



PUNTO PRELIEVI

Laboratory: Via Taddeo d'Este n.1 - 35042 Este (PD)
Registered Office: Via Lussemburgo n. 77 - 36100 - Vicenza
P. Iva 04259230243

HEALTH SERVICES CHARTER



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PRESENTATION

BUTTERFLY LAB SRL Laboratory is a Private Non-Contracted Analytical Laboratory that offers high quality diagnostic services to the Patient in order to guarantee his or her satisfaction for the requested service, both in terms of access and reception and in the management of the release of results.

BUTTERFLY LAB organizes its activities according to the modern concept of the "Network of Laboratories," formed by Peripheral Laboratories (Network Laboratories) and a Central Laboratory (Service).

Network Laboratories, such as the BUTTERFLY LAB, have a capillary presence throughout the territory and converge the prevalence or the totality of their analytical activity to the Service Laboratory: this, assuming dimensions equal to or greater than those of many hospital facilities, can structure itself in such a way as to offer very high reliability thanks to the use of specialized personnel and state-of-the-art instrumentation for each individual analytical field. BUTTERFLY LAB has identified as its Laboratory Service the SE.FA.MO. Laboratory in Vicenza, Accredited with the SSN (DGR n. 2690 of 30.12.2013) one of the most important and historical in the Veneto region.

BUTTERFLY LAB Point of Collection is accessible to patients with mobility impairments due to the absence of architectural barriers through the use of the condominium elevator.

The exterior plaque and signage allows for easy identification.

WHAT IS THE SERVICE CHARTER

The Instrument of communication between the Health Facility providing public services and the citizen is the Service Charter, which was created the purpose of providing users with useful information regarding the internal organization and services offered by Butterfly Lab Srl and to involve the same users in our commitment to continuous technical, organizational and professional development aimed at improving the services made available to them.

It is a positive tool that sees its main utility in dealing with patients, who are enabled to make suggestions and proposals.

It is a document subject to periodic re-evaluation following significant changes or at least **every 3 years**, in order to always provide adequate information regarding the Facility that citizens intend to use.

The fundamental principles by which the Service Charter is inspired are those of:

Equality: access to our health services is guaranteed without distinction on the grounds of age, sex, language, ethnicity, social status, health condition, religion and political opinions;

Impartiality and Respect: the provision of health services takes place without any kind of favoritism; every citizen will be assisted and treated with thoughtfulness, courtesy and attention while respecting the person and his or her dignity;

Continuity: the provision of health services will be continuous and regular in accordance with pre-established and communicated schedules. In the event of temporary suspension of some services, measures will be taken to cause users as little inconvenience as possible;

Participation: citizens, directly or through the Associations that represent them, have the right to submit complaints and observations, access information, and make suggestions to improve the service;

Effectiveness and Efficiency: services are provided in such a way that the available human and economic resources are not wasted, but always according to up-to-date quality standards designed to meet the citizen's needs in a timely manner;

Right to Choice: Citizens have the right to choose, among the service providers in the area, those they need.

QUALITY POLICY

The Pickup Point, in order to achieve its aims, implements quality policies in the management of the organization of human resources and infrastructure, which applies the following functions:

INFORMATION:

- Adopt policies of good communication and provide interventions aimed at its optimization at all levels of the organization between the team of internal operators and patients, and outside the organization with the full involvement of users;
- prepare information materials to protect the patient, with clear information on risks and side effects and outcomes.

WELCOME:

- adopt behaviors that allow the patient to rely on the facility team for care with peace of mind by providing a listening-oriented environment.
- Minimize waiting times for access to services. The waiting list follows the order of reservation.

PROTECTION:

- Ensure compliance with the adopted standard, providing the citizen with specific protection through forms of reimbursement in cases where it can be demonstrated that the service rendered is inferior, to the proposed standard, in quality and timeliness.
- defining initiatives and training courses aimed at operators and professionals of the Facility who are considered the fundamental human resource to ensure valid and human-friendly services.
- endowment of equipment and materials suitable for medical destination and use, strictly certified and tested in compliance with EC regulations.
- safety of equipment, thanks to a periodic program of maintenance, control and verification.

