SERVICE CARD, lastly updated Rev.3 of 01 APRIL 2025.
Accreditation Class 5 Institutional, Excellent D. S. 182/Acr of 11/27/2017
Company compliant with ISO 9001:2015, certificate no. 45175/24/S
dated 05/21/2024, Authorized. Municipal SUAP Practice No. 002970/2022

EUROLAB
CLINICAL PATHOLOGY LABORATORY

EUROLAB s.r.l.
Marche Street, 81 – Senigallia (AN)
PHONE: 071/64982 – Fax: 071/7912704
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Health Director of the Eurolab s.r.l.
Dr. Francesca Rosciani

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SERVICES MANUAL

INDEX:

1. INTRODUCTION

The objective of the Service Manual is to make known the characteristics of the main services that the Laboratory offers to its Users, as well as to define the quality criteria and the technical-operational aspects that have great importance in the realization of the work process necessary for the provision of the service.
The Service Manual is, therefore, an information and communication tool with the User through which the Laboratory promotes collaboration for a continuous improvement of the service itself. In fact, the User is not only a user of the analysis service, but is a protagonist of the service itself and, as such, contributes to its quality over time.
The quality of the Laboratory service depends significantly on the contribution and behavior of the User who plays an active role: individual behavior and compliance with the behavioral and contractual rules contribute significantly to the quality of the service provided (clarity of requests with respect to prescriptions and pre-analytical communications, feeding, timing and methods of sample collection ...)

2. PRESENTATION OF THE LABORATORY

The Eurolab analysis laboratory began its activity in 1999 in the territory of
A.S. U.S.L No. 4 of Senigallia with the aim of carrying out chemical-clinical and bacteriological analyzes in compliance with the legislation of good laboratory practice and pursuing the aim of providing its User with a prompt and safe response to its needs.
Authorizations:
Accreditation Class 5 Institutional, Excellent D. S. 182/Acr of 11/27/2017
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The main interest of the Laboratory is User satisfaction:
• providing controlled analytical responses, in order to ensure that the quality is congruent with the patient's clinical situation;
• respecting the execution times of the analyzes and therefore of the response.

The Laboratory aims to provide a service of the best quality, taking care of the following phases:
Pre-analytic
• reception with the disposition of personnel in reception;
• clinical assistance (behaviors to be followed before sampling) and during the sampling phase;
• transparency for all information relating to contractual arrangements (response times and costs).

Analytics
• the choice of qualified suppliers, to maintain the highest quality of the Laboratory's work process;
• the active participation and continuous training of personnel;
• sanitation and maintenance of the structure and of the instrumentation necessary for the analytical tests;

• the use of centralized computer systems, allowing controlled manipulation of data and results, avoiding errors;
• enrollment in national intra and inter laboratory control programs, in order to monitor the quality level of the structure and to guarantee the accuracy and precision of the analytical data.

Post-analytic
• Control of the analytical results at the end of each session;
• the clarity of the report to be given to the patient;
• assistance in the response delivery phase in order to make the data easier to understand;
• the traceability of the exams over time.

3. PATIENT RIGHTS

- The patient has the right to be assisted with care and attention, with respect for human dignity and for one's own philosophical and religious beliefs;
- The patient has the right to be identified with an identifier (e.g. number) that can respect anonymity towards other people waiting or with his/her name and surname upon request. You also have the right to be referred to as 'you';
- The patient has the right to have information regarding the services performed by the laboratory, the methods of execution, access and the related skills;
- The patient has the right to be able to identify the people to whom he is addressing;
- The patient has the right to secrecy both relating to his illness and to any data concerning him according to the Privacy Law 196/2003;

THE DUTIES OF THE PATIENT

- The patient is invited to behave appropriately at all times in respect and understanding of the rights of other patients, also collaborating with the staff;
- The patient must respect the organization and schedules established in all circumstances, the services requested in incorrect times and ways create a disservice for the entire user;
- it is strictly forbidden to smoke inside any room of the Laboratory: non-compliance with this respect is punishable by law.

FUNDAMENTAL PRINCIPLES

The Eurolab Analysis Laboratory, in carrying out its tasks, is inspired by compliance with the fundamental principles contained in the Directive of the President of the Council of Ministers of 27.01.1994 (containing "Principles on the provision of public services")
Equality and impartiality: we provide our Services according to rules that are the same for everyone, without any discrimination of age, sex, language, religion, social status, political opinion or state of health.

Respect: the Patient is the fulcrum of our action. We listen and assist the User with care, courtesy and attention, respecting the person and his dignity, trying to understand their needs and satisfy their needs.
Continuity: we guarantee continuity in the provision of the service by ensuring punctuality and guaranteeing high quality standards.
Right of choice: we inform the Patient of your right to choose freely and consciously between the different Healthcare Facilities that provide Clinical Pathology services; we promote transparency in communication and in the search for dialogue with the Patient, to promote full awareness.
Participation: we offer the User the opportunity to contribute to any suggestions and / or commendations to help improve the quality of the Services provided.
Innovation: we operate in a constant commitment to the innovation of the Services and to the improvement at the organizational-managerial level. We are regularly committed to promoting technological innovation, staff training, updating IT systems, verifying that these renovations actually translate into tangible progress.
Efficiency and effectiveness: we pursue the constant improvement of the quality and efficiency of the Service, through a consciously optimized use of resources.
Respect for Privacy: patients are provided with information on their state of health guaranteeing them maximum confidentiality, in accordance with the provisions of current legislation on privacy. The User, upon acceptance, reads the Privacy Policy and authorizes the processing of personal and sensitive data. All staff are required to maintain the professional secrecy supervised by the Management. The Laboratory guarantees the use of personal data only for the purposes envisaged and permitted by law. A copy of the reports can only be requested by the person concerned or by his / her delegate following the compilation of a specific form.

4. STAFF ORGANIZATION

The organization of the Laboratory has been designed to meet the needs of our Users, defining the responsibilities of the activities according to the specific skills, as described below:

HEALTH DIRECTION

Dr. Francesca Rosciani (Degree in Biological Sciences)
Registration in the Order of Biologists of Emilia Romagna and Marche No. ERM_A01304 of 27/02/2023.
Biologist in charge of the Laboratory.
Responsible Director with Decree n ° 312 of 25/08/1999.

LABORATORY STAFF

Dr. Fabiola Mazzaferri (Degree in Biological Sciences)
Registration in the Order of Biologists of Emilia Romagna and Marche No. ERM_A00810
Biologist and, in substitution, Responsible Biologist.
Dr. Luciano Quagliarini (Degree in Biological Sciences)
Registration in the Order of Biologists of Emilia Romagna and Marche No. ERM_A00009.
Biologist.
Responsible of the Clinical Cytology Sector.
Breccia Paola (Diploma of Laboratory Analysis Technician)
Registration in the Order of TSRM of Ancona, Ascoli Piceno, Fermo and Macerata No. 468 of 19/01/2022

Laboratory technician.
Responsible of Secretariat.

