centre, who deliver the proper service and also thanks to the cooperation of the patients involved, who through observations, suggestions and also rebukes, if any, are essential for a continuous improvement of the service.

**ARCELLA ANALISI MEDICHE BIOLAB S.r.l.** is committed to provide services according to these Fundamental Principles:

**EQUALITY.** The provision of the public service (\*) must be inspired according to the principles of equality of the Patients' rights.

Each person has the right to receive the most suitable medical treatment without discrimination in terms of age, gender, race, language or political beliefs.

### **IMPARTIALITY**

The conduct of operators towards service users must be objective, fair and impartial.

### **CONTINUITY**

The Centre has a duty to ensure the continuity and regularity of its treatments. In the event of irregularity or interruption of the service, it must adopt measures designed to minimise the inconvenience caused to users.

### **THE RIGHT TO CHOOSE**

Where current legislation allows, service users have the right to choose the service provider they believe can best meet their needs.

### **PARTECIPATION**

Participation of service users must be always ensure in order to provide the patients with access to the proper service and grant their collaboration with the service providers.

Patients have the right to access to their information which is owned by the service providers. Patients have the opportunity to express their opinion on the quality of the service provided and to submit complaints or suggestions on how to improve the service. The service providers will periodically evaluate the patients' opinions concerning the quality of the service provided.

## **EFFICIENCY AND EFFICACY.**

Public services must be provided in such a way as to ensure the best possible relationship between the resources used, the activities carried out and the results obtained.

Besides the Fundamental Principles stated in the Directive of the Prime Minister "Principles on the provisions of the public services" (O.J. 22.02.1994 n. 43) dated 27.01.1994 , this information must be supplemented with the D.L. n.196 of 30.06.2003, "Code of personal data protection", i.e. the Privacy Code providing that, besides the Professional Confidential, all data and information owned by "Arcella Analisi Mediche Biolab S.r.l. is subject to the above mentioned regulation.

*(\*)... to the purpose of this Directive, the public service providers are those services that even if carried out under a licence scheme or authorization (this is the case with Arcella Analisi Mediche Biolab s.r.l.) grant the enjoyment of rights to protection of health for each person, pursuant to constitution... (Directive of the Prime Minister of 27.01.1994 "Principles on the provisions of the public services O.J. 22.02.1994 n. 43).*

## **INTRODUCTION**

Arcella Analisi Mediche S.r.l. was founded in 1974, following the decision of Prof. Rubaltelli who decided to separate the Laboratory from the "Casa di Cura Arcella". It has been present in the market for thirty years, carrying out the diagnostic activity of clinical laboratory.

In November 2006 "Biolab S.r.l." before named "Arcella Analisi Mediche 2 – Biolab S.r.l" merged by takeover of the company "Arcella Analisi Mediche S.r.l" and as a result the Centre was renamed "Arcella Analisi Mediche Biolab S.r.l.".

**Arcella Analisi Mediche Biolab s.r.l.** is operating in two main activities:

- A clinical pathology laboratory which is located in Padova (via dei Colli 202), and has several clinics in Padova area (Via dei Colli, Via T. Aspetti e Via F.G. D'Acquapendente) and near Padova (Casalserugo, Legnaro e Montemerlo di Cervare Santacroce) collecting biologic material such as blood, urine, etc.
- Various multi specialty clinics in Padova (Via dei Colli, Via T. Aspetti )and in Casalserugo (Via Cavour) supplying consultation in different medical areas such as allergology and clinical immunology, andrology, cardiology, dermatology, diabetology end metabolic disease, endocrinology, gastroenterology, occupational Medicine, orthopedics and traumatology, obstetrics and gynecology, otolaryngology, pneumology, psicologia, nutrition science dietetics address, urology.

**Arcella Analisi Mediche Biolab s.r.l.** serves around 200.000 inhabitants of Padova and suburban areas.

**Arcella Analisi Mediche Biolab s.r.l.** has the mission of providing excellent quality of laboratory tests together with a full satisfaction of his patients. The fulfillment of this mission is the base of the successful business of the company, but it is also an ethic imperative towards his patients, his employees, and entire municipality.

The company is engaged to assure:

- a complete and clear information of his services including laboratory tests and medical consultations,
- a top quality of the biomedical services,
- a continuing effort of increasing quality of his services,
- a continuing biomedical education of his staff.

All the spaces of Arcella Analisi Mediche Biolab s.r.l. used for medical consultations, laboratory work, etc., are comfortable, completely air-conditioned, and as a result capable of granting a steady temperature and humidity in each period of the year. The disabled may also have easy access to these rooms, thanks to specific devices for the removal of architectural obstacles.

**The Clinical Pathology Laboratory**, authorized and accredited by the Veneto Region, and approved by the NHS for the provisions of Diagnostic Laboratory Services, provides a large variety of different tests pertaining to Clinical Chemistry, Hematology, Immunology, Microbiology, Molecular Biology, Medical Genetics, Serum Immunology, Toxicology, Allergology, Cytology, and Histology. These are very good diagnostic supports the general and specialistic medicine, in order to grant the best levels of healthcare for the Patient.

