

data@clinica[®]

**MEDICAL ANALYSIS
ULTRASONOGRAPHY**

SERVICES DOCUMENT
(MINISTERIAL DECREE n. 65 19/05/95)



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(MINISTERIAL DECREE n. 65 19/05/95)



Torri di Quartesolo VI - Via Artiglieri, 33
Camisano Vicentino VI - Via P. Menin, 7/1
Vicenza (Riviera Berica) - Via F.lli Rosselli, 50



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SERVICES DOCUMENT

(MINISTERIAL DECREE n. 65 dated 19/5/95)

PRESENTATION OF THE COMPANY

The Data Clinica Analysis Laboratory was established in 1977 with its head office in Contrà Santa Barbara in Vicenza and in 1986 moved to Torri di Quartesolo, in Via degli Artiglieri, 33.

At successive times two new offices were opened, in Vicenza, along the Riviera Berica and in Camisano Vicentino in Via P. Menin 7

The Analysis Laboratory is a limited liability company.

The Structure is on contract with the National Health System as a medical analysis laboratory and medical ultrasonography centre and has implemented and maintains a Quality Management System which fulfils the requirements of the following standard ISO 9001:2008

Users may contact the structure telephonically at the following numbers:

Torri di Quartesolo: Telephone 0444 583306 fax 0444 580693

Camisano Vicentino: Telephone 0444611509 fax 0444 410571

Vicenza: Telephone and fax: 0444 533000

or at the e-mail address:

info@dataclinica.it

PUBLIC TRANSPORTATION

The Centre can be reached easily with public transportation:

Torri di Quartesolo: AIM Vicenza City Bus Service, Line 1
 FTV Intercity Bus Lines from Padua and Vicenza

Camisani Vicentino: FTV intercity Bus Lines from Padua and Vicenza

Vicenza Riviera Berica: AIM Vicenza City Bus Service, Line 8

The location of Torri di Quartesolo is in an easy place to reach for persons travelling by car: it is located just a few metres from the Padua-Vicenza Regional Highway n. 11 and from the Vicenza East Motorway Exit. There is plenty of parking along Via Artiglieri itself, as well as along the adjacent streets.

The location of Camisano Vicentino is easy to reach along the way to Camisano Village, near to Ali Supermarket, in front of a big parking area.

The location of the Vicenza is also convenient, along the Riviera Berica, opposite the Riviera Shopping Centre, which also has parking facilities.

Every location is easily accessible to people with handicap thanks to elevators in Torri and Camisano while the Vicenza's office is located at the ground floor.

SEE MAPS

Sede di CAMISANO VICENTINO
Via Padre Menin, 7



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FUNDAMENTAL PRINCIPLES

The following fundamental principles inspire the organisational, management and programming decisions of the Company:

1. EQUALITY

The Data Clinica Analysis Laboratory is committed to guaranteeing equal treatment in the offer of services, which are distributed to all citizens with no distinctions of any kind.

2. IMPARTIALITY

The Data Clinica Analysis Laboratory has made a commitment to ensure all citizens that the conduct of the Laboratory is always objective, impartial and neutral.

3. CONTINUITY

The Data Clinica Analysis Laboratory has made a commitment to ensure quantitative and qualitative continuity and the regularity of services.

4. THE RIGHT OF CHOICE

Every citizen has the right to choose, within the ambit of analogous services, the structure they wish to apply to.

5. PARTICIPATION

The Data Clinica Analysis Laboratory guarantees citizens have the possibility to collaborate with observations and suggestions for the correct distribution of the service and the improvement of the service provided by the structure.

6. EFFICIENCY AND EFFICACY

The Data Clinica Analysis Laboratory pursues continuous improvement in the quality and efficiency of the services provided, adopting every appropriate measure to achieve these objectives.

