



HEALTHCARE SERVICES CHARTER



- ✓ Multispecialty clinic
- ✓ Clinical laboratory
- ✓ Diagnostic Imaging Services

www.centroclinicochimico.it



CENTRO CLINICO CHIMICO
POLIAMBULATORIO - LABORATORIO - RADIOLOGIA

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30038 Spinea (VE) - Tel. 041/994833
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Sample Collection Center: Via Manzoni 9/D
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Company Overview

Origin and Objectives

3C Centro Clinico Chimico S.r.l. was founded as a Specialist Outpatient Clinic and Analysis Laboratory in 1978, and later Radiology was added, in the territory of the former U.L.S.S. 13, intending to provide an alternative and/or support to the national health service in a particularly populous area.

The structure pursues the objective of providing citizens with a prompt response to their medical needs by solving diagnostic questions and, where possible, providing indications of therapeutic treatment.

In doing so, it aims to contribute to improving the efficiency and productivity of the surrounding hospital and care facilities (Mirano, Mestre, etc.), reducing their workload and enhancing the aspects of their most exclusive competence, in a spirit of collaboration and integration.

Since January 1, 2017, following the reorganization of healthcare in Veneto, ULSS 12 Venezia, ULSS 13 Mirano-Dolo, and ULSS 14 Chioggia have merged into the new ULSS 3 Serenissima.

The stated objectives are pursued through:

- Accredited diagnostic services: Laboratory of Analysis, Diagnostic Imaging.
- Accredited medical specialties: Cardiology, Orthopedics, Obstetrics and Gynecology, Neurology.
- Non-accredited medical specialties: Dermatology, Nutritional Science (Dietician), Doppler, Endocrinology, Speech Therapy, Occupational Medicine, Ophthalmology, Otolaryngology, Psychiatry, Urology, Psychology, Sports Medicine.

The facility is certified and operates according to the UNI EN ISO 9001 standard for the provision of Laboratory Analysis, Diagnostic Imaging, Cardiology, Gynecology, and Orthopedics services, to maintain and ensure services capable of meeting user needs with a continuous commitment to improving the quality of processes and services offered.

Description of the structure

Currently, 3C Centro Clinico Chimico S.r.l. is located in Spinea (VE) at Via Roma 230 (Authorization to operate No. 1 of 11/05/2006 and subsequent renewals). The building is a Venetian villa known as "Villa Bellati."

Both pedestrians and vehicles access the premises directly from Via Roma (the main road of Spinea). At the rear of the villa there is a large parking area; near the entrance there are spaces reserved for people with disabilities and/or emergency vehicles. Vehicle exit is permitted via Via F. T. Marinetti.

