

SERVICE CHARTER

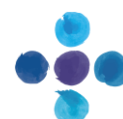
CERBA HEALTHCARE VENETO M.D. S.R.L.



**“BIG ENOUGH TO SUPPORT YOU IN EVERYTHING
SMALL ENOUGH TO KNOW WHO YOU ARE”**

Ed.1 rev.04 dated 24/08/2026

The information provided may be subject to changes due to legislative adjustments or corporate organizational updates.



INTRODUCTION

The Health Services Charter of Cerba HealthCare Veneto M.D. S.r.l. is a tool aimed at protecting 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, time slots in which services may be requested, the time required for their execution, and the procedures for collecting test reports.

The commitment to protecting 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 necessary to allow the Attending Physician 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, equally, through the collaboration of Patients, who are encouraged to contribute with observations, suggestions, and any complaints that may be useful for the ongoing improvement of the service.

Cerba HealthCare Veneto M.D. S.r.l. is also committed to providing services in compliance with the Fundamental Principles outlined in the Directive of the President of the Council of Ministers dated 27 January 1994, "Principles on the provision of public services" (Official Gazette 22.02.1994 No. 43).

In addition to these, Cerba HealthCare Veneto M.D. S.r.l. adheres to the principles expressed in the European Charter of Patients' Rights, presented in Brussels on 15 November 2002.

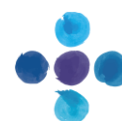
All data and information held by Cerba HealthCare Veneto M.D. S.r.l. are subject, in addition to Professional Secrecy, to the provisions of European Regulation 679/2016 and Legislative Decree 101/2018.

The services offered for blood collection and laboratory testing of biological samples are intended for:

- citizens who may access services without an appointment and exclusively on a private basis (not under agreement with the National Health Service – SSN) during the opening hours of the facilities for sample collection or delivery;
- citizens requesting home blood collection (appointment required at any Blood collection point);
- medical practices affiliated with Cerba HealthCare Veneto M.D. S.r.l.;
- Occupational Medicine Physicians.

The Medical Clinics (Poliambulatori) provide private specialist services in various medical fields.

Cerba HealthCare Veneto M.D. S.r.l. is also affiliated with several Private Insurance Companies, Associations, and Welfare Funds, to which it offers discounted rates on healthcare services.



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.

IMPARTIALITY

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 in service must be managed by the service providers by adopting measures aimed at causing Users the least possible inconvenience.

RIGHT OF CHOICE

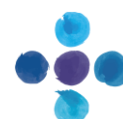
The User has the right to choose, in compliance with current legislation, among the providers of the service they require, selecting the one they prefer.

PARTICIPATION

Citizens' participation in the provision of services must always be ensured, both to safeguard their right to proper service delivery and to promote collaboration 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.



MISSION

Cerba HealthCare Veneto M.D. S.r.l. considers the Quality of its products and services, as well as the Satisfaction of its Clients/Patients, as primary objectives of its activities and as the foundation of the Organization's commercial success. This represents for the Company a moral—before even a legal—responsibility towards its Clients/Patients, its employees, and the community.

For this reason, it is committed to:

- ensuring precise and transparent information regarding the services provided
- remaining at the forefront in the delivery of its services
- operating within a framework of continuous quality improvement
- guaranteeing professionalism and ongoing training of its staff
- ensuring the accuracy and precision of analytical results through the use of innovative technologies, appropriate instrumentation, and qualified personnel
- analysing Patients' needs to provide a service capable of meeting their requirements, including urgent requests necessary for therapies, procedures, and/or specialist consultations
- assisting Patients by informing them about preparation procedures for laboratory tests or specialist services, and about methods for collecting biological samples, offering healthcare counselling when needed
- guaranteeing the safety of both Patients and Operators.

The objective of excellence in healthcare is pursued every day through the constant selection of the most advanced technologies and the ability to provide state-of-the-art examinations, supported by the competence and professionalism of a team of highly qualified specialists.

