

SERVICE CHARTER

Lam Biomedical Center Srl

Laboratory Medicine Service Collection Points

Laboratory Director: Dr. Germagnoli Luca
Medical Records Manager: Dr. Giuseppe Sozzi

CASSANO D'ADDA HEADQUARTERS (MI) - Piazzale Gobetti snc



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WHO WE ARE

LAM Centro Biomedico was founded in 1977 in Cassano d'Adda, as a medical analysis laboratory. In 2011 it was renewed, acquiring the authorization and accreditation of the Lombardy Region to operate as a Medical Polyclinic, Diagnostic Imaging Center and General Basic S.Me.L. (Laboratory Medicine Service). Between 2011 and 2023 it expanded, through the opening of numerous Blood Collection Points and Polyclinics in the area: Bergamo, Caravaggio, Gorgonzola, Melzo, Garbagnate, Vaprio D'Adda, Milan, Pandino and Busto Garolfo. In 2019, the Diagnostic Imaging Center of Cassano D'Adda was completed with the installation of a 0.25 tesla low-field Nuclear Magnetic Resonance, which is added to a SMART-X FDR (radiographic system), an Orthopantomograph (panoramic X-ray of the dental arches), a Mammograph, a MOC (bone densitometry meter) and several high-quality ultrasound scanners.

In 2017, Lam Centro Biomedico Srl created the brand AMU ITALIA - Ambulatori Medici Unificati, in order to distinguish its outpatient activity from that of Laboratory Medicine; in 2020, it completed its accreditation process with the Lombardy Region for the Caravaggio and Bergamo locations, where it is possible to carry out visits and instrumental tests in agreement with the National Health System.

Lam Centro Biomedico provides healthcare services of Laboratory Diagnostics in agreement with the National Health System, in private regime and in agreement with the main insurance companies.

THE COMPANY MISSION

Our Mission is the **integrated care** of the patient. LAM Centro Biomedico was born and developed according to an **integrated diagnostic approach**: to offer users the provision of different services in the same center, in short times and continuously, by means of highly qualified personnel and cutting-edge equipment. LAM centers offer the possibility of performing outpatient health services, diagnostic imaging tests and using Laboratory Medicine, by means of integrated sampling points. In this way, the need for patients to have to turn to multiple health facilities at the same time is reduced to a minimum.

THE SERVICE CHARTER

The Service Charter is a fundamental document because it formalizes what the Center undertakes to do in a clear and timely manner, allowing users to check and verify whether what has been declared has actually been maintained. The Service Charter is therefore a real pact between the LAM Biomedical Center and its users: it contains the rules and operating principles of the services and health benefits provided.

Users can thus be correctly informed about the conditions of service provision and actively participate in the improvement of the service offered by means of the Satisfaction and Complaints or Suggestions Questionnaire. For this purpose, the Complaint form and the Satisfaction Questionnaire are available at all offices and on the company's website. They can be returned in paper or digital format. The satisfaction questionnaire can be filled out digitally in the dedicated format on the website www.lamcentrobiomedico.it in the PUBLIC AREA - SATISFACTION QUESTIONNAIRE section.

Being aware of the rules that certify a service means understanding your rights. The Service Charter aims to give these rights the right concreteness, activating forms and mechanisms to protect the user in the event of failure to comply with quality standards. Quality that for LAM Centro Biomedico srl is also expressed through the **ISO EN 9001:2015 Certification process**. The Laboratory and all the related Sampling Points are in fact certified annually by the BUREAU VERITAS certification body.

THE INSPIRING PRINCIPLES OF THE SERVICES OFFERED

Equality: the provision of services and healthcare provided by LAM is based on the principle of equality of citizens. The rules that determine the relationship between the user and the healthcare facility are the same for everyone regardless of gender, race, religion and political opinions. The facility is committed to ensuring equal opportunities and equal treatment under equal individual conditions. It is also committed to paying particular attention, both in direct and indirect relationships, to disabled individuals, the elderly and users belonging to weak social groups.

Impartiality: criteria of objectivity, justice and impartiality are adopted towards users.

Continuity: LAM guarantees the commitment to provide services continuously and without interruptions, taking into account the working hours of the operators and causes of force majeure. In the event of foreseeable irregular functioning or interruption of the service, users will be informed in advance and measures will be adopted to cause them the least possible inconvenience.

Participation: LAM encourages the participation of users in the provision of what is offered, both to protect the right to a correct use of the service provided, and to encourage collaboration between the healthcare facility and users. The user has the right protected by law to correct information and to access personal and sensitive information concerning him.

Effectiveness and Efficiency: LAM is committed to pursuing the objective of continuous improvement of the efficiency and effectiveness of the healthcare services provided, adopting the most suitable technological, organizational and procedural solutions to achieve the goal. It establishes the reference threshold values and uses monitoring techniques for their collection, analysis and evaluation, adopting the consequent corrective measures.

Clarity and Courtesy: LAM, in written and verbal relations with its users, undertakes to adopt a language that is as simple as possible and close to the experience of the recipients, without compromising the accuracy of the information. Courtesy towards users is an essential factor in the orientation towards service quality. To this end, LAM encourages and promotes in its staff, also through specific training actions, the ability to listen and autonomy, in order to avoid ambiguous and elusive attitudes in the relationship with users.

Transparency: considering that the full implementation of the **Service Charter** requires a constant process of direct comparison with users, LAM has established the URP, Public Relations Office, chaired by the Administrative Manager.

Protection: violations of the principles set forth in this **Service Charter** must be reported to the URP by means of complaints / suggestions. Depending on the type of complaint presented, any corrective actions taken, within the terms indicated, the office in charge will report to the user the outcome of the investigations carried out as well as complete information about the actions taken.

SERVICE QUALITY STANDARDS

LAM considers the following factors as determining factors in the quality of services provided to the Citizen:

- 1) Free access to the Services;
- 2) Delivery times of reports;
- 3) Relationship with users, in terms of availability and courtesy of the staff;
- 4) Monitoring complaints and user satisfaction;
- 5) Maintenance of the UNI EN ISO 9001:2015 Certification

1) Free Access to Services Laboratory

tests can be performed either by appointment or with direct access, with a view to annual planning and ensuring continuity of service. On the website, in the OUR FACILITIES section, the times are indicated, for each facility, in which: biological sample collection and delivery activities are carried out, it is possible to collect reports, it is possible to book a service. The same are reported in the Service Charter, in the COLLECTION POINTS section.

2) Delivery times of reports

LAM undertakes to deliver the reports within the times indicated in the Public Area - Report Delivery Times section, on the company website, at the following address <https://www.lamcentrobiomedico.it/tempi-di-segna-referti/>. It is also possible to ask the office staff at the time of acceptance the delivery times.

3) Relationship with users, in terms of availability and courtesy of the staff. The behaviour of the staff in

contact with the public is an important vehicle of image and seriousness.

LAM staff is required to treat users with respect and courtesy, to respond to their needs, to facilitate them in exercising their rights and fulfilling their obligations. Internal staff is required to indicate their personal details both in personal contact (via identification badge) and in telephone communications. This quality standard is monitored through periodic user satisfaction surveys and constant dialogue with users by the URP.

4) Monitoring complaints and user satisfaction

A complaint is a report of a discrepancy between what is provided in the Service Charter or in the regulatory sheets and what is actually provided. User complaints regarding the services and benefits provided can be made in written or verbal form. A specific form is available to users at LAM offices for formalizing complaints, for which the URP is expected to provide a written or verbal response within 15 days of receiving the complaint. Once the complaint form has been filled out, the user can hand it in directly to the secretarial staff at each LAM office.

5) Maintenance of the UNI EN ISO 9001:2015 Quality Certification Maintenance of the Quality

Certification represents an important confirmation of the correctness of the company's internal processes, particularly those of the laboratory. Every year, LAM undergoes an audit carried out by the BUREAU VERITAS certification body which verifies all the internal processes that regulate the activity of the Sampling Points, of the Analysis Laboratory, up to the Management review of all the annual indicators collected (Satisfaction Questionnaires, Complaints, Internal Non-Conformities). This verification and growth path is essential to certify that the Analysis Laboratory complies with all applicable requirements and is updated according to the latest regulations in force. From the preparation of biological samples, to their treatment and transport-storage, to the analytical procedures within the Laboratory, up to the publication of the report in compliant times, everything is verified and certified in order to provide users with a Laboratory Diagnostics service that complies with the quality standards required by current legislation and is continuously improving.

The Lam Centro Biomedico srl Laboratory consists of a **General Clinical Laboratory** with a specialist area in **Clinical Biochemistry**, directed by Dr. Luca Germagnoli, and is located in Piazzale Gobetti snc in Cassano D'Adda - 20062 (MI).

The headquarters is an authorized and accredited healthcare facility registered in the Regional Registry at no. 1435 and with Unique Structure Code 000168.

