CENTRO SANA

servizi sanitari privati s.r.l.

Service Charter

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INTRODUCTION

The Service Charter serves as a means of making our Organization more understandable and transparent, and of helping clients to become aware of the ways in which they can safeguard their health and rights within the complex maze of the Italian healthcare system.

The Service Charter has been drawn up in accordance with the provisions of the Prime Ministerial Decree of 19 May 1995 and the Decree of the Acting Commissioner of 6 October 2014, No. U00311, 'Guidelines for the Drafting of the Health Service Charter for Healthcare Organizations and Facilities in the Lazio Region'.

The *CENTRO SA.NA*. has been operating from its current premises at 10 Via Peschiera, Aprila (LT), since 1994.
Over time, we have strived to offer the public an increasingly high-quality service: initially by moving to more functional and welcoming premises, and subsequently by expanding our activities to include a multi-specialist outpatient centre.
Today, at our Centre, **patients** can access a highly specialized service covering physiotherapy, specialist consultations, diagnostic imaging and laboratory diagnostics, including both clinical chemistry and microbiology.
We always strive to best meet the care needs of **our patients** and the clinical requirements of GPs and specialists, offering our active collaboration to achieve a result that is in step with the times.
Currently, the Centre offers real-time laboratory testing and diagnostic imaging services (CT scans, MRI, conventional radiology, ultrasound, cardiology, allergology, ophthalmology, otorhinolaryngology and neurophysiopathology), complemented by other specialties including physical therapy, rehabilitation and curative treatments.
Today, the SA.NA. CENTRE operates in the local area from a 1,800-square-metre facility staffed by professionals, technicians, support staff and administrative personnel, all of whom possess a very high level of specialist expertise in the sector.
The centre is located at ground level at 10 Via Peschiera, in Aprilia (LT); it is fully accessible and offers ample parking facilities. It also features a reception area at the entrance and several waiting rooms designed to ensure a comfortable experience for **patients.**
However, the current size of the facility has not prevented our relationship with our 'patient' clients from always being characterized by a spirit of helpfulness and humanity in both professional and personal interactions.

Our **AIM** is to achieve ever-higher standards of service quality, because we recognise that 'we **CAN** and **MUST** improve in order to achieve excellence in the service itself'.
To this end, we are constantly on the lookout for innovative and advanced technologies and professionals of the very highest calibre.

CENTRO SA.NA is an authorized and accredited Centre under the National Health Service (SSN), pursuant to Definitive Accreditation Decree No. U00031/2012 of 1 March 2012 and subsequent DCA No. 00156/2017 of 5 May 2017.

A list of services, along with the price list for both NHS-funded and private treatments, is available to patients at the centre.
Upon the patient's admission, the receptionist provides all the information and guidance regarding the various services available at the Centre.
In 2024, the Sana Centre was acquired by the Purelabs group, bringing about a new organizational structure at management level.

1. MISSION

CENTRO SA.NA believes in putting people first and, for this reason, promotes a culture of **respect** and **active listening**, whilst investing in identifying, understanding and interpreting people's health needs.
It contributes to creating conditions of **equity** in access to and **use** of services.
It draws on the ethical dimension of its day-to-day activities, guided by principles of **transparency**, **accountability in its operations**, and the effective and efficient management of resources;
It is committed to supporting its service users by designing solutions that make use of the entire healthcare system, with particular reference to local provision, and by promoting the development of a network of partnerships with social, public and private stakeholders, so that synergies can lead to integrated solutions.
It promotes a focus on **specialization** as an undisputed and irreplaceable factor in the quality of the services provided;
It promotes **continuous improvement** aimed at achieving **excellence in clinical** and care **pathways**, including through the establishment of professional, organizational and accessibility safeguards that instill **reliability** and a sense of security;
It promotes **technological innovation** and **scientific progress**.
It invests in the development, motivation and recognition of employees who demonstrate character, commitment, dedication, team spirit and a sense of belonging, rewarding them with professional development and other forms of recognition based on results and performance. It focuses on ensuring that our policies and achievements are recognized by those who use our facilities as well as by third parties.
It protects the environment, prevents pollution and environmental damage, mitigates and adapts to climate change, ensures the sustainable use of resources, and safeguards biodiversity and ecosystems
It provides safe and healthy working conditions to eliminate hazards, reduce the risk of work-related accidents and illnesses, and prevent injuries of any severity.

2. GUIDING PRINCIPLES

Centro SA.NA. S.r.l. – with the aim of placing the citizen at the centre of its daily activities, in the knowledge that improving the technical quality of services is inseparable from improving the quality of relations with citizens – is guided by the following principles set out in the Directive of the President of the Council of Ministers of 27 January 1994 (entitled 'Principles on the Provision of Public Services'):

1. **The centrality** of the service user, namely focusing attention, commitment and professional practice on meeting the demand for health and social care expressed by members of the community who require its services, ensuring comprehensive, general, specific, personalized, timely, essential, effective, appropriate, cost-effective and innovation-oriented interventions;
2. **Equity and equality** of action: ensuring, given equal need and eligibility, equal and timely access to the benefits, services and resources at its disposal, in order to guarantee the target population levels of care that are adequate in terms of both appropriateness and quality. No one may be excluded from access to services on grounds of sex, race, language, religion, political opinions, or personal and social circumstances.
3. **Effectiveness of action**, namely selecting measures—based on evidence—according to their suitability for achieving the care and organizational objectives to be pursued, identifying priorities for intervention based on the demonstrated potential to resolve problems and, secondarily, on the expectations of those who contribute to their implementation;
4. **Transparency in decision-making processes**, in the methods of service delivery and access to services as a guarantee of equality and impartiality, and in the management of financial and human resources as a commitment to making the decision-making process visible and comprehensible both within and outside the Centre;
5. **Participation** of the professionals working within the Centre, to create a positive working environment that enables everyone, regardless of their role, to feel they are key players in operational and organizational transformations;
6. **Innovation**, understood, on the one hand, as the promotion of the constant development of new knowledge and skills, and, on the other, as the pursuit of continuous improvement;
7. **Learning**, both as the promotion of training activities aimed at the personal and professional growth of all staff, and as an overarching strategy of an organization that 'listens' to its service users and the professionals within it in order to 'learn' how to progress towards improvement;
8. **Human resources management** aimed at rebalancing, recognizing professional expertise, providing continuous training, integrating services and empowering management.
9. **Continuity** aimed at ensuring the regularity and/or continuity of the service and at

3. THE VALUES WE BELIEVE IN



Accessibility
Looking after one's health should be simple: that is why we work tirelessly to make our services easier to use, so that they are more straightforward and accessible.



Proximity
Having a local presence means being close to people: we have a network of centres spread across the region, which serve as tangible points of reference that are easy to reach and choose.



Quality
Behind every visit lies professionalism, care and responsibility. We work to ensure reliable results and well-organized processes.



Innovation
We believe in technology that saves time: we utilize digital tools and processes that make managing one's health more straightforward.



Responsibility
Looking after health also means taking care of the wider context. We pay attention to resources, the environment and the impact of our choices.



Putting people first
Every person has different needs and circumstances: our job is to listen, understand and provide useful, clear guidance.

Centre staff can be identified by a name badge on their lab coat, which displays their first name, surname and professional title, as required by the Prime Ministerial Decree of 19 May 2019

4. QUALITY MANAGEMENT

SA.NA. S.r.l. is an organization that has implemented a Quality Management System and, in 2009, obtained certification in accordance with the UNI EN ISO 9001:2015 standard (No. 19681/09/S). This standard is an internationally recognized regulatory framework whose primary purpose is to standardize business processes to make them 'measurable' through specific business management tools: the stated aim is to provide organizations with a management tool designed to deliver a quality service, namely to 'offer, at the lowest possible cost, a service capable of meeting the implicit and explicit needs of the user'.

Regular inspections by the Certification Body ensure that the organization operates in accordance with the declared technical and procedural specifications, with certification being renewed only if the company has demonstrated that it has achieved its stated objectives.

Our cornerstones are:

- focus on customer needs and the measurement of customer satisfaction with the service (through the use of customer satisfaction questionnaires and the provision of professional and ongoing customer support);
- the identification, control and continuous monitoring of strategic business processes (achieved through the management and resolution of non-conformities, internal quality controls and participation in external quality assessments);
- the continuous and scheduled inspection and maintenance of equipment, leading to an ongoing search for the most modern and efficient equipment;
- the adoption of a general strategy applied at every level of the organization and geared towards the continuous improvement of business performance;
- the selection of ISO-certified or qualified suppliers who offer high-quality products. In a nutshell, the UNI EN ISO 9001:2015 standard is an ideal tool for consistently and firmly demonstrating the high level of professional expertise and the passion that drives us and has always guided us in our relationship with our users.

