



Redimedica
LABORATORIO DIAGNOSTICA RIABILITAZIONE

CERTIFICATA ISO 9001

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LABORATORY DIAGNOSTICS REHABILITATION
LABORATORIO DIAGNOSTICA MEDICA S.R.L.

SERVICE CHARTER

A valuable tool for discovering the medical center and understanding patient rights

rev. 8 dated 01/07/2026

PREMISE

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

The document was drafted with the valuable contribution of organizational heads and the active involvement of all internal staff.

Through this instrument, we aim to promote and safeguard the right to health by providing users with transparent and detailed information regarding the organization of services, fully respecting the principles of impartiality and administrative efficiency.

To this end, the facility adopts strict operational procedures designed to guarantee maximum patient safety and protection. The seriousness and rigor of our work are confirmed by achieving EN ISO 9001 compliance certification, a source of pride and a constant motivation toward an indispensable healthcare mission.

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

In this light, we prefer to consider this commitment in the plural ("charters"), so that the initiative does not reduce to a mere listing of procedures, but rather represents a shared path of transparency, equal treatment, and active listening to the patient.

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

This document is subject to periodic reviews, at least annually, to keep pace with the progress of our continuous improvement process.

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 views health as a constitutional and universal right (Art. 32 of the Constitution). To this end, the center aligns its operational organization with the recommendations issued by the World Health Organization (WHO), the European Union, and other representative bodies, strictly integrating all ethical aspects of medical practice.

The drafting of this Service Charter is inspired by European and institutional guidelines and recommendations, adhering to the following core criteria:

- **a. Equality:** Access to the facility, reception, and patient care are guaranteed without distinction of sex, age, nationality, religion, political opinions, or socio-economic conditions.
- **b. Impartiality:** Conduct toward patients conforms to objectivity and relevance of services. Choosing private (out-of-pocket) services does not alter clinical priority or pre-scheduled activities.
- **c. Continuity:** The facility guarantees regular and complete execution of agreed services, avoiding interruptions and suspensions unless caused by force majeure.
- **d. Right to Choice:** The user has the right to be informed and actively involved in the diagnostic and therapeutic process; they may accept or decline medical proposals, expressing their decision through signed informed consent forms. They also have the right to receive relevant explanations from both doctors and nursing staff according to their respective roles.
- **e. Efficiency and Effectiveness:** Work organization targets maximum achievable service quality and is constantly guided by continuous improvement.
- **f. Safety and Confidentiality:** Adoption of strict protocols for clinical safety, infection risk prevention, and privacy protection (EU GDPR 2016/679).
- **g. Participation:** Patients and citizen organizations must be able to continuously verify proper conduct, service quality, and legal compliance. Specifically:

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- Access to documentation proving operating authorization, compliance with legal safety requirements, and individual/collective safety standards is guaranteed.
- Client evaluations are routinely gathered via feedback questionnaires, organized monitoring, and participatory quality analysis tools where applicable.
- Prompt, relevant responses to complaints, reports, and patient observations are guaranteed.

2. Vulnerable Patient Categories

To protect vulnerable and temporarily vulnerable individuals, Laboratorio Diagnostica Medica grants priority access and assistance to the following categories:

- Women with high-risk pregnancy certificates
- Persons with disabilities or handicaps
- Persons with visible physical trauma
- Children under 12 years of age

3. Patient Rights and Medical Care

Awareness of one's rights regarding the Health Service is essential to making the right to health concrete and ensuring high protection for everyone.

This shared commitment engages citizens and healthcare workers in a daily partnership: protecting health means recognizing it both as a fundamental individual right and as a vital community asset. In this context, prevention represents the highest form of collective responsibility, protecting the individual while safeguarding social well-being.

- **Right to Prevention and Care:** Every citizen has the right to access effective prevention pathways and receive timely, appropriate, high-quality medical care tailored to their health status. Through prevention, the community acts to promote shared well-being and reduce healthcare disparities.
- **Respect for Dignity:** Every patient has the right to be assisted and treated with care and consideration, with full respect for human dignity and moral, religious, and philosophical beliefs.

Information

- **Transparency and Accessibility:** Citizens have the right to receive clear, complete, and timely information regarding services provided by the healthcare facility and their respective access procedures.



