

## Charter of Services

This Charter of Services has been drafted with the participation of the staff of Artemisia Lab Panigea, a company part of the Artemisia Lab network of Diagnostic Centres, and approved by its Management Directorate in accordance with the DECREE OF THE PRESIDENT OF THE COUNCIL OF MINISTERS dated May 19<sup>th</sup> 1995, (Official Journal of May 31<sup>st</sup> 1995, No. 125), with the GUIDELINES No. 2/95 (ordinary supplement to the Official Journal No. 203 of August 31<sup>st</sup> 1995) and with the Regional Decree (DCA) No. 90/2010 of the Lazio Region.

An integral part of this Charter of Services is the Service Guide booklet, redacted to provide an easy and quick reference. In particular, the Service Guide provides a list the available services, medical procedures and tests, with their addresses, telephone numbers, opening hours and payable costs.

The Charter of Services and the Service Guide are updated at least once a year.

Artemisia Lab Panigea, of the Artemisia Lab network of Diagnostic Centres, has prepared and implemented a communications plan to bring the Charter of Services and the Services Guide to the attention of interested parties. To this effect, the Charter of Services and the Service Guide are available in electronic format on our website and in hard copy from our helpdesks and public areas of our outpatient clinics. The Service Guide is also distributed and described in the back office.

### Fundamental Rights

The principles upon which this Charter of the Services is based, include the commitment of Artemisia Lab Panigea and of the Network of Artemisia Lab Diagnostics Centres towards respecting the patients' rights, as stated in the "European Charter of Patients' Rights" which reads as follows:

**Right to preventive measures:** Every individual has the right to appropriate services to prevent disease.

**Right of access:** Every individual has the right of access to the health services that his or her health needs require.

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**Right to Information:** Every individual has the right to access to all kind of information regarding their state of health, the health services and how to use them.

**Right to Consent:** Every individual has the right of access to all information that might enable him or her to actively participate in the decisions regarding his or her health; this information is a prerequisite for any procedure and treatment.

**Right to Free Choice:** Each individual has the right to freely choose from among different treatment procedures and providers on the basis of adequate information.

**Right to Privacy and Confidentiality:** Every individual has the right to the confidentiality of personal information, including information regarding his or her state of health and potential diagnostic or therapeutic procedures, as well as the protection of his or her privacy during the performance of diagnostic exams, specialist visits, and medical/surgical treatments in general.

**Right to Respect of Patients' Time:** Each individual has the right to receive necessary treatment within a swift and predetermined period of time. This right applies at each phase of the treatment.

**Right to the Observance of Quality Standards:** Each individual has the right of access to high quality health services on the basis of the specification and observance of precise standards.

**Right to Safety:** Each individual has the right to be free from harm caused by the poor functioning of health services, medical malpractice and errors, and the right of access to health services and treatments that meet high safety standards.

**Right to Innovation:** Each individual has the right of access to innovative procedures, including diagnostic procedures, according to international standards.

**Right to Avoid Unnecessary Suffering and Pain:** Each individual has the right to avoid as much suffering and pain as possible, in each phase of his or her illness.

**Right to Personalized Treatment:** Each individual has the right to diagnostic or therapeutic programmes tailored as much as possible to his or her personal needs.

**Right to Complain:** Each individual has the right to complain whenever he or she has suffered a harm and the right to receive a response or other feedback.

**Right to Compensation:** Each individual has the right to receive sufficient compensation within a reasonably short time whenever he or she has suffered physical or moral and psychological harm caused by a health service treatment.

Furthermore, the guiding principles of Artemisia Lab Panigea Srl, of the Artemisia Lab network of Diagnostic Centres, in the supplying of its services, abide by the following principles:

### **Equality**

Artemisia Lab Panigea, of the Artemisia Lab network of Diagnostic Centres, is committed to ensuring equality of treatment in the services provided to all citizens regardless of age, sex, race, language, nationality, religion, political views, lifestyle, physical conditions, mental conditions, economic conditions, personality structure.

### **Impartiality**

Artemisia Lab Panigea, of the Artemisia Lab network of Diagnostic Centres, is committed to ensuring all citizens a fair-minded behaviour both from the staff working in the facility and in terms of the services provided.

