

SERVICE CHARTER

Lam Biomedical Center Srl

Laboratory Medicine Service Collection Points

Laboratory Director: Dr. Anna Boria Medical Records
Manager: Dr. Giuseppe Sozzi

CASSANO D'ADDA (MI) HEADQUARTERS - Piazzale Gobetti snc



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WHO WE ARE

LAM Biomedico Center was founded in 1977 in Cassano d'Adda as a medical analysis laboratory. In 2011, it renewed its operations, obtaining authorization and accreditation from the Lombardy Region to operate as a medical polyclinic, diagnostic imaging center, and general laboratory medicine service. Between 2011 and 2023, it expanded with the opening of numerous blood collection points and polyclinics throughout the region: Bergamo, Caravaggio, Gorgonzola, Melzo, Garbagnate, Vaprio d'Adda, Milan, Pandino, and Busto Garolfo. In 2019, the Diagnostic Imaging Center in Cassano D'Adda was completed with the installation of a 0.25 tesla low-field Nuclear Magnetic Resonance (NMR), which is added to a SMART-X FDR (radiographic system), an Orthopantomography (panoramic X-ray of the dental arches), a Mammograph, a MOC (bone densitometry meter), and several high-quality ultrasound machines. In 2017, Lam Centro Biomedico Srl created the AMU ITALIA - Ambulatori Medici Unificati (Unified Medical Clinics) brand to distinguish its outpatient practice from its laboratory medicine practice; in 2020, it completed its accreditation process with the Lombardy Region for its Caravaggio and Bergamo offices, where it is possible to perform visits and instrumental tests under agreement with the National Health System.

Lam Centro Biomedico provides laboratory diagnostic healthcare services in agreement with the National Health System, privately, and in agreement with major insurance companies.

THE COMPANY MISSION

Our mission is **integrated patient care**. LAM Biomedico Center was founded and developed according to an **integrated diagnostic approach**: offering patients a variety of services in the same center, quickly and consistently, through highly qualified staff and cutting-edge equipment. LAM centers offer outpatient healthcare services, diagnostic imaging tests, and laboratory medicine through integrated blood sampling points. This minimizes the need for patients to visit multiple healthcare facilities simultaneously.

THE SERVICE CHARTER

The Service Charter is a fundamental document because it clearly and precisely spells out the Center's commitments, allowing users to monitor and verify whether promises have actually been made. The Service Charter is therefore a true pact between the LAM Biomedical Center and its users: it contains the rules and operating principles of the healthcare services and benefits provided.

Users can thus be properly informed about the terms and conditions of service provision and actively participate in improving the service offered through the Customer Satisfaction and Complaints or Suggestions Survey. To this end, the Complaints Form and Customer Satisfaction Survey are available at all company offices and on the company website. They can be returned in paper or digital format. The Customer Satisfaction Survey can be completed digitally using the dedicated form on the website www.lamcentrobiomedico.it in the PUBLIC AREA - CUSTOMER SATISFACTION QUESTIONNAIRE section.

Awareness of the rules that certify a service means understanding your rights. The Service Charter aims to give these rights the necessary concreteness, implementing forms and mechanisms to protect users in the event of non-compliance with quality standards. For LAM Centro Biomedico srl, this quality is also expressed through the **ISO EN 9001:2015 Certification process**. The Laboratory and all associated Blood Collection Points are certified annually by the certifying body BUREAU VERITAS.

THE INSPIRING PRINCIPLES OF THE SERVICES OFFERED

Equality: The provision of healthcare services and benefits by LAM is based on the principle of citizen equality. The rules governing the relationship between users and the healthcare facility are the same for everyone, regardless of gender, race, religion, or political opinion. The facility is committed to ensuring equal opportunities and equal treatment on an equal basis. Furthermore, it is committed to paying particular attention, both in direct and indirect relationships, to the disabled, the elderly, and users from disadvantaged social groups.

Impartiality: Objectivity, fairness, and impartiality are applied to users.

Continuity: LAM guarantees its commitment to providing services continuously and without interruption, taking into account operator working hours and force majeure. In the event of foreseeable disruptions or service interruptions, users will be notified in advance, and measures will be taken to minimize inconvenience.

Participation: LAM encourages user participation in service provision, both to protect the right to proper use of the service provided and to foster collaboration between the healthcare facility and users. Users have the legally protected right to accurate information and access to their personal and sensitive information.

Effectiveness and Efficiency: LAM is committed to continuously improving the efficiency and effectiveness of its healthcare services, adopting the most appropriate technological, organizational, and procedural solutions to achieve this goal. It establishes reference thresholds and uses monitoring techniques to collect, analyze, and evaluate them, adopting corrective measures as necessary.

Clarity and Courtesy: In its written and verbal interactions with its users, LAM is committed to using language that is as simple and authentic as possible, reflecting the recipients' experience, without compromising the accuracy of the information. Courtesy towards users is essential in ensuring quality service. To this end, LAM encourages and fosters among its staff, including through specific training, the ability to listen and develop autonomy, in order to avoid ambiguous and evasive attitudes in its interactions with users.

Transparency: Considering that full implementation of the **Service Charter** requires ongoing direct engagement with users, LAM has established the Public Relations Office (URP), chaired by the Administrative Manager.

Protection: Violations of the principles set forth in this **Service Charter** must be reported to the Public Relations Office (URP) via complaints/suggestions. Depending on the type of complaint submitted and any corrective actions taken, the relevant office will inform the user of the outcome of the investigations within the indicated timeframes, as well as providing complete information on the actions taken.

LAM considers the following factors to be determining factors in the quality of services provided to citizens:

SERVICE QUALITY STANDARDS

- 1) Free access to the Services;
- 2) Delivery times of reports;
- 3) Relationship with users, in terms of availability and courtesy of staff;
- 4) Monitoring complaints and user satisfaction;
- 5) Maintenance of the UNI EN ISO 9001:2015 Certification

1) Free Access to Services



| www.lamcentrobiomedico.it

Laboratory tests can be performed either by appointment or directly, with a view to annual planning and ensuring continuity of service. The OUR FACILITIES section of the website lists the hours during which biological samples are collected and delivered, reports can be picked up, and services can be booked. These hours are also listed in the Service Charter, in the BLOOD COLLECTION LOCATIONS section.

2) Delivery times for reports

Delivery times are indicated in the PUBLIC AREA - REPORT DELIVERY TIMES section.

3) Relationship with users, in terms of staff availability and courtesy. The behavior of staff in contact

with the public is an important vehicle for image and professionalism.

LAM staff are required to treat users with respect and courtesy, respond to their needs, and assist them in exercising their rights and fulfilling their obligations. Internal staff are required to provide their personal details both in person (using an identification badge) and in telephone communications. This quality standard is monitored through periodic user satisfaction surveys and ongoing dialogue with users by the Public Relations Office.

4) Monitoring complaints and user satisfaction. A complaint is the reporting

of a discrepancy between the provisions of the Service Charter or regulatory forms and the actual services provided. User complaints regarding the services and benefits provided may be submitted in written or verbal form. A dedicated complaint form is available to users at LAM offices. The Public Relations Office (URP) will respond in writing or verbally within 15 days of receiving the complaint. Once the complaint form is completed, the user can submit it directly to the secretarial staff at each LAM office.

5) Maintenance of UNI EN ISO 9001:2015 Quality Certification Maintaining Quality Certification

represents an important confirmation of the correctness of internal company processes, particularly those in the laboratory. LAM undergoes an annual audit conducted by the certifying body BUREAU VERITAS, which verifies all internal processes governing the activities of the Sampling Points and the Analysis Laboratory, including a management review of all annual indicators collected (satisfaction questionnaires, complaints, internal non-conformities). This process of verification and improvement is essential to certify that the Analysis Laboratory complies with all applicable requirements and is up to date with the latest regulations. From the preparation of biological samples, to their processing and transport/storage, to the laboratory's internal analytical procedures, to the publication of reports within a compliant timeframe, everything is verified and certified in order to provide users with a Laboratory Diagnostics service that complies with the quality standards required by current legislation and is continuously improved.

The Lam Centro Biomedico srl Laboratory consists of a **General Clinical Laboratory** with a specialization in **Clinical Biochemistry**, directed by Dr. Anna Boria, and located at Piazzale Gobetti snc in Cassano D'Adda - 20062 (MI). The facility is an authorized and accredited healthcare facility registered in the Regional Registry under no. 1435 and with the Unique Facility Code 000168.

