

DR FIORONI SRL ANALYSIS LABORATORY GUIDE TO SERVICES

EDITION 2022 rev01

HISTORY OF THE FACILITY

The srl **Analysis Lab Dr Fioroni** has been for 60 years Laboratory Medicine Centre operating in the fields of clinical biochemistry, toxicology, hermatology, serology, microbiology, virology, molecular biology, and occupational medicine.

The Analysis Lab Dr Fioroni is credited in the category of excellence under the R.L. 20/2000

It conducts its activities under both National Health Service and private arrangements with citizens, Nursing Homes, Companies.

Dr Alessandro Fioroni was the founder of the facility in 1962.

Dr Elena Fioroni, a biologist specializing in Clinical Pathology, holds the role of Health Director.

The Laboratory has always had, as its main objective, the complete satisfaction of its Customers. And that is why the quality standard of healthcare services is constantly being raised by optimising organisational relations, increasing the involvement, motivation and training of all staff, providing transparency in company processes and participating in meticulous external and internal Quality Controls of all analytical determinations for which there is a possibility of feedback.

LOCATION

Dr Fioroni Analysis Lab is in San Benedetto del Tronto:

19, De Gasperi Road. Tel 0735 84847 – Fax 0735 84897

email info@fioroni.it www.fioroni.it

Since 2009, there has been an external sampling point in Porto D'Ascoli:

7, San Giovanni Scafa street Tel 0735 656175

Dr Fioroni Analysis Laboratory is spread over more than 500 square metres of modern and well-equipped area, with the following subdivision of rooms:

All rooms are air-conditioned for optimal performance of instrumentation and increased comfort for operators and patients.

The facility is barrier-free and is equipped with handicapped toilets.

A ground-floor room (119, Sabotino street) for the access and sampling to disabled people is active.

An appropriate signage is installed indicating the exact location of services; in addition, all operators are identified by an identification badge.
There is a barrier (floor stands with a tape) that regulates the distance and the access to the reception desk in order to customize each case.
In addition, the laboratory, within its facility, has taken all security measures in compliance with T.U.D. Igs. 9 April 2008 n. 81 and privacy compliance according to GDPR 679/2016.

E-SERVICES

Dr Fioroni Analysis Lab operates with the **Alchymia** management system in a **Linux** environment with **Unix** operating system.

This system:

- .allows computerized management of patient data archives
- .keeps examinations on track for ten years
- .allows the management of reagent stocks
- .allows invoicing and ticket calculation
- .provides statistics on examinations performed in relation to their origin, type, cost.

Each Laboratory area is connected to an internal computer network.

This allows real-time monitoring of each step in the sample analysis.

The data processed by each sector is accessible 24 hours a day at all stages of their processing. This IT structure therefore provides a guarantee of synergetic operation between all Laboratory staff.

SAMPLING AND SERVICES

SECRETARIAT and RECEPTION

The secretarial staff is available for information on how to access the facility, the investigations that are carried out, the overall cost of the tests, sampling times, times and methods for collecting the results at the following hours:

. MAIN CENTRE

Opening hours: 7a.m. To 1p.m. And 3:30 p.m. To 6 p.m. ; Saturday from 7a.m. To 12a.m.

. EXTERNAL SAMPLING POINT

Opening hours: 7:30a.m. To 10 a.m.

To perform analysis under the National Service agreement, the patient must submit appropriate referral or forward it to ricette@fioroni.it containing:

- . Patient's name, surname, age, social security number, and any specification of right to exemption from payment of the service.
- . Specification of the required services according to the limit per commitment (currently n°8 examinations per commitment).
- . The doctor's stamp and signature and date of prescription. There should be no corrections and/or erasures on the prescription unless countersigned by the physician.

The fees charged are those listed in the current regional fee schedule. The secretariat will input the

essential data into the computer for secure identification of the user through the health card, that is, surname, name, date and place of birth, social security number, address, as well as the list of the required services.

For analysis conducted privately, fees are charged as in the attached fee schedule (available in the secretary's office upon request).

Upon admission, the patient is informed in accordance with GDPR 679/2016 about the processing of their sensitive data and is asked to sign the necessary authorizations. And in any case, utmost care is ensured by the Laboratory to protect the patient's anonymity, for this reason, at the time of blood sample they will be called with their admission number. The secretarial staff is always available for any information concerning the privacy regulations that are displayed to the public.