QUALITY

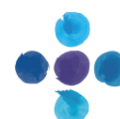
The Blood Collection Points of Cerba HealthCare Veneto M.D. S.r.l. are affiliated facilities of the laboratory *Rete Diagnostica Italiana (RDI) S.r.l.* based in Limena (Padua), to which all samples are sent for analysis.

Some Cerba HealthCare Veneto M.D. S.r.l. locations, marked with (*), are certified according to the UNI EN ISO 9001:2015 standard by Bureau Veritas for the pre-analytical and post-analytical phases, and are included within the certificate issued to RDI – Rete Diagnostica Italiana.

The Laboratory is also certified according to SIGUCERT by Bureau Veritas and is accredited according to UNI EN 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 detailed list of accredited tests is available on the website:

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



HYSTORY

Cerba HealthCare Veneto M.D. is composed of two laboratories with their respective affiliated Blood Collection Points, as well as three Medical Clinics.

The laboratory currently located in San Vendemiano, formerly known as *SIRIO*, was established in 1995 under the name "*Città di Conegliano*" as the first private laboratory diagnostics facility in Conegliano (TV).

In 2007, the laboratory expanded its operations by adding an Occupational Medicine clinic, thereby broadening the range of healthcare services offered to its patients.

In 2017, the laboratory became part of the Lifebrain Group, a European group active in the field of laboratory diagnostics, becoming the registered office for all Lifebrain Veneto Lab Srl Blood Collection Points mentioned in this Service Charter.

In 2021, the Lifebrain Group was acquired by the multinational Cerba HealthCare.

In 2023, the laboratory changed its corporate name to *Cerba HealthCare Veneto MD* and incorporated 6 Blood Collection Points previously belonging to Lifebrain Veneto Srl following a branch transfer.

Medical Acts Supervisor: **DOTT. LUCA GERINI** (Surgeon)

Responsible Director: **DOTT. SSA ELENA ZOCCA** (Biologist, Specialist in Clinical Biochemistry)

Chief Executive Officer: **DOTT. FILIPPO BERTAZZINI**

Administrative Manager: **CERBA HEALTHCARE ITALIA.**

The laboratory currently located in Trissino, formerly known as *CEMAR*, was established approximately 40 years ago in Trissino as *CEMAR SRL UNIPERSONALE*, providing laboratory testing services, Blood Collection Point activities, an Occupational Medicine clinic, and a Medical Clinic for specialist visits.

In 2000, the laboratory moved to Via del Commercio 2/4 in Trissino, expanding its analytical laboratory and opening three additional Blood Collection Points in the nearby municipalities of Alte Ceccato, Arzignano, and Montebello Vicentino.

Since February 2020, the laboratory and associated Blood Collection Points—already part of the Lifebrain Group—were incorporated under the same corporate entity, *Lifebrain Veneto Srl*, with registered office in Piombino Dese, Via Marconi 30 (PD).

In 2021, the Lifebrain Group was acquired by the multinational Cerba HealthCare.

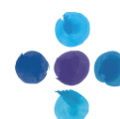
In 2023, *Cerba HealthCare Veneto M.D. Srl*, through a branch transfer, incorporated the Trissino laboratory and its affiliated blood collection points.

Medical Acts Supervisor: **DOTT. LUCA GERINI** (Surgeon)

Responsible Director: **DOTT. SSA CAFARO TERESA** (Biologist, Specialist in Clinical Pathology)

Chief Executive Officer: **DOTT. FILIPPO BERTAZZINI**

Administrative Manager: **CERBA HEALTHCARE ITALIA.**



LOCATIONS

San Vendemiano (*)

Registered Office - Private Laboratory and Blood Collection Point

Via Venezia, 59 – 31020 San Vendemiano (Treviso)

Tel. 0438-412270

E-mail: laboratoriosirio@cerbahealthcare.it

Sample collection: Monday to Saturday from 7:30 to 10:00

Report collection:

Monday to Thursday from 7:30 to 17:00

Friday from 07:30 to 16:00

Saturday from 7:30 to 11:00

Cordignano (TV) (*)

Blood Collection Point

Via Roma, 11 – 31016 Cordignano (TV)

