



ARTEMISIA[®] LAB

Carta dei Servizi

Mod. CS ENG Rev. n° 7 07/03/2023

Laboratorio Analisi Cliniche Dr. Inghirami Srl

Piazza dei Giureconsulti, 27

Charter of Services

This Charter of Services has been drafted with the participation of the staff of **Laboratorio Analisi Cliniche Dr. Inghirami Srl**, 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 19th 1995, (Official Journal of May 31st 1995, No. 125), with the GUIDELINES No. 2/95 (ordinary supplement to the Official Journal No. 203 of August 31st 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.

Analisis Srl, 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 Analisis Srl 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.

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

Equality

Analisis Srl, 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

Analisis Srl, 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

Analisis Srl, 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

Analisis Srl, 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

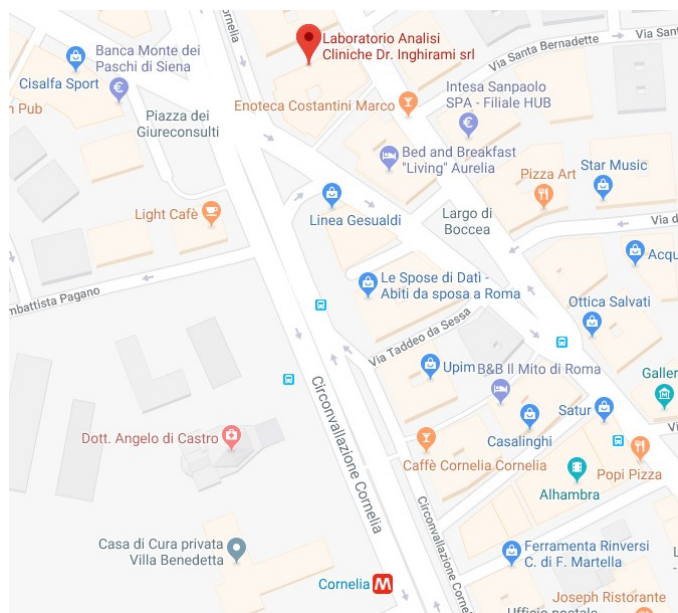
Analisis Srl, of the Artemisia Lab network of Diagnostic Centres, pursues continuous improvement in the quality and efficiency of the services by taking all appropriate measures to achieve such goals, whilst maintaining the focus on the patient and its needs.

Information on the services provided

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.

The signage is based on a universal iconographic language. The internal signage is clear and visible.

WHERE TO FIND US



Address: Piazza dei Giureconsulti, 27
00167 Roma

Phone number: 06 66 20 392

web: www.artemisialab.it

email: inghirami@artemisialab.it

How to reach us:

Metro A. Stop: CORNELIA

Busses: 46 – 46/ – 49 – 246 – 247 – 446 – 490 – 546
– 691 – 889 – 904 – 905 – 906 – 916 – 980 – 981 –
983 – 985 – 994

Centre's opening hours:

Monday to Friday: from 07:00 to 19:30

Saturday: from 07:00 to 16:30

Sunday : from 08:00 to 13:00

Laboratory tests:

from Monday to Saturday: from 07:00 to 11:00

Sunday : from 08:00 to 11:00

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

Blood sampling for children age 1 – 12 every day

LABORATORIO ANALISI CLINICHE DR. INGHIRAMI SRL

Sede: 00167 Roma - Piazza dei Giureconsulti, 27

Telefono: 06 66 20 392 **Fax:** 06 66 26 575 **Cell:** 339 6071102 **web:** www.artemisialab.it **email:** inghirami@artemisialab.it

Codice Fiscale: 05087190582 **Partita IVA:** 01353741000

House call services for blood sampling - by appointment

Other activities - by appointment

COMPANY DETAILS:

- Corporate name: **LABORATORIO ANALISI CLINICHE DR. INGHIRAMI SRL**

- Registered address: Piazza dei Giureconsulti 27

- Tax Code and VAT Number: 01353741000

- SOLE DIRECTOR: Carlo De Martino

- CONTACT DETAILS: Tel. 06 66 20 392

www.artemisialab.it ; e-mail: inghirami@artemisialab.it

The decision to conform our management system with the requirements of the international standard UNI EN ISO 9001:2015 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. The attainment of 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, Laboratorio Analisi Cliniche Dr. Inghirami Srl was awaiting the first surveillance audit by the certification body Bureau Veritas.

