



CHARTER OF SERVICES

**A valuable tool to understand the Center and
patient rights**



FOREWORD

The adoption of the Charter of Services represents a fundamental step forward in the process of continuous improvement of service quality and the full involvement of citizen-users.

The document was drafted with the valuable contribution of organizational structure managers and with the active involvement of all internal staff. Through this tool, we intend to promote and protect the right to health, providing users with transparent and detailed information on the organization of services, in full compliance with the principles of impartiality and administrative efficiency.

To this end, the facility adopts rigorous operating procedures aimed at ensuring maximum safety and patient protection. The seriousness and rigor of the work performed are confirmed by the achievement of conformity certification to the EN ISO 9001 standards, a source of pride and constant stimulus toward a care mission that cannot be disregarded.

This Charter constitutes a dynamic and constantly evolving starting point, designed to build together with users a medical center capable of continuously renewing itself according to the highest quality standards in the healthcare sector.

With this perspective, this commitment is preferred in the plural ('the charters'), so that the initiative is not exhausted in a mere listing of services, but represents a shared path of transparency, equal treatment, and active patient listening.

This objective is achieved thanks to the professionalism, competence, and motivation of all the staff of Laboratorio Diagnostica Medica Srl.

This document is subject to periodic reviews, at least annually, to accompany the progress of the undertaken improvement path.

The Medical Director

Dr. Umberto Antonio Mario Redi

1. General Principles and Objectives

We are convinced that the private nature of the facility should not prevent Laboratorio Diagnostica Medica from fully sharing the culture that considers health as a constitutional and universal right (Art. 32 of the Constitution). To this end, the center standardizes the organization of its activities by welcoming recommendations formulated by the World Health Organization (WHO), the European Union, and other representative bodies, rigorously integrating all ethical aspects of medical practice.



The drafting of this Charter of Services is inspired by guidelines and recommendations issued in European and institutional contexts, adhering to the following fundamental criteria: a. Equality: Access to the facility, reception, and treatment of patients are guaranteed without any distinction of sex, age, nationality, religion, political opinions, or socio-economic conditions.

b. Impartiality: Behavior towards patients complies with criteria of objectivity and relevance of services. The choice to use services under private regime does not constitute a reason for altering clinical priority orders or already scheduled activities.

c. Continuity: The facility guarantees regular and complete performance of agreed services, avoiding interruptions and suspensions not motivated by force majeure.

d. Right of Choice: The user has the right to be informed and actively involved in the diagnostic and therapeutic pathway; they can accept or refuse proposals formulated by doctors, expressing agreement through signing the informed consent form. They also have the right to receive all appropriate clarifications, both from doctors and nursing staff, according to respective competencies.

e. Efficiency and Effectiveness: Work organization is aimed at ensuring the highest possible quality of services and is constantly informed by the criterion of continuous improvement.

f. Safety and Confidentiality: Adoption of rigorous protocols for clinical safety, prevention of infection risk, and privacy protection (EU GDPR 2016/679).

g. Participation: Patients and citizen organizations must be able to constantly verify the correctness of behavior, service quality, and compliance with legal rules, in particular: access to documentation proving operating authorization, compliance with legal requirements and safety rules is guaranteed; customer evaluations are periodically acquired through questionnaires, organized monitoring, and the adoption, where applicable, of participatory quality analysis tools; timely and relevant responses to patient complaints, reports, and observations are guaranteed.

2. Categories of Fragile Persons

Laboratorio Diagnostica Medica, to protect fragile and temporarily fragile persons, recognizes priority of access and assistance to the following categories:

- Women with a high-risk pregnancy certificate
- Persons with handicaps or disabilities
- Persons with evident trauma
- Children under 12 years of age

3. Patient Rights and Medical Care

Awareness of one rights towards the Health Service is the essential prerequisite for making the right to health concrete and ensuring a high level of protection for all. This shared commitment calls upon citizens and operators in a daily alliance:



protecting health means recognizing it both as a fundamental right of the individual and as a precious resource for the entire community. In this perspective, prevention is configured as the highest form of collective responsibility, capable of protecting the individual and, at the same time, safeguarding society well-being.

