

THE NHS PATIENT'S CHARTER

THE NHS PATIENT'S CHARTER OF ARCELLA ANALISI MEDICHE BIOLAB S.r.l. is means for the safeguard of patients and their right to health. Our Health Centre helps to provide the patient with all information regarding access requirements, types of services provided and any costs and time which may be required to their access, as well as how and when to get the medical report.

Our healthcare commitment is carried out through the implementation of standardized, controlled and validated procedures which guarantee the best quality of service, giving the medical report the required reliability in order to put the G.P. in the conditions to take the proper clinical and therapeutic decisions.

This is achieved through the endless and steady commitment of all the figure who work in our center to provide optimal performances, also thanks to the cooperation of the patients involved, who through observations, suggestions and also remarks, if they are essential for a continuous improvement of the service.

ARCELLA ANALISI MEDICHE BIOLAB S.r.l. is committed to provide services according to these Fundamental Principles:

EQUALITY. The provision of the public service (*) must be inspired according to the principles of equality of the Patients' rights. Each person has the right to receive the most suitable medical treatment without discrimination in terms of age, gender, race, language or political beliefs.

IMPARTIALITY. The behavior of operators towards service users must be objective, fair and impartial.

CONTINUITY. The Centre has a duty to ensure the continuity and regularity of its treatments. In the event of irregularity or interruption of the service, it must adopt measures designed to minimize the inconvenience caused to users.

THE RIGHT TO CHOOSE. Where current legislation allows, service users have the right to choose the service provider they believe can best meet their needs.

PARTECIPATION. Participation of service users must be always ensure in order to provide the patients with access to the proper service and grant their collaboration with the service providers.

Patients have the right to access to their information which is owned by the service providers. Patients have the opportunity to express their opinion on the quality of the service provided and submit complaints or suggestions on how to improve the service. Service providers will periodically evaluate the patients' opinions about the quality of the service provided.

EFFICIENCY AND EFFICACY. Public services must be provided in such a way as to ensure the best possible relationship between the resources used, the activities carried out and the results obtained.

Besides the Fundamental Principles stated in the Directive of the Prime Minister "Principles on the provisions of the public services" dated 27.01.1994 (*) (O.J. 22.02.1994 n. 43), this information must be supplemented with the European Regulation 2016/679, "Code of personal data protection", i.e. the Privacy Code providing that, besides the Professional Confidential, all data and information owned by "Arcella Analisi Mediche Biolab S.r.l. is subject to the above mentioned regulation.

()... to the purpose of this Directive, the public service providers are those services that even if carried out under a licence scheme or authorization (this is the case with Arcella Analisi Mediche Biolab S.r.l.) grant the enjoyment of rights to protection of health for each person, pursuant to constitution... (Directive of the Prime Minister of 27.01.1994 "Principles on the provisions of the public services O.J. 22.02.1994 n. 43).*

INTRODUCTION

Arcella Analisi Mediche S.r.l. was founded in 1974, following the decision of Prof. Rubaltelli who decided to separate the Laboratory from the “Casa di Cura Arcella”. It has been present in the market for over forty years, carrying out the diagnostic activity of clinical laboratory.

In November 2006 “Biolab S.r.l.” before named “Arcella Analisi Mediche 2 – Biolab S.r.l.” merged by takeover of the company “Arcella Analisi Mediche S.r.l.” and as a result the Centre was renamed “Arcella Analisi Mediche Biolab S.r.l.”.

In October 2020 Arcella Analisi Mediche Biolab S.r.l. was acquired by Lifebrain S.r.l, Italy's leading group in laboratory medicine for patients, healthcare facilities and businesses. Founded in 2013 by Prof. Michael Havel and Dr. Bernard Auer, today represents the largest provider of clinical laboratory testing in the fields of clinical chemistry, hematology, immunochemistry, microbiology, molecular biology, cytology and pathology. In 2019, Lifebrain Group strengthened its presence in 17 regions with more than 320 locations. Thanks to its network of laboratories, excellent professional skills and state-of-the-art technologies, today Lifebrain represents the fastest growing laboratory group in Europe.

In October 2021, the acquisition of Lifebrain S.r.l. by Cerba Healthcare Italia became executive and Arcella Analisi Mediche Biolab S.r.l. has joined an international group dedicated to diagnostic ambulatory care with testing laboratories, present in 16 countries in Europe, Africa, United States, Asia and Oceania, in ever-expanding.

Arcella Analisi Mediche Biolab S.r.l. is operating in two main activities:

- A clinical pathology laboratory which has several clinics in Padova area (Via dei Colli, Via T. Aspetti e Via F.G. D’Acquapendente) and near Padova (Arsego di San Giorgio delle Pertiche, Casalserugo, Legnaro e Montemerlo di Cervarese Santa Croce) that collect biologic material such as blood, urine, etc.
- Various multi-specialty clinics in Padova (Via dei Colli e Via T. Aspetti) and in Casalserugo (Via Cavour) supplying consultation in different medical areas such as allergology and clinical immunology, andrology, cardiology, dermatology, diabetology end metabolic disease, endocrinology, gastroenterology, nutrition science dietetics address occupational medicine, orthopedics and traumatology, obstetrics and gynecology, otolaryngology, pneumology, psicologia, sport medicine, urology, vascular surgery.

Arcella Analisi Mediche Biolab S.r.l. serves around 250.000 inhabitants of Padova and suburban areas and has the mission of providing excellent quality of laboratory tests together with a full satisfaction of his patients. The fulfillment of this mission is the base of the successful business of the company, but it is also an ethic imperative towards his patients, his employees, and entire municipality.

The company is engaged to assure:

- a complete and clear information of his services including laboratory tests and medical consultations,
- a top quality of the biomedical services,
- a continuing effort of increasing quality of his services,
- a continuing biomedical education of his staff.