TERMS OF PAYMENT

The payment for the services is collected at the front office in cash, credit or debit cards with simultaneous issue of invoice. Payment for services added after admission will be made on collection of the report and an additional invoice will be issued. An additional invoice will also be issued at the time of collection of the report in the case of positive culture test, in settlement of the culture identification and antibiogram, if any.

SAMPLING

. MAIN CENTRE

Tests are conducted from Monday to Saturday from 7a.m. To 11a.m. Please note that there is no need to book for ordinary blood tests.

Vaginal swabs and PAP tests are conducted from 7a.m. Everyday without appointment.

For stimulus curves (diabetological or hormonal) it is preferable to make an appointment.

. EXTERNAL SAMPLING POINT

Tests are conducted from Monday to Saturday from 7:30 a.m to 11a.m.

Vaginal swabs and PAP tests are conducted every day.

For stimulus curves (diabetological or hormonal) it is preferable to make an appointment.

Home collection: Should the patient be unable to access the Laboratory, they can order a home service (also by calling). The home clinical analysis service is conducted within 7 days for routine cases, within 12/24 hours for more urgent cases.

REPORTS

The reports can be collected:

. from 10:30a.m. At the main centre

. from 7:30a.m to 12a.m. At the external sampling point

exclusively by the person who performed the service or by a person with a signed power of attorney on the collection slip at the time of admission or sampling (pursuant to the Data Protection Act).

Results of diagnostic tests can normally be collected within 24 hours from sampling, different times are communicated to the user at time of sampling, in any case, the data from which the report is available for collection is indicated on the collection slip.

ADDITIONAL SERVICES

Dr Fioroni Analysis Lab is equipped with a data processing centre which enables the storage of reports of all tests conducted at the facility.

At the same time of the first admission, and on request at subsequent ones, the patient is given a password to access their position via the web and view all reports concerning them.

If the patient, on first admission, together with the authorization for the processing of sensitive data and the transmission of data to their treating physician, authorises the transmission of data to themselves as well, they can access the online reports.

This allows an immediate view of clinical progress for constant health monitoring.

Graduate staff are always available during opening hours to provide patients with clarification and information on diagnostic results.

Upon request (at time of admission), it is possible to receive the test results at home by post.

For reasons of declared need, the Laboratory will activate emergency procedures for certain tests so that they can be delivered to the patient on the same day.

A questionnaire is available in the waiting room through which patients can anonymously express their impressions of the service provided. They can also report incidents, incorrect behaviour and useful suggestions for the continuous improvement of our work and services.

STAFF

. Dr Elena Fioroni	Biologist, Specialist in Clinical Pathology, Healthcare Director
. Dr Giovanni Fioroni	Biologist
. Dr Pio Ameli	Biologist
. Dr Roberto Corsi	Surgeon, Specialist in Clinical Pathology
. Dr Simona Fraticelli	Biologist
. Dr Umberto Cremonini	Chemist
. Dr Francesca Bastiani	Toxicologist
. Dr Marco Postacchini	Biologist
. Dr Laura Cremonini	Pharmacist
. Dr Gaia Ameli	Biologist, Specialist in Clinical Pathology
. Dr Fosco Travaglini	Biologist
. Dr Rita Pasqualini	Biologist
. Dr Michele Spina	Chemist
. Dr Gisella Fioroni	Administration Manager
. Dr Danilo Mancini	Veterinarian
. Dr Daniela Rispoli	Veterinarian
. Dr Chiara Baggio	Veterinarian
. Gianfranco Schiavoni	Chemical Expert, Chief Technician
. Lorella Rossi	Lab Technician
. Francesco De Cesaris	Lab Technician
. Angelita Lucadei	Lab Technician
. Francesca Almonte Lalli	Nurse
. Sara Sciamanna	Nurse
. Eridania Rossi	Secretary
. Giuseppina Crescenzi	Secretary
. Barbara Fracassa	Secretary

. Massimo Amabili	Salesman
. Maurizio Melis	Courier
. Giuseppe De Donatis	Courier

QUALITY POLICY

Dr Fioroni Analysis Lab has adopted a quality policy, which can be consulted on the institutional website.

