

## ***SERVICE CHARTER OF THE M.Z. ANALYSIS LABORATORY***

Dear User,

With the delivery of the Service Charter, the M.Z. Analysis Laboratory aims to provide you with a comprehensive overview of its services, the methods of access and use of the services offered, and to present its structure, the quality standards adopted, and the protection measures implemented to guarantee the rights of all its Users. The Service Charter is a document regulated by national and regional laws and represents a solid communication tool between the Users and the M.Z. Analysis Laboratory. Its main objective is the protection of the rights of the Users, giving them an active role in monitoring and ensuring the quality of the services provided, essential for directing the laboratory's activity towards its primary mission: to offer high-quality services. Beyond mere regulatory compliance, the M.Z. Analysis Laboratory adopts the Service Charter as a guide to professional commitment, maintaining quality standards, and continuously improving the services offered, as well as guaranteeing information and transparency towards Users, who are assured of equality, impartiality, continuity, and timeliness in service delivery. Our staff, both administrative and healthcare, will always be available to assist you with the familiarity, courtesy, discretion, and professionalism that constitute the most essential elements for evaluating the quality of service by the users and represent a commitment for the laboratory to continuous improvement. We carefully monitor these factors through feedback collection via satisfaction questionnaires, complaints, and user suggestions.

**M.Z. LABORATORIO  
ANALISI**

**OPEN FROM TUESDAY  
TO SATURDAY**

**BLOOD DRAWS  
7:30AM -11:00 AM**

**REPORT COLLECTION:  
3:00 PM -5:30PM**

**SATURDAY  
11:00 AM– 1:30PM**

**SATURDAY  
AFTERNOON CLOSED**

## ***SERVICE CHARTER OF THE M.Z. ANALYSIS LABORATORY***

### **Fundamental principles of healthcare**

*EQUALITY:* All citizens are provided with equal services, regardless of age, gender, ethnicity, language, nationality, religion, political opinions, customs, physical or mental conditions, economic status, etc.

*IMPARTIALITY:* All citizens are guaranteed equitable behavior, both by the services and by the laboratory staff, with the utmost respect and mutual kindness.

*CONTINUITY:* *Services are provided continuously over time.*

*RIGHT TO FREE CHOICE:* Every citizen, with the request from the SSN doctor, can exercise the right to free choice by directly contacting the chosen Accredited Structure.

*PARTICIPATION:* The user has the right to collaborate with observations and suggestions for the improvement of the service and performance provided by the structure.

*EFFICIENCY AND EFFECTIVENESS:* Laboratory staff commits to ensuring efficiency and effectiveness, adopting all suitable measures to achieve this goal.

### **User rights and duties**

#### ***RIGHTS***

The Patient has the right to be assisted and cared for with care and attention, respecting human dignity and personal philosophical and religious beliefs.

- The Patient has the right to obtain information from the Healthcare Facility about the services provided, the methods of access, and the relevant competencies.
- The Patient also has the right to be informed about the possibility of alternative investigations and treatments, even if they can be performed in other facilities. If the Patient is unable to make decisions independently, the same information must be provided to the persons mentioned in the previous article.
- The Patient has the right to ensure that data related to their illness and any other circumstances concerning them remain confidential.
- The Patient has the right to lodge complaints that must be promptly examined and be promptly informed of their outcome.

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### ***DUTIES***

The Citizen, when accessing a Healthcare Facility, is invited to behave responsibly at all times, respecting and understanding the rights of other patients, and with the willingness to cooperate with medical, nursing, technical staff, and the Management of the Laboratory where they are.

- The Citizen is required to respect the premises, equipment, and furnishings within the healthcare facility.
- The organization and schedules established by the Management must be respected to allow the normal activities to take place. Requests for healthcare services made in incorrect times and manners cause significant disruptions for the entire structure.
- Smoking is prohibited in the facility. Compliance with this rule is an act of acceptance of the presence of others and a healthy personal lifestyle within the facility.
- Healthcare Personnel, as far as their competence allows, are invited to enforce the rules outlined for the proper functioning of the laboratory and the well-being of the user.
- The citizen has the right to correct information about the organization of the Healthcare Facility, but it is also their precise duty to inform themselves in a timely manner and in the appropriate venue.

