



CENTRO CLINICO CHIMICO
POLIAMBULATORIO - LABORATORIO - RADIOLOGIA

Headquarters: Via Roma 230

30038 Spinea (VE) - Tel. 041/994833

Fax 041/5411720

Blood sampling branch: Via Manzoni 9/D

30030 Maerne (VE) - Tel. 041/5030385

info@centroclinicochimico.it

www.centroclinicochimico.it

Disclosures of the sanitary services

Index

<u>Presentation of the company</u> Origin and objectives Description of the structure	pag. 3
<u>How to reach the structure</u>	pag. 4
<u>Fundamental principles</u>	pag. 5
<u>Informazioni about the services</u> Laboratory analisys Service of diagnostic for images Clinic	pag. 6
<u>Administrative service</u>	pag. 12
<u>Terms of booking and execution of health care</u>	pag. 12
<u>Method for collecting biological for the laboratory</u>	pag. 15
<u>List of laboratory examinations (attached)</u>	

Date 17/07/2019

Rev. 20

Presentation of the society

Origin and objectives

3C Centro Clinico Chimico S.r.l is born like Medical establishment and Laboratory of Analysis in 1978, afterwards Radiology has been added, in the territory of the ex U.L.S.S. 13 (then 17), in order to provide an alternative and/or a support to the National Health Service in an especially populated area.

The structure pursues the objective to supply to the citizen a ready answer to its medical requirements through the solution of diagnostic questions and, where possible, indications of a therapeutic treatment. On this it expects to contribute to the improvement of the efficiency and productivity the shelter structures and surrounding care (Mirano, Mestre, etc.) reducing of the workload and exalting of the aspects of they more exclusive competence, in a spirit of collaboration and integration.

From 1 January 2017, following the reorganization of Health in Veneto, company ULSS 12 Veneziana, Ulss 13 Mirano-Dolo and Ulss 14 Chioggia they have united in the new company Ulss 3 Serenissima.

The prefixed objectives are persecuted through:

- Operating within the national health service diagnostic services: Laboratory of Analysis, Radiology.
- Operating within the national health service medical specialties: Cardiology, Orthopedics, Obstetrics and Gynecology.
- Not operating within the national health service medical specialties: Dermatology, Industrial Medicine, Angiology, Oculistic, Phisiatrigh, Logopedy, Endocrinology, E.n.t. , Dietetics, Doppler, Neurology, Urology, Psychology, Sports Medicine.

Description of the structure

Currently the 3C Centro Clinico Chimico S.r.l is located in Via Roma 230 in Spinea, hosted in a venetian villa called "Bellati Villa". Both pedestrians and the cars approach directly from via Roma (main road of Spinea) on the back of the villa there is a wide space dedicated to the parking, near the entrance there are places reserved for the disabled and / or emergency vehicles. The entrance is on the side of via Rome, it leads to a room of acceptance and waiting with places to seat; in the ground there is the area dedicated to the radiology beyond to some ambulatory (ophtalmology, dermatology/Ent, echography) while in the second floor (which can be reached through the central stares and/or through the elevator) is the area dedicated to the laboratory (reception, collection room and reporting area) and some ambulatory (gynecology,

cardiology, ortthopedics). The analysis laboratory has also a blood sampling branch in Maerne (Ve).

How to reach the structure

Spinea Headquarter: Via Roma 230

Buses from

Martellago – Maerne	Route Scorzè – change in Mirano
Mestre Chirignago	Route for Mirano (every 10 min.)
Mirano	Route for Venezia (ogni 10 min.)
Noale	Route for Mirano and change
S. Maria di Sala	Route for Mirano
Scorzè	Route Martellago-Maerne

Parking: inside the structure there is a wide private parking.

Opening Hours		Mon	7.30am-1.00pm		13.30pm-7.00pm
		Tue	7.30am-1.00pm		13.30pm-7.00pm
		Wed	7.30am-1.00pm		13.30pm-7.00pm
		Thu	7.30am-1.00pm		13.30pm-7.00pm
		Fri	7.30am-1.00pm		13.30pm-7.00pm
		Sat	8.00am-12.00pm		

Phone numbers: 041-994833 041-5412831

Fax: 041-5411720

Customer relations:

Health Director is available from Monday to Friday by appointment.

Laboratory Director is available from Monday to Friday from 8.30am to 12.30pm.

Administration Staff is available every day from 8.00am to 14.00pm.