5. DATA PROTECTION

Regional Executive Decree 679/2016 and Legislative Decree No. 196/2003 provide for the protection of personal data and the implementation of minimum security measures to safeguard such data at every stage of processing. In accordance with these regulations, such processing shall be carried out in accordance with the principles of fairness, lawfulness and transparency, and the protection of confidentiality and clients' rights. The Management of the Polyclinic has ensured that the privacy notice setting out the purposes and methods of personal data processing is displayed on the premises. Such data is stored in appropriately secured electronic databases, whilst all paper documentation is kept in cabinets fitted with secure locks. Medical reports must be collected by the patient or an authorized representative.

6. CODE OF ETHICS (Legislative Decree 231/01)

Centro SA.NA. S.r.l. is guided by the ethical principles set out in Decree 231/01 and conducts its business in compliance with EU, national and international regulations, rejecting corruption and all illegal practices. To this end, the Centre has adopted a Code of Ethics as required by DCA 183 of 19 May 2013.

7. ORGANISATIONAL STRUCTURE



MEDICAL DIRECTOR
Dott.ssa Paola Fusaro



MEDICAL DIRECTOR OF DIAGNOSTIC IMAGING
Dott. Michele Anzidei



TECHNICAL DIRECTOR OF PHYSIOTHERAPY
Dott. Gaetano Pugliese



DIRECTOR OF THE LABORATORY
Dott. Paolo Romania



BOARD OF DIRECTORS
Dott. Ferdinando Marino
Dott. Antonio Limardi
Dott. Alessandro Pierpaolo Beneduce



COMPLAINTS MANAGER
Dott. Alessandro Pierpaolo Beneduce

8. TESTS THAT CAN BE CARRIED OUT AT THE FACILITY

8.1 General information

Diagnostic tests are individual tests carried out by a doctor, a biologist or a technician using a diagnostic instrument.

The instrument (ranging from an ultrasound scanner to a blood cell counter) is the fundamental prerequisite for the service provided to be defined as a 'test'.

8.2 Reception

The Centre has several waiting rooms reserved for patients, equipped with seating to ensure a comfortable waiting experience. In accordance with confidentiality requirements, each patient is assigned a sequential number which allows them to access the services. The necessary information to ensure the patient's right to information is displayed in the waiting room.
The Centre constantly monitors patient satisfaction with regard to perceived quality levels of the services provided. The information gathered via an anonymous questionnaire, administered for survey purposes, is statistically analyzed and brought to the attention of the Management each year.
Administrative staff are required to take into account reports concerning vulnerable users.
In particular, pregnant women, people with disabilities and those exempt from payment who are in a particularly vulnerable situation must be allowed to use the service on a priority basis.
Any patient may contact the relevant staff during the hours indicated below to make enquiries, lodge complaints or offer suggestions regarding the services provided by the Centre.

Staff are trained to welcome and provide information to patients, and to promote their welfare and involvement throughout their time at the facility.

Their specific duties are:

- to welcome patients, provide information and explain the facility's activities and how it operates;
- to facilitate access to services and raise awareness of them;
- to promote awareness of topics of significant interest;
- to support internal processes aimed at simplifying procedures and modernizing organizational tools, as well as raising awareness of how administrative procedures are initiated and progress;
- to promote the image of the administration, raising awareness of and giving visibility to the Services;
- to ensure the exercise of the rights to information, access and participation as set out in Law No. 241 of 7 August 1990, as amended;
- to facilitate the use of the organization's services and its regulatory and administrative provisions, whether through printed material or the use of IT systems;
- to promote the adoption of electronic interconnection and coordination systems with other services, useful for resolving external and internal issues;
- implement, through listening to citizens and internal communication, processes to assess the

quality of services and users' satisfaction with them.
- to handle complaints and instances of poor service.

The Reception is therefore the point of contact – including virtually – between the organization and users who have specific needs or are interested in finding out about the services provided by Centro SA.NA. S.r.l., whether they wish to enquire, make a report or simply have a conversation. This activity is primarily linked to a particular focus on the "humanization" and dignity of patients, especially sick children, people with disabilities and their families.

8.3 Information and Bookings

Our Reception Service is available to clients during opening hours to provide all manner of information.

• Privacy: Upon admission, patients are informed – including via displayed notices – in accordance with current privacy legislation regarding the processing of sensitive data.
The administrative staff are available to provide any information regarding the legal provisions on privacy.

• Sending test results by email: the service for sending test results by email is currently available only for the clinical chemistry department. Users wishing to request this service must complete the relevant section of the 'privacy consent' form and then activate the service by sending an initial email from the desired email address, specifying the name of the person for whom the request is being made. Test results for tests such as HIV and medical genetics cannot be uploaded online but must be collected in person by the patient concerned.

• Continuity of care: The Medical and Technical Management Team is available to the attending doctor to discuss the results of the tests carried out on the patient.

• The communication and dispatch of outpatient documentation to healthcare professionals within the facility are managed via the management system, which can be accessed by authorized doctors, whilst external colleagues may receive it by email upon request.

• Emergencies: In urgent cases, results and reports can be provided on the same day for clinical chemistry, hematology, coagulation and urine tests, as well as for ultrasound scans, CT scans, X-rays and MRIs.

• Access times for outpatient records: for example, viewing a patient's medical history or requesting a copy of a report takes place at the same time as the patient's request at reception, via the management system.

8.4 Reception

Reception/booking/enquiries (including by telephone) are open Monday to Friday from 7.30 am to 8.00 pm and on Saturdays from 7.30 am to 1.00 pm
A patient arriving at reception is directed according to the service they are due to receive:

- General information on services (waiting times, costs and how the Centre operates);
- Collection of test results
- Services covered by the National Health Service (X-rays) – (MRI) – (CT scans)
- Services not covered by the National Health Service

- Clinical laboratory

Patients who come to reception to enquire about the services they require are immediately assisted by reception staff. Depending on the type of service, the service is provided straight away (where possible) or an appointment is arranged (subject to the Centre's availability and the patient's circumstances).

When booking, patients are provided with information regarding the costs of the services offered, any exemptions and the necessary preparations for the procedures.

Italian patients requiring diagnostic imaging services under the National Health Service (SSN) scheme are eligible only if they have a prescription from their general practitioner or chosen pediatrician and a health card; foreign nationals are eligible if they hold an STP certificate and a medical prescription from the SSN. The prescription must include the patient's correct personal details, the examination requested and the diagnostic question.

To undergo services privately, however (with the exception of X-rays and CT scans), it is sufficient (in the absence of a prescription) to request this from the reception staff, who will provide the 'Self-referral Service Request' form, or to present a prescription from a specialist indicating the services to be carried out, along with a valid identity document and, where applicable, payment for services outside the National Health Service scheme.

Payment for services is made at reception, in cash, by credit card or by debit card.

8.5 Table of Healthcare Cost Contributions

Classification Patient	Cost of services	Prescription required from the attending doctor	Payment of the co-payment
Not exempt	Referral fee of less than €36.15 (National Health Service tariff)	Yes	National Health Service (SSN) tariff applies up to €36.15
Not exempt	Referral costing more than €36.15 (National Health Service (SSN) tariff)	Yes	The amount exceeding €36.15 is covered by the NHS
Partial exemption	Any amount relating to the exemption code	Yes	The customer pays nothing for the requested services covered by the NHS
Full exemption	Any amount relating to the exemption code	Yes	As above
Exemption during pregnancy	Any amount relating to the exemption code	Yes	As above

8.6 Exemption Criteria

The following are exempt:

1. Citizens under the age of 6 or over the age of 65 who belong to a household with a total income of less than €36,157.00, based on the previous year.
2. Citizens who are currently unemployed and belong to households with an income of less than
3. €8,263.00, increased to €11,362.00 where there is a dependent spouse, with an additional €516.00 for each dependent child.
4. Recipients of a social pension (category PS), aged over 60 but under 65, and belonging to a household with an income for the previous year of less than €8,263.00, increased to €11,362.00 where there is a dependent spouse and by a further €516.00 for each dependent child.
5. Italian or foreign nationals classified as ‘indigent’ within the meaning of paragraph 6 of Article 3 of Law No. 335/95, with a total monthly income not exceeding €292.00.
6. Dependent family members of the beneficiary referred to in points 2–4.

Decree No. U00158/2014 of the Acting Commissioner of the Lazio Region (DCA) introduced new exemption codes relating to:

- children under the age of 18 placed outside their families of origin following a court order;
- non-EU nationals seeking international protection who hold a residence permit, a temporary residence certificate or a personalized EC form issued by the Police Headquarters;
- EU citizens who are not registered with, nor eligible for registration with, the Regional Health Service (SSR), who have no health cover, who hold an ENI card, and who are under 6 or over 65 years of age;
- Non-EU foreign nationals who are not in compliance with the regulations governing entry and residence, holding an STP card, aged under 6 or over 65.