BLOOD COLLECTION STAFF

Dr. Luciano Quagliarini (Degree in Biological Sciences)
Registration in the Order of Biologists of Emilia Romagna and Marche No. ERM_A00009.
Course for capillary and venous blood sampling.
Rossi Magi Laura (Professional Nurse Diploma)
Registration in the IPASVI Professional Register of Ancona No. 605 of 21/06/1984
Scarangella Orsola (Degree in Obstetrics)
Registration with the Provincial College of Midwives of Bari n °1249
of 11/05/2007
Santini Laura (Degree in Obstetrics)
Registration in the Provincial College of Midwives of Ancona n ° 407 of 27/07/2006
Manoni Raffaella (Professional Nurse Diploma)
Registration in the IPASVI Professional Register of Ancona No. 2262 of 03/07/1996

SECRETARIAT STAFF

Breccia Paola (Laboratory Technician and Head of Secretariat)
Pasquini Michela (Biologist and Administrative Employee)
Bacchiocchi Elena (Administrative employee)
Coreani Giorgia (Administrative Employee)
Santini Laura (Administrative and Professional Midwife Employee)
Scarangella Orsola (Administrative and Professional Midwife Employee)

QUALITY RESPONSIBLE Dr. Fabiola Mazzaferri

ASSISTANT TO THE QUALITY MANAGER Santini Laura

PREVENTION AND PROTECTION SERVICE RESPONSIBLE Dr. Francesca Rosciani

RISK MANAGEMENT RESPONSIBLE Dr. Francesca Rosciani

TRASPARENCY AND ANTI- CORRUPTION COMMITTEE Dr. Francesca Rosciani

Dr. Fabiola Mazzaferri

Dr. Luciano Quagliarini

FORMATION RESPONSIBLE Dr. Francesca Rosciani

PRIVACY RESPONSIBLE Bacchiocchi Elena

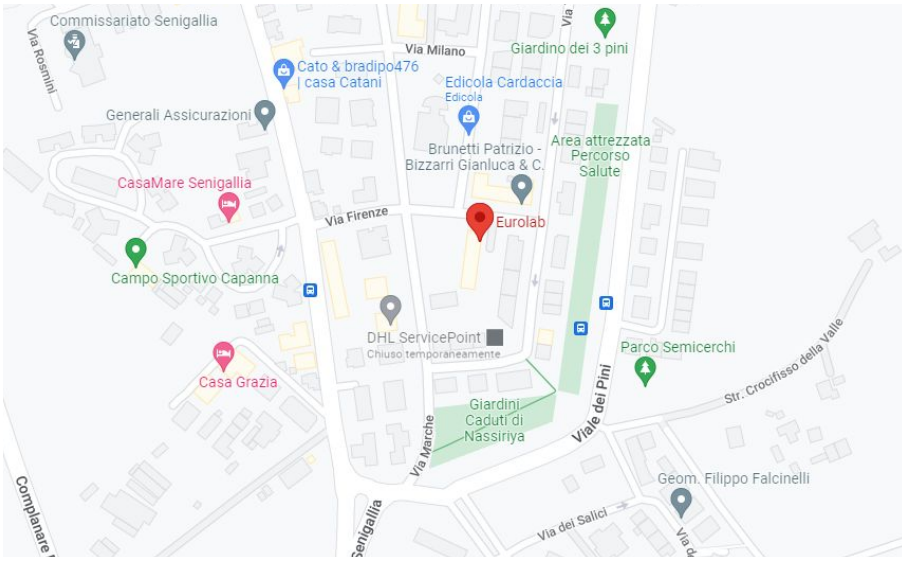
CHIEF EXECUTIVE OFFICER Nardella Andrea

DOCTOR RESPONSIBLE Dott. Andrea Quagliarini

CLEANING RESPONSIBLE Breccia Paola

5. HOW TO REACH THE LABORATORY

The Eurolab Analysis Laboratory is located in Marche Street, 81- Senigallia (AN) and is easily accessible: it is only 1.8 km from the Senigallia motorway exit (3 minutes by car from Capanna Street).
The Eurolab Laboratory has ample free parking in front of the entrance and is Located on the ground floor: access is barrier-free.



6. INFORMATION ABOUT THE SERVICES

The Eurolab Analysis Laboratory offers its users a service for monitoring the state of health and well-being of the person through the execution of chemical, immunological and bacteriological tests on biological samples of human origin. These are aimed at the rapid and accurate identification of abnormal and / or pathological states which - if tackled early with appropriate treatment - can be resolved or at least contained, with as little harm as possible for the person. The Laboratory offers its services, as well as to individual citizens, also to companies with an investigation and monitoring service for safety and hygiene at work, evaluating situations at risk and carrying out investigations aimed at constantly checking the health status of workers exposed to substances and / or to dangerous processes.

Upon request, there is a list of analyzes performed with relative response time.
Reception staff provide all information relating to booking methods (on site, by telephone, by e-mail), opening hours, payment of services, methods of collecting samples and collecting and delivering samples.

OPENING TIME

Withdrawals, Breath Test and sample delivery (without reservation)

from Monday to Saturday	morning 07:00 - 10:00

Microbiological swabs, ECG, Pap Test (without reservation)

from Monday to Saturday	morning 08:30 - 10:30
(on appointment) Friday	afternoon 5.30pm – 6.30pm

COVID-19 SWABS (BY RESERVATION)

from Monday to Saturday	morning 10:30 - 11:30

WITHDRAWAL OF REPORTS

From Monday to Saturday	morning 11:30 - 12:30
Monday / Wednesday / Friday	afternoon 16:30 – 18:30

The laboratory carries out home samples by reservation.

CONTACTS

For:

- booking exempt withdrawals, home withdrawals, Covid swabs
- information on exam preparation, reporting times, preparation methods (only for some types of exams)
- request for urgent services
- information about current exams

The Laboratory is available by telephone from 8:00 to 12:30 every day (Monday to Saturday) or on Monday, Wednesday and Friday afternoons from 16:30 to 18:30 at the following telephone number: 071 /64982 or with e-mail address: info@laboratorioeurolab.it or with the form on our website: www.laboratorioeurolab.it or with WhatsUp at the following number:3386250748.

ACCEPTANCE

The Eurolab Analysis Laboratory, being accredited to the National Health Service, allows its Users to use the Services associated with it.
The User, through the presentation of medical prescriptions, accesses the Structure to carry out analytical assessments to which the ticket or exemption applies.
The cost of the ticket, the free profession or the exemption are made explicit with the issuance of the bill or invoice (subject to payment) at the time of acceptance.

The doctor's prescription must contain the following information:
- Name, Surname, Age of the Patient (date of birth);
- Health card number and / or tax code of the Patient, with the specification of
- any rights to exemption from payment of the service;
- Type of service requested;
- Diagnostic question;
- Doctor's stamp and signature;
- Date.

Access to the facility:
The patient is requested to obtain a special number through the external dispenser with the following indications: acceptance of blood samples: for those who must perform any type of blood and microbiological sampling; pregnancies, protected categories, children: for those who are fragile subjects (chemotherapy patients, children, non self-sufficient patients, pregnant women) or those who have to perform special tests such as ECG at rest, Breath Test and cervico-vaginal swabs, Pap Test ; collection of reports: for those who, provided with a slip, must collect the reports and deliver samples: for those who have urine, faeces, microbiological or histological samples to deliver, Covid swabs: for those who need to perform a Covid swab.
During the waiting period, he is required to stop at a sufficient distance to guarantee the confidentiality of those in the acceptance phase.

Acceptance:
The Patient accesses the Secretariat once the number to which it corresponds is called via microphone and also visible via the monitor placed above the station (both the number and the station of the secretariat that called him will be visible).