OPERATORS RESPONSIBLE FOR SERVICES - LABORATORY MEDICINE UNIT Laboratory Director: Dr. Anna Boria

LAM LABORATORY BIOMEDICAL CENTER

Head of Medical Records: Dr. Giuseppe Sozzi Biologists: Elena

Montepeloso, Marianna Messa, Gaia Mazzoletti, Silvia Colozzi Laboratory Technicians: Silvia

Ferrari, Alessandra Cavallon

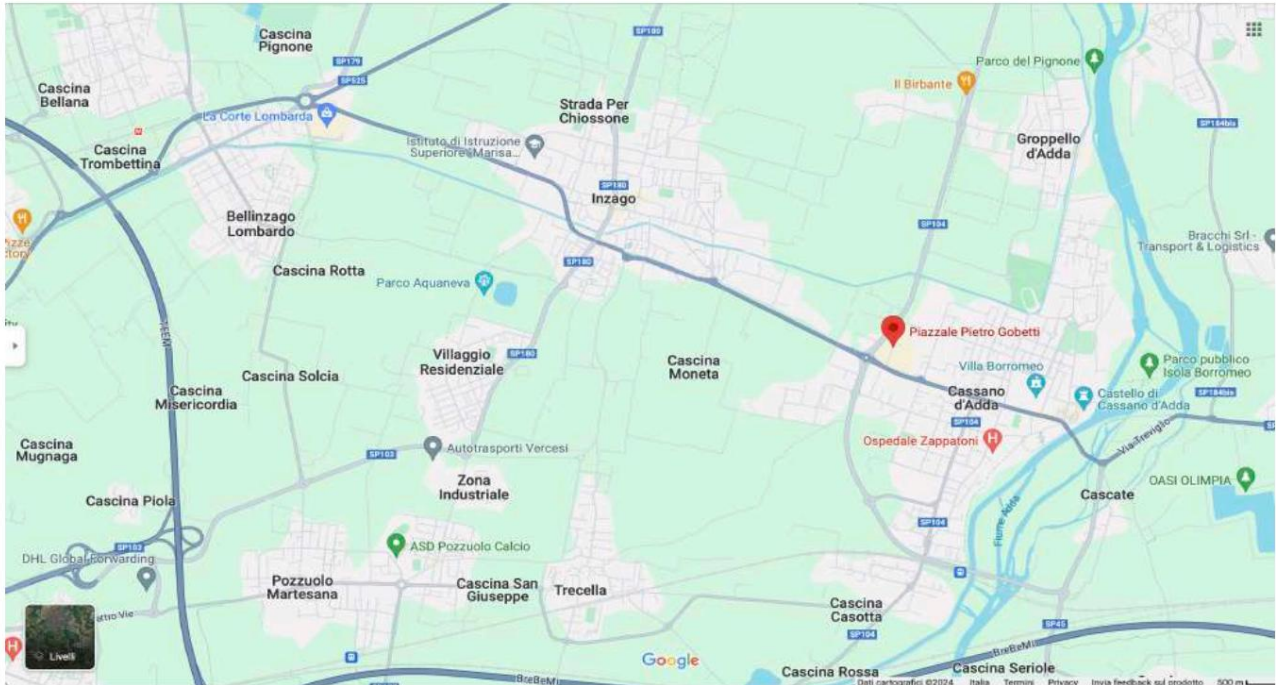
SECTIONS OF THE S.M.E.L.	EXAMS CARRIED OUT ON SITE OR IN EXTERNAL SERVICE	SUBSIDIARIES REGIME PERFORMANCES
Clinical Chemistry	Site	NHS - Private
Hematology	Site	NHS - Private
Coagulation	Site	NHS - Private
Immunoenzyme	Site	NHS - Private
Pathological Anatomy	Service	NHS - Private
Toxicology	Service	NHS - Private
Microbiology	Service	NHS - Private
Immunoenzyme	Service	NHS - Private
Cytology	Service	NHS - Private
Medical Genetics	Service	NHS - Private

The external service is entrusted to the Synlab Laboratory in Castenedolo - Brescia.

COLLECTION POINTS

LAM Centro Biomedico Srl is present in the Lombardy region in the cities of:

CASSANO D'ADDA - Piazzale Gobetti snc (MI) near the Agorà Shopping Center



- OPENING HOURS OF THE FACILITY:

Monday to Friday 7:30 am to 6:00 pm, Saturday 7:30 am to 12:00 pm

- BIOLOGICAL SAMPLE COLLECTION AND DELIVERY ACTIVITIES:

FREE ACCESS from Monday to Saturday from 7:30 to 9:15

- REPORT COLLECTION TIMES AND BOOKINGS:

Monday to Friday 10:00 am to 6:00 pm, Saturday 10:00 am to 12:00 pm

- HOW TO REACH US:

From Milan, take the A4 motorway, exit at Cavenago Cambiago, continue on the SP176 towards Gessate/Cassano, then the SS11/SP11 towards Cassano d'Adda; from Bergamo, take the A4 motorway, exit at Trezzo sull'Adda, continue on the SP104 towards Cassano or the SS525, then the SP104.

For the towns surrounding Cassano, follow the SS11/SP11 towards Cassano.

S.Me.L. Lam Biomedical Center - Accredited Laboratory / Piazzale Gobetti, Snc Cassano D'Adda (MI)

It is the reference laboratory that oversees the 12 collection points located in the provinces of Milan and Bergamo.

Blood Collection Point at the Lam Biomedical Center, inside the facility

AMU CASSANO Outpatient Clinic and Diagnostic Imaging Center / Piazzale Gobetti, Snc Cassano D'Adda (MI) - (CUDS 000168 - Regional Registry Number 1435)

Ver. 23 edition 2025

LAM Centro Biomedico Srl - Via Ernesto Rossi,1 - 24123 Bergamo VAT and Tax Code

03061420166 - REA BG 346037 Tel. 0363 1925250 -

www.lamcentrobiomedico.it Share capital € 15,600.00 - PEC

lamcentrobiomedico@pec.eleusi.at

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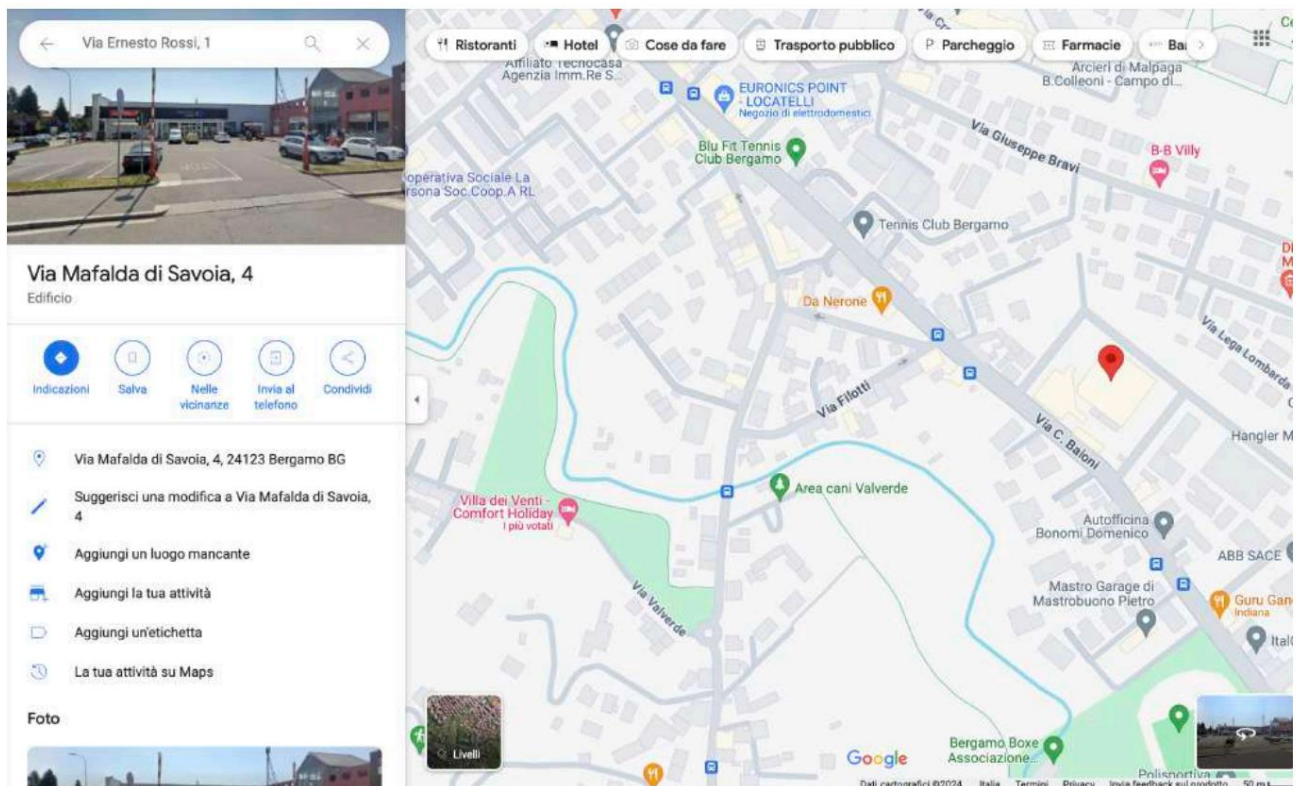


| www.lamcentrobiomedico.it It is

an authorized and accredited polyclinic, which provides cardiology, vascular surgery and angiology, urology and gynecology services under private and agreed upon agreements, as well as a diagnostic imaging center capable of providing low-field magnetic resonance imaging, mammograms, bone densitometers, orthopantomography and ultrasound scans under private and agreed upon agreements.