LAM LABORATORY BIOMEDICAL CENTER

OPERATORS RESPONSIBLE FOR SERVICES - LABORATORY MEDICINE UNIT

Laboratory Director: Dr. Luca Germagnoli

Head of Medical Acts: Dr. Miriam Fumagalli

Biologists: Elena Montepeloso, Marianna Messa, Gaia Mazzoletti

LAM Biomedical Center Srl - Via Ernesto Rossi,1 - 24123 Bergamo
VAT number and CF 03061420166 - REA BG 346037
Tel. 0363 1925250 - www.lamcentrobiomedico.it

Laboratory Technicians: Silvia Ferrari

Midwives: Andreetta Federica, Brandazza Federica, Quadrati Marta

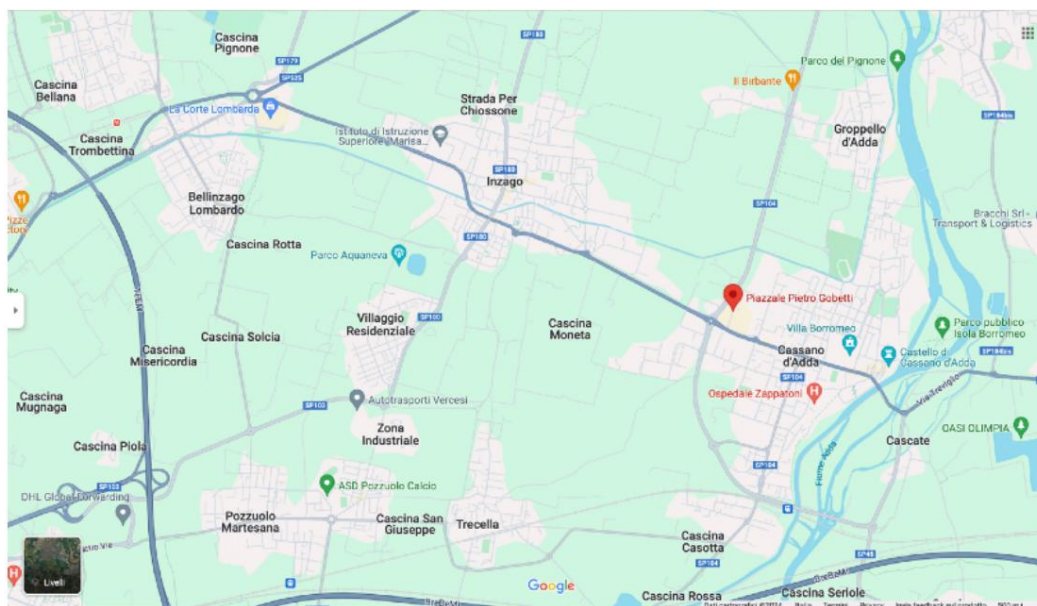
SECTIONS OF THE S.M.E.L.	EXAMS CARRIED OUT ON SITE OR IN EXTERNAL SERVICE	GOVERNMENT REGIME OF THE PERFORMANCES
Clinical Chemistry	Site	SSN - Private
Hematology	Site	SSN - Private
Coagulation	Site	SSN - Private
Immunoenzyme	Site	SSN - Private
Pathological Anatomy	Service	SSN - Private
Toxicology	Service	SSN - Private
Microbiology	Service	SSN - Private
Immunoenzyme	Service	SSN - Private
Cytology	Service	SSN - Private
Medical Genetics	Service	SSN - Private

The external Service is entrusted to the Synlab Laboratory of Castenedolo - Brescia.

COLLECTION POINTS

LAM Centro Biomedico Srl, is present in the Lombardy region in the cities of:

CASSANO D'ADDA - Piazzale Gobetti snc (MI) at the Agorà Shopping Center



LAM Biomedical Center Srl - Via Ernesto Rossi,1 - 24123 Bergamo

VAT number and CF 03061420166 - REA BG 346037

Tel. 0363 1925250 - www.lamcentrobiomedico.it

OPENING HOURS OF THE STRUCTURE: Monday to Friday from 7:30 to 18:00

Saturday 7:30am to 12:00pm

BIOLOGICAL SAMPLE COLLECTION AND DELIVERY ACTIVITIES:

FREE ACCESS from Monday to Saturday from 7:30 to 9:15

BY APPOINTMENT from Monday to Saturday from 7:30 to 8:40

REPORT COLLECTION AND BOOKING TIMES: Monday to Friday from 10:00 to 18:00

Saturday 10:00am to 12:00pm

HOW TO REACH US:

From Milan, A4 motorway, Cavenago Cambiagio exit, continue on SP176 towards Gessate/Cassano, SS11/SP11 for Cassano d'Adda; from Bergamo, take the A4, exit Trezzo s/Adda, continue on the SP 104 towards Cassano or SS525 then SP 104.

For the towns bordering Cassano, follow the SS11/SP11 towards Cassano.

S.Me.L. Lam Biomedical Center - Accredited Laboratory / Piazzale Gobetti, Snc Cassano D'Adda (MI)

It is the reference laboratory to which the 12 sampling points located in the provinces of Milan and Bergamo belong.

Lam Biomedical Center Blood Collection Point, inside the facility

Outpatient Clinic and Diagnostic Imaging Center AMU CASSANO / Piazzale Gobetti, Snc Cassano D'Adda (MI) - (CUDES 000168 - Regional Registry Number 1435)

It is an authorized and accredited polyclinic, which provides, under agreement and privately, services in Cardiology, Vascular Surgery and Angiology, Urology and Gynecology, as well as a Diagnostic Imaging Center capable of providing, under agreement and privately, low-field magnetic resonance imaging, mammograms, bone densitometries, orthopantomography and ultrasound.

The polyclinic provides private services in pneumology, endocrinology, dietetics, neurology and orthopedics.

BERGAMO - Via Ernesto Rossi, 1 corner of Via C. Baioni and Via Mafalda di Savoia (BG)

Inside the Valtesse Shopping Centre

OPENING HOURS: Monday, Wednesday, Thursday and Friday from 7:30 to 13:00

Tuesday 7:30am to 3:00pm

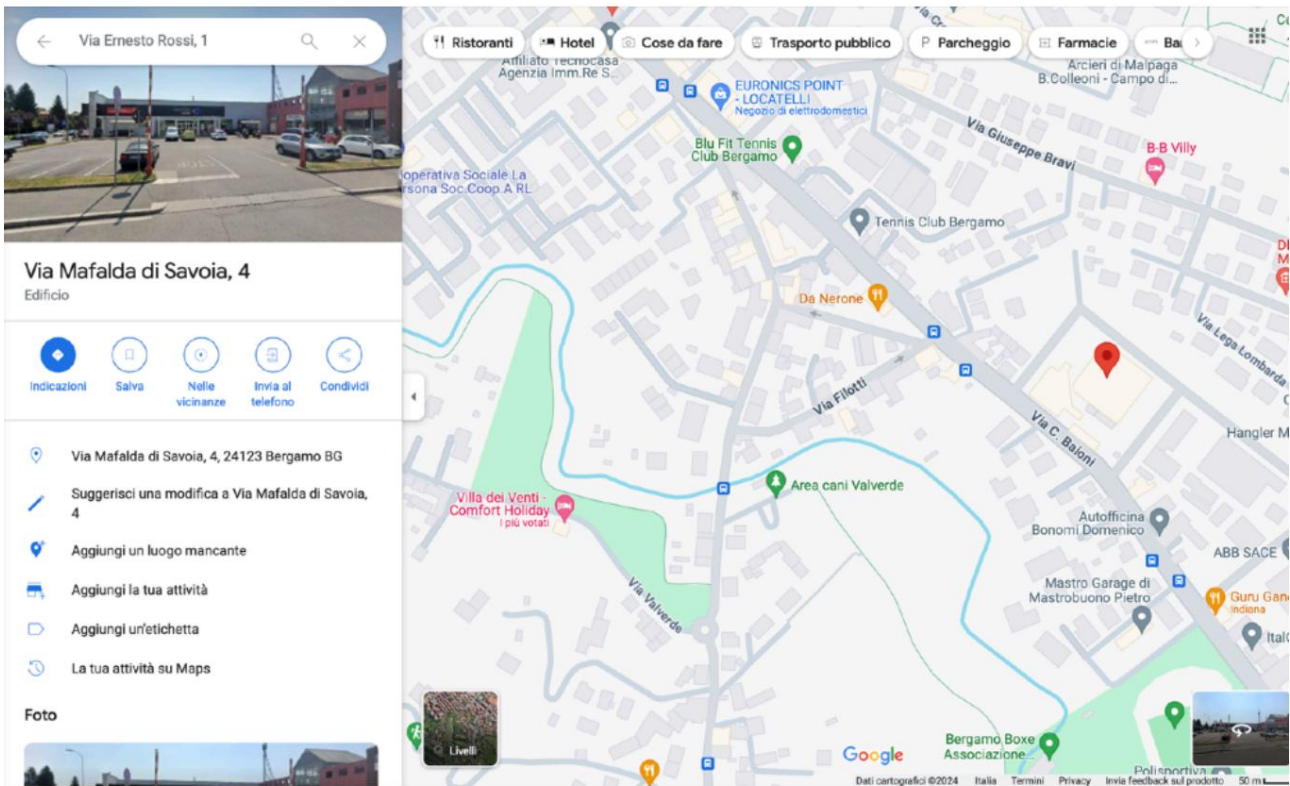
Saturday 7:30am to 11:00am

BIOLOGICAL SAMPLE COLLECTION AND DELIVERY ACTIVITIES:

FREE ACCESS from Monday to Saturday from 7:30 to 9:20

BY APPOINTMENT from Monday to Saturday from 7:30 to 8:30

COLLECTION TIMES FOR REPORTS AND BOOKINGS: it is active every day from 9:30 during the opening hours of the facility



HOW TO REACH US:

Motorway: A4/E64 Venice – Bergamo exit – SP35 /Alzano L./Bergamo Centro – Mugazzone ring road/SS470 – Valli ring road/SS470

Blood Collection Point Lam Biomedical Center - affiliated to the S.Me.I of Cassano D'Adda - Accredited Laboratory

Outpatient Clinic and Diagnostic Imaging Center AMU BERGAMO / Via Ernesto Rossi, 1 Bergamo (BG) - (CUDES 000168 - Regional Registry Number 1433)

It is an authorized and accredited polyclinic, which provides, under agreement and privately, cardiology, vascular surgery and angiology, gynecology and orthopedics services as well as a diagnostic imaging center capable of providing, under agreement and privately, ultrasound services.

The polyclinic provides private services in nutritional sciences, psychology and ophthalmology.

