Cerba HealthCare
ITALIA

SERVICE CHARTER

Cerba HealthCare Veneto S.r.l

2025-2028



“BIG ENOUGH TO SUPPORT YOU IN EVERYTHING

SMALL ENOUGH TO KNOW WHO YOU ARE”

1st Edition REV 02
31 August 2026
The information provided may be subject to changes due to legislative adjustments or corporate organizational updates.



www.cerbahealthcare.it

INTRODUCTION

The Health Services Charter of Cerba HealthCare Veneto S.r.l. is a tool designed to protect the Patient and their right to health. Through it, our Facility provides the Patient with all the information concerning access procedures, types of services provided, payment methods, timeframes during which services may be requested, the time required for their execution, and the procedures for collecting the test report. The commitment to safeguarding health is expressed through the implementation of standardized, controlled, and validated procedures that ensure the highest quality of services, providing the report with the reliability needed to place the Attending Physician in the condition to make appropriate clinical and therapeutic decisions.
This objective is achieved through the continuous and constant commitment of all professionals working within our Facility to deliver high-quality services and, not least, through the collaboration of Patients, who are invited to contribute with observations, suggestions, and any complaints that may be useful for the continuous improvement of the service.
Cerba HealthCare Veneto S.r.l. is also committed to providing services in compliance with the Fundamental Principles set out in the Directive of the President of the Council of Ministers dated 27.01.1994 “Principles on the provision of public services” (Official Gazette 22.02.1994 No. 43).
In addition, Cerba HealthCare Veneto S.r.l. also adheres to the principles expressed in the European Charter of Patients’ Rights, presented in Brussels on 15 November 2002.
All data and information held by Cerba HealthCare Veneto S.r.l. are subject not only to Professional Confidentiality but also to the provisions of European Regulation 679/2016 and Legislative Decree 101/2018.

FUNDAMENTAL PRINCIPLES

EQUALITY

The provision of services must be inspired by the principle of equality of Users' rights. No distinction shall be made on the basis of sex, race, language, religion, or political opinions.

IMPARZTIALITY

Service providers are required to base their conduct towards Users on criteria of objectivity, fairness, and impartiality.

CONTINUITY

The provision of services must be continuous, regular, and without interruption. Any irregularities or interruptions must be managed by the service providers by adopting measures aimed at causing Users the least possible inconvenience.

RIGHT OF CHOICE

The User has the right to choose, in compliance with current legislation, among the providers of the service they require, selecting the one they prefer.

PARTECIPATION

Citizens' participation in the provision of services must always be ensured, both to safeguard their right to proper service delivery and to foster cooperation with service providers. The User has the right to access any information held by the provider that concerns them. The User may submit statements and documents, present observations, and make suggestions aimed at improving the service. Service providers periodically gather Users' evaluations regarding the quality of the services delivered.

EFFICIENCY AND EFFECTIVENESS

The service must be provided in a manner that ensures efficiency and effectiveness. Service providers shall adopt appropriate measures to achieve these objectives.

LOCATIONS

Piombino Dese (PD)
Registered Office
Laboratory and Blood Collection Point in Campodarsego
Accredited with the National Health Service
Private Medical Clinic

Via G. Marconi, 30 - 35017 Piombino Dese (Padova) Tel. 049-2131965
E-mail:
Sample collection: Monday to Saturday from 7:30 to 10:00
Report collection: Monday to Friday from 7:30 to 12:30
Monday – Wednesday – Thursday from 15:30 to 17:30
Saturday from 7:30 to 11:00

Campodarsego (PD)
Blood Collection Point
Accredited with the National Health Service
Private Medical Clinic

Via V. Bachelet, 27 - 35011 Campodarsego (Padova) Tel. 049-7330824
E-mail: campodarsego@cerbahealthcare.it
Sample collection: Monday to Saturday from 7:30 to 10:00
Report collection: Monday to Friday from 7:30 to 12:30
Monday – Wednesday – Friday from 15:30 to 17:30
Saturday from 7:30 to 10:30

Medical Director: **DOTT.SSA MICHELA ZANCANARO** (Physician, Specialist in Clinical Pathology)
Responsible Director: **DOTT. MANUEL PENGO** *(Biologist, Specialist in Clinical Pathology)*
Chief Executive Officer: **DOTT. FILIPPO BERTAZZINI**
Administrative Manager: **CERBA HEALTHCARE ITALIA**

