

Headquarters: Via Roma 230

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Sample collection point: Via Manzoni 9/D

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Healthcare Services Charter

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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 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.

The facility is accredited with the National Health Service (SSN) (facility code 481201) for the branches of:

- Laboratory of Analysis;
- Diagnostic Imaging;
- Cardiology;
- Gynecology;
- Orthopedics;
- Neurology.

Description of the structure

Currently, 3C Centro Clinico Chimico S.r.l. is located in Spinea (VE) at Via Roma 230 (Authorization for operation no. 1 of May 11, 2006, and subsequent renewals); the building is a Venetian villa called Villa Bellati.

Both pedestrians and cars can access it directly from Via Roma (the main road of Spinea); at the rear of the villa, there is ample space dedicated to parking, and near the entrance, there are places reserved for disabled and/or emergency vehicles.

The entrance is on the Via Roma side, opening into a reception and waiting area; on the ground floor, there is the area dedicated to Radiology (Magnetic Resonance Imaging, Mammography, CT Scan, and traditional Radiology) as well as some clinics mainly used for dermatology, otolaryngology, neurology, orthopedics, nutritional science, and endocrinology, while on the second floor (which can be reached by the central stairs and/or the elevator) there is a space dedicated to reception and waiting, a blood sample collection room, and some clinics (gynecology, cardiology, ultrasound, ophthalmology, etc.).

The analysis laboratory also has premises for blood sample collection in Maerne (VE) at Via Manzoni 9/d (Authorization for operation no. 22 of February 15, 2010, and subsequent renewals), while the analytical phase is carried out at the headquarters in Spinea (VE) at Via Gioberti n. 14 (Authorization for operation protocol no. 0015198/2022 of April 27, 2022).

Opening hours and contact information

Spinea Headquarters: Via Roma 230

Mon	7:30 AM - 7:00 PM
Tue	7:30 AM - 7:00 PM
Wed	7:30 AM - 7:00 PM
Thu	7:30 AM - 7:00 PM
Fri	7:30 AM - 7:00 PM
Sat	8:00 AM - 12:00 PM

Phone numbers: 041-994833 041-5412831

Fax: 041-5411720

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.

Maerne Sample collection point: Via Manzoni 9/d

Mon	7:45 AM - 10:00 PM
Tue	7:45 AM - 10:00 PM
Wed	7:45 AM - 10:00 PM
Thu	7:45 AM - 10:00 PM
Fri	7:45 AM - 10:00 PM

Phone number: 041-5030385

Customer relations: at the Spinea Headquarters.

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.

Information on Services

The Outpatient Clinic has four sections that provide services and consultations under accreditation agreements. The facility also offers other non-accredited specialties.

Laboratory of Analysis (accredited)

Spinea Headquarters

Sample collection and delivery by appointment:

Monday to Friday 7:30 AM - 9:30 AM

Saturday 8:00 AM - 9:30 AM (private only)

Report collection: Monday to Friday 9:30 AM - 11:30 AM / 3:00 PM - 6:00 PM
Saturday 9:30 AM - 11:30 AM

Maerne Blood Sample Collection Center

Sample collection and delivery by appointment:

Monday to Friday 7:45 AM - 9:30 AM

Report collection: Monday to Friday 9:00 AM - 10:00 AM

It is classified as a General Basic Laboratory with annexed specialties of Clinical Chemistry and Toxicology and Microbiology and Serology. The Head of the Analysis Laboratory is Dr. Angelica Zin.

Laboratory reports can be downloaded online at www.centroclinicochimico.it. The service is free, and participation can be refused. The service is not available if the service has not been fully paid for. At the time of acceptance, a form with the report password and instructions on how to use the service will be provided. An online service for doctors is also available with the same procedures, subject to patient authorization.

In compliance with L.R. 22 of 16/08/2002 and D.G.R. 2501 of 16/08/2004, it uses the service provided by DATA MEDICA PADOVA S.P.A. - SYNLAB Italia S.r.l. Group to improve the use and management of resources while maintaining the quality of services provided.

Diagnostic Imaging Service (accredited)

Hours: Monday to Friday 8:00 AM - 7:00 PM
Saturday 8:00 AM - 12:00 PM

Reservations can be made in person at the Reception or by telephone at the facility or through the CUP (only for accredited services).

The Director of the Service is Dr. Rodolfo Agostini, a specialist in Radiodiagnostics with a European Diploma in Ultrasound.