CARAVAGGIO - Via Bernardo da Caravaggio, 13 (BG)

OPENING HOURS OF THE STRUCTURE : Monday from 7:30 to 13:00 and from 14:00 to 18:00

Tuesday 7:30am to 1:00pm

Wednesday, Thursday and Friday from 7:30 to 13:00 and from 14:00 to 18:00

Saturday 7:30am to 1:00pm

LAM Biomedical Center Srl - Via Ernesto Rossi,1 - 24123 Bergamo
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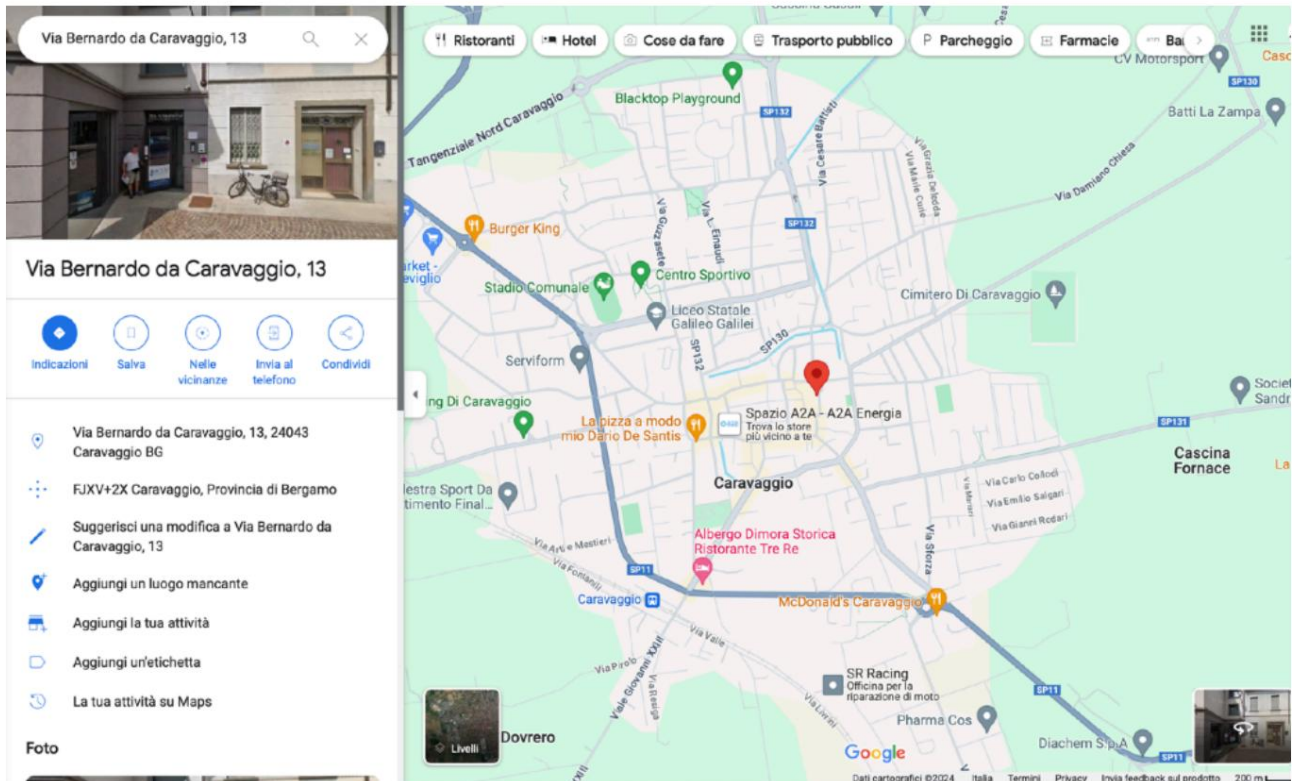
Share capital € 15,600.00 - PEC lamcentrobiomedico@pec.eleusi.at

BIOLOGICAL SAMPLE COLLECTION AND DELIVERY ACTIVITIES:

FREE ACCESS from Monday to Saturday from 7:30 to 9:30

COLLECTION TIMES FOR REPORTS AND BOOKINGS: it is active every day from 9:30 during the opening hours of the facility

HOW TO REACH US: Motorway: A4/Brescia/Venice – A58 – A35 Brescia exit Caravaggio



Blood Collection Point Lam Biomedical Center - affiliated to the S.Me.I of Cassano D'Adda - Accredited Laboratory

Outpatient Clinic and Diagnostic Imaging Center AMU CARAVAGGIO / Via Bernardo da Caravaggio, 13 Caravaggio (BG) - (CUDES 000168 - Regional Registry Number 1432)

It is an authorized and accredited polyclinic, which provides, under agreement and privately, cardiology, vascular surgery, angiology and ophthalmology services, as well as a diagnostic imaging center capable of providing, under agreement and privately, ultrasound services.

The polyclinic provides private services in nutritional sciences, gynecology, psychology, dermatology, anesthesia and physiotherapy.

MILAN - Via Pergolesi, 13 (MI)

OPENING HOURS OF THE FACILITY: Monday, Tuesday, Wednesday and Thursday from 7:30 to 18:00

Friday 7:30am to 8:00pm

Saturday 7:30am to 11:00am

LAM Biomedical Center Srl - Via Ernesto Rossi,1 - 24123 Bergamo
VAT number and CF 03061420166 - REA BG 346037

Tel. 0363 1925250 - www.lamcentrobiomedico.it

Share capital € 15,600.00 - PEC lamcentrobiomedico@pec.eleusi.at

BIOLOGICAL SAMPLE COLLECTION AND DELIVERY ACTIVITIES:

FREE ACCESS from Monday to Saturday from 7:30 to 10:00

BY APPOINTMENT from Monday to Saturday from 7:30 to 10:00

COLLECTION TIMES FOR REPORTS AND BOOKINGS: is active during the centre's opening hours

HOW TO REACH US:

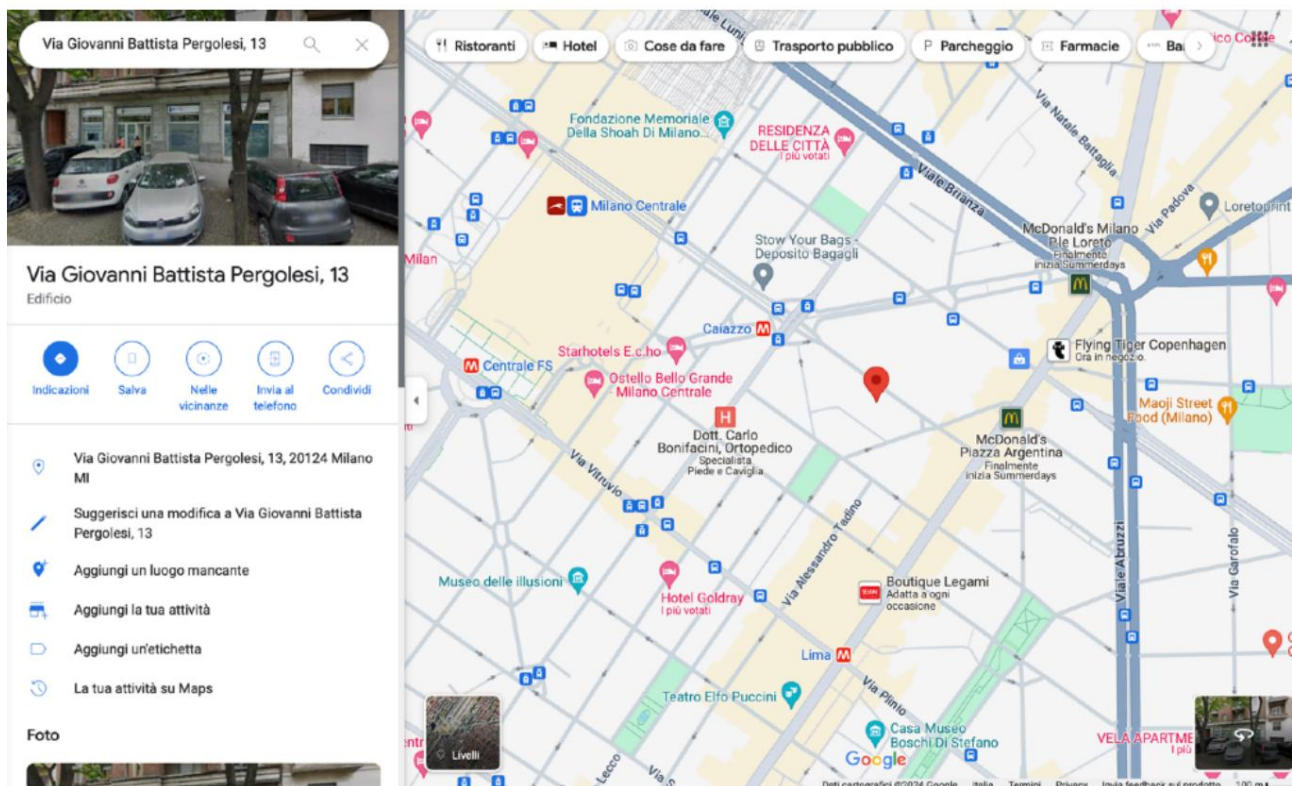
Metro: Line MM2 Caiazzo stop 300 meters Line MM1 Lima stop

Line MM2/MM1 Loreto stop

Blood Collection Point Lam Biomedical Center - affiliated to the S.Me.I of Cassano D'Adda - Accredited Laboratory

Polyclinic and Diagnostic Imaging Center AMU PERGOLESI / Via Pergolesi, 13 MI

(MI) - Authorized Clinic



It is an authorized polyclinic, which privately provides services in Cardiology, Vascular Surgery and Angiology, Anesthesia and Acupuncture, Allergology, Gynecology, Osteopathy, Pediatrics, Nutrition Sciences, Psychology, Podiatry, Immunology, Gastroenterology, Orthopedics, Physiotherapy, Urology and Ophthalmology as well as a Diagnostic Imaging Center capable of privately providing ultrasound services.