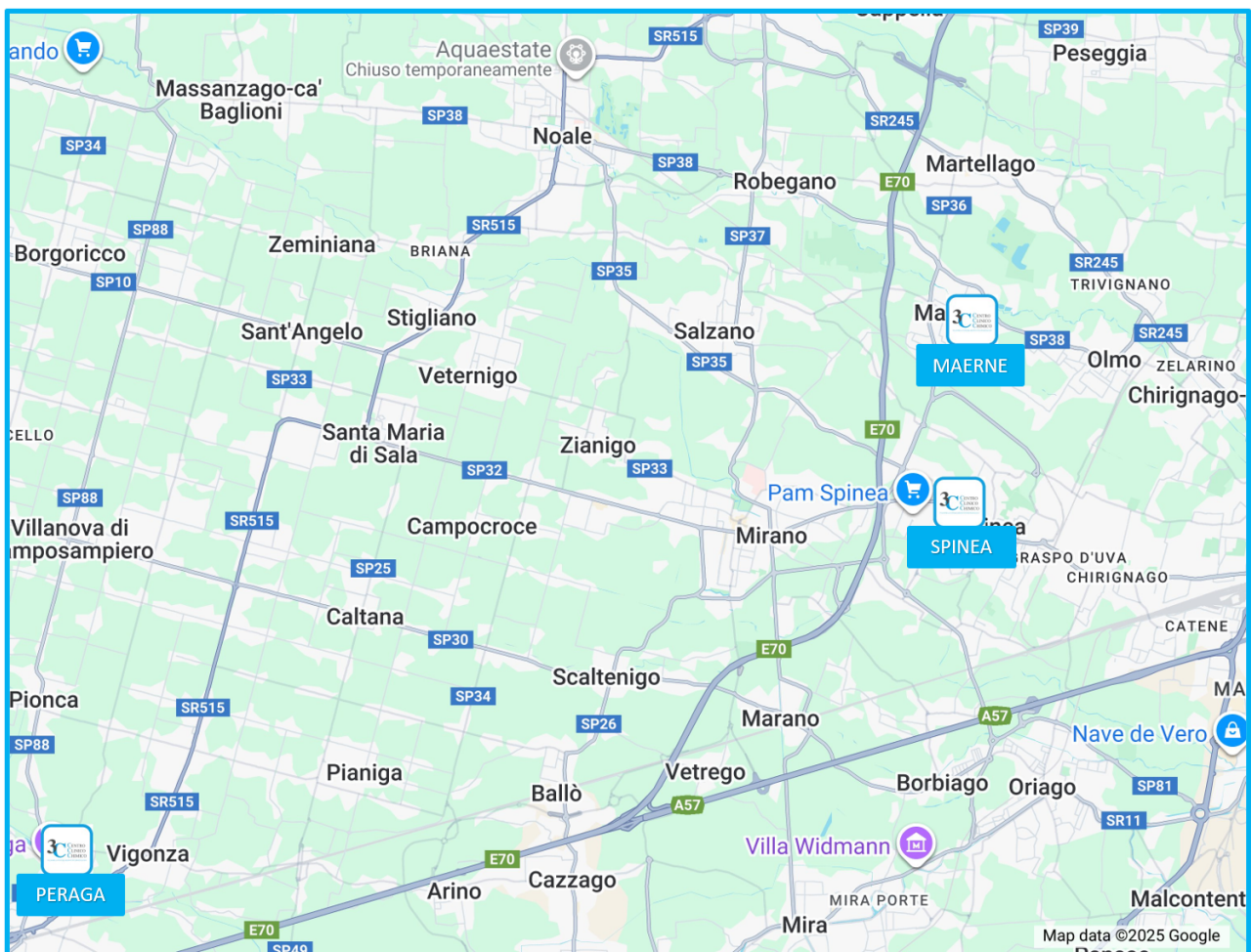
The main entrance is on the Via Roma side and opens into a reception and waiting area. On the ground floor there is the area dedicated to Radiology (Magnetic Resonance Imaging, Mammography, CT scan, and conventional Radiology), as well as several outpatient clinics

mainly used for dermatology, ENT, neurology, orthopedics, nutritional sciences, and endocrinology. On the second floor (accessible via the central staircase and/or the freight elevator) there is a reception and waiting area, a blood sampling room, and several outpatient clinics (gynecology, cardiology, ultrasound, ophthalmology, etc.).

The analysis laboratory is located at Via Gioberti 14 (Authorization to operate, protocol No. 0015198/2022 of 27/04/2022).

The Center operates the following sample collection points:

- Main office: Via Roma 230, Spinea (VE)
- Sample Collection Center: Via Manzoni 9/d, Maerne di Martellago (VE)



Opening hours and contacts

Spinea Headquarters: Via Roma 230, 30038 Spinea (Ve)

Opening hours Monday to Friday from 8.00 a.m. to 7.00 p.m.
 Saturday from 8.00 a.m. to noon

Telephone numbers: +39 041 994833 +39 041 5412831

Customer Relations:

The Health Director is available from Monday to Friday by appointment.

The Laboratory Director is available from Monday to Friday from 8:30 AM to 12:30 PM.

The Administration Staff is available every day from 8:00 AM to 2:00 PM.

Parking: there is a large private parking area within the facility.

Fundamental Principles

Equality

All citizens are provided with equal services, regardless of age, sex, race, language, nationality, religion, political opinions, customs, physical conditions, mental conditions, economic conditions, or personality structure.