- Documentation required to access the Centre's services:
- A referral letter, where required, completed and signed by the doctor in full, or an electronic prescription with the validity period indicated by the doctor depending on the urgency;
- Identity document;
- Health card;
- Any certificates of exemption.
- A second copy of the report may be issued upon the patient's verbal request, following consultation with the Medical Director and upon presentation of the patient's identity document.

Please note

No more than 8 tests per specialist department may be requested on each referral form.
If the requested services include any not provided by the National Health Service, these must be prescribed on separate referral forms: one prescription for services subject to the patient contribution, and the other for services not provided by the Regional Health Service.

The attending doctor is required to enter the following on the prescription/referral form:

- first name – surname – age – of the patient – tax code
- any exemption code
- services requested (indicating 'recommended' in the case of a specialist referral)
- date
- the doctor's stamp and signature

The fee schedule applicable to non-exempt patients is published by the Lazio Region.
Payment of the patient contribution and specialist services must be made before the services are provided
Non-exempt citizens are required to pay for services in accordance with the current fee schedule, up to the amount stipulated by current legislation.

9. AGREEMENTS

9.1 Healthcare

Agreement with the National Health Service (SSN) for Magnetic Resonance Imaging (MRI), CT scans and conventional radiology (all MRI and radiology services listed in the Regional Tariff Schedule are provided)

9.2 Direct Agreements with Insurance Providers

AON

ASSIRETE

AXA

CASPIE

BLUE ASSISTANCE

Cooperazione Salute
società di mutuo soccorso

Fasi

Fasi

Assidai
Il fondo sanitario per il tuo benessere

FasiOpen
Fondo Aperto di Assistenza Sanitaria Integrativa

FASCHIM
FONDO DI ASSISTENZA SANITARIA

FASDAC
Fondo Assistenza Sanitaria Dirigenti Aziende Commerciali

FONDO EST
ASSISTENZA SANITARIA INTEGRATIVA
Commercio Turismo Servizi e Settori Affini

GENERALI

MyAssistance

MyRete

Previmedical®
Servizi per la Sanità Integrativa

CASSA SAS – Cassa di Assistenza Sanitaria

Si Salute
PIÙ SERVIZI PER LA TUA SALUTE

UniSalute
SPECIALISTI NELL'ASSICURAZIONE SALUTE

10. LIST OF EXAMINATIONS AVAILABLE

10.1 Specialist Consultations

Understanding what is happening inside your body is far from straightforward: it starts with small signs, warning signs that require a more in-depth examination, capable of bringing together symptoms, test results and personal medical history.
Specialist consultations serve to help clarify matters, providing a clearer understanding of one's state of health and outlining specific treatment and therapy plans.
Specialist consultations are carried out by qualified professionals with proven experience, under the supervision of the centre's medical management.

10.2 List of specialist consultations

- Angiology Consultation: *consultations on Mondays and Wednesdays*
- Cardiology Consultation: *consultations on Mondays, Tuesdays, Wednesdays, Thursdays and Fridays*
- Surgical Consultation: *available on Fridays*
- Dermatology Consultation: *consultations on Mondays, Tuesdays and Thursdays*
- Hematology Consultation: *consultations on Tuesdays*
- Endocrinology Consultations: *available on Wednesdays, Fridays and Saturdays*
- Physiatry *consultations*: *on Tuesdays*
- Gynecological consultations: *available on Mondays, Tuesdays, Wednesdays and Fridays*
- Immunology consultations: *Wednesdays*
- Nephrology consultations: *Wednesdays*
- Neurology consultations: *on Mondays, Wednesdays, Thursdays and Fridays*
- Neurosurgery Consultations: *Wednesdays*
- Neuroradiology consultations: *on Mondays and Wednesdays*
- Ophthalmology Consultations: *on Mondays, Wednesdays, Thursdays and Fridays*
- Orthoptic Consultations: *on Tuesdays*
- Orthopedic Consultations: *available on Mondays, Wednesdays, Thursdays and Saturdays*
- Respiratory Consultation: *appointments on Tuesdays and Thursdays*
- Proctology consultations: *Fridays*
- Rheumatology Consultations: *available on Wednesdays*
- Breast Consultation: *consultations on Mondays, Wednesdays and Fridays*
- Urology Consultation: *on Tuesdays*

PLEASE NOTE: details regarding the days and times of specialist consultations are subject to

change; any changes will, however, be communicated to the patient at the time of booking and/or upon request for further information.

At our Centre, specialist doctors carry out consultations and specific diagnostic tests for each area of expertise, ensuring comprehensive and accurate assessment pathways.

Listed below are the main specialties available at our Centre and the relevant diagnostic tests on offer.

10.2.1 CARDIOLOGY

ECG (Electrocardiogram)
A simple, non-invasive test that records the heart's electrical activity, enabling the heart rate to be assessed and any abnormalities or changes in heart function to be identified.
Results are available immediately.

Colour Doppler echocardiography
An ultrasound examination that visualizes the structure and function of the heart in real time, assessing the movement of the heart walls, valve function and blood flow.
Results are available immediately.

Paediatric Colour Doppler Echocardiogram
An ultrasound scan designed for children aged 2 to 6 years, used to study the structure and function of the heart and to identify any congenital or acquired abnormalities.
The report is available immediately.

24-Hour Holter Monitoring
Continuous monitoring of the heart's electrical activity for 24 hours (or more) using a small, portable device. It is useful for detecting arrhythmias or cardiac abnormalities that might not be apparent during a standard ECG.
The Holter monitor is fitted by the doctor, who will provide all the necessary instructions for the test to be carried out correctly, including keeping a diary of activities and any symptoms experienced during the monitoring period. At the end of the specified period, the device must be returned to the clinic for analysis of the recorded data. The report will generally be available within 2–3 working days.

24-Hour Blood Pressure Holter
A test that automatically measures blood pressure over a 24-hour period, during normal daily activities and whilst sleeping. It enables the assessment of blood pressure trends and the diagnosis or monitoring of high blood pressure.
The Holter monitor is fitted by the doctor, who will provide all the necessary instructions for the test to be carried out correctly, including keeping a diary of activities and any symptoms experienced during the monitoring period. At the end of the specified period, the device must be returned to the clinic for analysis of the recorded data. The report will generally be available within 2–3 working days.

Exercise ECG on a Cycle Ergometer
This test records the heart's electrical activity during physical exertion on an exercise bike (cycle

ergometer). It enables the assessment of the cardiovascular response to exercise and the identification of any abnormalities not evident at rest.
To undergo the exercise ECG, you must provide your existing cardiology records. The specialist will assess the records submitted and, if deemed necessary, may request a colour Doppler echocardiogram before proceeding with the test.
The report is available immediately.

10.2.2 DERMATOLOGY

Epiluminescence
This is a non-invasive dermatological examination that allows detailed observation of moles and skin lesions using a specialized optical instrument, facilitating the early diagnosis of any skin abnormalities.
The report is available immediately.
Diathermy
An outpatient procedure that uses high-frequency electrical current to remove or treat small skin lesions, such as warts, fibromas or angiomas, quickly and precisely.
Removal of Lesions
An outpatient procedure aimed at removing benign or suspicious skin lesions. The removed tissue may be sent for histological examination, if indicated by the specialist.
Cryotherapy
A treatment that uses liquid nitrogen to freeze and destroy superficial skin lesions, such as warts, keratoses or other skin abnormalities, facilitating their subsequent removal.

10.2.3 PHYSIATRY

Intradermal Therapy
A medical treatment involving the administration of small quantities of medication directly into the superficial layers of the skin. It is used to treat localized pain, certain musculoskeletal conditions and, in the field of aesthetics, specific conditions of the skin and subcutaneous tissue.
Ozone-Oxygen Therapy
A treatment that uses a mixture of oxygen and ozone for therapeutic purposes. It may be used, as medically indicated, to support the treatment of certain painful, inflammatory and musculoskeletal conditions, promoting tissue oxygenation and the patient’s general well-being.

10.2.4 Gynecology

Gynecological Ultrasound Scans
Ultrasound examinations used to assess the female reproductive system (uterus, ovaries and adnexa), which are useful for the diagnosis and monitoring of various gynecological conditions.
Obstetric and antenatal ultrasound scans
Ultrasound examinations specifically for monitoring pregnancy, which are essential for tracking the growth and wellbeing of the fetus and ensuring normal development.
Ultrasound scans with Doppler flow measurement
Ultrasound scans that include the assessment of blood flow in the maternal and fetal vessels,

useful for evaluating proper oxygenation and the fetus's well-being.

