

SERVICE CHARTER

Lam Biomedical Center Srl

Outpatient clinics:

AMU Cassano D'Adda

AMU Caravaggio

AMU Bergamo

AMU Pergolesi

AMU Piatti

Medical Director Dr. Giuseppe Sozzi



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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, acquiring authorization and accreditation from the Lombardy Region to operate as a medical polyclinic, diagnostic imaging center, and general primary care clinic. Between 2011 and 2023, it expanded with the opening of numerous centers in the region: Bergamo, Caravaggio, and Milan. 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 imaging (NMR), which is added to a SMART-X FDR (radiographic system), an orthopantomography (panoramic x-ray of the dental arches), a mammograph, a bone density meter (BMD), and several high-quality ultrasound machines. In 2017, Lam Centro Biomedico Srl created the **AMU ITALIA - Ambulatori Medici Unificati** brand to distinguish its outpatient clinics from its laboratory medicine practice. In 2020, it completed its accreditation process with the Lombardy Region for its Caravaggio and Bergamo offices, where it offers visits and instrumental tests under the National Health System. For the reasons outlined above, the Service Charter will specify the corporate brand "AMU ITALIA" as the primary entity for outpatient services, while billing, authorizations, and accreditations will remain with Lam Centro Biomedico Srl.

THE COMPANY MISSION

Our mission is **integrated patient care**. LAM was born and developed based on 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 access to laboratory medicine through integrated blood sampling points.

This minimizes the need for patients to visit multiple healthcare facilities at the same time.

THE INSPIRING PRINCIPLES

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 a key factor 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 Health Directorate or the Public Relations Office via complaints/non-compliance. Depending on the type of complaint submitted and any corrective actions taken, the appropriate office will inform the user within the indicated timeframes of the outcome of the investigations conducted, as well as providing complete information on the actions taken.

SERVICE QUALITY STANDARDS

At LAM clinics, the following factors are considered as determining factors in the quality of services provided to citizens:

1) Monitoring waiting lists; 2)
Report delivery times; 3)
Relationships with users, in terms of staff availability and courtesy; 4) Monitoring complaints and user satisfaction.

1) Monitoring waiting times LAM

is constantly and actively committed to reducing waiting times for all types of services provided, both under contract and private arrangements, in accordance with the guidelines of the Lombardy Region and agreements established with the relevant local health authorities.

This commitment is aimed at reducing waiting lists, especially for services identified by the Lombardy Region as critical.

To this end, the Management has established: on the one hand, a differentiation of access to the schedules divided by priority classes (some slots are specifically dedicated to classes with urgent priority and cannot be "occupied" by other categories of patients), on the other, the publication of schedules compliant with what has been contracted with the competent ATSSs regarding "Additional Services" and "Guarantee Thresholds".

The services provided under the agreement can include 3 priority classes: 1.

Priority class "U": expeditious procedure, the service must be performed within 3 days, the green stamp falls into this class.

2. **Priority class "B": the service must be performed within 10 days.**

3. **Priority class "D": deferrable service, prescribed for an initial diagnosis or a worsening of a previously known clinical condition. The service must be provided within the regional target timeframe, or in any case no later than 30 days for visits and within 60 days for instrumental services.**

4. **Priority class "P": services that can be scheduled over a longer period of time, including situations where the diagnosis has already been formulated and further investigation is necessary. The services that fall within**



In the "P" class, patients are placed on a specific waiting list that is independent of the normal waiting list.

This class includes screening and follow-up services.

The prescribing physician must specify the priority class on the prescription, otherwise the service will be provided in "P". The LAM centers accredited by the Lombardy Region for the provision of outpatient and diagnostic imaging services under agreement, provide their entire agendas to the Regional CUP for booking services via the regional toll-free number 800.638.638

2) Delivery times for reports

For specialist visits and ultrasound exams, reports are delivered instantly. For all other radiological exams, the delivery time is 7 days.

3) Relationship with users, in terms of availability and courtesy of the staff

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.