PARTICIPATION:

- defining systems for verifying the standards adopted and the degree of user satisfaction, with questionnaires for complaints and suggestions.

INFORMATION ON SERVICES PROVIDED

Biochemical analysis of blood, urine and other biological samples, for laboratory tests in the Specialty areas:

- Endocrinology,
- Hematology and coagulation
- Immunology
- Endocrinology with thyroid profiling
- Microbiology and parasitology
- Rheumatology
- Virology
- Serology
- Infectivology and Toxicology
- Allergology and food intolerances
- Urinary cytology

EXAMINATIONS THAT CANNOT BE PERFORMED AT THIS LOCATION

- ✓ Adenovirus anti-Ig antibodies total
- ✓ Alcohol
- ✓ Aldosterone clino
- ✓ Aldosterone ortho
- ✓ Koch's bacillus (culture test)
- ✓ C1 - Inactivator
- ✓ Carboxyhemoglobin
- ✓ GAD, antibodies to - Decarboxy Glutamic Acid
- ✓ Postprandial blood glucose
- ✓ HCV RNA
- ✓ HCV RNA -Genotyping
- ✓ Active Renin in Clinostatism
- ✓ Active Renin in Orthostatism
- ✓ Lymphocyte typing

DISBURSEMENT FORECASTS

The Withdrawal Point provides daily access for a maximum of 20 users

ORGANIGRAM and FUNCTIONS

<p>C.E.O. Dr. MARIN NICOLA</p>	<p>RESPONSIBILITIES</p> <ul style="list-style-type: none"> - Data Processing GDPR 679/2016 - Quality Manager - Of the Organizational Pathway for delivered services and quality assessment; - Plans for improvement of activities and related verification - Periodic updating of non-health documentation - Resolution of complaints for the non-health part - To the verification put in place correct application of the Sanitation procedure for common spaces - Assessment, Adequacy and quality of sanitation records - Secretarial Staff Training. -Responsible for equipment maintenance (refrigerator, centrifuge).
<p>LABORATORY DIRECTOR Dr. FABIOLA TURRINI Degree in Biological Sciences in Modena on 09/07/2003 Specialization in Clinical Pathology on 15/12/2008 in Modena Registered in the Register of Biologists of Rome under no. A065827</p>	<p>RESPONSIBILITIES</p> <ul style="list-style-type: none"> - Periodic updating of documentation related to the management of Samples, Drafting of Health documentation (Report); - Of the organization and the definition and application of technical-operational procedures; - Of the verification of technical and professional requirements; - training of nursing staff; - Equipment management and training for proper use - responsible for Presisi suitability (tubes, etc.) - responsible for equipment use training (centrifuge)
<p>MEDICAL LABORATORY CONSULTANT Dr. ZANETTI FRANCESCA Degree in Medicine and Surgery in Padua on 06/11/1989 Habilitation in Padua on 1989/2 Enrolled in the Register of Surgeons of Vicenza at no. 4059</p>	<p>RESPONSIBILITIES</p> <ul style="list-style-type: none"> - Responsible acts of a medical nature - Medical Part Complaint Resolution - Incident Reporting System Complaint Collection and Resolution. - Clinical Risk



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METHODS OF ACCESS and ACCEPTANCE

The facility provides services on a freelance basis, the Levy Point can be accessed by all citizens upon reservation by email or phone by respecting the hours of each Levy Point indicated in the online site <https://www.butterflylab.it/punti-prelievi/>

generic e-mail: info@butterflylab.it

The waiting time for making the withdrawal from the reservation is max. 3 working days.

Precedence for access to withdrawal, regardless of the order of arrival is given to:

- People with mobility disabilities
- Children between the ages of 8 and 12 years, *blood sampling for minor patients is allowed from the age of 8 years old*
- Pregnant women

No prescription is required. Once the acceptance phase is over and payment has been made, the user is invited to take a seat in the waiting room from where he/she will be called to the blood draw by the nursing staff following the call number given in the summary document issued by the secretary's office. **The average total time in the facility** for the client to access the blood draw is estimated to be about 15 minutes.

