CITTÀ di PESARO
laboratorio
analisi chimico cliniche
microbiologiche allergologiche
intolleranze alimentari

LABORATORIO CITTÀ DI PESARO

CHARTER of SERVICES

Updated on 08/10/2026

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1. INTRODUCTION

1.1 What is the Charter of Services?

The Charter of Services is a useful and effective tool for informing and protecting patients with regard to the services provided by our Laboratory.
Continuous updates are intended to train staff and enhance their skills, enabling us to operate more efficiently and keep pace with new technologies.
The Charter of Services aims to provide patients with useful information about the Laboratory's internal organisation and the services offered, and to involve them in our commitment to continuous technical, organisational and professional development to improve the services available.

1.2 What is the purpose of the Charter of Services?

The Charter of Services makes it possible to assess service quality by checking whether the care received corresponds to what is described in the Charter. It is an objective tool for evaluating and verifying results and enables patients to offer suggestions and proposals.

2. THE LABORATORY

Laboratorio Città di Pesaro is an accredited private facility operating since 1973. It works both with the National Health Service of the Marche Region and directly with members of the public.
Laboratorio Città di Pesaro carries out tests in the following areas:

- Haematology
- Clinical chemistry
- Coagulation
- Immunology
- Microbiology
- Urinalysis
- Allergy testing
- Food intolerances
- Lactose, glucose and lactulose breath tests
- Urea breath test (for Helicobacter pylori)
- Cytology
- Molecular biology

All staff can be identified by their name badge, as required by Prime Ministerial Decree of 19 May 1995; the badge states their first name, surname and professional qualification.

The Laboratory can perform almost all requested tests. Only a small number of rarely requested tests are referred to external laboratories:

- SYNLAB ITALIA - via Orzinuovi 111 - 25125 Brescia
- LABORATORIO ANALISI DR. FIORONI - Viale A. De Gasperi, 19 - San Benedetto del Tronto (AP)
- AMES CENTRO DIAGNOSTICO STRUMENTALE – Via Padre C. Fico 24, 80013 Casal-nuovo di Napoli (NA)
- GENOMICA – Via Arduino 38, 00162 Roma
- IMBIO Lab- Via Sidoni 1, 20129 Milano

The Laboratory is an accredited private facility contracted with the National Health Service. However, because the Marche Region sets a limited budget for covered services, once that budget has been reached patients who qualify for exemptions may, after being informed of the costs, be required to pay all or part of the services provided. Please note that certain highly specialised services are chargeable regardless of budget availability.

2.1 Staff

The Laboratory's staff consists of highly qualified professionals.

Management
Dott. Giampaolo Rossi

Medical Director
Dott. Giampaolo Rossi

Quality Management Officer
Dott.ssa Michela Lapi

Clinical Risk Manager
Dott.ssa Martina Filippini

Head of Prevention and Protection Service (RSPP)
Check Up S.r.l.
V.le XI Febbraio, 42 Pesaro 61121 (PU)

Workers' Safety Representative (RLS)
Dott.ssa Elena de Maximy

Technical Staff
Dott.ssa Emanuela Sarlo
Dott.ssa Martina Filippini
Dott.ssa Michela Lapi
Dott.ssa Fanelli Angelica
Sig.ra Debora Cariaggi
Dott.ssa Elena de Maximy
Dott.ssa Nicoletta Rossi

Administration/Reception
Sig.ra Desimoni Francesca
Sig.ra Marinela Toflia
Sig.ra Paola Tombari
Dott.ssa Colomba Cozzolino
Dott.ssa Elena de Maximy
Dott.ssa Nicoletta Rossi
Dott.ssa Martina Filippini

All staff attend the required refresher courses to obtain the credits prescribed by the regulations of their respective professional bodies.
A staff training plan is in place covering professional skills, technological and organisational innovation, interpersonal skills and health promotion.

2.2 Opening Hours

Reception and sample collection are available on the following days and at the following times:

Monday to Friday	07:00 – 10:00 con SSN 10:30 – 12:00 in libera professione
Saturday	07:00 – 11:00
Monday, Wednesday and Friday afternoon	16:00 – 18:00 in libera professione

Appointments are not required, except for:

- Breath tests
- Semen analysis
- Home sample collection
- Prenatal genetic tests
- Paternity tests

Urgent requests with results required by 12:00 are prioritised over routine work and incur an additional fee of €5 for a single test or €10 for multiple tests. beta-hCG and TROPONIN I results are always provided on the same day at no additional cost.