The clinic provides private pulmonology, endocrinology, dietetics, neurology, and orthopedic services.

BERGAMO - Via Ernesto Rossi, 1 corner of Via C. Baioni and Via Mafalda di Savoia (BG), inside the Valtesse Shopping Center



- OPENING HOURS OF THE FACILITY:

Monday, Wednesday, Thursday and Friday from 7:30 to 13:00

Tuesday from 7:30 to 12:30 and from 13:00 to 15:00

Saturday from 7:30 to 11:00

- BIOLOGICAL SAMPLE COLLECTION AND DELIVERY ACTIVITIES:

FREE ACCESS from Monday to Saturday from 7:30 to 9:30

BY APPOINTMENT from Monday to Saturday from 7:30 to 8:30

- REPORT COLLECTION TIMES AND BOOKINGS:

It is active every day from 9:30 am during the opening hours of the facility

- HOW TO REACH US:

Motorway: A4/E64 Venice – Bergamo exit – SP35 /Alzano L./Bergamo Centro – Mugazzone ring road/SS470 Valli ring road/SS470

Blood Collection Point Lam Biomedical Center - affiliated with the S.Me.I of Cassano D'Adda - Accredited laboratory

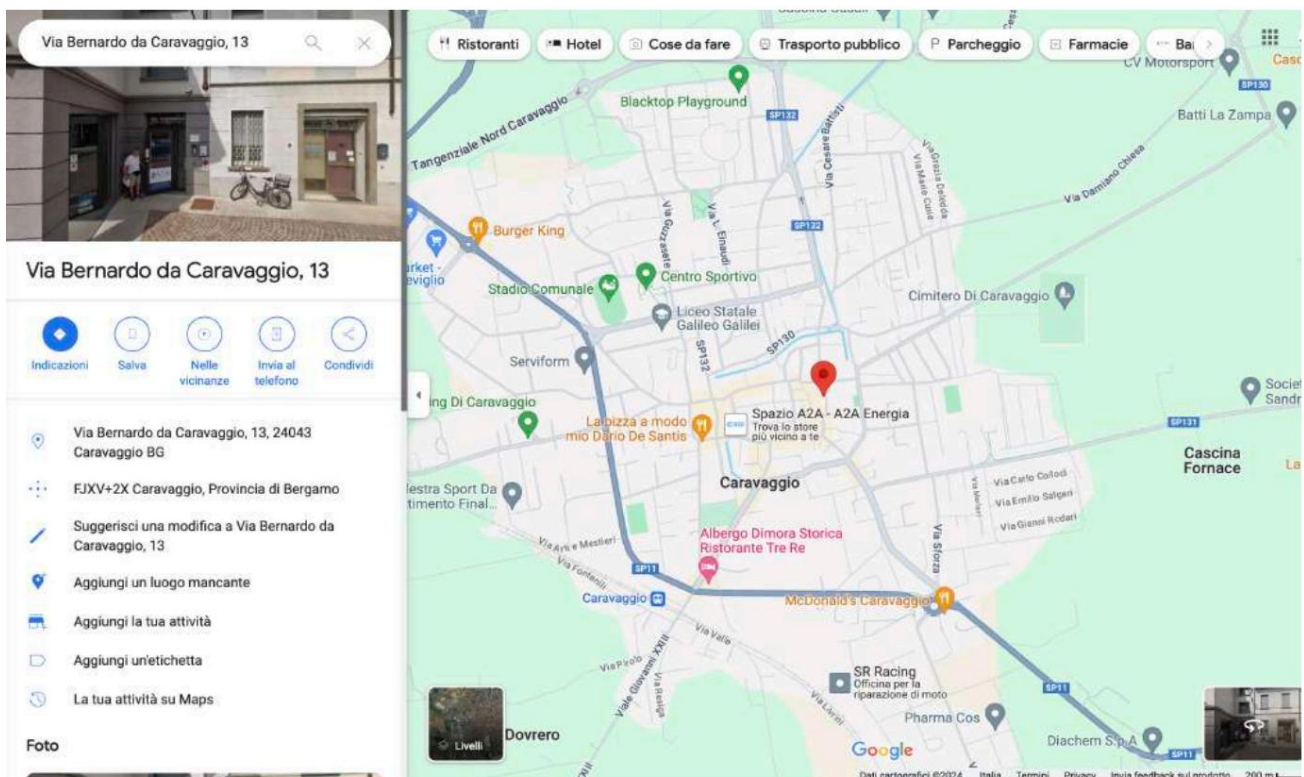
AMU BERGAMO Outpatient Clinic and Diagnostic Imaging Center / Via Ernesto Rossi, 1 Bergamo (BG)

- (CUDES 000168 - Regional Registry No. 1433) It is an authorized

and accredited polyclinic, which provides cardiology, vascular surgery and angiology, obstetrics, ophthalmology and orthopedics services under private and agreed upon agreements.

The clinic provides private services in nutritional sciences, psychology, and pain therapy.

CARAVAGGIO - Via Bernardo da Caravaggio, 13 (BG)



- OPENING HOURS OF THE FACILITY:

Monday, Wednesday, Friday from 7:30 to 13:00 and from 14:00 to 18:00

Tuesday and Thursday from 7:30 to 13:00

Saturday from 7:30 to 11:00

- BIOLOGICAL SAMPLE COLLECTION AND DELIVERY ACTIVITIES:

FREE ACCESS from Monday to Saturday from 7:30 to 9:30

- REPORT COLLECTION TIMES AND BOOKINGS:

It is active every day from 9:30 am during the opening hours of the facility



- HOW TO REACH US: _____

Highway: A4/Brescia/Venice – A58 – A35 Brescia Caravaggio exit

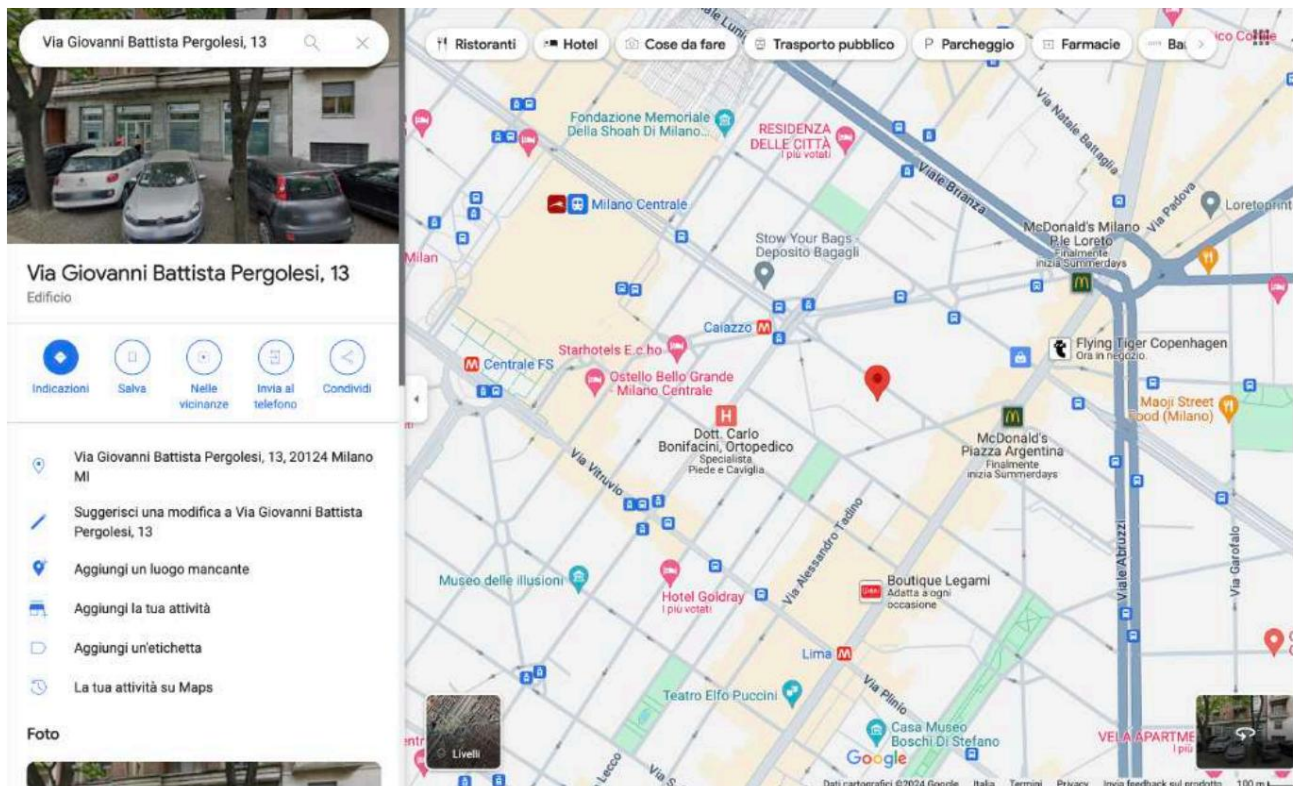
Blood Collection Point Lam Biomedical Center - affiliated with the S.Me.I of Cassano D'Adda - Accredited laboratory

AMU CARAVAGGIO Outpatient Clinic and Diagnostic Imaging Center / Via Bernardo da Caravaggio, 13 Caravaggio (BG) - (CUDES 000168 - Regional Registry No. 1432)

It is an authorized and accredited outpatient clinic, which provides cardiology, vascular surgery, angiology, and ophthalmology services under private and agreed-upon agreements.