HYSTORY

The laboratory has been operating in Piombino Dese since 1988. Over time, the facility expanded with the opening of additional Blood Collection Points in Castelfranco Veneto (1998) and Campodarsego (2000).
In 2009, all facilities obtained accreditation from the Veneto Region, certifying that the healthcare services provided by the laboratory comply with regional quality standards.
Since January 2010, the analytical laboratory has established a network collaboration with the historic Valentini Medical Center in Padua. This synergy has made it possible to optimise expertise, professionalism, and the quality of services offered to clients.
In October 2015, the laboratory became part of the Lifebrain Group, a European organisation operating in the field of laboratory diagnostics, with the aim of increasing competitiveness and enabling access to innovative diagnostic technologies. As of October 2016, the laboratory was reorganised in accordance with the"Type B" network model defined by regional legislation, in collaboration with Rete Diagnostica Italiana (RDI), Via del Santo 147, Limena.
On 14 February 2020, following a merger, it became Lifebrain Veneto S.r.l.
In 2021, Lifebrain S.r.l. was acquired by the Cerba Healthcare Group. Consequently, Lifebrain Veneto S.r.l. and all its laboratories and Blood Collection Points became part of the Cerba Healthcare family.
Since March 2024, Lifebrain Veneto S.r.l., following a company name change, has become Cerba HealthCare Veneto S.r.l.

Piove di Sacco (PD)
Laboratory and Blood Collection Point
Accredited with the National Health Service

Piazzetta San Marco, 2/A – 35028 Piove di Sacco (Padova) Tel. 049-2133635
E-mail: laboratoriobiotest@cerbahealthcare.it
Sample collection: Monday to Saturday from 7:30 to 10:00
Report collection: Monday and Thursday from 7:30 to 12:30
Wednesday from 7:30 to 12:00
Tuesday and Friday from 7:30 to 12:00 and from 15:30 to 17:30
Saturday from 7:30 to 11:00

Medical Acts Suprvisor: **DOTT. GIANLUIGI GASPARONI** *(Physician, Specialist in Clinical Biochemistry)*
Responsible Director: **DOTT.SSA MARGHERITA ZOTTI** *(Biologist, Specialist in Microbiology and Virology)*
Chief Executive Officer: **DOTT. FILIPPO BERTAZZINI**
Administrative Manager: **CERBA HEALTHCARE ITALIA**

HYSTORY

The Biotest laboratory has been operating in Piove di Sacco since 1976. Since 2016, it has been part of the Lifebrain Group.
The laboratory operates within a Type B network together with Rete Diagnostica Italiana (RDI), Via del Santo 147, Limena. On 14 February 2020, following a merger, it became Lifebrain Veneto Srl.
In 2021, Lifebrain Srl was acquired by the Cerba HealthCare Group. As a result, Lifebrain Veneto Srl and all its laboratories and Blood Collection Points became part of the Cerba HealthCare family.
Since March 2024, following a change of company name, Lifebrain Veneto Srl has become Cerba HealthCare Veneto Srl.

Abano Terme (PD)
Laboratory and Blood Collection Point of Battaglia Terme e Montegrotto
Accredited with the National Health Service

Via A. Volta, 51 (angolo Piazza Sacro Cuore) 35031 Abano Terme (Padova)
Tel. 049-0984436
E-mail:centrobiomedicotermale@cerbahealthcare.it
Sample collection: Monday to Friday from 7:00 to 10:00
Saturday from 7:30 to 10:00
Report collection: Monday to Friday from 7:00 to 12:30
Saturday from 7:30 to 11:00

Montegrotto Terme (PD)
Blood Collection Point
Accredited with the National Health Service

Largo Traiano, 20 – 35036 Montegrotto Terme (Padova) Tel. 049-0982048
E-mail: montegrottoterme@cerbahealthcare.it
Sample collection: Monday to Friday from 7:00 to 9:30
Saturday from 7:30 to 9:30
Report collection: Monday to Wednesday from 7:00 to 12:30
Thursday and Friday from 7:00 to 12:00
Saturday from 7:30 to 11:00

Battaglia Terme (PD)
Blood Collection Point
Accredited with the National Health Service

Viale dei Colli Euganei, 130 – 35041 Battaglia Terme (Padova) Tel. 049-0984411
E-mail: battagliaterme@cerbahealthcare.it
Sample collection: Monday to Friday from 7:00 to 10:00
Saturday from 7:30 to 10:00
Report collection: Monday to Friday from 7:00 to 12:30
Saturday from 7:30 to 11:00

Medical Acts Suprvisor: **DOTT. DELL'ANTONIO GIACOMO** *(Physician, Specialist in Pathological Anatomy and Histology)*
Responsible Director: **DOTT. FRANCESCO GANZ** *(Biologist, Specialist in Clinical Pathology)*
Chief Executive Officer: **DOTT. FILIPPO BERTAZZINI**
Administrative Manager: **CERBA HEALTHCARE ITALIA**