### **Presentation of the Laboratory**

The MZ Clinical Chemistry Laboratory, affiliated and accredited with the National Health Service, started its activity in 1972 and has since continuously expanded and improved its diagnostic sectors based on the needs of its clients and the requests of general practitioners and specialists to offer an always updated, qualified, and reliable service. The M.Z. Analysis Laboratory is developed on the ground floor over an area of about 500 square meters. The structure is free of architectural barriers and has a convenient parking lot in front.

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### **Privacy**

Various minimum and suitable security measures are adopted in the laboratory as required by Article 32 of the EU Regulation on personal data protection RGPD 2016/679. In particular, a Totem has been set up to issue acceptance tickets and a glass partition to delineate minimum distances and access to the acceptance desk for patients. Pregnant women and people with disabilities have the right of way. The collection rooms are structured to respect the privacy of individual patients.

### **Cleanliness, hygiene, and safety**

The Facility operates in compliance with the laws and mandatory regulations regarding workplace safety and hygiene and is always ready to receive suggestions from staff and Users to improve the Laboratory environments. The premises and equipment are disinfected and sterilized whenever necessary to prevent harm to customers and staff. Premises and restrooms are constantly maintained in excellent cleanliness conditions. The disposal of special waste is handled by specialized companies. Smoking is prohibited in the M.Z. Analysis Laboratory premises.

### **Organizational structure**

The structure is fully computerized and guarantees ever shorter technical acceptance and reporting times, especially a constant control of the analytical data. The laboratory methodologies and techniques, which evolve daily, have constantly driven the technological development of the structure, equipped with instruments from leading companies in the sector, guaranteeing efficiency and quality in the performance of services. All analyses are performed at the M.Z. Analysis Laboratory, except for some tests that may be outsourced to previously qualified and carefully evaluated facilities, the list of which is displayed in the waiting room. Tests not performed by the M.Z. Analysis Laboratory will be outsourced and marked with an asterisk (\*).

The Laboratory's automatic instrumentation consists of devices capable of reading and recognizing the barcode of the sample containers/test tubes, performing the analyses automatically, and transmitting the data to the central computer. Personal data related to patients are stored according to current laws and are protected to ensure their security, integrity, and confidentiality, also under professional secrecy.

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Currently, the following laboratory analysis services are provided on behalf of the National Health Service with an annual volume exceeding 200,000 in the following sectors:

- ✓ Hematology
- ✓ Coagulation
- ✓ Clinical Chemistry
- ✓ Serology
- ✓ Immunology
- ✓ Allergology
- ✓ Food Intolerances
- ✓ Hormonal Diagnostics
- ✓ Microbiology
- ✓ Molecular Biology
- ✓ Occupational Medicine

### **Quality standards**

The M.Z. Analysis Laboratory has always aimed to ensure the full satisfaction of the expressed and implicit needs of its Users, offering and guaranteeing an effective and efficient service, ensuring the pursuit and maintenance of health and safety conditions in the workplace. To achieve these objectives, our company manages its work processes not only in compliance with mandatory constraints but also according to the provisions of the voluntary international certification standard UN EN ISO 9001. Indeed, the M.Z. Laboratory has undertaken a certification process in compliance with the UNI EN ISO 9001:2015 standard to guarantee the technical quality of services, organizational quality, operator and User safety, professional enhancement of operators, and the rights and satisfaction of Users.

### **Internal Quality Controls (IQC) and External Quality Verification (EQV)**

The M.Z. Analysis Laboratory daily verifies the services provided through Internal Quality Control (IQC). IQC involves performing the analysis of a sample with a known concentration every day before starting the analytical activity of the samples, with values that must oscillate within preset limits. The structure also compares itself with other structures through External Quality Verification (EQV). EQV involves periodically performing analyses of samples with unknown content together with hundreds of other Italian and European laboratories; this allows us to evaluate our accuracy and precision compared to all other laboratories. Electronic documentation of all guidelines, protocols, and instructions adopted in the Laboratory is available.

