Sermolab SRL

Service Charter

Un valido strumento per conoscere il centro e i diritti del paziente

Rev. 4 of 20/07/2025

PREMISE

The adoption of the Service Charter represents an important step in the process of improving the quality of services and engaging citizens.
The Service Charter was drafted with the input of organizational managers and with extensive involvement of the company's internal staff.
This tool aims to encourage the protection of the right to health, offering customers comprehensive information on the organization of services and defining specific protection methods, in compliance with and in accordance with the principles of administrative transparency.

In doing so, with a sense of responsibility, we rely on specific procedures we have implemented. These are particularly complex procedures specifically to best protect our customers.
The seriousness of the work carried out was demonstrated by obtaining full compliance with the EN ISO 9001 standards. This is a source of pride but also of awareness of a mission we can no longer ignore.

The charter, of course, is just the starting point for building, together with our clients, a laboratory capable of consistently fulfilling its commitment and role. A dynamic charter, constantly updated and refined based on the new and ongoing quality standards imposed by the market.

From this perspective, we believe it is more appropriate to speak of cards in the plural so that this initiative does not end with a simple list of what is offered and what could be offered.

We also believe it is appropriate for this new awareness on the part of SERMOLAB SRL to involve all customers, with a view to ensuring transparency of behavior and the certainty of fair treatment.

The user, as a customer, will increasingly need to be listened to, informed, and guaranteed by the laboratory.
All this through the awareness and professional motivation of the highly qualified staff of SERMOLAB SRL.

This initial document will be subject to periodic revisions as the improvement process progresses, and in any case at least annually.

This Service Charter was adopted on 15/01/2010 and brought to the attention of all internal laboratory personnel.

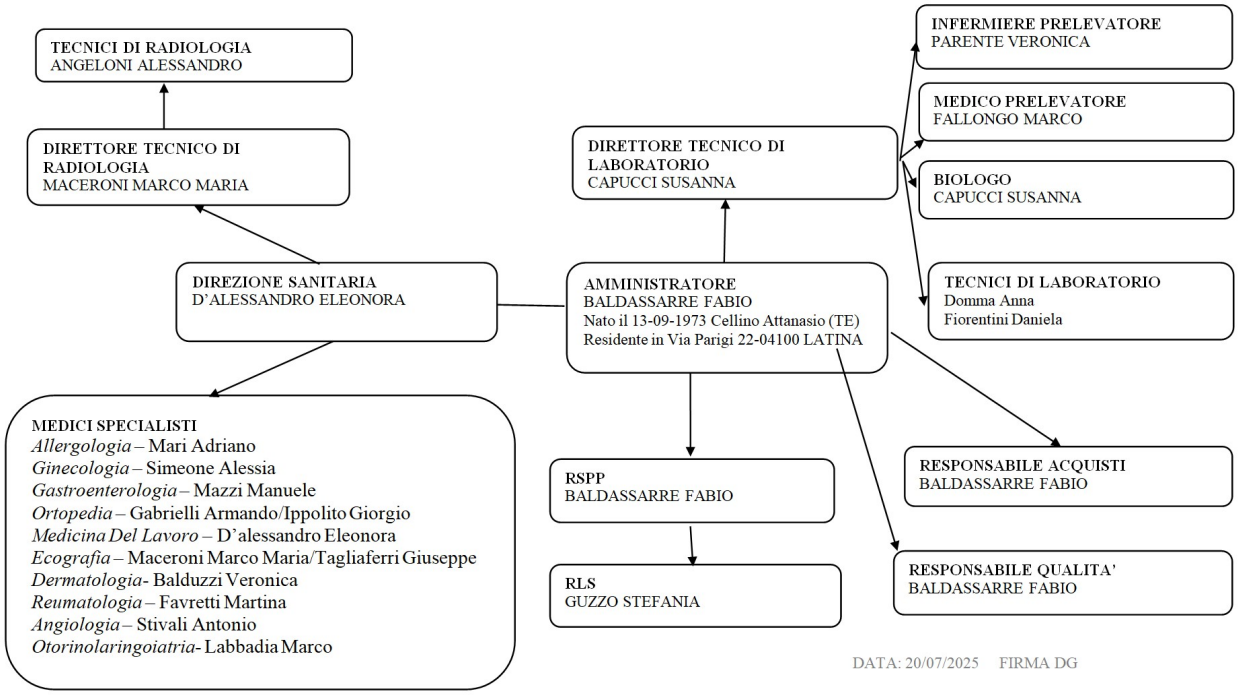
The Director
Dr. Baldassarre Fabio

PRESENTATION

Sermolabsrl was founded in 1978 as LT3 by Baldassare Domenico and C., thanks to the enterprising spirit of a young biologist, a doctor, and a technician who decided to open a diagnostic center in an area, Sermoneta, poorly served by the National Health Service. This center guaranteed a service for a catchment area consisting primarily of elderly residents of small neighboring towns who, for obvious reasons, had difficulty reaching the local health authority centers in the capital.