Identification:

The identification of the patient is done through the request for personal data, the health card and the medical request. These data are entered into the computer system which verifies their correspondence with data already recorded from previous acceptances, entering all the required analyzes and verifying compliance with the pre-analytical conditions. Once acceptance has been made, the patient is left with the labels that he will deliver to the sampling room and any report withdrawal sheet, made to sign the Privacy sheets, any authorizations to send the report by email or release of the password for online viewing. possibly upon payment. The patient will be called to the sampling room with the same progressive number that he had taken at the entrance.

Confidentiality:

At the time of acceptance, the patient is informed, also with
signs exposed to the public, about the Processing of Sensitive Data.
In compliance with Legislative Decree 679/2016, the patient's personal data and health card are entered into the memory of the IT system with access reserved only and exclusively to authorized personnel of the Eurolab analysis laboratory.
The laboratory staff is available for any information concerning the legislative provisions on confidentiality.

Sampling room:

The patient will always enter the sampling room after calling the computerized progressive number (the same used at the entrance) always visible also from the monitor. The patient will hand over the labels with the prescription/request from the doctor/specialist to the blood sampling room employee who will verify their personal data.

Complaints:

For any documented inconvenience, please contact the staff, who can arrange an appointment with the manager of the relevant sector.

Home service:

The patient can request (also by telephone) the home service. The home clinical analysis service is carried out within 3-4 days for routine cases, within

12/24 hours for more urgent cases.

Sample acquisition:
The acquisition of biological samples takes place in the sampling rooms always upon acceptance.

Samples sent for examinations in 'Service':
Some exams are sent to other 'in service' laboratories. These Laboratories are equipped with the same requirements set by the Quality System.

Payment of benefits:
The payment of the ticket must be made before the execution of the services. Non-exempt citizens are required to pay for outpatient medical-specialist assistance according to the tariffs in force, up to the amount established by current legislation.
For freelance services, the relative tariff is available to the citizen at the acceptance of the Laboratory. The administrative staff is available for any information. The following payment methods are accepted:
Private: Cash, Bancomat, Credit Card, Bank Transfer.
Companies: Cash, Debit Cards, Credit Cards, Bank Transfers, Bank Receipts, Postal Orders, Checks.

Waiting lists:
For some services, waiting lists may be created if it is impossible to provide them immediately due to the need for laboratory programming.

7. SAMPLE PROCEDURE

PREMISE:
Nutrition: food and drink intake affects the blood concentration of many substances, just as prolonged fasting can significantly increase the concentration of many substances. We recommend a normal dinner the evening before the sampling and fasting for 8 to 10 hours. A small amount of water is allowed.
Alcohol: the intake of alcohol causes alterations of many substances. If the ingestion of alcohol is high and habitual, the concentration of many substances is altered, signaling the pathologies linked to chronic alcoholism. It is therefore more than appropriate to limit the consumption of alcoholic beverages for the whole day preceding the sampling or to abstain completely.

Caffeine: the effect of caffeine on substances present in the blood is not yet fully understood even if the suspicion of an interaction is very consistent. It is, therefore, advisable not to drink drinks containing caffeine before sampling.

Smoking: as with alcohol, smoking also causes both transient and chronic alterations. It is advisable to refrain from smoking at least from the evening before the blood sample.

Physical activity: physical activity, even if modest, causes a 'pouring' of water into the blood towards the muscles, this increases the blood concentration of many substances. Remember not to exercise on the day of the collection.

Stress/ Anxiety: stress and anxiety can cause alterations of some important parameters, it is therefore important to be as relaxed as possible at the time of sampling.

Menstrual cycle and pregnancy: the physiological conditions linked to the various moments of the menstrual cycle and to pregnancy produce significant variations in the blood concentration of many substances, it is therefore advisable to notify the laboratory of any pregnancy and, if you need to perform hormonal dosages, communicate the date of the last menstrual cycle.

Drugs: It is important to inform the laboratory if any drug therapy is being performed.

Here below we want to give some information for a correct execution of the collection and methods of collecting biological samples.

BLOOD:
Fasting on the morning of the sample (previous 12 hours).
In the days preceding the sample, avoid particular stresses (physical and / or emotional) and the abuse of foods that are difficult to digest. Subjects on drug therapy or who make frequent use of analgesic and / or anti-inflammatory drugs are kindly requested to notify this prior to collection.

URINE:
Collect the urine only on an empty stomach in the morning in which it must be delivered, deliver it within two hours to the Laboratory.
Use a clean container that does not contain residues of other substances: it is preferable to use disposable containers, even non-sterile, that can be purchased in pharmacies or distributed by the Laboratory itself. Handle the sample with care during transportation.
Avoid the intake of foods rich in mineral salts (cooked vegetables and fruit) in the evening before the harvest. Subjects undergoing drug therapy or who frequently use analgesic and anti-inflammatory drugs are requested to notify this prior to delivery of the sample.

URINOCULTURE:
Follow the same procedures described in the previous point, in this case using a sterile container. The urine should be collected, discarding the beginning, intermittently the central part without omitting the last jet. It is advisable to carry out a thorough hygiene of the external genitalia, avoiding the use of aggressive and bactericidal products which can alter the microbial load of the

urine. Transport avoiding spills and pollution and deliver the sample to the laboratory within one hour of collection to avoid altered bacterial growth.
If antibiotic therapy is in progress, notify in advance. There is no restriction on foods to be eaten the night before. Deliver the sample to the laboratory within 1 hour, otherwise store it in the refrigerator at 4°C for a maximum of 12 hours.

24 HOUR URINE:
Use a large container (2-3 liters) capable of collecting the urinations of 24 hours. Specific recommendations are provided depending on the type of analyte to be determined.

STOOLS FOR PARASITES:
Use a clean disposable container, even non-sterile, and collect a fresh stool sample; it is allowed to take laxative substances with mechanical action; it is necessary to have stopped the anti-parasite therapy for at least 20 days. .Deliver the sample to the laboratory within 1 hour, otherwise store it in the refrigerator at 4°C for a maximum of 12 hours.

STOOLS FOR HIDDEN BLOOD:
See above. Any local inflammations must be previously communicated. It is important for a successful examination to fill at least half of the container provided.

COPROCULTURE:
See above. Use a sterile container; do not take antibiotics for at least 10 days.

SWABS:
Regardless of the location of the microbiological sampling (urethral, vaginal, rectal, ocular, auricular, nasal, cutaneous and pharyngeal) it is recommended not to take antibiotics and / or topical disinfectants for at least 10 days.
For the throat swab it is not recommended to eat and / or drink before the microbiological sampling, in order to avoid emetic stimuli.
For the vaginal swab, it is recommended to perform the exam 2-3 days after the end of the menstruation. Avoid the use of douches, candles and complete intercourse at least on the previous day.
For the urethral swab it is advisable to follow a period of sexual abstinence of 24 hours and not to urinate in the 3 hours preceding the execution of the swab.
If the swabs are taken outside the laboratory, it is advisable to keep them for a maximum of one hour at room temperature or in the fridge at 4°C for a maximum of 24 hours.

PREGNANCY TEST:
Immonological pregnancy test on urine should be performed on morning urination or on urine that has been in the bladder for at least 5-6 hours.

