

REPORT WITHDRAWAL

Monday, Tuesday, Wednesday, Thursday and Friday 11.00 - 17.00
Saturday 11.00-13.00
Sunday 8.00-11.00

The reports can be collected during opening hours directly by the patient, or by a trusted person authorized by proxy signed by the patient himself.

Proxies for collection must be signed and duly completed.

The withdrawal can also take place online, at the request of the interested party.

AVERAGE TIMES FOR ANSWERS

Under normal conditions, our Laboratory ensures a response in one working day for Clinical Chemistry analyzes and in four working days for more common hormonal dosages. Emergencies can be requested directly from the Desk:

- in the afternoon of the day after sampling for Clinical Chemistry analyses;
- on the same day of collection for INR, complete blood counts, urinalysis, BHCG.
- culture tests on the fourth working day.
- on the fourth working day for more complex hormonal dosages.

CUSTOMER SATISFACTION CHECK

Through suggestions, advice, complaints and acknowledgment of customer satisfaction, the Management periodically verifies the organizational adaptation of the laboratory, considering this aspect of extreme importance for continuous improvement.

TERMS OF PAYMENT

The payment of our services, obviously excluding those charged to the S.S.R., can be made at the Patient's choice in cash, by check, debit card or credit card. Our Staff is at your disposal and can also accept payment at the time of collection of the report in those cases that you will kindly justify.

FRAGILE SUBJECTS

An operational instruction has been instituted which guarantees the right of precedence to: women in an advanced state of pregnancy and severely disabled people.



GUIDE TO SERVICES (Ministry of Health guidelines)

PRESENTATION OF THE WORKSHOP

"OUR "I BELIEVE":

THE HOSPITALITY AND COURTESY OF THE FAMILY DOCTOR OF THE GOOD TIMES,
THE SAFETY AND RELIABILITY OF THE FUTURE THAT IS ALREADY TODAY.

Technical director

DR PIZZO DIEGO

Managing director

DR. MARCO SANTORO

The Structure is mainly dedicated to clinical analyzes of all types, employing in-house Technical Personnel at the highest levels of preparation and specific competence. For particular situations, it resorts to the consultancy of highly specialized external Centres, thus allowing Patients to take advantage of a Centralized Service even in the most complex cases where services are difficult to find.

The Reception Staff is available to interested parties to provide all the information and clarifications relating to the analyzes that our Laboratory is able to carry out.

The laboratory is accredited with the Lazio Region, therefore it carries out both analyzes affiliated with the SSR and private ones.

It's available

- The organizational chart and the company job description
- An exhibitor with all the information necessary for a correct preparation of analytical tests;
- Various useful information alerts;
- An internal regulation
- The patient's charter of rights
- A list of services showing cost, unit of measure, method and report processing days

They are carried out:

- **Analysis of clinical chemistry**
- **Hormonal tests**
- **Hematology**
- **Serology**
- **Coagulation Screening**
- **Microbiology**
- **Parasitology**
- **Tumor markers**
- **Cardiac markers, same-day response**
- **Hepatitis markers**
- **Testing for HIV**
- **Food intolerances**
- **Breath Test lactose-lactulose-glucose and helicobacter pylori**
- **Infectious disease immunological tests**
- **Genetics**
- **Spermiogram**

QUALITY OF SERVICE

The laboratory is UNI EN ISO 9001:2015 certified. For the execution of the tests, the Laboratory makes use of Studio Polispecialistico Nomentano Uno, studio which carries out the analytical phase.

The analyzes are controlled with internal quality control and external control carried out in collaboration with the EQA service.

DOCUMENTS NECESSARY TO ACCESS THE LABORATORY SERVICES:

- Health card, any exemption cards.

STRUCTURE INFORMATION

Our kind guests can take advantage of the large private parking adjacent to the welcoming waiting room, where they can wait with all the comforts for their check-in and pick-up turn.

There is no need to book, or, at the request of the patient and by appointment, at his home.

The appointment only requires some particular analyses, such as glycemic curves, spermiogram.

HOW TO REACH US

From V. C. Del Marmo crossing with V. Panizzi, at the traffic light on the right 100 mt.

Atac lines with a stop near the laboratory: 987-992-995.

Ipogeo degli Ottavi and Ottavia train station 300 m.

WITHDRAWAL TIME

7.00 – 11.00 SATURDAY INCLUSIVE

8.00 – 11.00 SUNDAY

The modern computerized system of our laboratory ensures maximum security, transparency and confidentiality. Average waiting times range from 5' to 15'.