MILAN - Via Piatti, 11 (MI)

OPENING HOURS:

Monday to Friday from 8:00 to 14:00

BIOLOGICAL SAMPLE COLLECTION AND DELIVERY ACTIVITIES:

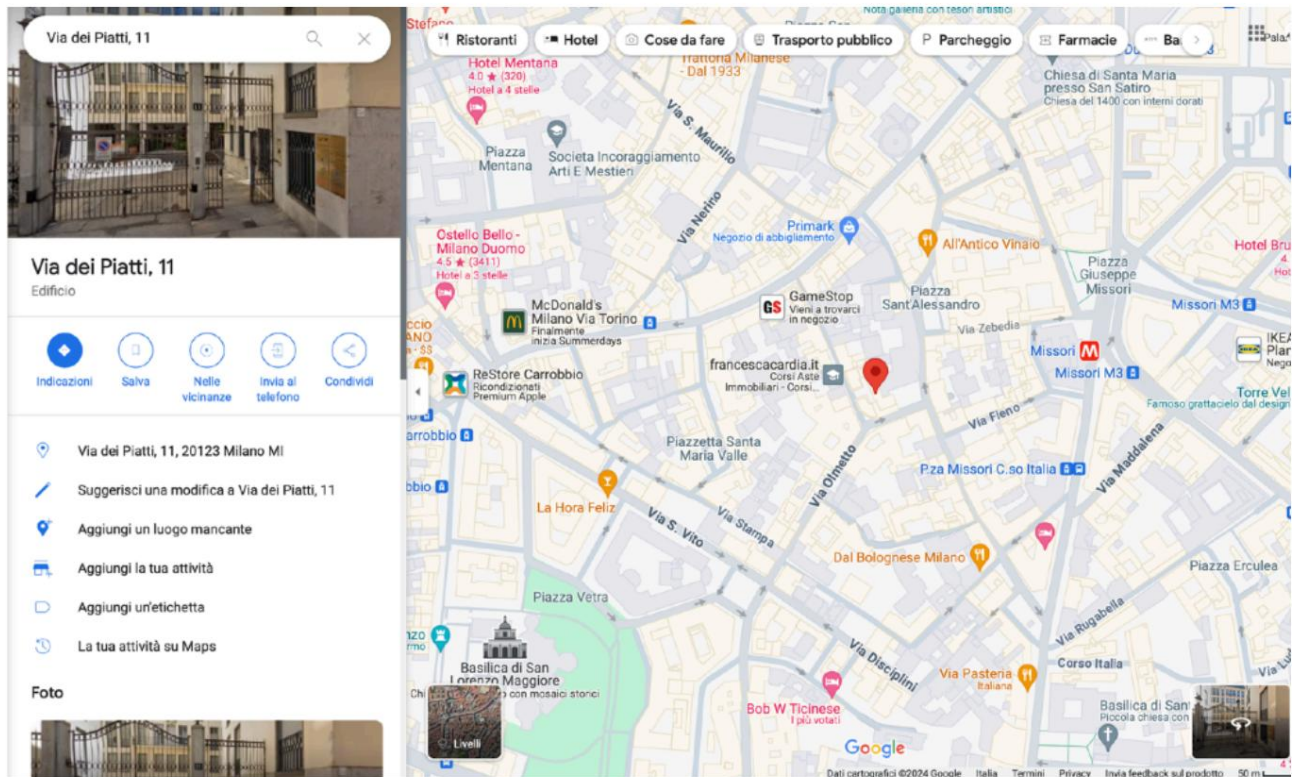
FREE ACCESS from Monday to Friday from 8:00 to 10:00

BY APPOINTMENT from Monday to Friday from 8:00 to 10:00

REPORT COLLECTION AND BOOKING TIMES: Monday to Friday from 10:00 to 13:00

HOW TO REACH US:

Metro: GREEN line, Centrale FS stop , Loreto stop and RED line Duomo or Missori stop GREEN line and YELLOW line, Duomo stop



Blood Collection Point Lam Biomedical Center - affiliated to the S.Me.I of Cassano D'Adda - Accredited Laboratory

Polyclinic and Diagnostic Imaging Center AMU PIATTI / Via Piatti, 11 MI (MI) - Authorized Clinic

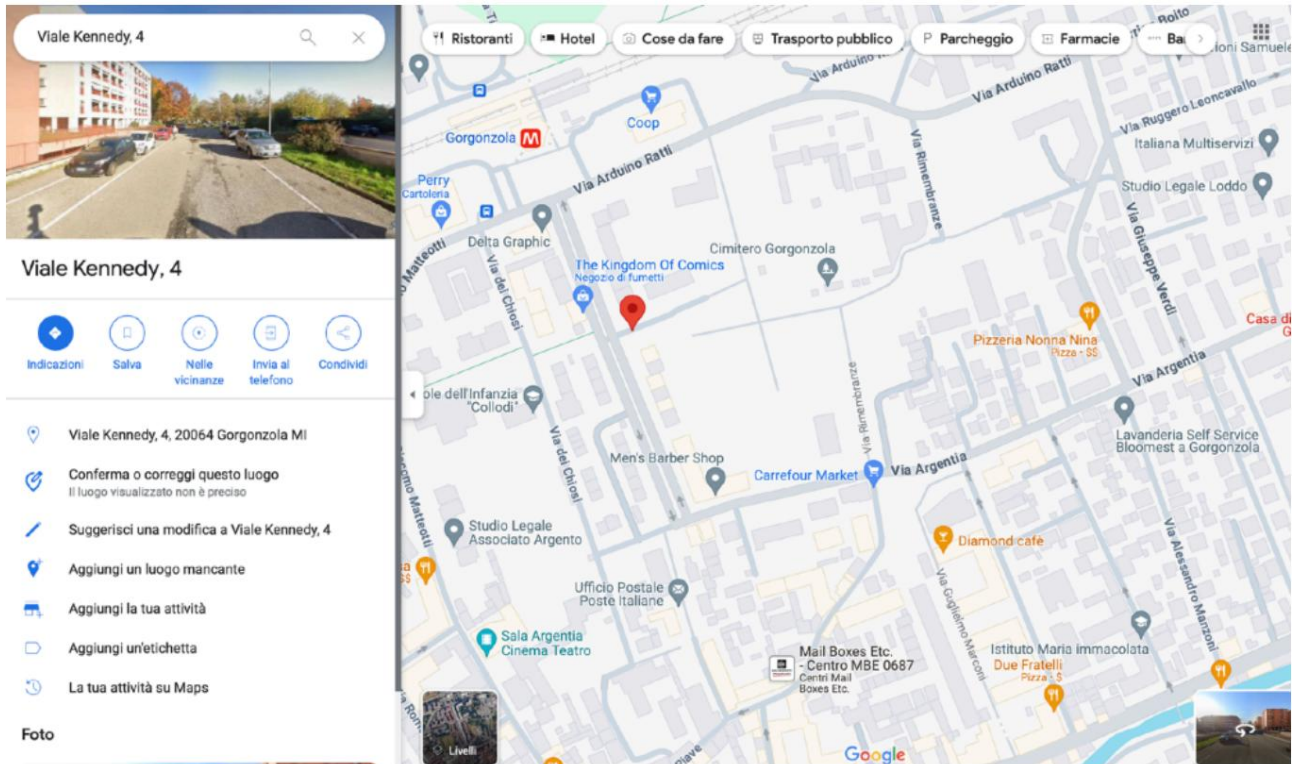
It is an authorised outpatient clinic, which privately provides Cardiology, Vascular Surgery and Angiology services, as well as a Diagnostic Imaging Unit capable of privately providing ultrasound services.

GORGONZOLA - Viale Kennedy Piatti, 4 (MI)

OPENING HOURS:

Monday to Saturday from 7:30 to 11:00

BIOLOGICAL SAMPLE COLLECTION AND DELIVERY ACTIVITIES:



FREE ACCESS from Monday to Saturday from 7:30 to 9:30

REPORT COLLECTION TIMES AND BOOKINGS: Monday to Saturday from 7:30 to 11:00

HOW TO REACH US:

Metro: GREEN Line , Gorgonzola stop By car: SP11 and SP103

Blood Collection Point Lam Biomedical Center - affiliated to the S.Me.I of Cassano D'Adda - Accredited Laboratory

MELZO - Viale Mazzini, 29/b (MI)

OPENING HOURS:

Monday to Saturday from 7:30 to 11:00

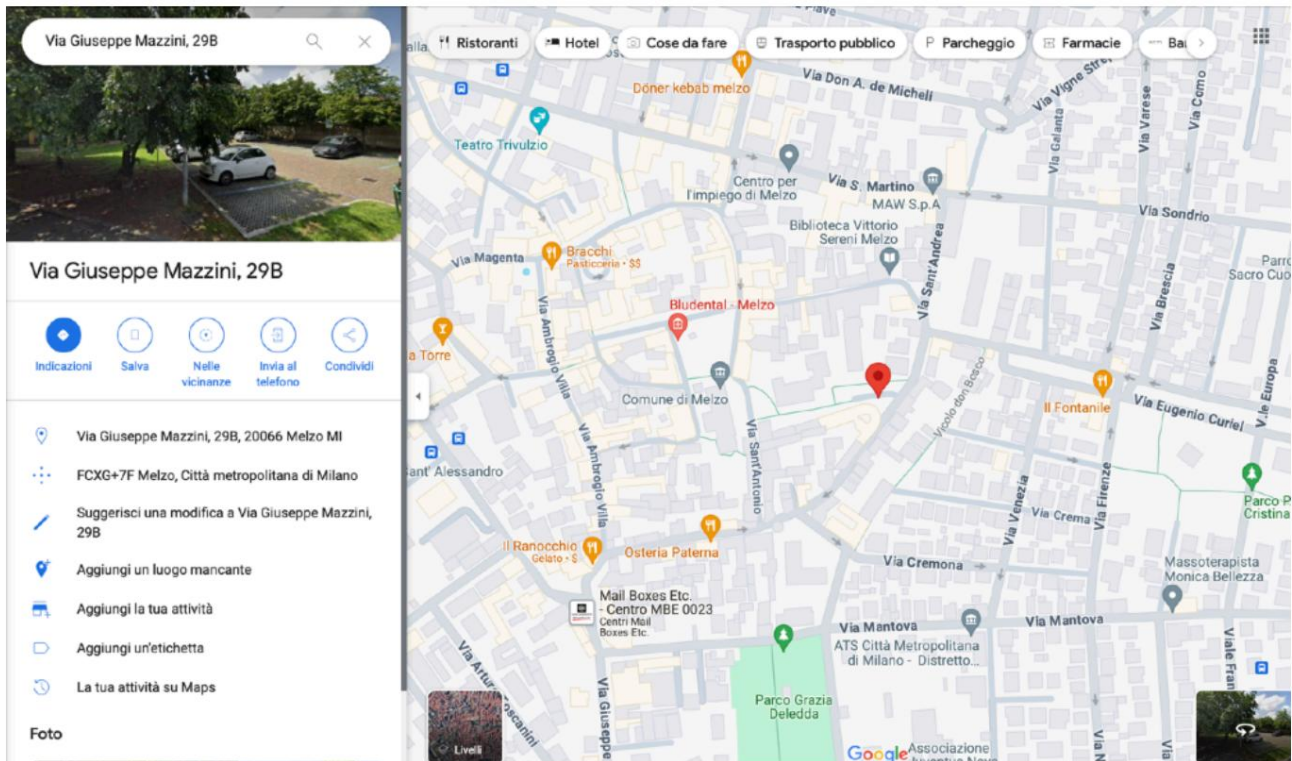
BIOLOGICAL SAMPLE COLLECTION AND DELIVERY ACTIVITIES:

FREE ACCESS from Monday to Friday from 8:30 to 09:20

BY APPOINTMENT from Monday to Friday from 7:30 to 08:30

REPORT COLLECTION AND BOOKING TIMES: Monday to Friday from 10:00 to 11:00

LAM Biomedical Center Srl - Via Ernesto Rossi,1 - 24123 Bergamo
VAT number and CF 03061420166 - REA BG 346037
Tel. 0363 1925250 - www.lamcentrobiomedico.it



HOW TO REACH US:

By car: A4 motorway exit Trezzo sull'Adda.

