

Charter of Services The Charter of Services

It is a tool aimed at protecting users' rights.

The Laboratorio Volante intends to create an increasingly close collaboration and dialogue with the user, in order to improve the quality of the services offered, making them increasingly efficient and timely.

Through it, the Laboratorio Volante aims to: provide users, health professionals, management bodies of the National Health Service, with the most complete information, even if in a synthetic way, on the services offered, on the quality standards of the services.

Making ourselves available to accept any suggestions, criticisms, proposals, we hope that this Charter of Services can become a concrete tool for constant improvement of what the Laboratorio Volante offers.

Our history

The Laboratorio Volante was born in 1965 in Crotona and is one of the first laboratories in the province to be born and to be affiliated with the national health system.

In 1991, with the new ownership, it passed from a sole proprietorship to a company with the name of "Laboratorio Volante S.r.l".

Over the years it has broadened its horizons, investing in professionalism, technology and in a new specialist branch such as Medical Genetics and PMA (medically assisted procreation).

The Laboratorio Volante is the only laboratory accredited in Medical Genetics in Crotona and the Province with the National Health System.

With a structure of over 1000 square meters, of which 700 square meters entirely dedicated to laboratory environments, the Laboratorio Volante has made use of the most sophisticated and modern equipment over the years and the equipment is changed approximately every 5 years.

Among the various suppliers of the laboratory, names such as: ROCHE, Fujirebio, Sebia, Biomerieux, IL (Instrument Laboratory), Euroimmun, Nuclear Laser, Abbott, Illumina, Bio Rad, Menarini, Euroimmune, DIESSE stand out, who are world leaders both for equipment and for reagents.

The Laboratorio Volante has the patient as its objective, for over 50 years, in fact, the patient has been at the center of our attention.

It is essential to take care of the patient who comes to us to receive a service; our collaborators assist patients with availability and promptness in order to offer the best possible service always with respect for privacy.

In order to ensure the obligation to control the Quality of the services provided (Legislative Decree 517/93) the Laboratorio Volante participates in external quality evaluation programs: (EQR RANDOX) for investigations of clinical chemistry, immunometry, hematology, coagulation. The External Quality Control (EQR RANDOX) has the purpose of checking the level of precision achieved by our laboratory, but also allows us to compare our results, on samples of unknown concentration, with those of all the laboratories participating in the same control.

The laboratory also carries out Internal Quality Control programs using reference standards.

Useful information for patients.

The exams are carried out from Monday to Friday from 07.00 to 10.30, on Saturday from 07.00 to 09.00. Exams can be collected from Monday to Friday from 10.30 to 12.30, on Saturday from 09.00 to 11.00. There is no need to book for exams.

Acceptance of exams

At the entrance to the laboratory there is a Totem that eliminates queues, where the patient chooses what to do, blood tests, swabs, or collect the report.

There is also the possibility of having priority, for patients undergoing Anticoagulant therapy (TAO), pregnant women, children up to 6 years of age or people with special needs and/or pathologies.

For patients on Anticoagulant Therapy (TAO) it is possible to receive the result by text message.

At the moment of acceptance, the patient is asked for a health card that he will present along with the prescription of the attending physician or a specialist prescription.

In order to achieve the best conditions in which to provide the service, the patient must respect some fundamental principles: blood sampling is usually performed in the early hours of the morning as, for some tests, a fast of at least 10-12 hours.

It is advisable to provide healthcare personnel with complete and accurate information on the state of health and any medications taken.

The reports are delivered from 10.30 to 12.30 from Monday to Friday while on Saturdays from 09.00 to 11.00, they can also be delivered by e-mail or the "ONLINE REPORTS" service, to offer free the possibility, both to the patient and to the doctor, to consult, memorize and print recent and historical reports using the credentials issued at the time of acceptance upon request and authorization of the patient.

Our server which contains the database, all data is strictly protected with adequate firewalls that prevent access and/or intrusion by any unauthorized internal or external person.