HYSTORY

The laboratory has been operating in the Euganean area for 30 years. Since 2016, it has been part of the Lifebrain Group.
The laboratory operates within a Type B network together with Rete Diagnostica Italiana (RDI), Via del Santo 147, Limena. On 14 February 2020, following a merger, it became Lifebrain Veneto S.r.l.
In 2021, Lifebrain S.r.l. was acquired by the Cerba HealthCare Group. As a result, Lifebrain Veneto S.r.l. and all its laboratories and Blood Collection Points became part of the Cerba HealthCare family.
Since March 2024, following a change of company name, Lifebrain Veneto S.r.l. has become Cerba HealthCare Veneto S.r.l.
Disabled patients who need to undergo clinical tests at the Battaglia Terme location may request home blood collection at no additional cost, by appointment.

Rubano (PD)
Laboratory and Blood Collection Point
Accredited with the National Health Service

Via della Provvidenza, 202 – 35030 Rubano (Padova) Tel. 049-635514
E-mail: laboratoriocitotest@cerbahealthcare.it
Sample collection: Monday to Friday from 7:00 to 10:00
Saturday from 7:30 to 10:00
Report collection: Monday to Friday from 7:00 to 12:30
Tuesday from 15:00 to 18:00
Saturday from 7:30 to 11:00

Medical Acts Suprvisor: **PROF. GIOVANNI ABATANGELO** (*Physician and Surgeon, Emeritus Professor at the University of Padua, Chair of Molecular Cytology)*
Responsible Director: **DOTT.SSA LAURA CARDARELLI** *(Biologist, Specialist in Medical Genetics)*
Chief Executive Officer: **DOTT. FILIPPO BERTAZZINI**
Administrative Manager: **CERBA HEALTHCARE ITALIA**

HYSTORY

The laboratory has been operating in Sarmeola di Rubano since 1975 with the purpose of performing specialist examinations in the field of cyto-histopathology. Over time, the facility expanded and established a general clinical laboratory with specialised sections in cyto-histopathology, Clinical and Toxicological Chemistry.
In 1995, an additional specialised section in Medical Genetics was introduced, and since then the laboratory has performed genetic testing for several hospitals, medical clinics, assisted reproduction centres, as well as for its own direct users.
Since February 2016, the laboratory has been part of the Lifebrain Group.
The laboratory operates within a Type B network together with Rete Diagnostica Italiana (RDI), Via del Santo 147, Limena. On 14 February 2020, following a merger, it became Lifebrain Veneto S.r.l.
In 2021, Lifebrain S.r.l. was acquired by the Cerba HealthCare Group. As a result, Lifebrain Veneto S.r.l. and all its laboratories and Blood Collection Points became part of the Cerba HealthCare family.
Since March 2024, following a change of company name, Lifebrain Veneto S.r.l. has become Cerba HealthCare Veneto S.r.l.

Padova (Centro Medico Valentini)
Blood Collection Point
Accredited with the National Health Service

Piazzetta Conciapelli 20 – 35137 Padova

Tel. 049-8750661
E-mail: centromedicovalentini@cerbahealthcare.it Sample collection: Monday to Saturday from 7:30 to 10:00
Report collection: Monday to Friday from 7:30 to 12:30
Saturday from 7:30 to 12:00

Responsible Director, Medical Director and Medical Acts Supervisor: **DOTT.SSA GIULIA LONARDI** *(Physician and Surgeon, Specialist in Hygiene and Preventive Medicine)*
Chief Executive Officer: **DOTT. FILIPPO BERTAZZINI**
Administrative Manager: **CERBA HEALTHCARE ITALIA**

HYSTORY

The laboratory has been operating in Padua since 1958, with its first locations in Via Altinate, Via Dante and later in Galleria Europa.
In 2007, it moved to its current premises in Piazzetta Conciapelli 20.
Since October 2015, the laboratory has been part of the Lifebrain Group.
The laboratory operates within a Type B network together with Rete Diagnostica Italiana (RDI), Via del Santo 147, Limena. On 14 February 2020, following a merger, it became Lifebrain Veneto S.r.l.
In 2021, Lifebrain S.r.l. was acquired by the Cerba HealthCare Group. As a result, Lifebrain Veneto S.r.l. and all its laboratories and Blood Collection Points became part of the Cerba HealthCare family.
Since March 2024, following a change of company name, Lifebrain Veneto S.r.l. has become Cerba HealthCare Veneto S.r.l.

