



Cerba HealthCare

Poliambulatorio
Cerba HealthCare Lazio

MUNICIPALITY OF LATINA

VIA MARCONI 30 C.A.P. POSTAL CODE 04011

CERBA HEALTHCARE LAZIO S.R.L.
PASTEUR APRILIA

VAT number 06- 89165666

MEDICAL CENTER PASTEUR APRILIA

LABORATORIOCBPASTEUR
@CERBAHEALTHCARE.IT
WEBSITE: www.cerbahealthcare.it

Technical Director: Di Matteo Giuseppe

Cerba Healthcare Lazio Srl - Pasteur Aprilia

Sede legale : Via Casal Bianco ,141

Fraz. Settecami - (RM)

C.F.: 05233530582 - P.IVA (Gruppo) 14996171006

Sede Op.: Via G. Marconi, 30 - 04011 Aprilia

SERVICE CHARTER

DCA 00080 dated 09/05/2026

Updated on 09/05/2026

Index:

PRESENTATION OF THE COMPANY.....	3
FUNDAMENTAL PRINCIPLES AND PATIENTS' RIGHTS.....	3
INFORMATION ON THE STRUCTURE.....	4
SERVICES OFFERED.....	4
OPENING HOURS TO THE PUBLIC.....	4
DESCRIPTION OF THE SERVICE:.....	5
PAYMENT METHODS:.....	5
BOOKING AND ACCEPTANCE METHOD.....	5
CORRECT COMPLETION OF THE REQUEST.....	5
QUALITY STANDARDS COMMITMENTS AND PROGRAMS.....	6
ACCESS AND RECEPTION.....	6
INFORMATION.....	7
PERFORMANCE.....	7
PRIVACY.....	7
PARTICIPATION.....	7
PROTECTION AND VERIFICATION MECHANISMS.....	8

COMPANY PRESENTATION

Dear Madam/s,

This document was established by the Management to inform customers of the services offered by the Laboratory, following the regional **DCA_U00372 6/09/2019**.

The medical center was born from the need to offer its customers a quality service with the following objectives:

- ☐ maximum customer satisfaction
- ☐ continuous improvement of the services offered

The laboratory is authorized and definitively accredited by the Lazio Region.

Effective October 28, 2021, Lifebrain Lazio Srl was acquired by the Cerba HealthCare Italia group and from September 1, 2023, the Lifebrain Lazio Srl company changed its name to Cerba HealthCare Lazio Srl where the Cerba HealthCare Lazio -Pasteur Aprilia Laboratory is incorporated, as stated in DGR n 797/20.

Cerba HealthCare Lazio Srl is part of the network that was established at the Cerba HealthCare Lazio Guidonia HUB Analysis Laboratory and which is called "Roman Diagnostic Network".

All analyses will be performed at the lead laboratory, called the reference HUB, and identified in the Cerba HealthCare Lazio analysis laboratory in Guidonia, while specialist visits and related instrumental tests are carried out at the Cerba HealthCare Lazio headquarters. In pursuing a quality path, the Laboratory has obtained the UNI EN ISO 9001:2015 Quality Certification issued by the Bureau Veritas Quality International BVQI.

FUNDAMENTAL PRINCIPLES AND PATIENTS' RIGHTS

In carrying out its various activities, the Organization has always been committed to respecting the citizen as a subject with an inalienable right to health by applying the fundamental principles and rights of the patient.

To pursue these objectives, the Organization has the following principles as points of reference:

- safeguard the principles of equality and centrality of the individual by guaranteeing the right to access the services offered;
- ensure transparency and impartiality of administrative and technical processes by guaranteeing the customer the right to information and the right to consent, who can access all information regarding his or her state of health and participate in decisions regarding the services to be performed;
- achieve organizational efficiency and technical effectiveness in order to put into practice the right to respect quality standards and the right to respect patients' time by accessing high-quality health services provided in a fast and predetermined period of time;
- guarantee regularity and continuity in the provision of its services;
- guarantee the patient the right to choose the service by providing all the necessary information before carrying out the services, the information is given in compliance with the right to privacy and confidentiality as well as the performance of the requested services;

- guarantee the customer's participation in order to obtain useful information for improving the service, the Company carries out surveys to detect the level of satisfaction and the perception of the quality provided, at the same time exercising the right to complain and in the event that physical or moral and psychological damage is recognized, the possibility of applying the right to compensation
- updating of the instruments and procedures in order to apply the right to innovation to the customer.
- Continuous training of the staff to guarantee the customer the right to safety and the right to avoid unnecessary suffering and pain.

