

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 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, to the General Data Protection Regulation 2016/679 and to the D.Lgs 101 of 04.09.2018.

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.

In 2016 RDI has been acquired by Lifebrain Group, composed by a network of laboratories and professional skills, which trends the whole peninsula and which counts yet more than 300 structures among laboratories and withdrawal points; RDI srl has so become the referential hub of the North Italy for many routine exams and of the whole Italy for some specialized sectors, such as Genetics, Pathological Anatomy and Toxicology.

In 2021 Lifebrain Group has been acquired by Cerba Healthcare Italia.

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, divided into functional sectors and areas of autonomous responsibility, that offer an accurate, effective, safe and fast service thanks to the human resources organization, the innovative high tech equipment and to an efficient information system for the management, validation and delivery of analytical data. High professional standards are upheld thanks to regular personnel training and to the wealth of knowledge and experience accumulated over many years.

RDI srl laboratory is able to provide all the clinical analyses expected by the Regional Rate Nomenclature for Public and Private Health Structures, Polyclinic, Health Care Facilities and Occupational Medicine which require them. In particular, it is possible to obtain performances of:

- 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 Organization ensures full transparency of 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.

Certifications and Quality Assurance: in pursuit of continuous quality improvement, RDI s.r.l. has obtained the Quality Certification of the Management System according to the UNI EN ISO 9001:2015 standard and the SIGUCERT Accreditation for Medical Genetics ED. 2009.

RDI s.r.l. ensures the quality control of the tests performed on the base of internal quality controls implemented to ensure the operation of the equipment and the correctness of the test results. Furthermore, RDI s.r.l. participates in External Quality Assurance schemes organized by independent and internationally recognized companies, which use standardized methods for assessing the accuracy of results.

UNI EN ISO 15189:2013 Accreditation: RDI s.r.l. is accredited by ACCREDIA (num. 0003M) for Clinical Biochemistry and Immunometry, Haematology and Coagulation, Microbiology, Diagnostic Immunology, Medical Genetics and Pathological Anatomy tests. The list of accredited tests is available on www.rdi.me website, in LABORATORY TESTS section.

RDI s.r.l. has stipulated an agreement with ACCREDIA in which the reciprocal obligations are defined; maintaining accreditation involves the periodic verification by ACCREDIA of the technical and managerial competence of the laboratory in compliance with UNI EN ISO 15189:2013 standard requirements and the additional ACCREDIA requirements.



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.

Moreover, RDI srl has stipulated an agreement with a commercial office in order to benefit from translation services in the main languages (English, French, German, Russian). Thus, concerning health documentation aid and counselling for clients (es. Charter of Services), RDI is able to overcome language barriers.

Conservation of records: RDI s.r.l preserves the records related to the tests as described by the ACCREDIA RT-35 document and by the Guideline of the General Archives Administration (www.bucap.it/news/approfondimenti-tematici/conservazione-documenti/aziende-sanitarie-conservazione-documenti-line-guida.htm). In particular:

- Medical reports: indefinitely
- Quality control records: at least four years
- External quality control verifications: at least four years

Each user has the right to request the deletion of the records related to the exams carried out according to what established by the European Privacy Regulation GDPR 679/2016, after filling in the Rights Form at RDI.

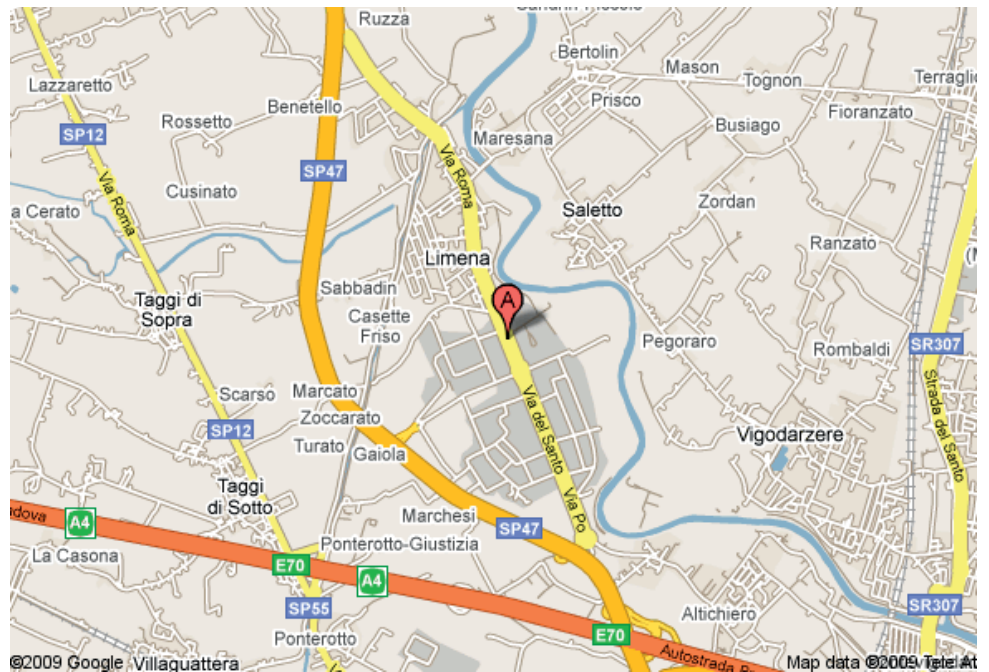
Other Services available to the Laboratories network partners and to the Customers of the Laboratory Service:

- 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
- Reports with CQI and EQA data, sent every three months to the Client Organizations

- Distribution via email and MEDIC@ application of information and documents supporting the management of the Pre-Analytic and Post-Analytic phase
- 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.

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

The Laboratory has no collection center and is not open to patients

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 5017280
Fax 049 0960392

laboratoriordi@lifebrain.it

**www.rdi.me
www.lifebrain.it/laboratorio/retediagnosticaitalia/**

To report a complaint or a service problem, please write to:
reclami.rdi@lifebrain.it

