



**MeticaLab**

## **Service Charter**

SAN FERMO DELLA BATTAGLIA SPECIMEN  
COLLECTION POINT  
Years 2025–2026



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## 1.0 Introduction

The Service Charter is a document intended to inform those who use the services about our operating system, as well as a series of details to facilitate the relationship with the client (admission, reporting, delivery times, payment methods, procedures for storing and delivering biological samples).

This initiative is intended to be received and developed by you, the users, through analysis of what is set out below, as well as through suggestions aimed at improving the service, an issue to which we are always receptive. The Service Charter is subject to annual review.

Laboratory Director: Dr. Maria Luisa Biondi

## 1.1 Addresses and Phone Numbers

MeticaLab Laboratory

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

Tel.: 02910884497

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

Sito internet: [www.meticalab.it](http://www.meticalab.it)

Punto Prelievi Restart Medical Team San Fermo della Battaglia

Via Armando Diaz n.2 - 22042 San Fermo della Battaglia (CO)

Tel. 3756730824

E-mail: [restart.medicalteam@gmail.com](mailto:restart.medicalteam@gmail.com)

Sito internet: [www.restartmedicalteam.com](http://www.restartmedicalteam.com)

## Laboratory Presentation

The MeticaLab Medical Analysis Laboratory is a private facility authorized by the Lombardy Region, operating in the field of laboratory diagnostics. The operational headquarters is in Paderno Dugnano (MB), Via S. Pietro n.2. The company's goal is to offer citizens cutting-edge, rapid, efficient, and affordable in vitro diagnostic services. MeticaLab allows users to freely access the blood collection point, without any reservation, no waiting times, and with quick response times for results. The facility is open five days a week.

The Laboratory is equipped with advanced technology, including computerized analyzers for analytical activities and an IT system that manages patient admission, result processing, and reporting. The Laboratory's activity is to receive biological materials from the network of collection points and perform the analytical determinations requested by users who come daily to the reception desks. Its activity meets the needs of citizens at both local and regional levels.

Each operator, through constant technical/scientific updating, works to achieve the primary goal of providing users with analytical excellence in the tests performed.

Critical results that significantly deviate from reference values are communicated by phone to patients by medical or authorized laboratory staff. Note: Blood collection is performed by medical/nursing staff.

## 2.0 Access Procedures to the Blood Collection Point

The Blood Collection Point is accessible to all citizens who wish to privately perform clinical analyses. Access is direct during collection hours, subject to reservation.



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The collection point can be reached by both public and private transport. Public parking is available near the facility.

### **3.0 Fundamental Principles**

#### **Equality**

All citizens receive the same services, regardless of age, gender, race, language, nationality, religion, political opinions, customs, physical or mental conditions, economic status, or personality structure.

#### **Impartiality**

All citizens are assured of objective behavior by the staff operating in the facility.

#### **Continuity**

Citizens are assured of the quantitative, qualitative, and regular continuity of services.

#### **Right of Choice**

Every citizen can exercise the right of free choice by directly contacting the authorized facility of their choice.

#### **Participation**

Citizens are guaranteed the right to collaborate, with complaints, observations, and suggestions, in the provision and improvement of the service provided by the facility.

#### **Efficiency and Effectiveness**

The service is provided to ensure efficiency and effectiveness, and the facility adopts appropriate measures to achieve these objectives.

#### **Transparency**

The Service guarantees the transparency of its administrative actions by making available to the public all information relating to the types of tests, how and where they are performed, response times, and rates applied to private individuals.

#### **Improvement Objectives**

MeticaLab considers the achievement of good quality services for users as its main objective, which necessarily involves constant adaptation to the needs and requests of citizens.

### **4.0 Service Features**

#### **4.1 How to Access Services**

The blood draw site is not affiliated with the National Health Service.

A medical prescription with a referral is not required.

Tests may be requested by primary care physicians or specialists, and may also be self-ordered if you wish to monitor your own health.

Before registering for the requested tests, you must present a valid form of identification to the staff member at the counter.