### **Continuity**

Artemisia Lab Panigea, of the Artemisia Lab network of Diagnostic Centres, is committed to ensuring qualitative and quantitative continuity of services, treatment and care: Should irregularities or discontinuity of service occur, the organization is committed to ensure the least possible inconvenience to the patients.

## **Right to choose**

Every citizen has the right to choose, in the context of similar services, the structure to which to turn to. Meanwhile, the healthcare and medical personnel shall provide the patient with complete, clear and understandable information on its health status, possible care pathways and on their effectiveness.

## **Participation**

Artemisia Lab Panigea, of the Artemisia Lab network of Diagnostic Centres, gives citizens the opportunity to work together with comments and suggestions on the proper delivery of the available services, medical procedures and tests, and the improvement of the service offered in the Centre. In favouring information, the careful choice of treatment and of the therapeutic modalities ensures that the principles set forth in this Charter of Services are shared and reviewed through the suggestions that arrive from the various interested parties (Users, Patients, Associations, Local Entities, etc.).

## **Efficiency and Effectiveness**

Artemisia Lab Panigea, of the Artemisia Lab network of Diagnostic Centres, pursues continuous improvement in the quality and efficiency of the services by taking all appropriate measures to achieve such goals, whilst maintaining the focus on the patient and its needs.

The Centre is equipped with signage throughout the internal pathways as well as those adjacent to the structure, and it verifies their effectiveness through satisfaction surveys on patients, family members and visitors, as well as through the complaints service.

## How to reach us

From Termini train station:

Colli Albani metro station

Bus: 87 - 85 - 675 - 663 - 664

From GRA: Tuscolana or Appia exit

from Monday to Friday:

from 7.00 to 21:30

Saturday: from 7:00 to 19:30

Sundy; from 8:00 to 14:00

from Monday to Saturday:

from 7.00 to 12:00

Sundy: from 8:00 to 11:00

For emergencies or house call services for blood sampling/ ultrasound - by appointment

Blood sampling for children age 1 – 12 every day

### House call services for blood sampling - by appointment

### Other activities - by appointment

#### COMPANY DETAILS:

- Corporate name: Poliambulatorio Cave sr
- Registered address: Via delle Cave 82 -86
- Tax Code and VAT number: IVA: 1355041003
- SOLE DIRECTOR Arch. Mariastella Giorlandino
- CONTACT DETAILS: 06 784434
- WEBSITE: [www.artemisialab.it](http://www.artemisialab.it) ; -e-mail: Panigea@artemisialab.it

#### OUTPATIENT CLINIC:

Cardiology - General Medicine – Outpatient Surgery - Neurology - Endocrinology – Pneumology - - Dietetics - Allergology and Clinical Immunology - – Obstetrics Gynaecology – Dermatology- Orthopaedics – Otolaryngology – Urology - Reumatology

The Centre's services, medical procedures and tests

#### Diagnostic tests

#### Fine-Needle Aspiration (with cytology) – Biopsy:

- Breast fine-needle aspiration
- Thyroid fine-needle aspiration
- Prostate fine-needle aspiration
- Testicular fine-needle aspiration
- Colposcopy
- Doppler, Doppler ultrasound and Colour Doppler ultrasound of the epiaortic and carotid vessels, and of the upper and lower limbs
- Doppler of the testicular blood vessel for male varicocele
- Obstetric ultrasonography:
- Initial Pregnancy ultrasound (from the start to the 12<sup>th</sup> week)
- Down syndrome screening ultrasound in the 1<sup>st</sup> trimester – known as Nuchal Translucency

- Down syndrome screening ultrasound in the 2<sup>nd</sup> trimester
- Foetal Morphology exam
- Foetal Morphology exam + echocardiography
- Foetal Morphology exam + echocardiography + maternal velocimetry
- Foetal Auxology with and without foetal velocimetry
- Maternal velocimetry
- Foetal velocimetry
- Foetal echocardiography
- Foetal echocardiography + morphology ultrasound + velocimetry
- Biophysical profile (CTG + Velocimetry + Auxology)
- Velocimetry + Cardiotocography
- Cardiotocography

#### ARTEMISIA Lab Panigea

**Sede Legale:** 00181 Roma Via delle Cave 82 - 86 - **Sede Operativa:** 00181 Roma Via delle Cave 82 - 86  
**Telefono:** 06 784434 **web:** [www.artemisialab.it](http://www.artemisialab.it) **email:** [panigea@artemisialab.it](mailto:panigea@artemisialab.it)  
**Codice Fiscale** 05094140588 - **Partita IVA** 1355041003