ADMINISTRATIVE AND ACCOUNTING SERVICES

As with all companies of the Artemisia Lab Network of Diagnostic Centres, the company's accounting and administrative management is entrusted to Artemisia Lab Srl located in Rome, Via Velletri 10 (Tel. 06 85856030).

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BOOKING AND UNDERGOING OUTPATIENT DIAGNOSTIC TESTS AND PROCEDURES:

AVERAGE WAITING TIME FROM BOOKING: from 2 to 6 days

AVERAGE WAITING TIME FOR EXAMS: 30 minutes

AVERAGE WAITING TIME FOR RESULTS: report issued immediately

LABORATORY ACCREDITED BY THE REGIONAL HEALTH SYSTEM – OUTPATIENT CLINIC:

Cytology, Clinical chemistry , Histology, Laboratory tests , Hormone, radioimmunoassay or enzyme immunoassays testing , Analysis of the seminal fluid

Cardiology - Occupational Medicine - General Medicine - Ophthalmology – Outpatient Surgery - Neurology - Endocrinology – Pneumology - Geriatrics --- Nephrology - Dietetics - Medical Genetic - Allergology and Clinical Immunology - Plastic Surgery – Dermatology and Venereology – Urology – Rheumatology - Gynaecology and Obstetrics - Angiology and Vascular Surgery – Paediatrics - Orthopaedics and Traumatology - Otorinolaryngology

Medical Director: Dott. Ssa Stefania Grande

Lab Director: Dott.ssa Ada Ciaramellano

Administrator: Carlo De Martino

Front desk:

Mrs. Michela Ceres (centre manager)

Mrs. Donatella Costantini

Mr. Adriano Romanelli

Mrs. Martina Maria Coiante

Mrs. Giorgia Cabiddu

Mrs. Federica Colasanti

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Blood Tests:

Responsible: Dott. Giuseppe Lentini

Dr.ssa Simona Marretta

Dr.ssa Maria Laura Oieni

Dr.ssa Tucci Moreno Patricia Erika

Dr.ssa Alice Chillè

Dr.ssa Silvia Federici (midwife)

Dr.ssa Zaratti Silvia (midwife)

Dr.ssa Maria Cristina Mancini (midwife)

Dr.ssa Annalisa Corato (midwife)

Mrs Marina Leo (Auxiliary)

Laboratory

Directos: dr.ssa Ada Ciaramellano

dr.ssa Ewa Tatara (Lab Technician)

Anti-coagulant therapy center

Dr. Giuseppe Lentini

Director of histology: Dr. Alberto Pacchiarotti

Dr.ssa Donatella Sylvia Paliotta

Dr.ssa Eliana Pallottini (histology laboratory technician)

LIST OF SPECIALISTS IN THE OUTPATIENT CLINIC

Angiology and Vascular Surgery

Prof. Gaspare Galati

Dott. Ugo Alonzo

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Cardiology

Dott. Augusto Lacchè

Dott. Luciano Capriotti

Allergology and Clinical Immunology

Dott.ssa Lia Pirrotta

Dott.ssa Rossella Carello

Respiratory diseases

Dott. Luciano Domenico Gentile

Dott.ssa Claudia Amoroso (neurophysiopathology
and respiratory physiology technician)

Food science and Dietetics

Dott.ssa Elisabetta Liverani

Dott.ssa Laura Demofonti

Dott.ssa Simona Marretta

Plastic and reconstructive surgery

Dott. Marco D'ettorre

Urology e Andrology

Dott. Vasco Santini

Prof. Gaspare Galati

Dermatology and Venereology

Dott.ssa Nuria Montserrat Pizarro Chorda

Gynaecology and Obstetrics

Dott.ssa Christina Dimitriadou

Dott.ssa Silvia Diangeloantonio

Dott.ssa Martina Bartolone

General Medicine

Dott.ssa Lia Pirrotta

Rheumatology

Dott.ssa Lia Pirrotta

Geriatry

Dott.ssa Valentina Quercia

General surgery

Dott.ssa Camilla Romano

Dott. Maurizio Ferrera

Neurology and Neurophysiopathology

Dott.ssa Chiara De Fino

Endocrinology and Metabolic disorders

Dott.ssa Donatella Gniuli

Dott.ssa Francesca Delle Cese

Otolaryngology

Dott. Marco Fusetti

Dott.ssa Daniela Sarandria

Orthopaedics and Traumatology

Dott. Michele Zitiello

Sport Medicine

Dott.ssa Luisa Verdile

Dott. Fabrizio Sollazzo

Paediatrics

Dott. Giuseppe Pingitore

Issuing examiner's reports and availability of results

Results are usually delivered immediately after exams are executed, with the exception of some specialist exams that require a study and processing after execution (eg. Cardiac and pressure Holter monitor, personalized diets, etc.)