Morphological ultrasound

An ultrasound scan usually carried out between the 19th and 22nd weeks of pregnancy, aimed at a detailed examination of fetal anatomy to check that the organs are developing correctly.

For ultrasound scans, the report is available immediately

Bi-test

A first-trimester prenatal screening test which, using a maternal blood sample and an ultrasound scan (nuchal translucency), estimates the risk of certain fetal chromosomal abnormalities.

Pap test

A gynecological screening test involving the collection of cells from the cervix to detect, at an early stage, cellular changes or lesions that could develop into diseases.

Turnaround time: 20 days.

Swabs

Diagnostic tests involving the collection of samples from various sites (vaginal, cervical or other) to identify the presence of bacterial, viral or fungal infections.

Turnaround times may vary depending on the type of test requested.

10.2.5 NEUROLOGY

EEG (Electroencephalogram)

A non-invasive diagnostic test that records the brain's electrical activity via small electrodes placed on the scalp. It is useful for assessing various neurological conditions, such as epilepsy, sleep disorders and abnormalities in brain function.

The report is issued within 3–5 days

EMG (Electromyography)

A test that assesses the function of muscles and peripheral nerves, helping to diagnose neuromuscular disorders, nerve compression (such as carpal tunnel syndrome) and other disorders of the peripheral nervous system. Superficial electrodes and/or small disposable needles may be used during the test.

The report is available immediately.

ENG (Electroneurography)

A diagnostic test that assesses the function of the peripheral nerves by measuring the speed and efficiency of nerve impulse conduction. It is particularly useful for identifying neuropathies, nerve compression and other disorders of the peripheral nervous system. The test is carried out by applying electrodes to the skin and is generally well tolerated.

Results are available immediately.

10.2.6 OPHTHALMOLOGY

Orthoptic examination

An assessment of visual function and eye alignment, useful for identifying disorders of eye movement and problems with binocular vision.

Biometry

An examination that measures the dimensions of the eye (in particular axial length and other

characteristics), essential especially prior to cataract surgery for the calculation of the intraocular lens.

Visual field

A test that assesses the extent of peripheral vision, useful for diagnosing and monitoring conditions such as glaucoma or neurological disorders.

Tonometric curve

A series of eye pressure measurements taken throughout the day to assess any fluctuations and diagnose glaucoma.

Corneal pachymetry

An examination that measures the thickness of the cornea, useful for the correct interpretation of intraocular pressure and for pre-surgical assessment.

Tonometry

A test that measures intraocular pressure, which is essential for the prevention and management of glaucoma.

OCT (Optical Coherence Tomography)

A non-invasive examination that provides high-resolution images of the retina and the optic nerve, useful for diagnosing and monitoring eye conditions.

Corneal topography

Detailed mapping of the corneal surface, used to assess corneal shape and to plan surgical procedures or special contact lenses.

YAG laser for secondary cataracts

A laser treatment used to resolve opacification of the posterior lens capsule following cataract surgery, thereby improving visual quality.

Glaucoma laser

A laser treatment that helps to reduce intraocular pressure by promoting the drainage of ocular fluids and helping to manage glaucoma.

For all these tests, results are available immediately.

10.2.7 ORTHOPAEDICS

Intra-articular cortisone injections

These involve the injection of a corticosteroid directly into the joint (shoulder and/or knee) to reduce inflammation and pain.

They are commonly carried out in cases of:

- Osteoarthritis
- Rheumatoid arthritis
- Synovitis and joint inflammation
- Painful flare-ups

Benefits:

- Relatively rapid relief (within days).
- Reduction in local inflammation.

Intra-articular injections of hyaluronic acid

These involve injecting hyaluronic acid into the joint (shoulder and/or knee) to improve lubrication and cushioning during movement.

They are commonly carried out in cases of:

- Mild or moderate osteoarthritis, particularly of the knee.
- Joint pain with reduced function.

Benefits:

- They can improve mobility and relieve pain for several months.
- It does not contain cortisone and has no significant systemic anti-inflammatory effects.

Ultrasound-guided hip injections

Ultrasound-guided hip injections are procedures in which a doctor uses an ultrasound scanner to visualize the hip joint in real time and precisely guide the needle to the desired site.

They can be used to:

- Reduce pain and inflammation caused by osteoarthritis (coxarthrosis).
- Treat certain forms of synovitis or joint inflammation.
- Carry out diagnostic injections to determine the cause of the pain.
- Administering medicines or substances such as:
  - Corticosteroids
  - Hyaluronic acid

Advantages of ultrasound guidance

- Greater precision in targeting the joint.
- Reduced risk of infiltrating neighbouring structures.
- No exposure to radiation.
- Greater likelihood that the medication will be deposited in the correct location.

10.2.8 OTORHINOLARYNGOLOGY

Fibrolaryngoscopy

An endoscopic examination that allows direct visualization of the structures of the throat and larynx, useful for diagnosing disorders of the voice, swallowing and the upper airways.

Audiometric test

A test that assesses the patient's hearing ability by measuring their perception of sounds at different frequencies and intensities; it is useful for diagnosing any hearing loss.

Impedance testing

An examination that assesses the function of the middle ear and the eardrum; it is useful for identifying ear infections, ventilation problems or dysfunction of the ossicular chain.

Vestibular examination

A series of tests that assess balance and the function of the vestibular system in the inner ear; useful for diagnosing vertigo and balance disorders.

For all these tests, results are available immediately.

10.2.9 RHEUMATOLOGY

Capillaroscopy

A non-invasive diagnostic examination that allows the small blood vessels (capillaries) of the nail bed to be observed through a specialized microscope. It is particularly useful for investigating peripheral circulatory disorders and for diagnosing certain rheumatological conditions, such as Raynaud's phenomenon and connective tissue diseases.
To ensure the test is carried out correctly, the nails must have been free of nail varnish for at least three weeks and at least two weeks must have elapsed since the last manicure.
The results are available immediately.

10.2.10 UROLOGY

A simple, non-invasive test that measures urinary flow during urination. It allows the speed, volume and pattern of the urine stream to be assessed, and is useful for identifying any obstructions or functional disorders of the lower urinary tract.
Results are available immediately.

10.3 IMAGING DIAGNOSTICS

Diagnostic imaging is one of the most important tools for truly understanding what is happening inside the body: it is not merely a matter of 'having a scan', but of gathering reliable information that helps guide every subsequent decision.
It enables us to obtain images of organs, tissues and internal structures, which are useful for the prevention, diagnosis and monitoring of numerous conditions.

At our Centre, we combine advanced diagnostic technologies with a system designed to streamline the entire process: from booking the scan to carrying it out, right through to interpreting the results. Every scan is performed in accordance with agreed protocols, with the aim of ensuring quality, consistency and turnaround times that meet patients' needs.

We use state-of-the-art equipment that enables us to obtain detailed images and accurate reports, minimizing the margin for error and unnecessary waiting times. Accuracy alone is not enough; that is why we also focus on clarity: results are presented in an easy-to-understand way, to facilitate discussion with your doctor and help you understand what the next steps might be.

The radiology department encompasses a range of diagnostic techniques, each with its own specific characteristics and precise indications. From initial screening to more in-depth examinations, every service forms part of a structured system that combines technology, expertise and a patient-centered approach.

At the Sa.Na. Centre, the following can be carried out:

- Ultrasound scans
- Colour Doppler ultrasound
- Conventional radiology

- Magnetic Resonance Imaging (MRI)
- Interventional radiology (RiMsk)
- Computed Axial Tomography (CT)

10.3.1 ULTRASOUND SCANS

Ultrasound is a non-invasive diagnostic examination that uses ultrasound waves to visualise organs, tissues and internal structures of the body. It is a versatile technique, used in various clinical settings for rapid and targeted assessments, including a full abdominal ultrasound, which is essential for examining organs such as the liver, kidneys, pancreas and spleen. It involves no exposure to radiation and is generally well tolerated, which is why it is often the first-line investigation in many diagnostic pathways. Ultrasound provides real-time images, which are useful for identifying any abnormalities and helping the doctor to establish the clinical picture in a simple and immediate way.

Thanks to its flexibility, it can be used to examine various parts of the body, from monitoring internal organs to assessing superficial tissues and muscular structures. It is a test that fits easily into preventive, screening or in-depth diagnostic pathways, providing useful information right from the outset.

10.3.2 COLOUR DOPPLER ULTRASOUND

Colour Doppler ultrasound is a non-invasive and painless diagnostic examination that combines traditional ultrasound with the Doppler effect, which visualizes blood flow within the vessels (arteries and veins) using colour images, enabling the study of circulation and the diagnosis of conditions such as thrombosis, aneurysms, varicose veins and stenosis.