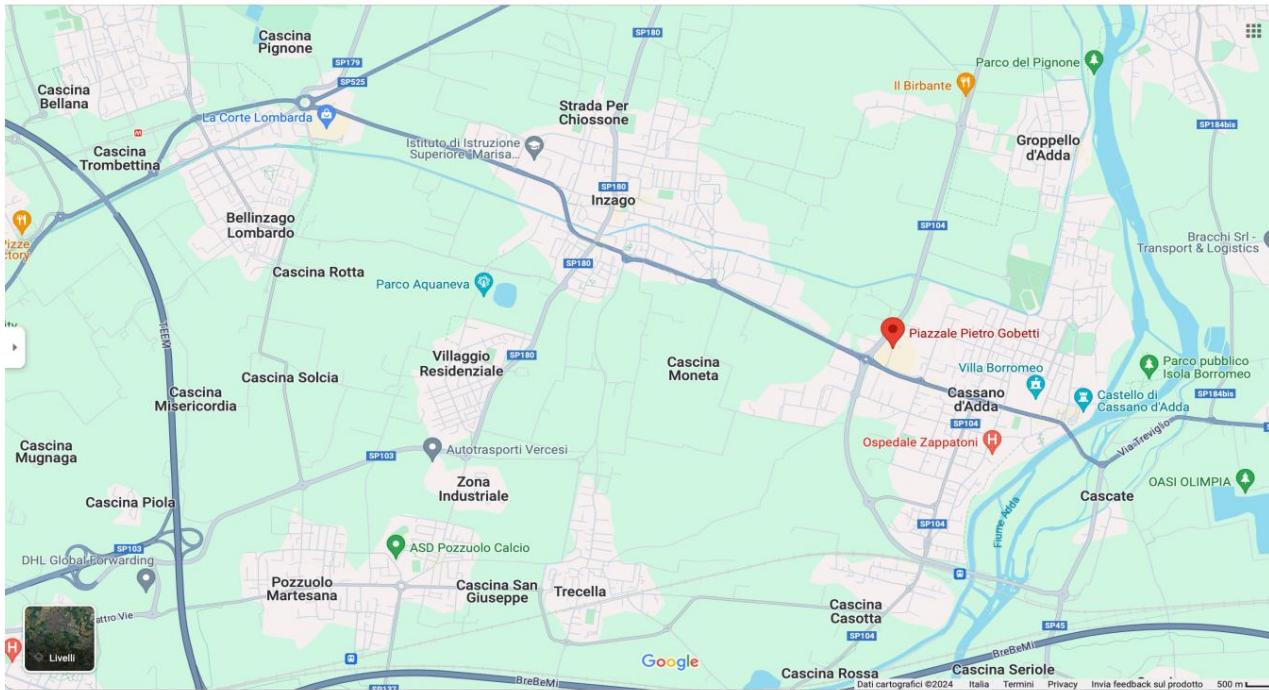
4) Monitoring complaints and user satisfaction

A complaint is a report 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 writing or verbally. 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, users can submit it directly to the secretarial staff at each LAM office.

OUTPATIENT CLINICS

LAM Centro Biomedico Srl is present in the Lombardy region with the AMU ITALIA brand 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, A4 motorway, Cavenago Cambiago exit, continue on SP176 towards Gessate/Cassano, SS11/SP11 to Cassano d'Adda; from Bergamo, take the A4, exit Trezzo s/Adda continue on the SP 104 towards Cassano or SS525 then SP 104.

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

Outpatient Clinic and Diagnostic Imaging Center / Piazzale Gobetti, Snc Cassano D'Adda (MI) - (CUDES 000168 - Regional Registration Number 1435)