The clinic provides private services in nutritional sciences, dermatology, and obstetrics.

MILAN - Via Pergolesi, 13 (MI)



- OPENING HOURS OF THE FACILITY: _____

Monday, Tuesday, Wednesday, Thursday and Friday from 7:30 am to 6:30 pm

Saturday from 7:30 to 11:00

- BIOLOGICAL SAMPLE COLLECTION AND DELIVERY ACTIVITIES: _____

FREE ACCESS from Monday to Saturday from 7:30 to 9:50

- REPORT COLLECTION TIMES AND BOOKINGS: _____

It is active during the centre's opening hours

- HOW TO REACH US: _____

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LAM Centro Biomedico Srl - Via Ernesto Rossi, 1 - 24123 Bergamo VAT and Tax Code 03061420166 - REA BG 346037 Tel. 0363 1925250 -

www.lamcentrobiomedico.it Share capital € 15,600.00 - PEC _____

lamcentrobiomedico@pec.eleusi.at



| www.lamcentrobiomedico.it Metro: MM2

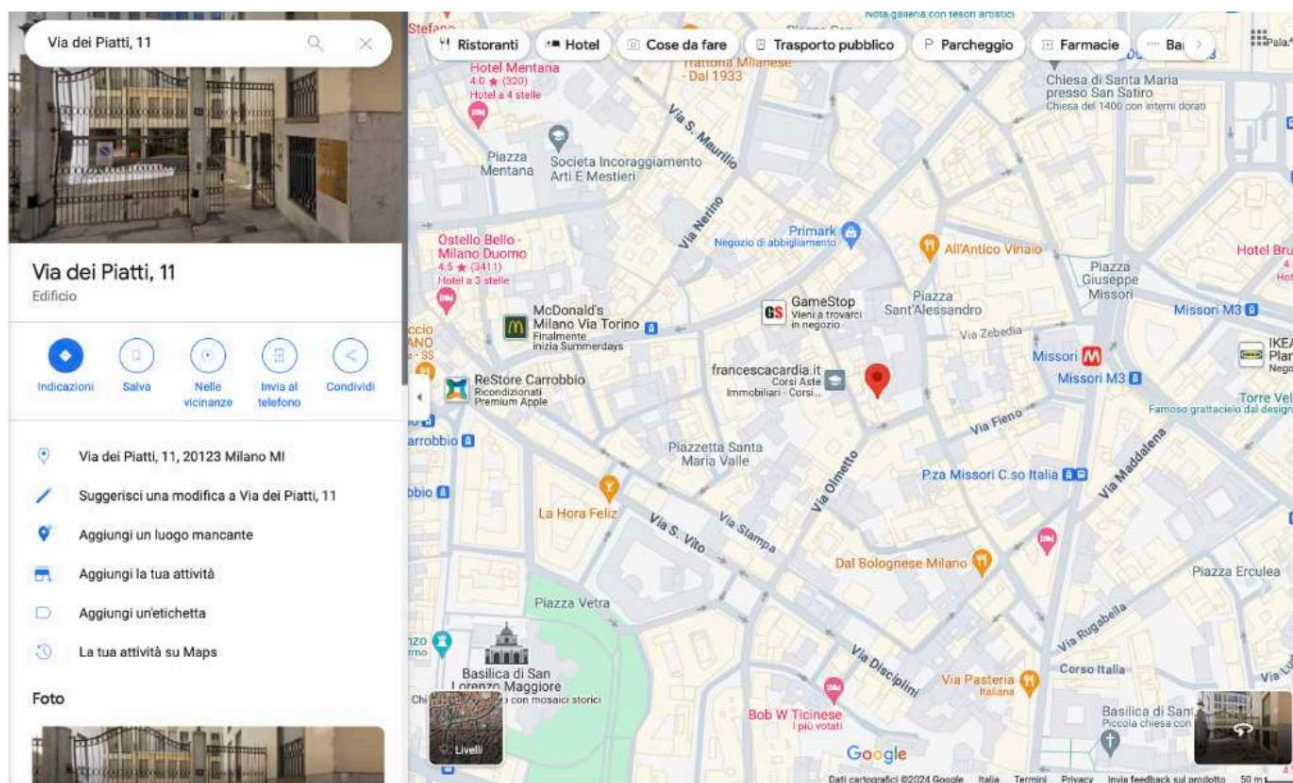
Line, Caiazzo stop, 300 meters; MM1 Line, Lima stop. MM2/MM1 Line, Loreto stop.

Blood Collection Point Lam Biomedical Center - affiliated with the S.Me.I. of Cassano D'Adda - Accredited laboratory

AMU PERGOLESI Outpatient Clinic and Diagnostic Imaging Center / Via Pergolesi, 13 MI (MI) -
Authorized Clinic

It is an authorized outpatient clinic, which provides private services in Cardiology, Anesthesia and Acupuncture, Allergology, Osteopathy, Nutritional Sciences, Podiatry, Gastroenterology, Orthopedics, Physiotherapy, Urology, Rheumatology, Dermatology and Vulnology, as well as a Diagnostic Imaging Center capable of providing private ultrasound services.

MILAN - Via Piatti, 11 (MI)



- OPENING HOURS:

Monday to Friday from 8:00 to 13:00

- BIOLOGICAL SAMPLE COLLECTION AND DELIVERY ACTIVITIES:

FREE ACCESS from Monday to Friday from 8:00 to 9:45

- REPORT COLLECTION TIMES AND BOOKINGS:

Monday to Friday from 11:00 to 13:00

- HOW TO REACH US:

Metro: GREEN Line, Loreto stop and RED Line, Duomo or Missori stop. GREEN Line, Centrale FS stop and YELLOW Line, Duomo stop.



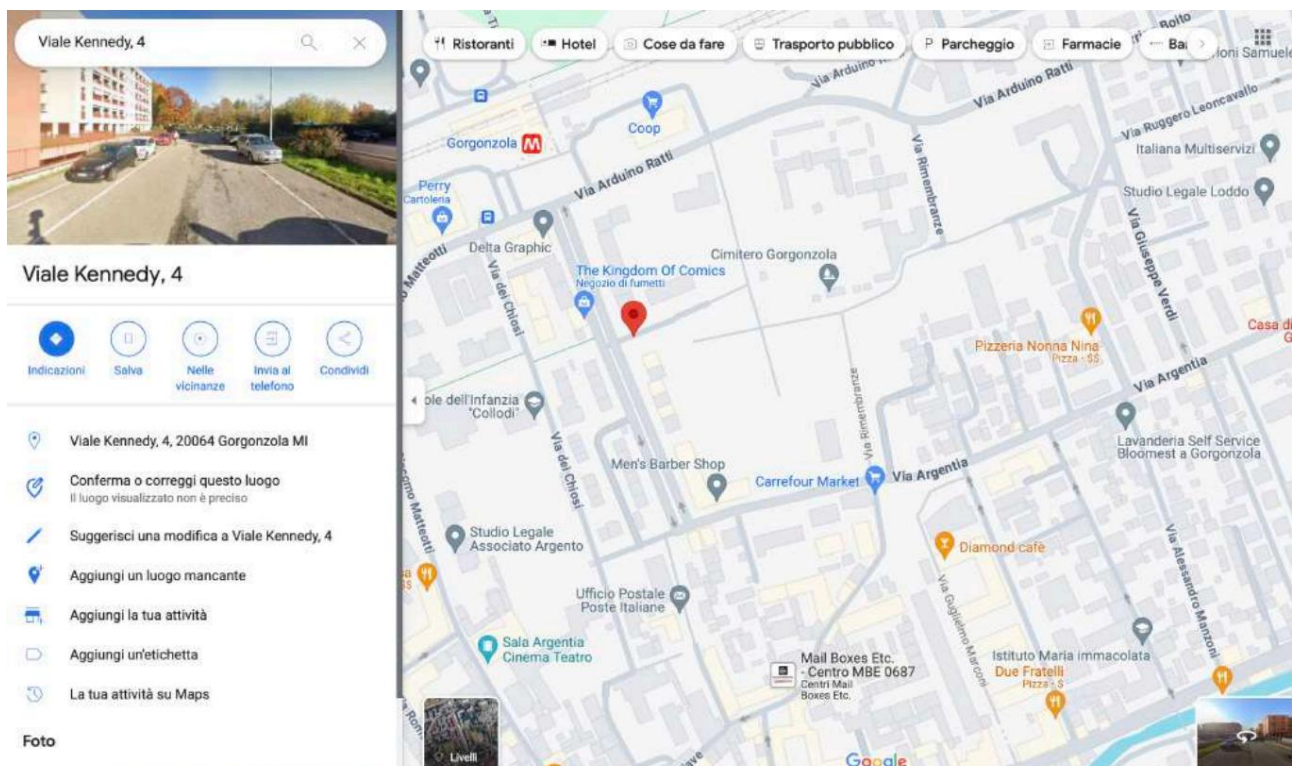
| www.lamcentrobiomedico.it

Blood Collection Point Lam Biomedical Center - affiliated with the S.Me.I of Cassano D'Adda - Accredited laboratory

Outpatient Clinic and Diagnostic Imaging Center AMU PIATTI / Via Piatti, 11 MI (MI) - Outpatient Clinic
Authorized

It is an authorized polyclinic, which provides private dermatology services as well as a Diagnostic Imaging Center capable of providing private ultrasound services.

