REDIMEDICA

LABORATORY DIAGNOSTICS & REHABILITATION – CHARTER OF SERVICES

ISO 9001 CERTIFIED

Dear User,

We are pleased to present our Charter of Services, a document that establishes a true "health pact" with all our users [cite: 52]. Our daily commitment is to offer services of excellent quality, fully meet your expectations, and constantly improve the performance we make available to you [cite: 52].

To pursue these objectives, the Management is committed to:

- Communicating clearly and transparently the range of services offered, the relative conditions, and the access procedures [cite: 52].
- Promoting actions necessary to prevent any behaviors or situations that do not meet the required standards and could compromise service quality [cite: 52].
- Continuously monitoring the corporate management system, enhancing and integrating all necessary resources to ensure an efficient and unified service [cite: 52].
- Ensuring the competence, awareness, and continuous training of personnel operating at all levels within Laboratorio Diagnostica Medica s.r.l [cite: 52].
- Constantly verifying our customers' satisfaction: your valuable and always welcome feedback enables us to continuously improve our activities [cite: 52].

The Management [cite: 52, 53]

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1. Introduction

The Charter of Services of Laboratorio Diagnostica Medica s.r.l., with registered office in Via Sabotino no. 22 [cite: 53], has been drawn up in compliance with the Prime Ministerial Decree (DPCM) of May 19, 1995, "Reference framework for the charter of public health services", which at point 2 establishes that: «entities providing public health services, even under concession or agreement, shall adopt (…) the relative Charters of Services» [cite: 53].

Its development was also inspired by National Guidelines No. 2/95 – Implementation of the Charter of Services in the National Health Service (Ordinary Supplement to the Official Gazette No. 203 of August 31, 1995, general series no. 108) and by DCA U00311 of October 6, 2014 – Guidelines for drafting the Charter of Health Services of Healthcare Companies and Facilities of the Lazio Region [cite: 53].

This Charter of Services is subject to periodic updates (at least annually) to ensure the up-to-date nature of information and the progressive improvement of quality standards for the services offered [cite: 53]. It fully integrates with the dynamic spirit that characterizes our quality management system [cite: 53].

To make this document more usable and easier to consult, the Management of Laboratorio Diagnostica Medica s.r.l. has chosen not to weigh it down with additional or redundant information [cite: 53]. Should any information be missing, we apologize in advance and remind you that all staff at the center are completely atletown's disposal for any clarification or additional requirement [cite: 53].

Sec. I - Presentation of the Center and Fundamental Principles

2. The Center

Laboratorio Diagnostica Medica S.r.l. has its roots in a long family tradition of excellence in laboratory analysis, started in the 1950s and consolidated in Latina by Dr. Ugo Redi since the 1960s [cite: 54]. The structure was created to respond concretely to the territory's healthcare needs, particularly in the Q4 and Q5 districts, initially uncovered in terms of local diagnostic services [cite: 54].

In 2008, the original laboratory activity evolved through collaboration with a team of high-profile specialists, giving birth to an integrated Specialist Outpatient Clinic and Radiological Center [cite: 54].

Today, the structure is configured as a multidisciplinary healthcare hub, strongly oriented towards:

- Prevention and early diagnosis [cite: 54];
- Advanced laboratory diagnostics [cite: 54];
- Evaluation and screening of cardiovascular diseases [cite: 54].

To guarantee high care standards, the center relies on a highly qualified multidisciplinary staff in constant updating, composed of: laboratory doctors, hematologists, biologists, radiologists, cardiologists, ophthalmologists, gynecologists, dermatologists, orthopedists, anesthesiologists,

medical laboratory technicians, physiotherapists, occupational physicians, and administrative reception and secretarial staff [cite: 54].

Laboratorio Diagnostica Medica s.r.l.

- **Registered Office:** Via Sabotino, 22 - 00195 Rome (RM) [cite: 54]
- **Operational Headquarters:** Largo G. B. Cirri, 10 – Q5 District – 04100 Latina (LT) [cite: 54]
- **VAT and Fiscal Code:** 00272600594 [cite: 54]
- **Phone:** 0773 600733 [cite: 54] | **PEC:** redimedica2006@pec.it [cite: 54]
- **Website:** https://grupporedi.it/redi-medica-poliambulatorio-latina [cite: 54]
- **Medical Director:** Dr. Umberto Antonio Mario Redi – Surgeon specialized in Clinical Laboratory Analysis [cite: 54]