Conselve (PD)
Laboratory and Blood Collection Point of Monselice
Accredited with the National Health Service

Piazzetta San Francesco 7 – 35026 Conselve (Padova) Tel. 049-0990750
Email: emolabconselve@cerbahealthcare.it

Sample collection: Monday to Saturday from 7:30 to 10:00
Report collection: Monday to Friday from 7:30 to 12:00
Saturday from 7:30 to 11:00

Monselice (PD) Blood Collection Point
Accredited with the National Health Service
Private Medical Clinic

Via Ca' Oddo 17/A – 35043 Monselice (Padova) Tel. 0429-1705999
E-mail: laboratorioemolab@cerbahealthcare.it
Sample collection: Monday to Saturday from 7:30 to 10:00
Report collection: Monday to Saturday from 7:30 to 12:00

Medical Director: ***DOTT.SSA GIGLIOLA LODOVICHETTI***
Responsible Director: **DOTT.SSA ANGELA TROMBIN** *(Biologist, Specialist in Clinical Biochemistry)*
Chief Executive Officer: **DOTT. FILIPPO BERTAZZINI**
Administrative Manager: **CERBA HEALTHCARE ITALIA**

HYSTORY

The laboratory was established in 1980 as a clinical analysis laboratory accredited with the National Health Service (NHS) in the municipality of Conselve.
Following the positive response received in the Conselve area, the user base was expanded with the opening of a Blood Collection Point in the municipality of Monselice.
The laboratory operates within a Type B network together with Rete Diagnostica Italiana (RDI), Via del Santo 147, Limena. On 14 February 2020, following a merger, it became Lifebrain Veneto S.r.l.
In 2021, Lifebrain S.r.l. was acquired by the Cerba HealthCare Group. As a result, Lifebrain Veneto S.r.l. and all its laboratories and Blood Collection Points became part of the Cerba HealthCare family.
Since March 2024, following a change of company name, Lifebrain Veneto S.r.l. has become Cerba HealthCare Veneto S.r.l.

Mestre (VE)
Laboratory and Blood Collection Point of Quarto d'Altino
Accredited with the National Health Service
Private Medical Clinic
Viale G. Garibaldi 46/A – 30173 Mestre (Venezia) Tel. 041-3012161
E-mail: laboratorioflemingmestre@cerbahealthcare.it
Sample collection: Monday to Friday from 7:00 to 10:00
Saturday from 7:30 to 9:30 (Private services and Occupational Medicine only)
Report collection: Monday to Thursday from 7:00 to 13:00 and from 15:00 to 18:00
Friday from 7:00 to 13:00
Saturday from 7:30 to 11:30

Quarto d'Altino
Blood Collection Point
Accredited with the National Health Service
Via Roma, 93/C – 30020 Quarto d'Altino (Venezia)
Tel. 0422-1582448
E-mail: flemingquarto@cerbahealthcare.it
Sample collection: Monday to Friday from 7:00 to 10:00
Saturday from 7:30 to 9:30 (Private services by appointment only)
Report collection: Monday to Friday from 7:00 to 12:00
Saturday from 7:30 to 10:30

Responsible Director: **DOTT. GIANLUIGI GASPARONI** *(Physician and Surgeon, Specialist in Hygiene and Preventive Medicine)*
Medical Director: **DOTT. GERARDO CANCANELLI** *(Physician and Surgeon, Specialist in Occupational Medicine)*
Chief Executive Officer: **DOTT. FILIPPO BERTAZZINI**
Administrative Manager: **CERBA HEALTHCARE ITALIA**

HYSTORY

The laboratory was the first private laboratory established in the city of Mestre, originally located in Piazzetta Toniolo in 1958.
Since the 1970s, it has been operating at its current premises in Viale Garibaldi 50.
During the 1980s, the Blood Collection Points of Quarto d'Altino and Mogliano Veneto were opened.
Since November 2016, the laboratory has been part of the Lifebrain Group.
The laboratory operates within a Type B network together with Rete Diagnostica Italiana (RDI), Via del Santo 147, Limena. On 14 February 2020, following a merger, it became Lifebrain Veneto S.r.l.
In 2021, Lifebrain S.r.l. was acquired by the Cerba HealthCare Group. As a result, Lifebrain Veneto S.r.l. and all its laboratories and Blood Collection Points became part of the Cerba HealthCare family.
Since March 2024, following a change of company name, Lifebrain Veneto S.r.l. has become Cerba HealthCare Veneto S.r.l.