The accuracy and precision of the tests is checked daily with in-house plasma pools and control serums and blood supplied by specialized companies.

All healthcare personnel participate in Continuing Medical Education (CME) courses in accordance with the Ministry of Health.

The Laboratory participates in nationally validated external quality assessment (EQA) programmes:

(aouc) CAREGGI UNIVERSITY HOSPITAL

(CRB) Biomedical Research Centre PADOVA UNIVERSITY HOSPITAL

(G_EQUAS) THE GERMAN EXTERNAL QUALITY ASSESSMENT SCHEME

FUNDAMENTAL PRINCIPLES OF HEALTHCARE

. EQUALITY:

all citizens are provided with equal services, regardless of their age, ethnicity, race, language, nationality, religion, political opinions, customs or physical, mental, economic, etc. conditions.

. IMPARTIALITY:

to all citizens are ensured objective and fair behaviour, both by services and by the staff working in the Laboratory, with the utmost mutual respect and kindness to all people.

. THE RIGHT TO FREE CHOICE

any citizen with a request from a Health Service Doctor on a national prescription pad may exercise the right to free choice enshrined in the law and go directly to Clinical Analysis Laboratories that have an agreement with the local health authorities.

. PARTICIPATION:

all citizens who wish to collaborate with observations and suggestions in order to actively participate in improving the services provided by the Laboratory or its staff, may use the forms available at the front office and leave them in the special container in the waiting room. Administrative and healthcare staff are always present during opening hours for information and clarification. The Lab Director will take every care to eliminate any inconvenience or implement suggested improvements.

. EFFICIENCY AND EFFECTIVENESS:

the Laboratory staff is committed to ensuring that an efficient and effective service is provided at all operational stages, both health and administrative. The facility is constantly working to adopt the most appropriate measures to achieve these tasks.

RIGHTS AND DUTIES OF USERS

Users are entitled to:

- . be listened to and treated respectfully and kindly, with competence and attention, respecting human dignity and their political, philosophical and religious beliefs.
- . be protected in their privacy.
- . submit alerts and/or complaints.
- . obtain information from Dr Fioroni srl Analysis Lab on the services provided, the access mode and the competence of doctors and staff.
- . be able to immediately identify their interlocutors, who must therefore wear an identification badge.
- . the citizen has the right to correct information about the organisation of the healthcare facility, but it is also their precise duty to get informed at the appropriate time and in the appropriate places.

Users have the duty to:

- . responsible behaviour.
- . collaborate with the medical, nursing, administrative and technical staff with whom they come into contact.
- . respect environments, equipment and furnishing as common heritage.
- . promptly report dysfunctions of which they become aware and encourage action to be taken to remedy them.
- . respect the healthcare personnel and avoid requesting services that are due at the wrong time and in the wrong way, as this causes inefficiencies for all users.
- . respect other users.
- . not smoke and silence mobile phones inside the facility.
- . check the receipt for correct personal data.

EXEMPTIONS

Certain personal, social and health conditions, associated with certain income situations, entitle the holder to exemption from cost-sharing (ticket) on instrumental diagnostic, laboratory and other specialist outpatient services.

The certification of the right to exemption must be made by the attending physician on the prescription form, which must be registered before accessing the services.

The AST offices in charge of issuing in San Benedetto del Tronto are located in the health centre 7, Romagna street.

CONVENTIONS

Dr Fioroni Analysis Lab cooperates with major private insurance companies including:

- . **UNISALUTE**
- . **ASSIRETE**
- . **PREVIMEDICAL**
- . **MAPFRE WARRANTY**
- . **BLUE ASSISTANCE**

Payment of benefits by insured persons may be either direct or indirect, where by:

Direct payment: means the payment of benefits directly by the Insurance Company, with the insured party only being charged any deductibles according to specific insurance cover taken out by the insured party.

In order to take advantage of the direct payment, it is **ESSENTIAL** for the facility to receive a fax from the insured party identifying the Insured Party's details, the services to be provided, the rate to be applied and any deductibles to be borne by the Insured Party.

Indirect payment: means the payment by the Assisted Persons themselves of fees of the Doctors-Surgeons-Dentists working at the Health Facility and/or expenses related to the Health Facility under the economic conditions or agreement cast, the Party will be reimbursed by their Insurance Company.