- **The Care Consultation:** Physicians are required to provide exhaustive, understandable explanations regarding diagnosis, prognosis, treatment perspectives, diagnostic/therapeutic alternatives, and predictable outcomes of choices made. Communication time between doctor and patient constitutes actual care time.

The Healthcare Service Charter

Healthcare providers publish a Service Charter—a policy and transparency document detailing commitments made to users, including:

- A detailed list of offered services and access/delivery methods;
- Promised quality standards and continuous improvement goals;
- Verification methods and performance indicators;
- Mechanisms for user protection, complaint handling, and feedback.

Informed Consent and Shared Care

- **The Consent Principle:** No medical treatment can begin or continue without the free, informed consent of the individual. Patients have the right to receive all information needed to evaluate specific risks and benefits, enabling an informed choice.
- **Emergency Situations:** In emergencies where delay poses an imminent danger to patient health and consent cannot be obtained, healthcare staff immediately perform essential medical and diagnostic interventions.
- **Advance Directives (DAT and Planning):** Prior wishes expressed by the patient regarding medical treatments—including Advance Healthcare Directives (DAT) or shared care plans—are taken into account by physicians where possible, even if the individual can no longer confirm their choices.

Privacy and Confidentiality

Protecting personal confidentiality and dignity is a core requirement of care relationships. Every individual interacting with healthcare facilities—for consultations, admissions, diagnostics, medication purchases, or administrative tasks—has the right to strict confidentiality regarding personal data and health status.

To guarantee this right, the facility applies the following principles:

- **Protection of Inpatient/Emergency Room Information:** In emergency room visits or inpatient stays, news regarding patient presence is provided to relatives or authorized persons only according to the



patient's explicit wishes. Conscious, competent patients are informed beforehand and retain the right to specify who may receive information regarding their status and stay.

- **Protection for Vulnerable Groups:** Individuals with disabilities, the elderly, minors, and patients undergoing complex or invasive treatments enjoy enhanced privacy and data protection measures.
- **Reception Area Confidentiality:** Dedicated, clearly marked spaces ensure private discussions at reception desks. Waiting users must maintain an appropriate distance.
- **Respectful Calling Systems:** Calling patients aloud by name in waiting rooms and clinics is avoided. Privacy is maintained using numeric or alphanumeric booking identifiers.
- **Collection of Test Results and Certificates:** Diagnostic reports, test results, and medical certificates are handed over exclusively to the patient or third parties with explicit written authorization and valid identification.
- **Professional Secrecy and Data Protection:** All health data is protected by professional secrecy and processed strictly according to current GDPR privacy regulations, restricting system and record access to authorized personnel involved in care.

Vulnerable Individuals and Rights Protection

The facility guarantees priority attention to vulnerable individuals, promoting independence and dignity:

- **Accessibility and Barrier Removal:** Citizens with disabilities or reduced mobility have the right to the removal of architectural, sensory, and cultural barriers, ensuring safe access to spaces, services, and information.
- **Continuity and Appropriateness of Care:** Non-self-sufficient, chronic, or complex patients receive integrated, personalized, continuous care through collaboration among hospital, territorial, and social services.

Quality and Safety of Healthcare

Quality and safety represent primary commitments to ensure patient well-being and clinical risk management:

- **Safety of Care:** Citizens have the right to safe care in a protected environment through systematic procedures designed to prevent adverse events and reduce clinical risks.
- **Professional Competence:** Services are provided by qualified, continuously trained personnel holding specific role certifications.



- **Technological and Structural Adequacy:** Equipment and diagnostic tools are continuously maintained, updated according to scientific advances, and compliant with safety legislation.

The Healthcare Ticket (Co-payment)

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

- **Exemptions:** Categories meeting statutory income, age, health condition, or chronic/rare disease criteria are fully or partially exempt.
- **Transparency:** Citizens may consult dedicated desks or the Public Relations Office (U.R.P.) to verify exemption eligibility and payment calculations.

Healthcare Abroad

The Health Service provides coverage and assistance to Italian citizens while outside national borders, varying by destination, duration, and purpose (tourism, study, work, or specialized care).

- **International Mobility & EHIC (European Health Insurance Card):** The national health card functions as the EHIC. It allows temporary visitors in EU countries, EEA states (Iceland, Liechtenstein, Norway), and Switzerland direct access to necessary or emergency care under local insured conditions.
- **Planned Highly Specialized Care:** EHIC does not cover planned, highly specialized foreign treatments, which require prior official authorization.
- **Administrative Efficiency:** International care administration is committed to organizational efficiency, transparency, and minimizing bureaucratic delays.