The state roads that reach the headquarters are SP104, SP13, SP14 and SP103 from neighboring towns. From Cassano d'Adda Bus line: Z407 departing every 30 min. from Corso Europa. From Vignate/Pioltello State Road SP161.

Blood Collection Point Lam Biomedical Center - affiliated to the S.Me.I of Cassano D'Adda - Accredited Laboratory

VAPRIO D'ADDA - Via Campo Rivera, 135/A (MI)

At ArteMedica Polyclinic - first floor

BIOLOGICAL SAMPLE COLLECTION AND DELIVERY ACTIVITIES:

FREE ACCESS from Monday to Friday from 9:00 to 9:20

BY APPOINTMENT from Monday to Friday from 7:30 to 9:00

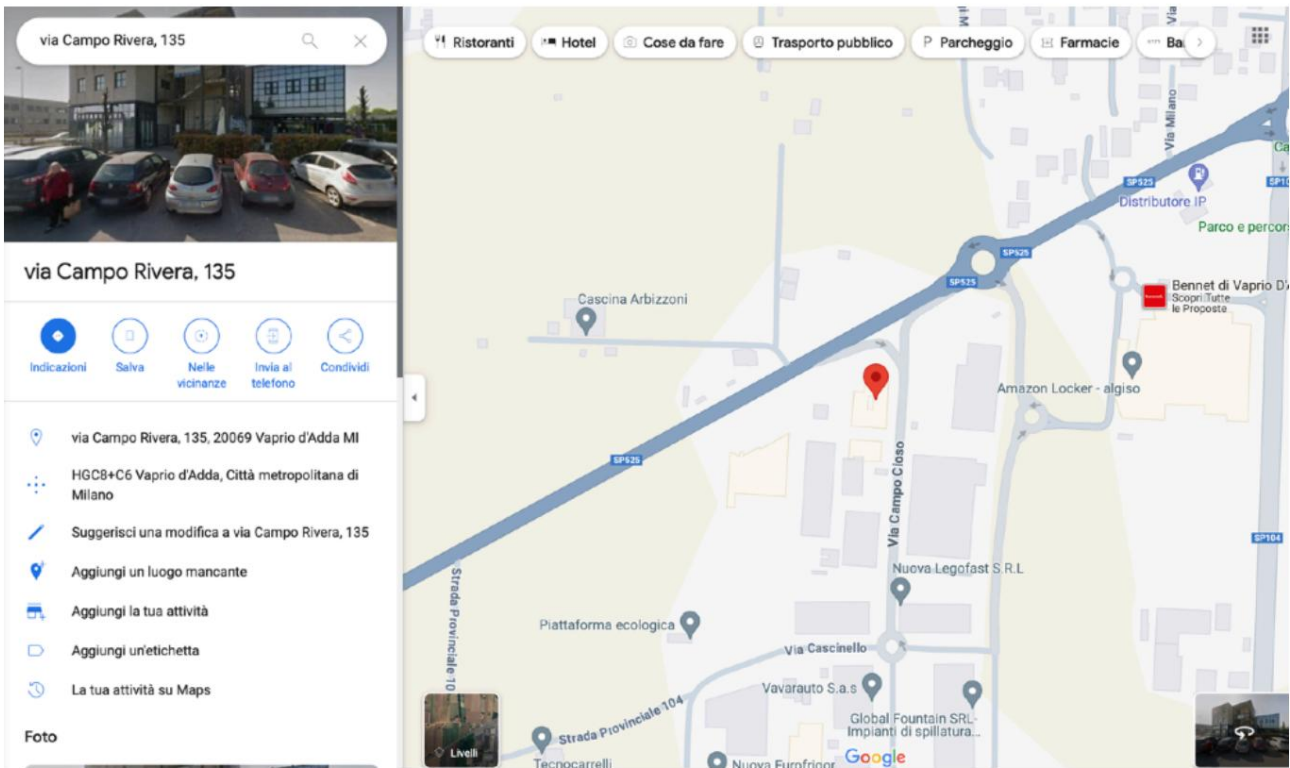
REPORT COLLECTION AND BOOKING TIMES: Monday to Friday from 9:30 to 11:00

HOW TO REACH US: From Milan, A4 motorway, Cavenago Cambiago exit, continue on SP176 towards Gessate/Cassano, SS11/SP11 for Cassano d'Adda towards Vaprio d'Adda (reference industrial area located near Bennet); from Bergamo, take the A4, Trezzo s/Adda exit, continue on SP 104 towards Cassano or SS525 then SP 104 at the Bennet shopping centre roundabout, turn right and take the direction Pozzo d'Adda.

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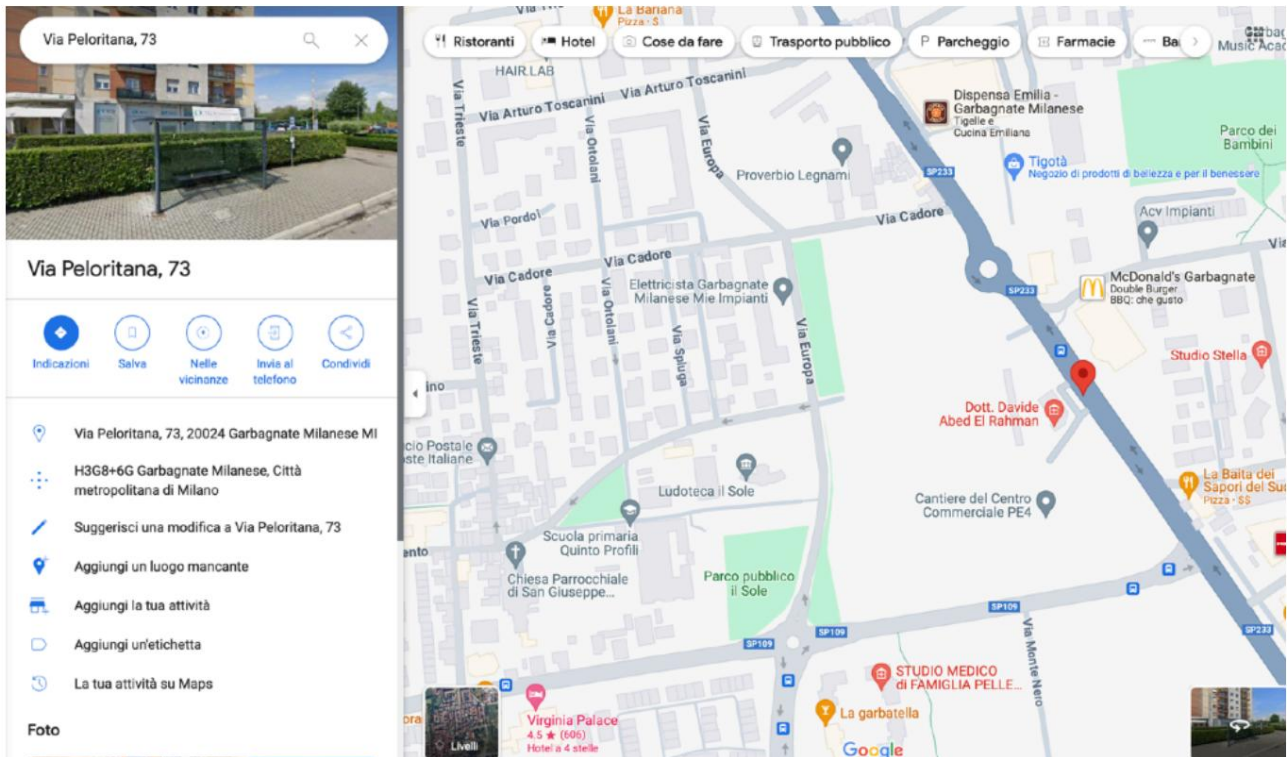
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Blood Collection Point Lam Biomedical Center - belonging to the S.Me.I of Cassano D'Adda

GARBAGNATE MILANESE - Via Peloritana, 73 (MI) At Garbagnate Radiology Center



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 Tel. 0363 1925250 - www.lamcentrobiomedico.it

BIOLOGICAL SAMPLE COLLECTION AND DELIVERY ACTIVITIES:

FREE ACCESS	Monday to Friday 8:00am to 8:45am
BY APPOINTMENT	Monday to Friday from 7:15 to 9:00

REPORT COLLECTION TIMES AND BOOKINGS: Monday to Friday from 10:00 to 19:30

HOW TO REACH US: By car take the SP233, Bus - Air Pullman stop "CRGARBAGNATE"

Blood Collection Point Lam Biomedical Center - affiliated to the S.Me.I of Cassano D'Adda - Accredited Laboratory

