

## SERVICE CHARTER

Lam Biomedical Center Srl

**Outpatient clinics:**

**AMU Cassano D'Adda**

**AMU Caravaggio**

**AMU Bergamo**

**AMU Pergolesi**

**AMU Dishes**

**Medical Director Dr. Giuseppe Sozzi**

## 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 SMeL. Between 2011 and 2023 it expanded, through the opening of numerous centers in the area: Bergamo, Caravaggio and Milan. In 2019 it completed the Diagnostic Imaging Center of Cassano D'Adda with the installation of the 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. For the reasons seen, within the Service Charter, the protagonist of the outpatient activity indicated will be the Company Brand "AMU ITALIA", while invoicing, authorizations and accreditations will remain the responsibility of LAM Centro Biomedico Srl.

## THE COMPANY MISSION

Our Mission is the **integrated care** of the patient. AMU ITALIA 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. The AMU ITALIA centers offer the possibility of carrying out outpatient health services, diagnostic imaging tests and of 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 INSPIRING PRINCIPLES

**Equality:** the provision of services and healthcare services by AMU ITALIA 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 sex, race, religion and political opinions. The facility undertakes to guarantee equal opportunities and equal treatment under equal individual conditions. It also undertakes to pay particular attention, both in direct and indirect relationships, to disabled individuals, the elderly and users belonging to weak social groups.

**Impartiality:** Objectivity, justice and impartiality criteria are adopted towards users.

**Continuity:** AMU ITALIA guarantees its 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:** AMU ITALIA encourages the participation of users in the provision of the service, 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:** AMU ITALIA 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:** AMU ITALIA, 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 the quality of the service. To this end, AMU ITALIA 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, AMU ITALIA 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 Health Management or the URP by means of complaints / non-conformities. 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

AMU ITALIA considers the following factors as determining factors in the quality of services provided to the Citizen: 1) Control of waiting lists; 2) Delivery times of reports; 3) Relationship with users, in terms of availability and courtesy of staff; 4) Control of complaints and user satisfaction.

### 1) **Control of waiting times** AMU ITALIA is

constantly and actively committed to reducing waiting times for each type of service provided, both under the agreement and under the private regime, according to the indications of the Lombardy Region and the agreements established with the relevant ATS.

This commitment is aimed at reducing waiting lists, especially for services identified by the Lombardy Region as critical.

To this end, the Management has established: on the one hand, a differentiation of access to the agendas divided by priority classes (some slots are specifically dedicated to classes with urgent priority and cannot be "occupied" by other categories of patients), on the other, the publication of agendas adhering to what has been contracted with the competent ATSs in terms of "Additional Services" and "Guarantee Thresholds".

The services provided under the agreement may include 3 priority classes:

1. **Priority class "U": prompt procedure**, the service must be performed within 3 days, the green stamp falls into this class.
2. **Priority class "B": the service** must be performed within 10 days.
3. **Priority class "D": deferrable service**, prescribed for a first diagnosis or worsening of a known clinical picture. The service must be provided within the regional target time, or in any case no later than 30 days for visits and within 60 days for instrumental services.
4. **Priority class "P": services that** can be scheduled over a longer period of time, including situations where the diagnosis has already been formulated and further investigation is required. Services that fall into class "P" are placed on a specific waiting list which is independent of the normal waiting list. Screening and follow-up services fall into this class.

The prescribing doctor must specify the priority class on the prescription, otherwise the service will be provided in "P". The AMU ITALIA centers accredited with the Lombardy Region for the provision of outpatient and diagnostic imaging services under agreement, provide their entire agendas to the Regional CUP for booking services via the regional toll-free number 800.638.638

## 2) Delivery times of reports

For specialist visits and ultrasound examinations, the delivery of the report is instantaneous. For all other radiological examinations, the delivery time of the reports is 7 days.

## 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.

AMU ITALIA 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 performances provided can be made in written or verbal form. A specific form for formalizing complaints is available to users at AMU ITALIA offices, and 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 deliver it directly to the secretarial staff at each AMU ITALIA office.