Our report specifies the method, the unit of measurement, where applicable, the normal values for each investigation carried out.

Some particularly important analyzes are represented by graphs and documents which are attached to the report.

Al momento dell'accettazione l'Utente viene informato, ai sensi del GDPR 2016/679 e s.m.i., circa il trattamento dei suoi dati sensibili e viene richiesta la sottoscrizione dell'autorizzazione.

Inoltre viene chiesta l'autorizzazione alla comunicazione dei propri esami al proprio Medico di Medicina Generale o Pediatra di Libera Scelta.

Upon acceptance, the User is informed, pursuant to the GDPR 2016/679 and subsequent amendments, about

the processing of your sensitive data and the signing of the authorization is required.

In addition, authorization is requested to communicate one's tests to one's own Medicine Doctor General or Pediatrician of Free Choice.

Finally, for particular exams such as the HIV test, the curve blood sugar, the breath test for lactose intolerance / lactulose / glucose or for research

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of *Helicobacter pylori*, the signing of a further informed consent is required (Annex TO).

To carry out analyzes in agreement with the National Health Service, it is essential the medical request, drawn up on the regional recipe book of the General Practitioner or on that of other specialist.

The request must contain the following information:

- name, surname, age and possible specification of the right of exemption from payment of the performance;
- specification of the services required according to the limit set by the current ones provisions for referral (maximum 8 exams);
- Doctor's stamp and signature and prescription date.

Furthermore, it is possible to request diagnostic tests:

- requesting services directly from the Laboratory by submitting a request for a doctor compiled on the personal recipe book - "white recipe". In this case the User will have to bear the full cost of the investigations
- requesting laboratory analyzes directly at the time of acceptance (without any referral from the doctor). Also in this case the User will have to bear the full cost of the investigations.
- Upon acceptance, the User is given a form with instructions for collection and any delegation.

The laboratory has created a waiting room equipped with an adequate number of seats with respect to the peak frequency of accesses.

The Laboratory has also dedicated two blood sampling rooms to allow respect for the user's privacy, as well as separate toilets for internal staff, users and the disabled.

The structure is equipped with a current generator that allows the work to be carried out without interruption, even in the event of an electrical BLACK-OUT for most of the equipment and a current generator for the entire laboratory.

Blood sampling

Below are the general rules that the Patient/User must observe before a blood sampling. It should be remembered that the sampling should preferably be performed on an empty stomach.

Fasting is also necessary to avoid an increase in blood fat which can persist for a long time after the meal and can interfere unfavorably in various analytical methods.

Some biochemical parameters are not constant over 24 hours.

To avoid this source of variability, samples are usually taken between 7 and 10 in the morning.

The results of an analyte, obtained at different times, can be influenced by a circadian rhythm.

For example, serum iron concentration varies over 24 hours, higher in the morning than in the afternoon; Cortisol and ACTH show their peak around 8 am and their lowest value around midnight.

It should be remembered that the reference values are always obtained from subjects whose sampling was

performed on an empty stomach and in the morning; therefore the evaluation of results obtained with blood samplings in other modality can be difficult.

It is known that hormonal parameters change during the menstrual cycle, it is not equally known to everyone that there may be variations even for parameters not strictly related to the menstrual cycle; cholesterol, for example, is about 20% lower in the luteal phase of the cycle.

To these general rules must be added the particular methods of preparation for the blood sampling for some tests.

Biotin intake could interfere with the determination of some analytes.

It is advisable to carry out the sampling after a period of at least 8-12 hours from taking supplements containing biotin.

Unless otherwise indicated by your doctor, it should be avoided on the morning of the blood sample drug intake especially when concentration determination is required of the drug taken.

In the event that the doctor deems it necessary to take the drug, at the time of sampling, the time of intake must be indicated.

It is advisable to carry out the prolactin determination at least 2-4 hours after waking up.