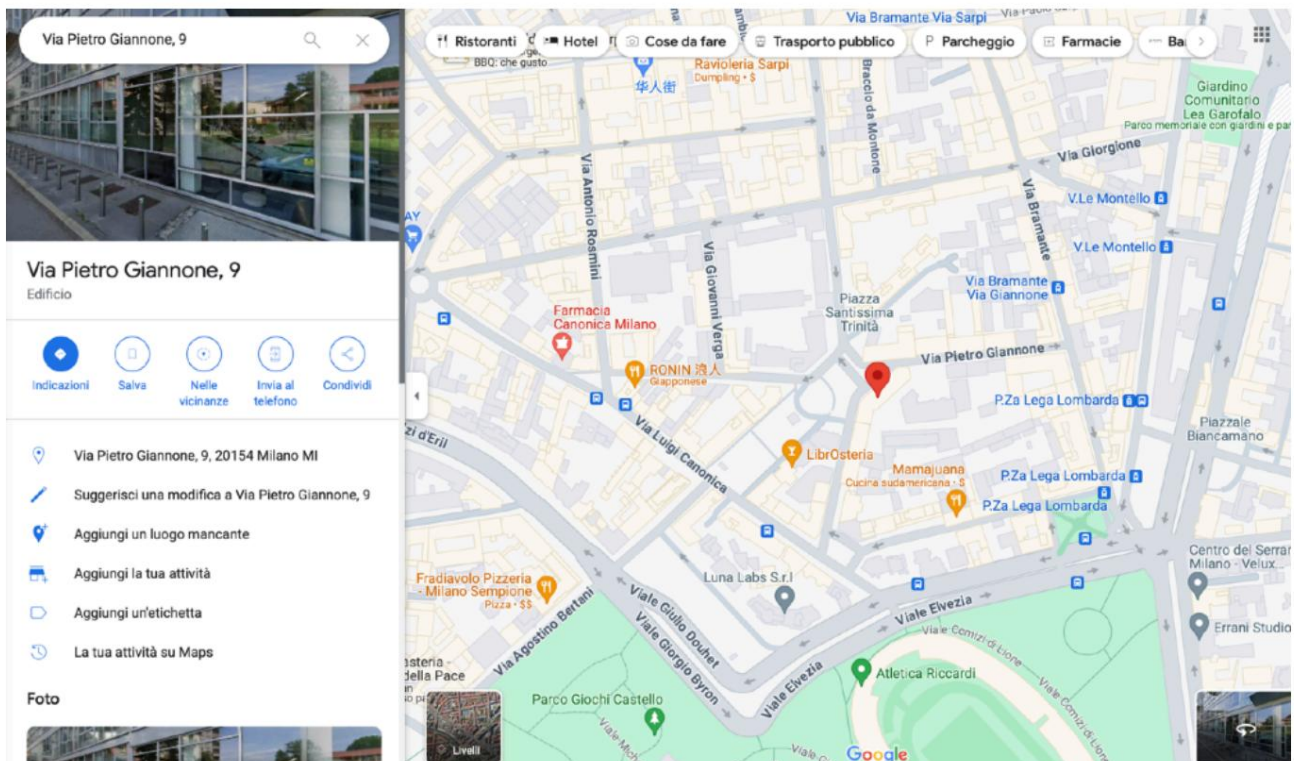
MILAN - Via Giannone, 9 (MI) at DUEEFTE Medical located on the ground floor of the building

BIOLOGICAL SAMPLE COLLECTION AND DELIVERY ACTIVITIES:

FREE ACCESS AND BY APPOINTMENT on Saturdays from 9:00 to 10:00

REPORT COLLECTION TIMES AND BOOKINGS: Saturday from 10:30 to 12:00

HOW TO REACH US: A4/E64 motorway towards Viale Rubicone in Milan: Cormano exit from A4/E64 – continue on Viale Rubicone, Viale Enrico Fermi, Via Benigno Crespi, Via Carlo Farini and Via Giovanni Battista Niccolini towards Piazza Santissima Trinità in Milan; Metro: Red line M1, Cairoli exit.



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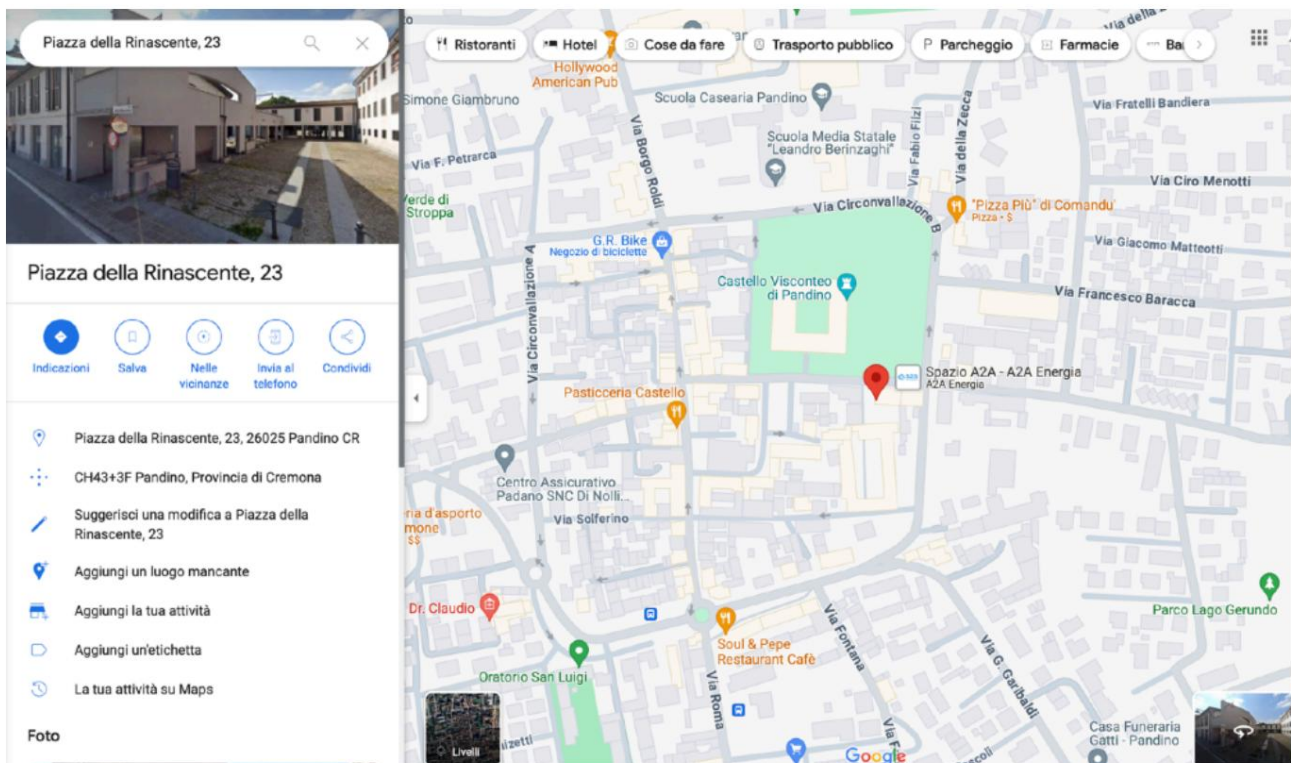
PANDINO - Piazza della Rinascente, 23 (CR) at the Pandino Physiotherapy Medical Center

BIOLOGICAL SAMPLE COLLECTION AND DELIVERY ACTIVITIES:

FREE ACCESS Monday, Wednesday and Friday from 9:00 to 9:30

BY APPOINTMENT Monday, Wednesday and Friday from 7:30 to 9:30

REPORT COLLECTION AND BOOKING TIMES: Monday to Friday from 3:30 pm to 6:00 pm



HOW TO REACH US: A4/Brescia/Venice motorway – A58 TEEM exit Paullo, head towards Pandino and Crema then take the Sp 472 and enter the town following the Sp 415; Buses K506,K523,K525,Q33 connect Pandino to the major municipalities in the area.

Blood Collection Point Lam Biomedical Center - affiliated to the S.Me.I of Cassano D'Adda - Accredited Laboratory

BUSTO GAROLFO - Via Manzoni, 36 (MI) at the Manzoni Medical Center

BIOLOGICAL SAMPLE COLLECTION AND DELIVERY ACTIVITIES:

FREE ACCESS Saturdays from 8:30 to 9:00

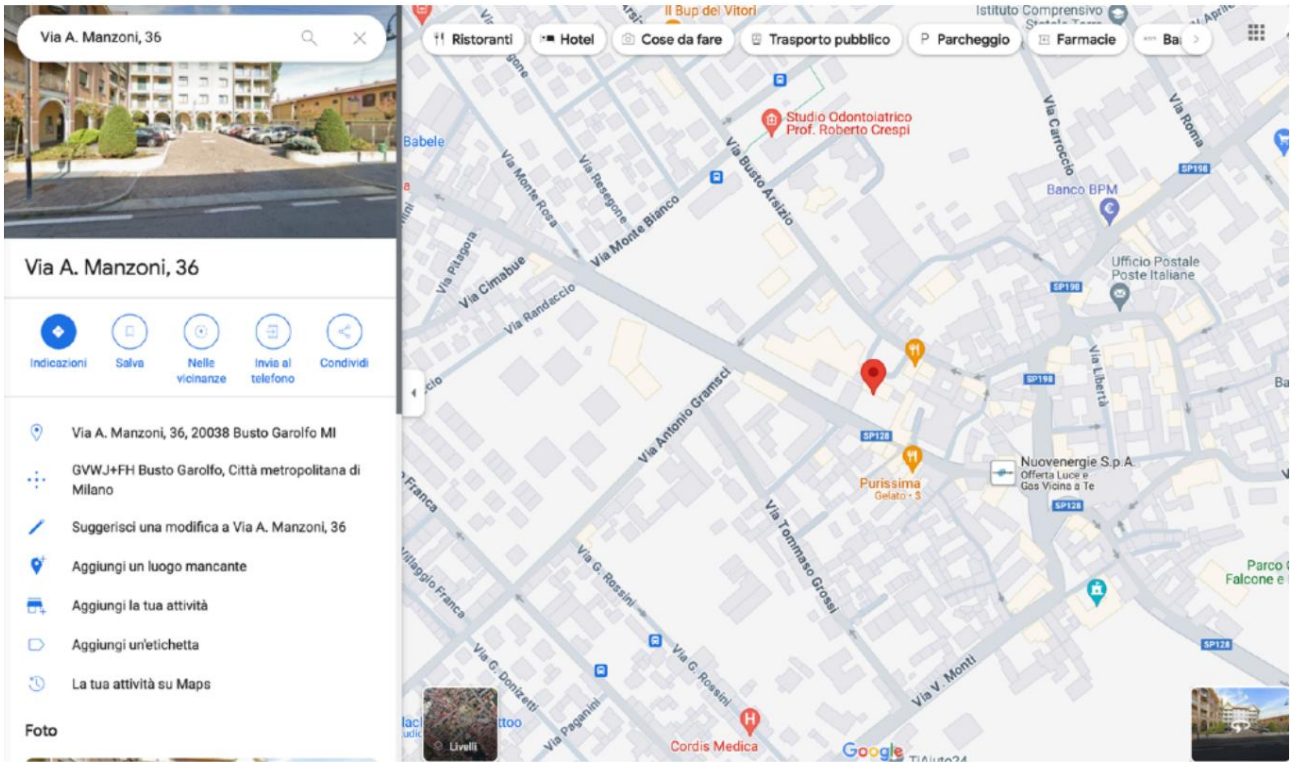
BY APPOINTMENT Saturdays from 7:45 to 9:00