Tests available on an urgent basis include complete blood count, chemical and physical urinalysis, coagulation tests (PT, PTT, fibrinogen, antithrombin) and the main clinical chemistry tests (e.g. creatinine, blood urea nitrogen and electrolytes).

Reception staff are available to provide information or clarification.

2.3 Registration and Sample Collection

Our staff handle registration, record patient details and receive any biological samples already collected. Patients must bring a valid identity document and their Health Insurance Card.

At registration, patients are asked to sign the authorisation for processing sensitive personal data (EU GDPR, Regulation 2016/679 of 26 April 2016).

For certain tests, such as HIV testing, glucose tolerance testing, breath tests and genetic tests, an additional informed consent form must be signed.
All informed consent forms are available at www.laboratoriocittadipesaro.it.

To have tests performed under the National Health Service, a doctor’s referral is required, issued on the regional prescription form by a General Practitioner or another specialist.

The doctor's prescription must include the following information:

- first name, surname and date of birth
- patient's tax code, specifying any exemption entitlements
- list of requested tests
- diagnostic question
- doctor's name
- date

Patients may request services directly from the Laboratory by presenting a doctor's request written on a personal prescription form ("white prescription"). In this case, the patient must pay the full cost of the tests. Alternatively, patients may request laboratory tests directly at registration without a doctor's referral; in this case too, the full cost must be paid.

2.4 Home sample collection

The Laboratory offers a home sample collection service from Monday to Saturday, provided by qualified staff. Our authorised nurses are Dr Alessandra Paglialunga, Dr Stefan Tabara, Dr Anna Radi, Dr Angelica Fanelli and Dr Matteo Silvestri.

This service can be booked in person at reception during opening hours or by calling 389 201 00 87 between 09:00 and 12:00 Monday to Saturday, or between 16:00 and 18:00 Monday to Friday. At the time of booking, the patient's first name, surname, address, telephone number and referral forms will be requested.

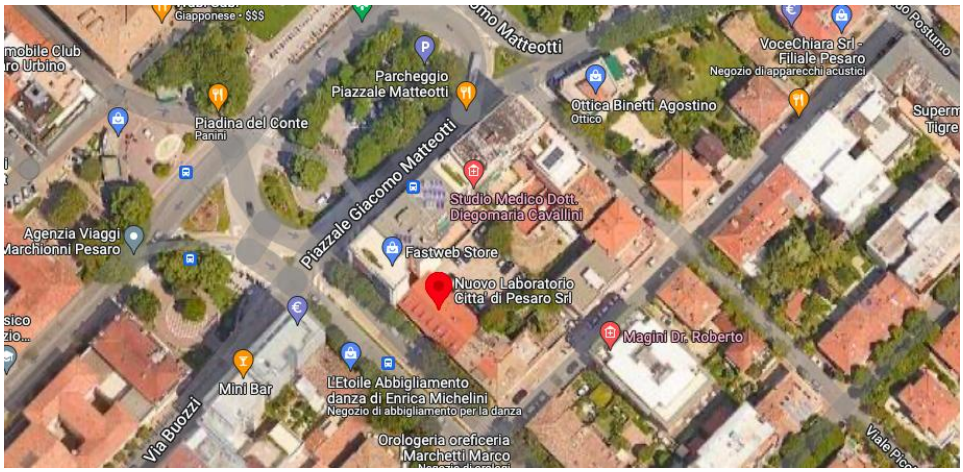
2.5 Contact Details

For information, you can contact the Laboratory by telephone at:
0721 31215 dalle 9:00 alle 12:30 dal Lunedì al Sabato e dalle 16:00 alle 18:30 dal Lunedì al Venerdì.

Alternatively:
Website: https://www.laboratoriocittadipesaro.ithttps://www.laboratoriocittadipesaro.it
Email: info@laboratoriocittadipesaro.itinfo@laboratoriocittadipesaro.it

2.6 How to Reach the Facility

The Laboratory is located at 11 Viale Cialdini and is easy to reach by public transport: all urban and suburban buses stop at Piazzale Matteotti (formerly Piazza delle Corriere), about 20 metres from our premises. Visitors arriving by car may use the car park at Piazzale Matteotti. Patients with particular needs (people with disabilities, older people or those who are ill) may use our internal car park on request.
The Laboratory entrance has a ramp to facilitate access for patients with disabilities. Patients who cannot walk can access the sample collection room through a dedicated entrance.