OPENING HOURS

all withdrawal center opening times are available at the online site <https://www.butterflylab.it/punti-prelievi/>



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URGENT EXAMINATION REQUEST

At the site of all afferent BUTTERFLY PRELIEVAL POINTS of the BUTTERFLY LAB SRL Laboratory, **no laboratory examinations are accepted with a request for urgent** performance either from blood samples or from other biological samples.

NO examinations are performed under URGENCY.

Therefore, the reporting of the analyses commissioned to the BUTTERFLY LAB Laboratory will follow the standard expected timelines.

HOME PICKUPS

At the BUTTERFLY POINTS no home collections are performed.

METHOD OF PAYMENT

The cost of analyses is accounted for on the basis of the internal price list established by the management of BUTTERFLY LAB SRL, which is available at the secretary's office upon the user's request.

Fees are collected upon issuance of appropriate receipt.

Payment for budgeted services can be made by modes:

1. In cash,
2. By ATM, Credit Card.

Payment for health care services should be made at the secretary's office at the time of admission and in any case before the blood draw. The user will then be issued a form to pick up the report directly at the secretary's office or personal credentials (ID and Password) for online downloading and the corresponding payment receipt (invoice).

A list of examinations that can be dispensed and their costs is available at the secretariat (Mod 01 Examination Vademecum); the user can also request an estimate of the cost of the tests to be performed (estimate).

LABORATORY TEST REPORTING TIMES

Reporting times depend on the type of analysis requested; most tests are available within 48 hours of collection.

By contacting the secretary's office, it is possible to find out the reporting times for each individual analysis (Form 01 Laboratory Examination Nomenclator).

In the presence of critical results, which may require immediate treatment intervention ("panic" values), these are promptly communicated by the Responsible Management directly to the patient or in case of unavailability, to his or her attending physician.

REPORT DELIVERY

The delivery of the report is done directly to the user Holder of the examination request or to his delegate, who in compliance with the Privacy legislation (GDPR 679/2016), must show the Proxy for Withdrawal signed by the holder with attached copy of the ID.

The reports can be delivered in the following ways:

- ✓ **MANUAL** collected directly from the secretary's office in a sealed envelope on which a label is affixed with the data of the holder (surname and first name address of residence). Collection is done by presenting the appropriate coupon and an ID, or by presenting the proxy properly filled out and signed by the interested party along with ID.
- ✓ **INFORMATICO or ON-LINE** by logging in with one's password and username to the "Referti on line" platform (IDL 10 Rev. 1 of 27/04/2020), and proceed directly to printing (referrals available for a maximum of 45 days as per the Privacy Policy).

COMMUNICATION AND INFORMATION

The Collection Point is available by phone or e-mail.

- Copies of the reports may be requested, which will be delivered in a sealed envelope within a maximum of 7 working days, to the requester or a person with a proxy.

SUGGESTIONS and COMPLAINTS COLLECTION

Patient satisfaction goes through the impressions received from the service of the Collection Point and monitored through the following documents:

- User Satisfaction Questionnaire;
- Complaint Reporting.

These documents at the end of the year will be evaluated by the Legal Representative, Service Quality Manager of "BUTTERFLY LAB SRL".

In the case of a complaint, an analysis will be made resulting in the activation of a specific investigation, the response to which will be sent to the person concerned.

The strictest confidentiality of the identity of the reporter is guaranteed.

HEALTH INFORMATION

The nurse must ensure that the Patient is given clear, simple, essential, complete, and understandable information in order to be able to give valid consent to the performance of the examination.

The Patient has a duty to inform the Health Professional about everything useful and necessary for better prevention, diagnosis and care.

Consent is acquired in writing on specific forms, which are then kept and filed in accordance with current regulations.

PRIVACY

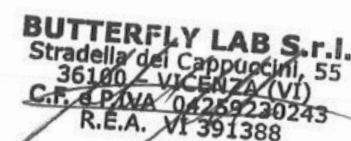
All sensitive patient data, are processed according to European Privacy Regulation GDPR 679/2016.

The user will give consent by signing the specific form provided by the facility, which will be attached and kept with the clinical documentation.

Consent is acquired in writing on specific forms, which are then stored and archived in accordance with current regulations.

BUILDING MAINTENANCE

The facility undergoes regular maintenance of all its systems, electrical, heating, and air conditioning, as well as verification of fire prevention devices.



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