



**MeticaLab**

## **Service Charter**

DESIO SAMPLING POINT

Year 2025-2026



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### **1.0 Introduction**

The Service Charter is a document that aims to make those who use the services aware of our operating system, as well as a series of information to facilitate the relationship with the customer (acceptance, reporting, delivery times, payment methods, methods of storage and delivery of biological samples).

It is desirable that this initiative is received and developed by you, the user, through the analysis of the following, as well as through suggestions aimed at improving the service, a problem to which we do not hesitate to be receptive.

The Service Charter is subject to annual review.

Laboratory Director: Dr. Maria Luisa Biondi

#### **1.1 Addresses and telephone**

**numbers Laboratorio Meticalab**

Via S.Pietro n.2 Paderno Dugnano (MI)

Tel.: 02910884497

E-mail : [laboratorio@meticalab.it](mailto:laboratorio@meticalab.it)

Website: [www.meticalab.it](http://www.meticalab.it)

**SpheraLab Desio Sampling Point**

Via Giuseppe Garibaldi 6, 20832, Desio (MB)

Tel. 0362287468

E-mail: [info@sphera-lab.it](mailto:info@sphera-lab.it)

Website: [www.sphera-lab.it](http://www.sphera-lab.it)

#### **Presentation of the Workshop**

The Meticalab Medical Analysis laboratory is a private facility authorized by the Lombardy Region that operates in the field of laboratory diagnostics.

The operational headquarters are in Paderno Dugnano (MB), in Via S.Pietro n.2

The company's goal is to offer citizens a cutting-edge, rapid, efficient and cost-effective in vitro diagnostic service.

Meticalab provides the user with the opportunity to freely access the sampling point, without any reservation, without waiting times and with rapid response times to obtain the results.

The structure is active five days a week.

The Laboratory is equipped with a technologically advanced structure including a series of computerized analyzers, for the execution of analytical activities, and a computer system that manages the acceptance, processing of patient results and reporting.

The activity of the Laboratory is to receive the biological materials from the network of sampling points and perform the analytical determinations requested by the users who present themselves daily at the reception desks.

Its work responds to the needs of citizens at local and regional level.

Each operator, through constant technical/scientific updating, works to achieve the primary objective which is to give users analytical excellence in the tests performed.

Critical results that deviate significantly from the newly known reference values are communicated to patients by telephone by medical or authorized laboratory personnel.

Notes: The sampling activity is carried out by medical/nursing staff.

### **2.0 How to access the sampling point**

The Sampling Point is accessible to all citizens who intend to perform clinical tests privately. Access is direct during pick-up times and no reservation is required.



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The sampling point can be reached by both public and private transport. Public parking spaces are available in the immediate vicinity of the structure.

### **3.0 Fundamental principles**

#### **Equality**

All citizens are provided with the same services, regardless of age, sex, race, language, nationality, religion, political opinions, customs, physical conditions, mental conditions, economic conditions, personality structure.

#### **Impartiality**

All citizens are assured objective behavior by the staff who work in the facility.

#### **Continuity**

Citizens are assured of the quantitative and qualitative continuity and regularity of services.

#### **Right to choose**

Every citizen can exercise the right of free choice by contacting the chosen authorized structure directly.

#### **Participation**

The citizen's right to collaborate, with complaints, observations and suggestions, in the provision of the service and the improvement of the service provided by the structure is guaranteed.

#### **Efficiency and effectiveness**

The service is provided in such a way as to guarantee efficiency and effectiveness, and the structure adopts the appropriate measures to achieve these objectives.

#### **Transparency**

The Service guarantees the transparency of its administrative action by making available to the public all information relating to the type of examinations, how and where they are carried out, response times and the rates applied to private subjects.

#### **Improvement objectives**

MeticaLab considers the main objective to achieve a good quality of services provided to users. This necessarily involves constant adaptation to the needs and requests of citizens.

### **4.0 Features of the service**

#### **4.1 How to access benefits**

The sampling point is not affiliated with the Health Service. National team. A medical prescription with a referral is not necessary.

The tests can be requested by attending physicians, specialist doctors, and can also be self-prescribed if you want to keep your health under control.

The user, before accepting the required exams, must deliver a valid identity document to the operator at the counter.

At the first access, the user is informed about the processing of sensitive data.