2.7 Payment Methods

The co-payment must be paid at registration, before the services are provided. For a list and prices of tests covered and not covered by the National Health Service, see Appendices A and B.
Payments can also be made by debit or credit card, except American Express.

2.8 Collection of Test Reports

At registration, patients receive a reminder containing information on how to collect their test reports. The collection date, authorisation for collection by a third party, and login credentials (username and password) for online access are shown on the form. Reports are handed directly to the patient or to a person authorised by them. Online credentials must be requested at registration, and reports remain available for 40 days.

Reports are normally issued within 24–48 hours of sample collection. For specific requests, the report delivery date will be communicated on a case-by-case basis.

Reports are retained for the period required by current legislation. A copy may be requested at any time by the person who received the service.

In cases of demonstrated need and/or urgency, results may be available the same day or even in the morning.

Reports may be collected on the following days and at the following times:

Day	Morning	Afternoon
Monday to Friday	10:30 – 12:30	16:00 – 18:30
Saturday	10:30 – 12:30	

During June, July and August, report collection days and times change as follows:

Day	Morning	Afternoon
Lunedì-Mercoledì-Venerdì	10:30 – 12:30	16:00-18:30
Martedì-Giovedì-Sabato	10:30 – 12:30	

A procedure is in place to promptly communicate critical values or results both to the user who requested the test and, where authorisation has been given, to their General Practitioner or paediatrician.

I referti vengono conservati per il periodo previsto dalla normativa vigente. Una copia può essere richiesta in qualsiasi momento da chi ha usufruito della prestazione, mediante semplice richiesta orale e senza alcun costo aggiuntivo.

2.9 Satisfaction Questionnaire

The Laboratory monitors patient satisfaction using a paper questionnaire available on site. The data collected and analysed provide management with guidance for the continuous improvement of services.

2.10 Feedback and Complaints

Il Laboratorio considera le segnalazioni uno strumento fondamentale per il miglioramento continuo della qualità. Utenti, familiari o rappresentanti, medici invianti e strutture committenti possono presentare reclami, segnalazioni, suggerimenti o elogi su qualsiasi fase del servizio: accettazione, prelievo, gestione dei campioni, esecuzione delle analisi, refertazione e consegna dei referti, tempi di attesa, informazioni ricevute, privacy e comportamento del personale.

How to Submit Feedback

Feedback may be submitted:

- in writing, using form M12PG02 “Complaints, feedback, suggestions and compliments”, available at reception (with a collection box in the waiting room) or downloadable from the website. It may also be sent by email or submitted anonymously;
- verbally to reception staff, the Quality Manager or Management, who will record it on the form.

Handling and Response Times

Every submission is registered and handled by the Quality Manager, who provides an initial response within 8 days. Complaints are investigated and a written response is provided within 30 days. If a complaint concerns a result or report, Management reviews the case and, where necessary, arranges data verification, repeat testing or a new sample collection at no cost to the user. If more time is needed, the person submitting the complaint is informed of its status.

Communication of Outcomes and Improvement
Decisions and actions taken are communicated to the person who submitted the feedback, if contact details are available; otherwise, outcomes of general interest are posted on the noticeboard or website. Management periodically reviews submissions, including during management reviews, and, where necessary, records non-conformities and initiates corrective and preventive actions, checking their effectiveness.

Data Protection
The personal data of the person submitting feedback are handled confidentially in accordance with the GDPR (EU Regulation 2016/679). Submitting feedback has no negative consequences for the user or their representatives, or for the services provided.

3. PATIENT RIGHTS AND RESPONSIBILITIES

The right to health is a universal principle, and care is provided in accordance with the following fundamental principles:

Equality and impartiality: access to and provision of services are not subject to discrimination of any kind.

Efficiency and effectiveness: the organisation and its staff aim to ensure the highest level of professionalism and service quality, with a commitment to continuous improvement.

Public participation: patients contribute to the Laboratory's development and professional improvement by expressing their opinions through satisfaction questionnaires.