Belluno
Laboratory and Blood Collection Point of Puos d'Alpago and Agordo
Accredited with the National Health Service

Via Ippolito Caffi, 132 – 32100 Belluno Tel. 0437-942080
E-mail: laboratorioflemingbelluno@cerbahealthcare.it
Sample collection: Monday to Saturday from 7:30 to 9:15
Report collection: Monday to Friday from 10:00 to 13:00
Saturday from 9:00 to 10:00

Puos d'Alpago (BL)
Blood Collection Point
Accredited with the National Health Service

Via Sandi 2 – 35015 Puos d'Alpago (Belluno)

Tel. 0437-1849130
E-mail: laboratorioflemingbelluno@cerbahealthcare.it Sample collection: Monday, Wednesday and Thursday from 7:30 to 9:30
Report collection: Monday, Wednesday and Thursday from 7:30 to 9:30

Agordo (BL)
Blood Collection Point
Accredited with the National Health Service

Via Leonardo del Vecchio, 7/c – 32021 Agordo (Belluno) Tel. 0437-62160
E-mail: laboratorioflemingbelluno@cerbahealthcare.it

Sample collection: Monday to Friday from 7:30 to 9:00
Report collection: Monday to Friday from 10:00 to 19:00

Responsible Director: **DOTT.SSA LUCIA NEMETZ** *(Biologist, Specialist in Biochemistry and Clinical Chemistry)*
Responsible Medical Acts: **DOTT. BRUNO BORIN** *(Physician and Surgeon, Specialist in Gynecology)*
Chief Executive Officer: **DOTT. FILIPPO BERTAZZINI**
Administrative Manager: **CERBA HEALTHCARE ITALIA**

HYSTORY
The laboratory has been operating in the Belluno area since 1976.
In 2015, two Blood Collection Points were opened in Agordo and Puos d'Alpago.
Since 2016, it has been part of the Lifebrain Group.
The laboratory operates within a Type B network together with Rete Diagnostica Italiana (RDI), Via del Santo 147, Limena. On 14 February 2020, following a merger, it became Lifebrain Veneto S.r.l.
In 2021, Lifebrain S.r.l. was acquired by the Cerba HealthCare Group. As a result, Lifebrain Veneto S.r.l. and all its laboratories and Blood Collection Points became part of the Cerba HealthCare family.
Since March 2024, following a change of company name, Lifebrain Veneto S.r.l. has become Cerba HealthCare Veneto S.r.l.

Padova (within the Tencarola multispecialty group)
Laboratory and Blood Collection Points
Accredited with the National Health Service
Private Medical Clinic

Via dei Colli, 202 – Padova Tel. 049 624566
E-mail: laboratorioarcella@cerbahealthcare.it
Prelievi: dal lunedì al sabato dalle 7:00 alle 10:00 Dal lunedì al venerdì dalle 10.30 alle 11.30
Sample collection: Monday to Saturday from 7:00 to 10:00
Monday to Friday from 10:30 to 11:30
Report collection: Monday to Friday from 10:00 to 19:00
Saturday from 10:00 to 12:00
Center opening hours: Monday to Friday from 7:00 to 19:30
Saturday from 7:00 to 12:00

Padova
Blood Collection Point
Accredited with the National Health Service

Via Tiziano Aspetti, 106 – Padova (Zona Arcella) Tel. 049 600155
E-mail: laboratorioarcellaaspetti@cerbahealthcare.it
Sample collection: Monday to Saturday from 7:00 to 10:00
Report collection: Monday to Saturday from 10:00 to 11:45
Center opening hours: Monday to Friday from 7:00 to 12:00

Padova
Blood Collection Point
Accredited with the National Health Service

Via F.G. D'Acquapendente, 37/a – Padova Tel. 049 851400
E-mail: laboratorioarcellapadova@cerbahealthcare.it
Sample collection: Monday to Saturday from 7:00 to 10:00
Report collection: Monday to Saturday from 9:00 to 10:30
Center opening hours: Monday to Saturday from 7:00 to 10:30

Arsego
Blood Collection Point
Accredited with the National Health Service

Via Roma 323/A – Arsego di San Giorgio delle Pertiche (PD) Tel. 349 6012810
E-mail: laboratorioarcellaarsego@cerbahealthcare.it
Sample collection: Monday to Saturday from 7:00 to 10:00
Report collection: Monday to Saturday from 8:00 to 10:00
Center opening hours: Monday to Saturday from 7:00 to 10:00

Casalserugo
Accredited with the National Health Service
Medical Clinic Contracted for Cardiology Services
Private Medical Clinic

Via Cavour, 58 – Casalserugo (PD) Tel. 049 8740474
E-mail: laboratorioarcellacasalserugo@cerbahealthcare.it
Sample collection: Monday to Saturday from 7:00 to 10:00
Report collection: Monday to Friday from 09:00 to 11:00
Saturday from 08:00 to 10:00
Center opening hours: Monday to Friday from 7:00 to 11:45
Saturday from 7:00 to 10:30