To break down language barriers, it is possible to refer to a language mediator of the Municipality of Spinea (social services).

Impartiality

All citizens are assured objective and fair behavior by the staff operating in the facility.

Continuity

Citizens are assured the quantitative continuity and regularity of services.

Right of Choice

Every citizen, with a request from a National Health Service doctor on a national prescription form, can exercise the right of free choice by directly contacting the chosen accredited facility.

Participation

The right of citizens to collaborate, with comments and suggestions, in the related provision of services and the improvement of services provided by the facility is guaranteed.

Efficiency and Effectiveness

The service is provided in a way that guarantees efficiency and pursues effectiveness, and the facility adopts appropriate measures to achieve these objectives.

Right of Information

The provisions of the Medical Code of Ethics regarding information to the patient on therapies, possible risks and side effects, and results are strictly applied, maintaining adequate documentation.

Respect for the person

The staff is committed to adopting behaviors that in no way compromise respect for patients or are detrimental to their dignity.

Safety

The staff is committed to adopting behaviors that in no way compromise respect for patients or are detrimental to their dignity.

Service Information

At our facility, six accredited medical specialties are active, providing services and consultations under agreement with the Italian National Health Service (SSN) (facility code 481201).

The accredited areas include:

- Clinical Laboratory
- Diagnostic Imaging
- Cardiology
- Obstetrics and Gynecology
- Neurology
- Orthopedics

The facility also offers numerous additional non-accredited (private) specialties and services, which further expand the range of care and allow patients to access diagnostic, clinical, and consultative services in a single location.

Agreements

- Italian National Health Service (SSN) (for laboratory analyses only in Spinea and Maerne)
- Private
- Supplementary health funds / pension funds
- Insurance

Clinical Laboratory

The facility is classified as a General Basic Laboratory, with the associated specialties of Clinical Chemistry and Toxicology, Microbiology, and Serum Immunology.

The Head of the Clinical Laboratory is Dr. Angelica Zin, and the Medical Director is Dr. Rodolfo Agostini.

The Clinical Laboratory is accredited and operates under agreement with the Italian National Health Service (SSN), providing diagnostic services that ensure accuracy, reliability, and timely results.

Services are organized into the following clinical areas:

- **Hematology and Coagulation**
Complete blood count analyses, assessment of coagulation parameters, and monitoring of hematological diseases.
- **Clinical Chemistry**
Biochemical assays for the evaluation of organ function and metabolic status.

- **Chemical–Physical Urinalysis and Urine Sediment Examination**
Standard urinalysis, sediment analysis, and related evaluations.
- **Immunometry**
Hormone assays, tumor markers, hepatitis markers, and other immunometric tests.
- **Microbiology and Parasitology**
Culture tests, identification of pathogenic microorganisms, and detection of parasites.
- **Allergy and Food Intolerance Testing**
Comprehensive analyses for the diagnosis of allergies and food intolerances.

Furthermore, in compliance with Regional Law No. 22 of 16/08/2002 and Regional Government Resolution (D.G.R.) No. 2501 of 16/08/2004, the Laboratory makes use of services provided by **DATA MEDICA PADOVA S.p.A. – SYNLAB Italia S.r.l. Group**, with the aim of improving resource utilization and management while maintaining the quality of services provided.

The list of available laboratory tests is attached to this Service Charter and also indicates the tests not performed on-site but outsourced through service agreements.

Appointments

Appointments can be made in person at the Reception Desk, by telephone, or online via the website www.centroclinicochimico.it.

Patients are advised to always present the medical prescription indicating the tests to be performed.

Report Collection

Laboratory reports may be collected in person at the sample collection points during the indicated hours or downloaded online from www.centroclinicochimico.it using the report password and following the instructions provided at the time of registration.

The online service is free of charge and participation may be declined. The service is not available if the service has not been fully paid.

An “Online Service for Physicians” is also available under the same conditions, subject to authorization by the patients.