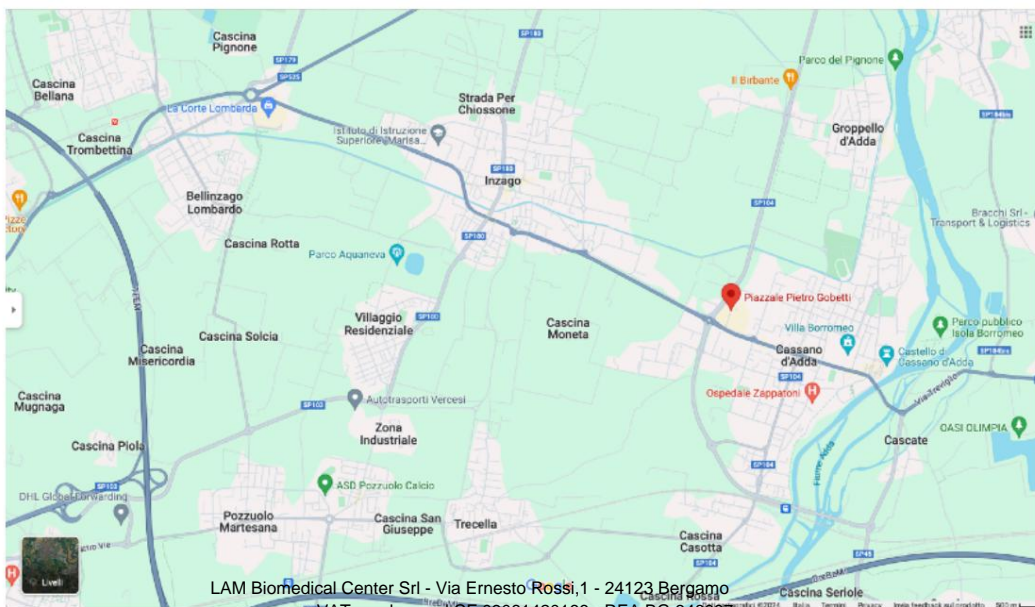
## OUTPATIENT CLINICS AMU ITALIA

LAM Centro Biomedico Srl, is present in the Lombardy region with the AMU ITALIA brand in the cities of:

### **CASSANO D'ADDA - Piazzale Gobetti snc (MI)**

**OPENING HOURS:** Monday to Friday from 7:30 to 18:00

Saturday 7:30am to 12:00pm



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

VAT number and CF 03061420166 - REA BG 346037

Tel. 0363 1925250 - [www.lamcentrobiomedico.it](http://www.lamcentrobiomedico.it)

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

(CUCDES 000168 - Regional Registry Number 1435)

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) - (CUCDES 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.

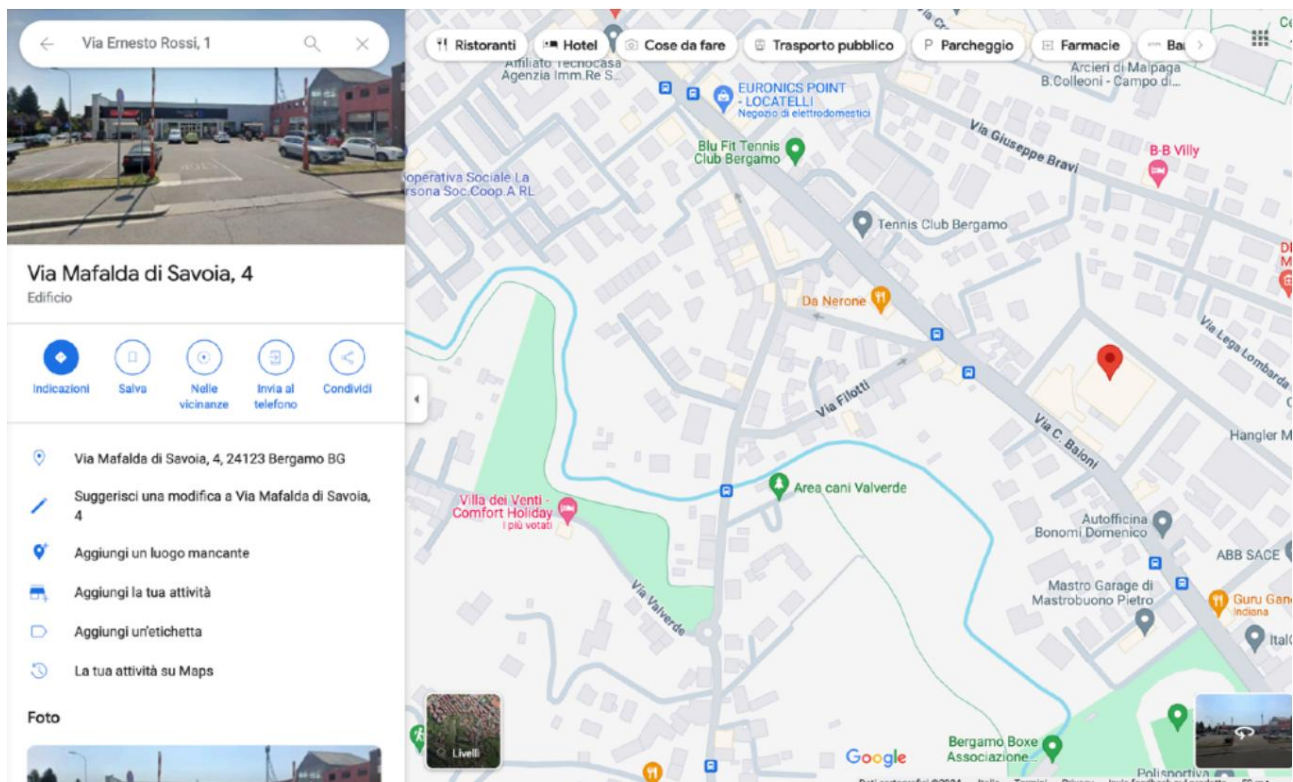
The polyclinic provides private services in pneumology, endocrinology, dietetics, neurology and orthopedics.