SEMINAL LIQUID:

For sperm culture it is necessary to use a sterile container. The sample must be collected after 24 hours of abstinence,
The sample must be stored in a refrigerator at 4°C for a maximum of 12 hours, if it cannot be delivered as soon as it has been collected. For the spermiogram, laboratory collection by appointment is usually preferred if the patient lives near the laboratory, he can collect it at home but the sample must be delivered within 20 minutes of collection, avoiding thermal shock. Before collection, the patient must observe a period of abstinence ranging from 3 to 5 days, if he takes drugs he must notify the secretariat.

8. SERVICES PROVIDED (Internal and in service)

LEGEND
The letters next to each exam specify the following characteristics:
- *(C) agreement: exams to which the ticket, exemption or free profession is applied;*
- *(S) service: exams performed in self-employment, sent elsewhere*

CLINICAL CHEMISTRY
METHOD: DRY
INSTRUMENT: KODAK VITROS FUSION 5.1

AZOTEMIA (C)
GLUCOSE (C)
CREATININE (C)
TOTAL PROTEIN (C)
GOT (C)
GPT (C)
GGT (C)
ALKALINE PHOSPHATASE (C)
TOTAL BILIRUBIN (C)
BILIRUBINA TOT. and FRAZ. (C)
CHLORINE (C)
POTASSIUM (C)
SODIUM (C)
MAGNESIUM (C)
TAS (S)
CHOLESTEROL TOT. (C)
HDL CHOLESTEROL (C)
LDL CHOLESTEROL (C)
TRIGLYCERIDES (C)
PHOSPHORE (C)
URICEMIA (C)
SIDEREMIA (C)
REACTIVE PROTEIN C (C)
LDH (C)
CK (C)
ALBUMINA (C)
AMYLASE (C)
LIPASE (C)
CALCIUM (C)
CHOLINESTERASE (C)
PROTEINURIA (S)
RHEUMATOID FACTOR (C)
TRANSFERRINA (C)
CALCIURIA (C)
POTASSIURIA (C)
CREATINURIA (C)
NATRIURIA (C)
PHOSPHATURY (C)
LITHIUM (C)
COPPER (S)
AMYLASE ISOENZYMES (S)
FOSF. ALC. BONE (S)
URICURIA (C)
CLEARANCE CREATININE (C)
ALDOLASI (S)
AMMONIUM (S)

HEMATOLOGY
METHOD: AUTOMATIC
INSTRUMENT: BECKMAN COULTER LH 500 5 POPULATION LOB COUNTER
HEMOCHROME WITH LEUCOCYTARY FORMULA AND PLATE COUNT (C)
RETICULOCYTES (S)

COAGULATION
METHOD: AUTOMATIC
INSTRUMENT: FULLY AUTOMATIC COAGULOMETER ACL FUTURA PLUS
FIBRINOGEN (C)
PROTHROMBINE TIME, PT (C)
ACTIVATED PARTIAL PROTHROMBINE TIME, APTT (C)
ANTITHROMBIN III (C)
FUNCTIONAL PROTEIN C (S)
PROTEIN S FREE (S)
RES. TO P.C. ACTIVATED (S)
L.A.C. (LUPUS ANTICOAGULANT) (S)

IMMUNOLOGY
METHOD: DIRECT CHEMILUMINESCENCE
INSTRUMENT: CENTAUR XP SIEMENS
TSH (C)
FREE THYROXINE, FT4 (C)
FREE TRIODOTHYRONINE, FT3 (C)
ANTI-TPO (C)
ANTI- TG (C)
STIMULATING FOLLICLE HORMONE, FSH (C)
LUTEINIZING HORMONE, LH (C)
ESTRADIOL (C)
ESTRIOL (S)
PROLACTIN (C)
ACTIVE VITAMIN B 12 (C)
17- KETOSTEROIDS (S)
CHORIONIC GONADOTROPIN BETA (C)
ADRENOCORTICOTROP HORMONE (S)
ALDOSTERONE (S)
ALPHAPHETOPROTEIN (C)
CA 15-3 (C)
CA 19-9 (C)
FERRITINA (C)
TOTAL TESTOSTERONE (C)
FREE TESTOSTERONE (S)
PEPTIDE C (S)
DHEA (S)
DHEA - S (S)
CORTISOL (C)
HOMOCYSTEINE (C)
PTH(C)
DIIDROTESTOSTERONE (S)
GH (S)
TSH ANTI-RECEPTORS (S)
17 OH- PROGESTERONE (S)
INSULIN (S)
GASTRINA (S)
TIREOGLOBULINA (S)
FOLIC ACID (C)
CATECOLAMINS (S)
17 OH- CORTICOSTEROIDS (S)
ANDROSTENEDIONE (S)
CEA (C)
PSA (C)
FREE PSA (C)
CA 125 (C)
TOTAL IGE (C)
SPECIFIC IGE (S)

VITAMIN D (C)
PSA REFLEX (C)
TSH REFLEX (C)
PROBNP (C)

IMMUNODESAGES

CA19-9 (C)
URINARY CORTISOL (C)
D-DIMER (C)

ELECTROPHORESIS

METHOD: CAPILLARY
INSTRUMENT: MINICAP SEBIA

SIERIC PROTEIN ELECTROPHORESIS (C)
URINARY PROTEIN ELECTROPHORESIS (S)
IMMUNOFIXATION (C)
IGA,IGG,IGM (C)
C3,C4 (C)
URINARY IMMUNOFIXATION (S)
CDT (TRANSFERRIN CARBOHYDRATE DEFICIENT) (C)

VIRAL

METHOD: INDIRECT FLUORESCENCE
INSTRUMENT: MINI VIDAS AND VIDAS 3 BIOMERIEUX

ANTI TOXOPLASMA IGG / IGM ANTIBOD.(C)
ANTI ROSOLIA IGG / IGM ANTIBODIES (C)
ANTI CMV IGG / IGM ANTIBODIES (C)
ANTI HIV 1-2 (C) ANTIBODIES
ANTI HBSAG (C) ANTIBODIES
ANTI HBEAG (C) ANTIBODIES
ANTI HBEAB (C) ANTIBODIES
ANTI HBCAB IGG / IGM (S) ANTIBODIES
ANTI HCV ANTIBODIES (C)
A. ANTI EBV EARLY (S)
A. ANTI MYCOPLASMA PNEUM. IGG / IGM (S)
ANTI HELICOBACTER PYLORI ANTIBODIES (S)
ANTI HBSAB ANTIBODIES (C)
ANTI HAV IGM / IGG ANTIBODIES (C)
A. ANTI CLAMIDIA PNEUMONIAE IGG / IGA / IGM (S)
A. ANTI EBV VCA IGG / IGM (C)
A. ANTI EBV EBNA IGG (C)

A.ANTI SARS-COV-2 IGG/IGM (S)

MANUAL SAMPLES:

METHOD: MANUAL
SPERMIOGRAM(C)
STOOL COMPLETE (C)
STOOL PARASITES (C)
CALPROTECTIN (C)
ENTEROPATHOGENIC COLI (C)
CAMPYLOBACTER (C)
CLOSTRIDIUM (C)
FECAL HELICOBACTER PYLORI (C)
PROCALCITONIN (C)

CELIAC DESEASE DUO SCREENING (C)
VDRL (C)
MICROALBUMINURIA ©
GIARDIASIS (C)

URINE EXAMINATION
METHOD: AUTOMATIC
INSTRUMENT: AUTION MAX AX-4280 MENARINI
URINE EXAMINATION WITH SEDIMENT ANALYSIS (C)