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### **Training and updating**

The structure, based on training needs, is committed to guaranteeing and planning a training path and rotation for all its operators, to ensure the continuous updating of skills. All personnel working at the Laboratory attend the necessary training courses to accumulate the credits indicated by the regulations as required by their respective professional orders. In the case of acquiring new equipment and/or new methods, preliminary training is provided to the staff involved in their use/application. Therefore, an annual training plan is prepared on topics concerning professional skills, technological and organizational innovations, relational skills, and health promotion.

### **Access to services**

No reservation is necessary to use the services of our laboratory except for certain tests such as vaginal swabs, pregnancy/diabetes stimulation curve, allergological tests, and home blood draws. For appointments, please contact our office during the laboratory's opening hours at:

**0732/21106-21161**

### **Opening hours**

**The sample collection room** is operational:

from Tuesday to Saturday from 7:30 to 11:00.

**Report collection** takes place:

Tuesday to Friday from 15:00 to 17:30.

Saturday from 11:00 to 13:30.

### **Waiting Lists**

Examinations are conducted on the same day as the user's registration based on the chronological order of arrival. Therefore, waiting lists are not created. Priority should be given to pregnant women, disabled persons, cancer patients, and those on anticoagulant therapy (TAO), who will need to take a specific reservation number.

### **Queue Management**

Queues are managed with a numerical reservation system. Upon arrival at the Laboratory, the user takes their numerical ticket and waits in the waiting room. The system will call users in sequential order, respecting the user's privacy.

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### **Acceptance and Withdrawals**

Our staff manages the reception activities, including recording your data and accepting any biological samples you may have collected. Remember to bring a valid identification document and your Health Card. At the time of acceptance, the user is informed, according to GDPR 2016/679 and subsequent amendments, about the processing of their sensitive data, and authorization is requested. Additionally, authorization is sought for the communication of your test results to your General Practitioner or Pediatrician of Free Choice and for the release of credentials for online viewing of the reports. For specific tests such as the HIV test and genetic exams, further informed consent is required. To perform analyses under the National Health Service agreement, a medical request is essential, written on the regional prescription form of the General Practitioner or another duly completed specialist form. Patients who are entitled can benefit from exemption for income or pathology by presenting the doctor's prescription. Moreover, it is possible to request diagnostic tests directly from the Laboratory or by presenting a request from a doctor on a personal prescription form – the "white prescription". In this case, the User must bear the full cost of the examinations. A "service fee" is applied to the cost of non-reimbursable analyses.

At the time of acceptance, the User is given a form with instructions for report collection and a card with credentials for online report retrieval for those who have requested it. The payment for exams or the ticket, if applicable, is made at the time of acceptance (in cash or by debit or credit card) and will be duly invoiced by the administration staff. The M.Z. Analysis Laboratory is a private facility accredited and affiliated with the national health service, but the Marche Region has set a limited budget for the services provided. Therefore, upon reaching the budget, patients benefiting from exemptions may be asked to pay the full or partial cost of the services provided, after being informed of the costs. The laboratory commits to making the NHS tariffs, professional fees, and any tickets public to any user who requests them at the reception office of the facility.

### **Report Collection**

The report can be collected starting from the date written on the receipt issued at acceptance. This document is essential for collecting the report and, in case of delegation, it must be completed in all its parts in the dedicated section at the bottom of the document. The delegate must present a valid identity document. It is important that, at the time of acceptance, the patient requests the preferred method of report delivery/collection. Reports can be collected personally at the M.Z. Laboratory, are visible and downloadable from the website [www.mzanalisi.it](http://www.mzanalisi.it) in the patient area using the credentials provided on the card at acceptance. The download is only possible for users who have given the appropriate privacy

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consents at the time of Acceptance. Reports are stored for the period provided by current legal provisions, and a copy of them can be requested by those who received the service at any time.

