DeepL
Subscribe to DeepL Pro to translate larger documents.
Visit www.DeepL.com/pro for more information.

Analysis

Centro Medico Polispecialistico

Laboratori Analisi

SERVICE CHARTER

2026

Medical Director: Dr. Benedetto Fontana - Legal Representative: Dr. Laura Frainetti

TABLE OF CONTENTS

About Us.....03

1. Company Overview and Core Principles 04
2. Information on the Facility and Services Provided 06
3. Quality Standards, Commitments, and Programs.....12
4. Protection and Verification Mechanisms.....14
5. New Diagnostic Imaging Technologies 16

ABOUT US

Dear User,
It is with great pleasure that we present our new Service Charter.
In it, you'll find all the information and updates about Centro Analysis, from the services we offer you, our users, to the quality goals we've set for ourselves.
In other words, it is a useful tool for understanding our work, on the one hand, and for protecting all those who choose our services, on the other, through a constant commitment to implementing control methods designed to guarantee the high quality standards that have always set us apart. In light of this, your contribution is also important.
In fact, ever since its founding in 1999, the Analysis Center has always stood out for its strong commitment to transforming the patient from a passive "object" into an active "participant": because our goal has always been your well-being and your health. To achieve this, we thought it would be helpful to make ourselves accessible on social media and the internet as well, so that you can share your feedback with us in any way you choose.

1. COMPANY OVERVIEW AND FUNDAMENTAL PRINCIPLES

Analysis was founded in Terracina (LT) in the 1990s as a laboratory for interpreting and reporting breath test results, complemented by a digestive endoscopy clinic. From a small clinic, Analysis soon grew into a multi-specialty medical center with facilities capable of accommodating about twenty doctors. In 2021, it moved to its new location on Via Della Stazione, a 3,600-square-meter facility situated within a multipurpose urban complex called “Città della Salute.”

NUOVO MODELLO DI STRUTTURA SANITARIA:

L’idea che anima l’intera Città della Salute è di “umanizzare l’ospedale”. Questa idea, ispirata da un approccio sostenibile non limitato ad u “genericamente green”, vuole fondarsi su una idea di sostenibilità intesa i senso ampio e integrato, sul recupero urbano a basso impatto e sulla mess in valore della complessità e della vitalità della città realmente abitata.

Within the “Città della Salute” complex, in addition to the Analysis Multispecialty Medical Center, there are also five general practitioners’ offices, a snack bar, a beauty salon, and a hair salon. Located just 900 meters from the A. Fiorini Hospital, the new facility is easily accessible from the main thoroughfares of the city and surrounding areas, serving a catchment area of approximately 60,000 patients. It also features ample parking, and near the main entrance, there are parking spaces reserved for pregnant women and people with disabilities.

1. COMPANY OVERVIEW AND FUNDAMENTAL PRINCIPLES

The contents of this Service Charter are guided by several fundamental principles, including:

- **equality**: Centro Analysis is committed to ensuring equal treatment for all clients in the provision of services, regardless of age, gender, ethnicity, race, nationality, religion, etc.;
- **impartiality**: in providing its services, Centro Analysis ensures that all staff members behave in an objective, impartial, and neutral manner, with the aim of guaranteeing the utmost mutual respect;
- **Continuous Improvement**: Centro Analysis is committed to ensuring the ongoing professional development of its staff through continuing education programs, as well as the regular updating of the equipment used within the facility;
- **Continuity**: Centro Analysis is committed to ensuring the regularity and/or continuity of service and to minimizing inconvenience to users in the event of interruptions or service disruptions that may occur due to force majeure, as well as to addressing any inefficiencies;
- **Participation**: In order to ensure better service delivery and to increasingly meet users' needs, the Analysis Center carefully evaluates every comment, suggestion, or proposal from users themselves, who may use the forms available in the waiting room;
- **Efficiency and Effectiveness**: The Analysis Center strives for continuous improvement in the quality of the service it offers by seeking procedures suitable for achieving its objectives;
- **Privacy Protection**: The Analysis Center has implemented the necessary procedures to ensure that the handling of analytical data, reports, and requests is carried out in accordance with European Regulation 2016/679.