7. PRIVACY

The Data Clinica Analysis Laboratory is committed to ensuring the privacy, according to current legislation, all those that refer to the structure

HEALTH SERVICES

1. TECHNICAL AND HEALTH PERSONNEL

Director of Health Services, Chief of Medical Acts

Dr. Amelia Bedogni

Managing Director:

Dr. Immacolata Cordiano

Director of the Medical Ultrasonography Service

Dr. Domingo Milite

Chief of the Quality Assurance & Privacy Assurance Systems

Dr. Miriam Servi

Chief of Accident Prevention and Safety:

Dr. Davide De Meo

Nurses

Rita Bellani

Anzhelyka Kotowa

Cristina Spac

2. OFFICE AND ACCEPTANCE PERSONNEL

Sandra Bertuzzo

Lara Bianucci

Denise Marcon

Martina Bulato

All of the personnel of the structure wear a name tag for recognition, which indicates their name, surname and qualification **and it's responsabilized towards the principles of SGQ in the development of the activities wich special regard to the customer needs and expectations.**

INFORMATION ON SERVICES

1 . ACCEPTANCE

Your doctor's prescription must contain the following indications:

- patient's name, fiscal code and specification of any rights to exemption from payment.
- type of service requested
- diagnostic or diagnosis query
- class of priority
- stamp and signature of the doctor
- date indicating the validity of the service.

2. PRIVACY – TREATMENT OF SENSITIVE DATA

Customers are informed in conformity with Legislative Decree n. 196/2003, upon acceptance, concerning the treatment of sensitive data.

Acceptance personnel are available to provide any information relative to the legislative dispositions concerning the protection of privacy.

3. PAYMENT OF SERVICES

Payment of the ticket is performed prior to performance of the service, upon acceptance, except for microbiological services.

Citizens who are not exempt are required to pay for the services in accordance with the fees in force, which are the same at public structures and accredited private structures.

The price list for freelance professional services is available for citizens at the acceptance desk of the structure.

Acceptance personnel are in any case available to provide any clarification needed.

4. DIAGNOSTIC RESEARCH

LABORATORY EXAMINATION

The Data Clinica Analysis Laboratory has formed a network with other laboratories in the province of Vicenza (DGR n 4052 11/12/2007) and the execution of the analysis commissioned at all its offices are entrusted entirely to the laboratory Sefamo headquartered in Vicenza, in possession institutional accreditation with the region Veneto n . 3098 obtained the 14/12/2010. At Sefamo also works Data Clinica Managing Director, Dr. I. Cordiano

The following analyses, which are indicated in the Regional Fee Nomenclator, are performed at the structure:

1. Hemato-chemical and Enzymatic Examinations;
2. Toxicological Examinations
3. Immunological and Serological Examinations
4. Immunometric Examinations
5. Microbiological Research
6. Genetic Testing

The complete list of services provided is available at acceptance for patients, indicating the average delivery time of results

MEDICAL ULTRASONOGRAPHY EXAMINATIONS

All the ultrasound examinations which are indicated in the Regional Fee Nomenclator are performed in each office of the structure; Medical Ultrasonographies are performed on booking every day of the week. The health personnel are available for any clarification concerning the various aspects of the examination to be performed

5. HOURS

The Torri di Q.lo office is open to the public from Monday to Friday from 7:30 a.m. to 1:00 p.m. and from 3:00 p.m. to 7:00 p.m. and on Saturday from 7:30 a.m. to 1:00 p.m.

The Camisano Vicentino office is open to the public from Monday to Saturday from 7:30 a.m. to 12:00 a.m.

The Vicenza office is open from Monday to Friday from 7:30 a.m. to 12:00 a.m. and several afternoons per week upon booking of appointments.

6. TESTING – TAKING OF SAMPLES

The structure takes samples without reservation from Monday to Saturday from 7:30 a.m. to 9:45 a.m. in Torri di Quartesolo, from 7.30 am to 9.30 am in Camisano Vicentino, and from Monday to Friday from 7:30 a.m. to 9:30 a.m. in Vicenza.

Samples may also be taken at home on request.

7. ULTRASONOGRAPHY

Ultrasound examinations are performed everyday after reservation.

8. DELIVERY OF RESULTS

Results relative to the most common examinations are normally delivered within 24 hours from taking the sample, from 10:00 a.m. to 12:00 p.m. and from 5:00 p.m. to 7:00 p.m. (Saturday from 10:00 a.m. to 12:00 p.m.) at the Torri di Quartesolo office and from 7:30 a.m. to 12:00 p.m. from Monday to Friday at the Vicenza office and from 7.30 a.m. to 12.00 a.m. from Monday to Sunday at the Camisano office.

Results for Clinical Immunology, Immunometric and Microbiological Examinations are normally available within 2 or 3 days of taking the sample, while for Toxicological and Pharmacological Examinations, results are normally available after at least 4 or 5 days and for genetic examination after 15 days.