3. Guiding Principles of the Charter of Services

- **Equality, impartiality, and respect:** All services and performances provided by the Center are guaranteed according to equal rules for all citizens, without discrimination based on age, sex, religion, economic condition, social status, political opinion, health condition, etc.: every citizen is assisted and treated with objectivity, regard, attention, and courtesy in full compliance with personal dignity and the confidentiality of personal and health information [cite: 55].
- **Continuity and respect for patient time:** All services and performances provided by the Center are guaranteed with continuity and constancy over time [cite: 55]. In case of interruption or abnormal operation, Laboratorio Diagnostica Medica s.r.l. promptly adopts all measures deemed necessary and useful to inform citizens in order to avoid any inconvenience; fast and predetermined times are guaranteed for all services and performances through the use of waiting lists and also in relation to the degree of urgency [cite: 55].
- **Information, right to choice, and consent:** All information regarding services and performances provided by the Center is easily accessible, available, and made comprehensible to all users [cite: 55]. This ensures the user's right to freely choose between different providers, and active participation (informed consent) in healthcare decisions [cite: 55].
- **Efficiency and effectiveness:** Laboratorio Diagnostica Medica s.r.l. is committed to ensuring efficient, precise, and accurate service delivery based on high quality and safety standards, professional ethics, and continuous technological and training investments [cite: 55].

4. Charter of User Rights and Duties

4.1 Charter of Rights

1. **Right to preventive measures:** Every individual has the right to appropriate services to prevent illness [cite: 55].

2. **Right of access:** Equal access without discrimination based on financial resources, residence, or illness [cite: 55].
3. **Right to information:** Access to information concerning health status and available services [cite: 56].
4. **Right to consent:** Access to information required to actively participate in health decisions [cite: 56].
5. **Right to free choice:** Freedom to choose between different procedures and providers [cite: 56].
6. **Right to privacy and confidentiality:** Protection of personal data and privacy during medical examinations [cite: 56].
7. **Right to respect for patients' time:** Receipt of necessary healthcare within predetermined timeframes [cite: 56].
8. **Right to quality standards:** Access to high-quality healthcare services [cite: 56].
9. **Right to safety:** Protection against malpractice, errors, and high safety standard compliance [cite: 56].
10. **Right to innovation:** Access to innovative diagnostic and therapeutic procedures [cite: 56].
11. **Right to avoid unnecessary suffering:** Minimizing suffering at all stages of illness [cite: 56].
12. **Right to personalized treatment:** Tailored diagnostic and therapeutic programs [cite: 56].
13. **Right to complain:** Right to lodge a complaint and receive a timely response [cite: 56].
14. **Right to compensation:** Fair compensation within a short timeframe for physical or moral damage [cite: 57].

4.2 User Duties

- Maintain responsible behavior, respecting staff and other users [cite: 57].
- Promptly notify staff of any intention to cancel appointments to avoid resource waste [cite: 57].
- Respect center environments, equipment, and furnishings [cite: 57].
- Smoking is strictly prohibited inside the facility [cite: 57].

Sec. II - Information on Structure and Provided Services

5. Our Services

Laboratorio Diagnostica Medica S.r.l. operates both privately and under agreement with the National Health Service (SSN) [cite: 57].

Authorized Activities:

- Analysis Laboratory (CODE 00) [cite: 57]

- Functional Recovery and Rehabilitation (CODE 56) [cite: 57]
- Diagnostic Imaging – Diagnostic Radiology (CODE 69) [cite: 57]
- Diagnostic Imaging – Nuclear Magnetic Resonance (CODE 79) [cite: 57]
- Vascular Surgery – Angiology (CODE 14) [cite: 57]
- Cardiology (CODE 08) [cite: 57]
- Ophthalmology (CODE 34) [cite: 57]
- Obstetrics and Gynecology (CODE 37) [cite: 58]
- Otolaryngology (CODE 38) [cite: 58]
- Dermatology (CODE 52) [cite: 58]
- Hematology, Endocrinology, Neurology, Orthopedics, General Surgery, Plastic Surgery, Urology [cite: 58]

Accredited Activities:

- Analysis Laboratory, Functional Recovery, Diagnostic Radiology, Vascular Surgery, Cardiology, Ophthalmology, Obstetrics/Gynecology, Otolaryngology, Dermatology [cite: 58]. (NMR is currently undergoing accreditation [cite: 58]).