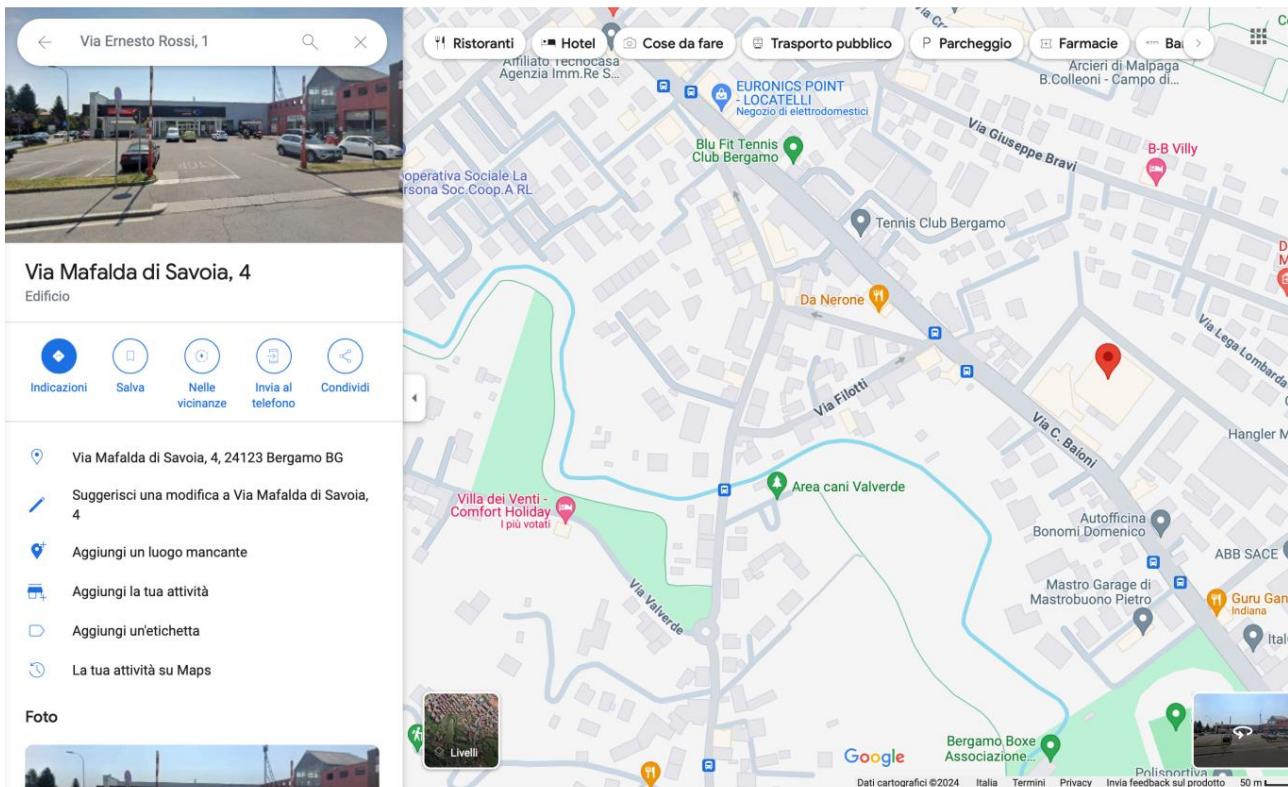
LAM Centro Biomedico Srl - Via Ernesto Rossi, 1 - 24123 Bergamo VAT and Tax Code 03061420166 - REA BG 346037 Tel. 0363 1925250

- www.lamcentrobiomedico.it

It is an authorised and accredited outpatient clinic, which provides medical services under private and agreed upon agreements. Cardiology, Vascular Surgery and Angiology, Urology and Gynecology, as well as a Diagnostic Center for Images capable of providing low-field magnetic resonance imaging on a private and contract basis, mammograms, bone densitometry, orthopantomography and ultrasound.

The clinic provides private services in pneumology, endocrinology, dietetics and neurology. and orthopedics.