All the spaces of Arcella Analisi Mediche Biolab S.r.l. used for medical consultations, laboratory work, etc., are comfortable, completely air-conditioned, and as a result capable of granting a steady temperature and humidity in each period of the year. The disabled may also have easy access to these rooms, thanks to specific devices for the removal of architectural obstacles.

The **Clinical Analysis Laboratory**, authorized and accredited by the Veneto Region, affiliated with the National Health Service, in application of the provisions regional regulations on analytical laboratories governed by LR no. 2 of Feb. 7 2014, from February 2021 joined a network of private analysis laboratories, authorized and accredited by the Veneto Region, established according to the model type B organizational model, whose Service Laboratory is Rete Diagnostica Italiana - RDI S.r.l., to which the entire analytical phase of Arcella Analisi Mediche Biolab S.r.l. has been transferred.

Analisi Mediche Biolab S.r.l. provides a large variety of different tests pertaining to Clinical Chemistry, Hematology, Immunology, Microbiology, Molecular Biology, Medical Genetics, Serum Immunology, Toxicology, Allergology, Cytology and Histology. These are great diagnostic supports for general and specialistic medicine to ensure the best levels of healthcare for the Patient.

The work organization which is completely computerized, from the admission of the patient to the issue of the medical report, allows to follow all the phases step by step, thus granting an absolute and unique identification of the person, of his/her biological samples and results.

The Medical Clinics of Arcella Analisi Mediche Biolab S.r.l. are able to provide services relating to various specialized branches; Arcella Analisi Mediche Biolab S.r.l. also deals with the service management of **Occupational Medicine** in order to monitor health inside Companies.

In pursuit of a continuous improvement in the quality of procedures, Arcella Analisi Mediche Biolab S.r.l. has implemented an Insurance System of Quality, according to ISO standards UNI EN 9001, which has been awarded by Bureau Veritas Italia S.p.A., a company of services for International Certification, notified by ACCREDIA.

STAFF OF ARCELLA ANALISI MEDICHE BIOLAB S.R.L.

Chief Executive Officer (CEO):

Dr. Jerome Ludovic Thill

Managing Director

Avv. Stefano Massaro

Board Member

Dr.ssa Geraldine Perez Lecomte

Clinic Directors:

Clinic (Poliambulatorio) of Padova - Via dei Colli, 202:

Mario Bolzan, M.D., Specialist in Ophthalmology

Clinic (Poliambulatorio) of Padova - Via T. Aspetti, 106:

Gianfranco Mancini, M.D., Specialist in Pediatric Clinic

Competent Physician in Occupational Medicine

Clinic (Poliambulatorio) of Casalserugo (PD) - Via Cavour, 58:

Salvatore Morello, M.D., Specialist in Cardiology

Laboratory Director:

Dr. Claudio Duri, Biologist

MD Responsible for medical procedures:

Massimo Albertin, M.D., Specialist in Clinical Pathology

Administrative staff:

Dr.ssa Cristina Ometto - Quality Management Manager

Mrs. Stefania Piron, Administrative Secretary

Blood collection staff

Arcella Analisi Mediche Biolab S.r.l. avails itself of the collaboration of twenty operators made up of professional nurses, obstetrics and doctors.

Front Office Staff:

Mrs. Angela Ceola - Secretary Responsible

Arcella Analisi Mediche Biolab s.r.l. avails itself of the collaboration of about fifteen secretaries.

Occupational Medicine:

Dr. Emanuele Martella, Occupational Medicine Service Responsible

Dr. Rocca Mafia, Occupational Medicine Office Responsible

Dr. Gianfranco Mancini, Responsible for medical work

Dr. Andrea Bertini, Corporate Health Regional Manager

Work Doctors

Dr.ssa Grazia Barbetta

Dr.ssa Ilaria Cattoni

Dr. Pierluigi Di Sebastiano

Dr.ssa Paola Mamprin

Dr. Gianfranco Mancini

Dr. Flavio Toniato

Secretary

Mrs. Cinzia Dante

Mrs. Michela Sinigaglia

Registered Office:

PADOVA

Via dei Colli, 202

Tel. 049 624566 (telephone switchboard)

Tel. 353 4153687 (administrative office)

Operative Sections:

PADOVA - near TENCAROLA

Via dei Colli, 202 - Tel. 049 624566

PADOVA - QUARTIERE ARCELLA

Via T. Aspetti, 106 - Tel. 049 600155

PADOVA- QUARTIERE MADONNA PELLEGRINA

Via F.G. D'Acquapendente, 37/A - Tel. 049 851400

ARSEGO DI SAN GIORGIO DELLE PERTICHE (PD)

Via Roma, 323/A - Tel. 349 6012810

CASALSERUGO (PD)

Via Cavour, 58 - Tel. 049 8740474

LEGNARO (PD)

Piazza del Donatore, 3 - Tel. 349 4005329

MONTEMERLO DI CERVARESE S. CROCE (PD)

Via Repoise, 3 - Tel. 049 9903192

Operative Headquarters of the Occupational Medicine

PADOVA

Via Forlanini, 34/A - Tel. 049 624966

WHAT WE DO

Arcella Analisi Mediche Biolab S.r.l. is a private company that manages a large laboratory for biomedical analysis, authorized and accredited by the Veneto Region and the National Health Service. The acquisition of this approval gives the possibility of providing the citizens with the services acknowledged by the NHS, whose costs are charged to the NHS (except for the Administration Fee which is paid by the citizens, the so-called "ticket"), as happens in the structures of the public service (Hospitals, Districts, Points of Public Collection).

Arcella Analisi Mediche Biolab S.r.l. provides all the services listed in the "Tariff Nomenclature" of the Veneto Region.

Blood withdraws and other biological samples are taken in the seven clinics present in Padova and the suburban.

Arcella Analisi Mediche Biolab S.r.l. also provides medical services to patients at home in the metropolitan Padova area. The request must be made the day before providing name, address and needs.

All the medical activity is organized by an informatic system (intranet) provided by a complementary networks of hardware and software to collect, filter, process, create, and distribute medical data. All the clinics are connected in real time and use the same archive and the same management program.