2. INFORMATION ABOUT THE FACILITY AND THE SERVICES PROVIDED BY

2.A SERVICES PROVIDED

The facility provides specialist consultations and diagnostic tests across all medical specialties, as well as laboratory tests.

Pursuant to Authorization No. G10343 dated August 6, 2025, issued by the Lazio Region, the scope of outpatient services is as follows:

BRANCA MEDICA	RESPONSABILE DI BRANCA
LABORATORIO ANALISI (cod. 00)	
•LABORATORIO DI GENETICA MEDICA	
•ALLERGOLOGIA (cod. 01)	
•ANESTESIA (cod. 02) in fase di accreditamento	
•ANGIOLOGIA (cod. 05)in fase di accreditamento	Dott. Marcello Corsi
•CARDIOLOGIA (cod. 08) in fase di accreditamento	Dott. Antonio De Angelis
•CHIRURGIA GENERALE (cod. 09) in fase di accreditamento	Dott. Benedetto Fontana
•CHIRURGIA PLASTICA (cod. 12)	
•CHIRURGIA VASCOLARE (cod. 14) in fase di accreditamento	Dott. Marcello Corsi
•MEDICINA SPORTIVA (cod. 15)	
•MALATTIE ENDOCRINE DEL RICAMBIO E DELLA NUTRIZIONE (cod. 19)	
•MEDICINA DEL LAVORO (cod. 25)	
MEDICINA LEGALE (cod. 27)	
•NEFROLOGIA (cod. 29)	
•NEUROCHIRURGIA (cod. 30)	
•NEUROLOGIA (cod. 32)	
•OCULISTICA (cod. 34) in fase di accreditamento	Dott. Casillo Lorenzo
•ODONTOIATRIA E STOMATOLOGIA (cod. 35)	
•ORTOPEDIA E TRAUMATOLOGIA (cod. 36)	
•OSTETRICIA E GINECOLOGIA (cod. 37)	
•OTORINOLARINGOIATRIA (cod. 38)	
•PEDIATRIA (cod. 39)	
• PSICHIATRIA (cod. 40)	
•UROLOGIA (cod. 43)	
•DERMATOLOGIA (cod. 52)	
•RECUPERO E RIABILITAZIONE FUNZIONALE (cod. 56)	
•GASTROENTEROLOGIA (cod. 58) in fase di accreditamento	Dott. Benedetto Fontana
•ONCOLOGIA (cod. 64)	
•PNEUMOLOGIA (cod. 68)	
•REUMATOLOGIA (cod. 71)	
•DIAGNOSTICA PER IMMAGINI – RADIOLOGIA DIAGNOSTICA (cod. 69) con annessa appa	Dott. Giuseppe Pietricola
•SCIENZA DELL'ALIMENTAZIONE	

2. INFORMATION ABOUT THE FACILITY AND SERVICES PROVIDED

2.A SERVICES PROVIDED

The facility is located in an easily accessible area, conveniently reachable from the main traffic arteries of the city and surrounding areas. All services are provided on a private basis. Ample parking spaces for people with disabilities and pregnant women are available near the entrances. A wheelchair transport service is also available for patients who need it.

OPENING HOURS:
Monday – Friday 7:30 a.m. – 7:00 p.m.
Saturday 7:30 a.m. – 1:00 p.m.
BLOOD DRAWING HOURS:
Monday–Saturday 7:30 a.m.–11:00 a.m.

2. INFORMATION ABOUT THE FACILITY AND SERVICES PROVIDED

2.B ACCESS TO THE MULTISPECIALTY CLINIC

Access to the multi-specialty clinic is open to all patients.
Healthcare services are provided by appointment (which can also be made by phone at 0773720175) for a specific date and time to avoid waiting times, and each patient is assigned an identification number.
For access to diagnostic imaging services, at the time of booking, patients are advised to bring a doctor's prescription to their appointment in order to better identify the necessary procedure and prevent the patient from being exposed to unnecessary radiation.
Shortly before the appointment date, the patient will receive a text message or phone call to confirm the appointment.
At the scheduled appointment, the user reports to the reception desk for registration. While ensuring confidentiality, the user's personal information, tax ID number, and phone number are verified, and an identification number is assigned.
In compliance with current legal regulations, the patient is asked, where applicable, to sign a consent form for the processing of personal data.
Once these formalities are completed, the patient is escorted into the office of the physician responsible for the requested service.