Main Office Spinea
Address: Via Roma 230, 30038 Spinea (Ve)
Tel. +39 041 994833
(under agreement with the SSN)

Sample collection and submission by appointment

Monday to Friday: 7:30 – 9:30 a.m.
 Saturday: 8:00 – 9:30 a.m. (*private services only*)

Report collection
 Monday to Friday: 9:30 – 11:30 a.m. and 3:00 – 6:00 p.m.
 Saturday: 9:30 – 11:30 a.m.

Opening Hours	Monday to Friday	8:00 a.m. – 7:00 p.m.
	Saturday	8:00 a.m. – noon

Appointments can be made in person at the Reception Desk, by telephone at the facility, or through the CUP (for SSN-accredited services only). For certain private services, online booking is also available at www.centroclimicochimico.it.

MEDICAL DIRECTOR: *Dr. Rodolfo Agostini*

CARDIOLOGY (accredited and under SSN agreement)

Cardiology deals with the prevention, diagnosis, and treatment of diseases of the heart and cardiovascular system. Services include clinical evaluations, diagnostic tests, and specialist monitoring to ensure cardiac health and early detection of conditions.

- Cardiology consultation
- Electrocardiogram (ECG)
- 24-hour Holter ECG monitoring
- Color Doppler echocardiography
- Stress test on cycle ergometer (*private only*)
- Blood pressure Holter (*private only*)

DERMATOLOGY & AESTHETIC MEDICINE (private)

Dermatology focuses on the prevention, diagnosis, and treatment of diseases of the skin, hair, and nails.

- Dermatology consultation
- Laser surgery
- Sclerosing phlebology
- Peeling
- Mesotherapy

Aesthetic Medicine offers non-surgical treatments to improve appearance and well-being:

- Fillers
- Laser hair removal
- Botulinum toxin treatment

ENDOCRINOLOGY (private)

Endocrinology deals with the diagnosis and treatment of hormonal disorders and endocrine gland conditions (thyroid, pituitary, adrenal glands, pancreas).

- Endocrinology consultation
- Thyroid / head and neck ultrasound

SPEECH THERAPY (Logopedics) (private)

Speech therapy addresses communication, language, voice, and swallowing disorders in children and adults, with personalized rehabilitation programs.

- Evaluation consultation
- Therapy sessions

OCCUPATIONAL MEDICINE (private)

Occupational Medicine focuses on the health and safety of workers through prevention, medical surveillance, and risk assessment.

- Appointment as Competent Company Physician
- Fitness-for-work medical examinations

SPORTS MEDICINE (private)

Sports Medicine evaluates, prevents, and manages factors affecting athletes' health and performance. Includes fitness certification, functional tests, and injury management.

- Certificates for competitive and recreational sports

NEUROLOGY (accredited and under SSN agreement)

Neurology diagnoses and treats disorders of the central and peripheral nervous system, including movement disorders, headaches, neuropathies, epilepsy, and neurodegenerative diseases.

- Neurology consultation
- Electromyography of upper and lower limbs, arterial and venous tests

OPHTHALMOLOGY (Eye Care) (private)

Ophthalmology is dedicated to the diagnosis, prevention, and treatment of eye diseases and vision disorders.

- Eye examination
- Fundus examination
- Pachymetry
- Tonometry

ENT (Otorhinolaryngology) (private)

ENT specializes in the diagnosis and treatment of ear, nose, and throat disorders, including the upper respiratory tract.

- Consultation
- Audiometric examination
- Ear irrigation

- Vestibular tests

ORTHOPEDECS (*accredited and under SSN agreement*)

Orthopedics focuses on the diagnosis, treatment, and prevention of musculoskeletal disorders and injuries (bones, joints, muscles, ligaments, tendons).

- Orthopedic consultation
- Injections (*private only*)
- Arthrocentesis (*private only*)

OBSTETRICS & GYNECOLOGY (*accredited and under SSN agreement*)

This specialty focuses on women's health throughout life, including reproductive system care, pregnancy, childbirth, and postpartum, as well as gynecological disease prevention and treatment.