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

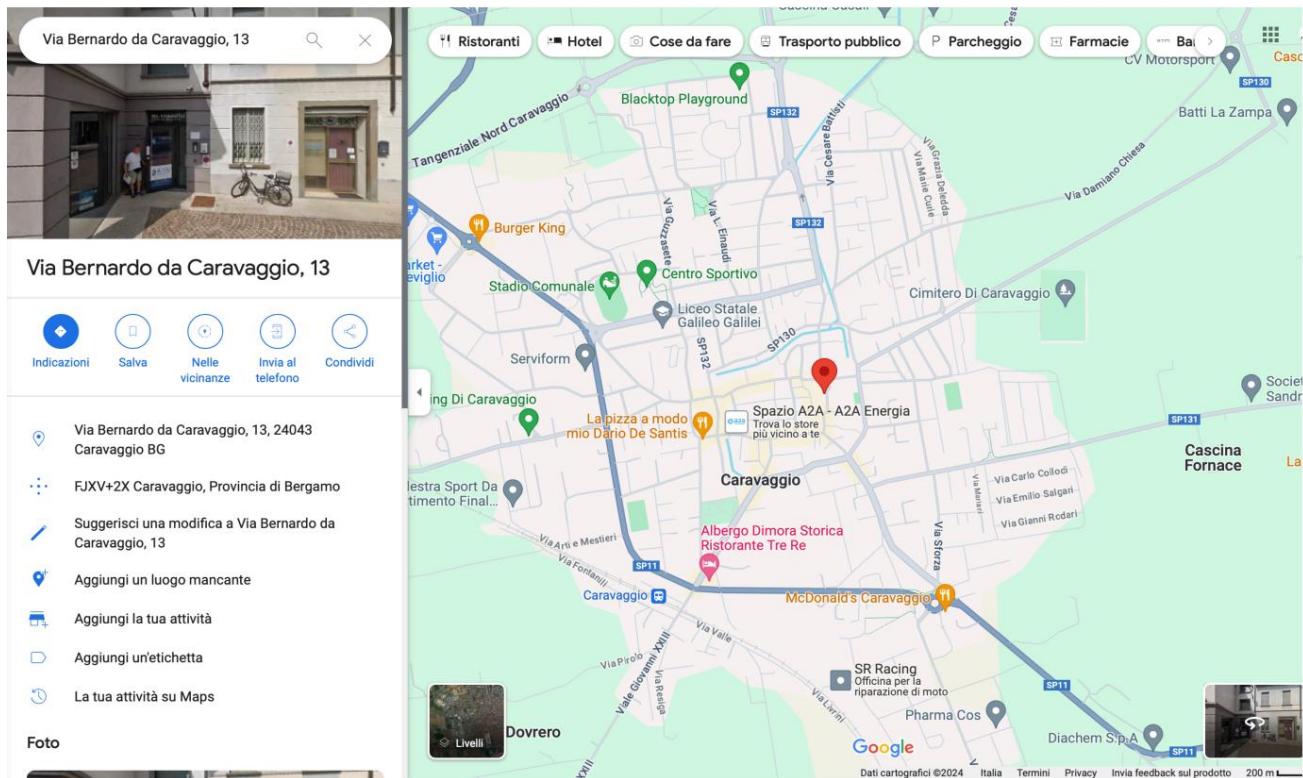
Blood Collection Point Lam Biomedical Center - affiliated with the S.Me.I of Cassano D'Adda - Accredited laboratory

Outpatient Clinic and Diagnostic Imaging Center / Via Ernesto Rossi, 1 Bergamo (BG) - (CUDES 000168 - Regional Registry No. 1433)

It is an authorized and accredited outpatient clinic, 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:

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

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

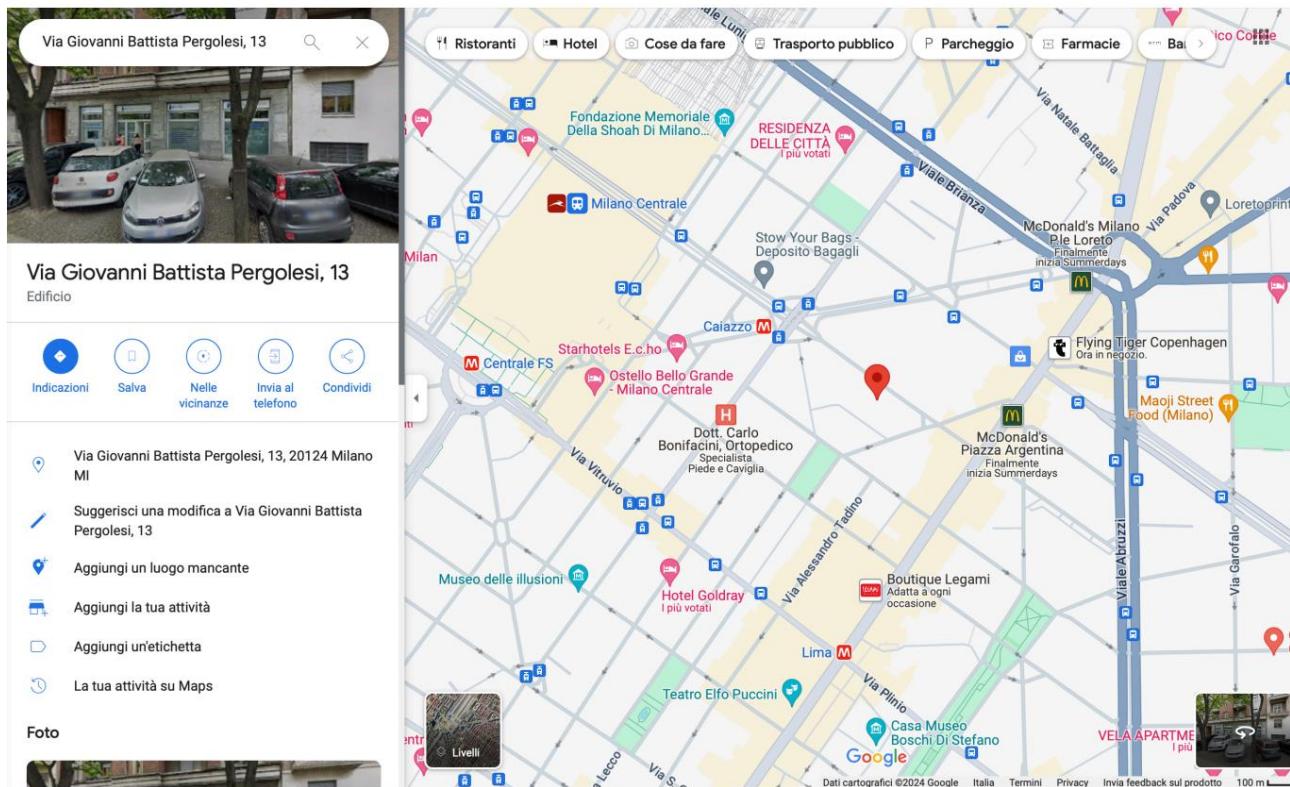
Blood Collection Point Lam Biomedical Center - affiliated with the S.Me.I of Cassano D'Adda - Accredited laboratory