PRESENTATION OF THE FACILITY

Laboratorio Diagnostica Medica S.r.l. stems from a long family tradition in laboratory analysis starting in the 1950s, established in Latina by Dr. Ugo Redi in the 1960s. The facility was created to meet local health needs, particularly in the Q4 and Q5 neighborhoods.

In 2008, original laboratory operations expanded via collaboration with high-profile specialists, creating an integrated Specialist Outpatient Clinic and Radiological Center.

Today, the center operates as a multidisciplinary healthcare hub focused on:

- Prevention and early diagnosis;

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- Advanced laboratory diagnostics;
- Cardiovascular disease screening and assessment.

OUR TEAM

To ensure high care standards, the center relies on a highly qualified, multidisciplinary team comprising: laboratory physicians, hematologists, biologists, radiologists, cardiologists, ophthalmologists, gynecologists, dermatologists, orthopedists, anesthesiologists, laboratory technicians, physiotherapists, occupational health doctors, and administrative staff.

Location and Contact Details

- **Address:** Largo Cavalli, 6 – Largo Cirri, 10 – Zone Q5 – 04100 Latina
- **Phone:** 0773 600733
- **Toll-Free:** 800 112203

OUR MISSION AND QUALITY COMMITMENTS

Laboratorio Diagnostica Medica S.r.l. places the individual at the center of care, acknowledging the social and ethical responsibility of healthcare. Its quality policy relies on core pillars:

- **Patient Centricity and Dignity:** Focus on human care relationships, information transparency, and privacy protection.
- **Quality and Competence:** Valorization of staff professionalism to ensure clinical and diagnostic reliability.
- **Innovation and Continuous Improvement:** Investment in technological upgrades, structural maintenance, and adherence to evolving scientific standards.

OUR SERVICES

<https://grupporedi.it/amministrazione-trasparente>

Laboratorio Diagnostica Medica S.r.l. operates as an integrated multidisciplinary hub offering both private and National Health Service (SSN) contracted services:

Authorized Activities:

- Analysis Laboratory (CODE 00)

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- Functional Recovery and Rehabilitation (CODE 56)
- Diagnostic Imaging - Diagnostic Radiology (CODE 69)
- Diagnostic Imaging - Nuclear Magnetic Resonance (CODE 79)
- Vascular Surgery - Angiology (CODE 14)
- Cardiology (CODE 08)
- Ophthalmology (CODE 34)
- Obstetrics and Gynecology (CODE 37)
- Otolaryngology (ENT) (CODE 38)
- Dermatology (CODE 52)
- Hematology
- Endocrine, Metabolic, and Nutritional Diseases
- Neurology
- Orthopedics and Traumatology
- General Surgery
- Plastic Surgery
- Urology
- Gastroenterology
- Sports Medicine

Accredited Activities:

- Analysis Laboratory (CODE 00)
- Functional Recovery and Rehabilitation (CODE 56)
- Diagnostic Imaging - Diagnostic Radiology (CODE 69)
- Diagnostic Imaging - Nuclear Magnetic Resonance (CODE 79) - Accreditation in progress
- Vascular Surgery - Angiology (CODE 14)
- Cardiology (CODE 08)
- Ophthalmology (CODE 34)
- Obstetrics and Gynecology (CODE 37)
- Otolaryngology (ENT) (CODE 38)
- Dermatology (CODE 52)

Specialist Outpatient Clinic, including instrumental diagnostics such as EEG and EMG.

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THE ANALYSIS LABORATORY: TECHNOLOGY AND QUALITY

Equipped with automated, state-of-the-art diagnostic instruments ensuring rapid, secure laboratory testing with short turnaround times.

Booking Procedures and Access

- **Bookings & Wait Times:** Appointments are needed only for specific specialist procedures; most laboratory diagnostics operate daily without booking. Average wait times for check-in and blood drawing are around 20 minutes.
- **Sample Management:** Biological samples are promptly sorted to relevant departments for analysis or secure storage.
- **Service Testing:** For specialized investigations, the laboratory utilizes qualified external centers of excellence ("Service"). These tests are clearly marked on reports. Out-of-range values are flagged with an asterisk (*), confirming verification.

