



SERVICES CHARTER

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29th February 2016 - Rev. 7

INTRODUCTION

This Services Charter represents the agreement between the Laboratory RDI Srl – Rete Diagnostica Italiana and its customers, regarding the quality of services provided. With this agreement, RDI is committed to providing quality services which meet the principles described in this Services Charter itself, and to continue to enhance and better meet the needs of its customers. The services provided by RDI will comply to the Fundamental Principles set out in the 27.01.1994 Directive of the Prime Minister "Principles on the Public Services" (published on the Gazzetta Ufficiale 22.02.1994 n.43). All data and information in the possession of RDI also are subject to the DL n. 196 of 30.06.2003 referred to as "STATUTE FOR THE PROTECTION OF PERSONAL DATA" and its modifications and additions.

Fundamental Principles:

EQUALITY

The delivery of the service shall follow the principle of equality among customers. No discrimination shall be made based on differences of sex, race, language, religion, and political opinions.

IMPARTIALITY

Service providers must act with the customers based on the criteria of objectivity, justice, and impartiality.

CONTINUITY

The delivery of services must be continuous, regular and uninterrupted. The cases of irregularity or interruption of service shall be managed by the providers ensuring the least amount of disruption to the customers.

RIGHT TO CHOOSE

The customer has the right to choose, in line with the current legislation, whom he/she prefers to deliver the service required, from those that are able to provide it.

PARTICIPATION

The delivery of the service shall always be guaranteed to the citizen, to protect the right to a correct delivery of the service and to support the collaboration with the providers. The Customer has the right to have access to the personal information managed by the service providers. The Customer is entitled to produce memoir or documents, offer observations, make suggestions to improve the service. The service providers periodically receive customer evaluations about the quality of the service provided.

EFFICIENCY AND EFFECTIVENESS

The service shall be delivered in a way that assures efficiency and effectiveness. The service providers implement all the measures required to reach these objectives.

PRESENTATION

RDI srl -Rete Diagnostica Italiana was founded as Laboratory of Clinical Analysis, not open to the public, for the execution of the analytical phase of the delivery process of services of laboratory medicine, for the laboratories belonging to the network and it is compliant with the requirements defined by the resolution of the Veneto Region Council n°4052 of 11/12/2007 (following the model B of the related legislation); in addition RDI srl offers Laboratory Services for specialist exams.

The concentration of the analytical phase within a dedicated organization arises from the need to improve the utilization and management of the resources in terms of flexibility, efficiency and optimization and to further improve the quality of the service provided. The Laboratory Service has demonstrated, also at an international level, a solid commercial and scientific experience. RDI srl offers to its Customers (network laboratories and outsourced laboratories) a large operating entity, with the human, technological, structural and organizational resources needed to cover the analytical phase relative to the multiple sectors of laboratory medicine.

The Organization offers all the analysis listed in the Regional Rate Nomenclature for Public and Private Health Organizations, Ambulatories, Clinics and Occupational Medicine Organizations. In addition, it offers an accurate, effective, safe and fast service thanks to its innovative high tech equipment and to an efficient information system for the management, validation and delivery of analytical data.

The RDI srl laboratory offers the following services:

- Clinical Chemistry (Enzymes, Metabolites , Specific Proteins, Pharmaceuticals, Abusive Drugs)
- Immunoassay (Hormones, Tumor Markers, Hepatitis Diagnosis)
- Enzyme immunoassays (Antibodies and Antigens of Infectious Agents, Autoimmunity, Allergies, Food Intolerances)
- Electrophoresis (Capillary and Agarose Gel for the study of Proteins and Isozymes)
- Chromatography (Hemoglobinopatia Diagnostics, Diabetes and Alcohol Abuse)
- Hematology, Immunohematology and Flow Cytometry
- Coagulation and diagnosis of thrombophilia
- Analysis of arterial blood gases and hemoglobin derivatives
- Chemical-physical analysis and sediment of urine
- Microbiology, Parasitology, Molecular Microbiology
- Liquid Chromatography, Gas Chromatography, Mass Spectrometry and Atomic Absorption for Occupational Toxicology
- Diagnostic Cytology and Histopathology
- Cytogenetics and Molecular Genetics