While fasting is generally recommended, for the following exams fasting is strictly needed: Ammonium, Uric acid, Bile acids, Albumin, Lipid structure (on indication of the can also be performed without fasting) total and indirect bilirubin, ionized calcium, Calcitonin, C-Peptide, Iron, Folate, Phosphorus, Gastrin, Growth Hormone (GH), Glucose, Insulin, Magnesium, C-Reactive Protein (CRP), Pepsinogen I, Pepsinogen II, Potassium, Parathormone (PTH), Sodium, TIBC (Total Iron Binding Capacity), ALT and AST, Vitamin A, B12, E, Zinc.

Some indications

Starting at least two days before the blood sampling

- avoid intense physical activity (sports, hard work, etc...);
- refrain from changing your usual diet (except for preparation for some exams which require a particular diet);
- avoid, if possible, stressful situations.

The day before the blood sampling

- consume meals as usual, the evening meal prior to the day of sampling it must be light, especially sweet and fatty foods are not recommended;
- fast 8-12 hours before sampling: even longer fasts have an impact negatively on the results;
- avoid, if possible and always with medical consent, the intake of medicines such as anxiolytics, anti-flu, anti-inflammatories, analgesics or otherwise communicate the name of medications taken.

The day of the blood sampling

- the journey to the Villani Analysis Laboratory must be made with minimal effort;
- while waiting, abstain from food (it is possible to drink a glass of water, it is not permitted coffee intake) and from smoking which, in addition to the long-term damage, also causes transient alterations of a fair number of substances in our body. Would be, therefore, it is better not to smoke in the three hours preceding the sampling;

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- in the case of samples collected at home, make sure you have correctly identified the collection container before handing it over;
- inform the Reception Staff if you are hiring or have stopped working little to take medicines;
- inform the blood sampling Officer of particular subjective conditions such as easy emotionality, hypertension, hypotension, etc., so that due caution is used.

After the blood sampling

- Keep the arm stretched out, the hand open and press the cotton on the sampling point, without rub, for at least 5 minutes.
- We recommend to the most emotional people, pregnant women, children or people who perform blood sampling for the first time, to linger in the waiting room of the Laboratory for a few minutes after sampling. For any inconvenience accused, please immediately notify the laboratory staff.

The Laboratory undertakes to disseminate this "Charter of Services" to users.

All information on specific analyzes or other the laboratory dedicates attention and space within its site which is updated continuously.

Duties of Users

In harmony with the corporate orientation, the User who addresses the Laboratory is invited:

- to behave responsibly at all times, with respect and understanding the rights of others;
- collaboration with personnel;
- to respect the environments, equipment and furnishings;
- avoid any behavior that could create disturbing or uncomfortable situations to other users;
- respect the organization and schedules provided;
- inform operators of any possible causes of result alterations, such as: failure observance of fasting, not abstaining from smoking or taking medicines before sampling, method of collection of biological samples different from the indications provided by Laboratory.

The Laboratory guarantees the realization of surveys on the degree of user satisfaction through the use of questionnaires.

The results of these investigations are subject to periodic reviews by the Management.

The Laboratory has activated specific procedures for the protection of privacy

All the Quality procedures of the structure are included in a "Quality Manual" which the laboratory makes available to customers/users

The laboratory has obtained the certification of its quality system, according to the ISO 9001 standard (ed. 2000) in and updated according to the ISO 9001 standard (ed. 2008) in

Alignment with new technologies

The commitment of the Laboratory is to constantly improve the analytical performance in terms of truthfulness, accuracy, sensitivity, specificity through increasing automation and rationalization of procedures in the diagnostic sector, against costs and investments in very high-tech instrumentation, as analyzes are today a very useful tool e sometimes indispensable for the diagnosis, prognosis and treatment of diseases.

