USER INFORMATION DOCUMENT

Service Charter

LABORATORIO CHIMICO DEL CASSINATE S.r.l. — Cassino (FR), Italy

TABLE OF CONTENTS

1. Introduction
2. Mission and Values
3. Fundamental Principles
4. Users' Rights and Responsibilities
5. List of Services and Procedures
6. Access to Services
7. Organisational Structure
8. Quality Standards
9. Organisation Chart
10. Contacts

1. Introduction

"Laboratorio Chimico del Cassinate S.r.l." is a healthcare facility accredited by the Italian National Health Service (SSN) to provide Laboratory Testing, Magnetic Resonance Imaging and Radioimmunology services. It also offers additional private services, including Water Analysis and diagnostic imaging (Ultrasound, CT Scans, Dentalscan, Bone Mineral Densitometry (BMD), Digital Radiology and Mammography).

The facility is located in Cassino (FR), at Piazza S.ta Scolastica no. 1, on the ground and first floors. It has been serving the Cassino area since 1974 and occupies spacious premises (750 sq. m.), equipped with internal and external lifts for people with disabilities.

The ongoing professional development of all healthcare staff, the professionalism and courtesy of the entire team, together with the use of technologically advanced equipment in the fields of Diagnostic Imaging and Laboratory Medicine, make Laboratorio Chimico del Cassinate S.r.l. a comprehensive, reliable and state-of-the-art diagnostic centre, and a point of reference in Central Italy and throughout the country. Particular attention is also paid to patients' needs and expectations, which has always been one of the facility's top priorities.

2. Mission and Values

Our mission is to provide high-quality diagnostic services, with constant attention to patients' needs and expectations. Professionalism, innovation and courtesy are our core values.

3. Fundamental Principles

- **Patient-centred care:** All our activities are aimed at ensuring patient satisfaction and well-being.
- **Quality and Innovation:** We continually invest in new technologies and staff training.
- **Accessibility and Transparency:** We ensure easy access to our services and provide patients with clear information.

4. Users' Rights and Responsibilities

The following provisions express and supplement the principles set out in the documents listed below, which were drawn up in light of international law:

> - "Patient Bill of Rights", approved in 1973 by the American Hospital Association;
> - "Charter of the Rights of the Sick", adopted by the CFE in Luxembourg from 6 to 9 May 1979;
> - "Charter of the 33 Rights of Citizens", drawn up during the first public session on patients' rights, held in Rome on 29 June 1980;
> - Article 25 of the "Universal Declaration of Human Rights" and Articles 11 and 13 of the "European Social Charter 1961";
> - Article 12 of the 1966 "United Nations International Covenant on Economic, Social and Cultural Rights";
> - Resolution No. 23 of the World Health Organization (1970), which are fully consistent with the principles of the Italian Constitution (Articles 2, 3 and 32).

These regulations comply with the general reference framework of the "Charter of Public and Healthcare Services" referred to in the Prime Ministerial Decree of 19 May 1995.

PATIENTS' RIGHTS

1. Patients have the right to receive attentive and considerate care, with respect for their human dignity and their philosophical and religious beliefs.
2. Patients have the right to receive information from the healthcare facility about the services it provides, how to access them and the relevant areas of responsibility. They also have the right to immediately identify the staff members handling and processing their requests.
3. Patients have the right to receive complete and understandable information from healthcare staff regarding the reports for the services requested.
4. In particular, except in emergencies where a delay could endanger health, patients have the right to receive the information needed to give truly informed consent. Such information must also cover any possible risks or discomfort associated with the requested service. If the Medical Director responsible for the relevant department has reasoned grounds for believing that direct disclosure would be inappropriate, the information must be provided to family members or legal guardians, unless the patient expressly refuses.

5. Patients also have the right to be informed about the availability of alternative tests and treatments, including those that may be performed at other facilities. If patients are unable to make decisions independently, the same information must be provided to the persons referred to in the previous paragraph.
6. Patients have the right to confidentiality regarding data relating to their health and any other personal circumstances.
7. Patients have the right to submit complaints, which must be promptly reviewed, and to be informed in a timely manner of the outcome.
   Patients may address any complaints to the Managing Director of the company at its registered office, or by email at reclami@labchimcas.it.