Tel. 0438 99915

Sample collection: Tuesday – Thursday – Friday – Saturday 7:30 – 9:30

Report collection: Tuesday – Thursday – Friday – Saturday 9:30 – 10:00

Verona

Blood Collection Point

Via Brunelleschi, 1/B – Verona c/o Centro Medico Santa Lucia

Sample collection: Tuesday and Thursday 7:30 – 9:30

Report collection: during the days and times indicated above

Belluno

Blood Collection Point

Via Caduti 14 Settembre 1944, 39/B - 32100 Belluno (BL)- c/o Alfa Medica Center

Tel. 0437 932853

Sample collection: Monday – Tuesday – Thursday 8:00 – 10:00

Report collection: Monday to Friday 10:00 – 12:00 and 16:00 – 18:00

Eraclea (VE)

Blood Collection Point

Via Fausta, 38 - c/o Eraclea Medica

Tel. 0421231686

Sample collection: Tuesday – Thursday – Saturday 7:30 – 9:30

Report collection: during the days and times indicated above

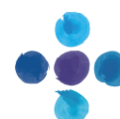
Pescantina (VR)

Blood Collection Point

Via Ospedaletto 19/B, 37026 c/o Medic-In

Sample collection: Monday to Friday 7:00 – 9:30; Saturday 8:30 – 9:30

Report collection: during the days and times indicated above



Paese (TV)

Blood Collection Point

Via Postumia, 153 - c/o Vitamedica

Tel. 0422 452239

Sample collection: Tuesday – Thursday – Saturday 7:30 – 9:30

Report collection: Monday to Saturday 9:00 – 12:00

Borgoricco (PD)

Blood Collection Point

Via Roma, 73 – 35010 Borgoricco (PD)c/o Idealmedica

Tel. 049 5798452

Sample collection: Tuesday – Thursday – Saturday 7:30 – 9:30

Report collection: during the days and times indicated above

Affi (VR)

Blood Collection Point

Via Pascoli, 4 – c/o JoLab Tel. 045 7049068

Sample collection: Monday to Friday 7:30 – 09:30; Saturday 07:30 – 10:30

Report collection: Monday to Saturday 07:30 – 12:30

Verona

Blood Collection Point

Via Fava, 2/B – c/o Cems Centro Medico Specialistico Tel. 045 923 0404

Sample collection: Monday – Saturday 7:30 – 9:30

Report collection: Monday – Saturday 9:30 – 18:30

Thiene (VI)

Blood Collection Point

Via Castelletto, 11 - 36016 Thiene (VI) c/o Centro Medico La Piazzetta Tel. 0445 371271

Sample collection: Monday – Friday 7:00 – 10:00; Saturday 7:30 – 9:30

Report collection: Monday – Friday 07:00 – 19:30; Saturday 07:30 – 12:00

Porto Viro (RO)

Blood Collection Point

Via Risorgimento, 154 - c/o Poliambulatorio Medica Sede Porto Viro Tel. 0426 321070

Sample collection: Tuesday – Thursday 7:30 – 9:30 (by appointment)

Report collection: during the days and times indicated above

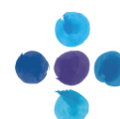
Bassano del Grappa (VI) (*)

Blood Collection Point

Viale Vicenza 5 – c/o (ex lab BIOMEDICA) Tel. 0424 503336

Sample collection: Monday to Saturday 7:00 – 9:30

Report collection: Monday to Friday 7:00 – 19:00 – Saturday 7:00 – 12:00



Cassola (VI)**Blood Collection Point**

Via Giuseppe Verdi 16 – (VI) (ex pp BIOMEDICA) Tel. 0424 513121

Sample collection: Monday – Saturday 7:00 – 9:30

Report collection: Monday – Friday 7:00 – 12:30 / 15:00 – 19:00 – Saturday 7:00 – 9:00

Marostica (VI) (*)**Blood Collection Point**

Via Fermi 1– c/o Poliambulatorio Asi Tel. 0424 1950850 (punto prelievi)