MICROBIOLOGY
METHOD: MANUAL TECHIQUE AND MANUAL
INSTRUMENT: VITEK 2
URINE CULTURE WITH ISOLATION (C)
EYE SWAB (C)
EAR SWAB (C)
URETHRAL SWAB (C)
GLANDE SWAB (C)
LINGUAL SWAB (C)
ORAL CABLE SWAB (C)
EXPECTORATE (C)
CONJUNCTIVAL SWAB (C)
SPERM CULTURE (C)
VAGINAL RECTAL SWAB DURING PREGNANCY (C)
RECTAL SWAB (C)
SCHOTCH TEST (C)
PHARYNGEAL SWAB (C)
VAGINAL SWAB (C)
VULVAR SWAB (C)
SKIN EMERGENCY SWAB (C)
NASAL SWAB (C)
ANTIBIOGRAM (C)
COPROCULTURE (C)

SEMI-AUTOMATIC METHOD
INSTRUMENT: NR. 2 DCA SIEMENS VANTAGE
GLYCATED HEMOGLOBIN (C)
MICROALBUMINURIA (C)

AUTOMATIC METHOD
INSTRUMENT: ALIFAX ROLLER 20
VES

QUICK TEST 1:
METHOD: CHROMATOGRAPHY ON PAPER
PREGNANCY TEST (C)
ROTAVIRUS / ADENOVIRUS (C)
MONOTEST (C)
CORONAVIRUS RAPID ANTIGEN TEST (C)
SEARCH QUAL. URINE DRUGS (C)
HIDDEN BLOOD (C)
CLAMYDIA TRACHOMATIS (C)
TPHA (C)

QUICK TEST 2:
METHOD: AGGLUTINATION
CLASSIFICATION OF BETA HEMOLYTIC STRATOCOCCES IN GROUPS A, B, C, D, F, G (C)
SEROLOGICAL IDENTIFICATION OF CULTURED SALMONELLA (S)

AUTOIMMUNITY
ANTIGLIADINE IgG / IgA (S)
ANTI ENDOMISIO (S)
ANTI TRANSGLUTAMINASE IgG / IgA (S)
ANTI SMOOTH MUSCLE (ASTHMA) (S)
A. ANTIMICROSOME LKM (S)
ANTI NATIVE DNA QUANTITATIVE (S)
A. ANTIMYTOCHONDRON (AMA) (S)
ENA Screening (S)
ANA Test (S)
ANCA (S)
A. SMOOTH ANTIMUSCLE (ASTHMA) (S)
A. ANTIBET2GLYCOPROTEIN 1 IgA (S)
A. ANTIBETA2GLYCOPROTEIN IgG / IgM (S)
A. ANTICARDIOLIPIN IgG / IgM (S)
A. APCA PARIETAL ANTICELLS (S)
A. ANTICENTROMER (S)
A. ANTITREPONEMA PALLIDUM IgG / IgA (S)

OCCUPATIONAL MEDICINE
IPPURIC ACID I.T. / F.T. (S)
METHYLIPPURIC ACID I.T. / F.T. (S)
2-5 ESANDIONE I.T. / F.T. FREE (S)
PHENYLGLOSSYLIC ACID I.T. / F.T. (S)
URINARY ACETONE F.T. (S)
TRANSMUCONIC ACID I.T. / F.T. (S)
WING. URINARY I.T. / F.T. (S)
ZICOPROTOPORFIRINA (S)
ZINC (S)
TRICHLOROACETIC ACID IN URINARY F.T. (S)
CARBOSSIEMOGLOBINA (S)
MANDELIC ACID I.T. / F.T. (S)
URINARY TOLUENE I.T. / F.T. (S)
METHYL ETHYL KETONE (M.E.K.) I.T. / F.T. (S)
METHYLISOBUTYLKETONE (MIBK) I.T. / F.T. (S)
LEAD (S)
ORTHO-CRESOLO URINE I.T. / F.T. (S)
URINARY CREATININE I.T. / F.T. (S)
SERUM CHROMIUM (S)
HEMATIC CADMIUM (S)
PLASMA ALUMINUM (S)
EXTEMPORARY CHAMPION CITRATURY (S)
CITRATURY URINE 24 H (S)
PLASMATIC COBALT (S)
DYSBIOSIS TEST (S)
ETHANOL URINE I.T. / F.T. (S)
BLOOD ETHANOL (S)
URINARY PHENOL I.T. / F.T. (S)
URINARY HYDROXYPYRENE F.T. (S)
NICKEL URINARY I.T. / F.T. (S)
NICKEL (S)

DRUG DOSAGE TEST OCCUPATIONAL MEDICINE
QUALITATIVE DETERMINATION OF DRUGS OF ABUSE IN URINE
METHOD: PAPER CHROMATOGRAPHY
BUPRENORPHINE (C)
METHAPHETAMINE (C)
AMPHETAMINE (C)
CANNABINOIDS (C)
COCAINE (C)
METHADONE (C)

OPIOIDS (C)

QUANTITATIVE DETERMINATION OF DRUGS OF ABUSE IN URINE
METHOD: AUTOMATIC
INSTRUMENT: THE AB ARIES

BUPRENORPHINE (C, S)
METHAPHETAMINE (C, S)
AMPHETAMINE (C , S)
CANNABINOIDS (C, S)
COCAINE (C , S)
METHADONE (C, S)
OPIOIDS (C,S)

CYTOLOGY
METHOD: MANUAL
PAP TEST (C)
NASAL CYTOLOGY (C)
URINARY CYTOLOGY (C)

BREATH TEST
H2 BREATH TEST FOR DETERMINATION LACTOSE INTOLERANCE (S)
H2 BREATH TEST FOR DETERMINATION OF INTESTINAL BACTERIAL CONTAMINATION (S)
EXPIROBACTER BREATH TEST FOR INFECTION DIAGNOSIS. GASTRODUODENAL HELICOBACTER PILORI (S)

9. PRIVACY

The consent to the treatment of one's sensitive data is made by placing the signature at the bottom of the slip issued at the time of acceptance.
The reference legislation can be viewed in the waiting room of the Laboratory and is as follows:

PURSUANT TO EU REGULATION 679/2016

Dear Sir/Madam, pursuant to articles 12, 13 and 14 of EU Regulation no. 679/2016 Eurolab S.r.l. guarantees that all processing complies with current legislation and informs you that your data will be processed as follows:

1. Data subjects
The data controller is Eurolab S.r.l., with registered office in Senigallia, Via Marche n. 81, tel. 071.64982, fax 071.7912704 e-mail address: info@laboratorioeurolab.it
The Data Protection Officer (DPO of Eurolab S.r.l., can be contacted at privacy@laboratorioeurolab.it
The updated list of external data processors is available upon request.

2. Type of data collected
The data provided by you or otherwise acquired by Eurolab S.r.l. may concern the following categories: personal and contact details (name, surname, gender, date and place of birth, address, telephone and email numbers, tax data, etc.), data relating to the state of health, genetic data, biometric data intended to uniquely identify a natural person, as well as personal and contact details of any person delegated to book or collect the exam, if appointed.