PATIENTS' RESPONSIBILITIES

1. When accessing the healthcare facility, users are expected to behave responsibly at all times, respecting and understanding the rights of other users and cooperating with the medical, nursing and technical staff, as well as with the management of the facility.
2. By accessing the healthcare facility, patients/users establish a relationship of trust and respect with healthcare staff. This is an essential prerequisite for establishing an appropriate diagnostic programme.
3. Patients must promptly inform healthcare staff if, of their own accord, they decide to cancel healthcare services that have been scheduled or booked, so that waste of time and resources can be avoided.
4. Users must respect the premises, equipment and furnishings within the healthcare facility.
5. Everyone at the healthcare facility must observe the scheduled times for services and for collecting the relevant reports, in order to ensure the smooth running of the facility. For hygiene and health reasons, and out of respect for other users, crowding around the reception desk must also be avoided.
6. As members of a community, users should avoid any behaviour that may disturb or inconvenience others (noise, mobile phones left switched on, etc.).
7. Smoking is prohibited throughout the facility.
8. The organisation and schedules of the healthcare facility must be respected at all times. Requests for healthcare services made at inappropriate times or in an inappropriate manner cause considerable disruption to all users.
9. Users are advised to move around the facility using the designated routes and to proceed directly to the areas relevant to their needs.
10. Healthcare staff are expected, within their respective areas of responsibility, to ensure compliance with the above rules for the proper operation of the department and the well-being of users.
11. Users have the right to receive accurate information about how the healthcare facility is organised, but they also have a specific duty to seek information at the appropriate times and from the appropriate offices.

5. List of Services and Procedures

Diagnostic Imaging	Laboratory Testing
• Whole-body Magnetic Resonance Imaging (MRI) with open magnet • Dedicated Musculoskeletal Magnetic Resonance Imaging (MRI) • Multislice Computed Tomography (CT) • Dentalscan • Bone Mineral Densitometry (BMD) • Ultrasound (Colour Doppler Ultrasound) • Mammography • Digital Conventional Radiology • Digital Orthopantomography and Cephalometry	• Clinical Chemistry Tests • Blood Coagulation Tests • Allergy Testing • Microbiology – Virology • Radioimmunology • Toxicology • Immunofluorescence • Immunochemiluminescence • Atomic Absorption • Immunochromatography • Histological and Cytopathological Diagnostics • Industrial Hygiene • Environmental Protection • Chemical and Commodity Analysis

6. Accessing Our Services

OPENING HOURS

Service / Activity	Days and Hours
Opening hours	Monday to Friday: 8:00 a.m. – 6:00 p.m.
Blood collection hours	Monday to Friday: 8:00 a.m. – 12:00 p.m. Saturday: 8:00 a.m. – 10:30 a.m.
Report collection hours	Monday to Saturday: 8:00 a.m. – 10:30 a.m.
External sample reception hours	Monday to Friday: 8:00 a.m. – 12:00 p.m. and 2:00 p.m. – 4:00 p.m. Saturday: 8:00 a.m. – 10:30 a.m.

Appointments are required to access our laboratory services. Users may book by calling **0776 24333** or by visiting the laboratory in person. However, appointments are not required for blood collection or swab tests. Microbiological samples may be delivered from Monday to Friday without an appointment. Laboratory staff are available to provide users in advance with all the information needed to prepare for tests and instructions on how to collect biological samples.

Upon request, our facility can provide a home blood collection service.

Venous blood samples are collected after the patient has fasted since the previous evening and rested for at least 15 minutes. Urine samples (spontaneous, first morning urine) must be collected in suitable containers. For microbiological tests, discard the initial part of the urine stream and collect the middle portion in a special sterile container.

24-hour urine collection: Empty the bladder in the morning; then collect all urine passed during the day, night and following morning in a single container. Mix thoroughly, record the total volume and take an aliquot to be sent to the laboratory.

Stool and other biological fluid tests: Do not allow the sample to dry out. Please ask laboratory staff for specific instructions.