Sample collection: Monday – Saturday 7:00 – 9:30

Report collection: Monday – Friday 8:30 – 19:00 – Saturday 8:30 – 10:30

Rosà (VI)**Blood Collection Point**

Via Capitan Alessio 20/D c/o (ex pp BIOMEDICA) Tel. 0424 1754415

Sample collection: Monday – Saturday 7:00 – 9:30

Report collection: Monday – Saturday 07:00 – 10:30

Mestre (VE)**Blood Collection Point**

Via Enrico Caviglia – c/o Poliambulatorio Bissuola Medica Tel. 041 615759

Sample collection: Monday – Wednesday – Thursday 8:00 – 10:30

Report collection: Monday – Friday 8:00 – 18:00

Castello di Godego (TV) (*)**Blood Collection Point**

Via E. Fermi 1/B –c/o Farmacia Cinnapharm sas (Ex SicurBiolab S.r.l.) Tel. 3296140189

Sample collection: Monday – Saturday 7:00 – 10:00

Report collection: during the days and times indicated above

Lonigo (VI)**Blood Collection Point**

Via Cesare Battisti 170/D – c/o La Rocca Centro Medico Tel. 0438 412270

Sample collection: Tuesday – Thursday – Saturday 7:30 – 10:00

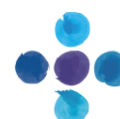
Report collection: during the days and times indicated above

Piazzale Stazione Padova (PD)**Blood Collection Point**

Piazzale Stazione 7 - c/o Perla Medicina Tel. 0495225283

Sample collection: Monday – Friday 08:30 – 11:30

Report collection: during the days and times indicated above



Susegana (TV)

Blood Collection Point

Via Crevada 8/C - c/o Prime Servizi Tel. 3761329616

Sample collection: Monday – Friday 7:00 – 10:00

Report collection: during the days and times indicated above

San Bonifacio (VR)

Blood Collection Point

Via Libertà 75 c/o Poliambulatorio La Fonte Tel. 3755003595

Sample collection: Monday – Wednesday – Friday 7:30 – 9:30

Report collection: Monday – Friday 14:00 – 19:00

Montecchio Maggiore (VI) (*)

Blood Collection Point

Via L. Da Vinci 41

Tel. 04441573265 (Alte Ceccato) Tel. 0444694518 (Medica Group)

Sample collection: Monday – Saturday 7:00 – 10:00

Report collection: Monday – Friday 7:00 – 19:00 – Saturday 7:00 – 12:00

Trissino (VI)

Private Laboratory and Blood Collection Point (*)

Via dell'Industria 93

Tel. 0445936777E-mail: laboratoriocemar@cerbahealthcare.it

Sample collection: Monday – Saturday 7:00 – 10:00

Report collection: Monday – Saturday 7:00 – 12:00

Montebello Vicentino (VI) (*)

Blood Collection Point

Via Pesa 19

Tel. 04441320300

Sample collection: Monday – Friday 7:00 – 10:00

Report collection: Monday – Friday 7:00 – 12:00

Arzignano (VI) (*)

Blood Collection Point

Via Trieste 4

Tel. 04441326859

Sample collection: Monday – Saturday 7:00 – 10:00

Report collection: Monday – Saturday 7:00 – 12:00

Castelfranco Veneto (TV) (*)

Blood Collection Point

Piazza Europa Unita 75 Tel. 04231803617

Sample collection: Monday to Friday 7:00 – 10:00; Saturday 7:30 – 10:00

Report collection: Monday to Friday 7:00 – 13:00; Saturday 7:30 – 11:00

Afternoon hours: Tuesday – Thursday 15:00 – 18:00

Mogliano Veneto (TV) (*)

Blood Collection Point

Via Ronzinella 162

Tel. 0413120699

Sample collection: Monday to Friday 7:00 – 10:00; Saturday 7:30 – 9:30

Report collection: Monday to Friday 7:00 – 12:00 – Saturday 7:30 – 10:30

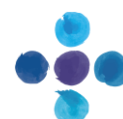
Santa Giustina in Colle (PD)