- Gynecology consultation
- Pap smear
- Gynecological and/or endocavitary ultrasound
- Pregnancy monitoring (*private only*)

PSYCHIATRY (*private*)

Psychiatry diagnoses, prevents, and treats mental and behavioral disorders, offering clinical evaluations, pharmacological therapies, and support for conditions such as anxiety, depression, mood disorders, psychosis, and other psychiatric conditions.

- Psychiatric consultation

UROLOGY (*private*)

Urology diagnoses and treats diseases of the urinary tract (male and female) and male genital system, including infections, stones, prostate disorders, and male fertility issues.

- Urology consultation

Informed Consent

The Specialist Physician provides the patient with appropriate information regarding the risks and benefits of treatments and each diagnostic procedure, ensuring that the patient voluntarily accepts the proposed medical intervention (informed consent).

Consent must always be requested, as it is the sole authorization for any medical act. Once given, the patient may revoke consent at any time.

There are two forms of informed consent: verbal and written. Written consent is required when a clinical examination or medical treatment may have serious consequences for the patient's health and safety. In other cases, particularly when a trust relationship exists between doctor and patient, verbal consent is sufficient but must be expressed directly to the physician.

Administrative Services

Centro Clinico Chimico S.r.l. is a limited liability company managed by a sole administrator. Administrative management is carried out by staff responsible for accounting and administrative tasks, reception, secretarial services, and monthly monitoring and control of services provided under SSN agreements.

Booking and Execution of Outpatient Services

Services in the Outpatient Clinic and Diagnostic Imaging must be booked in advance in person or by telephone at the Reception Desk. SSN-accredited services can also be booked through the CUP.

To make a booking, patients must present a prescription from their general practitioner or specialist, along with their health card. Patients will also receive instructions for the test or procedure (diet, fasting, etc.).

According to Regional Resolution DGR 452 of 27/02/2007, the Center respects the priority system established by regional regulations, summarized below:

URGENCY	CODE	TIMEFRAME	MEANING
URGENT	U	IMMEDIATELY	Emergency / ER
A	B	Within 10 days	Short term
B	D	Within 30 days for consultations Within 30 days for instrumental tests	Deferrable
C	P	Up to 90 days	Planned / scheduled Follow-up appointments
	-	As C/P or more	No time limits

Urgent services prescribed by a physician should normally be performed in hospitals with emergency facilities. If a patient contacts the Center, the on-site Specialist may assess and carry out the urgent procedure.

Patient registration always involves verification of documentation: personal data (tax code, phone numbers, GP information, etc.), prescription accuracy for SSN services, completion of any forms from the GP (e.g., MRI questionnaire), and patient preparation instructions (fasting, diet, etc.).

Privacy – Handling of Sensitive Data – Complaints

Upon registration, patients are informed in compliance with EU Regulation 679/2016 and Legislative Decree No. 101 of 10/08/2018 regarding the processing of personal and sensitive health data.

The Data Protection Officer and administrative staff are available for any inquiries regarding privacy legislation.

For questions or complaints, patients may contact Dr. Roberto Targa, the Data Protection Officer, or reception staff, who will arrange an appointment with the relevant department head.

Payment for Services

For SSN-accredited services, regional tariff rates apply. The maximum ticket cost for patients aged 6–65 is €36.15 per prescription.

For private services, a fee schedule is available at the Reception Desk. Payment is required upon presentation at the time of service, prior to sample collection or examination. Payment may be made in cash or via electronic methods (POS, credit/debit card) for both SSN and private services.

Exemptions from SSN ticket fees apply to:

- 1) **Income: Children under 6 and adults over 65** with a family income up to €36.152/year;
- 2) **Disability:** war invalids with lifelong pension, major service-related invalids, 100% civil invalids, major work-related invalids;
- 3) **Chronic or disabling diseases:** as per Legislative Decree 29/04/1998, no. 124, including rare diseases and complications;
- 4) **Rare diseases:** as specified by Ministerial Decree 279/2001;
- 5) **Pregnancy:** Ministerial Decree 10/09/1998 exempts preconception and pregnancy monitoring tests.

Waiting Lists

If immediate service is unavailable, appointments will be scheduled according to priority indicated on the prescription. Extended wait times may be addressed by increasing hours or specialist availability.