DIAGNOSTIC INVESTIGATIONS CARRIED OUT

A full range of laboratory tests are carried out in this facility in the following branches:

- . Haematology
- . Coagulation
- . Clinical Chemistry
- . Molecular Biology
- . Immunometry
- . Serum Immunology
- . Allergology and intolerance
- . Microbiology
- . Fertility
- . Pap Test -Thin Prep
- . Toxicology (Drugs and Alcohol)
- . Occupational Medicine
- . Veterinary
- . Service

The number of analysis is over 200.000, as defined by DGR 1572 16/12/2019, for the completeness of the range of analyses that can be conducted, Dr Fioroni Analysis Lab avails itself of the service of the **University-Hospital Ospedali Riuniti "Umberto I"** (Torrette) Ancona, the **Genoma Laboratory** in Rome and the **Altamedica Laboratory**

A complete list of the services provided in the facility is available to users. For the cost of these services, please refer to the SSR nomenclator and the freelance fee schedule available at the Front Office.

USEFUL INFORMATION TO BE PREPARED FOR LABORATORY TESTS

Nutrition - Food and drink intake affects the blood concentration of many substances. For example, a hearty dinner of fatty food the evening before the test can significantly increase the concentration of triglycerides. On the other hand, prolonged fasting also alters the concentration of many substances. It is therefore advisable, as a general rule, to have a normal dinner the evening before the test and to fast for 8 -10 hours. Modest amounts of water are allowed.

Alcohol – Alcohol intake causes transient and/or chronic changes in many substances. For example, within 2-4 hours of consuming small amounts of alcohol, there is a decrease in blood glucose (blood sugar). If alcohol ingestion is massive and constant, the concentration of many substances is permanently altered, thus signalling chronic alcohol-related pathologies. It is therefore highly advisable to limit the consumption of alcoholic beverages for the entire day before the test, or even better, to abstain completely.

Caffeine - The effect of caffeine on substances in the blood is still not really clear, although the suspicion of interaction is very strong. It is therefore logical not to drink caffeinated beverages before the test (remember that not only coffee belongs to this category, but also tea and many cola drinks).

Smoking – As with alcohol, smoking causes both transient and chronic changes. One hour after smoking 1 to 5 cigarettes, there is an increase in the concentration of fatty acids, free glycerol, aldosterone, cortisol, etc. The significance of these changes depends on age, sex and “type of smoking” (pipe, cigars). It is a good idea to abstain from smoking at least starting from the evening before the test.

Physical activity – Even modest physical activity (walking, running, cycling) generally causes the water in the blood to flow to the muscles. This increases the blood concentration of many substances. The mechanisms involved are very complex and cannot be summarised in a nutshell: the important thing is not to arrive at the lab after having walked, run or cycled for a long time.

Anxiety / Stress – The tension that builds up when driving in traffic, the stress resulting from a morning rush or the anxiety that sometimes precedes the test are all phenomena that can alter some important parameters (e.g. the increase in white blood cells, lactic acid, fatty acids). It is therefore important to be as relaxed as possible at the time of taking the sample.

Menstrual cycle and pregnancy – The physiological conditions associated with the different stages of the menstrual cycle and pregnancy produce marked changes in the blood concentration of many substances. Always inform the laboratory if you are pregnant and, especially if you have hormone tests, report the date of your last menstruation.

Medications – Inform the laboratory if you are taking any medications. Unless instructed to do so by your doctor, avoid drugs such as anxiolytics, hypnotics, analgesics, anti-inflammatories, anti-flu and vitamins on the morning of the test.

HABITS, BEHAVIOURS, AND SUBSTANCES THAT CAN AFFECT BLOOD TESTS

Up to the evening of the day before the test:

Feeding is permitted as usual.

Drinking milk or other beverages is permitted, with the exception of those containing alcohol.

It is also recommended not to take caffeinated drinks.

Approximately 8 – 10 hours before the test: avoid eating and smoking.

During the night : it is possible to drink some water.

The 3 hours preceding the test: do not eat, drink or smoke.

Limit physical activity just to get to the laboratory.