The test superimposes colour (typically red and blue depending on the direction of blood flow) onto real-time ultrasound images. The doctor applies a gel to the affected area and moves a probe over it, assessing **the speed and direction of blood flow**, **the condition of the vessel walls** (e.g. the presence of atherosclerotic plaques or narrowings), and **the function of the venous valves** (e.g. to diagnose venous insufficiency).

The most common areas of application are:

- Suprarenal Trunks (TSA): to examine the vessels carrying blood to the brain and prevent strokes.
- Lower/upper limbs: to detect deep vein thrombosis (DVT) or peripheral arterial disease.
- Abdominal aorta: to rule out or monitor aneurysms.
- Renal and thyroid: to assess the blood supply to specific organs.

The examination takes between 20 and 40 minutes.

Preparation: generally, no specific preparation is required, unless otherwise indicated for the examination of abdominal vessels (fasting is often required).

Risks: none; it does not use ionizing radiation.

Examination times: every day from 8.00 am to 6.00 pm – Saturdays from 8.00 am to 12.00 noon.

Report issued: Immediately.

10.3.4 X-RAYS

X-rays are diagnostic tests that use X-rays to visualize bones and certain internal structures of the body, including the spine, which is essential for assessing conditions such as scoliosis, slipped discs and other spinal abnormalities. X-rays are among the most widely used diagnostic tests and often represent the first step in assessing injuries, pain or abnormalities. The examination is quick and provides images useful for identifying fractures, inflammation or other conditions requiring further investigation. Thanks to state-of-the-art technology, X-rays can be performed in a short time whilst producing high-quality images, facilitating a clear and prompt interpretation of the results.

It is a first-line examination that enables the diagnostic pathway to be quickly established, referring patients, where necessary, for more in-depth investigations. The simplicity of the procedure and the speed with which results are available make it an essential tool in everyday clinical practice.

Conventional radiology examinations are procedures carried out by radiologists in a controlled environment; they cannot be performed during pregnancy and sometimes require specific preparation. As these examinations vary greatly from one another, it is absolutely essential to be aware of the specific preparation required for each one.

Examination hours: every day from 8.00 am to 6.00 pm – Saturdays from 8.00 am to 12.00 noon.

Report delivery: 2 days after the examination. Urgent examinations are delivered on the same day.

Dental radiology comprises specific examinations for the assessment of teeth, dental arches and related structures: it is a fundamental tool for diagnosis and treatment planning in dentistry, as these investigations enable the detection of hidden cavities, infections and bone problems, as well as the assessment of tooth position.
The examinations are carried out using specialized equipment, **designed to ensure precision and comfort**, with particular attention paid to minimizing radiation exposure.

These examinations are often carried out as a preventative measure, to identify any potential issues at an early stage and plan targeted interventions. The **high resolution of the images** allows the practitioner to gain a detailed understanding of the situation, thereby improving the effectiveness of clinical decisions.

Examination hours: every day from 8.00 am to 6.00 pm – Saturdays from 8.00 am to 12.00 noon.

Report delivery: 2 days after the examination. Urgent examinations are delivered on the same day.

Breast radiology deals with the prevention, diagnosis and monitoring of breast conditions – such as breast cancer, cysts and fibroadenomas – and includes examinations such as mammograms, breast ultrasound and, where necessary, further investigations.

Early diagnosis is crucial: this is why regular check-ups play an important role, even in the absence of symptoms. Examinations are carried out with **care and sensitivity**, in an environment that combines clinical expertise with clear communication of results.

Our approach to breast care is based on structured pathways that enable us to monitor breast health over time, offering continuity and support. The focus is not only on the service provided, but also on the quality of the experience, in a setting where listening and sensitivity make all the difference.

Examination hours: every day from 8.00 am to 6.00 pm – Saturdays from 8.00 am to 12.00 noon.

Report delivery: 3–5 days after the examination. Urgent results are provided on the same day where possible.

Bone mineral densitometry (BMD) is the key test for **measuring skeletal mineral density** and the early diagnosis **of osteopenia and osteoporosis**. Usually focusing on the spine and femur – the areas most prone to fragility – it allows the **strength of bone tissue** to be assessed before any lesions or fractures appear. It is a quick, completely painless and non-invasive test, particularly recommended during **the menopause**, in older age or in the presence of specific risk factors. Modern equipment ensures minimal waiting times and a very low radiation dose, providing accurate data and clear reports in a matter of minutes.

In terms of **osteoporosis prevention**, it is the gold standard both for promptly implementing targeted therapies and lifestyle changes, and for monitoring the effectiveness of treatments over time. Its simplicity makes it a key step in **protecting bone health** and the body's stability.

Test times: Tuesdays and Thursdays from 8.00 am to 5.00 pm – Fridays from 8.00 am to 12.00 noon.

Report delivery: 3–5 days after the test is carried out. Urgent tests are delivered on the same day where possible.

10.3.5 MRI ( )

Magnetic resonance imaging (MRI) is an advanced examination that produces detailed images of organs, soft tissues and joints; it uses magnetic fields rather than ionising radiation. It is particularly suitable for investigating **conditions that require a high level of detail**, such as muscular, neurological and joint problems, or conditions such as herniated discs, spinal stenosis, sports injuries, arthritis and other musculoskeletal disorders. The scan is carried out in controlled environments following specific protocols to ensure precise images that are useful for an accurate assessment.

Thanks to the high resolution of the images, it allows even complex structures to be analysed with precision, supporting more in-depth diagnoses. It is often used as a second-level examination when it is necessary to supplement or clarify the findings of previous investigations.

The facility is equipped with the following high-field (1.5 Tesla) MRI scanners

- Philips Achieva 1.5 Tesla whole-body MRI
- 1.5 Tesla whole-body MRI (GE Optima)

The latest-generation high-field (1.5 T) system enables the performance of very high-quality examinations in a short time across all body regions, including angiography for the study of large vessels and cardiac MRI angiography.

Highly specialized examinations include spectroscopy, multiparametric MRI of the prostate and whole-body MRI for prevention and screening programmes.

The duration of the scan varies depending on the areas to be examined.

No special preparation or preliminary tests are required, except for fasting and blood tests (blood urea nitrogen and creatinine levels) in cases where a contrast agent is administered.

Examination times: every day from 8.00 am to 7.00 pm – Saturdays from 8.00 am to 12.00 noon.

Report issued: 3–5 days after the scan.

10.3.6 CT MULTISLICE SPIRAL

Computed Tomography (CT) is a diagnostic examination that uses X-rays to produce detailed images of the body, including cross-sectional views. It is particularly **useful for analyzing internal organs**, bones and tissues with a high degree of accuracy. It is used in numerous clinical settings to assess injuries, tumors, infections and other complex medical conditions. Current technologies enable rapid scans with high-quality images, helping doctors to establish a clear and comprehensive clinical picture.

The ability to obtain layered images allows for a more in-depth analysis than traditional scans, making it easier to identify details not visible using other methods. It is an important tool in complex diagnostic pathways, where a complete and accurate overview of the situation is required.

Highly specialized CT scans are also carried out, including virtual colon CT, cardiac CT and total-body CT for cancer screening.

Information: enhanced diagnostic capabilities (liver scan with contrast medium, distinguishing between the arterial, venous and portal phases), examinations of vascular regions with the option of 3D+MIP (maximum intensity projection) vessel reconstruction, a single scan to examine an anatomical region, and a reduction in scan time to 36 seconds.

Clinical benefits: short scan times reduce image degradation caused by breathing, facilitate the visualization of small lesions that may be obscured by the partial-volume effect, or go unrecognized due to displacement caused by diaphragmatic movement, particularly in the liver and lungs when using 0.5 mm slice thicknesses.

Preparation requirements: a creatinine test must be carried out in the days leading up to the CT scan if contrast medium is to be used; specific preparation instructions for cardiac CT with contrast medium and virtual colon CT will be provided at the time of booking.

Examination times: every day from 9.00 am to 7.00 pm – Saturdays from 9.00 am to 12.00 pm

Report delivery: 1–2 days after the scan

10.3.7 DENTASCAN and CONE BEAM

Dentascan is a radiological examination based on dental CT that provides highly detailed three-dimensional images of the dental arches, the mandible and the maxilla.

It is mainly used for:

- planning dental implants;
- assessing the quantity and quality of available bone;
- studying the course of the inferior alveolar nerve;
- analyzing impacted or misaligned teeth;
- planning oral and maxillofacial surgery.

Cone Beam Computed Tomography (CBCT) is a radiological examination that uses a cone-shaped X-ray beam to produce high-definition three-dimensional images, particularly of the dento-maxillofacial region.

It is used in:

- dental implantology;
- orthodontics;
- oral and maxillofacial surgery;
- the study of the temporomandibular joints (TMJ);
- assessment of impacted teeth and bone disorders.