Blood Collection Point

Piazza Martiri 31int. 5 - Tel. 3936246681

Sample collection: Monday to Saturday 7:30 – 10:00

Report collection: Monday to Saturday 7:30 – 10:00



OUTPATIENT SPECIALIST SERVICES

Marostica (*)

Private Medical Clinic

Via Fermi 1

Tel. 0424 1950850

e-mail: poliambulatorioasi@cerbahealthcare.it

Opening hours: Monday to Friday 08:30 – 19:00; Saturday 08:30 – 11:30

Medical Director: **DOTT. COSTANTINO BARDI**

Chief Executive Officer: **DOTT. FILIPPO BERTAZZINI**

Administrative Manager: **CERBA HEALTHCARE ITALIA**

The Medical Clinic provides services in the following specialist areas, medical specialties, and healthcare activities: Acupuncture, Allergology and Clinical Immunology, Anesthesia, Cardiology, General Surgery, Vascular Surgery and Angiology, Dermatology/Dermatovenereology, Dietetics, Endocrinology, Physiotherapy, Gastroenterology, Physical and Rehabilitation Medicine, Neurosurgery, Neurology, Neuropsychology, Ophthalmology, Orthopedics and Traumatology, Oxygen–Ozone Therapy, Obstetrics and Gynecology, Otorhinolaryngology, Podiatry, Proctology, Psychology, Diagnostic Radiology (Ultrasound only), Pain Therapy, Urology, Pulmonology.

Within the Medical Clinic, there are also a **SURGICAL OUTPATIENT UNIT** and a **LEVEL I SPORTS MEDICINE OUTPATIENT UNIT**.

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.

Montecchio Maggiore (*)

Private Medical Clinic

Via L. Da Vinci 41

Tel. 0444 1573265 (Alte Ceccato) Tel. 0444 694518

e-mail: poliambulatoriomedicagroup@cerbahealthcare.it

Opening hours: Monday to Friday from 8:00 to 19:30; Saturday from 8:30 to 13:00

Medical Director: **DOTT. ALESSANDRO LAMPREDA**

Chief Executive Officer: **DOTT. FILIPPO BERTAZZINI**

Administrative Manager: **CERBA HEALTHCARE ITALIA**

The Medical Clinic provides services in the following specialist areas, medical specialties, and healthcare activities: Allergology, Cardiology, Aesthetic Surgery, General Surgery, Vascular Surgery and Angiology, Dermatology, Dietetics, Endocrinology, Physical Medicine and Rehabilitation, Physiotherapy, Geriatrics, Gynecology and Obstetrics, Speech Therapy, Aesthetic Medicine, Occupational Medicine, Internal Medicine, Neurology, Nutrition, Ophthalmology, Orthopedics and Traumatology, Otorhinolaryngology, Pediatrics, Pulmonology, Proctology, Psychology and Psychotherapy, Diagnostic Radiology (Ultrasound, Color Doppler Ultrasound), Urology and Andrology.

Within the Medical Clinic, there are also a **SURGICAL OUTPATIENT UNIT** and a **LEVEL I SPORTS MEDICINE OUTPATIENT UNIT**.

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

Castelfranco Veneto (TV)

Private Medical Clinic

Piazza Europa Unità 75

Tel. 04231803617

e-mail: castelfrancoveneto@cerbahealthcare.it

Opening hours: Monday to Friday 8.30 - 19.00; Saturday from 8.30 - 11.30

Medical Director: Dott. LUCA GERINI

Chief Executive Officer: Dott. FILIPPO BERTAZZINI

Administrative Manager: CERBA HEALTHCARE ITALIA

The Medical Clinic provides services in the following specialist areas, medical specialties, and healthcare activities: 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

INFORMATION NOTE

ACCESS PROCEDURES

To access services provided on a private basis, it is necessary to provide the following at the reception desk:

- Date of birth, Address, Telephone number, Health Insurance Card; other information related to the type of tests requested (e.g., fasting status, date of last menstrual period, etc.)
- Identity document.
- Consent for the execution of the services and for the processing of personal data, as required by current legislation.