Patient **Rights**:

- Patients have the right to receive care with consideration and attention, respecting their human dignity and philosophical and religious beliefs.
- Patients have the right to receive information from the healthcare facility about the services provided, how to access them and the relevant responsibilities.
- Patients have the right to be informed about alternative tests and treatments, including those available at other facilities.
- Patients have the right to confidentiality regarding information about their illness and any other personal circumstances.
- Patients have the right to submit complaints, which must be promptly reviewed, and to be informed of the outcome without delay.
- The right to privacy is guaranteed in full compliance with EU GDPR Regulation 2016/679 of 26 April 2016.

- Reception staff are responsible for obtaining the relevant authorisation (consent form) when collecting the patient's data.

Patient **Responsibilities**:

- When visiting a healthcare facility, members of the public are expected to always behave responsibly and respect the rights of other patients.
- By attending a healthcare facility, patients demonstrate trust in and respect for healthcare staff.
- Patients must respect the premises, equipment and furnishings of healthcare facilities.
- The organisation and schedules of the healthcare facility must be always respected.
- Members of the public have the right to accurate information about the organisation of the healthcare facility but also have a duty to seek information at the appropriate time and place.

4. QUALITY POLICY

Aware of the importance of implementing a Quality Management System for its services in accordance with UNI EN ISO 9001:2015, Laboratorio Città di Pesaro is committed to:

- identifying and meeting the needs of its clients/users to improve the quality of services provided;
- launching programmes to continuously improve organisational performance related to process quality (Quality Improvement Plans);
- ensuring ongoing professional development for all staff by encouraging participation in training courses inside and outside the Laboratory (ECM-accredited and non-accredited conferences and congresses);
- ensuring compliance with all current and future regulations applicable to the sector, including occupational health and safety legislation (Legislative Decree 81/08);
- increasing attention to social and environmental issues, adhering to the fundamental principles set out in the Service Charter and implementing appropriate plans for material use and waste disposal;
- expanding the range of laboratory tests;
- ensuring privacy in accordance with the Personal Data Protection Code;
- improving workplace management by expanding and modernising the facility.

The Quality Management System defines process quality objectives at every level of the organisation, measures and monitors their achievement through a system of indicators, analyses results, identifies appropriate standardisation or improvement actions, and verifies processes through planned internal audits.
Within the framework of strategic objectives, measurable and comparable short- and medium-term objectives are defined during Management Reviews.

Objectives are established taking into account:

1. the Quality Policy;
2. the available budget;
3. an estimate of achievable improvements;
4. short-term development plans and production programmes.

Commitments made during Management Review to achieve the objectives are documented in reports issued by Management. In addition to the objectives, an outline programme is defined, identifying those responsible for achieving the objectives, the timetable and the resources required. If an objective or the outline programme changes, the Laboratory Director must inform the Quality Management Representative (RGQ).

Management's quality policies, objectives and commitments are communicated to all staff and supported by information and training activities.

5. SAMPLE COLLECTION AND TESTING PROCEDURES

BLOOD COLLECTION

Attend the Laboratory during sample collection hours after fasting for at least 8 hours. No appointment is necessary.

CHEMICAL, PHYSICAL AND MORPHOLOGICAL URINALYSIS

Collection materials

A screw-cap plastic container or tube, available free of charge from the Laboratory or for purchase at a pharmacy.

Collection procedure

Collect a first-morning urine sample, or a sample that has remained in the bladder for at least 4 hours, preferably while fasting and before physical activity. Avoid sexual intercourse for 12 hours before the test.

After thoroughly washing your hands and genital area, discard the first part of the urine stream and collect the midstream portion. Label the container with your personal details and deliver the sample as soon as possible, by 10:00. Always report any relevant medical conditions or major urological procedures. If the urine has unusual pigmentation, specify any medicines or particular foods consumed. Women should avoid collecting samples during menstruation and for 2–3 days afterwards.

(SIMeL, SIBioC and GSEU Guidelines)

URINE CULTURE

(Do not perform while undergoing antibiotic treatment)

Standard procedure

Collection materials

Sterile screw-cap plastic container

Collection procedure

- Wash the genital area thoroughly with soap and water
- Rinse under running water and dry, preferably with a clean paper tissue (e.g. Kleenex).
- **Begin urinating and discard the first part of the stream (approximately 20 ml). Collect urine during the first urination of the morning or at least 4 hours after the previous urination.**
- Collect the midstream urine in the designated sterile screw-cap container (at least 10 ml), taking care not to wet the rim or touch it with your hands.
- Discard the final part of the urine stream.

- Deliver the sample to the Laboratory as soon as possible (preferably within 1 hour).