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

**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



LAM Biomedical Center Srl - Via Ernesto Rossi,1 - 24123 Bergamo  
VAT number and CF 03061420166 - REA BG 346037  
Tel. 0363 1925250 - [www.lamcentrobiomedico.it](http://www.lamcentrobiomedico.it)

**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.

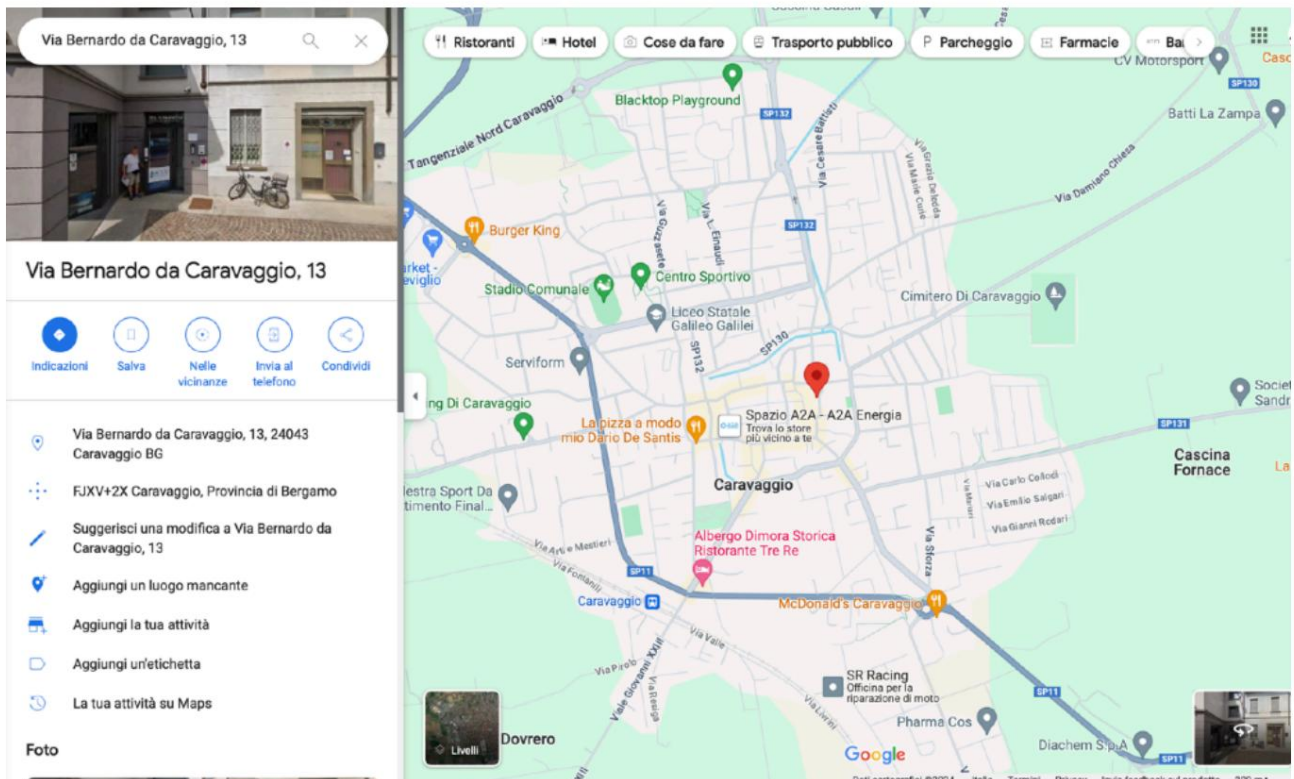
## CARAVAGGIO - Via Bernardo da Caravaggio, 13 (BG)