Report Collection

Diagnostic results may be collected according to the schedule provided at registration, either by the patient or an authorized delegate. The collection date depends on the type of test and is indicated on the receipt form.

Laboratory results may also be downloaded online through the facility's website, with credentials provided at registration.

Quality Standards

The Center is committed to maintaining the highest quality of service. It participates in External Quality Assessment (VEQ) programs for Hematology, Serum Immunology, Coagulation, Serum Protein Electrophoresis, Clinical Chemistry, CDT, and conducts regular Internal Quality Controls (CQI).

Protection and Complaints

The Medical Director, Dr. Rodolfo Agostini, is the contact for complaints or service reports. A complaint form is available at the Reception Desk for feedback, which will be reviewed by management.

Biological Sample Collection Instructions

Blood Draw

Please arrive during sample collection hours after fasting for at least 8 hours and no more than 15 hours. Refrain from eating (including chewing gum), drinking beverages (other than water), consuming alcohol, smoking, and taking medications (except for life-saving medications). Avoid intense physical activity. In the days prior to the blood test, maintain your usual diet as much as possible.

Urine Test

Collect a sample of at least 10 mL from the first morning urine, discarding the initial stream. It is preferable to use a disposable sterile container, which can be picked up for free at the reception or purchased at a pharmacy.

Urine Culture

Do not take antibiotics in the 5 days before the test. Wash hands thoroughly and cleanse external genitalia with soap and water. Collect about 10 mL of the first morning urine directly in the container, discarding the first stream (for women, hold the labia apart during collection). Transfer about 10 mL into a sterile disposable tube available at reception or in pharmacies.

Urinary Cytology and Sputum Cytology

Please contact the front desk to collect **the instruction sheet and necessary materials for sample collection.**

Second Morning Urine (Farley Test)

To perform the Farley Test (FAIR), discard the night urine upon waking and collect the second urine of the morning (after at least 30 minutes and within two hours of the first urination), collecting about 10 mL in a disposable container.

Dysbiosis Test

Avoid taking antibiotics in the 7 days prior to the test. Wash hands and cleanse external genitalia with soap and water. Collect about 10 ml of the first morning urine, discarding the initial stream. Use a sterile disposable container, available free of charge at the lab or for purchase at a pharmacy.

Pregnancy Test (Urine)

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

24-Hour Urine Collection

In the morning, empty your bladder and discard this first urine, noting the time. Then, collect all urine over the next 24 hours into a single container (available at pharmacies), including the first urine of the following morning. Store the container in a cool place or in the refrigerator. At the end of the collection, **measure the total volume**, mix well, and transfer an aliquot (at least 10 ml) into a sterile urine container (available free of charge at the front desk or from pharmacies). Deliver the aliquot to the clinic and report the total volume.

IMPORTANT: For tests such as Total Porphyrins (PRFT) and Uroporphyrins (URPF), the sample must be protected from light during the entire collection period and transport. Wrap containers in aluminum foil.

Acidified 24-Hour Urine

To learn which tests require acidified 24-hour urine and the specific collection procedures, please consult the front desk. Be sure to request the **instruction sheet and necessary materials before beginning the collection**.

Occult Blood, Calprotectin and Pancreatic Elastase 1 in Stool

Please contact the front desk to collect **appropriate containers and the instruction sheet**.

Stool Tests

(Stool exam, adenovirus, rotavirus, Helicobacter pylori antigen)

Collect a walnut-sized amount of stool in a clean container (some containers have an integrated scoop), available at the front desk or at pharmacies. Preferably, the sample should be fresh and free from contamination with urine, water, or other substances. Do not completely fill the container. Close it securely.

Stool Culture, Parasite Testing

Le feci devono essere raccolte nell' apposito contenitore con l'utilizzo della paletta. Prelevare Stool should be collected in the appropriate container using the attached scoop. Collect a

walnut-sized sample. Avoid overfilling the container and seal it well. The sample should be kept at room temperature and delivered within 2 hours of collection.

Do not take antibiotics within the 5 days prior to the test (for stool culture only).