Maerne' s Blood sampling Branch: Via Manzoni 9/d

Buses from

Martellago – Maerne	Route Scorzè
Mestre Chirignago	Route for Mirano (every 10 min.) change in Mirano
Scorzè	Route Martellago-Maerne

Parking: outside the structure there is a public parking.

Opening Hours	Mon	7.45am-10.00am		
	Tue	7.45am-10.00am		
	Wed	7.45am-10.00am		
	Thu	7.45am-10.00am		
	Fri	7.45am-10.00am		
	Sat	8.00am- 9.30am		

Phone number: 041-5030385

Customer relations: at Spinea's Headquarter.

Fundamental principles

Equality

To all the citizens equal services are distributed, without considering the age, sex, political race, language, nationalities, religion, political opinions, customs, physical conditions, psychical conditions, economic conditions.

To break down the language barriers there is the possibility to refer to a linguistic mediator of the Municipality of Spinea (social services).

Impartiality

To all the citizens an objective and equanimous behavior is assured, from the staff who operates in the structure.

Continuity

To the citizens it is assured the quantitative continuity and the regularity of the services.

Right of choice

Every citizen, with the national health service authorization, can exercise the right of "free choice" addressing to the accredited Structure chosen.

Participation

The right of the citizen to cooperate, with comments and suggestions, to its health service.

Efficiency and effectiveness

The service is distributed in order to guarantee the efficiency and to pursue the effectiveness and the Structure adopts the appropriate measures to achieve these targets.

Right of information

The provisions of the Medical Deontological Code are strictly applied with regard to informing the patient about therapies, possible risks and side effects and results, maintaining adequate documentation.

•

Respect for the person

• The staff is committed to adopting behaviors that do not compromise in any way the respect of patients or that are detrimental to their dignity

•

Security

• The Clinic pays the utmost attention to patient safety through the use of prevention and protection measures.

Information on the services

In the Clinic are operating three sections that distribute services and consultations. In the structure are also operating other specialties not order convention.

Analysis Laboratory (accredited)

Spinea's Headquarter

Blood samples and samples delivery

From Monday to Friday	7.30am - 9.30am
Saturday	8.00am - 9.30am (only private scheme)

Reports withdrawal

From Monday to Friday	9.30am - 11.30am	03.00pm - 06.00pm
Saturday	9.30am - 11.30am	

Maerne's Blood sampling Branch

Blood samples and samples delivery

From Monday to Friday 7.45am - 9.30am
Saturday 7.45am- 9.15am (only private scheme)

Reports withdrawal From Monday to Saturday 8.00am - 9.30am

It is classified as a General Basic Laboratory with annexed specialties of Clinical Chemistry and Toxicology and Microbiology and Serum Immunology.

The head of the laboratory is Dr. Barbara Sapino, a biologist specializing in Microbiology and Virology.

Laboratory reports can be downloaded online at www.centroclinicochimico.it

The service is free and membership can be refused. The service is not available if the service has not been paid in full. At the time of acceptance a form will be delivered with the report password and the procedure to use the service itself. Please note that access to data is managed with maximum IT security criteria and once registered on the site you will have to use your personal password for future accesses.

An online service for doctors is also available in the same way, subject to the authorization of the patients themselves

In compliance with the L.R. 22 of 16/08/2002 and of the D.G.R. 2501 of 08/16/2004 the structure is part of the RLV network (Veneto Network Laboratories) in order to improve the use and management of resources while maintaining the quality of the services provided.

Service of Imaging Diagnostic (accredited)

Opening Hours from Monday to Friday 8.00am–1.00pm 2.00pm- 7.00pm
Saturday 8.00am – 12.00pm

Bookings can be made by person at the Reception or by telephone at the facility or through Cup (only for services accredited).

The Director of the Service is Dr. Rodolfo Agostini, specialist in Radiodiagnostics and in possession of the European diploma in Ultrasound assisted by

Dr. Ermano Boscolo specialist in Diagnostic Radiology

Dr. Alessandra Comelato specialist in Diagnostic Radiology

Dr. Alfredo Gongolo specialist in Diagnostic Radiology.