- Right to prevention and care: Every citizen has the right to access effective prevention pathways and receive quality medical care that is timely and appropriate to their health status.
- Respect for dignity: Every patient has the right to be assisted and treated with care and attention, in full compliance with human dignity and their moral, religious, and philosophical convictions.

Information

- Transparency and accessibility: The citizen has the right to receive clear, complete, and timely information regarding services provided by the healthcare facility and related access methods.
- The care interview: The doctor is required to provide the patient with exhaustive and understandable explanations regarding diagnosis, prognosis, care prospects, diagnostic-therapeutic alternatives, and predictable consequences of choices made. The communication time between doctor and patient constitutes care time to all intents and purposes.

The Healthcare Services Charter

Delivering healthcare facilities draft and publish the Charter of Services, a programmatic and transparency document that defines commitments assumed towards users and contains, among other things:

- The detailed list of services offered and related access and delivery methods;
- Promised quality standards and continuous improvement commitments;
- Methods and indicators for verifying and controlling assumed commitments;
- Forms, methods, and protection of rights recognized to citizens (e.g., complaint procedures). Informed Consent and Care Sharing
- The principle of consent: No healthcare treatment can be started or continued without the free and informed consent of the person. The patient has the right to receive all necessary information to evaluate specific risks and benefits, thus expressing a conscious choice.
- Emergency and urgent situations: In case of emergency or urgency where delay could entail imminent danger to the patient health and consent cannot be acquired, healthcare staff immediately ensure all indispensable medical and diagnostic interventions.
- Respect for previous wishes (DAT and Planning): Desires previously expressed by the patient regarding healthcare treatments — including through Advance Treatment Provisions (DAT) or shared care planning pathways — are taken into consideration by the doctor, where possible, even if the person is no longer in a condition to confirm their will.

Privacy and Confidentiality

Protection of privacy and personal dignity is a fundamental requirement of the care relationship. Every citizen contacting healthcare facilities and professionals has the right to absolute secrecy regarding personal data and health status.

- Information protection during admission or Emergency Room access: News regarding patient presence is provided to relatives, partners, or authorized persons only in compliance with the person's will. If conscious and capable, the patient is informed beforehand and decides who receives information.



- Special attention to fragile groups: Disabled persons, elderly, minors, and complex diagnostic- therapeutic patients enjoy enhanced confidentiality and data protection.
- Confidentiality in reception spaces: Dedicated and appropriately marked spaces are established for privacy during interviews and counter operations.
- Respectful user calling: High-voice nominative calling is avoided in waiting rooms and clinics. Access uses alternative systems like numerical/alphanumeric reservation codes.
- Report and certificate collection: Delivery of diagnostic reports, analysis results, and medical certificates is restricted exclusively to the interested party or written delegates.
- Professional secrecy and data protection: Any information or data regarding health status is protected by professional secrecy and handled fully complying with GDPR.

4. Fragile Subjects and Rights Protection

The facility guarantees special and priority attention to persons in vulnerable conditions, promoting autonomy and full dignity:

- Accessibility and barrier removal: Disabled or reduced mobility citizens have the right to elimination of architectural, sensory, and cultural barriers.
- Continuity and appropriateness of care: Non-self-sufficient, chronic, or complex fragility patients must receive integrated, personalized, and continuous assistance.

5. Quality and Safety of Healthcare Services

- Care safety: The citizen has the right to receive safe care in a protected environment through systematic procedures preventing adverse events.
- Professional competence: All healthcare and socio-sanitary services are entrusted to qualified personnel in constant updating.
- Technological and structural adequacy: Facilities, equipment, and instruments must be constantly maintained and adapted to scientific and technological progress.

6. Healthcare Ticket

The Health Service guarantees health protection and universal access. For certain services, a cost-sharing fee (ticket) is required.

- Exemptions and protections: Categories with legal requirements are totally or partially exempted.
- Transparency and information: Citizens can consult dedicated desks or the Public Relations Office (U.R.P.) for calculation criteria and payment methods.

7. Healthcare Assistance Abroad

The Health Service guarantees adequate protection and healthcare during stays outside national borders.