The RDI laboratory is structured in functional sectors and self-governing areas operating in synergy to support the operational flexibility and the efficiency of the overall organization. High professional standards are upheld thanks to regular personnel training and to the wealth of knowledge and experience accumulated over many years. In the pursuit of continuous improvement, in 2010 RDI attained the UNI EN ISO 9001: 2008 Quality Certification of its management system; in February 2014, it achieved SIGUCERT (2009) accreditation for Medical Genetics. RDI complies with the internal and external Quality Assessment Programs (IQA and EQA).

The Organization ensures full transparency of its administration activities by making available to the Customer any information related to the exams, response time and applied rates. The Customers are also invited to offer their feedback, suggestions and complaints, if necessary, to contribute to the continuous improvement of the service offered.

STAFF

Board of Directors

President: Dr. Girolamo Pavanello - Surgeon

Chief Executive Officers: Mrs. Alda Di Chiara - Dr. Emanuele Pavanello

Managing Directors

Dr. Vittorio Businaro – Biologist, Specialist in Clinical Chemistry and Microbiology

Health Director

Dr. Eugenio Lanzone – Surgeon, Specialist in Clinical Analysis Laboratory and Microbiology

Dr. Susanna Pavanello - Surgeon - Vice Health Director

Directors of the Specialist Sectors

Dr. Luca Brigato – Biologist, Specialist in Biochemistry and Clinical Chemistry – Director of Clinical Chemistry and Toxicology Department

Dr. Ezio Chinelli - Surgeon, Specialist in Anatomical Pathology - Director of Anatomical Pathology Department

Dr. Maria Luisa D'Acunti - Biologist - Director of Serum Immunology Department and IQA & EQA Manager

Dr. Luca Gerini – Surgeon, Specialist in Hematology - Director of Hematology and Coagulation Department

Dr. Eugenio Lanzone - Surgeon, Specialist in Clinical Analysis Laboratory and Microbiology - Director of Pre-Post Analytic Department

Dr. Elisabetta Lippi - Biologist, Specialist in Medical Genetics - Director of Medical Genetics Department

Dr. Roberta Salmi- Biologist, Specialist in Microbiology - Director of Microbiology Department

Health Coordinators

Dr. Elisa Agnoletto - Chemical

Dr. Tatiana Buggio - Biologist

Dr. Francesca Camurri - Biologist Jr.

Dr. Giorgio Fabris - Biologist

Dr. Cinzia Fontana - Chemical

Dr. Lucia Giacon - Surgeon, Specialist in Laboratory Medicine

Dr. Anna Mazzucato - Biologist

Dr. Marisa Renier – Biologist

Dr. Carla Rondinella – Biologist

Dr. Sabina Thomann – Biologist

Dr. Annalisa Trevisan - Biologist, Specialist in Microbiology and Virology

Dr. Luca Toffanin - Biologist

Dr. Angela Trombin - Biologist, Specialist in Clinical Biochemistry

Technical Personnel

Tec. Lab. Barbara Aduso

Tec. Lab. Serena Carraro

Tec. Lab. Catia Casti

Tec. Lab. Antonio Gassi

Tec. Lab. Manuela Grossi

Tec. Lab. Federico Masiero

Tec. Lab. Gianluca Masillo

Inf. Federica Cattozzo

Tec. Lab. Rossana Perazzolo

Tec. Lab. Valeria Pertile

Tec. Lab. Arianna Ruzzene

Tec. Lab. Elisabetta Saresin

Tec. Lab. Elisa Savini

Tec. Lab. Paolo Temporin

Tec. Lab. Roberto Zorzan

Support Staff

Mr. Gianluca Benetti

Mr. Randie M. Del Mundo

Mr. Franco Proto

Mrs. Monica Zornetta

Secretarial Staff

Mrs. Arianna Canevarolo

Mrs. Susanna De Mori

Mrs. Linda Rossetto

Consultants

Dr. Ruth Albarosa - Biologist, Specialist in Medical Genetics - Quality Assurance Manager