CARDIOLOGY

Dr Antonio Franco Folino, specialist in Cardiology

Dr Marco Marin, specialist in Cardiology

Dr Daniele D'Este, specialist in Cardiology

- Cardiological visit
- Electrocardiogram
- Ecg Dinamic monitoring 24H (Holter)
- Color Doppler echocardiography
- Cycle ergometer exercise examination (only private scheme)
- Pressure holter (only private scheme)

[Clinic private](#)

DERMATOLOGY

Dr Fabrizio Perocco, specialist in Dermatology

- Dermatological visit
- Laser surgery
- Sclerosing phlebology
- Peeling
- Mesotherapy

DIETITIAN

Dor Marina Etonti, dietitian consultant

- dietitian advice

DOPPLER

Dr Gianfranco Moro, surgeon

Dr Alfredo Gongolo, specialist in Diagnostic Radiology

- Echocolordoppler arterial vessels
- Echocolordoppler venous vessels
- Echocolordoppler carotid arteries

ENDOCRINOLOGY

Dr A.Cinzia Spadaccino, specialist in endocrinology e diseases of metabolism

Dr Marialuisa Zilio, specialist in endocrinology e diseases of metabolism

- Endocrinological examination

SPEECH THERAPY

Dr Carlo Petenà, therapist of language and communication

- Evaluation visit
- Session cycles

SPORTS MEDICINE

Dr Daniele D'Este, specialist in Cardiology and Sports Medicine

Dr Alberto Fossari, qualified surgeon

- Certificates issued for competitive and non-competitive sports activities

NEUROLOGY

Dr Stefano Cusumano, specialist in neurology

- Neurologic examination
- Lower and upper limb electromyography, arterial and venous

OPHTHALMOLOGY

Dr Laura Girotto, specialist in ophtalmology

Dr Mario Montanari, specialist in ophtalmology

Dr Margherita Casciano, specialist in ophtalmology

Dr Zara Chiara, orthoptist and ophthalmology assistant

- Examination
- Fondus oculi
- Pachymetry
- Valuation and orthoptic exercises

E.N.T.

Dr Elio Caon, otorhinolaryngology specialist

- Examination
- Audiometric examination

ORTHOPEDICS

Dr Manuel Sanavio, specialist in Orthopedics e Traumatology

- Orthopedic visit
- Infiltrations and arthrocentesis

PSYCHOLOGY

Dr Alessandra Merola, psychologist

- Individual interviews
- Couple interviews

PSYCHIATRY

Dr Giuseppe Scaggiante, specialist in psychiatry

- Visit

UROLOGY

Dott. Armido Bolgan, specialist in urology

- Visit

Informed consent

The Specialist Doctor provides appropriate information to the user / patient on the risks and benefits of the treatments and on the surveys so that there is voluntary acceptance by the patient of the treatment proposed to him by the doctor (informed consent).

Consent must always be requested, as it is the only expression that authorizes any medical act. Once granted, the consent of the user can be revoked at any time.

There are two forms of Informed Consent, verbal and written. Consent must be written in cases where clinical examination or medical therapy can have serious consequences for the health and safety of the person. In other cases, especially when the relationship of trust between the doctor and the patient is established, consent can only be verbal but must be expressed directly to the doctor.

Administrative service

3C is an Ltd company administered by a Board of Directors elected by a Shareholder's meeting.

The Administration uses the collaboration of three employees who follow the administrative procedures and of nine other people who follow the acceptance, the secretariat and carry out monthly summary and control activities in favor of the accredited for the administrative accounting management.

Terms of booking and execution of health care

The services of the Clinic and Diagnostics Imaging must be previously booked by person or by telephone at the Reception, the services accredited can also be booked through CUP.

To make a reservation it is necessary to provide the request of the general practitioner and / or specialist and health insurance card.

In addition to the reservation reminder, any indications for the health service of the service are released to the patient (diet, fasting, etc.)

According to the provisions of the DGR 452 of 27/02/2007 the Center respects the priority system introduced by the Regional Resolutions and following shown as a reminder with abbreviations and waiting times for the individual priorities as indicated in the current regional legislation:

LEGISLATION	PRESCRIPTION	TIMING	MEANING
URGENT	BOX U	IMMEDIATELY	Emergency/E.R.
A	BOX B	Within 10 days	Short Term
B	BOX D	Within 30 days for visits Within 60 days for Diagnostic tests	Defferable
C	P	Up to 90 days	Planned Follow up
	Without indication	As C/P and beyond	No limits of timing

The services requested in urgency by the doctor must be presented to hospitals in the area that perform emergency services and first aid. In case the patient contacts the Center, following the evaluation of the Specialist present at that moment, he can provide for the execution of these services.

Patient acceptance always occurs by checking the documentation presented by the patient at the Reception: initially is checked the correctness of the personal data (tax code, telephone numbers, general practitioner, ect) and continuation of the referral check (agreed service) on the correct compilation of the same. Any documentation compiled by the primary care physician is checked (for example Questionnaire execution MRI) and the preparation of the patient if required (fasting, diet, ect).