Training and updating

All personnel working at the Laboratory attend the necessary refresher courses at order to accumulate the credits indicated by the regulations as provided for by the individual orders belonging professionals. In the case of acquisition of new and/or new equipment methods preventive updating is carried out aimed at personnel interested in theirs usage/application.

A staff training plan has therefore been prepared on an annual basis on topics concerning professional skills, technological and organizational innovations, skills relationships and health promotion.

The automatic instrumentation of the Laboratory consists of tools that are capable of read and recognize the barcode of the sample containers/tubes, carry out the analyzes in automatically and transmit the data to the central computer.

The structure operates in compliance with the laws and mandatory provisions on the subject of safety and hygiene at work and is always ready to receive from staff and Users suggestions for improving the laboratory environments.

Use of PPE

Internal provisions, instructions and procedures have been defined to guarantee the hygiene of the environments and the safety of operators and users. Training courses are also planned for the employees on safety, accident prevention and the use of PPE.

Useful information for blood samplings for cultural tests

Proper sampling and/or collection of the sample must be performed before the start of the antimicrobial therapy both local and systemic or after at least one week from the last one administration and/or application.

Once the collection is complete, place your name, surname and date on the container and deliver it upon acceptance by the Laboratory in the shortest possible time.

1: SPUTUM

Material for collection: transparent sterile container, wide mouth, with screw cap.

Method of collection:

- in the morning on an empty stomach, clean the mouth and gargle with water sterile distillate;

- collect sputum after a cough, remember that sputum must come from the lower respiratory tract and not be contaminated by saliva.

Storage: store at room temperature and deliver to the laboratory within one hour.

2: SWABS OF THE GENITAL TRACT

In the woman

VAGINAL SWAB

Material for collection: sterile swab with transport medium and/or sterile swab dry.

Method of collection: thoroughly wash the external genitalia and dry them. The levy must be carried out in the gynecological position.

3: URETHRAL SWAB

Material for collection: sterile swab with transport medium and/or sterile swab dry.

Method of collection: thoroughly wash the external genitalia and dry them.

Insert the thin swab approximately 2-3 cm into the urethral meatus, rotating it firmly 360° in one direction (clockwise or counterclockwise).

Wait 10 seconds and remove the swab.

4: ENDOCERVICAL SWAB

Material for collection: sterile swab with transport medium and/or sterile swab dry.

Method of collection: thoroughly wash the external genitalia and dry them. Insert the speculum and then a

thin swab for 1 cm into the endocervix, rotating it with

360° decision in one direction (clockwise or counterclockwise). Wait 10 seconds e remove the swab.

Storage: store at room temperature and deliver to the laboratory within 4 hours.

Notes: abstain from sexual intercourse in the previous 24 hours and from urinating within 3 hours before the exam. Wait at least 3-4 days after the end of your period; Not perform vaginal irrigations in the 24 hours preceding the examination.

5: URETHRAL SWAB In men

Collection material: thin swab, with or without transport medium.

Method of collection: thoroughly wash the external genitalia and dry them. Introduce the thin swab approximately 2 cm into the urethra, rotating it firmly 360° in one direction (clockwise or counterclockwise). Wait 10 seconds and remove the swab.

Storage: store at room temperature and deliver to the laboratory within 4 hours.

Notes: abstain from sexual intercourse in the previous 24 hours and from urinating within 3 hours before the exam.

6: URINE CULTURE EXAMINATION (middle stream)

Material for collection: transparent sterile container, wide mouth, with screw cap.

Method of collection: it is carried out on the urine of the first urination in the morning (or at least 4 hours after the last urination) by doing the following:

- be careful not to contaminate the jar and the inside of the screw cap;
- before harvesting it is necessary to wash hands and genitals thoroughly with water and soap;
- discard the first stream of urine and collect the intermediate urine directly in the container.

Storage: store at room temperature and deliver to the laboratory within 2 hours.

7: URINE CULTURE EXAMINATION (sterile bag)

Material for collection: adhesive plastic bag and transparent sterile container, a wide mouth, with screw cap.