The laboratory has grown in line with the demographic growth of the surrounding area – a growth that is still ongoing – by increasing the services provided, the facilities and the staff employed, while maintaining the courtesy and professionalism demonstrated since the beginning.
In 1996, it became Sermolab srl, always maintaining its high level of quality. At the beginning of 2016, Sermolab Srl began expanding its facility to accommodate other services such as Diagnostic Imaging and Multi-Specialty Medicine.

ORGANICATION CHART



SERMOLAB SRL, always attentive to the quality of its services, recognizes its great responsibility in the activity it carries out.

Responsibility for customer relations, the professionalism of its employees, the quality of service, and the suitability of its facilities.

To this end, the Center constantly seeks to adapt its services to client requirements, technological innovations, and scientific research.

THE SERVICES

The SERMOLABSRL Center provides the following services:

- Clinical Chemical and Bacteriological Analysis Laboratory accredited by the Regional Health Service
- Radiology Center
- Multi-specialist outpatient clinic

THE LABORATORY

The laboratory is equipped with numerous automated devices, some of which are state-of-the-art, allowing for the relevant activities to be performed in maximum safety and in very short timeframes. This allows for rapid provision of complete reports for the requested diagnostic tests to patients.
The laboratory staff is highly qualified and receives adequate and ongoing training regarding the necessary technical and scientific updates.
The laboratory is open to the public for blood collection from 7:30 am to 9:30 am, from 10:00 am to 1:30 pm, and from 4:30 pm to 6:30 pm for the collection of reports from Monday to Friday, and from 7:30 am to 9:30 am for blood collection and until 1:00 pm on Saturdays.

To perform tests, users with a National Health Service (NHS) agreement must submit a test request to the laboratory, duly completed by the prescribing physician (patient identification data, diagnosis, list of requested services, any prescriptions related to the test cycle, and the physician's signature and stamp). Tests not covered by the National Health Service (NHS) agreement can also be performed upon verbal request from the patient.

In urgent cases and with the prior approval of the Laboratory Manager, reporting times can be expedited. This can even be done on the same day, consistent with laboratory procedures.

Blood collections are usually taken between 7:30 a.m. and 9:30 a.m., but if necessary, they can be done during any opening hours, subject to prior arrangement with the laboratory manager. At the patient's request, home collections can also be performed (through the facility's collaborating physician).

BOOKING PROCEDURES

Appointments are only required for certain tests and are scheduled within seven days, taking into account the patient's needs. Please note that almost all diagnostic tests we perform are handled daily without the need for an appointment.
Waiting times for acceptance and withdrawal range from 0 to 20 minutes depending on daily traffic.
Biological samples, as soon as they are collected or delivered to the laboratory, are sorted into the various departments for analysis or appropriate storage.
Reports are delivered as quickly as possible. The date is indicated on the admission form based on the methods used and the schedule. Some tests are performed at our historic Latina facility.
For some tests, the report can also be delivered in the afternoon of the same day.
Reports can be collected in the morning from 10:00 to 13:00 and in the afternoon from 16:30 to 18:30.
The center undertakes to promptly inform users if for technical reasons it is not possible to meet the expected delivery date for the result.
The Laboratory undertakes to indicate, where possible, for each investigation carried out, the method with which it was performed.

Some tests are performed at the "BIOS" service laboratories, located in Rome at Via Magna Grecia 117, and at Genoma, located in Rome at Via Castel Giubileo 11; samples are collected by their courier on alternate days, except for emergencies. These particularly important tests are highlighted in the report with the word "service" and the service address. Tests found to be out of range are also highlighted in bold, indicating that the value has been checked and repeated.

In order to ensure compliance with the obligation to control the quality of the services provided (DL X17/93), the Laboratory participates in external quality evaluation programs for all types of analyses.

The laboratory undertakes to publish its NHS fees, private practice fees, and any co-payments, making a list of services and their prices available to users.

The facility aims to achieve a high level of computerization and automation of its equipment to obtain increasingly realistic and precise analytical results. The equipment is updated and maintained frequently.