GORGONZOLA - Viale Kennedy Piatti, 4 (MI)



- OPENING HOURS:

Monday to Saturday from 7:00 to 11:00

- BIOLOGICAL SAMPLE COLLECTION AND DELIVERY ACTIVITIES:

FREE ACCESS from Monday to Saturday from 7:00 to 9:30

- REPORT COLLECTION TIMES AND BOOKINGS:

Monday to Saturday from 10:00 to 11:00

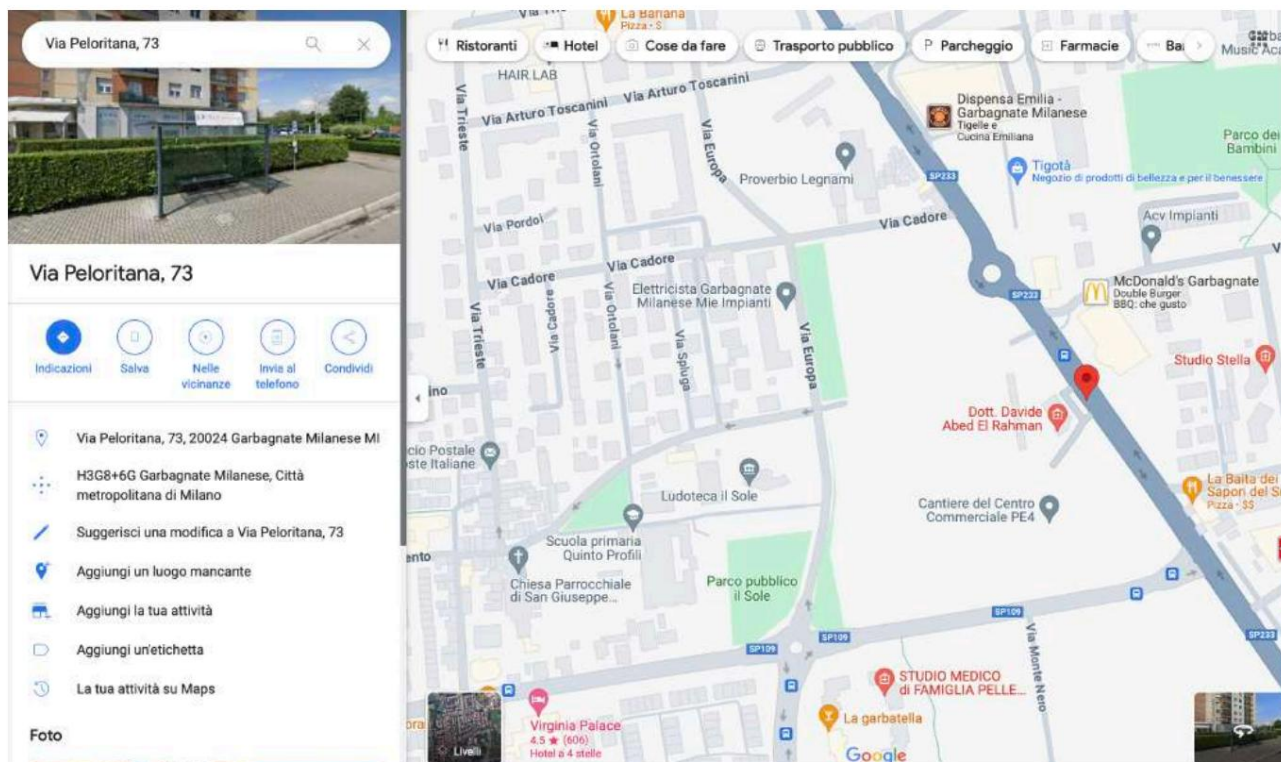
- HOW TO REACH US:

Metro: Green Line, Gorgonzola stop. By car: SP11 and SP103.

Blood Collection Point Lam Biomedical Center - affiliated with the S.Me.I of Cassano D'Adda - Accredited laboratory

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lamcentrobiomedico@pec.eleusi.at



- BIOLOGICAL SAMPLE COLLECTION AND DELIVERY ACTIVITIES:

FREE ACCESS from Monday to Saturday from 8:00 to 8:45

BY APPOINTMENT from Monday to Saturday from 7:00 to 9:00

- REPORT COLLECTION TIMES AND BOOKINGS:

Monday to Friday from 8:00 to 20:00

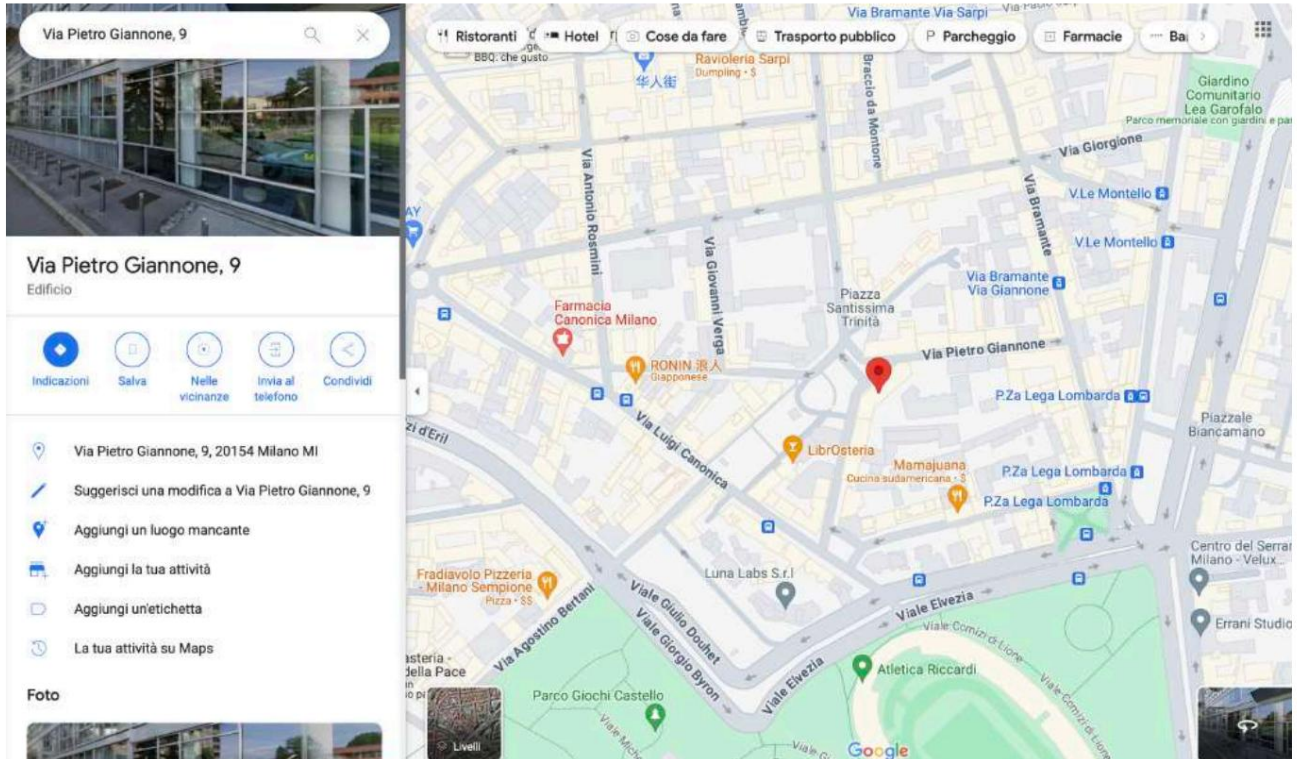
Saturdays from 8:00 to 13:00

- HOW TO REACH US:

By car, take the SP233, Bus - Air Pullman stop "CRGARBAGNATE"

Blood Collection Point Lam Biomedical Center - affiliated with the S.Me.I of Cassano D'Adda - Accredited laboratory

- Via Giannone, 9 (MI) - At DUEEFFE Medical located on the ground floor of the building