AT THE CERBA HEALTHCARE VENETO M.D. S.R.L. CLINICS, AN ACCESS SYSTEM IS IN PLACE THAT GIVES PRIORITY TO CHILDREN, PREGNANT WOMEN, AND PERSONS WITH DISABILITIES.

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

At the reception desk, a price list of all services provided is available to the Patient. Payment (in cash or by POS) is made at the time of acceptance and takes place simultaneously with the issuance of the corresponding Tax Receipt (VAT exempt pursuant to Art. 10 no. 18 of Presidential Decree 633/72 and subsequent amendments).

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, it is possible to delegate another trusted person to collect the report 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 clarification regarding test results, Monday to Friday from 9:00 to 17:00, and

on Saturday from 9:00 to 12:30.

ON-LINE REPORT

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, except for tests related to HIV, karyotyping, cystic fibrosis, and the NIPT-Genium test. Reports will remain available on the website for 45 days from the moment of publication. To access this service, the Patient must sign a specific consent form authorizing the Facility to provide the credentials for access to the site <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 M.D. S.r.l. For this reason, a form is available at the Facility's reception desk for recording any complaints, needs, requirements, and perceptions expressed by the User 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 cause of the problem, and improve our quality standards.

Users are encouraged to always submit a written complaint, including anonymously.

In the event of a serious incident, Users are asked to contact Management (0438 412270).

It is also possible to submit a complaint via the website: <https://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 asked to sign the consent for the processing of personal data.

Only the Competent Authorities already provided for by Law 675/96 and subsequent amendments and additions may access such data (new GDPR adjustment of 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 M.D. S.r.l., with registered office in San Vendemiano (TV), Via Venezia 59.

The Data Protection Officer (DPO) is Ms. Silvia Stefanelli, who can be reached at the e-mail address dpo@cerbahealthcare.it.

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.

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
- Breath test with lactose and lactulose: length of stay 4 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 following drug administration.

NOTE

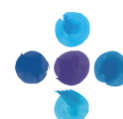
Preparation instructions and information sheets explaining individual tests and their methodology are available to patients at the reception desks and on the website: <https://www.cerbahealthcare.it/service-lab/limena-via-del-santo-147/>

SOME NOTABLE SERVICES

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

CHECK-UP PACKAGES

- You can come to our laboratory to undergo certain check-ups even without a physician's order.
- To facilitate this, we suggest checking our website and asking the reception desks for all necessary information.
- Please remember that test results must always be shown to your trusted physician for proper interpretation.



- The Medical Director and staff are available for any further information deemed necessary.
- The proposed packages are available to the public through dedicated brochures and on the laboratory website at the following link:

<https://www.cerbahealthcare.it/laboratorio-analisi>

PREVENTION OF ADVERSE EVENTS

Venous blood sampling is an invasive procedure, as the blood sample must be collected through a venipuncture. The Patient's cooperation in following the instructions outlined below and provided by the staff facilitates better execution of the blood draw.

IT IS IMPORTANT THAT THE PATIENT:

1. Strictly follows the instructions provided by the staff.
2. Inform the staff if, during previous blood draws, they experienced hypotensive episodes or convulsions, or if they have a diagnosis of epilepsy.
3. Promptly informs the staff at the onset of any such symptoms.

ADVERSE EVENTS

Despite all precautions, in particularly difficult blood draws a hematoma may form. Should a hematoma develop, please note that it is not a serious complication; it will resolve spontaneously within a few days. The use of heparinoid creams or gels on the area facilitates absorption. In some cases, hypotensive episodes may occur (brief dizziness, up to fainting).

In epileptic individuals, venipuncture may trigger convulsions.

BEFORE THE BLOOD DRAW

Correct position: arm extended and hand clenched into a fist to allow the blood draw site to be located.



DURING THE BLOOD DRAW

Correct position: arm extended and relaxed, with the hand closed, to allow a proper and quick blood draw.



AFTER THE BLOOD DRAW

Correct position: keep the arm relaxed and extended, with the hand open; press the cotton ball exactly on the puncture site with thumb for 5 minutes to prevent the formation of small hematomas.