- International mobility and EHIC: The national Health Card acts as the European Health Insurance Card (EHIC), granting urgent medical care in EU/EEA and Switzerland.
- Programmed high-specialization care abroad: Requires specific prior authorization procedures.
- Administrative efficiency: Services must be characterized by maximum efficiency, organizational quality, and transparency.



8. Presentation of the Facility and Our Team

Laboratorio Diagnostica Medica S.r.l. has roots in a family tradition of excellence in laboratory analysis started in the 1950s and consolidated in Latina by Dr. Ugo Redi since the 1960s. In 2008, the original laboratory activity evolved through collaboration with top-profile specialists, creating an integrated Specialized Polyclinic and Radiological Center.

Today, the facility is a multidisciplinary health hub strongly oriented toward:

- Prevention and early diagnosis;
- Advanced laboratory diagnostics;
- Evaluation and screening of cardiovascular pathologies.

Our Team

To ensure high care standards, the center relies on a highly qualified, constantly updated multidisciplinary staff including laboratory doctors, hematologists, biologists, radiologists, cardiologists, ophthalmologists, gynecologists, dermatologists, orthopedists, anesthesiologists, laboratory technicians, physiotherapists, occupational doctors, and administrative reception staff.

Where we are and Contacts

Address: Largo Cavalli, 6 – Zona Q5 – 04100 Latina | Phone: 0773 600733 | Website: grupporedi.it/amministrazione-trasparente

9. Our Mission and Quality Commitments

Laboratorio Diagnostica Medica S.r.l. recognizes person centrality and the great ethical/social responsibility tied to care and prevention:

- Patient centrality and dignity respect: Maximum attention to human relations, information transparency, and privacy protection.
- Quality and competence: Constant enhancement of employee and collaborator professionalism, ensuring clinical-diagnostic reliability.
- Innovation and continuous improvement: Constant investment in technological updating and structural adaptation.

10. Our Services

Laboratorio Diagnostica Medica S.r.l. offers an integrated multidisciplinary health hub, providing services under both private regime and National Health Service (SSN) agreement:

- Authorized Activities:
- Ambulatory surgery
- Aesthetic medicine
- Gastroenterology (accreditation in progress) and digestive endoscopy
- Obstetrics and gynecology
- Urology
- Orthopedics



- Oncology
- Allergology
- Anesthesiology (accreditation in progress)
- Respiratory system diseases (Pneumology)
- Geriatrics

11. Quality, Safety, and Transparency

- Quality Control (EQA): The laboratory regularly participates in External Quality Assessment (EQA) programs for all analysis types.

- Tariffs and services: Publicizes SSN tariffs, freelance tariffs, and any tickets.

Innovation and service continuity: Pursues technological updating and automation, equipped with autonomous power generators against black-outs.

- Privacy and document dissemination: Specific data protection procedures adopted; Charter available at Largo Cavalli, 6.

12. Payment Methods

- Service regulation: Balance of amounts due must be paid at acceptance.
- Payment methods and transparency: Accepted methods (cash, check, debit card) are communicated by secretarial staff who issue a regular invoice.

13. Specialized Branches and Outpatient Services

The Specialized Polyclinic provides outpatient health services using highly qualified professionals and appropriate technologies:

1. Ambulatory surgery: Dedicated to minor surgery and invasive/semi-invasive diagnostic- therapeutic procedures not requiring admission. Activities performed under maximum security and sterility protocols.

Main activities: Specialist surgical visits, advanced dressings, excision of superficial skin/subcutaneous lesions, superficial biopsies, minor local anesthesia interventions. Access mode: Preliminary specialist visit and reservation. Signed informed consent.

2. Aesthetic medicine: Offers pathways correcting constitutional/acquired flaws, improving skin quality, and slowing aging with conservative/non-invasive approaches. Main activities: Personalized aesthetic consultation, biorevitalization, botulinum toxin, hyaluronic acid fillers, medical chemical peels, regenerative medicine. Access mode: Preliminary specialist visit.

3. Gastroenterology (accreditation in progress) and digestive endoscopy: Dedicated to prevention, diagnosis, and treatment of digestive tract pathologies. Operates under authorized regime with accreditation in progress.

Main activities: Gastroenterological and hepatological visits, chronic/dyspeptic bowel management, diagnostic digestive endoscopy. Access mode: Specialist visit or medical prescription, followed by reservation.