Examinations involving ionising radiation (X-rays, CT scans, BMD) may only be performed after pregnancy has been ruled out. MRI scans cannot be performed on patients with pacemakers, neurostimulators or other implants. It is not advisable for pregnant women to undergo these examinations.

For ultrasound examinations, please ask laboratory staff for instructions.

REGISTRATION

Registration is handled by our staff, who record your details and receive any biological samples you may have collected. Please remember to bring a valid identity document and your Italian Health Insurance Card (Tessera Sanitaria).

To undergo tests under the Italian National Health Service (SSN), a medical prescription is required, issued on the regional prescription form by a general practitioner or another specialist.

The prescription must include the following information:

- first name, surname, age and, where applicable, details of any exemption from payment for the service;
- details of the requested services, within the limits set by current regulations for each prescription (maximum 8 tests);
- the doctor’s stamp and signature and the date of the prescription.

At registration, users are given a form containing instructions for collecting the reports and, where applicable, authorising another person to collect them.

For diagnostic imaging services provided under agreement with the National Health Service (SSN), users must submit the following documents to the reception staff:

- The doctor’s prescription: a duly completed examination request issued by the prescribing doctor and containing the patient’s identification details;
- The diagnostic question, together with all information required by the Lazio Region’s outpatient Specialist Care Information System (SIAS);
- The user’s Italian Health Insurance Card (Tessera Sanitaria);
- A valid identity document.

For privately paid services, users must present their Italian Health Insurance Card and a valid identity document.

However, to ensure the best possible response to the diagnostic question, it is preferable that requests for privately paid tests are also made on the recommendation of the patient’s treating physician. A doctor’s prescription is always required for underage patients.

WAITING TIMES

Waiting times for privately paid tests and services are very short.

For diagnostic tests provided under agreement with the National Health Service (SSN), reference is made to the waiting times established by the regional RECUP booking system.

COLLECTION OF TEST REPORTS

The report is available from the date indicated on the registration document issued at check-in. The time required to issue test reports and/or reports for specific examinations depends on the type of test and is usually approximately 5 working days. Reports can be viewed and downloaded online after the relevant form has been completed at registration. Alternatively, the form can be collected at the facility or requested by email. Another person may be authorised to collect the report by completing the appropriate form (provided at registration) and indicating the authorised person.

At the end of the diagnostic examination, users are given a copy of the disc containing the examination.

Reports are retained for the period required by applicable law. Anyone who has received the service may request a copy of their report at any time, simply by making an oral request and at no additional cost.

REPORT TURNAROUND TIMES

Complex tests require longer processing times. For example, microbiological tests are performed daily, but for technical reasons reports are generally available after approximately 24/48/72 hours. Certain specialised tests may take longer; users will be informed of the expected times at registration. Tests outsourced to external laboratories may take approximately 10 days.

For diagnostic imaging, the disc containing the images is provided immediately after the examination, while the report is generally available in approximately 5 days.

PAYMENT METHODS

We accept cash and the following electronic payment methods: **VISA, MASTERCARD, MAESTRO, BANCO POSTA, BANCOMAT and AMERICAN EXPRESS**.

7. Organisational Structure

Laboratorio Chimico del Cassinate S.r.l. is a private healthcare facility accredited by the Italian National Health Service (SSN) to provide Laboratory Testing and Magnetic Resonance Imaging.

The laboratory offers a wide range of services, both under agreement with the SSN and on a private-pay basis, including water analysis and diagnostic imaging (Ultrasound, CT Scans, Dentalscan, Bone Mineral Densitometry (BMD), Digital Radiology and Mammography).

Laboratorio Chimico del Cassinate performs tests in the following departments:

- Haematology and Coagulation
- Clinical Chemistry and Toxicology
- Microbiology and Virology
- Molecular Biology
- Radioimmunology
- Immunofluorescence
- Immunochemiluminescence
- Atomic Absorption
- Immunochromatography
- Histological and Cytopathological Diagnostics
- Industrial Hygiene
- Environmental Protection
- Chemical and Commodity Analysis
- Private Medical Practices

The facility is fully computerised, ensuring shorter registration and reporting times and continuous monitoring of analytical data. It has spacious premises equipped with internal and external lifts for people with disabilities, ensuring accessibility and comfort for all users. All rooms are also air-conditioned to ensure optimal equipment performance and comfort for staff and users, and are free of architectural barriers.