INFORMATION ON THE STRUCTURE

The medical center is all on one level, in a building located in via marconi 30, Aprilia

This clinic is located on a high traffic road, easily visible when passing by, and can also be reached by public transport: there is a stop for bus lines near the lab. Further information on how to reach us can be checked on the website: www.cerbahealthcare.it

The waiting room is comfortable, has the chairs necessary to ensure the comfort and protection of the health of customers even in times of greatest affluence, the acceptance activities take place guaranteeing the privacy of customers as well as the sampling which takes place in a reserved and comfortable room.

Specialist visits are carried out in reserved and correctly identified medical rooms to facilitate the flow of patients, in compliance with the safety regulations for access to the rooms where diagnostic tests are conducted.

The staff is made up of: Health Director, Technical Director, nurse, obstetrician, laboratory technician, secretarial staff and medical staff.

SERVICES OFFERED

The Cerba HealthCare Lazio – Pasteur Aprilia medical center is able to offer the following services:

Analysis laboratory:

- HEMATOLOGY AND COAGULATION;
- MICROBIOLOGY, VIROLOGY;
- IMMUNOMETRY AND CLINICAL CHEMISTRY;
- SEROLOGY AND IMMUNOLOGY;
- CLINICAL TOXICOLOGY;
- MOLECULAR BIOLOGY AND GENETICS
- CYTOLOGY AND HISTOLOGY

The Technical Management is entrusted to: Dr.

The Health Management is entrusted to: Dr.

The laboratory performs home sampling from Monday to Saturday.

The exams by appointment are spermograms, home sampling, specialist visits.

The analyses not carried out directly in the laboratory are sent, as per the provisions of DCA 115/21017 of the Lazio Region, to the reference HUB, the Cerba HealthCare Lazio Guidonia laboratory, which has been identified as the laboratory that performs the analytical function.

OPENING HOURS TO THE PUBLIC:

- DESK
-
- MONDAY-SATURDAY: FROM 07:30 to 12:30
-
- SAMPLE COLLECTION AND ACCEPTANCE
-
- MONDAY-SATURDAY: FROM 07:30-10:00
-
- VISITS
-
- - MONDAY-SATURDAY: FROM 07:30-12:30
-
- COLLECTION OF ANALYSIS REPORTS
-
- MONDAY-SATURDAY: FROM 11:00 to 12:30 PM



The date of collection of the analysis report following the blood sample is specified on the receipt issued at the time of acceptance. The report's collection can be carried out either by the person who carried out the service or by a person with a delegation. Furthermore, it is possible to download the report via the web using codes provided during acceptance. The report that can be downloaded online is available for 45 days, as per the regulations. Beyond this period, the report can always be requested from the laboratory reception desk.

The date of collection of the specialist visit report is possible starting from the day after the examination was carried out and it is possible to collect them at the desk at the office.

Furthermore, the Cerba HealthCare Lazio group is implementing the service for its patients by activating the "InCerba" platform which will allow, after the patient's prior subscription, to have at their disposal the electronic health record where the analysis reports will be uploaded, but also the specialist services performed at all Cerba HC Lazio centers. The file will be accessible until the interested party withdraws consent.

The documents necessary for collection are acceptance receipt, valid document, and any delegation with a copy of the document of the delegating party and the delegate.

DESCRIPTION OF THE SERVICE:

- **PRE-ACCEPTANCE:** arrival at the laboratory, reception in the waiting room.
- **ACCEPTANCE:** checking requests for services, delivery of documents by the client, acceptance of the services and biological samples with delivery of the acceptance receipt. A medical prescription is required to carry out diagnostic imaging tests.
- **COLLECTION:** call from the collector via identification number, execution of the collection, patient discharge.
- **MEDICAL EXAMINATIONS:** call from the doctor via identification number, execution of the visit, patient discharge.
- **REPORTING:** centralized validation for specific sectors.