Method of collection:

- whoever applies the bag must wash his hands well first and must pay attention to do not contaminate the bag and container;

- Thoroughly cleanse the suprapubic, perianal region and external genitalia with soapy solution, rinse for a long time and dry. Apply the bag making it adhere to the perineum and the suprapubic region;
- as soon as urination has taken place, remove the bag, close it carefully and place it in the sterile container with screw cap.

Storage: store at room temperature and deliver to the laboratory within 2 hours.

Notes: do not leave the bag "in situ" for more than 30-45 minutes otherwise repeat the operations with a new bag, after having repeated the cleansing operations.

8: URINE CULTURE (bladder catheter)

Material for collection: sterile needle and syringe and transparent sterile container, by mouth wide, with screw cap.

Method of collection:

- close the drainage tube with pliers or with the appropriate clamp, under the connection with the bag and at the blood sampling point, for at least one hour;
- disinfect the portion of the drainage tube prepared for sampling with alcohol 70%. With a sterile syringe, aspirate approximately 10 ml of urine and place it in the sterile container;
- never collect urine from the bag or disconnect the catheter.

Storage: store at room temperature and deliver to the laboratory within 2 hours.

9: COMPLETE FECES AND PARASITOLOGICAL EXAMINATION

Collection material: plastic container with shovel.

Method of collection: collect a quantity of faeces equal to a walnut if formed, 5-10 ml if liquid. Do not contaminate faeces with urine or toilet water.

Storage: store at room temperature and deliver to the laboratory within 1 hour from collection, in the case of liquid faeces, deliver it within 30 minutes.

10: FECES CULTURE EXAMINATION.

Collection material: plastic container with shovel.

Method of collection:

Collection in container with scoop: collect a quantity of feces equal to a small one walnut (quantity sufficient to fill the scoop included in the collection container), no mixed with urine or menstrual blood.

General recommendations for all tests to be performed on feces

- Before the examination do not take laxatives, barium sulphate for radiological investigations, antidiarrheals;
- Perform the parasitological examination on three stool samples taken every day if possible alternate;
- For the culture examination it is recommended to cleanse the anal area with lukewarm water without disinfectant solutions;
- For safety reasons in the handling of samples by non-operators fill the container to the brim.

11: SEMINAL LIQUID CULTURE EXAMINATION

Material for collection: transparent sterile container, wide mouth, with screw cap.

Method of collection:

- empty the bladder again in the half hour before collection;
 - wash hands and genitals thoroughly with soap and water (do not use disinfectants);
 - rinse abundantly (for at least one minute);
 - dry yourself with a clean cloth or disposable wipes;
 - collect the semen by masturbation directly into the container e
- close it well immediately after harvesting. If for religious reasons masturbation is prohibited, fluid collection can also be performed after sexual intercourse business suit.

Storage: Taking care to keep the sample at room temperature, deliver it in Laboratory within one hour of collection.

Notes: it is necessary to abstain from sexual intercourse in the three days preceding the exam. The day before the collection and on the morning of the examination, drink plenty of water in order to urinate often. The repeated urinations in fact ensure a washing of the urethra. The search for MYCOPLASMA/UREAPLASMA and CHLAMYDIA TRACHOMATIS is performed only on specific request.

12: URINE EXAMINATIONS OF THE 24 H

Collection material: graduated container (usually 2.5 L);

Method of collection: start the collection 24 hours before the delivery of the material to analysis laboratory. For example:

- from 8.00 in the morning before delivery of the urine to the laboratory, the patient completely empty the bladder and pass the urine. From now on, and for 24 hours subsequent, the patient collects the urine excreted, including, in a clean container those of 8.00 on the morning following the start of collection;
- transfer all the urine emitted after each urination into the appropriate graduated container;
- during the collection period, the container with the urine must remain in an environment cool and protected from light;
- at the end of the collection (after 24 hours), close the container well.