(SIMeL, SIBioC and GSEU Guidelines)

Collection using an adhesive plastic bag (infants or incontinent patients)

Collection materials

Sterile adhesive plastic bag

Collection procedure

- Thoroughly clean the suprapubic and perianal areas and external genitalia with soap and water, then rinse and dry.
- Apply the bag, ensuring it adheres to the perineum and suprapubic area.
- Once urination has occurred, remove the bag and seal it carefully.
- Do not leave the bag in place for more than 30 minutes. If necessary, replace it and repeat the cleaning procedure.
- Send the urine sample to the Laboratory within 1 hour, sealed in the bag; do not transfer it to another container.

(SIMeL, SIBioC and GSEU Guidelines)

FIRST-STREAM URINE COLLECTION FOR URETHRAL SWAB TESTING

Collection materials

Sterile screw-cap plastic container

Collection procedure

The patient must not have taken antibiotics for at least one week.

Wash your hands and external genitalia thoroughly with water and mild soap, and rinse well. Urinate directly into the sterile container, collecting the very first portion of urine. Close the container carefully and deliver it to the Laboratory as soon as possible (ideally within 1–2 hours).

Preferably collect the first urine of the morning, or wait at least 3 hours after the previous urination.

(AMCLI Guidelines, October 2015)

Immunological pregnancy test (urine)

Collection materials

Contenitore di plastica con tappo a vite o provetta che possono essere ritirati gratuitamente in laboratorio o acquistati in farmacia.

Collection procedure

The test is performed on a urine sample. The method used allows a reliable diagnosis 15–18 days after conception.

24-hour urine collection

Collection materials

A 24-hour urine collection container, available from pharmacies.

Collection procedure

Discard the first urine of the morning. From then on, collect all urine passed over the next 24 hours, including the first urine of the following morning. Deliver the entire collected volume to the Laboratory by 10:00.

For specific tests, such as urinary metanephrines, urinary porphyrins or urinary serotonin, please ask reception staff for instructions.

Urine collection for CYTOLOGY

Collection materials

Three containers with preservative supplied by the Laboratory

Collection procedure

Discard the first urine of the morning and collect the second urination in the container with preservative supplied. Collect one sample per day on three alternate days (every other day). Store the samples, preferably in a cool, dry place away from heat sources, until delivery. All three samples must be delivered on the third day.

Stool test for parasites

Collection materials

Plastic stool container

Collection procedure

Collect a small amount of stool in a clean container, available free of charge from the Laboratory or for purchase at a pharmacy. Deliver it to the Laboratory by 11:00.

Stool test for pinworms (TAPE TEST)

Collection materials

Two microscope slides supplied by the Laboratory

Collection procedure

1. Perform the test early in the morning before using the toilet.
2. Take a piece of clear, glossy (not matte) adhesive tape the same length as the slide supplied by the Laboratory.
   Note: avoid touching the central adhesive area of the tape with your fingers.
3. Press the tape against the area around the anal opening, or apply it directly over the opening for 5 minutes.
4. Transfer the tape to the slide, with the side used for sampling facing the slide.
5. Deliver the slide to the Laboratory by 11:00.
6. Testing at least 2 samples is recommended to reduce the risk of false-negative results.

Stool test for occult blood

Collection materials

Plastic stool container

Collection procedure

Collect a small amount of stool in a clean container, available free of charge from the Laboratory or for purchase at a pharmacy. The test is specific for human blood, so no special diet is required. However, avoid collecting the sample during bleeding caused by haemorrhoids or during menstruation. Deliver it to the Laboratory by 11:00.

Stool culture (coproculture)

(Do not perform while undergoing antibiotic treatment)

Collection materials

Clear plastic container for stool culture

Collection procedure

1. Pass stool onto a clean, dry surface.
2. Use the scoop to fill the designated container halfway.

3. Deliver the sample to the Laboratory by 11:00.

Urethral swab
(Do not perform while undergoing antibiotic treatment)
Maintain appropriate intimate hygiene and avoid urinating for 2–3 hours before sampling. Avoid sexual intercourse for at least 24 hours beforehand.
For women: do not undergo the test during menstruation (wait at least 3 days after the last day of menstruation); do not perform vaginal douching or use creams, pessaries or vaginal washes in the 3 days beforehand.

