



Chart of health services

abstract version



Laboratorio di analisi cliniche

Laboratorio Sabin

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This information notice (drawn up in accordance with the requirements specified in ANNEX A to DGR no. 3484 of 07 November 2006) is intended as an information document addressed to patients and all stakeholders regarding the laboratory analysis activity provided by Laboratorio A. Sabin S.r.l. at the following locations:

LABORATORY:

Borgo Venezia district of Verona

Via Colonnello G. Fincato, 32
Tel.: 045 525770 - Fax: 045 533187

BLOOD SAMPLING CENTRE:

1. Golosine district

in Via Bassa, 25
Tel: 045 956584

2. Cerro Veronese

in via Lessini, 2
Tel.: 045 6785221



Borgo Venezia
location map



Golosine
location map



Cerro Veronese
location map

INTRODUCTION

The recent health care reform has substantially amended the Public Health Service. The legislative framework has changed profoundly: it requires more productivity, and together, the more quality and has initiated a process that aligns the public to private in a synergy ever closer. Even the political culture has changed (increased participation of citizens in economic and political life, the progressive recognition of the rights of citizens) and the “patient” deserves to be considered more and more “citizen-client” of the health service. The patient so far has been “object”, time care and attention, now of neglect or abuse and misuse, but always “object”. The customer now becomes “subject” individual, invested with dignity, critical thinking, discernment, freedom of choice. The Service Charter explicit and concrete this step, involving institutions and citizens through not only the quality of services offered but also through the quality check. It ‘an instrument of realization of that fundamental requirement of people is the right to health.

THE CHARTER OF SERVICES

With Directive of the Council of Ministers, in line with what has been achieved in other European countries to upgrade their public services and improve the degree of user satisfaction, introduced the “fundamentals” that should govern the relationship between the funders of services and citizens. Following this directive, all entities operating in the public health services must adopt and ensure the highest standard of quality and quantity of the service through the

adoption of a “Service Charter”) , essentially aimed at safeguarding the rights of the citizen, giving it the power to control the quality of services provided.

The Laboratory BIOS under the present Charter of the Services, in addition to providing detailed and timely information on how to access, allows the user to assess the quality as well as quantity, of its services and to formulate proposals. All this in order to allow a continuous monitoring and therefore the possibility of targeted interventions for the correction of situations of discomfort or malfunction

that may occur: that is, the improvement of the service in general through the identification of the communication channels more correct and procedures more effective to respond in the most appropriate way to the various health needs. BASIC PRINCIPLES

- Equality and Fairness - The services and benefits are provided in accordance with the same rules for everyone, regardless of age, sex, language, religion, social status, political opinions, health conditions.
- Respect - Every citizen of the user must be seen and treated with kindness, courtesy and attention in respect of the person and his dignity.
- Right to Choose - The citizen you are entitled, under applicable law, to choose among the subjects that provide the service.
- Participation - The citizen you have the right to submit complaints, requests, comments, to access information and to make suggestions to improve the service.
- Effectiveness and Efficiency - The services and benefits must be provided by the optimal use of resources, according to the latest quality standards, and applying all appropriate measures in order to meet the needs of the citizen possibly prompt user, avoiding forms of waste should be to the detriment of the community.
- Continuity - The payment of

benefits must be guaranteed with continuity and without interruption. If it is necessary, for imperative needs, temporarily suspend some services are adopted suitable measures to alleviate the hardships of the citizens. All this puts users at the center of the socio-sanitary, allows a more informed choice of place of care, as well as the ability to access, in the shortest time possible, in care of the highest quality regardless of social belonging, ideological, political, economic or age of the person concerned



about us

The "Laboratory Analysis A. Sabin" was founded in 1977 and has always operated in the field of clinical chemistry and microbiology. Until the end of 2002, it worked in the head office in Via Col. G. Fincato 36. In early 2003, it moved into its new head office in Via Col. G. Fincato 32. This shift was necessary because of the spaces that were becoming increasingly tight in the face of more and more users access and the need to put in a more organic the new instruments that were acquired as the basis of new methods applied. In this way we have tried to respond to the request, now felt in several sectors, to provide the customer/user service as much as possible appropriate to their needs, namely:

- Professionalism
- Rapid access to services
- Practicality

In this context, the laboratory is able to provide the customer/user a wide range of services, high professionalism of the people working in the building, documented also by their personal curricula, determining the constant updates and finally a practical use of the structure is due to the geographical location that the times of access. Currently, the laboratory has suitable equipment for the conduct of clinical analysis, biological, hormonal and haematological. The processing line of the Laboratory is constant, being requests for analysis and related methods well standardized products. As you know the service of laboratory medicine provides information obtained by chemical methods, physical and biological agents on cells or fluids of human origin for the purposes of prevention, diagnosis, and therapy monitoring of the disease course. The laboratory

is duly authorized to conduct its business, and is accredited in accordance with the law, with n° 3061 of 14/12/2010, with the Veneto Region, and is in fact equivalent to a public hospital laboratory. All the rooms are equipped with both the laboratory equipment specific to the type of use they are intended for both networked computers, telephones for internal and external communications. At present all staff, each for specific skills, is involved in the maintenance of standards of quality required by the certification according to UNI EN ISO 9001 in order to maintain a quality management system oriented to a continuous improvement of the service offered. In March 2013, the Clinical Laboratory Analysis A. Sabin has joined the network with two laboratories operating in Verona and (Prot N 2459911 of 10/06/2013 of the Veneto Region). The Laboratory GALLIENO (Verona) and the Laboratory SAN MARTINO (San Martino Buon Albergo). Laboratories Network maintain the premises in which you make the acceptance and withdrawals (pre-analytical phase) and are produced and deliver the reports (post-analytical phase). The execution of the tests (analytical phase) was concentrated in a single laboratory network is not open to the public at the Laboratory A. SABIN. The directors and technical staff of the laboratories in question continue to operate near the lab Network. The establishment of the network falls in the need to respond to the reorganization and rationalization of resources path from the Veneto region in terms of the criteria of efficiency, quality and cost.



service
information

Booking

For laboratory examinations, reservations are required

HOW TO BOOK

WEBSITE

You can book on www.laboratoriosabin.it

TELEPHONE

- All locations 045 525770

Monday to Friday from 10:00 to 14:00

Tuesdays and Thursdays from 16:00 to 18:15

- Golosine 045 956584

Monday to Friday from 11:00 to 12:30

- Cerro 045 7080777

Monday to Friday from 9:00 to 9:30 a.m.

WHATSAPP

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writing ONLY name+surname, date of birth, pick-up point and indicating whether exempt/ticket or paying prescriptions.

Opening times

Offices opening

Borgo Venezia:

Monday to Friday from 7.30 a.m. to 2 p.m. and 4 p.m. to 6.30 p.m.
Tuesdays and Thursdays; Saturdays from 7.30 a.m. to 12 noon

Golosine:

Monday to Friday from 7.30 a.m. to 12.30 p.m.;
Saturday from 7.30 a.m. to 10 a.m.

Cerro Veronese:

Monday to Friday from 7.30 a.m. to 9.30 a.m.

Blood samples

Borgo Venezia:

From 7.30 to 10.00, From Monday to Saturday

Golosine:

From 7.30 alle 9.30, From Monday to Saturday

Cerro Veronese:

From 7.30 alle 9.00, From Monday to Friday

Get the results

Borgo Venezia:

from 11 a.m. to 2 p.m. and from 4 p.m. to 6.30 p.m. on Tuesdays and Thursdays

Golosine:

from 10 a.m. to 12.30 p.m. Monday to Friday

Cerro Veronese:

from 9.00 a.m. to 9.30 a.m. Monday to Friday

Reports online on **www.laboratoriosabin.it**

Acceptance

Services in agreement with the S.S.R. (Regional Health System):
The Laboratory has an agreement with the S.S.R. for examinations included in the regional tariff nomenclature. The doctor's prescription order does not expire and must contain the following information

- date of issue of the authorisation
- first and last name of the patient
- health record and blue magnetic health card
- any rights to exemption from paying co-payments due to income, pathology, pregnancy indicated by the attending physician (the patient or Laboratory cannot change the data on a prescription form)
- examinations required (up to eight examinations may be prescribed on each prescription form and, if only some examinations are exempt, they must be prescribed on separate forms)
- stamp and signature of the doctor.

It will also be necessary to communicate at the reception desk the date of birth, residence and a telephone number needed by the Laboratory for any communications.

Private services:

It is possible to access the service privately, paying the cost of the entire service, with a clear prescription of the examinations to be performed. In this case no prescription is needed, but personal data and tax code are still required. The rates applied are available at reception.

Private service packages:

- On request, commonly used analysis profiles are available in reception for those wishing to perform a check-up privately at reduced rates*. It is recommended that you always share such requests with your attending physician. (*general profile, liver profile, kidney profile, rheumatology profile, infectious profile, thyroid profile).