Outpatient Clinic and Diagnostic Imaging Center / Via Bernardo da Caravaggio, 13 Caravaggio (BG) - (CUDES 000168 - Regional Registration Number 1432)

It is an authorised and accredited outpatient clinic, which provides medical services under agreement and privately. Cardiology, Vascular Surgery and Angiology and Ophthalmology.

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:

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

03061420166 - REA BG 346037 Tel. 0363 1925250

- www.lamcentrobiomedico.it

It is active during the centre's opening hours

- HOW TO REACH US:

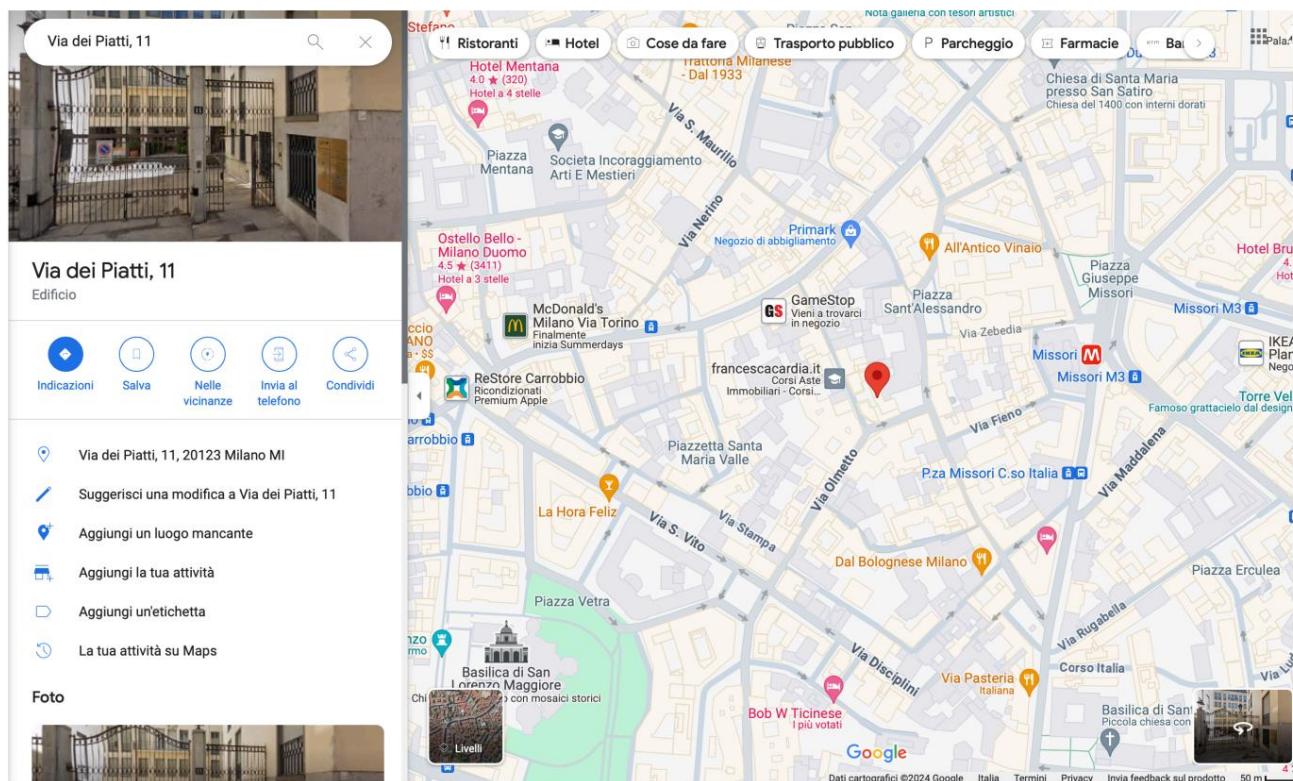
Subway: MM2 line, Caiazzo stop, 300 meters; MM1 line, Lima stop; MM2/MM1 lines, Loreto stop.