Arcella Analisi Mediche Biolab S.r.l. is a facility which provides Laboratory services also for the Health Districts dealing with Medically Assisted Procreation, Antenatal and Postnatal Genetic Diagnosis, Tumour Prevention and Services of Occupational Medicine for the monitoring of health in companies.

The Clinics of Arcella Analisi Mediche Biolab S.r.l. are able to provide the patients with these specialties:

- Allergology and Clinical Immunology
- Andrology
- Cardiology
- Clinical and Aesthetic Dermatology
- Dietology
- Endocrinology
- Gastroenterology
- Internal Medicine
- Neurology
- Nutrition Science
- Obstetrics and Gynecology
- Occupational Medicine
- Ophthalmology
- Orthopedics and Traumatology
- Orthoptics
- Otolaryngology
- Pneumology
- Podiatry
- Psychology
- Sports Medicine
- Urology
- Vascular Surgery and Angiology

These services are provided on a private basis, with the exception of the Cardiology service at the Casalsferugo site, which provides both affiliated and private services.

Arcella Analisi Mediche Biolab S.r.l. also conducts specific preventive procedures, "Check-ups," which provide for different types of preventive investigation according to the complexity of the diagnostic investigation.

ARCELLA ANALISI MEDICHE BIOLAB - PADOVA - VIA DEI COLLI 202

This is the principal operative headquarter which is located in Padova, Via dei Colli 202, near Tencarola di Selvazzano Dentro (PD) at the "Gruppo Polispecialistico Tencarola".

Information:

Telephone 049 624566

e-mail laboratorioarcella@lifebrain.it

website: www.lifebrain.it - www.aambiolab.it

Our reception staff is at your disposal for information, explanations and suggestions.

Opening hours:

From Monday to Friday: from 7.00 a.m. to 7.30 p.m.

Saturday: from 7.00 a.m. to 12.30 p.m.

Collection of blood samples:

From Monday to Saturday: from 7.00 a.m. to 10.00 a.m.

Mean time requested for the blood withdrawn is 20 minutes.

Report pickup hours:

From Monday to Friday: from 12.00 a.m. to 7.00 p.m.

Saturday: from 10.00 a.m. to 12.00 a.m.

Public means of transport:

Aps Bus Service: bus n. 12 (urban)

M (Montegrotto) - T (Terme Euganee)

APS Service for Disabled

To use the service, call APS (Tel. 348 2818334)

SITA coach service: Padova - Teolo

Taxi:

Radio taxi service of Tencarola, Via Spalato 1

Tel. 049 8685350

Radio taxi service of Padova is operative 24 hours a day; a taxi service with a car lift for the disabled is available upon reservation.

Tel 049 651333

Parking lots:

The clinic is equipped with a parking disk area just in the square in front of and behind the building, while other free parking lots are located nearby.

Activity:

In this place Arcella Analisi Mediche Biolab S.r.l. operates in two health sectors:

- Laboratory with adjoining Point of Collection
- Outpatient Specialty Activities.

The Outpatient Clinic provides services related to the Specialties of Allergology and Clinical Immunology, Andrology, Cardiology, Vascular Surgery and Angiology, Clinical and Aesthetic Dermatology, Endocrinology, Gastroenterology, Occupational Medicine, Sports Medicine, Neurology, Ophthalmology, Orthopedics and Traumatology, Orthoptics, Obstetrics and Gynecology, Otolaryngology, Pneumology, Podiatry, Psychology, Dietology, Nutrition Science, Urology. The services are provided in full autonomy and can be booked in person or by phone at the secretariat, from Monday to Saturday, during the opening hours.

The Outpatient Clinics are easy to access for people with disabilities as they are located on the ground floor of the building or on the second floor accessible by elevator. Rational in size and layout, they are able to provide comfortable reception for Patients and Doctors.

Clinic Director:

Mario Bolzan, M.D., Specialist in Ophthalmology

Laboratory Director:

Dr. Claudio Durì, Biologist

MD Responsible for medical procedures:

Massimo Albertin, M.D., Specialist in Clinical Pathology

Medical Specialists and Healthcare Employees

Stefania Bano, M.D., Specialist in Dermatology and Venereology

Grazia Barbetta, M.D., Specialist in Occupational Medicine

Dr.ssa Mariangela Battistella, Psychologist

Mario Bolzan, M.D., Specialist in Ophthalmology

Cristina Bonofiglio, M.D., Specialist in Cardiology

Dr.ssa Alessia Casson, Orthoptist

Ilaria Cattoni, M.D., Specialist in Occupational Medicine

Dr. Giacomo Conti, Podiatrist

Pietro D'Agostino, M.D., Specialist in Otolaryngology

Adello De Belvis, M.D., Specialist in Urology

Salvatore Ferrari Ruffino, M.D., Specialist in Vascular Surgery/Angiology

Lisa Fiana, M.D., Specialist in the Obstetrics and Gynecology

Marzio Gemelli, M.D., Specialist in Cardiology

Mauro Luchetti, M.D., Specialist in Allergology and Clinical Immunology

Gianfranco Mancini, M.D. Specialist in Pediatric Clinic,

Authorized to carry out the activity of competent doctor of the Veneto Region

Dr. Marco Morabito, Psychologist

Dr.ssa Angela Nucibella, Nutritional Biologist

Gian Luigi Ricchieri, M.D., Specialist in Neurology

Joseph Robinson, M.D., Specialist in Orthopaedics and Traumatology

Paola Rocchini, M.D., Specialist in Endocrinology and Metabolic Diseases

Claudio Schiraldi, M.D., Specialist in Pneumology and Sports Medicine

Dr. Francesco Siega Vignut, Nutritional Biologist

Flavio Toniato, M.D., Specialist in Occupational Medicine

Francesca Vasoin De Prosperi, M.D., Specialist in the Obstetrics and Gynecology

Umberto Vecchiati, M.D., Specialist in Gastroenterology and Digestive Endoscopy, Dietology

Collecting documents:

Reports are to be collected in the opening hours, starting from the day and time which are shown on the invoices or printed reminders given by the reception staff at the admission of the patient. Upon acceptance, it is possible to request the online reporting service. In this case the Patient is provided with credentials to see their report directly on the site <https://venetoreferti.lifebrain.it/>.