2.C PROCEDURES FOR PICKING UP REPORTS

Reports from specialist consultations are issued immediately following the medical services. Reports from MRI scans are typically issued the day after the scan is performed.

2.D PAYMENT PROCEDURES

Payment is made at the reception desk before receiving the medical service, to allow the patient to be identified, registered, and entered into the queue management system.

2. INFORMATION ABOUT THE FACILITY AND SERVICES PROVIDED

2.E THE ANALYSIS LABORATORY

The laboratory provides the following testing services: basic clinical chemistry and bacteriology, a non-radioactive isotope analysis center, and H2 breath test analysis.
The laboratory is equipped with numerous automated devices, most of which are state-of-the-art, allowing these procedures to be performed under conditions of maximum safety and in a very short time, so as to quickly provide patients with complete reports on the requested diagnostic tests. The staff is highly qualified and receives adequate and ongoing training regarding necessary technical and scientific updates.

2.F HOW TO MAKE AN APPOINTMENT

Appointments are required only for certain tests and are scheduled—taking the patient's needs into account—within seven days. Please note, however, that nearly all of the diagnostic tests we perform are handled on a walk-in basis daily. Wait times for check-in and blood draws range from 0 to 10 minutes, depending on daily patient volume. Biological samples, as soon as they are collected or delivered to the laboratory, are sorted and sent to the various departments for analysis or proper storage. Samples from affiliated services follow the same schedule and procedures as those processed in-house. Urgent tests may be accepted at any time if marked "URGENT" by the prescribing physician. Some tests are performed at service laboratories; samples are picked up by their courier. These tests, which are of particular importance, are highlighted in the report with the notation "service." In order to ensure compliance with the requirement for quality control of the services provided (Decree Law X17/93), the Laboratory participates in external quality assessment programs.

2.G TURNAROUND TIMES FOR TEST RESULTS

Routine Tests

The date on which the test results can be picked up is indicated on the test order form, which is given to the patient at the time of registration.

If multiple tests are performed with different turnaround times, the waiting time to be considered is, of course, the longest one.

The center is committed to promptly informing patients if, for technical reasons, it is not possible to meet the scheduled delivery date for the results.

Urgent Tests

The maximum turnaround time for urgent test results is approximately two hours. Results can be picked up Monday through Friday from 9:00 AM to 7:00 PM and Saturday from 9:00 AM to 1:00 PM. The laboratory is committed to indicating, whenever possible, the method used for each test performed

2.H METHODS OF DELIVERY OF RESULTS

Users may pick up test results at the Center's Administrative Office. Test results are released upon presentation of the test pickup receipt by the user or by a person with written authorization and a valid ID. Users may receive

their test results online by accessing the dedicated section on the website and entering the login credentials received at the time of registration, in accordance with GDPR Regulation 2016/679. Instructions for accessing this service are provided to the patient via the pickup slip handed out at the time of registration

2.I TELEPHONE NOTIFICATION OF RESULTS

Results are not communicated by phone. If necessary—for example, in the case of highly abnormal results—the Laboratory Director may communicate them by phone to the patient's primary care physician and/or the patient. Results of tests that have medico-legal significance or that may violate the patient's right to privacy—such as pregnancy tests, HCG levels, syphilis serology, blood alcohol content, substance abuse and medication screening, and tumor markers—are not communicated by phone or verbally.

Partial Reports and Copies of Reports.

When, due to urgency (e.g., for diagnostic imaging or urgent medical examinations), it is not possible to wait for the complete report, a partial report may be requested. If a report is lost, a copy may be requested.

2. USER SUPPORT

Information

Organizational and administrative inquiries: The secretarial and administrative staff can answer questions regarding the collection of biological samples, patient preparation, report delivery procedures, etc.

Users may visit the Center in person or call.

Technical and analytical inquiries: All staff members, within the scope of their expertise, respond to any questions posed by users regarding test requests, sample submission procedures, characteristics of the methods and systems used, and organizational issues.