The laboratory is equipped with modern equipment which results in a quick response as well as a high level of precision and accuracy of tests, thanks to the utilization of methodology and instrumental and computerized technologies of the latest generation.

**The work organization** which is completely computerized, from the admission of the patient to the issue of the medical report, allows to follow all the phases step by step, thus granting an absolute and unique identification of the person, of his/her biological samples and results.

**The Medical Clinics** of Arcella Analisi mediche Biolab s.r.l. are able to provide services relating to various specialized branches; Arcella Analisi Mediche Biolab S.r.l. also deals with the service management of **Occupational Medicine** in order to monitor health inside Companies.

In its pursuit of a continuous improvement concerning the quality of the procedures, Arcella Analisi Mediche Biolab S.r.l. has implemented an Insurance System of Quality, according to ISO standards UNI EN 9001:2008, which has been awarded by Società SGS Italia S.p.a, a company of services for International Certification, notified by ACCREDIA.

## **THE MEDICAL WORKFORCE**

### **Chief Executive Officer (CEO):**

**Firmino Rubaltelli, M.D.**

### **Managing Directors**

**Dr. Cristina Ometto**

**Dr. Vincenzo Cuomo**

**Mrs. Lucia Rubaltelli**

### **Clinic Directors:**

Clinic (Poliambulatorio) of Padova - Via dei Colli, 202:

**Gianluigi Gasparoni, M.D.**, Specialist in Biochemistry and Clinical Chemistry

Clinic (Poliambulatorio) of Padova - Via T. Aspetti, 106:

**Francesca Vasoin De Prosperi, M.D.**, Specialist in the Obstetrics and Gynecology

Clinic (Poliambulatorio) of Casalsérugo (PD) - Via Cavour, 58:

**Maurizio Sturaro, M.D.**, Cardiologist

### **Laboratory Director:**

**Dr. Vincenzo Cuomo**, Biologist Specialist in Clinical Chemistry and Biochemistry

**MD Responsible for medical procedures:**

**Gianluigi Gasparoni**, M.D., Specialist in Biochemistry and Clinical Chemistry

**Laboratory Specialty Directors:****Luca Gerini, M.D**

Physician Specialist in Haematology  
in charge of Haematology and Coagulation Section

**Dr. Cristina Ometto**

Biologist, Specialist in Clinical Biochemistry and Clinical Molecular Biology  
in charge of the Microbiology and Serum Immunology Section

**Dr. Cristia Pompolani**

Chemist  
in charge of the Clinical Chemistry and Toxicology Section

**Health Professional Consultants and Co-workers:**

**Dr. Silvia Baldon**, Biologist

**Dr. Barbara Ballon**, Biologist

**Mrs. Arianna Brunazzetto**, Medical Laboratory Technician

**Dr. Emiliano Celegato**, Chemist

**Dr. Marina Dall'Acqua**, Biologist

**Dr. Francesco Ganz**, Biologist

**Mrs. Francesca Inguscio**, Laboratory Technician

**Dr. Stefania Messineo**, Biologist

**Dr. Mara Simonato**, Medical Laboratory Technician

**Nurse Practitioners, Registered Nurses, Paramedics:**

**Mr. Ireneo Bagato**

**Mrs. Simona Calugaru**

**Dr. Debora Costa**

**Mr. Sandro Dal Corso**

**Mrs. Maria Leonia Masiero**

**Dr. Marina Pittoni**

**Mrs. Giulia Pozzobon**

**Mr. Mario Riolfo**

**Mrs. Linda Roncato**

**Mr. Germano Testolin**

**Mr. Giovanni Vladimir Veroni**

**Mrs. Alessandra Zanotti**

**Administrative staff:**

**Mrs. Lucia Rubaltelli**, Personnel Responsible

**Dr. Cristina Ometto**, Delegate for Administration

**Dr. Flavia Cazzola**, Marketing Responsible

**Mrs. Angela Ceola**, Administration Secretary

**Mrs. Stefania Piron**, Administration Secretary Responsible

**Front Office Staff:**

**Mrs. Benedetta R.**

**Mrs. Carlotta Z.**

**Mrs. Cristina L.**  
**Mrs. Cristina R.**  
**Mrs. Daniela L.**  
**Mrs. Elisa S.**  
**Mrs. Ilaria F.**  
**Mrs. Laura Z.**  
**Mrs. Manuela F.**  
**Mrs. Marilisa V.**  
**Mrs. Michela S.**  
**Dr. Simona T.**

### **Occupational Medicine:**

**Gianfranco Mancini**, M.D., Specialist in Occupational Medicine  
Director of the Section of Occupational Medicine  
**Grazia Barbetta**, M.D., Specialist in Occupational Medicine  
**Ilaria Cattoni**, M.D., Specialist in Occupational Medicine  
**Mrs. M. Antonietta Ammaturo**, Secretary  
**Dr. Andrea Bertini**, Secretary  
**Mrs. Cinzia Dante**, Secretary  
**Mrs. Serena De Benetti**, Secretary  
**Mrs. Laura Trapani**, Secretary