Our specialists are available by telephone (Tel. 049 624566) to the attending physician for clarification on the results of the exams, from Monday to Friday from 9.00 a.m. to 5.00 p.m., on Saturdays from 9.00 a.m. to 12.30 p.m.

Urgency:

Urgent reports can be requested and agreed on at the time of the admission, according to the technical execution times and medical reports of tests.

Home sample collection:

Home sample-taking can be booked at the reception desk of the laboratory (tel. 049 624566) from Monday to Friday by 6 p.m.

Payment:

For the services under the agreement, the rates provided for by current legislation are applied.

For freelance services, the relative tariff is available to the patient at the secretariat.

Payment (in cash or via POS) takes place upon acceptance.

ARCELLA ANALISI MEDICHE BIOLAB - PADOVA - VIA TIZIANO ASPETTI

It is located in Padova, Via T. Aspetti 106, in the Arcella area, to the north of the town and near the railway station. The clinic is an easy to gain access to for the disabled as the facilities are located on the ground floor.

Information:

Telephone 049 600155

e-mail laboratorioarcellaaspetti@lifebrain.it

website: www.lifebrain.it - www.aambiolab.it

Our reception staff is at your disposal for information, explanations and suggestions.

Opening hours:

From Monday to Saturday: from 7.00 a.m. to 12.00 a.m.

Collection of blood samples:

From Monday to Saturday: from 7.00 a.m. to 10.00 a.m.

Mean time requested for the blood withdrawn is 20 minutes.

Report pickup hours:

From Monday to Saturday: from 10.00 a.m. to 11.45 a.m.

Public means of transport: Metrobus

Aps Bus Service

Bus n. 6 (from Terranegra or from Via Lagrange)

Bus n. 22 (from Mandria or Giarre and from Torre).

APS Service for Disabled

To use the service, call APS (Tel. 348 2818334 or 348 2818353)

Taxi:

Radio taxi service of Padua is operative 24 hours a day; a taxi service with a car lift for the disabled is available upon reservation.

Tel. 049 651333

Parking lots:

The clinic is equipped with a large internal parking free of charge for the first 15 minutes.

Activity:

In this place blood withdraws and other biological samples are taken every day. In addition, the clinic provides consultations of Occupational Medicine.

Clinic Director:

Gianfranco Mancini, M.D., Specialist in Pediatric Clinic,

Authorized to carry out the activity of competent doctor of the Veneto Region

Laboratory Director:

Dr. Claudio Durì, Biologist

MD Responsabile for medical procedures:

Massimo Albertin, M.D., Specialist in Clinical Pathology

Medical Specialists

Grazia Barbetta, M.D. Specialist in Occupational Medicine

Ilaria Cattoni, M.D. Specialist in Occupational Medicine

Pierluigi Di Sebastiano, M.D. Specialist in Occupational Medicine

Paola Mamprin, M.D. Specialist in Occupational Medicine

Gianfranco Mancini, M.D. Specialist in Pediatric Clinic,

Authorized to carry out the activity of competent doctor of the Veneto Region

Flavio Toniato, M.D., Specialist in Occupational Medicine

Collecting documents:

Reports must be collected in the opening hours, starting on the day and time which are shown on the invoices or printed reminders given by the reception staff at the patient's admission. Upon acceptance, it is possible to request the online reporting service. In this case the Patient is provided with credentials to see their report directly on the site <https://venetoreferti.lifebrain.it/>.

Our specialists are available by telephone (Tel. 049 624566) to the attending physician for clarification on the results of the exams, from Monday to Friday from 9.00 a.m. to 5.00 p.m., on Saturdays from 9.00 a.m. to 12.30 p.m.

Urgency:

Urgent reports can be requested and agreed on at the time of the admission, according to the technical times of execution and medical reports of tests.

Home sample-taking collection:

Home sample-taking collection can be booked at the reception desk of the laboratory (tel. 049 624566) from Monday to Friday by 6 p.m.

Payment:

For the services under the agreement, the rates provided for by current legislation are applied.

For freelance services, the relative tariff is available to the patient at the secretariat.

Payment (in cash or via POS) is made upon acceptance.

ARCELLA ANALISI MEDICHE BIOLAB - PADOVA - VIA F.G. D'ACQUAPENDENTE

It is located in Via F.G. D'Acquapendente 37/A, Padova – Quartiere Madonna Pellegrina

Information:

Telephone 049 851400

e-mail: laboratorioarcellapadova@lifebrain.it

website: www.lifebrain.it - www.aambiolab.it

Our reception staff is at your disposal for information, explanations and suggestions.

Opening hours:

Monday to Saturday: from 7.00 a.m. to 11.00 p.m.

Collection of blood samples:

Monday to Saturday: from 7.00 a.m. to 10.00 a.m.

Mean time requested for the blood withdrawn is 10 minutes.

Report pickup hours:

Monday to Saturday: from 9.30 a.m. to 10.45 a.m.

Public means of transport:

Aps Bus Service

Bus n. 3 (from Railroad or Lion di Albignasego)

APS Service for Disabled

To use the service, call APS (Tel. 348 2818334 or 348 2818353)

Taxi:

Radio taxi service of Padua is operative 24 hours a day; a taxi service with a car lift for the disabled is available upon reservation.

Tel. 049 651333

Parking lots:

The urban complex where the structure is located has free access parking in the adjacent streets and a parking disc along the main street.

Activity:

The Via Acquapendente operating unit acts as a Pickup Point and the clinic are easy to access for people with disabilities as the structure is located on the ground floor of the building.

In this place blood and other biological samples are taken every day.