**OPENING HOURS:** Monday 7:30am to 1:00pm and 2:00pm to 6:00pm

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



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

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

**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.

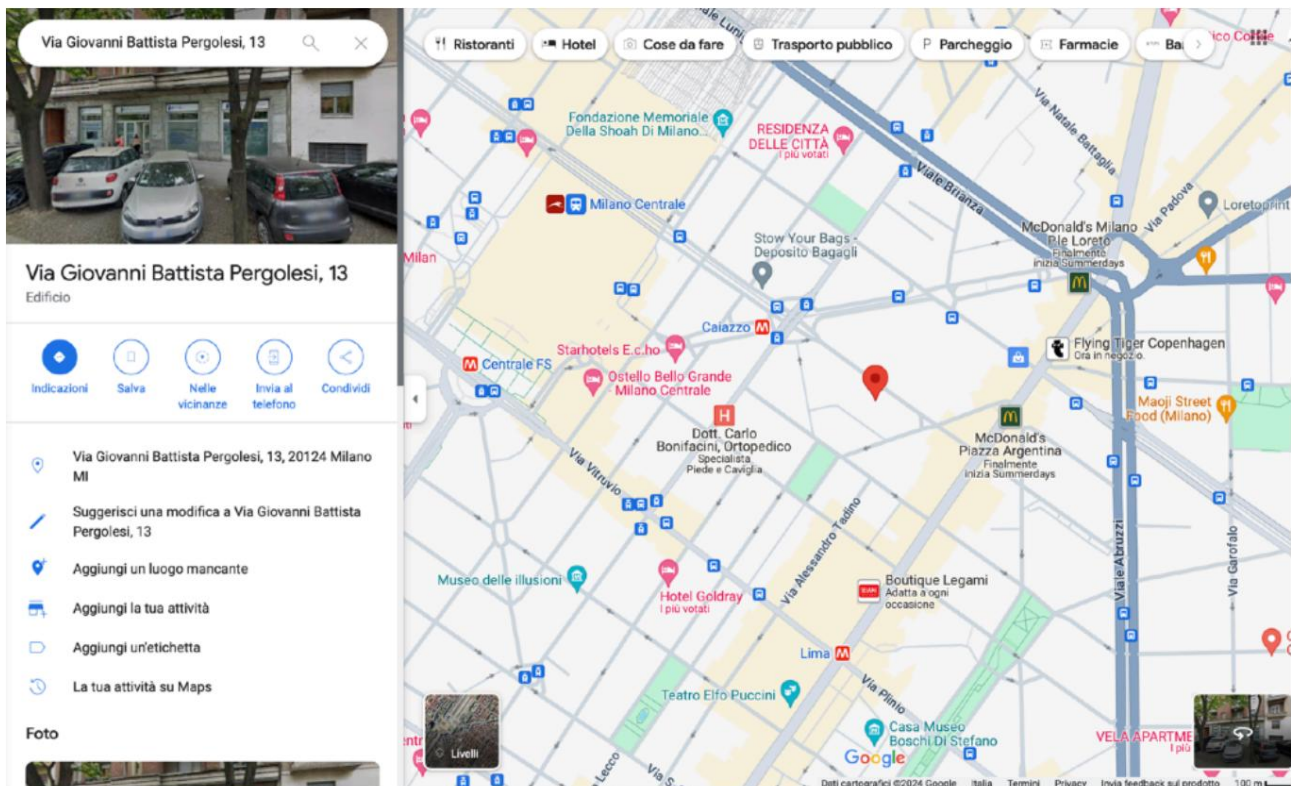
The polyclinic provides private services in nutritional sciences, gynecology, psychology, dermatology, anesthesia and physiotherapy.