Legnaro

Blood Collection Point
Accredited with the National Health Service

Piazza Del Donatore, 3 – Legnaro (PD) Tel. 349 4005329
E-mail: laboratorioarcellalegnaro@cerbahealthcare.it
Sample collection: Monday to Saturday from 7:00 to 10:00
Report collection: Monday to Saturday from 09:00 to 10:30
Center opening hours: Monday to Saturday from 7:00 to 10:30

Montemerlo

Blood Collection Point
Accredited with the National Health Service

Via Repoise, Montemerlo di Cervarese Santa Croce (PD) Tel. 0499903192
E-mail: laboratorioarcellamontemerlo@cerbahealthcare.it
Sample collection: Monday to Saturday from 7:00 to 10:00
Report collection: Monday to Saturday from 09:30 to 10:45
Center opening hours: Monday to Saturday from 7:00 to 11:00

Medical Director: **DOTT. GIANLUIGI GASPARONI** *(Physician and Surgeon, Specialist in Hygiene and Preventive Medicine)*
Responsible Director: **DOTT. LUCA GERINI** *(Physician and Surgeon, Specialist in Hematology)*
Responsible Medical Acts: **DOTT. LUCA GERINI** *(Physician and Surgeon, Specialist in Hematology)*
Chief Executive Officer: **DOTT. FILIPPO BERTAZZINI**
Administrative Manager: **CERBA HEALTHCARE ITALIA**

HYSTORY

The company *Arcella Analisi Mediche S.r.l.* was established in 1974 as a separation of the Laboratory from the “Casa di Cura Arcella”, on the initiative of Prof. Firmino Rubaltelli.
In November 2006, the merger by incorporation of *Biolab S.r.l.*, operating under the name “Arcella Analisi Mediche 2 – Biolab S.r.l.”, into *Arcella Analisi Mediche S.r.l.* took place, and at the same time the latter was renamed *Arcella Analisi Mediche Biolab S.r.l.*

Since October 2020, the laboratory has been part of the Lifebrain Group.

The laboratory operates within a Type B network together with Rete Diagnostica Italiana (RDI), Via del Santo 147, Limena.

In 2021, Lifebrain S.r.l. was acquired by the Cerba HealthCare Group. As a result, Lifebrain Veneto S.r.l. and all its laboratories and Blood Collection Points became part of the Cerba HealthCare family.

Since March 2024, following a change of company name, Lifebrain Veneto S.r.l. has become Cerba HealthCare Veneto S.r.l.

OUTPATIENT SPECIALIST SERVICES

at the following locations:

- Padova Via dei Colli
- Casalserugo
- Campodarsego
- Piombino Dese
- Monselice
- Mestre
- Quarto d'Altino
- Rubano

The Medical Clinics of Cerba HealthCare Veneto S.r.l. are able to provide services in the following Specialties.
This Service Charter addresses this topic in a general manner; however, Management undertakes to update every six months the list of physicians and their specialties, which is attached to this Service Charter and available at each Medical Clinic location.
This ensures constant updating of fees and specialists' names, without having to repeatedly amend the main document.

Allergology and Clinical Immunology
Andrology
Cardiology
Vascular Surgery and Angiology
Clinical Dermatology
Dermatology
Aesthetic Medicine
Endocrinology
Gastroenterology
Occupational Medicine
Sports Medicine
Internal Medicine
Neurology
Nursing Care
Ophthalmology
Orthopedics and Traumatology
Orthoptics
Obstetrics and Gynecology
Otorhinolaryngology
Pulmonology
Podiatry
Psychology
Food Science – Dietetics
Nutrition Science
Urology

Casalserugo

Accredited with the National Health Service
Medical Clinic Contracted for Cardiology Services
Private Medical Clinic

The Medical Clinic provides services in the Specialties of Cardiology, Occupational Medicine, and Nutrition Science. Services are provided both privately and under agreement (Cardiology) and can be booked in person or by telephone at the reception desk, from Monday to Saturday, during the Facility's opening hours.

Padova (within the Tencarola multispecialty group)
Private Medical Clinic

The Medical Clinic provides services in the Specialties of Allergology and Clinical Immunology, Andrology, Cardiology, Vascular Surgery and Angiology, Clinical and Aesthetic Dermatology, Endocrinology, Gastroenterology, Occupational Medicine, Sports Medicine, Internal Medicine, Neurology, Ophthalmology, Orthopedics and Traumatology, Orthoptics, Obstetrics and Gynecology, Otorhinolaryngology, Pulmonology, Podiatry, Psychology, Food Science with a focus on Dietetics, Nutrition Science, and Urology.

Services are provided on a private basis and can be booked in person or by telephone at the reception desk, from Monday to Saturday, during the Facility's opening hours.