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

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

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

- www.lamcentrobiomedico.it



| www.lamcentrobiomedico.it

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

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

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

It is an authorised outpatient clinic, which provides private Dermatology services as well as a Centre for Diagnostic Imaging capable of providing ultrasound services privately.

ACCESSIBILITY

Specialist visits or instrumental tests can be booked directly at the Centers' reception desks or by calling the following telephone numbers:

SITE	TELEPHONE	MAIL
SSN SINGLE NUMBER RESERVATIONS REGIONAL CUP	800.638.638	/
CASSANO D'ADDA HEADQUARTERS	0363.1925250 342 3800430	info@lamcentrobiomedico.it prelievi@lamcentrobiomedico.it
BERGAMO OFFICE	035.0401222	valtesse@lamcentrobiomedico.it
CARAVAGGIO HEADQUARTERS	0363.032322	caravaggio@lamcentrobiomedico.it
MILAN OFFICE, VIA PERGOLESI 13	02.84980022 351 7661224	pergolesi@lamcentrobiomedico.it
MILAN OFFICE, VIA DEI PIATTI 11	02.862781	milanoviatorino@lamcentrobiomedico.it

During the booking process, you'll be provided with all the information you need to prepare for your visit or imaging test. It's recommended that you arrive at the center 30 minutes before your scheduled 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
- For radiological services only, a prescription from a specialist on headed paper is required

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

- 1) at the Cassano D'Adda and Caravaggio offices by means of a dedicated lift to reach of the plan;
- 2) the Bergamo branch is located on the ground floor inside the Valtesse shopping centre and does not have no architectural barriers from the car park to the Centre;
- 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).

Below is a list of services that can be booked at the Centers: "SSN" indicates the option to request the service under a *special agreement with a prescription*, "P" indicates the option to request the service *privately*. When the service is *not provided*, it is indicated with a "-". **Waiting times survey conducted on 15/07/2024.**

PERFORMANCE	CASSANO FROM ADDA	BERGAMO CARAVAGGIO		MILAN PERGOLESI	MILAN DISHES	TIMES OF WAIT
CARDIOLOGY						
Cardiac color doppler ultrasound	SSN - P	SSN - P	P	P	-	60 gg.
Ecg	SSN - P	SSN - P	P	P	-	30 gg.
HEcg	SSN - P	SSN - P	-	P	-	60 gg.
Map	SSN - P	SSN - P	-	P	-	60 gg.
First Visit Cardiology	SSN - P	SSN - P	-	P	-	60 gg.
Cardiology Visit Check	SSN - P	SSN - P	-	P	-	60 gg.
Stress test	SSN - P	-	SSN	-	-	60 gg.
Cardiac ultrasound	SSN - P	SSN - P	-	-	-	60 gg.
UROLOGY						
Testicular Ultrasound SSN - P	-	-	-	P	-	60 gg.
Penile ultrasound	SSN - P	-	-	P	-	60 gg.
Transrectal prostate ultrasound	SSN - P	-	-	P	-	60 gg.
First Andrological Visit NHS - P	-	-	-	P	-	60 gg.
First Urological Visit NHS - P	-	-	-	P	-	60 gg.
Urological check-up visit	SSN - P	-	-	P	-	60 gg.
Andrological check-up visit	SSN - P	-	-	P	-	60 gg.
VASCULAR SURGERY						
Arterial color Doppler ultrasound of the upper limbs	SSN - P	SSN - P	SSN	-	-	30 gg.