### **Registered Office:**

PADOVA  
Via dei Colli, 202  
Tel. 049 624566 (telephone switchboard)  
Tel. 049 8687318 (administrative office)  
Fax 049 8687322

### **Operative Sections:**

PADOVA - near TENCAROLA  
Via dei Colli, 202 - Tel. 049 624566

PADOVA - QUARTIERE ARCELLA  
Via T. Aspetti, 106 - Tel. 049 600155

PADOVA- QUARTIERE MADONNA PELLEGRINA  
Via F.G.D'Acquapendente , 37/A- Tel. 049 851400

CASALSERUGO (PD)  
Via Cavour, 58 - Tel. 049 8740474

LEGNARO (PD)  
Piazza del Donatore, 3 - Tel. 049 8837390

MONTEMERLO DI CERVARESE S. CROCE (PD)  
Via Repoise, 3 - Tel. 049 9903192

### **Operative Headquarters of the Occupational Medicine**

PADOVA - near TENCAROLA  
Via dei Colli, 202 - Tel. 049 624966

## **WHAT WE DO**

ARCELLA ANALISI MEDICHE BIOLAB s.r.l. is a private company which run a large laboratory for biomedical analysis, authorized end accredited by the Veneto Region and the National Health Service. The acquisition of this approval gives the possibility of providing the citizens with the services acknowledged by the NHS, whose costs are charged to the NHS (except for the Administration Fee which is paid by the citizens, the so-called "ticket"), as happens in the facilities of the public service (Hospitals, Districts, Points of Public Collection).

**ARCELLA ANALISI MEDICHE BIOLAB S.R.L.** provides all the services listed in the "Tariff Nomenclature" of the Veneto Region. It carries out most of the texts in the laboratory and cooperates with other laboratories of reference for some particular exams, as established by the resolution of the Regional Council n. 88 dated 18/01/2000 and subsequent amendments, issued with the purpose to provide the Citizen with any service he/she may choose at the approved Laboratory.

Blood withdraws and other biological samples are taken in the six clinics present in Padova and the suburban .

Arcella Analisi Mediche Biolab s.r.l. also provides medical services to patients at home in the metropolitan Padova area. The request must be made the day before providing name, address and needs.

All the medical activity is organized by an informatic system (intranet) provided by a complementary networks of hardware and software to collect, filter, process, create, and distribute medical data. All the clinics are connected in real time and use the same archive and the same management program.

**Arcella Analisi Mediche Biolab S.r.l.** is a facility which provides Laboratory services also for the Health Districts dealing with Medically Assisted Procreation, Antenatal and Postnatal Genetic Diagnosis, Tumour Prevention and Services of Occupational Medicine for the monitoring of health in companies.

**Arcella Analisi Mediche Biolab S.r.l.** is always committed to implement and maintain the quality of its Services of Diagnostic Laboratory through a careful and daily control on all the production process of data and the following medical reports. According to the regulation in force, it complies with all the Regional Control Programs for the External Quality Assessment (VEQ), a system for comparing and verifying the reliability of the data produced by each of the approximately 120 Public and Private Laboratories of Analysis located in the Veneto Region.

**The Clinics** of Arcella Analisi Mediche Biolab s.r.l. are able to provide the patients with these specialties:

- Allergology and Clinical Immunology
- Andrology
- Cardiology
- Dermatology
- Diabetology end metabolic disease
- Endocrinology
- Gastroenterology
- Nutrition Science Dietetics Address
- Obstetrics and Gynecology
- Occupational Medicine

- Ophthalmology
- Orthopedics and Traumatology
- Otolaryngology
- Pneumology
- Psychology
- Sports Medicine
- Urology
- Vascular Surgery

These consultations are provided by specialists who work as private doctors.

### **CENTRO POLISPECIALISTICO TENCAROLA – VIA DEI COLLI 202**

This is the principal operative headquarter which is located in Via dei Colli 202, Padova - near Tencarola di Selvazzano Dentro (PD)

#### **Information:**

Telephone 049 624566

Fax 049 8687322

e-mail [tencarola@aambiolab.it](mailto:tencarola@aambiolab.it)

Our reception staff is at your disposal for information, explanations and suggestions.

#### **Opening hours:**

Monday - Friday: from 7.30 a.m. to 19.30 p.m.

Saturday: from 7.30 a.m. to 12.30 p.m.

#### **Collection of blood samples:**

Monday - Saturday: from 7.30 a.m. to 10.00 a.m.

Tuesday and Thursday from 13.30 p.m. to 15.00 p.m.

Mean time requested for the blood withdrawn is 20 minutes.

#### **Public means of transport:**

Aps Bus Service: bus n. 12 (urban)

M (Montegrotto) - T (Terme Euganee)

APS Service for Disabled

To use the service, call APS (Tel. 348 2818334 )

SITA coach service: Padova - Teolo

#### **Taxi:**

Radio taxi service of Tencarola

Via Spalato, 1

Tel. 049 8685350

Radio taxi service of Padova is operative 24 hours a day; a taxi service with a car lift for the disabled is available upon reservation.

Tel 049 651333

#### **Parking lots:**

The clinic is equipped with a parking disk area just in the square in front of and behind the building, while other free parking lots are located nearby.