## MILAN - Via Pergolesi, 13 (MI)

**OPENING HOURS:** Monday, Tuesday, Wednesday and Thursday from 7:30 to 18:00

Friday 7:30am to 8:00pm

Saturday 7:30am to 11:00am



**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

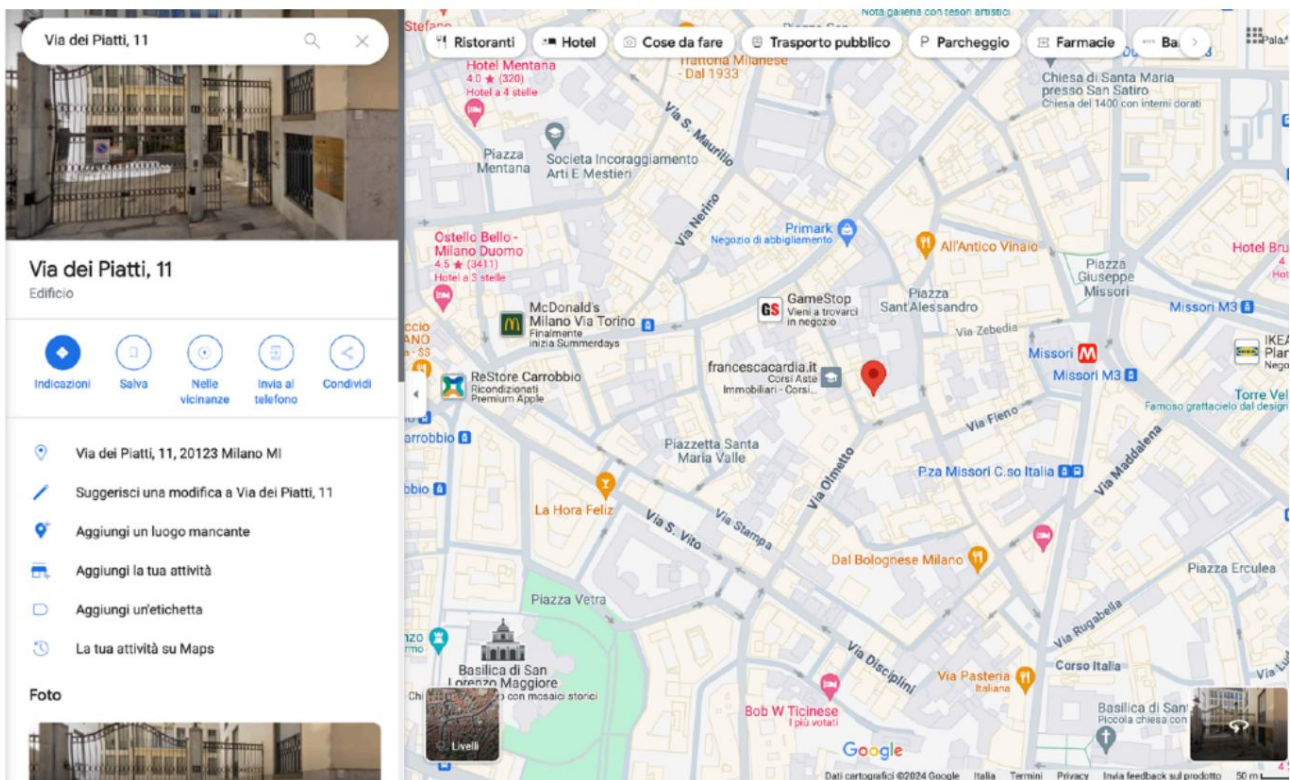
LAM Biomedical Center Srl - Via Ernesto Rossi,1 - 24123 Bergamo  
VAT number and CF 03061420166 - REA BG 346037  
Tel. 0363 1925250 - [www.lamcentrobiomedico.it](http://www.lamcentrobiomedico.it)

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, Tuesday, Wednesday, Thursday and Friday from 8:00 to 14:00

[\(Poli opening days and times\)](#)



**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 authorized outpatient clinic, which privately provides cardiology, vascular surgery and angiology services, as well as a diagnostic imaging center capable of privately providing ultrasound services.