The service performs:

- Direct conventional radiodiagnostics;
- Cone beam dental scans;
- Ultrasounds;
- Mammograms;
- 1.5 Tesla high-field Magnetic Resonance Imaging;
- 0.3 Tesla Magnetic Resonance Imaging;
- 64-slice CT scans.

Outpatient Clinic (accredited and private)

Hours: Monday to Friday 8:00 AM - 7:00 PM
Saturday 8:00 AM - 12:00 PM

Reservations can be made in person at the Reception or by telephone at the facility or through the CUP (only for accredited services). For some private services, it is possible to book independently directly from the website www.centroclinicochimico.it.

The Outpatient Clinic includes various medical specialties, some accredited (Cardiology, Orthopedics, Gynecology, Neurology), which are practiced on fixed days and times.

HEALTH DIRECTOR: Dr. Rodolfo Agostini

Outpatient Clinic - Accredited Specialties

OBSTETRICS AND GYNECOLOGY

- Gynecological examination
- Pap-test
- Gynecological and/or endocavitary ultrasound
- Pregnancy monitoring (private only)

ORTHOPEDICS

- Orthopedic examinations
- Infiltrations (private only)
- Arthrocentesis (private only)

CARDIOLOGY

- Cardiological visit
- Electrocardiogram
- 24-hour Dynamic ECG monitoring (Holter) or 24-hour dynamic ECG monitoring (Holter)
- Color Doppler echocardiography
- Cycle ergometer exercise examination (private healthcare only) or Cycle ergometer exercise examination (only private healthcare)
- Pressure holter (private healthcare only) or Pressure holter (only private healthcare)

NEUROLOGY

- Neurological examination
- Electromyography of lower and upper limbs, arterial and venous

Outpatient Clinic - Specialties Not Covered by the National Health Service

DERMATOLOGY and AESTHETIC MEDICINE

- Dermatological examination
- Laser surgery
- Sclerosing phlebology
- Peeling
- Mesotherapy
- Filler

OBSTETRICS AND GYNECOLOGY

- Gynecological visit
- Pap-test
- Gynecological and/or endocavitary ultrasound

ENDOCRINOLOGY

- Endocrinological examination
- Thyroid / head and neck ultrasound

SPEECH THERAPY

- Evaluation visit
- Session cycles

SPORTS MEDICINE

- Issuance of certificates for competitive and non-competitive sports activities

NEUROLOGY

- Neurological examination
- Electromyography of the lower and upper limbs, arterial and venous

OPHTHALMOLOGY

- Examination
- Fundus examination
- Pachymetry
- Tonometry

OTORHINOLARYNGOLOGY (ENT)

- Examination
- Audiometric examination
- Ear lavage
- Otovestibular tests

ORTHOPEDICS

- Orthopedic visits
- Infiltrations and arthrocentesis

PSYCHOLOGY

- Individual consultations
- Couple/family consultations

UROLOGY

- Visit/Examination

OCCUPATIONAL MEDICINE

- Assumption of the role of Company's Competent Doctor
- Visit for the release of work suitability

Informed consent

The Specialist Doctor provides the user/patient with appropriate information on the risks and benefits of the treatments and individual tests so that the patient voluntarily accepts the treatment proposed by the doctor (informed consent). Consent must always be requested, as it is the only expression that authorizes any medical act. Once granted, the user's consent can be revoked at any time.

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

Administrative Service

The Centro Clinico Chimico is a limited liability company administered by a Sole Administrator. For the administrative accounting management, the Administration utilizes the collaboration of three employees who handle the administrative procedures and approximately eleven people who manage reception, the secretariat, and carry out monthly summary and control activities of the services provided under agreement.

Booking and Execution of Outpatient Services

The services of the Outpatient Clinic and Diagnostic Imaging must be booked in advance, either in person or by telephone at the Secretariat; services covered by the national health service can also be booked through the CUP (Unified Booking Center). To make a reservation, it is necessary to provide the request from the general practitioner and/or specialist and the health insurance card. In addition to the booking reminder, patients are given any instructions for the service (diet, fasting, etc.).

According to the provisions of the Regional Council Resolution (DGR) 452 of 27/02/2007, the Center, when booking services, adheres to the priority system established by the Regional Resolutions and shown below as a reminder with abbreviations and waiting times for the individual priorities as indicated in 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 30 days for Diagnostic tests	Deferrable
C	P	Up to 90 days	Planned / Follow-up visits
	Without indication	As C/P and beyond	Without time limits

Services requested urgently by the Physician must be presented to the hospital facilities in the area that provide emergency and first aid services. However, if the patient contacts the Center, the Specialist present at that time may arrange for these services to be performed.