Smoking is prohibited on the premises of Laboratorio Chimico del Cassinate S.r.l.

Laboratorio Chimico del Cassinate S.r.l. has defined and communicated the responsibilities, objectives, duties and tasks of each member of staff, based on flexible service delivery and user care. Laboratory methods and techniques are constantly evolving and have continuously driven the facility's technological development. The laboratory is equipped with state-of-the-art instruments that ensure efficiency and quality in the delivery of services.

All tests are performed at Laboratorio Chimico del Cassinate S.r.l., with the exception of certain specialised tests that may be outsourced to qualified and carefully assessed facilities. Tests performed by external laboratories are identified by an asterisk (*) in the report.

The facility operates in compliance with laws and regulations on occupational health and safety and welcomes suggestions from staff and users to improve the laboratory environment. Internal rules, instructions and procedures have been established to ensure suitable hygiene standards and the safety of staff and users. Employees also receive training in safety, accident prevention and the use of personal protective equipment (PPE).

For detailed information on the organisation and management of safety, please refer to the "Risk Assessment Document" prepared pursuant to Legislative Decree 81/08.

To protect the environment, special waste is disposed of by a specialised company.

8. Quality Standards

The primary objective of Laboratorio Chimico del Cassinate S.r.l. has always been to fully meet the expressed and implied needs of its users. For us, “Quality” means providing services to monitor and assess our activities, and presenting ourselves to the market and to users as a serious, reliable facility recognised for the quality of the services provided.

This is achieved, first and foremost, by maintaining a highly professional corporate image and ensuring that our staff work to the highest professional standards, providing an effective and efficient service and safeguarding health and safety in the workplace.

Our aim is to remain at the forefront of our field and to keep pace with, or even anticipate, market developments. To achieve these objectives, our laboratory manages its work processes not only in compliance with mandatory requirements, but also in accordance with the provisions of the voluntary international certification standard UNI EN ISO 9001. Laboratorio Chimico del Cassinate S.r.l. has a Quality Management System certified in accordance with UNI EN ISO 9001:2015, with the aim of ensuring the technical quality of services, organisational quality, the safety of staff and users, the professional development of staff, and the rights and satisfaction of users.

The quality system ensures that service performance indicators, and therefore service quality indicators, are identified and monitored over time. This process involves not only the facility’s staff, but also users and associations dedicated to protecting citizens’ rights and volunteering.

Assistance, information, reception and staff courtesy are the factors users consider most important when assessing the service’s quality. They also represent the laboratory’s commitment to continuous improvement. These factors are monitored through user participation, by means of satisfaction questionnaires and complaint and suggestion forms, available in the waiting room and on the website http://www.labcassinate.it/.

9. Organisation Chart

Given the type and volume of analyses and examinations carried out at Laboratorio Chimico del Cassinate, Management has defined the organisational structure according to the professional skills required to perform these activities.

The laboratory's organisation chart is a graphic and descriptive representation of its structure, highlighting the key aspects of its functions, activities and the connections between them.

Although not exhaustive, this chart highlights some fundamental aspects of the organisation, including:

- The division of the various functions and activities;
- The organisational relationships established between the different positions assigned to the activities;
- The levels of the various organisational positions.
- The organisation chart also provides a clear overview of how the facility operates, the duties assigned to each role and the people responsible for carrying them out.

10. Contacts

Laboratorio Chimico del Cassinate S.r.l. — Contact Details	
Address	Piazza S. Scolastica 1 – 03043 Cassino (FR), Italy
Telephone	+39 0776 24333
Email	info@labchimcas.it
Certified email (PEC)	labchimcas@pec.it
Website	http://www.labcassinate.it/
Facebook	https://www.facebook.com/LCCLaboratorioChimicoCassinate
Instagram	https://www.instagram.com/lcclabchimcass/