### **Staff of M.Z. Analysis Laboratory**

#### **Administration**

Administrative Office: Sabrina Zeni

Reception:                Rosella Angeloni,  
                                     Sara Abatelli

#### **Analysis Laboratory**

Medical Director:    Dr. Rosina Ragnacci

#### **Departments**

Blood Draws:         Dr. Larissa Antognoni

Clinical Chemistry:    Dr. Paolo Busbani

Hematology:         Dr. Rosina Ragnacci

Immunology:         Dr. Vanessa Bianchini

Coagulation:         Dr. Paolo Busbani

Molecular Biology:    Dr. Rosina Ragnacci

Microbiology:        Dr. Vanessa Bianchini, Dr. Rosina Ragnacci

Urine:                 Dr. Megi Dede



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### **PREPARATION FOR LABORATORY TESTS**

In the waiting room of the M.Z. Analysis Laboratory, the procedure for preparing for tests is available. At our reception, you can receive all the useful advice on the behavior to follow before undergoing the required tests. Below are the behaviors to follow before undergoing a blood draw or other tests such as urine or swabs.

### **Preparation for Blood Tests: Dietary and Behavioral Norms**

#### *HOW TO EAT BEFORE THE BLOOD DRAW:*

The blood draw should preferably be performed on an empty stomach. Fasting is also necessary to avoid an increase in lipemia that can persist for a long time after a meal and can interfere unfavorably in various analytical methods. Although fasting is generally recommended, for the following tests, fasting is strictly necessary: Ammonium, Uric Acid, Bile Acids, Albumin, Lipid Profile (can be performed without fasting on medical advice), 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, Parathyroid Hormone (PTH), Sodium, TIBC (Total Iron Binding Capacity), ALT and AST, Vitamin A, B12, E, Zinc. In addition to these general rules, specific preparation methods are necessary for some tests.

**Medications and Supplements:** Unless otherwise indicated by your doctor, it is necessary to avoid taking medications in the morning before the blood draw, especially when the determination of the drug's concentration is required; this option is generally advisable but not always feasible (for example, in the therapy of chronic diseases, use of life-saving drugs, etc.). Taking biotin could interfere with the determination of some analytes. It is recommended to perform the blood draw after a period of at least 8-12 hours from taking biotin-containing supplements.

**Physical Activity:** The day before the test, avoid intense physical activity (sports, heavy work, etc.). Light physical activity does not significantly alter analytes.

**Diet:** Refrain from varying the usual diet (except for the preparation for some tests that require a specific diet), consume meals as usual, the evening meal before the day of the blood draw should be light, especially avoiding sweets and fats; fast for 8-12 hours before the blood draw: prolonged fasting also negatively affects the results; avoid the use of alcoholic beverages. Refrain from smoking on the morning of the blood draw.

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**Anxiety and Stress:** On the day of the blood draw, avoid stress as much as possible. Stress resulting from a morning anger or the anxiety that sometimes precedes the blood draw are all phenomena that can alter some important parameters (e.g., increase in white blood cells, lactic acid, fatty acids, cortisol, and prolactin). It is therefore very important to be as relaxed as possible at the time of the blood draw.

**After the Blood Draw:** Keep the arm extended, the hand open, and press the cotton on the draw point without rubbing for at least 5 minutes. We recommend that emotional people, pregnant women, children, or people undergoing the blood draw for the first time stay in the waiting room of the Laboratory for a few minutes after the draw. For any discomfort, please immediately inform the Laboratory staff.

### **BLOOD DRAWS**

*Venous blood draw for antiepileptic drug levels and Lithium:* Present yourself at the Laboratory for the blood draw before taking the morning dose. Fasting is not necessary. Do not vary the timing of other doses.

*Venous blood draw for Prolactin:* The blood draw should be performed in the morning on an empty stomach after one hour of rest, or by following 3 draws at half-hour intervals, keeping the subject at rest.

*Venous blood draw for postprandial blood glucose:* In the three days preceding the test, the patient should follow a high-carbohydrate diet. On the scheduled day, the meal should contain about 100 grams of glucose. Exactly 2 hours after the end of the meal, a venous blood draw is performed to measure blood glucose.