ACCESSIBILITY'

It is possible to book specialist visits or instrumental tests directly at the reception desks of the Centres or by calling the following telephone numbers:

SITE	TELEPHONE	MAIL
SSN SINGLE NUMBER RESERVATIONS REGIONAL CUP	800.638.638	
CASSANO D'ADDA HEADQUARTERS	0363.1925250	<a href="mailto:bookings@lamcentrobiomedico.it">bookings@lamcentrobiomedico.it</a>
BERGAMO HEADQUARTERS	035.0401222	<a href="mailto:valtesse@amuitalia.it">valtesse@amuitalia.it</a>
CARAVAGGIO HEADQUARTERS	0363.032322	<a href="mailto:caravaggio@amuitalia.it">caravaggio@amuitalia.it</a>
MILAN OFFICE, VIA PERGOLESÌ 13	02.84980022	<a href="mailto:pergolesi@amuitalia.it">pergolesi@amuitalia.it</a>
MILAN OFFICE, VIA DEI PIATTI 11	02.862781	<a href="mailto:milanoviatorino@amuitalia.it">milanoviatorino@amuitalia.it</a>

During the booking process, all the information needed to prepare for the visit or instrumental examination is provided. It is recommended to go to the centre 30 minutes before the booking time.

The following documents will be requested during acceptance:

- prescription from your GP (GP/PLS)
- Health Card Regional Services Card
- Valid identity document
- Exemption card if applicable
- Any previous tests and documents requested at the time of booking
- For radiological tests only, a specialist's prescription on headed paper is required

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

- 1) at the Cassano D'Adda and Caravaggio offices by means of a dedicated lift to reach of the plan;
- 2) the Bergamo branch is located on the ground floor inside the Valtesse shopping centre and does not have no architectural barriers from the parking lot to the Centre;
- 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).

## SERVICES OFFERED

Below is the list of services that can be booked at the Centers: “SSN” indicates the possibility of requesting the service under *agreement with a prescription*, “P” indicates the possibility of requesting the service *privately*. When the service *is not provided*, it is indicated with “-”.

**Waiting Time Survey carried out on 07/22/2024.**

PERFORMANCE	CASSANO OF ADDA	BERGAMO	CARAVAGGI OR	MILAN PERGOLESÌ	MILAN DISHES	TIMES OF WAIT
<b>CARDIOLOGY</b>						
Ecocolordopplergr heart afia	SSN - P	SSN - P	SSN - P	P	P	30 days.
ECG	SSN - P	SSN - P	SSN - P	P	P	10 days.
HEcg	SSN - P	SSN - P	SSN - P	P	P	7 days.
Map	SSN - P	SSN - P	SSN - P	P	P	7 days.
First Visit Cardiology	SSN - P	SSN - P	SSN - P	P	P	7 days.
Cardiology Check-up Visit	SSN - P	SSN - P	SSN - P	P	P	30 days.
Stress test	SSN - P	-	SSN - P	-	-	30 days.
<b>UROLOGY</b>						
Testicular ultrasound	SSN - P	-	-	P	-	60 days.
Penile Ultrasound	SSN - P	-	-	P	-	60 days.
Transrectal Prostate Ultrasound	SSN - P	-	-	P	-	60 days.
First visit Andrological	SSN - P	-	-	P	-	60 days.
First visit Urological	SSN - P	-	-	P	-	60 days.
Urological check-up visit	SSN - P	-	-	P	-	60 days.
Andrological check-up visit	SSN - P	-	-	P	-	60 days.
<b>SURGERY VASCULAR</b>						
Arterial echocolordoppler of the lower limbs	SSN - P	SSN - P	SSN - P	-	P	30 days.