Collection of Results and Delivery Times

- **Reporting Times:** Expected collection dates are listed on acceptance sheets. Certain analyses are available on the afternoon of the same day.
- **Collection Hours:** Monday to Friday, 10:30 AM to 5:00 PM.
- **Delay Transparency:** Users are notified promptly if unexpected technical delays occur.
- **Analytical Methods:** Analytical methods are listed on reports where applicable.

Quality, Safety, and Transparency

- **External Quality Control (EQC/VEQ):** The laboratory regularly participates in External Quality Assessment programs across all testing types.
- **Tariffs and Services:** Publicly accessible fee schedules cover SSN rates, private rates, and co-payment tickets.
- **Service Continuity:** Independent power generators guarantee continuous operation during electrical power outages.
- **Document Availability:** This Charter is available at the main reception (Largo Cavalli, 6).



Payment Methods

Payment is due at acceptance. Accepted payment methods (cash, debit card, or check) are communicated prior to payment, with official invoices issued.

RADIOLOGY AND DIAGNOSTIC IMAGING

Equipped with advanced technology and qualified personnel, providing comprehensive diagnostic services across Pontine and Lazio regions. Services include: Ultrasound (US), Radiography (RX), Senology / Mammography (SN), Computed Tomography (CT), and Magnetic Resonance Imaging (MRI).

Instruments Available:

- Ultrasound scanners
- Remote-controlled X-ray table
- Digital Cone-Beam Orthopantomograph
- MOC DEXA (Bone Densitometry)
- Digital Mammograph with 3D Tomosynthesis
- Multi-slice Spiral Computed Tomography (CT)
- High-Field 1.5T Total Body Magnetic Resonance Imaging (MRI)

Multidisciplinary Ultrasound

Non-invasive, painless diagnostic procedure widely used across all patient groups, including pregnant women.

- **Procedure:** Lasts a few minutes using dedicated probes and gel. Specific preparation guidelines are provided in advance.
- **Applications:** Equipped with linear, sector, intracavitary, Color, and Power Doppler probes covering Internal Medicine, Cardiology/Vascular, Orthopedics, Gynecology/Obstetrics (trans-vaginal), Breast/Esthetics, and Urology (trans-rectal).

Traditional Radiology

Features a remote-controlled table for standard and contrast-enhanced X-rays under fluoroscopic guidance.

- **Digitalization:** Lowers radiation doses while optimizing image processing.



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- **Cone-Beam Orthopantomograph:** Performs dental, pediatric, panoramic, cephalometric, and temporomandibular joint studies. Cone-Beam CT enables 3D dental arch and facial structure modeling for implantology and sinus evaluation.

MOC DEXA (Bone Mineral Densitometry)

Accurately measures bone mass at specific skeletal sites (femur, spine) to assess osteoporosis. Whole-body BMD measurements adhere strictly to WHO reference standards.

Mammography and Breast Diagnostics with Tomosynthesis

Utilizes automatic tissue adaptation and 3D Tomosynthesis. Includes a Mammotome accessory for precise localization of suspicious lesions prior to targeted surgery. SIRM guidelines recommend annual mammograms starting at age 40, combined with ultrasound or MRI as needed.

Multi-Slice Spiral Computed Tomography (CT)

Features 2D and 3D reconstruction software for non-contrast and contrast-enhanced exams, including Cardiac CT, Angio CT, Total Body CT staging, and CT Bone Densitometry.

High-Field 1.5T Total Body MRI

Features a compact short-bore design to minimize claustrophobia, housed within a comfortable, backlit Faraday cage environment. Covers neurological, joint, abdominal, and vascular imaging with or without contrast media.

Color Doppler Ultrasound

Non-invasive evaluation of blood flow and vascular structures using high-frequency ultrasound soundwaves.

Cardiology

Offers SSN and private cardiology services, including specialist consultations, ECGs, Holter monitoring (ECG/blood pressure), stress testing, and sports clearance evaluations.

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Sports Medicine

ASL-authorized facility issuing competitive and non-competitive sports fitness clearance certificates through targeted clinical examinations.

Physiotherapy and Rehabilitation

Accredited section providing conventional physical therapy (laser, ultrasound, magnetotherapy), massotherapy, and postural therapy.

- **Advanced Therapies:** Includes Hyperthermia (heat therapy for muscle injuries), Focused Shockwaves (for joint/tendon conditions), and targeted Mesotherapy. All procedures align with Lazio Region standards.