Scotch Test (Pinworm Detection)

The lab provides a microscope slide. Upon waking, press a strip of transparent adhesive tape to the anal area for a few minutes. Then stick the tape flat onto the microscope slide. Deliver the sample to the lab the same morning.

Saliva Swab

For Salivary Cortisol testing, the lab provides the “Salivette” collection device and collection instructions. For two hours before the test, avoid eating, drinking (except water), smoking, and rinse your mouth with a glass of water 10 minutes before collecting the sample.

Note: Avoid collecting saliva if there is bleeding in the mouth.

Deliver the Salivette to the Sample Collection Point as soon as possible or store it in the refrigerator at +4°C.

Nasal, Ocular, Ear Swab

Do not take antibiotics for at least 5 days prior to the test. Avoid using sprays or drops of any kind. Do not use detergents to clean the area to be swabbed.

Throat, Tongue, or Oral Mucosa Swab

Do not take antibiotics for at least 5 days prior. Preferably come in fasting. Do not perform oral hygiene before the swab is taken.

Sputum (Culture Test)

Do not take antibiotics for at least 5 days prior to the test. Preferably come in fasting. Rinse the mouth thoroughly and gargle with water (preferably sterile distilled water). Collect sputum after a deep cough into a sterile container.

Sputum should originate from the lower respiratory tract and not be contaminated with saliva. Send to the lab immediately at room temperature.

Vaginal and Endocervical Swab, Pap Test

Do not take antibiotics within 5 days before the exam. Do not undergo the test during menstruation. Avoid internal vaginal douches. Cleanse the external genital area. Avoid sexual intercourse within 24 hours before the test.

Urethral Swab

Do not take antibiotics for at least 5 days and avoid using disinfectants for 48 hours before the exam. Perform the swab in the morning before urinating or at least 2 hours after the last urination. Avoid sexual activity in the 48–72 hours before the test.

Semen Analysis

Do not take antibiotics within the 5 days before the exam. Wash hands thoroughly with soap and water and cleanse the external genitalia. Collect the semen sample only by masturbation.

Send the sample immediately to the lab at room temperature. If urine is also required, collect urine first (mid-stream, discarding the initial flow), then collect the semen. Avoid sexual activity for 3–4 days prior to the exam.

Mycological Exam

Do not apply creams or cleansing products to the area to be tested. If the exam is to be performed on fingernails or toenails, allow them to grow out for at least 1–2 weeks.

List of Specialist Physicians and Healthcare Professionals

CARDIOLOGY

Dr. Daniele D'Este
Dr. Bruno De Piccoli
Dr. Antonio Franco Folino
Dr. Marco Marin

DERMATOLOGY and AESTHETIC MEDICINE

Dr. Fabrizio Perocco

DIAGNOSTIC IMAGING

Dr. Rodolfo Agostini
Dr. Alessandra Comelato
Dr. Alfredo Gongolo
Dr. Filippo Merola
Dr. Matteo Ziliotto

ENDOCRINOLOGY

Dr. Lara Naletto
Dr. Lorenzo Zanatta

SPEECH THERAPY (Logopedics)

Dr. Carlo Petenà

OCCUPATIONAL MEDICINE

Dr. Pierluigi Di Sebastiano
Dr. Filippo Marzotto
Dr. Alessio Ruzza

SPORT MEDICINE

Dr. Bruno De Piccoli
Dr. Pierluigi Di Sebastiano
Dr. Dario Donato
Dr. Filippo Marzotto

NEUROLOGY

Dr. Bruno Gentile

OPHTHALMOLOGY

Dr. Maria Laura Bacelle
Dr. Laura Girotto
Dr. Mario Montanari

ENT

Dr. Gioia Martini

ORTHOPEDICS

Dr. Cristina Formentin
Dr. Enrico Milan
Dr. Pier Giorgio Pasquon
Dr. Manuel Sanavio (solo privato)
Dr. Alessandro Zornetta

OBSTETRICS and GYNECOLOGY

Dr. Maria Spadaro

PSYCHIATRY

Dr. Bruno Gentile

UROLOGY

Dr. Armido Bolgan