- Obstetric ultrasonography, not during pregnancy (transabdominal, transvaginal):
  - Obstetric ultrasonography
  - Doppler velocimetry in gynaecology
  - Obstetric ultrasonography + velocimetry
  - Monitoring of the follicular development
  - Breast ultrasound:
    - Conventional Breast ultrasound
    - General ultrasound imaging:
      - Ultrasound imaging of the salivary glands
      - Ultrasound imaging of the neck
      - Ultrasound imaging of the neck vessels
      - Ultrasound imaging of the neck lymph nodes
    - Thyroid (and Parathyroid) ultrasound imaging + colour Doppler
    - Hepatic ultrasound imaging
    - Hepatic ultrasound imaging + Doppler
    - Ultrasound imaging of the upper and/or lower abdominal organs
    - Ultrasound imaging of the pancreas
    - Ultrasound imaging of the spleen
    - Ultrasound imaging of the kidneys, adrenal glands and bladder
    - Ultrasound imaging of the bladder (in women)
    - Ultrasound imaging of the prostate and the bladder (transabdominal and transrectal)
      - Ultrasound imaging of the prostate (transabdominal and transrectal) bladder + kidneys + adrenal glands
- Ultrasound imaging of the superficial lymph nodes (neck, axilla and inguinal canal)
- Ultrasound imaging of the large retroperitoneal vessels (Aorta, Cava and their main branches)
- Ultrasound imaging of the muscles (one specific group of muscles)
- Ultrasound imaging of the joints (one specific joint)
- Ultrasound imaging of the superficial tissues
- Paediatric Ultrasound imaging:
  - Esophagogastroduodenal ultrasound during the first year of life – Ultrasound of the urinary tract in the paediatric age
  - Ultrasound imaging of the hip in the paediatric age
  - Ultrasound imaging of the superficial tissues in the paediatric age
  - Echocardiography and colour Doppler
  - Electrocardiography (ECG)
  - Epiluminescence microscopy – Examination of skin lesions – Outpatient surgery (moles, cysts ...)
- Endoscopy:
  - Diagnostic hysteroscopy
  - Colposcopy
  - Vaginoscopy
  - Endoscopy of the vulva
- Examinations by a medical specialist
  - Allergology
  - Angiology

- Dermatology
  - Endocrinology-Diabetology
  - Gynaecology
  - Neurology
  - Orthopaedics
  - Otolaryngology
  - Aesthetic medicine and dermatological surgery
- Clinical diagnostic services
  - Andrology service for male impotence
  - Tests and therapies for male impotence
  - Prenatal Diagnosis services
  - Menopause services

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Technical Director: Dott.ssa Marina Lacerenza

Medical Director: Dott. Andrea Romagnoli

### **Laboratory Tests:**

Collaborators: Dott. ssa Marina Lacerenza

#### **- GENERAL MEDICINE**

Resp. Prof. Renato Lauro

#### **- OBSTETRICS GYNAECOLOGY**

Resp. Dott.ssa Di Donato Stella

#### **- DERMATOLOGY**

Resp. Dott. Diego Orsini

#### **- ORTHOPAEDICS**

Resp. Dott. Mario Rendine

#### **- CARDIOLOGY**

Resp. Prof. Migliau Giorgio

#### **- ALLERGOLOGY AND CLINICAL IMMUNOLOGY**

Resp. Dott. Rossella Carello

#### **- PNEUMOLOGY**

Resp. Dott. Luigi Ferri

#### **- NEUROLOGY**

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Resp. Dott.ssa Chiara Camberi

**- ENDOCRINOLOGY**

Resp. Dott.ssa Bitterman Olimpia

**- DIABETOLOGY**

Resp. Dott.ssa Bitterman Olimpia

**- DIETETIC**

Resp. Prof. Renato Lauro

**- OTOLARYNGOLOGY**

Resp. Dott. Fulvio Di Fulvio

**- AUDIOLOGY**

Resp. Dott. Fulvio Di Fulvio

**- UROLOGY**

Resp. Dott. Francesco Sciobica

**- OUTPATIENT SURGERY**

Resp. . Dott. Igor Sirovich

**- VASCULAR SURGERY**

Resp. Dott. Fabio Martinelli

**- REUMATOLOGY**

Resp. Dott.ssa Rosalba Caccavale

***Consegna dei referti e disponibilità di risultati:***

I referti possono essere ritirati consegnando il modulo “memo ritiro referti” direttamente ai desk o se autorizzato sul sito di ritiro referti on-line. [www.artemisialab.it](http://www.artemisialab.it)