13: PINCH SEARCH (SCOTCH TEST)

Material for collection: absolutely transparent and non-opaque adhesive tape; slide glove box; plastic container.

Method of collection:

- carry out the collection upon awakening in the morning before the patient defecates and/or washes;
- write with a pencil (neither pen nor marker) the patient's name and surname on the sandblasted part of the slide;
- apply a few centimeters of transparent tape in the area around the anus, far adhere the tape well and keep it in this position for 1-2 minutes;
- remove the tape, taking care not to touch the adhesive part;
- Adhere the tape to the slide, being very careful that the tape lies flat on the slide and does not form creases;
- trim the excess ends (do not fold them over the bottom of the slide), the presence of folds in the tape makes it impossible to read the slide and the examination will have to be repeated on a new sample the following day;
- place the slide in the wide mouth container of the type used for urine culture, even if not sterile.

14: EXAMINATION OF THE SEMINAL FLUID – SPERMIOGRAM

Material for collection: transparent sterile container, wide mouth, with screw cap.

Method of collection:

- collect the semen by masturbation directly into the container and close it well immediately after collection. If masturbation is prohibited for religious reasons, the collection of liquid can also be performed after full sexual intercourse.

Put your name, surname, date and time of collection on the container.

Storage: Taking care to keep the sample at room temperature, deliver it in Laboratory within 30 minutes of collection.

Notes: A time-free period is required prior to sample collection for analysis ejaculations of 2-7 days, traditionally 3-5 days, in order to standardize the values.

15: AB H2 – LACTOSE/LACTULOSE/GLUCOSE BREATH TEST

Exam preparation:

See and copy directions on our brochure

For children it is important to know the exact weight and height for the administration of lactose

Warning: the glucose test cannot be performed by diabetic patients and before carrying out the test it will be necessary to perform the stick to check the glycemia value.

16: BREATH TEST FOR HELICOBACTER PYLORI RESEARCH

Exam preparation:

See and copy directions on our brochure

Tips for a serene blood sampling

Dedicated to children and their parents:

Premise

In early childhood, under the age of three, the child is not yet able to express his emotions verbally. This is why he stages long and exhausting crying.

If, while playing, the child falls and hurts himself, he cries more than for the pain fright. In fact, if you notice, sometimes children turn to observe the before they cry parent's reaction. If the parent's face is calm for the child that means it's not

nothing serious happened and maybe he gets up and continues to play; if the parent's face, on the other hand, is

frightened, then the child bursts into desperate tears. This is why it is good to keep always the calm to convey to the child the message: "don't worry, it's all below check".

Considerations

Many children are afraid of the doctor and often end up scolding this fear that we adults perceive it as ridiculous and childish. Instead, we should have more understanding and begin to consider that perhaps this fear is not innate, but stimulated by external factors

to the child. In any case, there are some remedies to remove the monster's mask from the doctor.

It is essential to explain to the child that the doctor is a person like any other, who does the shopping, who has children, so as to remove the severe image of the gentleman who always has a syringe in his hand

hands.

Avoid using the figure of the doctor to convince your child to obey or do

something: "If you're not good, I'll take you to the doctor". It is inevitable, then, that the child lives with dread meeting the doctor.

Children, even very young, perceive every slightest tension and are very much also pay attention to non-verbal language: a look of apprehension or a load of concern in the voice does not help the child feel comfortable.

Preparation for collection

It's important that the parent doesn't tell lies, even if it's for a good purpose, otherwise the child will begins to distrust. It is best to warn him that he will probably feel some kind of small pinch or a mosquito bite. Attention should be paid to the choice of words and

use expressions that the child knows, avoiding negative formulations, since the

Our brain does not register the word "no". Instead of telling him: "Don't think about the pain" it is better invite him to imagine what the parent knows the child likes.

If your child is less than 3 years old, it is best to inform him only two or three days before. AND' important to tell him that he will go to the laboratory with his mother, father or another person from him known and repeat the explanations several times to reassure him.