Campodarsego (PD)

Private Medical Clinic

The Outpatient Clinic provides services within the specialty of Nutritional Science,Psicoterapy and Nursing Care.
Services are delivered on a private basis and may be scheduled in person or by telephone through the administrative office, Monday to Saturday, during the facility's opening hours.

Piombino Dese (PD)

Private Medical Clinic

The Medical Clinic provides services in the Specialty of Nutrition Science.

Services are provided on a private basis and can be booked in person or by telephone at the reception desk, from Monday to Saturday, during the Facility's opening hours.

Monselice (PD)

Private Medical Clinic

The Medical Clinic provides services in the Specialty of Cardiology.
Services are provided on a private basis and can be booked in person or by telephone at the reception desk, from Monday to Saturday, during the Facility's opening hours.

Mestre (VE)

Private Medical Clinic

The Medical Clinic provides services in the Specialties of Occupational Medicine, Obstetrics, and Nursing Services.
Services are provided on a private basis and can be booked in person or by telephone at the reception desk, from Monday to Saturday, during the Facility's opening hours.

Quarto d'Altino (VE)

Private Medical Clinic

The Medical Clinic provides services in the Specialties of Obstetrics.
Services are provided on a private basis and can be booked in person or by telephone at the reception desk, from Monday to Saturday, during the Facility's opening hours.

Rubano (VE)

Private Medical Clinic

The Medical Clinic provides services in the Specialties of Obstetrics and Nursing Care.
Services are provided on a private basis and can be booked in person or by telephone at the reception desk, from Monday to Saturday, during the Facility's opening hours.

INFORMATION NOTES

ACCESS TO THE FACILITIES

To access services provided under agreement with the National Health Service, it is preferable to schedule an appointment through the website or directly at the chosen facility.
The appointment is necessary to ensure proper management of the budget assigned by the relevant Local Health Authorities (ULSS).
Urgent cases indicated on the prescription are guaranteed during blood collection hours.
Access to private services does not require an appointment.
Access to services covered by insurance funds requires an appointment, which must be scheduled at the chosen facility.

WHAT IS REQUIRED TO OBTAIN THE SERVICE

For services provided under agreement with the National Health Service, the following must be presented at the reception desk:
• A doctor's prescription indicating: personal details, tax code, tests to be performed, diagnostic purpose, and any exemption.
• Date of birth, Address, Telephone number, Health Insurance Card; additional information related to the specific tests requested (e.g., fasting status, date of last menstrual period, etc.).
• Identity document.
• Consent for the execution of services and for the processing of personal data, as required by current legislation.
For services provided on a private basis, the following must be presented at the reception desk:
• Date of birth, Address, Telephone number, Health Insurance Card; additional information related to the specific tests requested (e.g., fasting status, date of last menstrual period, etc.).
• Identity document.
• Consent for the execution of services and for the processing of personal data, as required by current legislation.

URGENT REQUESTS

Urgent results may be requested and agreed upon at the time of acceptance, depending on the technical time required for the execution and reporting of the tests.

PAYMENT FOR SERVICES

For services provided under agreement with the National Health Service, the fees established by current legislation are applied.

For services provided privately and through private practice, the corresponding price list is available to the Patient at the reception desk.

Payment (Cash, POS or Satispay) is made at the time of acceptance.

Bank transfer is possible upon agreement with the facility.

WHAT IS REQUIRED TO COLLECT TEST REPORTS

To collect test reports, it is necessary to go to the reception desk in person with the Collection Sheet (which indicates the date and time when the reports will be available) and an identity document.
Alternatively, a trusted person may collect the report on the Patient's behalf by completing the relevant section of the document and attaching both identity documents.
Reports may be collected during all opening hours of the facilities, starting from the day and time indicated on the collection sheet provided at acceptance.
Our specialists are available by telephone (tel. 049 624566) to the attending physician for clarifications regarding test results:
Monday to Friday from 9:00 to 17:00,
Saturday from 9:00 to 12:30.

ON-LINE REFERTI ON-LINE

It is possible to obtain the results of most blood chemistry tests very quickly by subscribing to the online reporting service.
The service provides the results of all requested clinical analyses, with the exception of tests concerning HIV, karyotyping, cystic fibrosis, and the NIPT-Genium test.
Reports will remain available on the website for 45 days from the moment they are published.
To access this service, the Patient must first sign a specific consent form authorising the Facility to provide the credentials for access to the website https://venetoreferti.lifebrain.it/, where reports can be downloaded securely.
Technical instructions for using this service are provided at the reception desk.