Laboratory Director:

Dr. Claudio Duri, Biologist

MD Responsible for medical procedures:

Massimo Albertin, M.D., Specialist in Clinical Pathology

Collecting documents:

Reports are to be collected in the opening hours, starting from the day and time which are shown on the invoices or printed reminders given by the reception staff at the admission of the patient. Upon acceptance, it is possible to request the online reporting service. In this case the Patient is provided with credentials to see their report directly on the site <https://venetoreferti.lifebrain.it/>.

Our specialists are available by telephone (Tel. 049 624566) to the attending physician for clarification on the results of the exams, from Monday to Friday from 9.00 a.m. to 5.00 p.m., on Saturdays from 9.00 a.m. to 12.30 p.m.

Urgency:

Urgent reports can be requested and agreed on at the time of the admission, according to the technical times of execution and medical reports of tests.

Home sample-taking collection:

Home sample-taking collection can be booked at the reception desk of the laboratory (tel. 049 624566) from Monday to Friday by 6 p.m.

Payment:

For the services under the agreement, the rates provided for by current legislation are applied.

For freelance services, the relative tariff is available to the patient at the secretariat.

Payment (in cash or via POS) is made upon acceptance.

ARCELLA ANALISI MEDICHE BIOLAB - ARSEGO

It is located in Via Roma, 323/A – Arsego di San Giorgio delle Pertiche (PD).

Information:

Telephone 349 6012810

e-mail: laboratorioarcellaarsego@lifebrain.it

website: www.lifebrain.it - www.aambiolab.it

Our reception staff is at your disposal for information, explanations and suggestions.

Opening hours:

From Monday to Saturday: from 7.00 a.m. to 10.00 a.m.

Collection of blood samples:

Monday to Saturday: from 7.00 a.m. to 9.30 a.m.

Mean time requested for the blood withdrawn is 10 minutes.

Report pickup hours:

From Monday to Saturday: from 8.00 a.m. to 10.00 a.m.

Parking lots:

The urban complex where the withdrawal point is located is equipped with free-access parking in front of and in the adjacent streets.

Activity:

The Arsego operating unit acts as a withdrawal point and is located on the ground floor of a building inserted in an urban context used for commercial activities and health services (Polyclinic and Medical Studies). In this place blood withdraws and other biological samples are taken every day.

Laboratory Director:

Dr. Claudio Duri, Biologist

MD Responsible for medical procedures:

Massimo Albertin, M.D., Specialist in Clinical Pathology

Collecting documents:

Reports are to be collected in the opening hours, starting from the day and time which are shown on the invoices or printed reminders given by the reception staff at the admission of the patient. Upon acceptance, it is possible to request the online reporting service. In this case the Patient is provided with credentials to see their report directly on the site <https://venetorefert.lifebrain.it/>.

Our specialists are available by telephone (Tel. 049 624566) to the attending physician for clarification on the results of the exams, from Monday to Friday from 9.00 a.m. to 5.00 p.m., on Saturdays from 9.00 a.m. to 12.30 p.m.

Urgency:

Urgent reports can be requested and agreed on at the time of the admission, according to the technical times of execution and medical reports of tests.

Home sample-taking collection:

Home sample-taking collection can be booked at the reception desk of the laboratory (tel. 049 624566) from Monday to Friday by 6 p.m.

Payment:

For the services under the agreement, the rates provided for by current legislation are applied.

For freelance services, the relative tariff is available to the patient at the secretariat.

Payment (in cash or via POS) is made upon acceptance.

ARCELLA ANALISI MEDICHE BIOLAB - CASALSERUGO

It is located in Via Cavour 58, on the first floor of a building on a corner with Via Dante, opposite Villa delle Statue. The building presents glass windows on the ground floor and brown panels on the first floor. The main entrance is in the arcade among the glass windows of shops. From the street level it is possible to access with a lift suitable for people with disabilities.

Information:

Telephone 049 8740474

e-mail: laboratorioarcellacasalserugo@lifebrain.it

website: www.lifebrain.it - www.aambiolab.it

Our reception staff is at your disposal for information, explanations and suggestions.

Opening hours:

Monday - Wednesday - Friday: from 7.00 a.m. to 11.00 a.m.

Thursday and Saturday: from 7.00 a.m. to 10.30 a.m.

Tuesday: from 7.00 a.m. to 11.00 a.m. and from 2.30 p.m. to 5.30 p.m.

Collection of blood samples:

Monday to Saturday: from 7.00 a.m. to 9.30 a.m.

Mean time requested for the blood withdrawn is 15 minutes.

Report pickup hours:

From Monday to Saturday: from 9.00 a.m. to 10.30 a.m.

Parking lots:

The clinic is equipped with ample free parking.

Activity:

Here Arcella Medical Analysis Biolab s.r.l. operates in two healthcare sectors: withdrawals point and outpatient specialist activity.

The Outpatient Clinic provides services relating to the specialties of Cardiology, Occupational Medicine and Nutritional Science.

The services are provided both in self-employment and in co-financing (Cardiology) and can be booked personally or by telephone at the secretariat, from Monday to Saturday, during the opening hours of the facility.

The outpatient clinics, rational in terms of size and set-up, are able to provide a comfortable welcome to patients and doctors.

Clinic Director:

Salvatore Morello, M.D., Specialist in Cardiology

Laboratory Director:

Dr. Claudio Duri, Biologist

MD Responsible for medical procedures:

Massimo Albertin, M.D., Specialist in Clinical Pathology

Medical Specialists and Healthcare Employees

Grazia Barbeta, M.D. Specialist in Occupational Medicine

Cristina Bonofiglio, M.D., Specialist in Cardiology

Ilaria Cattoni, M.D. Specialist in Occupational Medicine

Fioravante Febo, M.D., Specialist in Clinical and Laboratory Hematology, Specialized in Vascular Diagnostics

Gianfranco Mancini, M.D. Specialist in Pediatric Clinic,

Authorized to carry out the activity of competent doctor of the Veneto Region

Salvatore Morello, M.D., Specialist in Cardiology

Dr.ssa Angela Nucibella, Biologist and Nutritionist

Collecting documents:

Reports are to be collected in the opening hours, starting from the day and time which are shown on the invoices or printed reminders given by the reception staff at the admission of the patient. Upon acceptance, it is possible to request the online reporting service. In this case the Patient is provided with credentials to see their report directly on the site <https://venetoreferti.lifebrain.it/>.