SPECIALIST VISITS AND OUTPATIENT CLINICS

Covers Vascular Surgery, Cardiology, Ophthalmology, Obstetrics/Gynecology, ENT, Dermatology, Hematology, Endocrinology, Neurology, Orthopedics, General Surgery, Plastic Surgery, Urology, Gastroenterology, and Sports Medicine.

Booking Procedures and Access

- **Outpatient Clinic:** Appointments are required for specialist consultations. Average booking wait time is within 7 days (except for bi-weekly visiting specialists).
- **Radiology:** Traditional X-rays do not require bookings.
- **Rehabilitation (FKT):** Therapy plans are scheduled directly through reception.
- **Urgent Cases:** Expedited booking pathways aim to provide services within 24 hours.

Wait Times and Report Collection

- **On-Site Wait Times:** Average check-in wait time is approximately 20 minutes.
- **Reporting:** Diagnostic reports are delivered within 4 business days (faster for urgent cases).
- **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.



Exemptions and Payments

Payment is due at acceptance. Statutory ticket exemptions apply to verified income/age brackets or chronic/rare health conditions.

CHARTER OF CITIZEN AND PATIENT RIGHTS

Laboratorio Diagnostica Medica S.r.l. formally adopts the 14 fundamental patient rights:

- **1. Right to Time:** Respect for patient time through defined maximum wait times and clear information.
- **2. Right to Information and Documentation:** Access to clear, personalized health information and medical records.
- **3. Right to Safety:** Protection from clinical risks, equipment hazards, and medical error through strict monitoring.
- **4. Right to Preventive Measures:** Active promotion of health prevention and screening programs.
- **5. Right to Access:** Equal, non-discriminatory access to needed healthcare services.
- **6. Right to Informed Consent:** Mandatory informed consent prior to medical interventions, with the right to refuse or discontinue treatment.
- **7. Right to Quality:** Access to high-quality healthcare standards subject to regular review.
- **8. Right to Privacy and Confidentiality:** Strict protection of personal data and examination privacy.
- **9. Right to Innovation:** Access to up-to-date international diagnostic and therapeutic standards.
- **10. Right to Avoid Unnecessary Suffering and Pain:** Commitment to pain management and supportive care.
- **11. Right to Free Choice:** Freedom to choose healthcare providers, facilities, and trusted specialists.
- **12. Right to Personalized Treatment:** Diagnostic and care pathways adapted to individual needs.
- **13. Right to Complain:** Clear, simple procedures to lodge complaints and receive prompt answers.
- **14. Right to Compensation:** Fair redress for verified damage caused by service errors.

DIGITAL CHANNELS, MANAGEMENT CONTROL & QUALITY POLICY

- **Website:** Opening hours, booking procedures, and test preparation guidelines are published on the official website.



- **Customer Satisfaction:** Quality is monitored through feedback questionnaires, complaint tracking, and structured management controls.
- **Quality Commitments:** Focused on courtesy, professional identification badges, clean sanitized spaces, architectural accessibility, clear turnaround times, and robust privacy protections.

Quality Standards Table

Evaluation Area	Quality Target / Standard
Respect for Patient Time	• Average wait time for outpatient consultation: 15 minutes • Wait time for laboratory check-in: 10 minutes • Average waiting room stay: 10 minutes
Clear & Transparent Information	• Widespread distribution of the Service Charter and info leaflets. • Visible staff ID badges detailing name, surname, and role.
Professionalism & Technology	• Full compliance with structural and technical Lazio Region requirements. • Continuous medical and specialist staff training.
Quality & Satisfaction	• Structured tracking of complaints and feedback forms. • Periodic customer satisfaction surveys.

RIGHTS PROTECTION, COMPLAINTS AND CONTACTS

Patients may submit complaints or feedback regarding service disruptions or regulatory non-compliance via:

- Official forms available at reception or management offices;
- Written letters delivered in person or via mail;
- Direct in-person interviews with management;
- Phone, fax, or email communications.

Response Times: Urgent complaints receive immediate attention; complex cases are investigated internally, with formal written responses provided within 15 days.



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Public Relations Office (U.R.P.)

- **Head of Office:** Dr. Umberto Redi
- **Phone:** 0773 / 624785

LEGAL REFERENCES: DCA U00311 dated 06.10.2014

Latina, 03/04/2026

Medical Director and Legal Representative

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