*Venous blood draw for Aldosterone (supine and upright):* Before undergoing this test, the patient must follow a balanced salt diet. For three weeks, foods with a high sodium content (sausages and preserved foods) should be avoided. Supine: this blood draw should be performed with the patient completely at rest, i.e., in the morning before getting up or after at least two hours lying down. Upright: this blood draw requires the patient to be in moderate activity for about two hours.

*Venous blood draw for CEA:* Refrain from smoking for 24 hours before the blood draw.

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*Venous blood draw for thyroid hormones:* The blood draw does not require fasting. Radiographic exams with iodinated contrast (cholecystography, urography, etc.) should not have been performed in the previous two months.

*Venous blood draw for the oral glucose tolerance test (OGTT):* Before performing the oral glucose tolerance test, a fasting blood glucose test must have been done no more than three days before the OGTT. If the fasting blood glucose value is acceptable, the patient must drink a glucose solution (which must be obtained from a pharmacy) and remain seated quietly in the waiting room. The patient will then be called for a blood draw every hour for the time specified by the attending physician.

*Venous blood draw for food intolerances:* The blood draw is performed on an empty stomach for at least 8-10 hours. Under medical supervision, stop taking corticosteroid or other steroid-based medications at least 48 hours before the blood draw. Do not perform the blood draw in case of a cold, flu, or other infectious diseases.

### **BIOLOGICAL SAMPLE COLLECTION**

#### *Vaginal and Urethral Swab Collection*

- *Bathing:* The patient should avoid bathing in a tub the night before the test.
- *Menstrual Cycle:* The patient should not be on her period (menstrual bleeding should have ended at least three days prior).
- *Sexual Intercourse:* Refrain from sexual intercourse for 24 hours before the test.
- *Vaginal Douching:* Do not perform vaginal douching for 24 hours before the test.
- *Hygiene:* On the morning of the test, wash the genital area with water only.
- *Medications:* Discontinue the use of ovules, antimicrobial, and antifungal treatments, both oral and local, at least six days before the test.

#### *Male Urethral Swab Collection*

- *Timing:* The swab should be taken before starting any therapy or at least six days after finishing the therapy.
- *Urination:* The test should be performed in the morning before urination.
- *Hygiene:* Perform thorough cleaning of the external genitalia.

#### **Throat Swab Collection**

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- *Fasting:* Arrive at the lab fasting and without brushing your teeth. Avoid using mouthwash.
- *Medications:* Discontinue antibiotic therapy at least six days before the test.

### **Ear Swab Collection**

- *Hygiene:* Do not clean the ear canal on the day of the test.
- *Medications:* Discontinue antibiotic therapy at least six days before the test.

### **HPV (Papilloma Virus) Test**

- *Menstrual Cycle:* The test should not be performed during your menstrual cycle or immediately after it ends. It is recommended to perform the collection around mid-cycle.
- *Preparation:* No special preparation is needed, but refrain from sexual intercourse for 24 hours before the test and avoid internal washes or using creams, ovules, or vaginal tablets for 24-48 hours before the test.
- *Fasting:* Not required.
- *Medications:* No need to discontinue any oral or injectable therapies.

### **Semen Collection for Sperm Culture**

- *Hygiene:* Empty the bladder, wash the genital area thoroughly, and collect the semen in a sterile container.
- *Medications:* Perform the culture test at least five days after completing any antibiotic therapy, with medical consent.
- *Sexual Intercourse:* Refrain from sexual intercourse for 48 hours before the collection.

### **Semen Collection for Sperm Analysis**

- *Hygiene:* Perform thorough cleaning of the genital area.
- *Collection Method:* Collect the sample exclusively by masturbation into a sterile container.

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- *Sexual Abstinence:* Maintain a period of sexual abstinence for 3-5 days.
- *Delivery:* Deliver the sample within 30 minutes of collection, no later than 10:00 AM.
- *Temperature:* Keep the sample at a temperature between 15°C and 36°C during transport.
- *Inadequate Methods:* Avoid collection using a condom or "coitus interruptus."
- *Sample Integrity:* The sample must be collected entirely. Loss of even a small amount can significantly impact the test results.