3. Purpose of processing.

Your data will be processed to:
a) allow the booking and management of the instrumental and/or laboratory examination, as well as for administrative and fiscal purposes of the relationships, including those in agreement with the SSN, as well as for;
b) carry out the diagnostic activities with reporting and certification of the state of health according to the analyses requested by you.
The data may also be processed, in aggregate form, for internal analysis and statistics purposes that are not incompatible with the previous purposes.
Any refusal to provide the data for the purposes indicated above may determine the impossibility for the owner to provide the health service requested by you.

4. Legal basis for processing

The personal and contact details will be processed pursuant to art. 6, paragraph 1, letter b) of the European Regulation no. 679/2016, since the processing is necessary for the performance of a contract to which the interested party is a party, or since the processing is necessary for the implementation of pre-contractual measures adopted at the request of the same, as well as pursuant to art. 6, paragraph 1, letter c) of the European Regulation no. 679/2016 where the processing is necessary to fulfill a legal obligation to which the data controller is subject.
The processing of data relating to the state of health, genetic data, biometric data intended to uniquely identify a natural person, where necessary for the purposes of preventive medicine or diagnosis, health or social care or therapy or management of health systems and services will be carried out pursuant to art. 9, paragraph 2, letter c). h), of EU Regulation 679/2016

5. Processing methods

Your personal data will be processed according to the principles of correctness, lawfulness and transparency both in paper and electronic form and protected by technical and organizational measures to ensure appropriate levels of security pursuant to articles 25 and 32 of the GDPR, in compliance with professional secrecy, office secrecy and confidentiality and in anonymous form in the event of scientific-statistical research.

6. Scope of communication and dissemination of data

In relation to the purposes indicated under 3a), your data may be communicated to AST ANCONA, limited to the relationships in agreement with the SSN, to consultants and freelancers also in associated form, as well as to managers of centralized IT systems.
In relation to the purposes indicated under 3b), your data may be communicated to your general practitioner.
In relation to the procedures for managing disputes/contentious matters, personal and contact details may be communicated to law firms receiving a mandate from the owner.
For the purposes of internal analysis and statistics, the communication of data is not envisaged except for the disclosure of statistics in aggregate and anonymous form.
The dissemination of personal data is not envisaged.

7. Data storage

In general, the data will be stored in analog and digital format for the period of time necessary to comply with the tax legislation in force on the matter, as well as - for specific treatments - in compliance with the times established in the Waste Schedule indicated in the ASUR Marche Resolution no. 647 of 29.08.2006 which is intended to be fully recalled, with the application of suitable security measures to ensure that only authorized persons can access such data.

8. Transfer of data abroad

The servers used by Eurolab S.r.l. are located in Italy and the data processed, both in analog and digital format, will not be transferred outside the European Union.

9. Rights of interested parties.

In relation to the aforementioned processing, you may exercise the rights recognized by the current legislation on the protection of personal data, including the right to ask the data controller for access to personal data and the

correction or deletion of the same, the limitation or opposition to the processing that concerns you, in addition to the right to data portability, within the limits of what is provided for in articles 15, 16, 17, 18, 20, 21 of EU Regulation 679/2016.
Pursuant to art. 77 of the regulation, if you believe that the processing that concerns you violates the legislation on the protection of personal data, you have the right to lodge a complaint with the Italian Data Protection Authority or with the Supervisory Authority of the EU Member State in which you habitually reside, work or where the alleged violation occurred.
To exercise your rights, you can contact the data controller by sending a communication to the following address: info@laboratorioeurolab.it or the Data Protection Officer by sending a communication to the following address: privacy@laboratorioeurolab.it

10. Changes and updates to the information

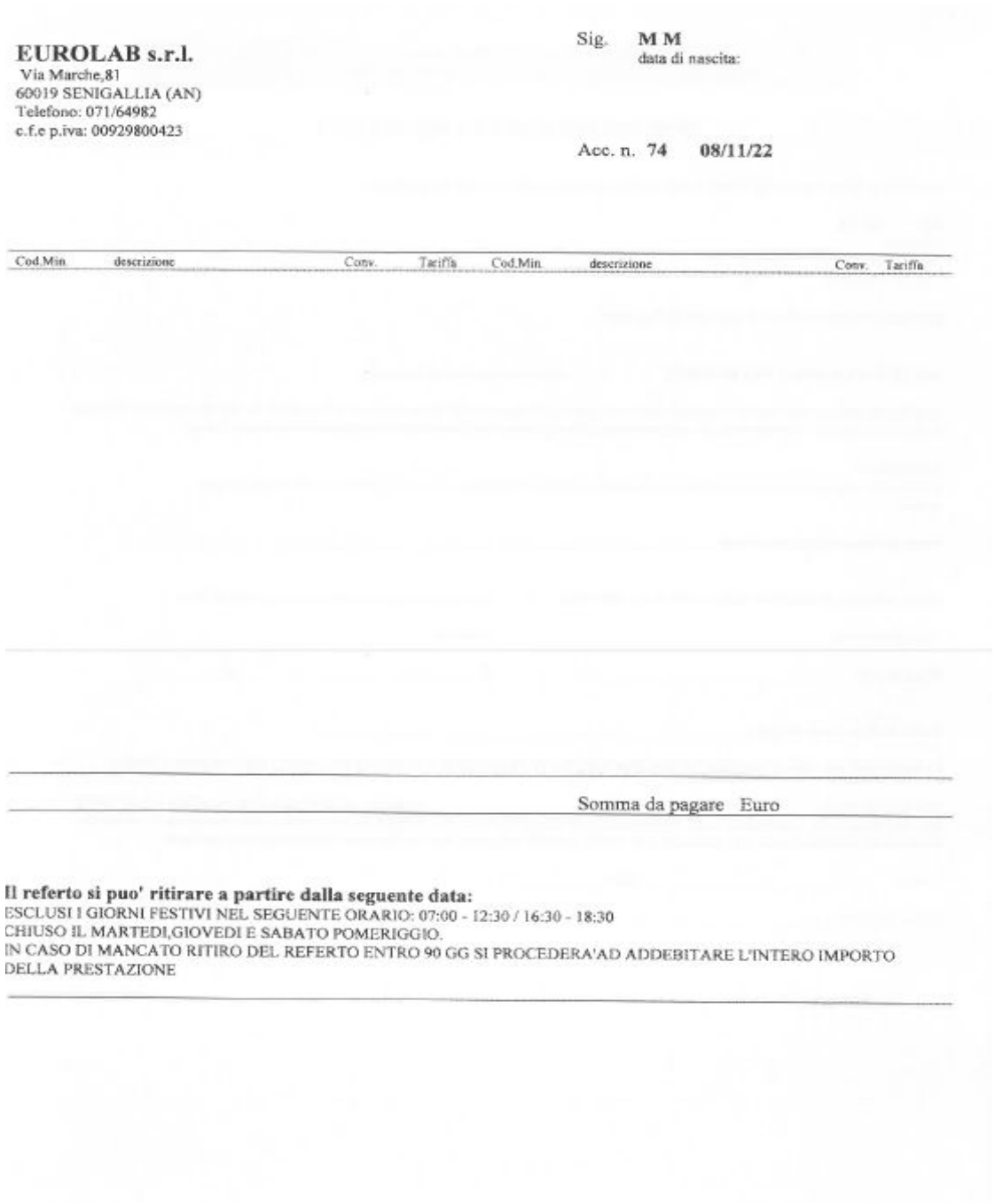
Also in consideration of future changes that may occur in the applicable privacy legislation, Eurolab S.r.l. may integrate and/or update, in whole or in part, this information. It is understood that any modification, integration or update will be communicated to you in accordance with the legislation in force also by means of publication on the website www.laboratorioeurolab.it.