- BIOLOGICAL SAMPLE COLLECTION AND DELIVERY ACTIVITIES:

FREE ACCESS AND BY APPOINTMENT on Saturdays from 9:00 to 10:00

- REPORT COLLECTION TIMES AND BOOKINGS:

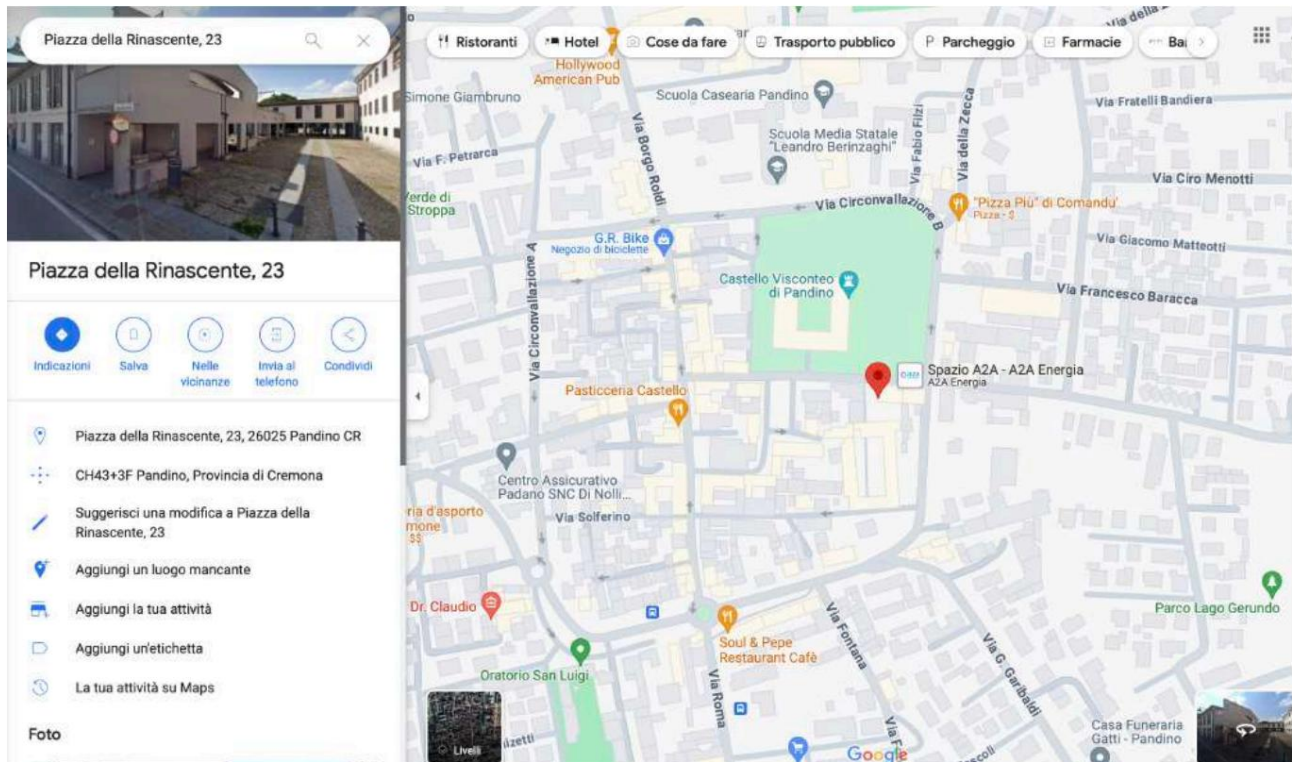
Saturdays from 10:30 to 12:00

- HOW TO REACH US:

A4/E64 motorway towards Viale Rubicone in Milan: Cormano exit from A4/E64 – continue on Viale Rubicone, Viale Enrico Fermi, Via Benigno Crespi, Via Carlo Farini, and Via Giovanni Battista Niccolini towards Piazza Santissima Trinità in Milan; Metro: Red line M1, Cairoli exit.

Blood Collection Point Lam Biomedical Center - affiliated with the S.Me.I of Cassano D'Adda

PANDINO - Piazza della Rinascente, 23 (CR) at the Pandino Medical Physiotherapy Center



- BIOLOGICAL SAMPLE COLLECTION AND DELIVERY ACTIVITIES:

FREE ACCESS Monday, Wednesday and Friday from 9:00 to 9:30

BY APPOINTMENT Monday, Wednesday and Friday from 7:30 to 9:30

- REPORT COLLECTION TIMES AND BOOKINGS:

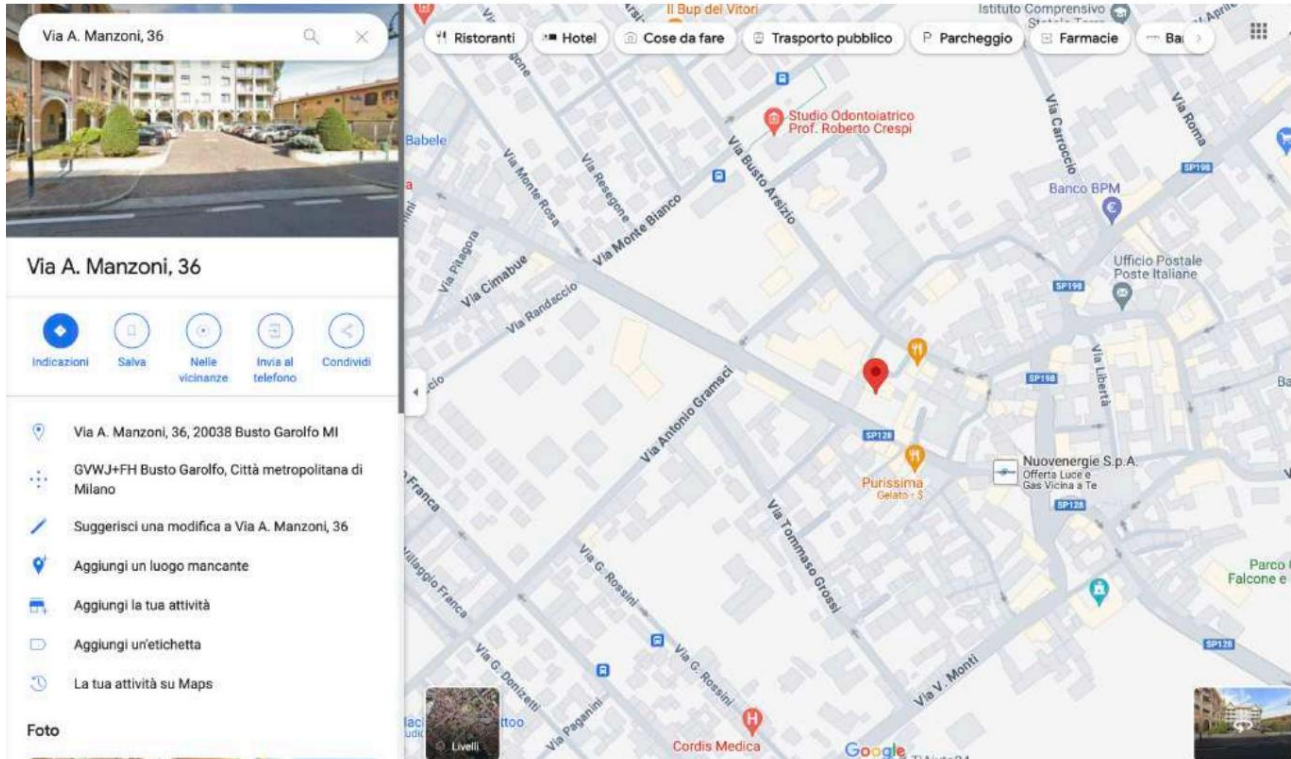
Monday to Friday from 3:30 PM to 6:00 PM

- HOW TO REACH US:

A4/Brescia/Venice motorway – A58 TEEM exit Paullo, head towards Pandino and Crema, then take the SP 472 and enter the town following the SP 415; Buses K506, K523, K525, and Q33 connect Pandino to the main towns in the area.