Clinical inquiries: Staff with advanced degrees, within the scope of their expertise, are available to provide clarification regarding the interpretation of results, to collaborate with referring physicians from outside the facility in selecting the most appropriate tests, to define diagnostic algorithms, and to recommend any confirmatory tests.

3 QUALITY STANDARDS, COMMITMENTS, AND PROGRAMS

3.A QUALITY STANDARDS

The Laboratory is certified according to the ISO 9001:2008 standard. This ensures our clients a guarantee of reliability and quality in the services we provide.

Analytical Compliance

The precision of results is monitored through the implementation of Internal Quality Control programs. Accuracy is monitored through participation in EXTERNAL QUALITY ASSESSMENT (EQA) programs.

Service Quality

The key factors that define service quality are:

- Assistance, information, hospitality, and courtesy: these are essential to providing good service and are the most significant factors users consider when evaluating its formal quality; they therefore represent the Laboratory's commitment to continuous improvement;
- reliability, timeliness, transparency, and flexibility: these constitute the most significant elements of the service's substantive quality; the Laboratory is committed to improving performance in terms of accuracy and punctuality, as well as ensuring the transparency of its activities by making its service offerings available to users, which form an integral part of this Service Charter;
- user protection: to address any service failures that violate the principles and standards set forth in the Service Charter, customers may file a complaint; the purpose of the complaint is to provide a quick and immediate means of reporting conduct that is not in line with the principles and objectives of the Service Charter.

3 QUALITY STANDARDS, COMMITMENTS, AND PROGRAMS
3.B COMMITMENTS AND PROGRAMS

Analysis is constantly committed to seeking out professionals capable of delivering high-quality services, validated in part by continuous investment in cutting-edge, state-of-the-art technologies.
In the short term, we expect to enhance our diagnostic imaging services through the purchase of new equipment and the recruitment of new dedicated professionals.

4 PROTECTION MECHANISMS AND VERIFICATION

4.A COMPLAINTS

The Analysis Center guarantees user protection, including by providing users with the opportunity to file a complaint following a service failure, act, or behavior that has denied or limited their ability to use the service.
Protection is provided:
- for any service failure—defined as a lack of effectiveness or efficiency—that has limited or denied the complainant's ability to use the service;
- for any violation of laws or regulations governing the use of health care services, and in particular the Service Charter
- the principles contained in the Prime Ministerial Decree of May 19, 1955, and in the Directive of the President of the Council of Ministers dated January 27, 1994, setting forth principles regarding the provision of public services;
-the regional health plan and the regulations on authorization and accreditation
-the principles contained in the employment contract regarding the duties and conduct of employees
-the ethical and professional principles governing the practice of healthcare professions by professionals registered in the professional registers.
Users/clients may file a complaint as follows:
- by sending an email toinfo@laboratorioanalysis.com .
Management will respond immediately to reports requiring prompt resolution; in other cases, it will initiate an investigation with the heads of the relevant departments and provide the complainant with a response within 15 days.