The main difference compared with a traditional CT scan is that Cone Beam tomography generally exposes the patient to a lower dose of radiation and provides an extremely detailed view of the bony structures of the oral cavity.

Contraindications

Given the high quality of the scan, there are no specific contraindications for undergoing a Dentascan or Cone Beam scan, except in two cases:

- pregnant women; it is therefore advisable for them to confirm, before undergoing this examination, that they are not pregnant;
- pediatric patients, for whom a different protocol is followed, with particular attention paid to the X-ray dose, which, in this case, will be very low.

Examination times: every day from 8.00 am to 7.00 pm

Report issued: 2–3 days after the examination.

10.3.8 INTERVENTIONAL MUSCULOSKELETAL RADIOLOGY (RIMSK)

Interventional radiology is the branch of medicine that treats musculoskeletal conditions using minimally invasive procedures performed under radiological, ultrasound or CT guidance. Through ultrasound-guided injection therapy, RiMsk can treat a wide range of conditions such as osteoarthritis of the hip, knee, shoulder and other joints. Furthermore, using innovative CT-guided techniques, it is possible to treat herniated discs and lumbosciatic syndromes.

RiMsk techniques are performed by a Musculoskeletal Interventional Radiologist, who, under radiological or ultrasound guidance, is able to monitor the procedure in real time whilst carrying out the treatment, thereby ensuring the best results in complete safety.

There are no absolute contraindications to undergoing the treatment.

Treatment times: Mondays and Wednesdays

10.4 GASTROINTESTINAL ENDOSCOPY

Endoscopy is a set of diagnostic tests that allow the interior of the digestive tract to be viewed directly, providing detailed and reliable information. These are essential investigations for accurately identifying, investigating or monitoring various conditions.

At our Centre, we organize the endoscopy service to make every stage clearer and more manageable: from preparation for the examination right through to the delivery of the results. We focus not only on technical quality but also on the overall experience, to minimize discomfort and uncertainty as much as possible.

We use state-of-the-art equipment and established protocols to ensure safety, precision and appropriate turnaround times. Reports are provided in a clear manner, facilitating discussion with your doctor and guiding any subsequent steps.

The main endoscopic procedures allow for the direct examination of various areas of the digestive system, providing practical support both during diagnosis and follow-up.

The examinations carried out are:

- Gastroscopy
- Colonoscopy
- Rectoscopy

10.5 PHYSIOTHERAPY

Physiotherapy is a branch of medicine that deals with the prevention, treatment and rehabilitation of patients suffering from motor, neurological and musculoskeletal disorders or dysfunctions. Its aim is to reduce pain, restore mobility and improve quality of life.

How it works and what it involves

The physiotherapist's work is divided into several stages and methods of intervention:

1. Initial assessment: Analysis of posture, joint mobility and muscle strength to identify the cause of symptoms.
2. Manual therapy: Manipulations, therapeutic massage and joint mobilization to release muscle spasms, reduce pain and improve movement.
3. Therapeutic exercise: Guided exercise programmed to strengthen muscles, improve balance and correct posture.
4. Functional rehabilitation: Targeted exercises to restore the ability to perform everyday activities or specific sporting movements.
5. Instrumental therapy: Use of technological equipment such as laser therapy, Tecar therapy, ultrasound or electrotherapy to accelerate tissue healing and reduce inflammation.

When is it necessary?

Physiotherapy can be useful for managing a range of conditions:

- Trauma and injuries: Sprains, fractures, muscle strains or sports injuries.
- Post-operative rehabilitation: Recovery of motor function following surgery (e.g. hip or knee replacements, ligament reconstruction).
- Chronic conditions: Osteoarthritis, slipped discs, back pain or neck pain.
- Neurological conditions: Support for stroke and paresthesia.

At the Sa.Na. Centre, the following treatments are available:

- Analgesic currents
- Cryo-ultrasound

- Electrostimulation
- Postural exercises (Mézieres method)
- Infrared
- Iontophoresis
- Ionoresonance (Sequex)
- Hyperthermia
- Kinetec
- CO_2 laser
- High-power laser
- Manual lymphatic drainage
- Magnetic therapy
- Massage Therapy
- Shock waves (radial)
- Pressotherapy
- MRI
- Facial Rehabilitation using the Kabatt Method
- Tecar
- TENS
- Ultrasound

Duration: physiotherapy sessions may vary in length depending on the treatments carried out

The most common **contraindications** for physical therapies vary depending on the type of treatment, but generally include:

- Pregnancy: many physical therapies, such as Tecar therapy, laser therapy and magnetotherapy, are contraindicated during pregnancy as a precaution
- Presence of a pacemaker or implanted electronic devices: therapies that use electrical currents or electromagnetic fields (e.g. Tecar therapy, TENS, magnetotherapy) may interfere with these devices
- Active or previous neoplasms (tumors): it is not recommended to use physical therapies in the presence of tumors to avoid stimulating tumor cell growth
- Open skin lesions, dermatitis or local infections: direct application to wounds or infections may worsen the condition or cause complications
- Coagulation disorders or hemorrhagic diathesis: some therapies may increase the risk of bleeding or bruising
- Epilepsy: certain treatments, such as laser therapy or TENS, may be contraindicated in people with epilepsy
- Pediatric patients or growing tissues: for example, Tecar therapy is generally not recommended for children

- Fever or acute systemic infections: it is preferable to avoid physical therapies in the presence of active infections
- Psychiatric conditions or cognitive impairments that prevent the patient from properly communicating pain or discomfort during treatment.

Furthermore, some contraindications are specific to individual therapies, for example:

- Laser therapy: contraindicated in pregnancy, epilepsy and neoplasms
- Ultrasound therapy: contraindicated in the presence of tumors, skin lesions, pregnancy, and in areas with growth plates
- TENS: contraindicated in cases of pacemaker implantation, pregnancy, skin lesions, epilepsy and advanced peripheral neuropathies
- Tecar therapy: contraindicated during pregnancy, in patients with pacemakers, in cases of neoplasms, in the elderly, in uncontrolled diabetes, in cases of incomplete healing, and in the presence of prostheses or dermatitis; to be assessed on a case-by-case basis.

Finally, it is essential that all physical therapies are prescribed and monitored by a qualified professional, who will carefully assess the relative and absolute contraindications based on the individual patient and their clinical condition.

10.6 LABORATORY TESTS

From routine checks to more specific investigations: an essential tool for monitoring your health and obtaining concrete data on which to base decisions.

Information:
Opening hours for blood tests: Monday to Saturday from 7.30 am to 10.00 am on an empty stomach. Collection of test results: Monday to Friday after 4.00 pm – Saturdays between 12.00 pm and 1.00 pm

Home blood sampling is available from Monday to Saturday by appointment, which must be booked by telephone at least one day before the home healthcare service is required.
The information service is available during opening hours.

The amount to be paid will be calculated and communicated by reception staff at the time of booking or upon arrival.
The times for collecting test results are also stated on the invoice.

We carry out:

- Bacteriological tests or ‘swabs’
- Clinical chemistry tests
- Cytological tests (Pap smears, etc.)
- Histological tests
- Hormonal, radioimmunoassay and enzyme-linked immunosorbent assay tests

Some tests require preparation, whilst others require only simple precautions.
In specific cases, the patient is informed when the medical request is submitted.
Please note that some tests are carried out at SYNLAB's 'external services'

The Centre utilizes both internal and external quality control (VEQ programs with known and unknown samples) to ensure accuracy and precision in its work. Extended internal quality controls are carried out in collaboration with BIORAD, whilst external quality controls using unknown samples – VEQ – are carried out with OneWorld Accuracy. The aim of VEQ is to guarantee the reliability of the analyses and the refinement of the methods used.

Average Turnaround Times for Clinical Analyses
Clinical chemistry results are issued the day after the blood sample is taken.
In urgent cases, results can be collected on the same day as the blood sample is taken, after 3.30 pm.
Cardiac markers (CKMB, myoglobin and troponin) are available after 7 days.
Prothrombin times, complete blood counts and hCG results are ready on the same day the sample is submitted or the blood is drawn, at the time indicated upon acceptance.
Hormone tests, tumor markers and hepatitis markers are ready on average after 3 days. RAST tests are ready on average after 6 days.
FT3, FT4 and TSH results are available after 1 day.
Culture results are available on average after 3–5 days; parasitological results after 5 days from the date of submission

Urgent tests
The following tests, at the patient's request, can be carried out as urgent tests:

- complete blood count;
- coagulation tests: prothrombin time (PT-INR), partial thromboplastin time (PTT); complete urinalysis;
- erythrocyte sedimentation rate (ESR);
- beta-human chorionic gonadotrophin (β-hCG) test; C-reactive protein;
- clinical chemistry

Some specific tests require longer turnaround times (for example, culture tests or serological and genetic tests carried out in-house). The reception will provide further information on this at the time of registration.