BOOKING AND UNDERGOING OUTPATIENT DIAGNOSTIC TESTS AND PROCEDURES:

AVERAGE WAITING TIME FOR BOOKING:

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Laboratory tests: no reservation required

**AVERAGE WAITING TIME FOR EXAMS:**

Blood samples: 10 minutes

**AVERAGE WAITING TIME FOR RESULTS:**

Clinical tests and blood work: 4 days (emergencies within the working day)

Medical genetics: 15 days

Cytology: 7 days

Histology: 7 days

**SAMPLE COLLECTION METHOD:**

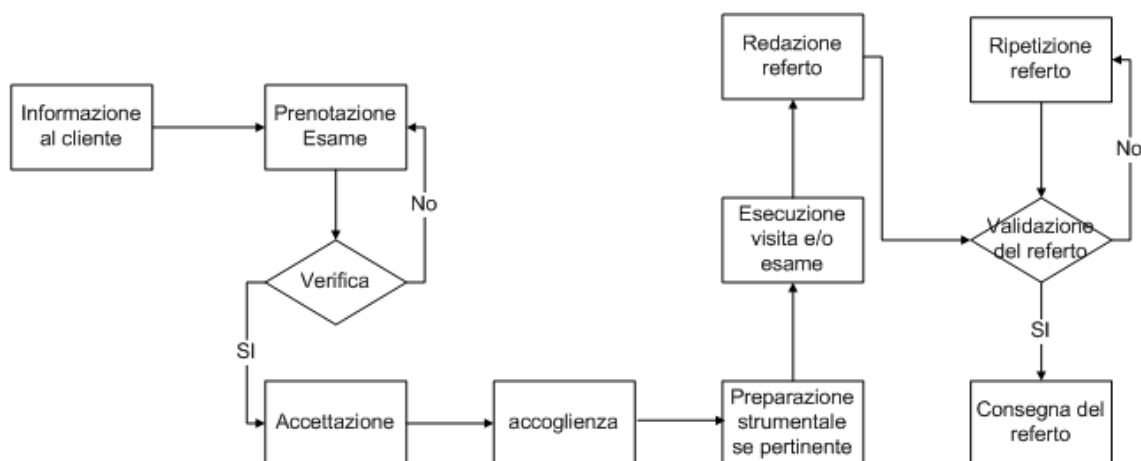
Collection methods of all biological samples are described on the website [www.artemisialab.it](http://www.artemisialab.it) under the section of laboratory tests. Explanatory brochures are also available at the front desks.

**HANDLING COMPLAINTS:**

The online customer care is always available. In addition, customer complaint forms are available on the display shelves by the front desks. Customer complaints are handled by the Quality Manager as described in the quality manual.

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## MAPPA DEI PROCESSI VISITA SPECIALISTICA E/O ESAME STRUMENTALE



The decision to conform our management system with the requirements of the international standard UNI EN ISO 9001:2008 stems from the desire to pursue the continuous improvement of the business processes and achieve a common goal: to ensure maximum effectiveness and efficiency of the services provided and the resulting Customer satisfaction. Obtaining the certification represents a significant contribution to the ongoing effort made to identify the Customers' expectations, and to achieve Customer satisfaction by ensuring the highest level of quality of the services provided.

At the time this document was revised, Artemisia lab Panigea was certified by KIWA Cermet pending the surveillance audit.

ARTEMISIA Lab Panigea

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LIST OF EXAMINATIONS:

**A complete list of the exams is available at desk No. 1, and it is divided into attachments as follows:**

(N.B. the exams marked with the symbol \* are performed in service)

- **Attachment No. 1**  
Exams subsidized by the national health system, private exams and related costs, organized by branches of medicine
- **Attachment No. 2**  
List of exams, with related execution methods, organized by instruments
- **Attachment No. 3**  
List of exams, with related Unit of Measure and normal values

Roma 10/09/2020

Il Responsabile Legale