### **ATTENTION:**

**DO NOT DELIVER THE SAMPLE IF YOU HAVE HAD A FEVER WITH A TEMPERATURE EQUAL TO OR GREATER THAN 38°C IN THE THREE MONTHS PRECEDING THE TEST.**

### **Urine Collection**

#### *Standard Urine Test:*

- *Amount:* Collect a small amount of urine (about half a glass) from the first morning void, discarding the initial part.
- *Container:* Use the provided containers, available at the lab. Women should wash their genital area before collection and preferably wait until the end of their menstrual cycle.

### **Adhesive Plastic Bag Collection:**

- *Hygiene:* Clean the external genital area thoroughly.
- *Application:* Apply the bag so it adheres to the suprapubic and perianal area.
- *Post-urination:* Remove and seal the bag after urination.
- *Delivery:* Deliver within 1 hour or refrigerate at 4°C for up to 12 hours.

### **Urine Culture:**

- *Hygiene:* Clean the external genital area thoroughly before collection.
- *Collection:* Discard the initial part of the urine stream and collect the midstream urine in a sterile container.
- *Container:* Open the container only at the time of use and seal it immediately after.

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### **24-Hour Urine Collection:**

- *Initial Collection:* Discard the first morning urine and note the time.
- *Subsequent Collection:* Collect all urine in a single container for the next 24 hours, keeping it refrigerated.
- *Final Collection:* Collect the last urine sample at the same time as the first collection on the following morning.
- *Special Instructions:* Consult the lab before starting the collection, as some tests require a preservative, such as hydrochloric acid or sodium azide.

### **5-Hydroxyindoleacetic Acid (5-HIAA) Collection:**

- *Diet:* Follow a diet free of certain foods 48 hours before and during the 24-hour urine collection.
- *Preservative:* Use hydrochloric acid provided by the lab.
- *Collection:* Collect all urine for 24 hours, adding the acid gradually, and store in a cool place.
- *Safety:* Do not urinate directly into the container to avoid irritant vapors.

### **Hydroxyprolinuria Collection:**

- *Diet:* Follow a collagen-free diet 48 hours before and during the 24-hour urine collection.
- *Collection:* Follow the same procedure as for 5-HIAA.

### **Cytological Exam:**

- *Containers:* Obtain containers from the lab.
- *Initial Urine:* Discard the first morning urine.
- *Hydration:* Drink 2-3 glasses of water within 1 hour.
- *Collection:* Collect midstream urine in the provided container.

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### **Stool Collection**

- *Medications:* Do not take antacids, antidiarrheal, antibiotics, or laxatives.
- *Collection:* Pass stool on a clean, dry surface, collect using the provided container.
- *Sample Size:* Fill the container halfway.
- *Timing:* Preferably collect the first morning sample or refrigerate if collecting the day before.
- *Blood Test:* No special diet is needed, but collect at least 3 samples on different days.

### **Sputum Collection**

- *Hygiene:* Clean the oral cavity and gargle with sterile distilled water.
- *Collection:* Collect tracheobronchial material in a sterile container after appropriate coughing.

### **Allergy Tests**

- *Medications:* Do not take antihistamines or corticosteroids for 7 days before the test.

### **Scotch Test (Parasite Detection)**

- *Timing:* Perform the test in the morning before washing.
- *Method:* Apply a piece of clear tape around the anal area, then transfer it to a slide.

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### **Breath Tests**

- *Information:* For preparation instructions for Breath Tests (Helicobacter Pylori, Glucose, Lactose, Lactulose), consult the website [www.mzanalisi.it](http://www.mzanalisi.it) or contact the office.

### **Inadequate Samples**

- *Criteria:* Non-sterile samples, insufficient quantities, inappropriate containers, unidentified samples, or samples coagulated/hemolyzed will not be accepted.

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