PAYMENT METHODS:

- CASH
- ATM – CREDIT CARD
- BANK TRANSFER

BOOKING AND ACCEPTANCE METHODS

Booking for services is not necessary for collections.

Booking is necessary for spermiograms.

Only in the case of an emergency motivated by the requesting doctor is it possible to manage the request with a priority criterion compared to the others by going to the Reception Desk.

The Laboratory offers a home collection service performed by qualified personnel (doctor, professional nurse); booking is required at least one day in advance.

The reception staff, respecting the order of arrival of the users, will verify the documentation delivered by the user and will enter the data into the Laboratory IT system, will have the consent to data processing signed and will provide all the necessary information to best respond to the user's needs (e.g. preparations for treatment).

Reservations are mandatory for all specialist visits.



People with disabilities, pregnant women, the elderly, fragile subjects and children have a preferential access lane that allows them to skip the queue.

CORRECT COMPILATION OF THE REQUEST

To access the services and benefits provided by the Center, the Patient must present himself at the facility with the following documentation:

- Valid identity document;
- Health card.

Depending on the type of benefits, he must present:

• AGREEMENT SERVICES FOR CLINICAL ANALYSES AND/OR SPECIALIST VISITS:

1) Doctor's prescription (pink or dematerialized) filled out in all its parts. Each prescription must contain:

- Name and Surname
- Any rights of exemption from payment of the benefit
- Tax code
- Type of benefit requested
- Doctor's stamp and signature
- Date

The prescriptions are valid for 6 month from the date of their compilation.

2) Non-exempt patients must pay for the benefits themselves, at the NHS rate, up to a maximum of €36.15 per prescription, except for benefits not covered by the NHS.

3) For patients totally exempt from the ticket, nothing is due, except for services outside the SSN, as well as for those exempt for pathology regarding analyses pertaining to the specific pathology.

• SERVICES IN PRIVATE REGIME

To carry out analyses privately, it is sufficient to indicate to the reception staff the tests that you intend to carry out, upon presentation of an identity document.

For radiological services, a doctor's request is always necessary.

QUALITY STANDARDS COMMITMENTS AND PROGRAMS

QUALITY
FACTORS

QUALITY
INDICATORS

QUALITY
STANDARDS

ACCESS AND RECEPTION



SERVICE CHARTER

Rev. 2 14.09.2023 Page 8 di 9

SIGNAGE	ENSURE SUITABLE INTERNAL AND EXTERNAL SIGNAGE TO FACILITATE ACCESS TO THE STRUCTURE AND ORIENTATION WITHIN IT	PRESENCE OF EXTERNAL SIGNS FOR ACCESS TO THE STRUCTURE, PRESENCE OF INDICATORS FOR INTERNAL ROUTES (BLOOD COLLECTION ROOMS AND TOILETS)
ACCESS	ACCESSES TO THE STRUCTURE WITHOUT ARCHITECTURAL BARRIERS	KEEP ACCESSES ACTIVE
COMFORT	WAITING ROOM SUITABLE FOR THE FLOW OF CUSTOMER	PRESENCE OF AN ADEQUATE NUMBER OF SEATS, WITH TOILETS ALSO FOR DISABLED PEOPLE EQUIPPED WITH THE COMFORT AND CLEANLINESS NEEDED.
STAFF RELATIONS	STAFF IDENTIFICATION CARDS	ALL STAFF HAVE AN IDENTIFICATION CARDS INFORMATION

INFORMATION

INFORMATION ON THE SERVICES PROVIDED	AVAILABILITY OF DOCUMENTATION THE FOLLOWING ARE AVAILABLE IN THE WAITING ROOM:	- SERVICE CHARTER - QUALITY POLICY - PRIVACY NOTICE - LIST OF SERVICES WITH AGREEMENT AND/OR PRIVATE PRICES - METHOD OF COLLECTING SAMPLES
	INFORMED CONSENT	ACQUISITION OF CONSENT FOR ALL ACTIVITIES THAT REQUIRE IT