Our specialists are available by telephone (Tel. 049 624566) to the attending physician for clarification on the results of the exams, from Monday to Friday from 9.00 a.m. to 5.00 p.m., on Saturdays from 9.00 a.m. to 12.30 p.m.

Urgency:

Urgent reports can be requested and agreed on at the time of the admission, according to the technical times of execution and medical reports of tests.

Home sample collection:

Home sample collection can be booked at the reception desk of the laboratory (tel. 049 624566) from Monday to Friday by 6 p.m.

Payment:

For the services under the agreement, the rates provided for by current legislation are applied.

For freelance services, the relative tariff is available to the patient at the secretariat.

Payment (in cash or via POS) is made upon acceptance.

ARCELLA ANALISI MEDICHE BIOLAB - LEGNARO

It is located in Piazza del Donatore 3 - Legnaro (PD), easily accessible from the SS516 (Via Romea) in the direction of Piove di Sacco.

Information:

Telephone 349 4005329

e-mail: laboratorioarcellalegnaro@lifebrain.it

website: www.lifebrain.it - www.aambiolab.it

Our reception staff is at your disposal for information, explanations and suggestions.

Opening hours:

Monday to Saturday: from 7.00 a.m. to 10.30 a.m.

Collection of blood samples:

Monday to Saturday: from 7.00 a.m. to 9.30 a.m.

Mean time requested for the blood withdrawn is 20 minutes.

Report pickup hours:

Monday to Saturday: from 9.00 a.m. to 10.30 a.m.

Public means of transport:

SITA coach service: Padova - Piove di Sacco

Parking lots:

The building complex where the withdrawal point is located has a large parking disc in the square in front of the building and indefinitely in the streets and in the adjacent free parking lots.

Activity:

The Legnaro operating unit acts as a withdrawal point and is located on the first floor of a building within an urban context, used as a facility for Health Services (Outpatients' Clinics of General Medicine, Specialist Outpatient Clinic, Chemist's, Physiotherapy and Rehabilitation Centres).

From the street level it is possible to access with a lift suitable for people with disabilities.

Laboratory Director:

Dr. Claudio Durì, Biologist

MD Responsible for medical procedures:

Massimo Albertin, M.D., Specialist in Clinical Pathology

Collecting documents:

Reports are to be collected in the opening hours, starting from the day and time which are shown on the invoices or printed reminders given by the reception staff at the admission of the patient. Upon acceptance, it is possible to request the online reporting service. In this case the Patient is provided with credentials to see their report directly on the site <https://venetoreferti.lifebrain.it/>.

Our specialists are available by telephone (Tel. 049 624566) to the attending physician for clarification on the results of the exams, from Monday to Friday from 9.00 a.m. to 5.00 p.m., on Saturdays from 9.00 a.m. to 12.30 p.m.

Urgency:

Urgent reports can be requested and agreed on at the time of the admission, according to the technical times of execution and medical reports of tests.

Home sample collection:

Home sample collection can be booked at the reception desk of the laboratory (tel. 049 624566) from Monday to Friday by 6 p.m.

Payment:

For the services under the agreement, the rates provided for by current legislation are applied.

For freelance services, the relative tariff is available to the patient at the secretariat.

Payment (in cash or via POS) is made upon acceptance.

ARCELLA ANALISI MEDICHE BIOLAB - MONTEMERLO

It is located in Via Repose 3 - Montemerlo di Cervarese S. Croce (PD), easily accessible from the SP89 (Via Euganea) direction Teolo - Terme Euganee.

Information:

Telephone 049 9903192

e-mail: laboratorioarcellamontemerlo@lifebrain.it

website: www.lifebrain.it - www.aambiolab.it

Our reception staff is at your disposal for information, explanations and suggestions.

Opening hours:

Monday to Saturday: from 7.00 a.m. to 11.00 a.m.

Collection of blood samples:

From Monday to Saturday: from 7.00 a.m. to 10.00 a.m.
Mean time requested for the blood withdrawn is 20 minutes.

Report pickup hours:

From Monday to Saturday: from 9.30 a.m. to 10.45 a.m.

Parking lots:

The sample-taking clinic is equipped with free big parking lots nearby.

Activity:

The Montemerlo operational unit acts as a withdrawal point and is located on the ground floor of a building inserted in an urban context used for commercial activities.

The structure fully complies with the legislation of law 13/1989 on the removal of architectural barriers.

Laboratory Director:

Dr. Claudio Durì, Biologist

MD Responsible for medical procedures:

Massimo Albertin, M.D., Specialist in Clinical Pathology

Collecting documents:

Reports are to be collected in the opening hours, starting from the day and time which are shown on the invoices or printed reminders given by the reception staff at the admission of the patient. Upon acceptance, it is possible to request the online reporting service. In this case the Patient is provided with credentials to see their report directly on the site <https://venetoreferti.lifebrain.it/>.

Our specialists are available by telephone (Tel. 049 624566) to the attending physician for clarification on the results of the exams, from Monday to Friday from 9.00 a.m. to 5.00 p.m., on Saturdays from 9.00 a.m. to 12.30 p.m.

Urgency:

Urgent reports can be requested and agreed on at the time of the admission, according to the technical times of execution and medical reports of tests.

Home sample-taking collection:

Home sample-taking collection can be booked at the reception desk of the laboratory (tel. 049 624566) from Monday to Friday by 6 p.m.

Payment:

For the services under the agreement, the rates provided for by current legislation are applied.