REPORT COLLECTION TIMES AND BOOKINGS: Monday to Friday from 9:30 to 12:30
from 3.30pm to 7.00pm

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Tel. 0363 1925250 - www.lamcentrobiomedico.it

Share capital € 15,600.00 - PEC lamcentrobiomedico@pec.eleusi.at



HOW TO REACH US:

Motorway: A58 from SPexSS11/SP11 – A4/E64 towards SP34 to Arluno – take the Arluno exit from A4/ E64 – continue on SP34, Provincial Road 214

Blood Collection Point Lam Biomedical Center - belonging to the S.Me.I of Cassano D'Adda

ACCESSIBILITY AND CONTACTS

It is possible to book specialist visits or instrumental tests directly at the reception desks of the Centres at the times indicated in the Blood Collection Points section, or by calling the following telephone numbers:

SITE	PHONE MESSAGES	MAIL
CASSANO D'ADDA OFFICE	0363.1925250 3423800430	prenotazioni@lamcentrobiomedico.it
BERGAMO HEADQUARTERS	035.0401222	valtesse@amuitalia.it
CARAVAGGIO HEADQUARTERS	0363.032322	caravaggio@amuitalia.it
MILAN OFFICE, VIA PERGOLESÌ 13	02.84980022 3517661224	pergolesi@amuitalia.it
MILAN OFFICE, VIA DEI DISHES 11	02.862781	milanoviatorino@amuitalia.it

BLOOD COLLECTION POINT GORGONZOLA	02.84980437	gorgonzola@lamcentrobiomedico.it
MELZO BLOOD COLLECTION POINT	02.84980435	melzo@lamcentrobiomedico.it
BLOOD COLLECTION POINT VAPRIO D'ADDA	02.9097443 351.5656106	vaprio@lamcentrobiomedico.it
GARBAGNATE M.NESE BLOOD COLLECTION POINT	02.99020415	info@crgarbagnate.it
MILAN COLLECTION POINT GIANNONE STREET	351.5345490 351.5345490	giannone@amuitalia.it
PANDINO BLOOD COLLECTION POINT	0373.631158	pandino@amuitalia.it info@centromedicofisioterapico.it
BUST COLLECTION POINT GAROLF	0331.879156 366.7658797	bustogarolfo@amuitalia.it

During the booking process, all the information useful for preparing for the exam or collecting the biological sample is provided. The same is reported in the Service Charter in the section METHODS FOR PREPARING EXAMS on page 20.

If you have booked, we recommend arriving at the centre 15 minutes before your appointment time.

During acceptance the following documents will be requested: - prescription from the attending physician (MMG/PLS)
- Health Card Regional Services Card
- Valid identity document
- Exemption card if applicable
- Any previous tests and documents requested at the time of booking

Please note: a reservation is always required for insulin and glucose load curves .

Please note: to collect the specific containers intended for the collection of biological samples, it is necessary to go to the facility with the prescription to collect the appropriate container.

Access to **disabled patients is guaranteed for each Center:**

- 1) at the Cassano D'Adda, Caravaggio, Pandino, Vaprio and Busto Garolfo offices by means of a dedicated lift to reach the floor (without architectural barriers along the way);
- 2) the offices in Bergamo, Melzo, Gorgonzola, Milan Via Giannone and Garbagnate Milanese are located at ground floor and do not present any architectural barriers;
- 3) Milan Via Pergolesi 13 and Via Piatti 11 are located on the ground floor and at the entrance, on the right side, there is a dedicated bell placed at the legal height; once the dedicated bell has been rung, the center's staff will provide assistance to the disabled patient in overcoming the obstacle (Pergolesi 3 steps / Via Piatti the descent ramp).

PRIORITY - Patients with reservations, pregnant women and disabled people are guaranteed priority for admission.

SERVICES OFFERED AND RATES

The complete list of analyses performed at the LAM Medical Analysis Laboratory is available and can be consulted at the Collection Points. Alternatively, you can contact the company's Single Booking Centre at 0363.1925250 or the various locations at the contacts listed on pages 17 and 18 of the Service Charter (during the hours indicated in the section relating to the Collection Points). The information provided below:

- I. tests that can be performed at various locations;
- II. Patient preparation methods for the examination (sample acceptability criteria);
- III. Timings and methods of delivery of reports;
- IV. Procedures for repeating exams and any costs borne by the user.

I. Below is the List of Tests that CANNOT be performed at our Laboratory and we remind you that the complete list of tests that can be performed can be viewed at our centers and on the website www.lamcentrobiomedico.it in the LIST OF TESTS THAT CAN BE PERFORMED section :

- Sweat Analysis (sodium and potassium determination)
- Cryoglobulin Research
- Cryoglobulin Typing
- Trombina –Antithrombin II Complex (Tat)
- Trombassano B2
- Entamoeba histoyca in stool culture (xenic culture)
- Intestinal Parasites (Protozoa) Culture (Xenic Culture)
- Spermogram
- Blood gas analysis

Patients can undergo laboratory tests either under an agreement with the National Health System, paying only the amount equivalent to the ticket (if and when due) or under a Private regime, according to the price lists available to users at the Blood Collection Points. Payment must be made upon acceptance, before the service is provided and can be made in cash or by debit card / credit card. Please note that the maximum ticket envisaged by the Lombardy Region for each prescription is 36.00 euros. For further information on the methods and conditions of exemptions, users can contact the front-office staff or connect to the website www.crs.lombardia.it

To benefit from the services, the patient must provide his/her consent to the processing of personal and sensitive data, in accordance with the provisions of European Regulation 2016/679/EU art. 28 concerning the processing of personal data. In the absence of such consent, the service cannot be provided.

For certain services (e.g. HIV tests, stress tests, MRI, CT scans, mammograms and X-rays), the patient must also provide written consent to undergo the analysis (informed consent).

For services provided to minors, it is necessary for the parent to provide written consent by presenting his or her identity document.

ADD WHICH TESTS CANNOT BE PERFORMED IN WHICH LOCATIONS, DUE TO THE ABSENCE OF THE REFRIGERATED CENTRIFUGES + DOWNLOAD COMPLETE LIST OF TESTS PERFORMED AND ATTACH TO THE SITE IN THE APPROPRIATE SECTION

EXAM PREPARATION METHODS

All **containers** must be requested at the centre counters and are provided **free of charge**.

Complete urine test

Using the container provided, collect the first morning urine and deliver it quickly to the laboratory keeping it at room temperature.

Urine Culture Test

For urine culture, morning urine or a sample that has remained in the bladder for at least three hours is preferably used. Use the sterile container with suction provided by the sampling points or available in the pharmacy; thoroughly clean the external genitals with soap and water and after having rinsed them adequately, collect the urine, discarding the first and last streams. Close the container, avoiding contaminating the internal walls with your hands. Deliver quickly to the laboratory or store in the refrigerator at 4 ° C for a maximum of 12 hours.

24 Hour Urine Test

Use only the container provided. Discard the first urine of the morning, then collect all urine output including the urine of the following morning at the time corresponding to the bladder emptying of the previous day. During collection, urine should be stored at + 4°C

Stool collection for complete, parasitological and cultural examination

Use a container with a scoop provided by the centers (also available in pharmacies). Collect at least 10 grams of feces with the scoop (corresponding to a volume of a walnut) and introduce them into the container.

Close the container tightly and deliver it to the laboratory or store at +4 C° for a maximum of 12 hours.

Feces collection for occult blood testing

It is necessary to collect the sampling kit from the laboratory and follow the instructions below:

Write your name, surname, date of stool collection, age and sex on the label of the container that will be labelled after acceptance, rotate and remove the stick, swipe the surface of the stool in several places (it is sufficient that the grooves at the end of the stick are covered), insert the stick **only once** and screw it completely, insert the test tube into the bag and return it as soon as possible (otherwise it is necessary to keep it in the refrigerator until delivery, which should preferably take place no later than 48 hours from the time of stool collection - for the collection of multiple samples, if it is not possible to respect the delivery times, bring the collected samples to the laboratory in advance and complete the requested samples as soon as possible).

Avoid collecting stool during menstruation or in the presence of bleeding hemorrhoids

It is recommended not to dirty the container externally and not to clean the test tube or the label with alcohol.

Semen collection for sperm culture examination

Use a sterile container with a wide mouth, write your surname and name, and the collection date on the container, carry out the collection in the morning of the day the sample will be delivered, collect the sample directly into the container and deliver it within 1 hour of collection.

NOTE: if urine culture is also requested, first follow the instructions for urine collection and then those for sperm culture.

Semen collection for Spermogram test (only available by appointment on Wednesday morning)

For the purposes of the suitability of the sample, it is specified that it is necessary to observe a period of sexual abstinence which includes ejaculation 4 days before the test, or in any case in a period of time between 3 and 7 days before the test.

The sample must be collected **on the morning** of the appointment and CANNOT be done at LAM offices but at your home. We recommend using a cardboard box to place the collection jar, on which you write your name, surname and collection time. The container to be used for the collection must be a sterile jar for urine collection (NO yellow cap), to be placed in the cardboard box once the collection is complete. For transport, it is advisable to wrap the box in a warm cloth (in case of low temperatures) and place it in a bag, taking care, during transport, to avoid bumps or overturning of the bag itself. It is essential that the sample is delivered **within 45 minutes of collection**.