Blood Collection Point Lam Biomedical Center - affiliated with the S.Me.I. of Cassano D'Adda - Accredited laboratory

BUSTO GAROLFO - Via Manzoni, 36 (MI) at the Manzoni Medical Center



- BIOLOGICAL SAMPLE COLLECTION AND DELIVERY ACTIVITIES:

FREE ACCESS on Saturdays from 8:30 to 9:00

BY APPOINTMENT on Saturdays from 7:45 to 9:00

- REPORT COLLECTION TIMES AND BOOKINGS:

Monday to Friday from 9:30 to 12:30 and from 15:30 to 19:00

- HOW TO REACH US:

Highway: A58 from SPexSS11/SP11 – A4/E64 towards SP34 in Arluno – take the exit
Arluno from A4/E64 – continue on SP34, Provincial Road 214

Blood Collection Point Lam Biomedical Center - affiliated with the S.Me.I of Cassano D'Adda

ACCESSIBILITY AND CONTACTS

It is possible to book laboratory tests, specialist visits or instrumental tests at the reception desks of the Centers at the times indicated in the Collection Points section, or by calling the following telephone numbers:

SITE	TELEPHONE	MESSAGES	MAIL
CASSANO HEADQUARTERS FROM ADDA	0363.1925250	3423800430	info@lamcentrobiomedico.it
BERGAMO OFFICE	035.0401222		valtesse@lamcentrobiomedico.it
CARAVAGGIO HEADQUARTERS	0363.032322		caravaggio@lamcentrobiomedico.it
MILAN OFFICE, VIA PERGOLES 13	02.84980022	3517661224	pergolesi@lamcentrobiomedico.it
MILAN OFFICE, VIA DEI DISHES 11	02.862781		milanoviatorino@lamcentrobiomedico.it
BLOOD COLLECTION POINT GORGONZOLA	02.84980437		gorgonzola@lamcentrobiomedico.it
BLOOD COLLECTION POINT MELZO	02.84980435		melzo@lamcentrobiomedico.it
BLOOD COLLECTION POINT VAPRIO D'ADDA	02.9097443	351.5656106	vaprio@lamcentrobiomedico.it
BLOOD COLLECTION POINT GARBAGNATE M.NESE	02.99020415		info@crgarbagnate.it garbagnate@lamcentrobiomedico.it
MILAN BLOOD COLLECTION POINT GIANNONE STREET	351.5345490	351.5345490	giannone@lamcentrobiomedico.it
BLOOD COLLECTION POINT PANDINO	0373.631158		pandino@lamcentrobiomedico.it info@centromedicofisioterapico.it
BUST COLLECTION POINT GAROLFO	0331.879156	366.7658797 bustogarolfo	garolfo@lamcentrobiomedico.it

During the booking process, all the information needed to prepare for the exam or the collection will be provided. of the biological sample. These are reported in the Service Charter in the METHODS section. EXAM PREPARATION on page 21.

In case of reservation, it is recommended to arrive at the centre 15 minutes before the scheduled time. of the appointment.

The following documents will be requested during acceptance:

- prescription from the attending physician (GP/PLS)
- Health Card Regional Services Card
- Valid identity document
- Exemption card if applicable

- Any previous tests and documents requested at the time of booking

Please note: booking is always required for insulin and glucose **load curves**.

Please note: To **collect the specific containers** intended for the collection of biological samples, you must go to the facility with the prescription to collect the appropriate container.

Access for **disabled patients is guaranteed for each Center:**

- 1) at the Cassano D'Adda, Caravaggio, Pandino, Vaprio and Busto Garolfo offices by means of a dedicated lift to reach the floor (without architectural barriers along the way);
- 2) the offices in Bergamo, Melzo, Gorgonzola, Milan Via Giannone and Garbagnate Milanese are located at ground floor and do not present any architectural barriers;
- 3) Milan Via Pergolesi 13 and Via Piatti 11 are located on the ground floor and have a dedicated bell at the legal height near the entrance on the right side. Once the bell is rung, the center staff will assist the disabled patient in overcoming the obstacle (Pergolesi 3 steps / Via Piatti the descent ramp).

PRIORITY - Patients with reservations, pregnant women, and disabled people are given priority admission.

SERVICES OFFERED AND RATES

The complete list of tests available at the LAM Medical Analysis Laboratory is available at the Blood Collection Points and on the website in the PUBLIC AREA - TESTS AVAILABLE AND THEIR PREPARATION section. Alternatively, you can contact the company's Single Booking Center at 0363.1925250 or the various offices using the contact information listed on pages 17 and 18 of the Service Charter (during the hours indicated in the Blood Collection Points section). The following information is provided at the centers and in the Service Charter:

- I. Tests that can and cannot be performed at various locations and payment methods;
- II. Patient preparation methods for the examination (sample acceptability criteria);
- III. Timing and methods of delivery of reports;
- IV. Procedures for retaking exams and any costs borne by the user.

I. Laboratory tests that can and cannot be performed at the various locations and payment methods

Patients can undergo laboratory tests either under an agreement with the National Health System, paying only the equivalent of the co-payment (if and when applicable), or under a private co-payment, according to the price lists available at the Blood Collection Points. Payment must be made upon admission, before the service is provided, and can be made in cash or by debit/credit card. Please note that the maximum co-payment set by the Lombardy Region for each prescription is €36.00. For further information on the terms and conditions of exemptions, users can contact the front office staff or visit www.crs.lombardia.it.

To receive services, patients must consent to the processing of their personal and sensitive data, in accordance with Article 28 of European Regulation 2016/679/EU concerning the processing of personal data. Without such consent, the service cannot be provided.

For certain services (e.g. HIV tests, stress tests, MRIs, OPTs, mammograms and X-rays), the patient must also provide written consent to undergo the analysis (informed consent).



For services provided to minors, written consent from a parent is required, along with proof of identity .

At the branches in Gorgonzola, Melzo, Vaprio D'Adda, Pandino, Milan Pergolesi, Milan Piatti, Milan

The following exams CANNOT be taken in Giannone, Busto Garolfo, Caravaggio, Garbagnate Milanese, and Bergamo:

- P-AMMONIUM
- S-CALCITONIN
- FRACTIONATED P-METHANEPHRINES (PLASMA METHOXYAMINES)
- S-GASTRINE S-GLUCAGON
- P-RENIN P-ALDOSTERONE
- DRUGS OF ABUSE DETECTION

These **can be carried out** only at the Cassano D'Adda office_____

All **containers** must be requested at the center counters and are provided **free of charge**.

Complete urine test Use the container

provided, or purchased at the pharmacy, to collect your first morning urine and deliver it to the laboratory, keeping it at room temperature.

Urine Culture Examination_____

EXAM PREPARATION METHODS

For urine culture, morning urine or a sample that has been in the bladder for at least three hours is preferred. Use the sterile suction container provided by the collection points or available at the pharmacy. Thoroughly cleanse the external genitalia with soap and water, and after rinsing thoroughly, collect the urine, discarding the first and last streams. Close the container, avoiding contaminating the inside walls with your hands. Take it to the laboratory or store it in the refrigerator at 4°C for up to 12 hours.

24-Hour Urine Test: Use only the

container provided. Discard the first morning urine, then collect all urine, including the next morning's urine at the time corresponding to the previous day's bladder voiding. During collection, urine should be stored at +4°C.

Stool collection for complete examination, parasitology, and culture. Use the_____

container with a scoop provided by the centers (also available at pharmacies). Collect a walnut-sized amount of stool with the scoop and place it in the container. Close the container tightly and deliver it to the laboratory or store at +4°C for a maximum of 12 hours.

Stool collection for occult blood testing It is necessary to collect the_____

sampling kit from the laboratory and follow the instructions below: Write your name, surname, stool collection date, age and sex on the label of the container

which will be subsequently labelled following acceptance, rotate and extract the dipstick, streak the surface of the stool in several places (it is sufficient that the grooves at the end of the dipstick are covered), insert the dipstick **only once** and screw completely, insert the test tube into the bag and return it as soon as possible (otherwise it is necessary to keep it in the refrigerator until the time of delivery, which should preferably take place no later than 48 hours from the time of stool collection Vers. 23 edition 2025 Page 21 LAM Centro Biomedico Srl

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collecting multiple samples, if delivery times cannot be met, please send the collected samples to the laboratory in advance and complete the requested samples as soon as possible).

Avoid collecting stool during menstruation or in the presence of bleeding hemorrhoids. It is recommended not to dirty the container externally and not to clean the tube or the label with alcohol.

Sperm culture: Use

the sterile, wide-mouth container provided by the laboratory. Write your surname, name, and collection date on the container. Collect the sample in the morning of the day the sample is due to be delivered. Collect the sample directly into the container and deliver it within 1 hour of collection.

NOTE: If a urine culture is also requested, first follow the instructions for urine collection and then those for sperm culture.

Sperm analysis (available only by appointment on Wednesday morning)

To ensure sample suitability, a period of sexual abstinence, including ejaculation, is required for four days prior to the test, or between three and seven days prior to the test. Sample collection must be performed **the morning** of the appointment and CANNOT be performed at LAM locations, but at home. It is recommended to use a cardboard box to place the collection jar, on which you should write your name, surname, and collection time. The container used for collection must be a sterile urine collection jar (NO yellow cap), which should be placed back in the cardboard box once collection is complete.

For transport, it is advisable to wrap the box in a warm cloth (in case of low temperatures) and place it in a bag, taking care to avoid bumping or tipping the bag during transport. It is essential that the sample be delivered **within 45 minutes of collection**.

Urine cytology examination. It is

recommended to perform the test by collecting the second morning urine and following this procedure: request a suitable container from our offices, empty your bladder in the morning upon awakening, drink approximately 1 liter of water, and collect the second morning urine in the container with fixative or transfer it from a plastic cup. According to your doctor's instructions, a proper cytology examination is performed on three samples collected over three consecutive days and sent to our laboratory together on the same day (the last day of collection). Biological samples must not be subjected to excessively high temperatures (room temperature).