If your child is between 4 and 10 years old, the simple and truthful explanation can be given

a week in advance to allow him to reflect and ask questions. Always tell the truth in

appropriate way helps children cope with difficulties. If the parents are the first to fret

for the sampling, the child will perceive the exceptional nature of the situation and will probably live it in confrontational manner. Always ask if and which toy he wants to take with him to the lab.

After Blood sampling

After the sampling it is important to pamper the child even if he is already a grown-up, because in these moments children need to be "little little" again and to be pampered. Works always the kiss on the wound and, after a few minutes, it will be enough to say to him: «Here, you see, he is already healing»

and the baby will smile again. You can also resort to a small reward, something special to do with mum or dad or a treat or a small toy.

SPECIAL NURSERY RHYME**For children:**

"Blood of dragon and knight
I'm brave and I'm going to sit down
but you are gentle with my little arm
I am a knight but also a child"
Per le bambine:

"Blood of strawberry and queen
the butterfly pricks my arm
I stay still and grit my teeth
but you butterfly, after you hear me"

Taken from the book "Dall'aerosol alla zeta" by Janna Carioli, Sinnos Editrice

INFORMED CONSENT TO BLOOD VENOUS SAMPLING

Dear Patient,

before giving your consent to blood sampling at this laboratory, we invite you to read the following as a possible complication of the invasive procedure:

IN RARE CASES, VENOUS BLOOD SAMPLING MAY CAUSE SIDE EFFECTS SUCH AS:

- swelling, small lesions, hematoma or infection at the sampling site;
- vertigo or neurogenic syncope.

We also remind you that principals containing substances, which can cause allergic effects, such as:

- LATEX (tourniquet): urticaria, rhinitis, bronchial asthma, angioedema, anaphylactic shock;
- COLOFOIN (substance contained in the glue of the plasters): can cause allergic dermatitis contact and photo dermatitis.

In addition, tests are performed with administrations of substances that they may have in rare cases side effects:

- GLUCOSE: side effects such as nausea/vomiting, allergic reactions;
- LACTOSE: nausea/vomiting, allergic reactions;

If you deem it necessary, please ask for further explanations and clarifications from the staff analysis laboratory regarding the procedure and give your consent only if you have received it answers comprehensively and is absolutely certain that you understand all the information provided.

ATTENTION: IF YOU ARE AN ALLERGIC SUBJECT, COMMUNICATE IT AT THE TIME OF ACCEPTANCE.

INFORMATION ON THE PROCESSING OF PERSONAL DATA

Having read the information pursuant to the law on the protection of personal data pursuant to European Regulation 679/2016 (GDPR).

I, the undersigned _____ born on _____ in _____, Tax Code _____ I authorize this Laboratory to process my personal data and related diagnostic questions as in this one indicated.

I am aware that my personal data, within the aforementioned structure, will be known to the reception staff and the staff responsible for carrying out the analyses, as well as Technical and clinical managers of the structure and that such data will not be used without my explicit authorization for no other purpose than those specified:

- use of sensitive data for medical history purposes (historical data)
- any numerical statistics only

It remains my right, however, if these limits are not scrupulously respected, to obtain that my data is blocked or partially or completely deleted, except as provided in communications with the S.S.N.

Furthermore, I authorize this Laboratory, in the case of tests that cannot be performed at this facility, to use another trusted analysis laboratory for carrying out the analyzes in question, as well as the processing of personal data necessary for the completion of this procedure.

THE OWNER OF THE TREATMENT IS LABORATORIO VOLANTE SRL

I authorize this Laboratory to communicate my personal data, including the results of the tests performed by me and the historical results, to my doctor, by fax, e-mail.