10. REPORTS COLLECTION

The report can be withdrawn by the person concerned or by whoever presents an appropriate proxy issued at the time of acceptance

(see separate Annex No. 1 and delegation to collect the reports Annex No. 2)

Alternatively, Eurolab offers its Patients the convenience of an on-line report:
By connecting directly to the website www.laboratorioeurolab.it with a personal login and password, the person can view and download the report; alternatively, at the request of the patient and with advance payment upon acceptance, it is possible to send the report in PDF format by e-mail with encrypted attachment.



EUROLAB s.r.l.
Via Marche,81
60019 SENIGALLIA (AN)
Telefono: 071/64982
c.f.e p.iva: 00929800423

Sig. **M M**
data di nascita:

Acc. n. **74** **08/11/22**

Cod.Min	descrizione	Conv.	Tariffa	Cod.Min	descrizione	Conv.	Tariffa

Somma da pagare Euro

Il referto si puo' ritirare a partire dalla seguente data:
ESCLUSI I GIORNI FESTIVI NEL SEGUENTE ORARIO: 07:00 - 12:30 / 16:30 - 18:30
CHIUSO IL MARTEDI,GIOVEDI E SABATO POMERIGGIO.
IN CASO DI MANCATO RITIRO DEL REFERTO ENTRO 90 GG SI PROCEDERA'AD ADDEBITARE L'INTERO IMPORTO DELLA PRESTAZIONE

ANNEX No 1

LABORATORIO EUROLAB s.r.l.
Via Marche, 81 Senigallia AN tel.07164982 fax 0717912704

MODULO PER IL RITIRO DEI REFERTI

I referti e la documentazione relativi alle prestazioni erogate al paziente:

Sig. **M M**
Telefono:
Data accettazione: 08/11/22
Cod. accettazione: **74**

potranno essere ritirati a partire dal giorno

DELEGA AL RITIRO DEI REFERTI (da compilare da parte dell' interessato)

Con riferimento all'informativa visionata esposta a parete all'ingresso del laboratorio,ed al Consenso da me liberamente rilasciato in forma scritta per il trattamento dei dati necessari all'erogazione delle prestazioni diagnostiche richieste delego

il/la signor/a _____
al ritiro dei miei referti completi della eventuale documentazione diagnostica nel giorno e orario sopraindicato.
In fede.

Firma dell'Interessato che delega _____

DATI DELLA PERSONA DELEGATA AL RITIRO (da compilare da parte del Laboratorio al momento del ritiro)

Tipo documento _____ Numero _____

Rilasciato da _____ Il _____

Firma della persona delegata _____

CONSENSO AL TRATTAMENTO DEI PROPRI DATI PERSONALI AI SENSI DEL REG. UE 679/2016 (GDPR)

Il/la sottoscritto/a _____, acquisite le informazioni di cui all'art. 13 del GDPR reso con la presente informativa e con l'informativa esposta all'ingresso del laboratorio, ed avendone ben compreso il contenuto autorizza al trattamento dei dati personali e di natura sensibile necessari per l'erogazione della prestazione sanitaria.

Luogo _____ Data _____.

Firma leggibile _____

ANNEX No 2

11. USER SATISFACTION MONITORING

User satisfaction is monitored using a specific questionnaire (Annex A) which is made available to patients at the entrance to the Facility.
This anonymous questionnaire, defined by the Management, makes it possible to acquire general information regarding the user (gender, age, reasons for choosing the laboratory..)
and to measure the level of satisfaction with respect to the following parameters:

- reception of the sampling room
- waiting time for Acceptance
- waiting time to make the withdrawal
- time taken for the overall operation
- organization of the sampling room
- availability of reception and sampling room personnel
- professionalism of the Operators

The completed questionnaires are collected in a box and subsequently managed by the Management for the improvement of the quality of the Services offered to the User.

In order to improve our service, we ask users to collaborate with us by filling out this simple form anonymously.

Date: .....

			Judgment on our work			
			INSUFFICIENT	SUFFICIENT	GOOD	EXCELLENT
1	HOSPITALITY	Hospitality and availability of nursing staff				
2		Reception and availability of the reception staff				
3	PRIVACY	Respect your privacy				
5	LOCALS	Ease of access to premises				
6		Order and comfort of the premises				
7		Cleaning of premises				
8	TIMETABLES	Adequacy of withdrawal times				
9						

		Adequacy of withdrawal times				
10	REPORTS	Clarity of the report				
11	COMMUNICATION	Test preparation information				
12		Information on how to withdraw the report				
13	TIMES	Waiting time for acceptance				
14		Waiting time for pick up				
15		Waiting time for the delivery of reports				
16	ADMINISTRATION	Adequacy of documents issued (e.g. slip/invoice)				

Suggestions and Complaints:

Annex A

12. QUALITY INDICATORS AND STANDARDS

The EUROLAB Laboratory is oriented towards the constant improvement of the services and performances provided to better respond to the needs of users. In this perspective, it has developed quality standards that allow for the continuous monitoring of the services and performances provided. To this end, "Quality Indicators" have been identified, collected by macro-areas. For each indicator, standards have been identified that the EUROLAB Laboratory undertakes to respect; any deviation from these standards is subject to constant monitoring with the aid of IT tools, with a view to continuously improving the services offered. Below is a representation of some indicators:

PROCESS / AREA OF REFERENCE	INDICATOR DESCRIPTION	U.M.	VALUE RECORDED 2023
Accessibility and Hospitality	**Opening Hours** Opening hours to the public 7.00/12.30 from Monday to Saturday From 16.30 to 18.30 on Monday, Wednesday and Friday	%	100%
Accessibility and Hospitality	**Accessibility** Accessibility for people with disabilities, availability of parking and public transport nearby	%	100%
Accessibility and Hospitality	**Reception** Availability of an information point	%	100%
Accessibility and Hospitality	**Reception** Average waiting times to book the service	min	0 No reservation required
Service provision	**Quality of Service - Waiting Times** Maximum waiting time for acceptance	min	10
Service provision	**Quality of Service - Waiting Times** Maximum waiting time for withdrawal	min	10
Service provision	**Service Quality - Waiting Times** Standard delivery times for results	gg	1 day for common tests 3-5 days for culture tests
Service provision	**Service Quality - Staff Professionalism** Rate of staff with annual continuous training	%	100%
Service provision	**Service Quality - Emergency Procedures** Rate of staff trained in emergencies	%	100%
Service provision	**Service Quality – Waiting Comfort** Waiting comfort in terms of seating	n	8
Service	**Quality of Service - Comfort of waiting**	n	1

provision	Comfort of waiting in terms of the presence of easily accessible toilets even for people with special needs		
Service provision	**Quality of Service – Patient Identification Security** Security in terms of: permanent electronic archiving, presence of historical archive of tests performed, use of adhesive labels with barcodes on samples to be processed, respect for privacy	%	100%
Service provision	**Quality of Service – Global Quality** Analytical quality in terms of: patient identification through adhesive labels with barcode, data transcription through instrument-client interface plus server with visual validation of results, data storage on server and automatic daily backup	%	100%
Service provision	**Quality of Service – Analytical Quality** Analytical quality in terms of Internal Quality Control and External Quality Control V.E.Q	%	100% based on regulatory requirements
Service provision	**Correct and timely information on critical values** (timely communication to the user / GP about the detection of critical parameters out of range)	%	100%
Service provision	**Clinical risk management** (n° Near miss events)	n	0
Service provision	**Clinical Risk Management** (n° Adverse Events)	n	0
Service provision	**Clinical risk management** (n° sentinel events)	n	0
Transparency and Information	**Information on Services** Rate of users informed about the services offered	%	100%
Transparency and Information	**Costs and Fees** Availability of rates online and on-site	%	100%
Transparency and Information	**Report Information** Rate of reports explained in detail upon request	%	100%
Security and Privacy	**Data Security** Data Breach Incidents	n	0
Security and Privacy	**Hygiene and Safety** Hygiene inspections satisfied	%	100%
Customer Care and Customer Satisfaction	**Complaints Management** Number of complaints received by the laboratory	n	0
Customer Care and Customer Satisfaction	**Complaints Management** Complaints Response Time	gg	< 7 gg