The management program, however, also provides for the possibility that the results can be retrieved online, by signing and delivering a special "collecting results memo" form to the desks that allows to obtain the results via the on-line retrieval site www.artemisialab.it.

Subsequent consignment of reports to third parties other than the subject who has taken the exam is permitted only and strictly in full compliance with current legislation.

HANDLING COMPLAINTS

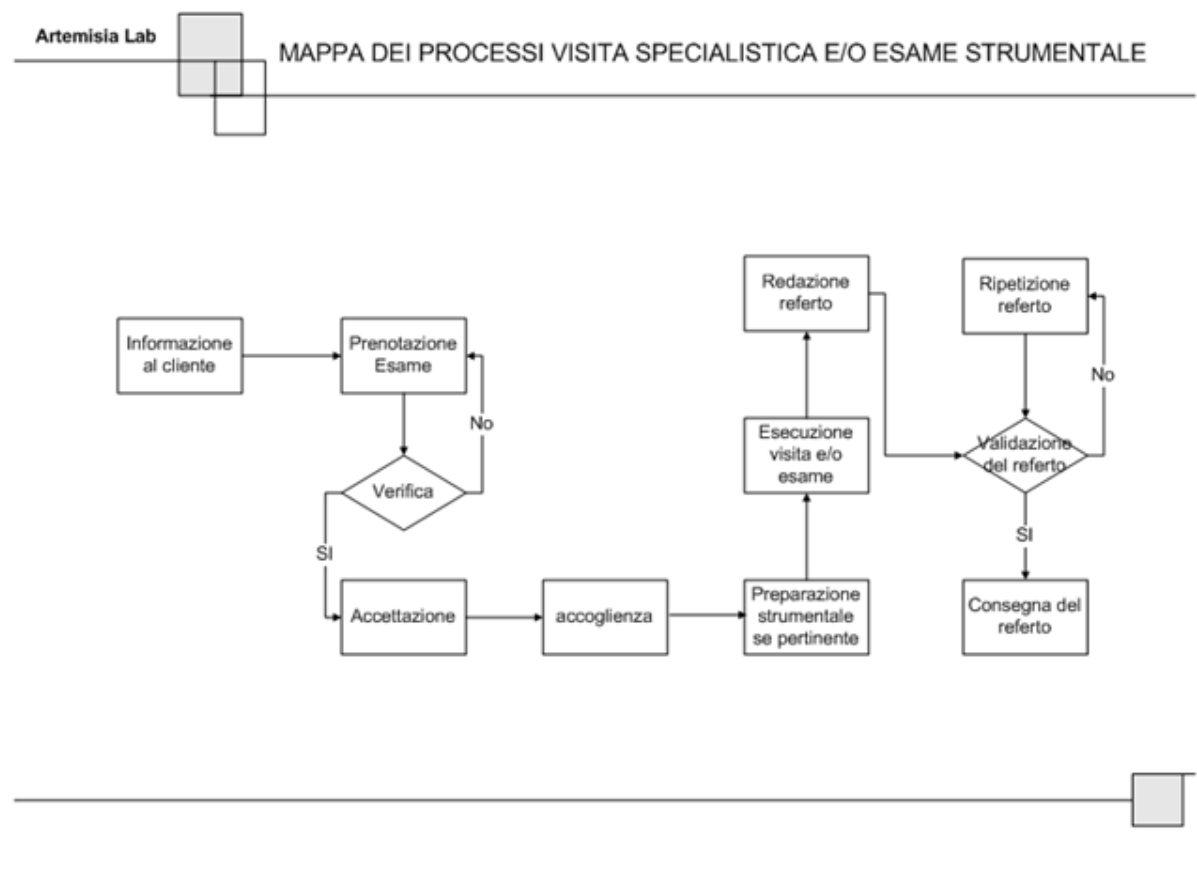
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The online customer care is always available. In addition, customer complaint forms are available on the display shelves by the front desks. Customer complaints are handled by the Quality Manager as described in the quality manual.



16/03/2021

The Legal Representative

Carlo De Martino