Upon your first visit, you will be informed about the processing of sensitive personal data.

#### **4.2 Hours for the Public**

Customers can enter the blood draw center to have their blood drawn from 7:00 a.m. to 9:00 a.m. on Mondays, Wednesdays, and Fridays (by appointment).



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The date for collecting the test results is provided at the time of service registration and is indicated on the collection slip. Paper reports may be collected until 2:00 PM on the specified date. To collect the results, you must present the collection receipt; if collecting on behalf of another person, you must provide a signed authorization and a photocopy of the authorizing person's ID.  
N.B. Samples are collected daily and delivered to the laboratory.

### **4.3 Urgent Tests**

Subject to prior arrangement with the laboratory, urgent tests may be performed under special circumstances. "Urgent" refers to routine daily tests that, at the patient's request, must be ready within the same day or by an agreed-upon time.

Complete Blood Count (CBC), Creatinine, and Beta-hCG determinations are considered "urgent."

### **4.4 Payment Methods**

Requested services must be paid for at the time of acceptance. The corresponding invoice is issued at that time.

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

## **5.0 Collecting the report**

The date on which the report can be collected is provided at the time of service registration and is indicated on the collection slip. To collect test results, you must present the collection receipt; if acting as a proxy, you must present the authorization form and a photocopy of the delegator's identity document.

### **5.1 Online reporting**

Online reporting is a service provided by MeticaLab to its users.

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

The service is available only to adults (persons aged 18 or older).

Results may be viewed only if payment for the services has been settled in full.

To activate this completely free service, users must request access to the dedicated portal to view their report at the time of registration.

After completing the administrative procedures, the reception staff will print and hand over the system-generated form for report collection.

The form contains:

- the address of the relevant website you must use;
- the personalized credentials required to log in for the first time and download the report. Users may choose to view their laboratory reports online—provided the tests were performed within the last 45 days and the reports bear a digital signature.

These reports carry the same validity as the paper version, which remains available for pickup at the MeticaLab reception desk.

HIV test results can only be released to the individual concerned (online reporting and proxy collection are not permitted).

## **6.0 Privacy Protection**

To ensure privacy, the paper report is handed to the data subject in a sealed envelope.

Access to computerized data is secured by specific passwords (for access, viewing, and modification).

For reports collected by third parties upon presentation of a formal authorization, the administrative staff must also be provided with copies of valid identity documents for both the authorizing party and the authorized person.



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### **7.0 Customer Assistance**

The assistance provided by the sample collection point takes place primarily in two distinct phases: the phase prior to the provision of the service and the phase following such provision.

In the first phase, the front-office staff member is available to users to provide the following information:

- provides information regarding the service location and access procedures;
- provides information on the opening hours of the sample collection point and the specific hours for sample collection;
- lists the documents required to access the services;
- provides information on the turnaround time for test results;

Additionally

- receives any feedback regarding the services provided.

Users may submit complaints by filling out the "Complaint" form (Mod.12.01), which is available upon request.

A "Service Evaluation Questionnaire" (Mod.12.04A) is also available at the reception desk for clients to complete.

Customer feedback is analyzed by laboratory management during the "Management Review" to initiate appropriate corrective and improvement actions, and serves as the basis for any modifications or "targeted" measures implemented by management.

### **8.0 List of analytical tests performed**

An up-to-date guide detailing the analyses performed by the laboratory, reporting times, and any specific sample collection procedures is available at the collection point and online.

The specimen collection center performs collections for the tests listed in the regional tariff schedule, provided it can ensure the correct procedures for collection, transport, and storage.

### **9.0 Quality Control**

The laboratory conducts internal and external quality programs as required by regional regulations.

### **10.0 Biological Sample Collection Procedures**

Reception staff inform patients about the correct procedures for collecting biological samples.

Healthcare staff are available to provide clarification regarding any aspect of the services to be performed.

Patients are also provided with an information leaflet on correct sample collection, containing all the details necessary for the proper execution of sample collection and analysis.

Containers for stool and urine collection are provided free of charge at the collection point upon request to reception staff.