The facility is equipped with power generators that allow work to be carried out without interruption, even in the event of a power outage.
The Laboratory has activated specific procedures to protect privacy and professional secrecy.

The Laboratory undertakes to disseminate this "Service Charter" at the Sermolab srl headquarters.

PAYMENT METHODS

Service fees are paid upon acceptance or according to the established methods (cash, check, or debit card) and communicated to the user in advance, always directly by the receptionist, who will issue an invoice.

INFORMATION

In order to ensure maximum information and transparency regarding its services, the laboratory guarantees this in its service charter.

MANAGEMENT CONTROL

SERMOLAB SRL adopts a management control system through the management office, ensuring dialogue and listening with customers, using appropriate information tools.

The quality standards, which are continually monitored, primarily concern timely responses to customer needs, as well as the qualified behavior of laboratory workers, both professionally and interpersonally, which is also achieved through appropriate training.

The aforementioned standards must take into account individual customers, especially the elderly and disabled. To this end, SERMOLAB SRL is committed to constantly verifying the ease of access to its facility.

Therefore, in order to improve its operations by constantly monitoring customer satisfaction, SERMOLAB SRL has identified some improvement indicators as objective evaluation parameters.
These indicators are generated not only by collecting complaints from service users, but also, and above all, by periodically distributing the customer information questionnaire, easily found in the welcoming waiting room.

GUIDING PRINCIPLES OF THE SERVICE CHARTER

Sermolab srl works to protect health, as a fundamental right of the individual, respecting the dignity and freedom of the human person, guaranteeing:

- the equality of every citizen-user in receiving the most appropriate diagnostic and therapeutic treatments, without discrimination based on sex, race, nationality, social status, or religion;
- the quality and appropriateness of diagnostic and therapeutic procedures;
- respecting the user's time, reducing waiting times to access services to a minimum;

- respect for the patient's dignity, promoting the humanization of relationships and confidentiality;
- the protection of privacy, ensuring the application of Legislative Decree 196/03, with particular reference to the processing of sensitive data;
- carrying out periodic surveys on user satisfaction with the service offered;
- the duty to evaluate the quality of services to verify the commitments undertaken
- cutting-edge and constantly updated technologies and professionalism.

All this while respecting the fundamental principles of equality, impartiality, continuity, right to choice, participation, efficiency and effectiveness;

QUALITY POLICY

The Management of SERMOLAB SRL has decided to design and implement an internal "Quality Assurance System" within the laboratory, compliant with the requirements of the international standard EN ISO 9001:2008.

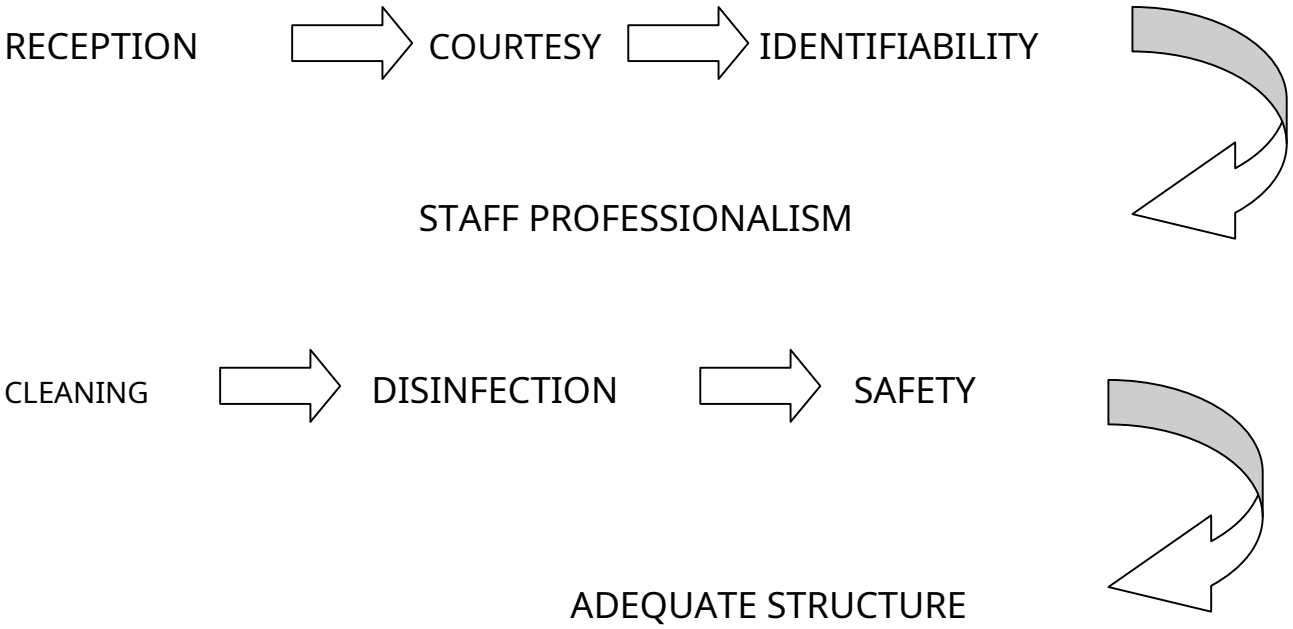
The purpose of this decision is to provide a high-quality service to achieve continuous and complete customer satisfaction, while ensuring increasing efficiency of the laboratory's organization.