COMPLAINTS MANAGEMENT

The Quality of the services offered and the Satisfaction of the Client/Patient are primary objectives of the activities carried out by Cerba HealthCare Veneto S.r.l.
For this reason, a form is available at the reception desk of each of our facilities for recording any complaints, needs, requirements, or perceptions reported by Users regarding the services provided.
The complaints received are analysed by the relevant corporate functions and brought to the attention of Management.
The results of this analysis make it possible to identify the most frequent issues, implement the actions necessary to eliminate the root causes and improve our quality standards.
Users are encouraged to always submit a written complaint, even anonymously.
In the event of a serious incident, Users are asked to contact Management (049 624566).
It is also possible to submit a complaint through the website: hhtps://www.cerbahealthcare.it/customer-care/.

PRIVACY

In compliance with EU Regulation 2016/679 and Legislative Decree 101/2018, at the time of acceptance, the Patient is required to sign consent for the processing of personal data.
Only the Competent Authorities already provided for by Law 675/96 and subsequent amendments may access such data (GDPR update 25/05/2018).
The data are entered into the protected internal IT system, which makes access impossible to anyone except authorised personnel.
The Data Controller is Cerba HealthCare Veneto S.r.l., with registered office in Piombino Dese (PD), Via Marconi 30.
The Data Protection Officer (DPO) is Avv. Silvia Stefanelli, reachable at the email address dpo@cerbahealthcare.it.

QUALITY

All examinations on biological samples for Cerba HealthCare Veneto S.r.l. are performed at the Service Laboratory Rete Diagnostica Italiana – RDI S.r.l., located in Limena (PD), Via del Santo 145/147.
The laboratory has a Quality System certified UNI EN ISO 9001:2015 by Bureau Veritas for pre-analytical and post-analytical phases and is included in the certificate issued to RDI.
The laboratory is also certified according to SIGUCERT by Bureau Veritas and accredited according to ISO 15189:2024 by ACCREDIA under number 01229, for Clinical Biochemistry and Immunometry, Hematology and Coagulation, Microbiology, Diagnostic Immunology, Medical Genetics, and Pathological Anatomy.
The complete list of services provided, including sample type, turnaround times, and applied tariffs, is available in the RDI S.r.l. Vademecum, constantly updated: https://www.cerbahealthcare.it/service-lab/limena-via-del-santo-147

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SERVICES THAT REQUIRE AN APPOINTMENT

- Glucose and insulin curve after oral glucose load
- Genium test
- Breath test
- Vaginal, urethral, and rectal swabs
- Pap test
- Semen analysis is performed by appointment by contacting the individual facilities.

NOTABLE SERVICES

- **1. Longevity**
- **2. Care pathways for the diagnosis of couple infertility**
- **3. Gastropanel**
- **4. R.O.M.A. index for ovarian cancer risk**
- **5. *Helicobacter pylori* breath test**
- **6. Quantiferon (tuberculosis diagnosis)**
- **7. Lactose breath test**
- **8. BRCA test: BRCA1 and BRCA2 genes**
- **9. Prenatal diagnostic testing**
- **10 Food intolerances**
- **12. Celiachia duo test**
- **13. Alex2 test**
- **14. Pappiloma Virus (HPV)**
- **15. Lactulose breath test**

Information sheets explaining each test and its execution methodology are available to patients at the reception desks and on the website:

https://www.cerbahealthcare.it/service-lab/limena-via-del-santo-147

Tests that require the patient to remain on site:

Serial blood sampling for prolactin measurement
Length of stay: 40 minutes.
Blood sampling for renin and/or aldosterone measurement
Length of stay: 2 hours.
Glucose tolerance test (glucose curve)
Length of stay: 2 hours.
Lactose and lactulose breath test
Length of stay: 2 hours.
Breath test for *Helicobacter pylori*
Length of stay: 30 minutes.

Tests not performed at Blood Collection Points:

- Prick test
- Arterial blood gas analysis
- Serial assays after drug administration

CHECK UP PROPOSALS

- **You may come to our laboratory to undergo certain check-ups even without a physician's referral.**
- **To facilitate this, we suggest checking our website and asking the reception desks for all the necessary information.**
- **Please remember that the results of the tests performed must always be shown to your trusted physician for proper interpretation.**
- **The Medical Director and staff are available for any further information you may require.**

The proposed packages are available to the public in dedicated brochures and on the laboratory's website at the following link: **https://www.cerbahealthcare.it/laboratorio-analisi/**

PARTNERSHIPS

U.P. Ateneo III Valore A.P.S. Association: Free pediatric airway obstruction relief courses for the general public

ODV Accademia della solidarietà – Misericordia ONLUS: health surveillance check-ups for assisted individuals

The Service Charter has been drafted with the contribution of the patient associations listed above and shared with representatives of general practitioners.