4. Obstetrics and gynecology: Ensures integrated assistance for women health across all life stages.

Main activities: Control gynecological/obstetric visits, pelvic/transvaginal/obstetric ultrasounds, physiological and high-risk pregnancy monitoring (priority for high-risk pregnancy certificates), oncological screening (Pap-test and HPV-test), contraception and fertility counseling. Access mode: Reservation via desk or phone.

5. Urology: Deals with prevention, diagnosis, and treatment of male/female urinary and male genital tract pathologies. Main activities: Specialist urological visits, urinary/prostatic ultrasounds, uroflowmetry, clinical management of urinary lithiasis, urinary tract infections, micturition disorders, prostate pathologies. Access mode: Reservation with medical prescription and preliminary clinical interview.

6. Orthopedics: Aimed at prevention, diagnosis, and treatment of musculoskeletal system pathologies and traumas. Main activities: Specialist orthopedic visits, post-traumatic/degenerative clinical evaluations (arthrosis, spine, shoulder, knee, hip), ultrasound-guided/traditional joint infiltrations, rehabilitation physiotherapy prescription. Access mode: Reservation with preferential pathways for trauma.

7. Oncology: Offers consultation, guidance, and clinical support for oncological patients or prevention pathways. Main activities: Specialist oncological visits, clinical/familial history evaluation (oncological familial predisposition), integrated diagnostic monitoring planning, patient/family support. Access mode: Dedicated reservation managed with emotional sensitivity.

8. Allergology: Aimed at diagnostic framing and treatment of respiratory, skin, food, and drug allergic diseases. Main activities: Specialist allergological visits, skin allergy tests (Prick test and Patch test), basic spirometry, specific immunotherapy (anti-allergy vaccines). Access mode: Outpatient reservation with pharmacological suspension instructions.

9. Anesthesiology (accreditation in progress): Guarantees anesthetic risk assessment and sedation management for outpatient diagnostic/surgical procedures. Authorized regime, accreditation in progress.

Main activities: Pre-operative/pre-procedural visits, clinical record and comorbidity study, sedation/anesthesia technique planning, peri-procedural clinical monitoring.
Access mode: Internal activation by branch specialist or dedicated reservation.

10. Respiratory system diseases (Pneumology): Ensures prevention, diagnosis, monitoring, and therapeutic planning for acute/chronic respiratory pathologies (asthma, COPD, sleep apnea - OSAS, respiratory failure).
Main activities: Specialist pneumological visits, simple and global spirometry (with bronchodilation testing), saturation monitoring (pulsosimetry/nocturnal saturimetry), prescription/control of home therapy (oxygen therapy and mechanical ventilation), pre-operative functional evaluations.



Access mode: Outpatient reservation with preparation instructions.

11. Geriatrics: Dedicated to comprehensive elderly assessment, focusing on multimorbidity management, functional/cognitive decline prevention, and polytherapy optimization.

Main activities: Specialist geriatric visits, comprehensive geriatric assessment (CGA), cognitive/memory screening, fall risk evaluation, personalized care plans. Access mode: Dedicated outpatient reservation.

14. Reservation and Access Methods

Specialized visits and polyclinic: Appointments required for all outpatient branches. Reservation waiting does not normally exceed seven days, except for fortnightly scheduled specialists.

Urgency management: For urgent situations, the center promptly acts to shorten waiting and delivery times, ensuring rapid response (usually within 24 hours).

15. Waiting Times and Report Collection

- Waiting times on site: Average waiting time for acceptance and service start is around 20 minutes.
- Reporting times: Diagnostic reports delivered by the fourth working day; shortened for particular urgencies.
- Report collection hours: Monday to Friday: 11:30 AM – 1:00 PM and 5:30 PM – 6:30 PM | Saturday: 11:00 AM – 12:00 PM.

16. Transparency, Tariffs, and Privacy

- Tariffs and Price List: Guarantees maximum transparency publishing SSN tariffs, freelance tariffs, and tickets. Full list available at secretariat or with specialist.
- Privacy protection: Specific procedures for personal data and confidentiality protection activated.
- Service regulation: Balance due paid at acceptance.
- Payment methods and transparency: Cash, check, or debit card communicated by secretarial staff with regular invoice issuance.
- Ticket exemptions: Exemptions provided for age bracket/income or chronic/rare pathology conditions.