Privacy – Processing of personal data – Complaints

At the moment of acceptance, the patient / user is adequately informed, by means of documentation and notices posted, in compliance with European Regulation 679/2016, regarding the processing of personal data and other particular categories of data (ex. health related). The Data Protection Manager and the Administrative Staff are available for any information regarding the legislative provisions on privacy.

For any documented information and / or inconvenience, users can contact the Data Protection Manager and the reception staff who can arrange an appointment with the person in charge of the sector in question.

Payment of the services

For the accredited services provided the tariffs envisaged by the current Regional Tariff are applied.

The maximum cost for each request for paying patients (from 6 to 65 years old) is € 36,15 plus a fixed fee per prescription of € 10,00 or € 5,00 if the income is lower at € 29,00.

For services in the private sector, the relative tariff is available to users at the reception.

The payment of the service is made upon presentation of the assisted person to the acceptance of the service, before the blood sampling or execution of the examination.

Users who have an exemption referring to the following cases are excluded from the payment of the health ticket:

- **Income:** The right to exemption for income is provided for certain personal and social conditions associated with certain income situations, namely for patients under the age of 6 and over 65 with gross family income up to € 36,152 per year.

- **Disability:**

war invalids holders of direct life annuities;
large disabled for service;
100% civil disabled;
large working disabled.

- **Patients in possession of an exemption for chronic and invalidating pathology** pursuant to art. 5, paragraph 1, letter a) of Legislative Decree 29/04/1998 n. 124 and subsequent amendments, as well as patients suffering from rare diseases (DM Sanità 329/99 and 279/01) and its complication.

- **Rare diseases:** Decree n. 279/2001 specifies the list of diseases that are entitled to exemption and of the services necessary for monitoring and treatment.

- **Pregnancy:** the Ministerial Decree of Health 10 September 1998 provides for the exemption from payment of the ticket for a series of tests carried out at a preconception level (for women, men or repeated abortion) and examinations performed for control in physiological pregnancy.

Waiting lists

For some services, in the impossibility of an immediate service delivery, waiting lists can be created and the services will be booked on the basis of the priority indicated in the prescription.

If these expectations are particularly long, a reinforcement in terms of time or number of specialists will be planned for the fastest possible evasion.

Blood sampling and treatments

Blood sampling are made from Monday to Friday from 7.30 am to 9.30 am and on Saturdays from 8.00 am to 9.30 am at Spinea, from Monday to Saturday from 7.45 am to 9.30 am in the Branch of Maerne (Saturday closing off at 9.15 am). Average waiting time from 5 to 30 minutes.

Nursing treatments can be provided at the user's request.

Diagnostic investigations and treatments

The structure carries out diagnostic investigations and treatments reported in the description of the relative medical specialties. The health and reception staff is available for any clarification regarding the peculiarities of the requested service

Reports Withdrawal

The results of the diagnostic investigations can be withdrawn, at the scheduled times, starting from the day indicated on the withdrawal sheet delivered to the patient at the time of acceptance, directly by the interested party or by

another person with a proxy.

The date of collection of the report varies according to the exam performed.

The reports of the analysis laboratory can be directly downloaded online through the site of the structure, credentials are issued for access and indications to be accepted directly by the secretary.

Quality standards

This structure is constantly engaged in maintaining the highest level of quality of delivery of its services. In this regard, it adheres to External Quality Assessment (VEQ) programs and periodically carries out Internal Quality Checks (CQI).

Protection and verification

The Health Director of the facility is the contact person for any complaints or reports of poor service. A form is available at the offices secretariat to indicate any complaints, inefficiencies and / or reports for improvements to the services provided, which will then be evaluated and processed by the Management.

Method for collecting biological samples for the laboratory

Blood sampling

Present themselves during fasting time for at least 8 hours and no more than 15 hours: abstain from food (including chewing gum), drinks, alcohol, smoke, drugs (it is only allowed to drink water and take life-saving drugs). Refrain from intense physical exercise. In the days prior to sampling, follow a diet as usual as possible

Urinalysis

Collect a sample of at least 10 ml of the first morning urine (eliminating the first jet). It is preferable to use special disposable containers that can be collected for free in the laboratory or purchased at the pharmacy.