Dr. Lamberto Camurri - Biologist, Specialist in Human Genetics and Applied Genetics

Dr. Ahmed Mohamed Scek Nur - Biologist Cytologist

Dr. Alberto Scanagatta - Surgeon, Specialist in Anatomical Pathology

Dr. Roberto Vendraminelli - Surgeon, Specialist in Anatomical Pathology

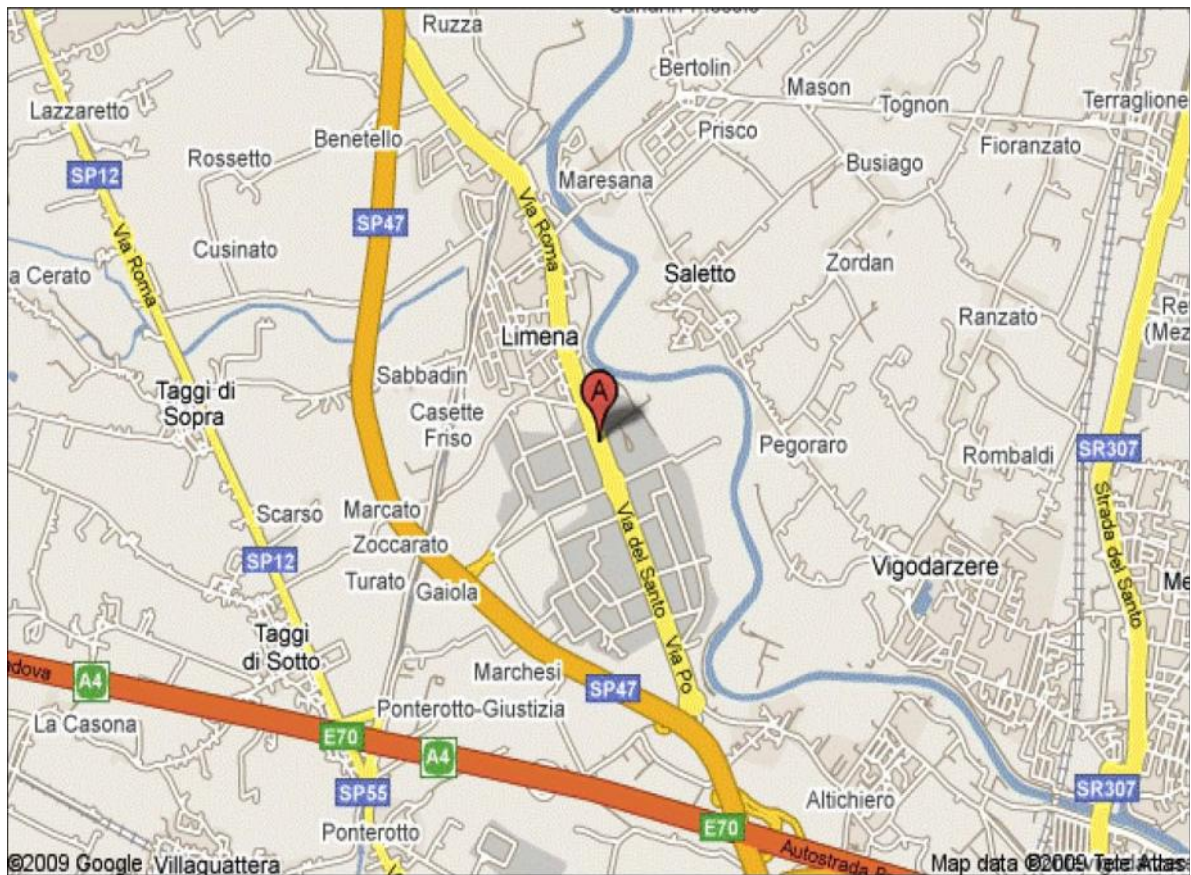
Ing. Paolo Salviato - Engineer - Prevention and Protection Services Manager

Mr. Paolo Balbo - IT Manager

WHERE WE ARE

RDI srl - Rete Diagnostica Italiana is located in Via del Santo 145 - 147 in Limena 35010 (PD).