For freelance services, the relative tariff is available to the patient at the secretariat.

Payment (in cash or via POS) is made upon acceptance.

ARCELLA ANALISI MEDICHE BIOLAB - OCCUPATIONAL MEDICINE

It is located in Via Forlanini 34/A - Padova (Complesso Padova 2000).

Information

Telephone 049 624966

e-mail: laboratorioarcellamd@lifebrain.it

website: www.lifebrain.it - www.aambiolab.it

Our secretarial staff is at your disposal for information, explanations and suggestions.

Opening hours:

Monday - Friday: from 8.00 a.m. to 4.00 p.m.

Parking lots:

The urban complex where the service is based is equipped with free access parking in the adjacent streets.

The legislation in force, on the prevention and safety at the workplace, is essentially described in the Legislative Decree 81/08 and subsequent amendments and integrations. It provides all measures for the safeguard of health and safety of workers during their job, including both private and public sectors of business. The employer must evaluate the risks for the safety and health of the workers, based on the business activity which is carried out and consequently appoint, where a professional exposition to risk is established, a person in charge for the prevention and protection service and the appropriate occupational health physician.

The Occupational Medicine service of Arcella Analisi Mediche Biolab S.r.l, can provide the following services:

- 1) Identification of the company risk factors.
- 2) Specialized physical examinations and instrumental examinations for health monitoring
- 3) Laboratory and radiology diagnostics and environmental monitoring.
- 4) Deadlines for health tests, workplace monitoring and compliance with administrative regulations and standards.

INFORMATION NOTES

WHAT YOU NEED TO GET THE SERVICE

In order to get access to the laboratory services under agreement with the National Health System you need to show the following documents at the reception desk:

- Referral from your G.P., which contains: your surname, name and age, fiscal code, examinations to carry out; diagnostic hints; exemption, if any.
- Date of birth, address, telephone, healthcare card, other information concerning the type of the examinations required (i.e., if on empty stomach, date of last period, etc.).
- Identity card.
- Consent for the executions of the services and personal handling of data as provided by the privacy regulations.

WHAT YOU NEED TO GET YOUR MEDICAL REPORTS

The person concerned must collect the medical reports from the desk of the laboratory or of the sample-taking clinics, showing a printed reminder or an invoice (where the date and the time for the collection are indicated). Alternatively, it is possible to delegate another trusted person to collect, by completing the part of the aforementioned document marked with the wording “Delegation to Withdrawal” and attaching both identity documents.

FAILURE TO COLLECT REPORTS

According to the Act 412, art. 4, paragraph 18 of 30.12.91, “Provisions on public finance matters” and the Finance Act 2007, the failure to collect a medical report, within 30 days from the provision of the service, implies that the total cost of the service is to be charged to the patient.

MEDICAL REPORTS ON-LINE

It is possible to receive own personal medical reports (the large majority of the Lab tests) on-line provided that the patient subscribes the acceptance of this service (free of cost), and supply the needed information. At the moment of the presentation of the medical prescription to the reception desk of Arcella Analisi Mediche Biolab S.r.l., the patient must subscribe (only the first time) his/her acceptance of this service, and will receive the account and the password to enter into SSL (Secure Sockets Layer) site, where he/she could download the results of laboratory tests.

MEDICAL REPORTS ON-LINE FOR THE PHYSICIAN

This service allows the Practitioner and/or the Specialist to see the results of laboratory tests carried out by their personal patients in real time. This service is obviously useful for speeding up diagnosis and monitoring of therapy.

Physicians wishing to participate to this service are kindly requested to subscribe the privacy declaration according to European Regulation 2016/679. After that, physicians will be able to see the results of the exams done by their own patients provided that patients have accepted to disclose their tests to their doctors having subscribed the Authorization.

COMPLAINTS

The quality of our services and the satisfaction of our patients are the most important master points of our activity. For this reason, we encourage our customers to report and observed any dysfunction in our activity. In every reception of our clinics are present forms that the clients can fill out and put a secure box. Forms can be signed or be anonymous.

The complaints will be analyzed with the greatest attention in order to identify possible critical areas, and take the more appropriate decisions to increase the quality of services. Just in case of a serious event, it is possible to reach the Direction phoning to the number 049 624566.

PRIVACY

In compliance with the Legislative Decree n. 196 of 30 June 2003 and EU Regulation 2016/679, at the time of acceptance, the Patient is made to sign the consent to the processing of personal data.

Only the competent Authorities already provided for by law 675/96 and subsequent amendments and additions will be able to access such data (new GDPR adjustment 25/05/2018), which are entered in the protected internal computer system, so access to anyone is impossible, except for the personnel in charge. The Data Controller is Arcella Medical Analysis Biolab S.r.l., with registered office in Padova (PD), Via dei Colli 202.

The Data Protection Officer (DPO) is Dr. Cerofolini Eleonora, who can be reached at the e-mail address dpo@lifebrain.it.

PAYMENT EXEMPTIONS

PREGNANCY

A couple who wants to have a baby as well as any pregnant woman have the right to undergo, free of charge, some Specialistic and diagnostic tests and examinations, i.e. without paying for the administration fee (ticket), in order to safeguard their health and that of their baby. The list of these tests and examinations are included in the Ministerial Decree of September 10th, 1998, available with its annexes at the reception of operative structures or in the relevant section of the portal of the Ministry of Health.

In particular, this Decree provides for the following free of charge tests and examinations:

- periodical obstetric and gynecological medical examinations
- some tests to be carried out before the conception, listed in the Annex A to the Decree, in order to exclude every factor which may put the pregnancy at risk. If the case or familiar history of the couple should show some risk conditions for the fetus, all the required and appropriate services can be provided free of charge by the consultant, in order to determine any genetic defect.
- The diagnostic tests for the physiological check of the pregnancy, for each period of the pregnancy, as established in the Annex B to the Decree. If the patient comes close to having a miscarriage, all Specialistic services are to be included, in order to monitor the patient till the end of the pregnancy.
- All the required and appropriate services for the antenatal diagnosis during pregnancy, in specific conditions of risk for the fetus, as established in Annex C to the Decree, and prescribed by the consultant.
- All the required and appropriate services for the treatment of diseases (pre-existing or arisen during the pregnancy) which may put at risk the woman or the fetus, and prescribed by the consultant.