Patient acceptance always involves checking the documentation presented by the patient at the Secretariat: initially, the accuracy of personal data (tax code, telephone numbers, general practitioner, etc.) is checked, and then the prescription (for services covered by the national health service) is checked for correct completion. Any documentation completed by the general practitioner (for example, MRI Questionnaire) and patient preparation, if required (fasting, diet, etc.), are also checked.

Privacy – Processing of Sensitive Data – Complaints

Upon registration, the patient/user is adequately informed—through documentation and posted notices—in compliance with European Regulation 679/2016, about the processing of personal data and other special categories of data (e.g., health-related information). The Data Protection Officer and administrative staff are available to provide any information regarding privacy legislation.

For any information and/or documentable issues, users may contact the Data Protection Officer, Dr. Roberto Targa, and the administrative staff, who can arrange an appointment with the head of the relevant department.

Payment for Services

For services covered by the national healthcare system, the applicable rates are those established by the current Regional Fee Schedule.

The maximum co-payment (ticket) per referral for patients aged between 6 and 65 years is set at €36,15.

For private services (non-contracted), a relevant price list is available to users at the front desk.

Payment is due at the time of registration at the front desk, prior to sample collection or examination.

Patients exempt from healthcare co-payment (ticket) include those who meet the following conditions:

- 1) **Income-Based Exemption:** entitlement to exemption based on income applies under certain personal and social conditions associated with specific income levels, specifically for patients under 6 or over 65 years of age with a gross annual household income up to €36152.
- 2) **Disability:**
 - War invalids holding a direct lifelong pension;
 - Severely disabled veterans;
 - 100% disabled civilians;
 - Severely disabled individuals due to work-related injuries.

- 3) **Chronic and Disabling Diseases:** Patients with an exemption certificate for chronic and disabling diseases pursuant to Article 5, paragraph 1, letter a) of Legislative Decree 29/04/1998 no. 124 and subsequent amendments, as well as patients with rare diseases (Health Ministry Decrees 329/99 and 279/01) and their complications.
- 4) **Rare Diseases:** Decree no. 279/2001 lists the diseases that qualify for exemption and the related services necessary for their monitoring and treatment.
- 5) **Pregnancy:** The Ministerial Decree of 10 September 1998 provides exemption from co-payment for a series of tests performed in the preconception phase (for women, men, or in cases of recurrent miscarriage) and tests conducted during normal pregnancy check-ups.

Waiting Lists

For certain services that cannot be provided immediately, waiting lists may be established. Appointments will be scheduled based on the priority indicated in the medical prescription.

If wait times become particularly long, additional time slots or specialists will be scheduled to ensure faster service.

Sample Collection and Treatments

Blood samples are taken by appointment:

- Monday to Friday from 7:30 AM to 9:30 AM, and Saturday from 8:00 AM to 9:30 AM at the Spinea location;
- Monday to Friday from 7:45 AM to 9:30 AM at the Maerne sample collection center.

Average wait time ranges from 5 to 20 minutes.

Nursing treatments on site can be provided upon user request.

Diagnostic Tests and Medical Treatments

The facility offers diagnostic tests and treatments as described in the related medical specialties.

Medical and administrative staff are available to clarify any details regarding the requested services.

Report Collection

Diagnostic test results can be collected during the designated hours starting from the date indicated on the collection slip provided at registration. Reports can be picked up either by the patient or by an authorized representative with written consent.

The report collection date varies depending on the type of exam.

Laboratory test results can also be downloaded online from the facility's website. Access credentials and instructions are provided by the front desk staff at registration.

Quality Standards

This facility is committed to maintaining the highest level of service quality. To this end, it participates in External Quality Assessment (EQA) programs for specialties such as Hematology, Serology, Coagulation, Serum Protein Electrophoresis, Clinical Chemistry, and CDT testing, and regularly performs Internal Quality Control (IQC) checks.

Oversight and Feedback

The facility's Medical Director, Dr. Rodolfo Agostini, is the contact person for any complaints or reports of service issues.

A form is available at the front desk of each location for submitting complaints, reports of service disruptions, and/or suggestions for service improvements. These will be reviewed and addressed by the Management.

Methods for Collecting Biological Samples for Laboratory Testing

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

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.