Urine cytology examination

It is advisable to perform the test by collecting the second urine of the morning and following this procedure: request the appropriate container from the offices, empty the bladder in the morning as soon as you wake up, drink about 1 liter of water, collect the second urine of the morning in the container with fixative or transfer it from a plastic cup. According to the doctor's instructions, a correct cytological examination of the material is performed on 3 samples collected in 3 consecutive days and sent to our laboratory all three together on the same day (the last of the collection). Biological samples must not be subjected to excessively high temperatures (room temperature).

Urine collection for microalbuminuria test

Depending on the request, it is possible to determine microalbuminuria:

1. in an EXTEMPORANEOUS URINE sample (early morning urine);
2. in an OVERNIGHT URINE sample (collect all urine produced between 11:00 pm and 7:00 am on the morning)
3. in a 24-HOUR URINE sample.

METHOD OF COLLECTING 24-hour urine

Request from the LAM the graduated container suitable for 24-hour collection, capacity 2500 ml (2.5 L). Upon awakening, discard the urine emitted with the first urination (it is not needed for collection). From this moment on, collect all urine emitted over a 24-hour period (therefore of the entire day and any urine at night) including the first urine emitted the morning after the collection began. During the collection period, the container must be kept closed and in a cool place (not in the refrigerator).

It is essential to communicate the timing of the collection at the time of acceptance. Avoid physical activity in the period preceding the collection.

24-hour acidified or alkaline urine collection

The collection of acidified 24-hour urine is necessary for the following tests:

- URINARY CALCIUM
- URINARY PHOSPHORUS
- 5-OH-INDOLACETIC ACID
- HOMOVANILLIC ACID
- VANILLAMANDELIC ACID
- URINARY CATECHOLAMINES (ADRENALINE-NORADRENALINE)
- OXALURIA

The collection of 24-hour alkaline urine is necessary for the following test:

- URICURIA

CONTAINER AND METHOD OF COLLECTION The

container for the collection of acidified 24-hour urine MUST be requested from the LAM, which guarantees it free of charge. Upon awakening, discard the urine emitted with the first urination (it is not used for collection). From this moment on, collect all urine emitted over a 24-hour period (therefore of the entire day and also any urine at night) including the first urination of the morning following the start of collection; this urine concludes the collection.

WARNINGS: since the container contains 10 ml of 10% Hydrochloric Acid (Muriatic Acid: highly corrosive substance) use the following precautions:

1. Do not urinate directly into the container but use the aid of a suitable container (for example a chamber pot).
2. Keep the container tightly closed and do not turn it upside down to avoid accidental product leakage.
3. In case of accidental contact of the acid with the skin, wash immediately and thoroughly with water and consult your doctor.
4. It is not necessary to store the container in the refrigerator, but a cool, ventilated place is sufficient.
5. Do not interrupt any ongoing therapies.
6. There is no need to follow any special diets.

NOTE: If also a **complete urine test and/or urine culture is requested**, use part of the urine from the first morning of the final day of the 24-hour urine collection to fill the 10 ml vial for the complete urine test and/or sterile container for urine culture, taking care to then deliver all the containers as soon as possible to the Analysis Laboratory. Specify to the Health Personnel the delivery of three different containers in order to be able to then carry out a correct evaluation of diuresis.

Scotch tape test for pinworm research_____

Request the slides at the Centers, use only transparent tape for the collection, do not use creams the night before. The collection must be done in the morning as soon as you wake up without doing any cleaning.

Deliver the samples stored in a dry place and not exposed to heat sources.

Glucose load curve test **To perform the**

test, you must fast for at least 8-14 hours and purchase SCLAVO glucose syrup from a pharmacy (the patient is reminded to keep the receipt and to bring the glucose with them on the day of the test without taking it at home).

The drug will be taken during the examination under the supervision of nursing staff only after the baseline blood sample has been taken and after having verified, using a glucometer, that the fasting blood sugar level is not higher than 126 mg/dl. • In the event of a blood sugar level higher than 126 mg/

dl, the test will be suspended and the LAM will reimburse the cost incurred at the pharmacy for the purchase of the glucose syrup. • In the event of a blood sugar level lower than 126 mg/dl, the glucose solution will be administered and the consequent blood samples will be taken at intervals of time indicated by the request of the prescribing doctor.

Since multiple measurements are required over time, it is important to fast, not smoke and stay in the facility for the necessary time.

In case of patient discomfort, the test will be suspended and a note indicating the reason will be included in the report.

Sputum collection for the detection of neoplastic cells, asbestos and siderocytes / Cytological examination

Sputum_____

must be collected in the morning in a wide-mouthed container provided by LAM centers, also available in pharmacies, bearing the patient's name and surname. In subjects with difficulty in collecting sputum, the administration of mucolytics or expectorants is recommended in the two days preceding the examination. The collection of the material must be carried out following this procedure:

1. rinse your mouth thoroughly with a few gargles of water;
2. perform deep expectoration;
3. collect the sputum directly into the container

Generally, a fast of at least 8 hours is required for blood sampling .

TIMING AND METHODS OF DELIVERY OF REPORTS

Characteristics of the Report

The report contains the type of examination, the method of analysis, the result, the reference values and the signature of the Laboratory Director or his delegate to sign. When considered important, comments or communications addressed to the attending physicians and/or patients are included, sometimes also in the form of an attached sheet.

Methods and times for delivery of reports

Upon acceptance, the user is informed of the collection date of the tests, usually between 1 and 3 working days from the date of collection for tests performed directly at the Cassano D'Adda Laboratory. For tests performed in service at third-party laboratories, the times are between 3 and 40 days (in the case of highly specialized tests). In order to allow users to consult the complete list of tests and the related reporting times, LAM has created a dedicated section on the website at the address: <https://www.lamcentrobiomedico.it/tempi-di-consegna-referti/>

Accessible from the Transparent Administration menu, Report Delivery Times section.

During the month of August and during calendar holidays, the indicated delivery times may be subject to slight variations which will be promptly communicated to users.

Upon motivated request, an urgent delivery of the report is foreseen at the Collection Points at 5.00 pm on the day of the collection, only for routine tests determined internally at the Cassano D'Adda Laboratory.

In the event of **significantly pathological values (Panic Values) being detected during** the analysis phase, the Laboratory Director or his Delegate shall promptly notify the attending physician.

The patient who has given his/her consent to publication in the Electronic Health Record and who has requested the GASS credentials (by contacting the ASST districts, the Hospital Companies or the LAM Biomedical Center offices) will be able to consult and print the report directly from home from the Lombardy Region website, by accessing his/her electronic health record.

The patient who has given consent to the publication of his/her reports in the private and dedicated section of the LAM website <https://lamcentrobiomedico.referti.cloud/pazienti/site/login> : upon acceptance, the private credentials (username and password) will be generated to access and print his/her report independently.

In case of collection of the report at the counters of the Centers, it is necessary to show up with a valid identity document. In case of delegation to collect the report, it is necessary to fill in its entirety, the *DELEGATION FOR COLLECTION OF EXAMS* box, contained in the collection of exams form received at the reception.

The delegate must show up with an identification document and a copy of the delegation. The collection of the HIV report cannot be delegated.

HOW TO REPEAT EXAMS

Blood samples on which the dosage has been performed are stored for seven days. It is therefore possible within these time limits for most parameters, upon request of the attending physician, to perform checks on the previously reported parameter or to add further tests.

ADD FREE TEST REPEATS, WHEN AND HOW IT HAPPENS (e.g. HIV...)

OPERATORS RESPONSIBLE FOR PERFORMANCE

BLOOD COLLECTION POINT	Front Office Staff	Nursing Staff
Cassano D'Adda		
Bergamo		
Caravaggio		
Gorgonzola		
Melzo		
Vaprio D'Adda		
Milan Pergolesi		
Milan Dishes		
Milan Giannone		
Milanese Garbagnate		
Garolfo Bust		

SATISFACTION QUESTIONNAIRE, COMPLAINTS AND CUSTOMER ASSISTANCE

The staff of the Centres is responsible for receiving any complaints from users and communicating them immediately to the URP (Public Relations Office), which takes action to quickly resolve the problem. Complaints can be communicated in 3 ways: orally to the staff or directly to the URP, by email (to the addresses listed in the Accessibility section) or by means of the specific *Non-Conformity Report* or *Customer Complaint (RNC) form*, available at the Centres and in the COMPLAINT FORM section of the Service Charter. The same can be returned filled in at the Centres or by email.

Periodically, the Management, in agreement with the URP, plans interventions to verify and improve the quality of services and the quality perceived by users, through the analysis of non-conformities and indicators strictly linked to the activity carried out (average delivery times of reports, average waiting times, response rate to requests received from the switchboard and secretaries). In addition, within the company's website, in the Public Area section, a Satisfaction Questionnaire is available that patients can fill out and send by email to info@lamcentrobiomedico.it

The questionnaires received will be periodically examined by the Management and the URP.

COMPLAINT REPORTING FORM

COMPLAINT REPORTING FORM

TO BE SENT BY MAIL OR EMAIL TO THE ATTENTION OF THE CUSTOMER CARE MANAGER info@lamcentrobiomedico.it OR DEPOSIT IN THE APPROPRIATE URNS _____

COMPLAINT DATE:

Mr./Ms.....

Address.....

Telephone e-mail

SUBJECT OF THE REPORT

Performance of:

1. Diagnostics 2.

Laboratory 3.

Outpatient Specialist

Phase of: *

I. booking II.

acceptance III.

collection of report

IV. provision of service

When it happened

What happened

Any requests or suggestions:

I would like the answer to be communicated to me via: * letter * e-mail * telephone

Authorization to process personal data, pursuant to art. 13 of Legislative Decree 20 June 2003 n. 196 The undersigned declares to be

informed, pursuant to and for the purposes of art. 13 of Legislative Decree 196/03, that the personal data collected will also be processed using computer tools, exclusively for the purposes of examining this complaint and that failure to provide the data by the undersigned will make it impossible to receive communications regarding the outcome of the same.

The data controller is LAM Centro Biomedico srl.

Signature

ORGANIGRAM OF THE UOSMe.L. AND AFFILIATED COLLECTION POINTS