#### **4.2 Opening hours for the public**

Customers can access the premises of the sampling point to make the withdrawal from 7.00 to 09.00 Monday - Wednesday - Saturday (free access and by reservation).



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The date on which the report can be collected is provided at the time of acceptance of the service and is indicated on the collection sheet.

The collection of the paper report is possible until 2.00 p.m. on the day indicated.

To collect the results of the exams, it is necessary to be in possession of a receipt for collection, or if delegates, with any proxy and a photocopy of an identity document of the delegating party.

N.B. The collection of samples is carried out daily with delivery to the Laboratory.

### **4.3 Urgent examinations**

By prior agreement with the laboratory, urgent tests can be performed under special conditions.

"Urgent" is considered a report with daily routine examinations which, at the patient's request, must be ready on the same day or at an agreed time.

Determinations of Blood Count, Creatinine, BetaHCG are considered "urgent".

### **4.4 Payment methods**

The required services must be paid at the time of acceptance. At the same time, the relevant invoice is issued.

Visa, Mastercard and prepaid cards are also accepted as payment methods for services.

## **5.0 Collect the report**

The date on which the report can be collected is provided at the time of acceptance of the service and is indicated on the collection sheet.

To collect the results of the exams, it is necessary to be in possession of a receipt for collection, or if delegates, with any proxy and a photocopy of an identity document of the delegating party.

### **5.1 Online reporting**

Online reporting is a service that MeticaLab makes available to its users.

With regard to the processing of sensitive data and privacy, MeticaLab operates in compliance with European Regulation 679/2016 and Legislative Decree 196/2003

The service is only available to people of legal age.

Consultation is possible only and exclusively if the benefits have been paid

In order to activate the service, which is completely free, users will have to ask at the time of acceptance, to be able to access the dedicated portal, to view their report.

The reception staff, after the secretarial operations, will print and deliver the form, prepared by the computer system, for the collection of the report.

On the form you will find:

- the address of the relevant website you are to use;
- the personalized credentials that will allow you to log in for the first time to download the report.

All users who wish to do so will be able to consult their laboratory reports, carried out in the last 45 days and endorsed by the digital signature, via the Internet.

They have the same value as the paper report which remains available at the MeticaLab reception for possible collection.

The HIV report can only be delivered to the person concerned (online reporting or delegation is not possible).

## **6.0 Privacy Policy**

To protect privacy, the paper report is delivered to the owner, in a sealed envelope.

Access to computer data is safeguarded by special passwords (for access, consultation and modification).

For reports delivered to third parties, following the presentation of the appropriate proxy, it is also necessary to provide the secretariat staff with a copy of a valid identity document of the delegating party and the delegate



## **7.0 Customer Support**

The assistance activity carried out by the sampling point is mainly carried out in two distinct phases: the phase prior to the provision of the service and the phase following this delivery.

In the first phase, the Front Office Operator is available to users to provide the following information:

- provides information on the place where the service is provided, how to access it;
- informs about the opening hours of the sampling point and those relating to the collection;
- lists the documents necessary to take advantage of the services;
- informs the waiting times of the reports; Later
- receives any reports on the services provided.

Users can report any complaints by filling in the Mod.12.01 "Complaint" form available to those who request it.

There is also the "Service evaluation questionnaire" form (Mod.12.04A) available on the Reception desk, which customers are invited to fill in.

Customer reports are subject to analysis for the initiation of appropriate corrective and improvement actions by the laboratory management during the "Review by the Management", and constitute the basis for any changes or "targeted" measures by the Management itself.

## **8.0 List of analytical determinations performed**

At the sampling point and online, the updated vademecum of the analyzes performed by the laboratory, the reporting times and any collection methods is available.

The sampling point carries out the samples referred to the examinations reported in the regional tariff nomenclature, so it is able to ensure the correct methods of collection, transport and storage.

## **9.0 Quality Controls**

The laboratory carries out internal and external quality programs as required by regional legislation.

## **10.0 Biological sample collection methods**

The reception staff shall inform the patient about the correct methods of collecting biological samples. The healthcare staff is available for any clarification regarding the aspects of the services to be performed.

A notice for the correct collection of samples is also made available to the user, containing all the information useful for a correct execution of the samples and analyses.

The containers for the collection of faeces and urine are provided free of charge by the collection point by requesting them from the reception staff.