SERVICES

TELEPHONE BOOKING	POSSIBILITY OF TELEPHONE BOOKING	IT IS POSSIBLE TO BOOK BY TELEPHONE THE TESTS THAT ARE CARRIED OUT BY APPOINTMENT (HOME COLLECTION)
	AVAILABILITY OF DEDICATED TELEPHONE NUMBERS	TELEPHONE NUMBER 066557799 FROM MONDAY TO FRIDAY FROM 07:00 TO 13:00 E 14:00 TO 18:00, ON SATURDAY FROM 07:00 TO 12:00
TIMES FOR ACCEPTANCE AND PROVISION OF THE SERVICE REQUESTED	REGULARITY IN ACCEPTANCE OF THE SERVICES TO BE PROVIDED	10 MINUTES
	AVERAGE WAITING TIME BETWEEN ACCEPTANCE AND PERFORMANCE OF THE COLLECTION	10 MINUTES
REPORTS	DELIVERED WITHIN THE EXPECTED TIMES	99 % OF REPORTS DELIVERED WITHIN THE EXPECTED TIMES PRIVACY

PRIVACY

PROTECTION OF THE RIGHT TO PRIVACY	ACCEPTANCE LIMITED BY SIGN WITH NOTICE, DEDICATED BLOOD COLLECTION ROOM	DELIVERY OF PRIVACY NOTICE, ACCEPTANCE ACTIVITY CARRIED OUT IN COMPLIANCE WITH THE REGULATIONS, BLOOD COLLECTION CARRIED OUT IN THE SPECIFIC ROOM
------------------------------------	---	---

PARTICIPATION

APPRECIATION OF SERVICES OFFERED	DEGREE OF CUSTOMER SATISFACTION	MEASURES SATISFACTION QUESTIONNAIRES PRESENT IN THE WAITING ROOM, AT RECEPTION AND ON THE LABORATORY WEBSITE CUSTOMER SECTION
	COMPLAINTS	COMPLAINT FORM ALWAYS PRESENT IN THE WAITING ROOM, AT RECEPTION AND ON THE LABORATORY WEBSITE CUSTOMER SECTION
	REPORTING OF RISKS	ON THE LABORATORY WEBSITE CUSTOMER SECTION



The standards are verified through the annual statistical analysis of the responses collected through the satisfaction questionnaire, present in the waiting room and distributed by the secretarial staff in order to constantly monitor the level of satisfaction with the service offered. During the review, the general management takes note of the trend in customer satisfaction and identifies the points of the service to be strengthened.

The Cerba Healthcare group, Cerba HealthCare Lazio- Pasteur Aprilia Operational Headquarters, guarantees its customers:

- Quality in service
- Protection of confidentiality and respect for the person
- Customer participation

At the same time, there is a continuous commitment to improving the service offered by updating the procedures used, continuous training of staff and systematically monitoring the level of customer satisfaction.

PROTECTION AND VERIFICATION MECHANISMS

The complaint form is the protection tool made available by the Laboratory for customers. This form is analyzed and completed by the managers of the departments involved and then it is the responsibility of General Management to define the methods for informing the customer of the resolution of the complaint. Any reports can also be filled in on our WEB page, Customer Care section: <https://www.cerbahealthcare.it/customer-care/>.

In the event of a written complaint, we will respond within 30 days of receiving the request.

The verification of compliance with quality standards is carried out with the statistical analysis of the data obtained from the satisfaction questionnaire and from the internal audits carried out annually.

Cerba HealthCare Lazio Srl keeps the records relating to the exams as described by the Guidelines of the General Directorate of Archives
(<https://www.bucap.it/news/approfondimenti-tematici/conservazione-documenti/aziende-sanitarieconservazione-documenti-linee-guida.htm>).

ALL THE INFORMATION IS AVAILABLE ON THE WEBSITE:

WWW.CERBAHEALTHCARE.IT