Vaginal/endocervical swab
(Do not perform while undergoing antibiotic treatment)
Maintain appropriate intimate hygiene and do not undergo the test during menstruation (wait at least 3 days after the last day of menstruation). Do not perform vaginal douching or use creams, pessaries or vaginal washes in the 3 days beforehand. Avoid sexual intercourse for the 2 preceding days.

Pap test – HPV swab
- The test must be performed when not menstruating (between days 10 and 21, counting from the first day of the last menstrual period).
- Avoid sexual intercourse (including protected intercourse) for 48 hours before the test.
- Do not use vaginal creams, douches or pessaries for 48 hours before the test.

Throat swab
(Do not perform while undergoing antibiotic treatment)
Fast for at least 3 hours before the test (water and other drinks are also discouraged).

Sputum
(Do not perform while undergoing antibiotic treatment)
Collection materials
Wide-mouth sterile plastic container with screw cap
Collection procedure
1. Collect the sample in the morning while fasting.
2. Clean the mouth thoroughly and gargle with sterile distilled water.
3. Collect the sputum in the sterile container.
4. Deliver the sample to the Laboratory as soon as possible.

All bacteriological tests (semen culture, eye swab, ear swab, skin swab, etc.) MUST NOT be performed while undergoing antibiotic treatment, whether topical or systemic.

Semen analysis

Collection materials
Wide-mouth plastic container with screw cap
Collection procedure
Patients are asked to follow these instructions carefully (WHO 2021):

- The sample must be collected in the morning. It may be collected at home provided it is delivered within 30 minutes. In this case, avoid temperature fluctuations (protect the sample from temperatures below 20°C and above 40°C). Collection at the Laboratory is recommended to avoid such fluctuations.
- Maintain sexual abstinence for 3–5 days (and in any case for no fewer than 2 and no more than 7 days).
- The sample must be collected by masturbation.
- Wash your hands and genital area thoroughly before collection.
- Collect the entire sample in the designated sterile urine-culture container. If any of the sample is lost, inform the Laboratory.
- For reliable results, the patient must not have had a fever for at least 2 months or taken antibiotics for at least 7 days. Viral infections, fever and/or the use of antibiotics or other medicines can temporarily affect semen quality.

If the sample is collected at home:

The sterile container must be labeled with the date of collection, the patient's first and last name, the time of collection, and the number of days of abstinence.

- **An appointment is required for this test.**

Glucose tolerance test

The patient attends fasting for an initial blood sample to measure baseline blood glucose. If the result falls within the ranges established by SIBioC guidelines, the patient drinks 75 g of glucose. For pregnant women, two further blood samples are taken one hour apart. For men and women who are not pregnant, only one further sample is taken after 2 hours, unless otherwise instructed by the doctor.

No appointment is required for this test.

H2/CH4 glucose/lactulose breath test

The following preparation is required for the test:

- Fast for at least 8 hours (from midnight on the preceding night). Water is permitted.
- ***Do not take any antibiotics during the 2 weeks before the test.***
- ***Stop taking lactic ferments/probiotics 4–5 days before the test.***
- On the evening before the test, eat a light dinner consisting only of rice, meat (or fish) and water. Avoid cured meats and sausages, butter, margarine, other seasonings and alcoholic drinks.
- Do not smoke from midnight before the test or during the test, as smoking alters the gas composition of breath and reduces test reliability.

During the test (which lasts approximately 3 hours), do not eat. You may drink only a small amount (half a glass) of still, non-carbonated water. You will also be asked to report any abdominal symptoms that occur.

Urea breath test for Helicobacter pylori

The following preparation is required for the test:

- Fast for at least 8 hours. Water is permitted.

- Do not take any antibiotics, proton pump inhibitors or prokinetics (omeprazole, lansoprazole, pantoprazole, etc.) for at least 4 weeks before the test.
- Stop taking gastroprotective medicines (Gaviscon, Maalox, etc.) approximately 2 days beforehand.
- Preferably, do not smoke before or during the test.

Lactose breath test

The following preparation is required for the test:

- Fast for at least 8 hours (from midnight on the preceding night). Water is permitted.
- ***Do not take any antibiotics during the 2 weeks before the test.***
- On the evening before the test, eat a light dinner consisting only of rice, meat (or fish) and water. Avoid cured meats and sausages, butter, margarine, other seasonings and alcoholic drinks.
- Do not smoke from midnight before the test or during the test, as smoking alters the gas composition of breath and reduces test reliability.