The 15 minutes preceding the test: it is good to sit down and relax. This short waiting time is very important to establish the circulation of the blood and the concentration of substances in it.

. N.B. Pregnancy tests; drug monitoring; cytological and microscopic culture tests in general; cytogenetic tests; toxicological tests **CAN BE CONDUCTED** after breakfast or meal and without the above-mentioned waiting time.

VETERINARY

Dr Fioroni Analysis Lab has obtained **regional authorisation** for veterinary analyses (decree 104 of 24/06/2016); with three Veterinary Doctors on its staff and dedicated equipment, it offers the following services:

- . Routine and specialized analyses
- . Advice on the use and the interpretation of available tests
- . Advice on test selection and sampling methods
- . Technical advice on test execution, methods used and interpretation of results
- . Clear and accurate reports showing the method used, units of measurement, temperature of execution (essential for enzymatic tests) and normal values for the tested species.
- . Materials required for the perfect execution of the tests (test tubes, swabs, etc.)
- . Sample pick-up and receipt service from all over Italy by contracted couriers

The veterinary analysis service is aimed at:

- . veterinary doctors
- . veterinary surgeries and clinics
- . universities of veterinary medicine
- . dog, cat, horse and cattle farms
- . pharmaceutical and livestock industries
- . animal protection associations

Under no circumstances is the sampling to be carried out on laboratory premises

COVID UPDATE

In compliance with anti-covid regulations, the access to the lab is permitted at a safe personal distance, wearing a mask and after temperature detection at the entrance. Sanitisation solutions and plexiglass barriers between the patient and the front office staff are available to the user.

The sampling locations are sanitised at every access.

UV air sanitisation devices are installed in the premises and they are sanitised every night by ozone.

Access is not permitted for covid swabs:

for this service, patients must go to the dedicated premises on the ground floor at 119 Sabotino street or to the sampling point in San Giovanni Scafa street.

The laboratory is authorised and accredited by Marche Region to conduct covid tests:

IgG, IgM antibody serology test and post-vaccine control

Rapid antigen test

Molecular swab (PCR)

For reservations please call during opening hours Tel:0735 84847

HEATH UTILITY TELEPHONE NUMBERS

HEALTH EMERGENCY

MEDICAL ASSISTANCE 118

A 24-hour public medical emergency service for urgent and emergency cases.

Call in the event of:

- . serious illness
- . accidents at home, on the road, in sport, at work requiring emergency assistance
- . all certain or presumed life-threatening situations

The telephone call to the emergency number 118 is free of charge; it can be made from any device, without the need for coins or card, and connects with the operations centre.

The caller must report where he/she is calling from (exact address, telephone number), what happened, the number of people involved.

Do not call in case of:

- . non-urgent ambulance request
- . requests for ordinary admissions
- . specialist medical consultations
- . socio-medical information

The user will not be charged

EMERGENCY

- . **CIVIL HOSPITAL** Madonna del Soccorso-
San Benedetto del Tronto
68 SILVIO PELLICO street- 63074 SAN BENEDETTO
DEL TRONTO (AP) -
SWITCHBOARD Tel.0735 7931
CUP free number 800 098 798
CUP (from mobile phone)199 419 981

MEDICAL GUARD 0735 82680

. **FIRST AID AT SEA** (only in summer)

San Benedetto del Tronto
20 San Giacomo street – 63074 San Benedetto
del Tronto (AP)
Tel:0735 658842

. **ITALIAN RED CROSS**

2 Tedeschi street – 63074 San Benedetto
del Tronto (AP)
Tel:0735 781180

. **GEN.LE PROV.LE'C G.MAZZONI'-
HOSPITAL ASCOLI PICENO**

1Degli Iris street – 63100 ASCOLI PICENO
(AP) -
SWITCHBOARD Tel:0736 3581

. **ITALIAN RED CROSS**

61 CAMPOLUNGO INDUSTRIAL ZONE-
63100 ASCOLI PICENO (AP)
TEL:0736 341233

. **SALESI CHILDREN'S HOSPITAL-** Ancona

11 F.CORRIDONI street – 60123 ANCONA
SWITCHBOARD TEL:071 5961
PAEDIATRIC EMERGENCY AND
MEDICINE AND SURGERY ADMISSION
TEL:071 5962016