**Activity:**

In this place Arcella Analisi Mediche Biolab s.r.l. run the Laboratory of Clinical Pathology and Clinic of Allergology and Immunology, Andrology, Cardiology, Dermatology, Diabetology and Metabolic Diseases, Endocrinology, Gastroenterology, Occupational Medicine, Orthopaedics, Obstetrics and Gynecology, Otolaryngology, Pneumology, Nutrition, Urology.

**Medical Specialists and Healthcare Employees**

Stefania Bano, M.D., Specialist in Dermatology and Venereology  
Mariangela Battistella M.D., Specialist in Psychologist  
Paola Bernardis, M.D., Specialist in Allergology and Clinical Immunology  
Mario Bolzan, M.D., Specialist in Specialist in Ophthalmology  
Cristina Bonofiglio, M.D., Specialist in Cardiology  
Valentina Contin, M.D., Specialist in Orthoptist  
Pietro D'Agostino, M.D., Specialist in Otolaryngology  
Adello De Belvis, M.D., Specialist in Urology  
Alessandra De Rossi, M.D., Specialist in Specialist in Allergology and Clinical Immunology  
Salvatore Ferrari Ruffino, M.D., Specialist in Vascular Surgery  
Lisa Fiana , M.D., Specialist in the Obstetrics and Gynecology  
Marco Morabito, M.D., Specialist in Psychologist  
Angela Nucibella, Biologist and Nutritionist  
Joseph Robinson, M.D., Specialist in Orthopaedics and Traumatology  
Paola Rocchini, M.D., Specialist in Endocrinology and Metabolic Diseases  
Paolo Scrobogna, M.D., Specialist in Pneumology  
Francesca Vasoin De Proseri, M.D., Specialist in the Obstetrics and Gynecology  
Umberto Vecchiati, M.D., Specialist in Gastroenterology and Digestive Endoscopy, Nutrition Science  
Maria Luisa Tessitore , M.D., Specialist in Urology

**Collecting documents:**

Reports are to be collected in the opening hours, starting from the day and time which are shown on the invoices or printed reminders given by the reception staff at the admission of the patient. Upon acceptance you can request report of your tests by shipment via email, by fax or by priority mail.

**Urgency:**

Urgent reports can be requested and agreed on at the time of the admission, according to the technical times of execution and medical reports of tests.

**Home sample collection:**

Home sample-taking can be booked at the reception desk of the laboratory (tel. 049 624566) from Monday to Friday by 6 p.m.

**Payment:**

The payment of health services (cash, online payment, POS) is carried out at the front desk when the patients are accepted for exams or consultations.

**ARCELLA ANALISI MEDICHE BIOLAB - PADOVA - VIA TIZIANO ASPETTI**

It is located in Via T. Aspetti 106, in the Arcella area, to the north of the town, and near the railway station. The clinic is an easy to gain access to for the disabled as the facilities are located on the ground floor.



**Information:**

Telephone 049 600155

Fax 049 600469

e-mail [arcella@aambiolab.it](mailto:arcella@aambiolab.it)

Our reception staff is at your disposal for information, explanations and suggestions.

**Opening hours:**

Monday - Friday: from 7.30 a.m. to 19.30 p.m.

Saturday: from 7.30 a.m. to 12.30 p.m.

**Collection of blood samples:**

Monday – Saturday : from 7.30 a.m. to 10.30 a.m.

Mean time requested for the blood withdrawn is 20 minutes.

**Public means of transport:**

Metrobus

Aps Bus Service

Bus n. 16 (from Via Colotti or Ponte San Nicolò)

Bus n. 22 (from Mandria or Giarre and from Torre).

APS Service for Disabled

To use the service, call APS (Tel. 348 2818334 or 348 2818353)

**Taxi:**

Radio taxi service of Padua is operative 24 hours a day; a taxi service with a car lift for the disabled is available upon reservation.

Tel. 049 651333

**Parking lot:**

The laboratory is equipped with a large internal parking free of charge for the first 15 minutes.

**Activity:**

In this place blood withdraws and other biological samples are taken every day. In addition the clinic provides consultations of Cardiology, Obstetrics and Gynecology and Occupational Medicine.

***Medical Specialists***

Corrado Betterle, M.D., Specialist in Endocrinology

Angela Nucibella, Biologist Nutritionist

Maurizio Sturaro, M.D., Specialist in Cardiology

Francesca Vasoin De Prospero, M.D., Specialist in the Obstetrics and Gynecology

**Collecting documents:**

Reports are to be collected in the opening hours, starting from the day and time which are shown on the invoices or printed reminders given by the reception staff at the admission of the patient. Upon acceptance you can request report of your tests by shipment via email, by fax or by priority mail.

**Urgency:**

Urgent reports can be requested and agreed on at the time of the admission, according to the technical times of execution and medical reports of tests.

**Home sample-taking collection:**

Home sample-taking collection can be booked at the reception desk of the laboratory (tel. 049 624566) from Monday to Friday by 6 p.m.