The SERMOLAB SRL Quality System is based on the following fundamental principles:

- Quality understood as excellence of results and organizational efficiency;
- Constant improvement of the quality standard of the service provided;
- Quality as a responsibility of all, Management and Laboratory staff;
- Putting quality of service needs before all others;
- Empowering staff to ensure the quality of work performed within their roles.
- Dissemination of the Quality Policy to all Laboratory staff.

CUSTOMER COMMUNICATIONS

Based on the above principles, the SERMOLAB SRL Laboratory guarantees:



And also for the services:

- Confidentiality –Respect for privacy (Legislative Decree 196/2003)
- Report delivery –Immediate indication of the day and time of collection
- Patient Preparation Information –Ready and immediate
- Clarity –information and reports that can be understood by everyone
- I listen -Timely reception of customer requests

QUALITY STANDARDS,
COMMITMENTS AND PROGRAMS

	Quality indicator	Quality standards
RESPECT FOR THE TIME OF OURS CLIENTS	Waiting time for 'Acceptance'	0 – 10 min
	Waiting time for the laboratory	0 – 3 min.
	Average waiting time in the waiting room	0 – 10 min
INFORMATION CORRECT AND CLEAR	Service Documentation	The Service Charter is being distributed upon acceptance
	Operator identification	Each operator is identified: - name and surname - function
PROFESSIONALISM AND TECHNOLOGIES	Qualification of operators	Compliance with the minimum requirements set by the Lazio Region standards
	Equipment and Qualification of Medical Staff	Compliance with the minimum requirements set by the Lazio Region standards
QUALITY OF SERVICES	Monitoring user complaints	Distribution of reporting and/ or complaint forms to users
	Customer satisfaction survey	Customer satisfaction surveys aimed at verifying user satisfaction

PROTECTION AND VERIFICATION MECHANISMS

COMPLAINTS

Sermolab srl guarantees user protection, including the possibility for the latter to file a complaint following a poor service, act, or behavior that has denied or limited the use of the service.

Protection is provided for:

for any disservice, understood as a lack of effectiveness-efficiency, which has limited or denied the complainant the use of the service:

for any violation of laws or regulations governing the use of health services and in particular:

- of the service charter
- of the principles contained in the Prime Ministerial Decree of 19 May 1955 and in the directive of the President of the Council of Ministers of 27/01/94 containing principles on the provision of public services;
- of the regional health plan and of the regulations on authorization and accreditation
- of the principles contained in the employment contract on the duties and behaviors of employees
- of the ethical and professional principles inherent in the practice of healthcare professions by professionals registered in the Registers.

The user/customer can submit a complaint through the following methods:

• completing and signing the specific form provided which can be requested at reception or directly from Management;
• letter on plain paper addressed and sent to the Management or delivered by hand to the reception;
• presenting themselves directly to the Management, verbally providing their observations;
• signed telephone or fax report addressed to Management.

Management provides an immediate response to reports requiring immediate resolution; in other cases, it initiates an investigation with the managers of the relevant departments and provides the complainant with a response within 15 days.

User protection is guaranteed through:

PUBLIC RELATIONS OFFICE – URP
Head: Dr. Domenico Baldassarre
Tel. Fax 0773319271

QUESTIONNAIRES

The customer/user is given a questionnaire that the Management invites them to complete (even anonymously).
Based on the responses, Management undertakes to correct any sources of user dissatisfaction.

USER SATISFACTION SURVEYS

Management will analyze the responses to the questionnaires provided by users on a quarterly basis, eliminating any causes of poor service and dissatisfaction.