If special examinations are required, patients are advised by the Office personnel of the probable date of delivery, and, in any case, the patients will be informed telephonically that the results are ready. Only the Managing Director or Health Director are authorised to provide the results of the examinations telephonically and only in special cases.

If the patient cannot come personally to pick up the results, it is necessary to fill out the specific delegation; in order to respect privacy completely, the delegation is a document that is recognised and indispensable to pick up results. Medical Ultrasonography results are delivered right after the examination is finished.

The ultrasound examinations are given to the patient at the end of the examination; results can be send by postal service too, in this case the customer needs a special authorization, or can be downloaded from website, in this case the secretaries will give the customer his username and his password. The customers, due to specially requested, may authorize the Center to provide the family doctor of a personal password

to allow him to check the results of his patients. The web download is possible only after regular payment of the bill.

9. WAITING LIST

For some services, if it is impossible to provide the service immediately, a waiting list may be created. For medical ultrasonography examinations, booking lists are foreseen: a booking may also be made telephonically.

QUALITY STANDARDS

The Data Clinica Analysis Laboratory has made a commitment to provide a service that is in conformity, in every aspect, with the principles listed above, especially where standards of quality are concerned, relative to:

Information, acceptance - courtesy

flexibility – timely service

Dependability

Transparency

Projects for improvement

Protection of users

Publication of the Services Card

These standards concern both the formal and substantial quality of the service. On the basis of these factors, the Data Clinica Analysis Laboratory intends to realise its projects for improvement, in order to provide a services that is increasingly in conformity with the expectations and needs of citizens.

INFORMATION – HOSPITALITY – COURTESY

The Data Clinica Analysis Laboratory is aware that informing citizens in clear language, treating them with kindness and courtesy and offering environments that are suitable for their intended purpose are decisive factors to obtain a high level of quality.

The standards of quality relative to information, acceptance and courtesy are monitored through the realisation of annual readings of customer satisfaction, the results of which are made available to the public.

FLEXIBILITY & TIMELY SERVICE

In order to achieve greater flexibility and for reasons of urgency, following agreements with the Office, it is possible to have samples taken even outside the normal hours and the normal procedure of delivery of the results can be accelerated.

During the public opening hours, the structure is available without interruption to answer any request for information concerning the services provided.

DEPENDABILITY

The Data Clinica Analysis Laboratory has adopted a system of constant monitoring of their quality, through the control of every phase of the operational process, in order to achieve the highest possible level of precision and analytical accuracy.

TRANSPARENCY

The Data Clinica Analysis Laboratory guarantees transparency in its administrative action, by making all information relative to the type of examinations, how and where they are performed, the response time and fees applied to private parties and those used by the National Health Service.

PROJECTS FOR IMPROVEMENT

The Data Clinica Analysis Laboratory considers it a primary objective to achieve optimum quality in the services provided to users: this necessarily involves constant adjustment to the needs and requirements of citizens.

Concerning the substantial quality, it is verified by accredited certification organisms. The Data Clinica Analysis Laboratory has certified according to the UNI EN ISO 9001:2008 norms since January 2002 and has been accredited in December 2010 with the Veneto Regional Administration, in accordance with Law 22/2002.

PROTECTION OF USERS

In order to eliminate any disservice that limits the structure's possibility to provide quality service or a service that is in conformity with the principles and standards enumerated in this services brochure, users may submit claims or advisory notes.

In this connection, special Suggestion/Complaint Cards are available at the acceptance desk. The referents for these claims are the Health Director and Quality Assurance Director, who have made a commitment, to the extent possible, to solve any problem of disservice in the technical time strictly necessary.

The Data Clinica Analysis Laboratory, in any case, intends to perform polls on their service on a yearly basis, among their customers, through anonymous reports, which will enable the structure to measure the level of customer satisfaction and to make any suggestions for improvement of the service.

CLEANING AND SANITIZING

The Data Clinica Analysis Laboratory guarantees the cleanliness and sanitation of the offices for the public and staff in order to make them as comfortable and safe as possible and in the same time to save and respect environment both internal and external.

PUBLICATION OF THE SERVICES CARD

The Data Clinica Analysis Laboratory has made a commitment to send a copy of this Services Card to the Ministry of Health, the Veneto Regional Administration, its reference Local Health Corporation and Family Doctors.

This card will be made available to customers at the company's offices.

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