**Payment:**

The payment of health services (cash, online payment, POS) is carried out at the front desk when the patients are accepted for exams or consultation.

**ARCELLA ANALISI MEDICHE BIOLAB - PADOVA - VIA F.G.D'Acquapendente**

It is located in Via F.G.D'Acquapendente 37/A, Padova – Quartiere Madonna Pellegrina

**Information:**

Telephone 049 851400

Fax 049 8035399

padova@aambiolab.it

Our reception staff is at your disposal for information, explanations and suggestions.

**Opening hours:**

Monday - Saturday: from 7.30 a.m. to 10.00 a.m.

**Collection of blood samples:**

Monday - Saturday: from 7.30 a.m. to 10.00 a.m.

**Collecting documents:**

Monday - Saturday: from 7.30 a.m. to 10.00 a.m.

Mean time requested for the blood withdrawn is 10 minutes.

**Public means of transport:**

Aps Bus Service

Bus n. 3 (from Railroad or Lion di Albignasego).

APS Service for Disabled

To use the service, call APS (Tel. 348 2818334 or 348 2818353)

**Taxi:**

Radio taxi service of Padua is operative 24 hours a day; a taxi service with a car lift for the disabled is available upon reservation.

Tel. 049 651333

**Parking lots:**

The urban context where the clinic is located, is equipped with a free parking with orary disk lot near Via F.G.D'Acquapendente

**Activity:**

In this place blood withdraws and other biological samples are taken every day.

**Collecting documents:**

Reports are to be collected in the opening hours, starting from the day and time which are shown on the invoices or printed reminders given by the reception staff at the admission of the patient. Upon acceptance you can request report of your tests by shipment via email, by fax or by priority mail.

**Urgency:**

Urgent reports can be requested and agreed on at the time of the admission, according to the technical times of execution and medical reports of tests.

**Home sample-taking collection:**

Home sample-taking collection can be booked at the reception desk of the laboratory (tel. 049 624566) from Monday to Friday by 6 p.m.

**Payment:**

The payment of health services (cash, online payment, POS) is carried out at the front desk when the patients are accepted for exams or consultation.

**ARCELLA ANALISI MEDICHE BIOLAB - CASALSERUGO**

It is located in Via Cavour 58, on the first floor of a building on a corner with Via Dante, opposite Villa delle Statue. The building presents glass windows on the ground floor and brown panels on the first floor. The main entrance is in the arcade among the glass windows of shops.

A lift for the disabled is available from the street.

**Information:**

Telephone 049 8740474

Fax 049 9080013

e-mail [casalserugo@aambiolab.it](mailto:casalserugo@aambiolab.it)

Our reception staff is at your disposal for information, explanations and suggestions.

**Opening hours:**

Monday - Saturday: from 7.30 a.m. to 9.30 a.m.

Tuesday and Thursday: from 16.30 p.m. to 18.30 p.m.

**Collection of blood samples:**

Monday - Saturday: from 7.30 a.m. to 9.30 a.m.

**Collecting documents:**

Monday - Saturday: from 7.30 a.m. to 9.30 a.m.

Tuesday - Thursday: from 16.30 p.m. to 18.30 p.m.

Mean time requested for the blood withdrawn is 15 minutes.

**Parking lots:**

The clinic is equipped with free big parking lots.

**Activity:**

In this place blood withdraws and other biological samples are taken every day. In addition the clinic provides consultations of Cardiology, Dermatology, Gastroenterology, Occupational Medicine, Obstetrics and Gynecology, Otolaryngology, Nutrition Science.

***Medical Specialists and Healthcare Employees***

Stefania Bano, M.D., Specialist in Dermatology and Venereology

Cristina Bonofiglio, M.D., Specialist in Cardiology

Lisa Fiana, M.D., Specialist in the Obstetrics and Gynecology

Salvatore Morello, M.D., Specialist in Cardiology

Angela Nucibella, Biologist and Nutritionist

Umberto Vecchiati, M.D., Specialist in Gastroenterology and Digestive Endoscopy, Nutrition Science

**Collecting Documents:**

Reports are to be collected starting from the day and time which are shown on the invoices or printed reminders given by the reception staff at the admission of the patient. Upon acceptance you can request report of your tests by shipment via email, by fax or by priority mail.

**Urgency:**

Urgent reports can be requested and agreed on at the time of the admission, according to the technical times of execution and medical reports of tests.

**Home sample collection:**

Home sample collection can be booked at the reception desk of the laboratory (tel. 049 624566) from Monday to Friday by 6 p.m.

**Payment:**

The payment of health services (cash, online payment, POS) is carried out at the front desk when the patients are accepted for exams or consultation.

**ARCELLA ANALISI MEDICHE BIOLAB - LEGNARO**

It is located in Piazza del Donatore 3, Legnaro (PD). A lift for the disabled is available from the street.

**Information:**

Telephone 049 8837390

Fax 049 8837391

e-mail [legnaro@aambiolab.it](mailto:legnaro@aambiolab.it)

Our reception staff is at your disposal for information, explanations and suggestions.

**Collection of blood samples:**

Monday - Saturday: from 7.30 a.m. to 10.00 a.m.