During the test (which lasts approximately 4 hours), do not eat. You may drink only a small amount (half a glass) of still, non-carbonated water. You will also be asked to report any abdominal symptoms that occur.

If you have any questions or need clarification, please contact reception staff.

6. RESULT QUALITY STANDARDS

To ensure consistently high quality and reliability, Laboratorio Città di Pesaro applies a rigorous daily Internal Quality Control (IQC) programme. This control uses reference sera to verify the precision and stability of instruments and analytical methods.

All tests with values outside the reference ranges are automatically repeated to confirm the accuracy of the result before the report is issued.

The Laboratory also systematically participates in National External Quality Assessment (EQA) programmes. The appointed operator receives control sera with unknown values from specialised companies or authorised laboratories. After carrying out the required analyses, the results are sent to the provider, which checks them against the expected values and returns an evaluation report to the Laboratory.

What do IQC and EQA mean?

- **IQC –** Internal Quality Control: an internal check carried out every day to verify that instruments are functioning correctly and results are reliable. It ensures that every test is performed under optimal conditions.
- **EQA** – External Quality Assessment: an independent external check comparing the Laboratory's results with those of many other centres in Italy. It verifies that analytical performance meets national and international standards.

Thanks to these two levels of control, users can rely on accurate, verified results that comply with the quality standards required in laboratory medicine.

7. SAFETY

Safety is ensured by compliance with national regulations, particularly Legislative Decree 81/08.

8. QUALITY INDICATORS AND STANDARDS

Laboratorio Città di Pesaro is committed to continually improving its services and the care it provides in order to better meet users' needs. It has therefore established quality standards to continuously monitor its services and performance. "Quality Indicators" have been identified and grouped into broad areas. Standards have been set for each indicator, and the Laboratory is committed to meeting them. Any deviation from these standards is continuously monitored using computerised tools, with a view to ongoing improvement. Some of these indicators are shown below:

PROCESS / REFERRING AREA	INDICATOR DESCRIPTION	U.M.	STANDARD DI QUALITA'
Accessibility and Reception	**Openings (excluding public holidays and holiday periods)** Blood sample collection: Monday to Friday, 7:00 a.m. to 10:00 a.m.; Saturday, 7:00 a.m. to 11:00 a.m. Private-pay blood sample collection: Monday to Friday, 10:30 a.m. to 12:00 p.m.; Monday, Wednesday and Friday afternoons, 4:00 p.m. to 6:00 p.m. Test results collection: Monday to Saturday, 10:30 a.m. to 12:30 p.m., and Monday to Friday, 4:00 p.m. to 6:30 p.m. Test results collection – summer schedule: Monday to Saturday, 10:30 a.m. to 12:30 p.m., and Monday, Wednesday and Friday, 4:00 p.m. to 6:30 p.m.	/	100% compliance
Accessibility and Reception	**Reception** Average waiting time for booking the service	min	0 No appointment required
Service Delivery	**Service Quality – Waiting Times** Average waiting time for registration (8:00 a.m.)	min	15
Service Delivery	**Service Quality – Waiting Times** Average waiting time for sample collection (8:00 a.m.)	min	5
Service Delivery	**Timeliness** Report turnaround time (urgent tests)	days	Morning time
Service Delivery	**Timeliness** Average report turnaround time (routine tests performed in-house)	days	1
Service Delivery	**Timeliness** Average report turnaround time (routine tests referred to external laboratories)	days	5
Service Delivery	**Timeliness** Reports delivered within the established timeframes	%	> 95%
Service Delivery	**Qualità del Servizio** Repeat test rate / number of samples	%	< 0,1%
Service Delivery	**Qualità del Servizio** Percentage of compliant EQA results / total results	%	> 95%

PROCESS / REFERRING AREA	INDICATOR DESCRIPTION	U.M.	STANDARD DI QUALITA'
Service Delivery	**Timely communication of critical values** (Prompt notification to the patient/user and general practitioner regarding the detection of critical values outside the reference range)	/	Max entro le ore 14:00 del giorno in cui viene eseguito il prelievo
Service Delivery	**Clinical Risk Management** (n° advers events)	n	< 20
Safety and Confidentiality	**Data security** Data breach incidents	n	0
Customer Care and user sodisfaction	**Complaints** Response time to complaints	days	< 8
Customer Care and user satisfaction	**User Satisfaction** Percentage of satisfied users (combined ratings of "Excellent" and "Good")	%	> 90%