EUROLAB

BIANALISI S.p.A.

Via Marche, 81 – 60019 Senigallia (AN)
Phone: 071/64982 – e-mail: info.eurolab@bianalisi.it
Website: www.bianalisi.it

Legal Representative: Giovanni Gianolli
Health director: Dott.ssa Francesca Rosciani
Laboratory Director: Dott.ssa Francesca Rosciani
Site manager: Riccardo Ferrari

PRESENTATION

Eurolab Laboratory is a private healthcare facility **accredited by the Regional Health Service** and part of the Bianalisi Group, a nationwide organization operating a network of analysis laboratories, specimen collection points, and specialist outpatient clinics.

Eurolab Laboratory provides **laboratory medicine services**, utilizing qualified professionals and appropriate technologies, with the aim of offering safe, accessible healthcare services that meet the needs of its users.

This Service Charter serves as the means by which **Eurolab Laboratory** presents its organizational structure and informs users about the services offered, access procedures, and adopted quality standards. The document also outlines user rights and responsibilities, as well as the procedures for submitting comments, suggestions, commendations, or complaints.

The Service Charter also represents the facility's commitment to its users and serves as a tool for continuous improvement. The quality of services provided is monitored through specific indicators, user satisfaction surveys, and the analysis of feedback received, in order to identify areas for improvement.

MISSION AND OBJECTIVES

Bianalisi promotes service excellence through increasingly close cooperation with local healthcare providers, solid collaboration with highly qualified specialists, and the use of state-of-the-art equipment, technologies, and products. Bianalisi aims to make its range of medical and healthcare services increasingly widespread and accessible in order to serve the greatest possible number of users, while guaranteeing high-quality care and reduced waiting times.

Bianalisi also champions a patient-centered approach, striving to combine high-quality care with attentive listening and deep respect for the personal aspects of life—factors that are frequently intertwined with health issues.

By strengthening its network—which is capable of providing integrated services across its various locations—Bianalisi aims to design and develop new pathways to address the increasingly complex challenges facing the healthcare system.

FUNDAMENTAL PRINCIPLES

Equality

All citizens receive the same services, regardless of age, gender, race, language, nationality, religion, political views, lifestyle, physical or mental condition, economic status, or personality.

Impartiality

All citizens are assured of objective conduct by the facility's staff.

Continuity

Citizens are assured of the continuity—in terms of both quantity and quality—and the regularity of services.

Right of Choice

Any citizen holding a referral from a National Health Service (SSN) doctor—issued on the standard national prescription form—may exercise the right to free choice by contacting their chosen accredited facility directly.

Participation

Citizens have the right to contribute to the delivery of services and the improvement of the facility's operations by submitting complaints, observations, and suggestions.

Efficiency and Effectiveness

The service is delivered in a manner that ensures efficiency and effectiveness, and the facility adopts appropriate measures to achieve these goals.

Transparency

The Service ensures transparency in its administrative operations by making information publicly available regarding the types of tests offered, how and where they are performed, turnaround times, and the rates charged to private patients versus those using the National Health Service (SSN).

Improvement Objectives

Bianalisi regards the delivery of high-quality services to users as its primary objective. This necessarily entails constantly adapting to the needs and requests of citizens.

STRUCTURE

The **Eurolab Laboratory** is located at Via Marche 81, Senigallia (AN).

Parking is available in the immediate vicinity as well as on the streets surrounding the facility.

The entrance is accessible to patients with disabilities, in compliance with regulations regarding the removal of architectural barriers.

A signage system guides staff, patients, and accompanying persons to their desired destinations within the facility.

The Center is accredited by the Regional Health Service.

The costs of services provided under the accredited scheme are regulated by the current official fee schedule.

Many citizens are eligible for healthcare cost exemptions based on income, age, or medical conditions.

Therefore, it is in the patient's interest—and our duty—to clarify their specific status at the time of booking, ensuring they can access all benefits provided by current regulations.

The fee schedule, distinguishing between National Health Service (SSN) rates and private payment (solvency) rates, is attached as an integral part of the Service Charter.