**Collecting the documents:**

Monday - Friday: from 9.00 a.m. to 12.00 a.m. and 15.00 p.m. to 19.00 p.m.

Saturday: from 9.00 a.m. to 12.00 a.m.

Mean time requested for the blood withdrawn is 20 minutes.

**Public means of transport:**

SITA coach service: Padova - Piove di Sacco

**Parking lots:**

The sample-taking clinic is equipped with a parking disk area just in the square in front of the building, while other free parking lots are located in the contiguous streets.

**Activity:**

In this place blood withdraws and other biological samples are taken every day. The sample-taking clinic is located on the first floor of a building within an urban context, used as a facility for Health Services (Outpatients' Clinics of General Medicine, Specialist Outpatient Clinic, Dental Clinic, Chemist's, Physiotherapy and Rehabilitation Centres).

**Collecting Documents:**

Reports are to be collected starting from the day and time which are shown on the invoices or printed reminders given by the reception staff at the admission of the patient. Upon acceptance you can request report of your tests by shipment via email, by fax or by priority mail.

**Urgency:**

Urgent reports can be requested and agreed on at the time of the admission, according to the technical times of execution and medical reports of tests.

**Home sample collection:**

Home sample collection can be booked at the reception desk of the laboratory (tel. 049 624566) from Monday to Friday by 6 p.m.

**Payment:**

The payment of health services (cash, online payment, POS) is carried out at the front desk when the patients are accepted for exams or consultation.

**ARCELLA ANALISI MEDICHE BIOLAB - MONTEMERLO**

It is located in Via RePOSE 3, Montemerlo di Cervarese S. Croce (PD)

**Information:**

Telephone 049 9903192

Fax 049 9908787

e-mail [montemerlo@aambiolab.it](mailto:montemerlo@aambiolab.it)

Our reception staff is at your disposal for information, explanations and suggestions.

**Collection of blood samples:**

Monday - Saturday: from 7.30 a.m. to 10.30 a.m.

**Collecting the documents:**

Monday - Friday from 8.30 a.m. to 12.30 p.m.

Tuesday and Thursday from 16.30 p.m. to 18.30 p.m.

Saturday: from 8.30 a.m. to 10.30 p.m.

Mean time requested for the blood withdrawn is 20 minutes.

**Parking lots:**

The sample-taking clinic is equipped with free big parking lots nearby

**Activity:**

In this place blood withdraws and other biological samples are taken every day. The sample-taking clinic is located on the ground floor of a building

**Collecting Documents:**

Reports are to be collected starting from the day and time which are shown on the invoices or printed reminders given by the reception staff at the admission of the patient. Upon acceptance you can request report of your tests by shipment via email, by fax or by priority mail.

**Urgency:**

Urgent reports can be requested and agreed on at the time of the admission, according to the technical times of execution and medical reports of tests.

**Home sample-taking collection:**

Home sample-taking collection can be booked at the reception desk of the laboratory (tel. 049 624566) from Monday to Friday by 6 p.m.

**Payment:**

The payment of health services (cash, online payment, POS) is carried out at the front desk when the patients are accepted for exams or consultation.

**ARCELLA ANALISI MEDICHE BIOLAB - OCCUPATIONAL MEDICINE**

It is located in Via dei Colli 202, Padova - near Tencarola di Selvazzano Dentro (PD)

**Information**

Telephone 049 624966

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Our secretarial staff is at your disposal for information, explanations and suggestions.

**Opening hours:**

Monday - Friday: from 8.00 a.m. to 17.00 p.m.

**Parking lots:**

The clinic is equipped with a parking disk area just in the square in front of and behind the building, while other free parking lots are located nearby.

The legislation in force, on the prevention and safety at the workplace, is essentially described in the Legislative Decree 81/08 and subsequent amendments and integrations. It provides all measures for the safeguard of health and safety of workers during their job, including both private and public sectors of business. The employer must evaluate the risks for the safety and health of the Workers, according to the business activity which is carried out, and consequently appoint, where a professional exposition to risk is established, a person in charge for the prevention and protection service and the appropriate occupational health physician.

**The service of Occupational Medicine** of Arcella Analisi Mediche Biolab S.r.l, can provide the following services:

- 1) Identification of the company risk factors.
- 2) Specialistic Physical examinations and instrumental tests for the monitoring of health.
- 3) Laboratory and radiology diagnostics and environmental monitoring.
- 4) Deadlines for health tests, monitoring in the workplace and compliance with rules and administrative standards.

## **INFORMATION NOTES**

### **WHAT YOU NEED TO GET THE SERVICE**

In order to get access to the laboratory services under agreement with the National Health System you need to show the following documents at the reception desk:

- referral from your G.P, which contains: your surname, name and age, fiscal code, examinations to carry out; diagnostic hints; exemption, if any.
- Date of birth, address , telephone, Healthcare card, other information concerning the type of the examinations required (i.e., if on empty stomach, date of last period, etc..)
- consent for the executions of the services and personal handling of data as provided by the privacy regulations.