Customer Care and Customer Satisfaction	**User satisfaction** Rate of satisfied users regarding the Hospitality and availability of nursing staff (sum of excellent and good ratings)	%	91%
Customer Care and Customer Satisfaction	**User satisfaction** Rate of users satisfied with the welcome and availability of the reception staff (sum of excellent and good ratings)	%	91%
Customer Care and Customer Satisfaction	**User Satisfaction** Rate of satisfied users regarding the Clarity of the report (sum of excellent and good ratings)	%	100%
Customer Care and Customer Satisfaction	**User Satisfaction** Rate of users satisfied with test preparation information (sum of excellent and good ratings)	%	100%
Customer Care and Customer Satisfaction	**User Satisfaction** Rate of satisfied users regarding Waiting time for acceptance (sum of excellent and good ratings)	%	91%
Customer Care and Customer Satisfaction	**User Satisfaction** Rate of satisfied users regarding the Waiting Time for Withdrawal (sum of excellent and good ratings)	%	91%
Customer Care and Customer Satisfaction	**User satisfaction** Rate of satisfied users regarding the Waiting time for delivery of reports (sum of excellent and good ratings)	%	100%
Technology and Innovation	**Technology Update** Frequency of equipment update (at least every 5 years)	%	100%
Technology and Innovation	**Online Services** Rate of reports available online	%	100%
Compliance with Regulations	**Regulatory Compliance** Rate of inspections passed	%	100%
Compliance with Regulations	**Quality Certifications** Number of quality certifications held	-	Certified Laboratory UNI EN ISO 9001:2015
Sustainability	**Environmental Policies** Rate of special waste disposed of correctly	%	100%

13. EMERGENCY MANAGEMENT

The first thing to do when intervening in an emergency situation is to evaluate the safety of the environment. The danger of fire, gas leakage, exhalation of toxic substances, the presence of exposed electric cables, etc. require particular attention because they may not be immediately apparent. The operator must not expose himself to danger in any way, otherwise the number of victims will increase and the intervention will be ineffective. In the event that there is an injured person, it must never be moved from the scene of the accident, unless there is an imminent danger for the rescuer and the injured person.
Who discovers the incident alerts the person in charge or higher reporting the incident
(signaling nature, severity, location, involvement of people, things, etc.)
whoever is alerted ascertains the situation, assesses the condition of the injured person and alerts:

UNIQUE EMERGENCY NUMBER 112

WHAT TO DO WHEN THE EARTHQUAKE COMES

- Seek shelter inside a door, under a beam, an arch, near a load-bearing wall. if you stand in the center of the room you could be injured by falling glass, plaster or other objects.
- Do not rush out on the stairs or on the balcony
- Don't use the elevator
- Go out at the end of the earthquake shock and watch out for dropped objects
- Do not hinder relief efforts by congesting communication systems (telephone, mobile, internet)
- Do not re-enter the building for any reason until normal conditions are restored

HOW TO BEHAVE IN CASE OF FIRE

- Sound the alarm immediately
- If you are trained and able to operate, intervene at the base of the flames with the nearest powder extinguisher for any type of fire or co2 on electrical systems or panels and in any case leave the room immediately after using the extinguisher
- Absolutely do not use water on any type of fire
- Leave the room affected by the fire as soon as possible, closing the door tightly
- cover your mouth and nose
- in the presence of smoke, get on all fours and move close to the ground
- don't use the elevator
- seek refuge as far as possible from the fire and in a room accessible to rescuers, go to the window and report your presence
- Once the phenomenon has ended and in relation to the extent of the fire, the person responsible for the emergency or the most qualified among those present assesses whether it is appropriate to keep the activities interrupted pending an inspection by professionals who evaluate the usability of the building
- once the safety condition has been ascertained, it is arranged that the end of the emergency be communicated verbally, authorizing the resumption of activities

HOW TO BEHAVE IN THE EVENT OF A BLACKOUT

- In this healthcare facility, the general electrical system is protected by a U.P.S. which intervenes in the event of a blackout and ensures the supply of electricity to some privileged sockets for 45 minutes, in order to avoid the disconnection of electrical, electro-medical and IT equipment.
- avoid using the elevator
- MAKE SURE THAT IT IS NOT A PROPER BLACKOUT, A LOCAL FAULT: in this case, contact the technical manager
- in the event of a prolonged blackout, activate the procedures for closing work and avoid any initiative taken independently without technical knowledge

- avoid opening the doors of refrigerators and freezers, avoid the use of equipment connected to sockets below the UPS that are not strictly necessary
- keep cell phones available

SANITARY EMERGENCY

The subject feels ill/suffers an accident inside the Facility (drawing room, fainting, illness ...) The staff present detects the emergency and alerts the health personnel present, notifies the Doctor in charge of the sampling by telephone and proceeds with the observation of the subject.

Evaluating Consciousness:

If the person is conscious (he is breathing and there is a heartbeat, he responds, even if in a poorly oriented way) first aid guidelines are followed for the assistance of the patient who is able to respond, alert. Leaving the person in the position in which he was found, we proceed to evaluate what happened, also requesting information from the injured person or those present, checking that the situation does not change.

If the person is unconscious, the victim is always rescued on the spot, on a rigid surface (possibly on the ground) with the body aligned (head, trunk and limbs aligned) and the chest uncovered.

It is necessary to open the airways by means of a hyperextension maneuver of the head, without ever introducing the hands inside the mouth of the injured person.
Evaluate the presence of breath, keeping the head hyperextended (GAS maneuver)
If the subject is breathing, resuscitation should not be carried out, but should be placed in a lateral safety position.

If the subject is in respiratory arrest, consequently cardiac, 112 is immediately alerted, while the healthcare personnel present quickly assist (cardiopulmonary resuscitation CPR) and protect the person who needs treatment at this moment.
Verification of vital signs and if necessary the use of the AED is activated.
Eurolab personnel are trained and authorized to use the AED.

CHAIN OF SURVIVAL

1st RING:
- assessment of environmental safety
- early recognition of the signs and symptoms of cardiac arrest
- call 112

2nd RING:
- early CPR maneuvers (cardiac massage and ventilations, awaiting the arrival of the AED and advanced rescue services

3rd RING:
- use of the semi-automatic defibrillator

4th RING:
- arrival of emergency system medical personnel, intervention of advanced life support (ALS-advanced life support)