RARE DISEASES

Rare diseases are severe pathologies which are invalidating and often without specific treatments. They affect just a low percentage of people, lower than 5 cases out of 10.000 inhabitants, as established by the European Parliament.

The Ministerial Decree 279/2001 provides for the payment exemption of all appropriate and effective services for the treatments and monitoring of rare diseases, which are previously determined, as well as for their further worsening. As the diagnostic procedure for rare diseases is expensive and complicated, the payment exemption also includes some tests to verify the rare disease as well as the genetic testing on the patient's relatives, which may be necessary to diagnose the rare disease of genetic origin.

This provision is based on the consideration that most of rare diseases are of genetic origin and that the relevant testing requires sometimes very sophisticated and expensive investigations which are also extended to the relatives of the person concerned. You can visit the web site of the Department of Health, section “Rare Diseases”, for a list of the diseases which give the right to exemption. The text of Decree n.279/2001 is also available. You may also visit the site of the “**Istituto Superiore della Sanità**” which offers the possibility of looking for, through database, the specialized hospital centers suggested by the Regions for the diagnosis and treatments of rare diseases.

CHRONIC AND INVALIDATING DISEASES (Exemptions for Pathology)

The chronic and invalidating diseases which give right to the payment exemption for the related health services are listed in the Ministerial Decree n.329/1999 and subsequent amendments and integrations. The Department of Health has a section dedicated to the “**Exemptions for chronic pathologies**” which also provides the citizens and health workers with a lot of useful information. Besides a “purposive guide to the exemption” and the relevant regulations, a user-friendly database is also available which allows to verify whether your disease gives right to the payment exemption and know the relevant code of exemption and the services you may require.

INVALIDITY

If your claim for invalidity is accepted, you are entitled to payment exemptions for some or all the Specialistic services (to get information on the exemption from paying the administration fee on medicines, pursuant to regional regulations, the patients have to address to the Region of origin.)

The categories of the disabled who may enjoy this benefit are hereunder listed (Ministerial Decree of February 1st 1991, art.6 and subsequent amendments and integrations)

The level and the degree of invalidity must be ascertained by the proper Medical Commission of the Local Health Service where the patient lives. The medical test represents the required condition to get the release of the exemption card.

| Categories of patients exempt from administrative fees | Free of charge services |
|--|--|
| Disabled ex-servicemen and for service belonging to categories from I to V, ex -convicts deported to the Nazi fields | All instrumental diagnostic and laboratory services and other services. |
| Registered disabled and industrial accident victims having a reduction of their earning capacity higher than 2/3 | |
| Registered disabled with helplessness allowance | |
| Blind and deaf-and-dumb persons | |
| Victims of Acts of terrorism or organised crime | |
| Disabled ex servicemen and for service belonging to categories from VI to VIII | Instrumental diagnostic laboratory services and other Specialistic services linked to the invalidating pathology |
| Industrial accident victims having a decrease of earning capacity lower than 2/3 | |
| Injured workers or those having an occupational disease. | |

INCOME

Some personal and social conditions linked to income, enable to obtain the exemption from the administrative fee (ticket), for outpatient Specialistic services (to get information for the payment exemption from the medical fee on medicines, pursuant to regional regulations, the Patient needs to enquire at the Region of origin).

The categories of citizen which have the right to this type of exemption are listed hereunder (Act 537/1993 and subsequent amendments).

| Categories of patients exempt from administrative fees | Free of charge services |
|---|--|
| Citizens under six and above sixty-five years, belonging to family unit with a total income not exceeding 36,151.98 euros. | All instrumental and diagnostic services and laboratory services as well as other Specialistic services. |
| Holder of social pensions and their dependents | |
| Unemployed and their dependents with a total income lower than 8,263.31 euros, and up to 11,362.05 euros when the spouse is included, and to further 516.46 euros for each dependent child. | |
| Holder of a social pension aged above sixty years and their dependents, belonging to a family unit with a total income lower than 8,263.31 euros, and up to 11,362.05 euros when the spouse is included, and to further 516.46 euros for each dependent child | |

N.B.

In order to get the exemption fee for income reasons, the applicant must consider the total income of the family unit, with reference to the previous year. This is the sum of the single incomes of the members of the family unit. Family unit for tax purposes means the person concerned, his/her spouse not legally separated and other dependent relatives (and not the person personal data).

Dependent relative means all relatives who are not physically independent, and who give right to the applicant to enjoy tax relief (as they are holders of an income lower than 2,840.51 euros).

Unemployed means exclusively a citizen that has terminated an employment for whatever reason (dismissals, resignations, termination of a temporary employment contract) and is registered as unemployed at the Labour Centre, waiting for a new job.

It is the responsibility of the physician to verify entitlement to the exemption, notify the person concerned and bring its code on prescription

BLOOD TESTS

All the tests on the biological samples of Arcella Medical Analysis Biolab S.r.l. are performed at the Service Laboratory "Rete Diagnostica Italiana - RDI S.r.l., based in Limena (PD) in Via del Santo 145/147, laboratory with UNI EN ISO 9001:2015 certified Quality System by Bureau Veritas, with SIGUCERT accreditation for Medical Genetics Ed. 2009 and UNI EN ISO 15189:2013 certification for Clinical Biochemistry and Immunometric, Hematology and Coagulation, Microbiology, Diagnostic Immunology, Medical Genetics, Pathological Anatomy exams.

For the complete list of services provided with type of sample, response days and rates applied, the Vademecum of RDI S.r.l., constantly updated, is available: WWW.RDI.ME

Rev. 9 del 05/2022