### **WHAT YOU NEED TO GET YOUR MEDICAL REPORTS**

The person concerned must collect the medical reports from the desk of the laboratory or of the sample-taking clinics, showing a printed reminder or an invoice (where the date and the time for the collection are indicated). As an alternative a reliable person can be authorized to collect the reports, by compiling the above-mentioned document where the following note is reported: Authorization for collection.

### **FAILURE TO COLLECT REPORTS**

According to the Act 412, art. 4, paragraph 18 of 30.12.91, “Provisions on public finance matters” and the Finance Act 2007, the failure to collect a medical report, within 30 days from the provision of the service, implies that the total cost of the service is to be charged to the patient.

### **MEDICAL REPORTS ON-LINE**

It is possible to receive own personal medical reports (the large majority of the Lab tests) on-line provided that the patient subscribe the acceptance of this service (free of cost), and supply the needed information.

At the moment of the presentation of the Medical Prescription to the reception desk of Arcella Analisi Mediche Biolab S.r.l the patient must subscribe (only the first time) his/her acceptance of this service, and will receive the account and the password to enter into a SSL (Secure Sockets Layer) site, where he/she could download the results of laboratory tests.

The instructions for this service can be consulted in the site [www.aambiolab.it](http://www.aambiolab.it) or requested to the secretaries of the reception.

### **MEDICAL REPORTS ON-LINE FOR THE PHYSICIAN**

This service allows the Practitioner and/or the Specialist to see the results of laboratory tests carried out by their personal patients in real time. This service is obviously helpful in order to speed up diagnosis and monitoring of therapy.

Physicians wishing to participate to this Service are kindly requested to subscribe the Privacy declaration according to Legislative Decree 196/2003. After that, physicians will be able to see the results of the exams done by their own patients provided that patients have accepted to disclose their tests to their doctors having subscribed the Authorization.

## **COMPLAINTS**

The quality of our services and the satisfaction of our patients are the more important master points of our activity. For this reason, we encourage our clients to report any dysfunction observed in our activity. In every reception of our clinics are present forms that the clients can fill out and put a secure box. The forms can be signed or be anonymous.

The complaints will be analyzed with the greatest attention in order to identify possible critical areas, and take the more appropriate decisions to increase the quality of services. Just in case of a serious event, it is possible to reach the Direction phoning to the number 049/624566.

## **PRIVACY**

The following information form refers to the information note, which Arcella Analisi Mediche Biolab s.r.l. submits to its Patients, to inform them about the rights concerning the protection of their personal data as well as to the part relevant to the informed consent. Both the information note and the informed consent are compulsory to get the services.

INFORMATION FORM PURSUANT TO ART. 13 OF ACT 196 OF 30/06/2003, REGARDING THE "CODE OF CONDUCT AS REGARDS THE PROTECTION OF PERSONAL DATA."

Pursuant to the regulation in force as to the protection of personal data, we inform you that our facility shall obtain or has already obtained personal or sensitive data concerning you or the person that you represent, in order to provide for the diagnostic and/or therapeutic services which are foreseen by virtue of the contract.

These data are strictly required to provide you or the person you represent with the above-mentioned services. They are handled only according with the conditions and procedures - also carried out with electronic devices - which are necessary to get the services, even when we pass on these data to other subjects linked to the health sector. Moreover, some services require the handling of these data by persons we trust in, and who work on our behalf.

The data we require can also be handled by our fellow workers, who have the authorization to do so, and they are mandatory for the purposes stated hereunder.

According to art. 7 of the above-mentioned L.D., you have always the right to know what data are at our premises, their origin and how they are handled. You also have the right to make them updated, corrected or integrated and if they should be handled in breach of this act, you have the right to refuse their handling or to have them cancelled.

The holder of the handling is:ARCELLA ANALISI MEDICHE BIOLAB S.R.L..

You have the right to get any information relevant to the subjects or group of subjects to whom your data are passed on or who can gain knowledge of them as persons responsible or in charge of their handling by the above-mentioned subjects.

### **Informed Consent**

I, the undersigned.....born on.....  
living in.....  
give consent for the handling of my personal and sensitive data, under Art. 13 of the Decree-Law 196/2003.



## **PAYMENT EXEMPTIONS**

### **PREGNANCY**

A couple who wants to have a baby as well as any pregnant woman have the right to undergo, free of charge, some Specialistic and diagnostic tests and examinations, i.e. without paying for the administration fee (ticket), in order to safeguard their health and that of their baby. The list of these tests and examinations are included in the Ministerial Decree of September 10th, 1998, available with its annexes at the reception of operative structures or in the relevant section of the portal of the Ministry of Health.

In particular, this Decree provides for the following free of charge tests and examinations :

- periodical obstetric and gynaecological medical examinations
- some tests to be carried out before the conception, listed in the Annex A to the Decree, in order to exclude every factor which may put the pregnancy at risk. If the case or familiar history of the couple should show some risk conditions for the foetus, all the required and appropriate services can be provided free of charge by the consultant, in order to determine any genetic defect.
- The diagnostic tests for the physiological check of the pregnancy, for each period of the pregnancy, as established in the Annex B to the Decree. If the patient comes close to having a miscarriage, all Specialistic services are to be included, in order to monitor the patient till the end of the pregnancy.
- All the required and appropriate services for the antenatal diagnosis during pregnancy, in specific conditions of risk for the foetus, as established in Annex C to the Decree, and prescribed by the consultant.
- All the required and appropriate services for the treatment of diseases (pre-existing or arisen during the pregnancy) which may put at risk the woman or the foetus, and prescribed by the consultant.