Notification of abnormal results
In the event of abnormal test results reaching warning levels, the Technical Director or their delegate will notify the patient and/or the attending doctor.

11. ASSESSMENT OF USER SATISFACTION

The Centre ensures the protection of clients, including by providing them with the opportunity to lodge a complaint following any service failure, act or behavior that has prevented or limited the provision of services.

The Management periodically reviews organizational effectiveness, including through suggestions and feedback from users via the suggestions and complaints form available at the Centre. Complaints submitted in writing and not anonymously will be replied to within one week. Management will, however, provide an immediate response to users regarding reports and complaints that can be resolved straight away, informing the patient if the complaint is submitted in a non-anonymous form.

The facility displays the Charter of Patients' Rights and the Internal Regulations are available. The facility is free of architectural barriers and is therefore accessible to people with disabilities; it is also equipped with toilets for people with disabilities.

At this facility, people with reduced mobility and any accompanying persons, as well as unaccompanied children and women in the late stages of pregnancy, are entitled to priority when receiving healthcare services.

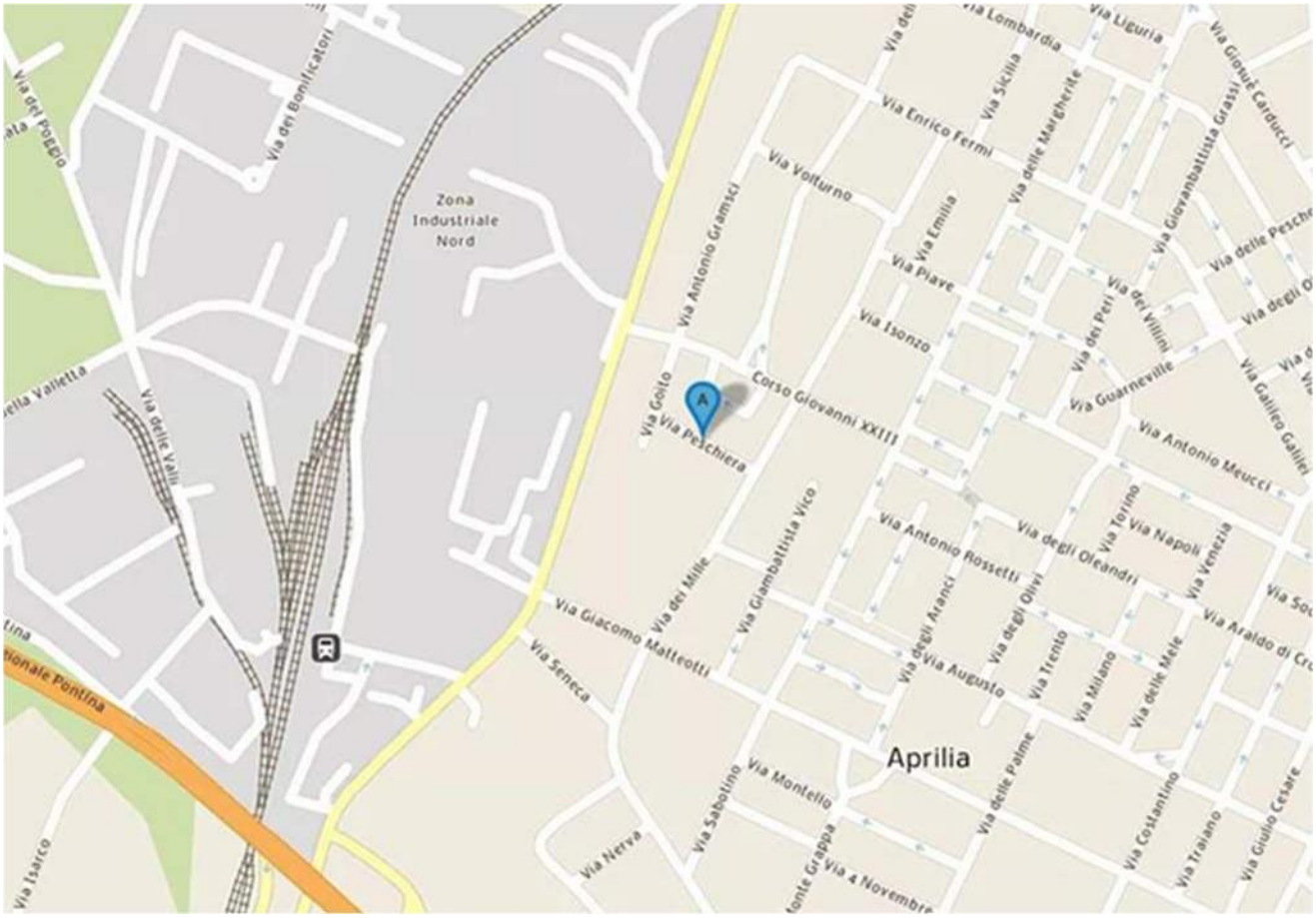
12. ADDRESS AND CONTACT DETAILS

You may contact us to request information or clarification, or to submit reports or complaints, using the following channels of communication:

Via Peschiera 10/12 – Postcode 04011 Aprilia (LT)
Tel 06/92063410
Email: info@centrosana.it
Website: www.centrosana.it Certified email (PEC): centrosanasrl@pec.it

The SA.NA. Centre is situated approximately 1 km from Aprilia railway station and about 400 meters from the town centre.

From Rome, take exit 26 (Pontina – Pomezia) onto the SS148 and exit at Aprilia. From Latina, on the SS148, take the exit for Aprilia Centro



13. HUMANISATION

The Management has defined and formalized specific requirements regarding the improvement of reception facilities and accessibility for users. The reception and waiting areas for patients and their carers have been designed taking into account users' different needs relating to age, gender and specific health conditions, as well as physical and psychological frailty, and religious, ethnic and linguistic characteristics, whilst respecting users' dignity.

With regard to user comfort, management has provided waiting rooms with ample seating to ensure that waiting times are comfortable, aided by various information screens and a vending machine offering hot and cold drinks and snacks.
Ergonomic chairs fitted with castors and featuring a five-star base are available for staff.

In accordance with confidentiality requirements, each patient is assigned a sequential number, enabling them to access services in complete confidentiality. Furthermore, depending on the procedures to be carried out, there are areas where patients can undress and get dressed in complete privacy.
Once their personal details and requested tests have been recorded, patients take a seat in the waiting room, which is designed to accommodate them comfortably whilst they wait for a few minutes – a period necessary to prevent fatigue (particularly in the elderly and women in the late stages of pregnancy) which, in some cases, could compromise the results of the procedures.
The capacity of the waiting room and waiting times are determined by the Administrative Unit (AU) and the Director of Services (DS) based on an assessment of the number and type of procedures.
Initiatives aimed at improving the reception and accessibility for users involve making the following documents available at reception:

- Service Charter;
- Service guide translated into English;
- Patient Rights Charter;
- Sign for vulnerable patients;
- Quality Policy;
- Organization Chart.

Our Centre is obliged to treat clients/patients in accordance with the principles of equality, impartiality, continuity, participation, transparency, efficiency and effectiveness.

14. USEFUL CONTACT NUMBERS

Voluntary organizations, should they require the services of our facility for those in their care, may contact the Medical Director directly as required.
Where necessary – as assessed on a case-by-case basis by the Medical Director – the involvement of social services is guaranteed; their telephone numbers are provided below. Furthermore, the numbers for family planning clinics, patient advocacy bodies, home care services, drug addiction support services, etc. are also listed below.