Lower limb venous echocolordoppler	SSN - P	SSN - P	SSN - P	-	P	30 days.
First Visit Angiological	SSN - P	SSN - P	SSN - P	-	P	30 days.
First Visit of Surgery Vascular	SSN - P	SSN - P	SSN - P	-	P	30 days.
Check-up visit Angiological	SSN - P	SSN - P	SSN - P	-	P	30 days.
Surgery Check-up Visit Vascular	SSN - P	SSN - P	SSN - P	-	P	30 days.
Ecocolordoppler Supra-aortic trunks	SSN - P	SSN - P	SSN - P	-	P	30 days.
<b>GYNECOLOGY AND OBSTETRICS</b>						
Ultrasound Gynecological	SSN - P	-	-	-	-	7 days.
Ultrasound Transvaginal	SSN - P	-	-	-	-	7 days.
First gynecological visit	SSN - P	-	-	-	-	7 days.
Gynecological check-up visit	SSN - P	-	-	-	-	7 days.
Obstetric follow- up consultation	-	-	P	-	-	
<b>PNEUMOLOGY</b>						
First visit and pneumological check- up	P	-	-	P	-	
Simple spirometry	P	-	-	P	-	
<b>ORTHOPEDECS</b>						
First visit and orthopedic check-up	P	P	-	P	-	
Cortisone injections	P	P	-	P	-	
<b>NEUROLOGY</b>						
First visit and neurological check-up	P	-	-	-	-	
<b>DIETITIAN AND NUTRITIONIST</b>						

First visit and check-up	P	P	P	P	-	
ENDOCRINOL <small>ALREADY AND</small> DIABETOLOGY						
First visit and check-up	P	-	-	-	-	
OPHTHALMOLOGY						
First visit and check-up	-	P	SSN - P	P	-	30 days.
Fundus examination	-	P	SSN - P	P	-	30 days.
DERMATOLOGISTS TO						
First visit and check-up	-	-	P	P	-	
Removal of dermatological lesions	-	-	P	P	-	
PHYSIOTHERAPY AND MASSOTHERAPY TO						
First assessment and control Physiotherapy	-	-	-	P	-	
Radial shock waves	-	-	-	P	-	
Tecar therapy	-	-	-	P	-	
Treatment of physiokinesis therapy	-	-	-	P	-	
PSYCHOLOGY						
Clinical psychological interview	-	P	P	-	-	
GASTROENTEROLOGY						
First visit and check-up Hepatological and Gastroenterology to	-	-	-	P	-	
ALLERGOLOGISTS TO						
First visit and check-up Allergological	-	-	-	P	-	
Patch Test	-	-	-	P	-	

IV Therapy ABC-D	-	-	-	P	-	
OSTEOPATHY						
First visit and check-up Osteopathy	-	-	-	P	-	
Sitting of Osteopathy	-	-	-	P	-	
Treatment Osteopath	-	-	-	P	-	
PODIATRIST						
First visit and check-up Podiatry	-	-	-	P	-	
Treatment Podiatry	-	-	-	P	-	
DIAGNOSTICS FOR IMAGES						
Densitometry Femoral/lumbar bone x-ray	SSN - P	-	-	-	-	40 days.
Ultrasound diagnostics of the head and neck	SSN - P	-	-	-	-	40 days.
Complete abdominal ultrasound/ complete urinary system	SSN - P	-	-	-	-	30 days.
Upper abdominal ultrasound	SSN - P	-	-	-	-	30 days.
Bilateral breast ultrasound	SSN - P	-	-	-	-	30 days.
Unilateral breast ultrasound	SSN - P	-	-	-	-	30 days.
Ultrasound of the skin and subcutaneous tissue	SSN - P	-	-	-	-	30 days.
Muscle tendon ultrasound	SSN - P	-	-	-	-	30 days.
Escortal ultrasound/ testicles	SSN - P	-	-	-	-	30 days.
Mammography Bilateral	SSN - P	-	-	-	-	30 days.
Mammography one-sided	SSN - P	-	-	-	-	30 days.