Arterial color Doppler ultrasound of the lower limbs	SSN - P	SSN - P	SSN			30 gg.
Venous echocolordoppler of the upper limbs	SSN - P	SSN - P	SSN			30 gg.
Venous echocolordoppler of the lower limbs	SSN - P	SSN - P	SSN			30 gg.
First Visit Angiologica	SSN - P	SSN - P	SSN			30 gg.
First Visit of Surgery Vascular	SSN - P	SSN - P	SSN			30 gg.
Check-up visit Angiologica	SSN - P	SSN - P	SSN			30 gg.
Check-up visit Vascular Surgery	SSN - P	SSN - P	SSN			30 gg.
Color Doppler ultrasound Supra-aortic trunks	SSN - P	SSN - P	SSN			30 gg.
Abdominal aorta color Doppler ultrasound	SSN - P	SSN - P				30 gg.
GYNECOLOGY AND OBSTETRICS						
Ultrasound Gynecological	SSN - P					30 gg.
Ultrasound Transvaginal	SSN - P					30 gg.
First visit gynecological	SSN - P					30 gg.
Gynecological check-up visit	SSN - P					30 gg.
Obstetric consultancy and of control		P	P			
Pap test	SSN - P	SSN - P	SSN - P			7 gg

Vaginal swab, Cervical swab, Vaginorectal tampons	SSN - P	SSN - P	SSN - P			7 gg
HPV Research	SSN - P	SSN - P	P			7 gg
PNEUMOLOGY						
First visit and pneumological check-up	P					
Simple spirometry	P					
Test of bronchodilation pharmacological	P					
ORTHOPEDICS						
First visit and visit of orthopedic check-up	P	SSN - P		P		
Cortisone injections and hyaluronic acid	P	P		P		
NEUROLOGY						
First visit and neurological check- up	P					
DIETITIAN AND NUTRITIONIST						
First visit and visit of check	P	P	P	P		
ENDOCRINOLOGY AND DIABETOLOGY						
First visit and visit of check	P					
Thyroid Ultrasound	P					
Driving License Certifications	P					
OPHTHALMOLOGY						
First visit		P	SSN - P			30 gg.
Check-up visit		P	P			

Fundus examination		P	P			
Removal of superficial foreign bodies from the eye			P			
Tonometria		P	P			
DERMATOLOGY						
First visit and visit of check			P	P	P	
Removal of lesions dermatological			P	P	P	
Mapping in			P	P	P	
PHYSIOTHERAPY AND MASSAGE THERAPY						
First evaluation and of Physiotherapy check-up				P		
Radial shock waves				P		
Tecar therapy				P		
Treatment of physiokinesis therapy				P		
PSYCHOLOGY						
Clinical psychological interview		P				
GASTROENTEROLOGY and HEPATOLOGY						
First visit and follow-up visit Hepatology and Gastroenterologica				P		
ALLERGOLOGY						
First visit and visit of Allergy check-up				P		
Patch Test				P		
IV Therapy A-B-C- D						

OSTEOPATHY						
First visit and check-up Osteopathy				P		
PODIATRIST						
First visit and visit of podiatry check-up				P		
Treatment Podiatry				P		
ANESTHESIOLOGY						
First visit and check-up		P		P		
Treatment acupuncture				P		
DIAGNOSTIC IMAGING						
Bone Densitometry femoral/ lumbar x-ray	SSN - P					30 gg.
Ultrasound diagnostics of the head and neck	SSN - P			P	P	30 gg.
Complete abdominal/urinary tract ultrasound	SSN - P			P	P	60 gg.
Upper abdominal ultrasound	SSN - P			P	P	60 gg.
Bilateral breast ultrasound	SSN - P					60 gg.
Unilateral breast ultrasound	SSN - P					60 gg.
Ultrasound of the skin and tissue subcutaneous	SSN - P			P	P	60 gg.
Muscle tendon ultrasound	SSN - P			P	P	60 gg.

Ultrasound of testicles	SSN - P			P		60 gg.
Mammography Bilateral	SSN - P					30 gg.
Unilateral mammography	SSN - P					30 gg.
Orthopantomography of the dental arches with CD	SSN - P					30 gg.
MRI of the ankle / foot / hip / knee / elbow / wrist	SSN - P					60 gg.
Cervical spine MRI without contrast	SSN - P					60 gg.
MRI of the lumbosacral spine without contrast	SSN - P					60 gg.
MRI of the shoulder/arm without contrast	SSN - P					60 gg.
Hip X-ray	SSN - P					60 gg.
Forearm X-ray	SSN - P					60 gg.
Pelvic X-ray	SSN - P					60 gg.
X-ray of skull and paranasal sinuses	SSN - P					60 gg.
X-ray femur / knee SSN - P						60 gg.
RX mano	SSN - P					60 gg.
Elbow X-ray	SSN - P					60 gg.
Nasal bone X-ray	SSN - P					60 gg.
Foot X-ray	SSN - P					60 gg.
Cervical spine X-ray and morphodynamic	SSN - P					60 gg.