Urine collection for microalbuminuria testing Depending

on the request, microalbuminuria can be determined: 1. in an EXTEMPORANEOUS URINE sample (early morning urine); 2. in a 24-HOUR URINE sample.

24-Hour Urine Collection Procedure: Request a graduated

container suitable for 24-hour urine collection, with a capacity of 2500 ml (2.5 L), from the LAM. Upon awakening, discard the urine passed with the first urination (it is not required for collection). From this point on, collect all urine passed over a 24-hour period (i.e., throughout the day and any urine passed at night), including the first urine passed the morning after the collection began. During the collection period, the container must be kept closed and in a cool place (not in the refrigerator). It is essential to communicate the collection time upon admission. Avoid physical activity in the period preceding the collection.

24-hour acidified or alkaline urine collection

The collection of acidified 24-hour urine is necessary for the following tests:

- URINARY CALCIUM
- URINARY PHOSPHORUS
- 5-OH-INDOLACETIC ACID
- HOMOVANILLIC ACID
- VANILLAMANDELIC ACID

• URINARY CATECHOLAMINES (ADRENALINE-NORADRENALINE) • OXALURIA

The collection of 24-hour alkaline urine is necessary for the following test: • URICURIA

Container and collection method.

The container for collecting acidified urine for 24 hours MUST be requested from the LAM, which provides it free of charge. Upon awakening, discard the urine passed with the first void (it is not used for the collection). From this point on, collect all urine passed over a 24-hour period (i.e., throughout the day and any overnight voids), including the first void of the morning after the collection began; this urine completes the collection.

WARNINGS: since the container contains 10 ml of 10% Hydrochloric Acid (Muriatic Acid: highly corrosive substance) use the following precautions: 1. Do not urinate directly into the container but use a suitable container (for example a chamber pot).

2. Keep the container tightly closed and do not turn it upside down to avoid accidental product leakage.
3. In case of accidental contact of the acid with the skin, wash immediately and thoroughly with water.
water and consult your doctor.
4. It is not necessary to store the container in the refrigerator, but a cool, ventilated place will suffice.
5. Do not interrupt any ongoing therapies.
6. There is no need to follow any special diets.

NOTE: If a **complete urinalysis and/or urine culture** is also requested, use part of the urine collected from the first morning of the day following the 24-hour urine collection to fill the 10 ml vial for the complete urinalysis and/or a sterile container for the urine culture. Make sure to then deliver all containers to the Analysis Laboratory as quickly as possible. Instruct the healthcare staff to provide three different containers so that they can then perform a correct assessment of urine output.

Scotch tape test for pinworm detection . Request

slides from the centers. Use only clear scotch tape for collection. Do not use creams the night before. Collection should be performed in the morning upon awakening without any cleaning.

Deliver the samples stored in a dry place and away from heat sources.

Glucose Tolerance Test. To perform the test.

you must fast for at least 8-14 hours and take glucose. This glucose will be provided during the test and taken under the supervision of nursing staff only after the baseline blood sample has been taken and after having verified, using a glucometer, that the fasting blood glucose level does not exceed 126 mg/dl. • If the blood glucose level is higher than 126 mg/dl, the test will be suspended. • If the blood glucose level

is lower than 126 mg/dl, the glucose solution will be administered and the subsequent blood samples will be taken at intervals indicated by the prescribing physician.

Since multiple measurements are required over time, it is important to fast and remain in the facility for the necessary time. If the patient becomes unwell, the test will be suspended, and a note explaining the reason will be included in the report.

Sputum collection for the detection of neoplastic cells, asbestos, and siderocytes / Cytological examination. Sputum must be collected in the morning in a wide-mouthed

container provided by LAM centers, also available at pharmacies, marked with the patient's name and surname. For individuals who have difficulty collecting sputum, administration of mucolytics or expectorants is recommended in the two days prior to the test. Sputum collection must be carried out following this procedure: 1. thoroughly rinse the mouth with several gargles of water; 2. perform a deep expectoration; 3. collect the sputum directly into the container Vers. 23 edition 2025 LAM Centro Biomedico Srl - Via Ernesto Rossi,1 - 24123

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Generally, a fasting period of at least 8 hours is required for **blood sampling**.

TIMING AND METHODS OF DELIVERY OF REPORTS

Characteristics of the Report

The report includes the type of test, the analysis method, the result, the reference values, and the signature of the Laboratory Director or his/her designated signatory. When deemed important, comments or communications addressed to the attending physicians and/or patients are included, sometimes even in the form of an attached sheet.

Methods and times for delivery of reports

Upon acceptance, the user is notified of the collection date for the tests, which is typically between 1 and 3 business days from the collection date for tests performed directly at the Cassano D'Adda Laboratory. For tests performed in-service at third-party laboratories, the collection time is between 3 and 40 days (for highly specialized tests). To allow users to consult the complete list of tests and their reporting times, LAM has created a dedicated section on its website at: <https://www.lamcentrobiomedico.it/tempi-di-consegna-referti/>

Accessible from the Public Area - Report Delivery Times menu.

During the month of August and during public holidays, the indicated delivery times may be subject to slight variations which will be promptly communicated to users.

Upon motivated request, **urgent delivery of the report** is foreseen at the Collection Points at 5:00 pm on the day of the collection, only for routine tests determined internally at the Cassano D'Adda Laboratory.

In the event of **significantly pathological values (Panic Values)** being detected during the analysis phase, the Laboratory Director or his Delegate shall promptly notify the attending physician.

Patients who have consented to publication in their Electronic Health Record (EHR) will be able to view and print the report directly from home from the Lombardy Region website, by accessing their electronic health record.

Patients who have consented to the publication of their medical reports in the private, dedicated section of the LAM website (<https://lamcentrobiomedico.referti.cloud/pazienti/site/login>) will be able to access and print their medical reports independently upon check-in.

To collect your report, you must present a valid ID at the Center counters. If you are authorizing someone to collect your report, you must fill out the " *AUTHORIZATION FOR EXAMINATION COLLECTION*" box on the exam collection form you received at the reception desk.

The delegate must present an identification document and a copy of the proxy. The collection of the HIV test report cannot be delegated.

EXAM REPEAT PROCEDURE

Serum from blood samples tested for testing is stored in the laboratory for seven days. Therefore, within this timeframe, upon request from the attending physician, it is possible to perform checks on the previously reported parameter or add additional tests for most parameters.

If the HIV test is positive, it will be repeated for confirmation at no cost to the patient. If the sample shows hemolysis/coagulation, or for any other significant reason, as determined by the Laboratory Director or his/her delegate, the test will be repeated at no additional cost to the patient.

SATISFACTION QUESTIONNAIRE, COMPLAINTS AND CUSTOMER SERVICE

Center staff are responsible for receiving any complaints from users and immediately reporting them to the Public Relations Office (URP), which will ensure a prompt resolution of the issue. Complaints can be reported in two ways: directly to the administrative staff or the URP (verbally or in writing), by email (to the addresses listed in the Accessibility section), or using the dedicated *Non-Compliance Report* or *Customer Complaint (RNC) form*, available at the Centers and in the COMPLAINT REPORTING FORM section of the Service Charter (page 25). The completed form can be returned to the Centers or sent by email. Management, in consultation with the URP, periodically plans interventions to verify and improve the quality of services and the quality perceived by users. This is done by analyzing non-compliance and indicators closely related to the activity performed (average report delivery times, average waiting times, response rate to requests received by the switchboard and administrative staff). Additionally, a Customer Satisfaction Survey is available on the company's website in the Public Area section. Patients can complete and submit the survey using the "Send Message" button at the bottom of the page. The "Customer Satisfaction Survey" form is also available in paper format for completion and return to the offices. The surveys received will be periodically reviewed by Management and the Public Relations Office.

COMPLAINT REPORTING FORM

TO BE SENT BY MAIL OR EMAIL TO THE ATTENTION OF THE CUSTOMER CARE MANAGER info@lamcentrobiomedico.it OR DEPOSIT IN THE APPROPRIATE URNS

Claim data.....
 Sign./Sign.ra.....
 Address.....
 Telephone.....
 Email

SUBJECT OF THE REPORT Service of: 1.

Diagnostics 2.

Laboratory 3.

Outpatient Specialist

Phase of: *

I. booking II.

acceptance III.

collection of report

IV. provision of service When did it

occur

What happened.....

Any requests or suggestions:

.....

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I would like the answer to be communicated to me via: * letter * e-mail * telephone

Authorization for the processing of personal data, pursuant to art. 13 of Legislative Decree no. 196 of 20 June 2003

The undersigned declares to be

informed, pursuant to and for the purposes of art. 13 of Legislative Decree 196/03, that the personal data collected will be also processed using IT tools, exclusively for the purposes of examining this complaint and that the

Failure by the undersigned to provide data will result in the impossibility of receiving communications regarding the outcome of the same. The data controller is LAM Centro Biomedico srl.

Business



COMPANY ORGANICATION CHART