Social Services
Social Services are available to all Italian and foreign citizens legally resident in the area.
Address: Piazza Bersaglieri, 30 – Aprilia
Tel. 06-92854896
Social Services email: servizisociali@comune.aprilia.latina.it
Department of Social Services and Assistance Tel.: 0692863601
Welfare Office Tel.: 0692863615 servizisociali@comune.aprilia.latina.it Housing Support Office Tel.: 0692863614

Local Family Planning Clinics
Family Counselling Centre
Via Giustiniano, 4011 – Aprilia (LT) Tel: 06 9286 34059
Public health facility: relevant Local Health Authority (ASL) – ASL LATINA – Facility code: 111
Switchboard: 06-928634059
URP telephone number: 0773-6553013
Appointments Centre (CUP) telephone: 803-333 – Fax: 0773-6553919

Family and Life Centre – Family Planning Clinic Address: Via Trieste, 19
Postcode: 04011
Town: Aprilia (LT)
Telephone: 06 9275185

Civil Disability Office
Viale John Fitzgerald Kennedy – 04100 Latina Tel. 0773 602212

Drug Addiction Service
Ser.T 01 APRILIA
Address: Via Giustiniano - 04011 - APRILIA Head of Service: Anna Maria Cioce
Tel: 06/928634053 Fax: 06/928634057

Home Care Service
Address: Via Margherite, 126 - 04011 Aprilia (LT) Tel: 06.92708065
Telephone numbers for facilities providing emergency care

A&E, Città Di Aprilia Care Home
Public healthcare facility: relevant Local Health Authority (ASL) – ASL LATINA
Switchboard: 06-9276302
Fax: 06 928 2998
Telephone 06 92704125 – 06 9271824

Latina Santa Maria Goretti General Hospital
Via Guido Reni 1 – 04100 Latina
Telephone 0773 6551 – ASL URP 0773 3655000.1

Sant'Anna S.r.l. Nursing Home – Città di Pomezia Polyclinic (A&E)
Via del Mare 69/71 - 00040 - Pomezia (Rome) Tel: 06916331 Fax: 069122634
Email: info@sannapomezia.it
Website: http://www.casadicurasanna.it

Useful Healthcare Contact Numbers
"Città di Aprilia" Clinic
Medical Director Calogero Carbone – Via delle Palme, 25 Tel. 06 92704125 – Fax 06 9282998

"VILLA SILVANA" Nursing Home – Viale Europa, 1 – Aprilia 06.921401 (switchboard) Fax 06.9258419 AVIS
Chairman Aldo Consani – Via Fermi, 1 – Aprilia Tel. 06 92011002

COUNSELLING CENTRE – CARITAS – Via Milano, 19
Telephone 06 9271858

ITALIAN RED CROSS
Head: Dr M. De Marinis –
Via Giustiniano – Multipurpose Centre Tel. 06 92854922/06 47591

Italian Red Cross – Volunteer Nurses' Clinic – Via Inghilterra, 3rd floor – Aprilia
Tel. 06 9280 405

Italian Red Cross (C.R.I.) – Patient transport by ambulance Tel. 336 507 142

ACTIVE CITIZENSHIP – Court for Patients' Rights, Via Giustiniano
Tel. 06 9270 8691

DROGATEL 800 016 600

AZZURRO HELPLINE 196 96

CODACONS LATINA

Via Bixio, 27
Opening hours: Monday – Wednesday 4.30 pm – 6.30 pm and Friday 9.30 am – 12.00 pm
Email: codacons.lt@email.it Manager: Dr Massimo Cusumano

NATIONAL CONSUMERS' UNION
LATINA Branch Head: Dr Erasmo Tiero Via Sezze, 26
04100 LATINA
Tel. and Fax (0773) 473030

FEDERCONSUMATORI
LATINA
Provincial Office Via Solferino, 7
04100 LATINA LT
Telephone 0773-473084 Fax 0773-696378
Email federconsumlt@gmail.com
Opening hours (lawyers see clients by appointment only) Chair: Piero Cannavo'

Voluntary organizations

ALFA – Civil Protection Volunteers
Via G. Carducci, 30 – Telephone 06 9200513 – 06 9200452 – Fax: 06 92010282
C.B. Rondine – Civil Protection
Via E. Fermi, 1 – Ambulance on call 24 hours a day: 3349388256

Other telephone numbers
Single emergency number for medical emergencies, State Police, Carabinieri and Fire Brigade 112

Disability information service
Freephone number 800 810810

Poison Control Centre
Umberto I General Hospital, Rome 06 49978000 Gemelli General Hospital 06 3054343
Anzio Out-of-Hours Medical Service
Tel. 06 9888 302 – 06 9882 366

Lazio Region Central Booking Centre (free call)
Number 06 9939
Mon–Fri 7.30–19.30 Sat 7.30–13.00

Day Centre
Department of Mental Health – Via Montello Tel. 06 92863480/1/4

15. QUALITY STANDARDS AND MONITORING OF RESULTS

The SA.NA. CENTRE is committed to adopting and maintaining the following quality standards for the service provided, verifying their implementation and subjecting them to periodic review.
Verification of these commitments is ensured through the systematic monitoring of data, the half-yearly processing of questionnaires and feedback (Customer Satisfaction), the management of non-conformities and the conduct of internal audits, as provided for by the Quality Management System (QMS).

The annual review of the quality standards is available to users upon request.

Attached to this document are the quality standards for the service provided, together with the relevant data collected.

See **Annex 1**

ANNEX 1

QUALITY STANDARDS AND VERIFICATION OF RESULTS DATA RELATING TO 2025

RESPONSE TO COMPLAINTS AND USER SATISFACTION

Quality factor	Indicator measured and service characteristic	Quality standard	Verification tools	Results for 2025
Response to complaints	No. of days between the submission of the complaint and the reply	Within 1 week	Half-yearly processing by the Quality Management Representative (RGQ) and the Quality Management System (SGQ) Management	No complaints recorded
Satisfaction surveys	No. of questionnaires collected out of the questionnaires distributed, and Google reviews	> 50%	Half-yearly processing by the RGQ and SGQ Management	Google reviews commented on by the Board of Directors and Previmedical reviews 2025

PROTECTION OF AND LISTENING TO THE USER

Quality factor	Indicator measured and service characteristic	Quality standard	Verification tools	Results for 2025
Information brochure: Guide to services	Availability of an information guide to services that patients can consult	Available at reception	SGQ Customer Satisfaction	Guide to services available (in Italian and English) at reception
Organisation chart of the centre	Availability of the organisation chart that the user can consult	On the noticeboard at reception	SGQ Customer Satisfaction	Updated organisation chart on the noticeboard
Identification of operators	All personnel of the Centre wear an identification badge / name on the coat	Identification badge / name on the coat	SGQ Customer Satisfaction	All personnel can be identified by badge or name on the coat.

WAITING TIMES FOR SERVICES AND ISSUE OF CLINICAL DOCUMENTATION

Quality factor	Indicator measured and service characteristic	Quality standard	Verification tools	Results for 2025
Delivery of test reports	Compliance with the report issue times laid down in the service charter	98% of reports delivered on time	SGQ Customer Satisfaction	> 95%
Delivery of a copy of the report	No. of days between the request and delivery	Within 1 day	SGQ Customer Satisfaction	Within 1 day of the request
Reception and booking	Waiting times at reception	Waiting times < 30 min for at least 90% of receptions	SGQ Customer Satisfaction	Waiting times < 15 min complied with
Fees for outpatient services	Possibility of viewing the fees before the service is provided	Updated fee schedule that patients can consult, fees available at reception	SGQ Customer Satisfaction; Administrative Offices	List / fee schedule for services under and outside the NHS agreement available at reception

PROCESS CONTROL AND CONTINUOUS IMPROVEMENT

Quality factor	Indicator measured and service characteristic	Quality standard	Verification tools	Results for 2025
Process control and continuous improvement	Maintenance of the new standard UNI EN ISO 9001:2015	Re-certification and/or maintenance of the UNI EN ISO 9001:2015 standard	Internal audit; inspection by the external certification body	Internal audit of 16.05.25 with positive outcome; re-certification audit performed by the Certification Body (UNI EN ISO 9001:2015 standard) on 26/05/2025 with positive outcome.

HUMAN RESOURCES MANAGEMENT

Quality factor	Indicator measured and service characteristic	Quality standard	Verification tools	Results for 2025
Staff training / competence	CME (ECM) for medical and health-technical staff	CME credits defined by the Ministry of Health	Processing produced by the RGQ on the basis of the information obtained from attendance certificates	Three-year count of CME credits (2023-2025)
Staff training / competence	No. of hours devoted to training	Between 5 and 10 training courses in a year	Processing produced by the RGQ on the basis of the information obtained from attendance certificates	Training carried out in 2025: 6 training courses + CME courses

PROVISION OF SERVICES

Quality factor	Indicator measured and service characteristic	Quality standard	Verification tools	Results for 2025
Provision of services – effectiveness	No. of call-backs due to our errors or to incomplete information	Max 0.1% of the services performed	Count of the no. of patients called back	3 patients called back due to incomplete information
Maintenance efficiency	No. of days of machine downtime due to extraordinary maintenance for breakdowns	Max 3 breakdowns per piece of equipment in a year	Recording forms and maintenance intervention reports	There were extraordinary maintenance operations limited to a few hours which did not cause any disruption to the service.
Provision of services – effectiveness	No. of non-conformities from external audits	< 1	Audit reports of the Certification Body	No non-conformities from the RINA audit of 26/05/2025
Provision of services – effectiveness	No. of non-conformities from internal audits	< 2	Non-conformity register	No non-conformities from the internal audit of 16.05.25
Purchasing management – accuracy	No. of incorrect / incomplete orders per department	< 2	Purchase orders	No incorrect or incomplete orders in 2025