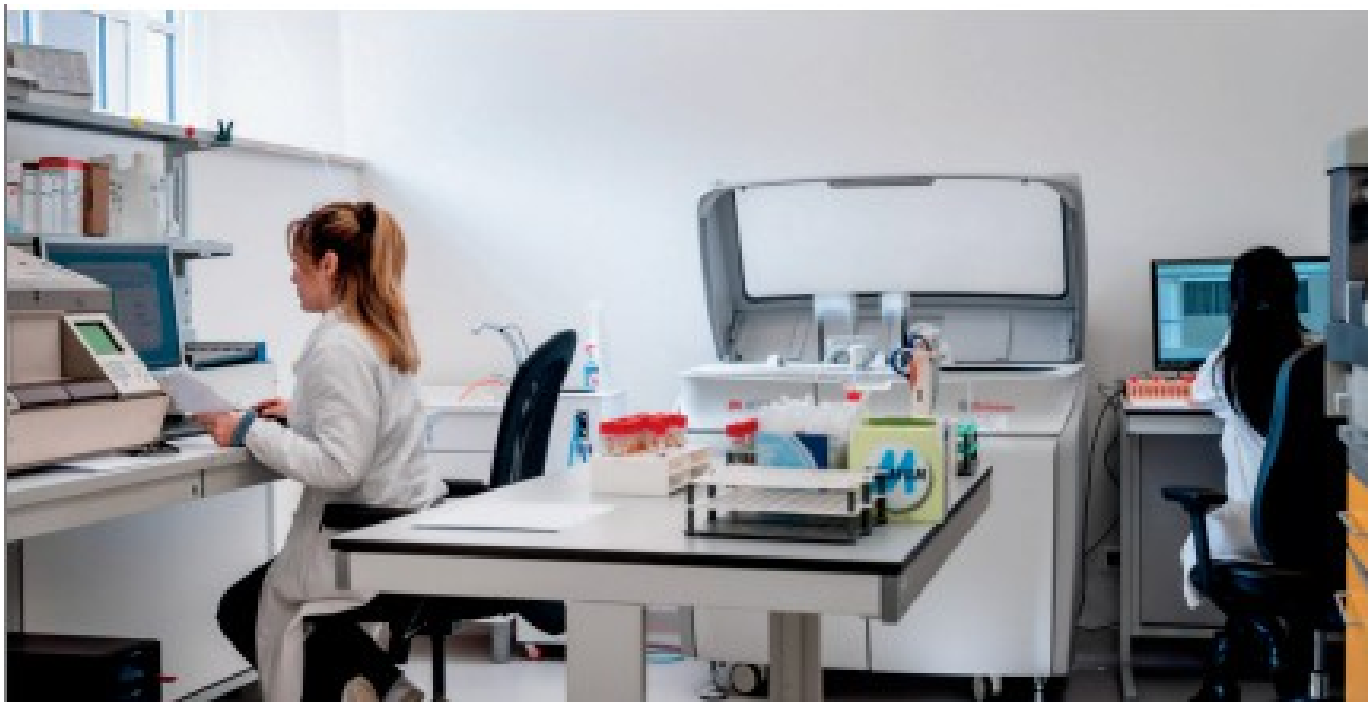
User protection is ensured through: PUBLIC RELATIONS OFFICE – U.R.P.
Manager: LAURA FRAINETTI Tel. 0773/720175
Email: amministrazione@laboratorioanalysis.com

4.B QUESTIONNAIRES

From time to time, customers/users are provided with a questionnaire that management asks them to complete (which may be filled out anonymously).
Based on the responses, management is committed to addressing any sources of user dissatisfaction.

4.C USER SATISFACTION SURVEYS

Once a year, Management will analyze the responses to the questionnaires submitted by users and take steps to eliminate any causes of poor service and dissatisfaction.



5. **The New Diagnostic Imaging**

Analysis is now a well-established entity within the provincial healthcare system, with revenue exceeding 3.5 million euros and 600,000 services provided (in 2025). It offers high-quality medical care, with a focus on the prevention, diagnosis, and treatment of diseases. It provides a comprehensive range of top-quality medical and diagnostic services, ensuring a personalized and professional approach to the health needs of patients and users.

The services provided cover all medical specialties and include advanced, state-of-the-art diagnostic imaging to ensure accurate diagnoses and effective treatments, thanks to the acquisition of a 3-Tesla MRI equipped with AI and a 128-slice CT scanner, which have enhanced the capabilities of the department—already equipped with a low-field MRI, dental CT, mammography unit, MOC, and technologically innovative ultrasound machines.

La differenza si vede. Prima.

RM 3 Tesla con Intelligenza Artificiale.

La risonanza magnetica di ultima generazione
che unisce potenza 3 Tesla e Intelligenza Artificiale
per immagini più nitide, diagnosi più precoci, maggiore sicurezza.

PIÙ POTENZA,
PIÙ PRECISIONE

DIAGNOSI
PIÙ PRECOCE

INTELLIGENZA
ARTIFICIALE
INTEGRATA

ESAMI PIÙ RAPIDI
E CONFORTEVOLI

Innovative 128-Slice CT

Revolution Evo Gen 3

- Advanced Cardiology Exams;
- Integrated artificial intelligence;
- Speed and diagnostic accuracy;
- 50% reduction in radiation dose;
- Wide range of clinical applications.

Digitally signed by:

Laura Frainetti