The site is near the Padova Ovest highway exit and the Padova Tangenziale. It is easily reachable from all areas of Veneto and nearby Regions.



OPENING TIMES

Monday to Friday from 9:00 AM to 5:00 PM

Saturday from 9:00 AM to 4:00 PM

OPENING TIMES FOR THE DELIVERY OF ANALYSIS SAMPLES

Monday to Saturday from 9:00 AM to 4:00 PM

INFORMATION

During the opening times you can contact the following numbers and addresses:

TEL: 049 7664811

FAX: 049 7664898

E-MAIL: info@rdi.me

web site: www.rdi.me

SERVICES OFFERED

The Organization offers all the clinical analysis services listed in the Regional Rate Nomenclature to the customers belonging to the Laboratory Network or for the customers requiring Laboratory Services. The complete and up-to-date list of analysis services provided by the laboratory is accessible online at www.rdi.me under "Esami di Laboratorio - Vademecum". Through an interactive menu, users can access the following information:

- TEST CODE
- TEST DESCRIPTION
- VENETO REGION RATES NOMENCLATURE
- LIST OF COMPONENTS INCLUDED IN THE TEST
- PREPARATION OF THE PATIENT
- NOTES FOR THE MEDICAL TECHNICIAN
- STRUCTURE OF THE TEST
- ANALYTICAL METHOD
- UNITS OF MEASURE
- REFERENCE VALUES
- RESULTS DELIVERY DAYS, STANDARD
- RESULTS DELIVERY DAYS, URGENT
- ANALYTICAL SESSIONS SCHEDULE
- LABELS
- NOTES RELATED TO THE PREPARATION
- CONTAINER
- CONSERVATION
- MINIMUM SAMPLE SIZE
- VOLUME OF SAMPLE TAKEN
- REFERENCE LABORATORY FOR SERVICE

The tariff of examinations, offered to its customers, is the subject of specific trade agreement-contractual between the parties.

Additional service specification of the customers of the Laboratory Network

The Client Organizations, related to the Network, keep the management of the pre-analysis and post-analysis phases and their administrative and legal identity. The Client Organizations provide daily before 12:00 PM to the RDI Laboratory, the total set of tests given and samples collected, from Monday to Saturday of every week. The RDI Laboratory is accountable for delivering the results of the tests everyday before 5:00 PM, for the tests requiring next day results, and before the delivery date for the other tests based on the Handbook of Laboratory Exams.

Exams records are retained according to the prescriptions of the law.

RDI has also contracted a firm to provide translations in the most common languages (English, French, German, Russian) to bypass the language barriers in the health and document consulting for their customers (i.e. *Services Charter*).

Other Services available to the Laboratories network partners and to the Customers of the Laboratory Service:

- convenient contracts for the supplies for the Pre-Analysis and Post-Analysis phase
- technical support for the digitalization of the organizations, consisting in Hardware and Software to manage booking, admission, results delivery and Patient data management
- transportation service for the Biological Samples with temperature and time monitoring to assure the correct handling of the biological sample until its processing
- digital distribution of customized result reports with digital signature to the Client Organization
- diagnostic and interpretative consulting of the distributed results
- half-yearly statistic reports, customized for each Client Organization, providing number of analysis done, delivery time of the results and other data that the Client Organization can use in its Quality Management System (i.e. Direction Review - UNI EN ISO 9001:2008)
- distribution via email and MEDIC@ application of information and documents supporting the management of the Pre-Analytic and Post-Analytic phase (Examples: "Guideline for the collection and conservation of the samples", "Biological material transportation", "Results and digital signature" etc.)
- on-line portal for the publication of the results of the exams with secure and controlled access for third parties (Client Organizations and doctors)
- certified electronic storage of patient reports
- control and monitoring of infections from hospital bugs.

www.rdi.me - [e-mail: info@rdi.me](mailto:info@rdi.me)

RDITM
RETE DIAGNOSTICA ITALIANA

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