Full spine and pelvis x-ray under load	SSN - P					60 gg.
RX rachide lumbosacral / thoraco-dorsal	SSN - P					60 gg.
Thoracic skeleton x-ray unilateral costal	SSN - P					60 gg.
Shoulder X-ray	SSN - P					60 gg.
RX torace	SSN - P					60 gg.
Computed tomography of the dental arches (DentalScan)	P					
RHEUMATOLOGY						
First visit and visit of check				P		
WOUNDS						
Treatments of Woundology				P		

The rates covered by the agreement are those set out in the current Regional Price List; the maximum ticket amount to be paid is €36.00.

For outpatient services provided privately, a price list is available for consultation at the admissions desks. The same information is provided by the switchboard operators during telephone calls and by the administrative staff at the various centers' desks.

You can pay for services or the ticket if applicable by cash, debit card, or credit card at the counters upon admission.

EXAMINATION	ORGANS EXAMINED	PREPARATION
ABDOMINAL ULTRASOUND SUPERIOR	LIVER GALLBLADDER AND BILE TRACT SPLEEN PANCREAS KIDNEYS ADRENAL GLANDS RETROPERITONEO	<u>The day before the exam:</u> avoid eating fruit and vegetables. <u>On the day of the exam:</u> fast (solid foods) for 8 hours.
ABDOMINAL ULTRASOUND INFERIOR	BLADDER URETERS MALE PELVIS AND FEMALE	Full bladder: drink 1 liter of water within 20 minutes, 1 hour before the exam.
ABDOMINAL ULTRASOUND FULL	AS UPPER AND LOWER ABDOMEN + URINARY SYSTEM	<u>The day before the exam:</u> avoid eating fruit and vegetables. <u>On the day of the exam:</u> fast (solid foods) for 8 hours. Full bladder: drink 1 liter of water within 20 minutes, 1 hour before the exam.
ULTRASOUND MUSCULOTENDON	MUSCLES TENDONS JOINTS PALPABLE MASSES	In case of trauma: do not perform before 72 hours from the trauma.
BREAST ULTRASOUND BILATERAL and SINGLE-SIDED	UDDERS	Preferably in the first 15 days of the menstrual cycle.
ULTRASOUND TRANSLATION	PROSTATE	Enema 6 hours before the exam. Full bladder: drink 1 liter of water within 20 minutes, 1 hour before the exam.
ULTRASOUND AND ECO(COLOR) DOPPLERGRAPHY ARTERIAL, VENOUS	LOWER LIMBS, LIMBS SUPERIOR OR DISTRICT	Do not apply cream to your limbs on the day of the exam
ULTRASOUND GYNECOLOGICAL	UTERO	Full bladder: drink 1 liter of water within 20 minutes, 1 hour before the exam.



DELIVERY OF REPORTS

For specialist visits, reports are delivered immediately. For instrumental tests, report delivery times vary between 2 and 8 days: upon admission, a document is issued with the precise collection date. For all services performed under the National Health Service (SSN), reports are automatically uploaded and visible in your personal health record.

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

CUSTOMER AND CUSTOMER SERVICE

The Centers' 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 communicated in three ways: verbally to the staff or directly to the URP, by email (to the addresses listed in the Accessibility section), or using the dedicated *Non-Conformity Report* or *Customer Complaint (RNC) form*, available at the Centers and on the company's website. The completed form can be returned to the Centers or by email.

Management, in conjunction with the Public Relations Office, periodically plans interventions to monitor and improve the quality of services and the perceived quality of service by users. This is done by analyzing non-compliance and indicators closely related to the activities performed (average report delivery times, average waiting times, and response rates to requests received by the switchboard and secretaries). Additionally, a Customer Satisfaction Survey is available on the company's website in the Public Area section. Patients can complete it and send it by email to info@lamcentrobiomedico.it.

The questionnaires received will be periodically reviewed by the 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

Performance of:

1. Diagnostics
2. Laboratory
3. Outpatient Specialist

Phase in: *

I. reservation

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



II. acceptance

III. Collecting the report

IV. provision of service

When it occurred

What happened.....

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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

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COMPANY ORGANIZATION CHART