Urine culture

Do not take antibiotics in the 5 days preceding the exam. Wash your hands thoroughly and clean the external genitals with soap and water. Collect the first urine of the morning (about 10 ml) directly in the container, discarding the first jet (in the woman keeping her big lips apart). Use a special sterile disposable

container, which can be collected in the laboratory or purchased at the pharmacy.

Urinary cytology

Contact the reception staff and pick up the **sheet with the instructions and the material necessary** for the collection.

Second urination (Farley's test)

For the determination of the Farley Test (FAIR), eliminate the night urine and collect (after at least half an hour and within two hours of the first urination) the second morning urine (about 10 ml). Use a special disposable container.

Pregnancy tes (urine)

Bring a sample of the first morning urine (at least 10 ml) in a clean container at least 5 days after the missed menstruation.

Urine 24 hours

Empty your bladder in the morning, eliminate urine and note the time. Collect all the urine for the following 24 hours in a single container (which can be purchased at the pharmacy) until the first of the following morning (included). The container should be stored in a cool place or in the refrigerator. At the end measure the total diuresis, mix the entire collection and pour an aliquot (at least 10 ml) into a disposable urine container (which can be collected free of charge in the laboratory or purchased at the pharmacy). Give the rate in the clinic communicating total diuresis

ATTENTION: For the Porphyrin Total Examinations (PRFT) and Uroporphyrin (URPF), the urine must always be kept, for the entire duration of the collection and during transport to the laboratory, away from light (wrap the containers with aluminum foil).

24 hours acidified urine

To find out about the tests to be performed on Urine 24 hours acidified and the related collection methods, contact the reception's staff. It is recommended, before starting the collection, to request at the reception the **sheet with the instructions** and the **necessary material**.

Examinations on feces

(feces test, occult blood, adenovirus, rotavirus, antigen *Helicobacter pylori*)

Collect a quantity of feces equal to a walnut and place it in a clean container (there are containers with a shovel) which can be collected for free in the laboratory or purchased at the pharmacy. The material should preferably be fresh, collected without contamination from urine, water, or other. Avoid completely filling the container and carefully close it.

For occult blood and feces examination, do not collect during the menstrual period, or in the case of hemorrhoids, blood in the urine, intestinal peristalsis. It is advisable to stop taking alcohol or aspirin within 48 hours prior to collection.

Feces culture, pest research

The feces must be collected in the appropriate container with the use of the pallet. Take a quantity of feces equal to the size of a walnut. Avoid completely filling the container and carefully closing it. The sample must be stored at room temperature and delivery must have done within 2 hours of collection.

Do not take antibiotics in the 5 days preceding the exam (only for feces culture).

Scotch test (pinworms research)

The laboratory supplies a glass slide. When you wake up, apply a strip of transparent adhesive tape at the anal orifice for a few minutes. Remove the adhesive tape and make it adhere, lying flat, to the surface of the glass. Deliver to the lab that morning.

Nasal, ocular, ear plug

Non assumere antibiotici da almeno 5 giorni. Non inalare spray o gocce di alcun tipo.

Evitare l'uso di detergenti per lavare la regione interessata.

Pharyngeal swab, lingual, oral mucosa

Do not take antibiotics for at least 5 days. Do not inhale sprays or drops of any kind.

Avoid using detergents to wash the affected region.

Sputum

Do not take antibiotics for at least 5 days. In the morning preferably on fasting. Perform an adequate cleaning of the oral cavity and gargle with water (preferably sterile distilled). Collect the sputum after a cough in the sterile container.

Sputum must come from the lower airways and must not be contaminated with saliva. Immediately send to the laboratory at room temperature.

Vaginal and endocervical swab, Pap test

Do not take antibiotics in the 5 days preceding the exam. Don't be in the menstrual period. Avoid internal vaginal lavages. Clean the external genitals. Avoid sexual intercourse in the 24 hours preceding the exam.

Urethral swab

Do not take antibiotics in the 5 days preceding the exam. The swab must be done at least 4 hours after the last urination. Clean the external genitals. Avoid sexual intercourse within 24 hours before the exam.

Seminal fluid

Do not take antibiotics in the 5 days preceding the exam. Wash your hands thoroughly with soap and water and cleanse the external genitals. Collect seminal fluid ONLY by masturbation. Immediately send to the laboratory at room temperature. If urine is also required, collect the urine first, discarding the first jet, then the seminal fluid.

Avoid sexual intercourse in the 3-4 days prior to the exam.

Mycological examination

Do not treat the affected region with ointments or detergents. If the test is to be performed on fingernails or toenails, let them grow for at least 1-2 weeks.