Orthopantomography of the dental arches with CD	SSN - P	-	-	-	-	30 days.
MRI ankle / foot / coxofemoral / knee / elbow / wrist	SSN - P	-	-	-	-	30 days.
MRI of the cervical spine without contrast	SSN - P	-	-	-	-	30 days.
Lumbosacral spine MRI without contrast	SSN - P	-	-	-	-	30 days.
MRI shoulder / arm without contrast	SSN - P	-	-	-	-	30 days.
Hip X-ray	SSN - P	-	-	-	-	30 days.
Forearm X-ray	SSN - P	-	-	-	-	30 days.
X-ray pelvis	SSN - P	-	-	-	-	30 days.
X-ray of skull and paranasal sinuses	SSN - P	-	-	-	-	30 days.
X-ray femur / knee	SSN - P	-	-	-	-	30 days.
Hand X-ray	SSN - P	-	-	-	-	30 days.
Elbow X-ray	SSN - P	-	-	-	-	30 days.
X-ray of nasal bones	SSN - P	-	-	-	-	30 days.
Foot X-ray	SSN - P	-	-	-	-	30 days.
Cervical spine x-ray and morphodynamics	SSN - P	-	-	-	-	30 days.
Full spine x-ray and pelvis under load	SSN - P	-	-	-	-	30 days.
Lumbosacral / thoraco-dorsal spine x-ray	SSN - P	-	-	-	-	30 days.
Unilateral thoracic rib skeleton x-ray	SSN - P	-	-	-	-	30 days.
Shoulder X-ray	SSN - P	-	-	-	-	30 days.
Chest X-ray	SSN - P	-	-	-	-	30 days.

Computerized tomography of the dental arches  (DentalScan)	SSN - P	-	-	-	-	30 days.
--	---------	---	---	---	---	----------

The rates in the agreement are those provided for by the current Regional Tariff, the maximum amount of the ticket to be paid is €36.00.

For outpatient services provided under a private regime, the price list is available for consultation at the reception desks. The same information is provided by the switchboards during telephone contact and by the administrative employees at the desks of the various centers.

It is possible to pay for services or the ticket if due by means of: cash, debit card or credit card at the counters, upon acceptance.

EXAMINATION	ORGANS EXAMINED	PREPARATION
ABDOMINAL ULTRASOUND SUPERIOR	LIVER GALLBLADDER AND BILE TRACT SPLEEN PANCREAS KIDNEYS ADRENAL GLANDS RETROPERITONEUM	<b>The day before the exam:</b> avoid eating fruit and vegetables. <b>On the day of the exam:</b> Fasting (solid foods) for 8 hours.
ABDOMINAL ULTRASOUND INFERIOR	BLADDER URETERS MALE PELVIS AND FEMALE	Full bladder: drink 1 liter of water in 20 minutes, 1 hour before the exam.
ABDOMINAL ULTRASOUND COMPLETE	AS UPPER AND LOWER ABDOMEN + URINARY SYSTEM	<b>The day before the exam:</b> avoid eating fruit and vegetables. <b>On the day of the exam:</b> Fasting (solid foods) for 8 hours. Full bladder: drink 1 liter of water in 20 minutes, 1 hour before the exam.
MUSCLE ULTRASOUND-TENDON	MUSCLES TENDONS JOINTS PALPABLE MASSES	In case of trauma: do not perform before 72 hours from the trauma.
BREAST ULTRASOUND BILATERAL and MONOLATERAL	UDDERS	Preferably in the first 15 days of the menstrual cycle.
TRANSRECTAL ULTRASOUND	PROSTATE	Enema 6 hours before the exam. Full bladder: drink 1 liter of water in 20 minutes, 1 hour before the exam.
HIP ULTRASOUND (screening for congenital hip dislocation)	ALSO	in children between 30 and 40 days of life

ULTRASOUND AND (COLOR) ULTRASOUND ARTERIAL DOPPLERGRAPHY, VENOUS	LOWER LIMBS, LIMBS SUPERIOR OR DISTRICT	Do not apply cream to your limbs on the day of the exam
--	--	--

## DELIVERY OF REPORTS

For specialist visits, the delivery of the report is immediate. For instrumental tests, the delivery times of the reports vary between 2 and 8 days: during acceptance, a document is issued with the precise indications of the collection date. For all services performed under the SSN agreement, the reports are automatically uploaded and visible within the personal Health Record.

In case of collection at the Centers' counters, 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 exam collection form received at the reception.

## CUSTOMER AND CUSTOMER SUPPORT

The staff of the Centers 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 Centers and on the company's website. The same can be returned filled in at the Centers 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](mailto: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](mailto: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. Collecting the 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 COMPANY UO MEDICAL OUTPATIENT CLINICS**