5.1 Laboratory Diagnostics – Clinical Analysis

- **Service Manager / Phlebotomist:** Dr. Roberta Redi [cite: 59]
- **Report Collection Hours:** Monday to Friday, 10:30 AM – 5:00 PM [cite: 59]
- No reservation is required for clinical tests, except for glycemic curves, breath tests, and chain-of-custody exams [cite: 59].

Available Analysis Categories:

- Allergology (PRIST-RAST)*, Andrology, Molecular Biology, Clinical Chemistry*, Cytology*, Hematology*, Drugs & Toxicology, Medical Genetics, Immunometry*, HPL Toxicology, Microbiology*, Parasitology*, Hormonology*, Serology*, Food Intolerances, Histology, Hepatic and Tumor Markers*, Radioimmunoassay* [cite: 59]. *(Under SSN accreditation [cite: 59]).*

Exemptions: Age, income, pathology, and pregnancy exemptions are accepted [cite: 59].

5.1.1 Blood Collection Guidelines

- Fasting for 6–8 hours is generally required (water or unsweetened coffee allowed) [cite: 60].
- Lipid profile requires a minimum 10-hour fast [cite: 60].
- Afternoon tests require a light morning meal and a 6-hour fast prior to collection [cite: 60].

5.1.2 & 5.1.3 Specific Preparations & Microbiological Samples

Includes guidelines for urine collections (complete, 24-hour, cytological), feces, breath tests (lactose, glucose, H.P.), and microbiological cultures (urine, sputum, semen, swabs) [cite: 61, 62].

5.2 Diagnostic Imaging

- **Branch Manager:** Dr. Vito Votta [cite: 67]
- **Technical Manager:** Valerio Valent [cite: 67]
- All imaging services require an appointment [cite: 67].

Equipment:

- Ultrasound scanner [cite: 68]
- Remote-controlled table [cite: 68]
- Cone-Beam digital orthopantomograph [cite: 68]
- MOC DEXA (Bone Mineralometry) [cite: 68]
- Digital Mammograph with 3D Tomosynthesis [cite: 68]
- Multislice spiral computed tomography (CT) [cite: 68]
- High-Field 1.5T Total Body Magnetic Resonance Imaging (MRI) [cite: 68]

5.2.1 Radiological Diagnostics & Report Turnaround Times

- **Respiratory & Skeletal Systems:** 2 days [cite: 70]
- **Digestive & Urinary Systems:** 2 days [cite: 70]
- **Dental Cone-Beam CT:** 5 days [cite: 71, 72]
- **Digital Orthopantomography & Cephalometry:** Immediate / After procedure [cite: 70]
- **MOC (Bone Mineralometry):** Immediate / After procedure [cite: 71]
- **MRI (Brain, Spine, Heart, Joints, etc.):** 2 days [cite: 71]
- **Multislice CT & Angio-CT:** 3 days [cite: 71, 73]

5.2.2 Ultrasound Diagnostics & Ecocolordoppler

Comprehensive internistic, vascular, cardiological, gynecological, obstetrical, and musculoskeletal ultrasound examinations [cite: 75, 76, 77].

5.2.3 Cardiology & 5.2.4 Physiokinesitherapy

Specialist visits, ECG, Holter monitors, stress tests, traditional physical therapy, hyperthermia, focused shock waves, and mesotherapy [cite: 77, 78].

5.2.5 Specialist Diagnostics

Includes Allergology, Angiology, Bone Mineralometry (DEXA), Gynecology, Neurology, Ophthalmology, Orthopedics, Urology, Otorhinolaryngology, and Pneumology [cite: 81, 82, 83].

Sec. III - Quality Standards, Commitments, and Programs

- **Quality Manager:** Dr. Maria Celestina Redi [cite: 83]
- **Quality Management System:** Compliant with ISO 9001 standards [cite: 83].
- **Waiting Times:** Average waiting times range from 1 to 15 days [cite: 85]. Routine lab results are delivered within 1 to 5 days [cite: 85].
- **Customer Care:** Complaints and inquiries are handled promptly within 24 hours [cite: 85, 87].
- **Facility Comfort:** Restructured facilities featuring advanced air sanitization and recycling systems implemented between 2023 and 2026 [cite: 86].

Sec. IV - Protection and Verification Mechanisms

The management actively monitors service quality and user satisfaction through customer care emails, formal written feedback forms available at all receptions, and verbal feedback [cite: 87].

Useful Contacts

- **Email:** redimedica2006@gmail.com / redimedica2006@pec.it [cite: 88]
- **Website:** https://grupporedi.it/redi-medica-poliambulatorio-latina [cite: 54]