INFORMED CONSENT OBJECT

I, the undersigned _____ born in _____

The __ / __ / _____

I declare that I have been referred to the Analysis Laboratory for the execution of some investigations:

- Useful to better understand the nature of some ailments accused and attributed at first hypotheses to a suspicion of carbohydrate intolerance/diabetic disease.
- Useful for studying the evolution of the disease I have been suffering from for some time
- Useful for pregnancy control

I declare that I am taking the following medications: _____

I declare that I have the following allergies: _____

I declare that I have received detailed, clear and exhaustive information during the interview about the nature of the diagnostic test I have to undergo. During the interview in question I was explained how to carry out the investigation, which consists in the administration/intake of glucose, which will be followed by blood sampling for the purpose of subsequent analysis. I have also been informed that this diagnostic test/procedure some side effects may be connected such as: nausea / vomiting, allergic reactions and, exceptionally, bronchospasm due to the presence of para-hydroxybenzoates in the syrup.

I had the time and opportunity to ask all the questions I thought were appropriate and I have obtained comprehensive answers in this regard that I fully understood and satisfied me.

INFORMED CONSENT BREATH lactose/lactulose/glucose test

The undersigned _____ Born in _____ on ___/___/___ and resident in _____

Province _____

Street _____

- For himself
- Exercising parental authority of the minor _____ to whom it has been given adequate information on the consent and on the procedure below (being the following treatments considered as “common medical treatments”, the consent of is sufficient only one of the parents)
- Legal representative of _____

DECLARE

To have been informed that the exam consists in drinking a sugary solution, without additions of artificial substances, and in blowing inside a bag at fixed intervals, first and after taking the drink.

That I have been informed about the meaning of the exam and the reasons that have recommended the its execution, made aware of the fact that:

- Taking the sugar solution could cause symptoms such as nausea, bloating, belching, colicky pains, diarrhea
- It is necessary to rest for the entire time necessary for the conclusion of the test, not you can smoke, you can't eat, you can drink half a bottle of still, non-carbonated water
- You can ask for any other clarification from the healthcare staff of the facility consent to perform the breath test.

INFORMED CONSENT BREATH HELICOBACTER PYLORI

The undersigned _____ Born in _____ on ___/___/___ and resident in _____
Province _____
Street _____

- For himself
- Exercising parental authority of the minor _____ to whom it has been given adequate information on the consent and on the procedure below (being the following treatments considered as “common medical treatments”, the consent of is sufficient only one of the parents)
- Legal representative of _____

DECLARE

To have been informed that the examination consists in drinking a solution containing urea and in the blow into a bag at fixed intervals, before and after drinking.

That I have been informed about the meaning of the exam and the reasons that have recommended the its execution, made aware of the fact that:

- Taking the urea-containing solution may cause symptoms such as nausea, bloating, belching, colicky pains, diarrhea
 - It is necessary to rest for the entire time necessary for the conclusion of the test, not you can smoke, you can't eat, you can drink half a bottle of still, non-carbonated water
 - You can ask for any other clarification from the healthcare staff of the facility
- consent to perform the breath test.

INFORMED CONSENT TO PERFORMING THE HIV TEST

Dear user,

You have requested to be subjected today to a blood sample for the execution of the test for the detection of HIV ANTI-HIV1-2 Ab/Ag p24 HIV. You must read and sign this informed consent form which, if you wish, will be illustrated to you by the staff of the Laboratory.

I, the undersigned _____ born in _____ on _____ Resident in _____ Prov. _____ in Street _____

I declare that I have received comprehensible and detailed information on the analysis diagnosis proposed to me, on the modalities of execution of the service, on the possibility of outcomes false positives and false negatives connected to the screening method, on the possible need for tests of deepening, and that, moreover, I have been provided with the guarantee that the outcome of this examination

will be personally delivered and that the utmost confidentiality will be maintained on it, such as required by current legislation (Law 5/6/1990, n.135, art.5).

I AGREE

- to be subjected to blood sampling aimed at carrying out the search for HIV antibodies.
- to indicate the exam in the acceptance form and in the global report.