ACCESS INFORMATION

OPENING HOURS

Blood draws (fee-exempt) – by appointment

- Monday to Saturday 7:00 AM – 10:00 AM

Blood draws (NHS-covered or private payment), breath tests, and sample drop-off – no appointment needed

- Monday to Saturday 7:00 AM – 10:00 AM

Microbiological swabs, ECGs, Pap smears – no appointment needed

- Monday to Saturday 8:30 AM – 10:30 AM

  (by appointment) Friday 5:30 PM – 6:30 PM

Male urethral swabs – by appointment

- Monday to Saturday 8:30 AM – 9:30 AM

Test result collection

- Monday to Saturday 11:30 AM – 12:30 PM
- Monday/Wednesday/Friday 4:30 PM – 6:30 PM

BOOKINGS

Appointments for fee-exempt blood draws, male urethral swabs, semen analysis, and home-visit blood draws can be made:

- Phone at 071/64982
- WhatsApp at 3386250748
- E - mail: info.eurolab@bianalisi.it

CHECK-IN

On the scheduled day, the User must report to the reception desk to complete the check-in process.

Additionally, to undergo the examination, the patient must bring all relevant medical and personal documentation in their possession:

- National Health Service (SSN) referral (if applicable);
- Health Insurance Card and a valid identity document;
- Medical records from previous examinations, if necessary.

During opening hours, the reception desk provides information regarding available services and their respective fees.
The reception desk also handles appointment bookings and the collection of payments for services.

PRIVACY – PROCESSING OF SENSITIVE DATA

In accordance with Legislative Decree 196/2003, patients are informed about the processing of their sensitive data during the intake process. Patient data is stored in compliance with current regulations and is strictly protected by professional confidentiality and the right to privacy. To further ensure privacy and security, our staff will call patients using the number assigned by the queue management system.

PAYMENT OF THE FEE

Payment of the fee is made at the reception desk prior to the provision of the service. The patient is given an invoice, and the scheduled date and time for collecting the test results are provided on a separate sheet; patients exempt from the fee receive the same information on a dedicated collection slip.
Payments may also be made using credit or debit cards.

DELIVERY OF TEST RESULTS

In compliance with EU Regulation No. 679/2016 (GDPR)—implemented in Italy via Legislative Decree 101/2018—regarding privacy protection, test results are provided in a sealed envelope. They may be collected by the individual concerned or by a designated representative (authorized by signing the proxy section at the bottom of the relevant form), upon presentation of an identity document.
The Director is available to the attending physician to explain and discuss the test results.

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FAILURE TO COLLECT TEST RESULTS

Pursuant to Law No. 412 of December 30, 1991, failure to collect the test results within the prescribed timeframe entails an obligation to pay the full cost of the service, even for users who are otherwise exempt from payment.

ORGANIZATION

THE MANAGEMENT TEAM CONSISTS OF:

- Legal Representative: Giovanni Gianolli
- Medical Director: Dr. Francesca Rosciani
- Site Manager: Riccardo Ferrari

GENERAL MANAGEMENT

Legally represents the company and is responsible for the following activities:

1) Defining the economic/financial and marketing plan;
2) Allocating the means and resources necessary to achieve strategic and quality objectives, in compliance with legal obligations;
3) Defining the organizational structure;
4) Managing staff motivation and training;
5) Verifying the effectiveness and efficiency of internal processes;
6) Coordinating the professionals involved in company operations to ensure everyone works in alignment with the same strategic guidelines.

MEDICAL MANAGEMENT

Responsible for the following organizational activities:

1) Contributing to defining strategies, general guidelines, and priorities for organizational planning;

2) Directing, guiding, and coordinating departmental operations regarding organizational and health/hygiene standards;
3) Participating in establishing criteria—through guidance, proposals, and evaluations—for setting objectives, allocating resources to departments, and verifying results achieved.

SERVICES OFFERED

Services are provided both under agreement with the Regional Health Service (SSR) and on a private-pay basis.

- **Specimen Collection Point** (Laboratory Director: Dr. Francesca Rosciani)

The collection service facilitates testing in the following areas:
Clinical Chemistry, Hematology, Coagulation, Microbiology, Immunology, Allergology, and Toxicology.

Patients must be fasting for blood sample collection.
No appointment is required for sample collection (except for exempt services), and the service is available Monday through Saturday from 7:00 AM to 10:00 AM. Patients may also access the service without a doctor's referral (self-requested testing).
The following information is available to patients at the reception desks:
• List of tests performed and the cost per test (both under the National Health Service and on a private-pay basis);
• Preparation instructions for specific tests and guidelines for storing biological samples collected at home.

REPORTING COMPLAINTS OR SUGGESTIONS

Patients, their family members and accompanying persons, and their attending physicians may submit complaints or reports either verbally or in writing (via letter or e-mail).
Every complaint, report, and/or suggestion will be recorded on a dedicated form, analyzed, and trigger a specific review process.
Anonymous reports will also be considered if deemed useful for service improvement.
This Service Charter is subject to revision, including in light of feedback received from service users or other stakeholders.