18. The Citizen and Patient Rights Charter

Laboratorio Diagnostica Medica S.r.l. formally adopts the National Protocol principles, protecting the 14 fundamental patient rights.

1. Right to time: Respect for user time equal to operators. Maximum waiting standards defined based on urgency. In case of exceeding times due to facility, alternative protections activated.

2. Right to information and health documentation: Personalized, clear, and accessible information respecting linguistic/cultural/religious specificities, plus full clinical documentation.

3. Right to safety: Protection from risks derived from malfunctions or sanitary errors. Constant risk monitoring, equipment maintenance, and staff training.



- 4. Right to preventive measures:** Pursues prevention culture through user awareness, periodic diagnostic pathways, and scientific innovation.
- 5. Right to access:** Equal and non-discriminatory access based on health status regardless of income, gender, residence, or pathology type. Urgent care always guaranteed.
- 6. Right to informed consent:** Mandatory prior informed consent preceded by exhaustive explanation of risks, benefits, and alternatives. Right to refuse/interrupt treatment.
- 7. Right to quality:** Access to high-quality health services based on rigorous technical, comfort, and relational standards.
- 8. Right to privacy and confidentiality:** Personal and clinical data confidentiality protected in all phases. Visits/exams in protected environments.
- 9. Right to innovation:** Access to diagnostic and therapeutic procedures updated to best international standards.
- 10. Right to avoid unnecessary suffering and pain:** Measures to minimize pain and suffering, facilitating support treatments and palliative care.
- 11. Right to free choice:** Freedom to choose between pathways, facilities, and healthcare providers based on transparent info.
- 12. Right to personalized treatment:** Flexible diagnostic and therapeutic programs calibrated to individual needs, ensuring health rights prevail over organizational criteria.
- 13. Right to complaint** Simple and transparent procedures for reporting disservices or alleged violations via U.R.P.
- 14. Right to compensation** Protection, conciliation, or reimbursement pathways in reasonable times for ascertained damage.

19. User Information and Digital Channels

The official website provides general and detailed info regarding opening/closing/desk hours, access methods, and diagnostic exam preparation instructions.

20. Management Control and Customer Listening

Coordinated by Management to promote constant dialogue and active listening of patient needs through continuous standard verification and customer satisfaction monitoring.

21. Quality Policy

Implemented a rigorous Quality Management System focused on continuous improvement, operational excellence, shared responsibility, and patient centrality.

22. Quality Standards Table

The facility measures operational efficiency through objective quality parameters: Evaluation Area Objective / Quality Standard Respect for Patient Time

- Average waiting time for outpatient consultation: 15 minutes
- Laboratory acceptance waiting: 10 minutes
- Average waiting room stay: 10 minutes Correct Transparent Information
- Capillary distribution of Charter of Services and material at acceptance.
- Personnel identifiability via name badge, surname, and qualification/function. Professionalism; Technologies



- Full compliance with minimum structural, technological, and organizational requirements of the Lazio Region.
- Qualification and constant updating of medical and specialist personnel.

Quality Satisfaction

- Structured complaint monitoring and report forms.
- Periodic customer satisfaction surveys to verify user perception and appreciation.

23. Protection and Verification Mechanisms

Transparent procedures for presenting complaints or reports in case of disservices or violations of the Charter, regional plans, or professional codes. Complaints can be submitted via dedicated form, simple letter, direct interview, or phone/email. Management ensures immediate feedback or written response within 15 days for complex cases.

24. Public Relations Office (U.R.P.)

Head: Dr. Umberto Antonio Mario Redi | Phone: 0773 / 624785

25. Questionnaires and Satisfaction Survey

Anonymous or named satisfaction questionnaires distributed to evaluate experience. Systematically analyzed quarterly by Management to implement corrective actions.

NORMATIVE REFERENCES:

DCA U00311 of 06.10.2014

Latina, 01/07/2026

The Medical Director and Legal Representative:
Dr. Umberto Antonio Mario Redi