### **RARE DISEASES**

Rare diseases are severe pathologies which are invalidating and often without specific treatments. They affect just a low percentage of people, lower than 5 cases out of 10.000 inhabitants, as established by the European Parliament.

The Ministerial Decree 279/2001 provides for the payment exemption of all appropriate and effective services for the treatments and monitoring of rare diseases, which are previously determined, as well as for their further worsening. As the diagnostic procedure for rare diseases is expensive and complicated, the payment exemption also includes some tests to verify the rare disease as well as the genetic testing on the patient's relatives, which may be necessary to diagnose the rare disease of genetic origin. This provision is based on the consideration that most of rare diseases are of genetic origin and that the relevant testing requires sometimes very sophisticated and expensive investigations which are also extended to the relatives of the person concerned. You can visit the web site of the Department of Health, section "Rare Diseases", for a list of the diseases which give the right to exemption. The text of Decree n.279/2001 is also available. You may also visit the site of the "Istituto Superiore della Sanità" which offers the possibility of looking for, through database, the specialised hospital centres suggested by the Regions for the diagnosis and treatments of rare diseases.

### **CHRONIC AND INVALIDATING DISEASES (Exemptions for Pathology)**

The chronic and invalidating diseases which give right to the payment exemption for the related health services are listed in the Ministerial Decree n.329/1999 and subsequent amendments and integrations. The Department of Health has a section dedicated to the "Exemptions for chronic pathologies" which also

provides the citizens and health workers with a lot of useful information. Besides a “purposive guide to the exemption” and the relevant regulations, a user-friendly database is also available which allows to verify whether your disease gives right to the payment exemption and know the relevant code of exemption and the services you may require.

### INVALIDITY

If your claim for invalidity is accepted, you are entitled to payment exemptions for some or all the Specialistic services (to get information on the exemption from paying the administration fee on medicines, pursuant to regional regulations, the patients have to address to the Region of origin.)

The categories of the disabled who may enjoy this benefit are hereunder listed (Ministerial Decree of February 1<sup>st</sup> 1991, art.6 and subsequent amendments and integrations)

The level and the degree of invalidity must be ascertained by the proper Medical Commission of the Local Health Service where the patient lives. The medical test represents the required condition to get the release of the exemption card.

Categories of patients exempt from administrative fees	Free of charge services
Disabled ex-servicemen and for service belonging to categories from I to V, ex -convicts deported to the Nazi fields	All instrumental diagnostic and laboratory services and other services.
Registered disabled and industrial accident victims having a reduction of their earning capacity higher than 2/3	
Registered disabled with helplessness allowance	
Blind and deaf-and-dumb persons	
Victims of Acts of terrorism or organised crime	
Disabled ex servicemen and for service belonging to categories from VI to VIII	Instrumental diagnostic laboratory services and other Specialistic services linked to the invalidating pathology
Industrial accident victims having a decrease of earning capacity lower than 2/3	
Injured workers or those having an occupational disease.	

### INCOME

Some personal and social conditions linked to income, enable to obtain the exemption from the administrative fee (ticket), for outpatient Specialistic services (to get information for the payment exemption from the medical fee on medicines, pursuant to regional regulations, the Patient needs to enquire at the Region of origin).

The categories of citizen which have the right to this type of exemption are listed hereunder (Act 537/1993 and subsequent amendments).

Categories of patients exempt from administrative fees	Free of charge services
Citizens under six and above sixty five years, belonging to family unit with a total income not exceeding 36,151. 98 euros.	All instrumental and diagnostic services and laboratory services as well as other Specialistic services.
Holders of social pensions and their dependents	
Unemployed and their dependents with a total income lower than 8,263.31 euros, and up to 11,362.05 euros when the spouse is included, and to further 516.46 euros for each dependent child.	
Holder of a social pension aged above sixty years and their dependents, belonging to a family unit with a total income lower than 8,263.31 euros, and up to 11,362.05 euros when the spouse is included, and to further 516.46 euros for each dependent child	

N.B.

*In order to get the exemption fee for income reasons, the applicant must consider the total income of the family unit, with reference to the previous year. This is the sum of the single incomes of the members of the family unit. Family unit for tax purposes means the person concerned, his/her spouse not legally separated and other dependent relatives (and not the person personal data) .*

*Dependent relative means all relatives who are not physically independent, and who give right to the applicant to enjoy tax relief (as they are holders of an income lower than 2,840.51 euros).*

*Unemployed means exclusively a citizen that has terminated an employment for whatever reason (dismissals, resignations, termination of a temporary employment contract) and is registered as unemployed at the Labour Centre, waiting for a new job.*

*It is the responsibility of the physician to verify entitlement to the exemption, notify the person concerned and bring its code on prescription*

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