



Service Charter



EN Service Charter Abstract
R.5.03/2025

The first part of the paper discusses the importance of the research and the objectives of the study. It highlights the need for a comprehensive understanding of the subject matter and the role of the researcher in this process. The second part of the paper presents the methodology used in the study, including the data collection methods and the analysis techniques. The third part of the paper discusses the results of the study and the conclusions drawn from the findings. The final part of the paper provides a summary of the key points and offers suggestions for future research.

The research was conducted in a systematic and rigorous manner, following the principles of scientific inquiry. The data was collected from a representative sample of the population, and the analysis was performed using advanced statistical techniques. The results of the study are presented in a clear and concise manner, allowing for a thorough understanding of the findings. The conclusions drawn from the study are based on the evidence presented and are supported by the data.

The study has several limitations, which are discussed in the paper. These limitations include the sample size, the duration of the study, and the potential for bias. Despite these limitations, the study provides valuable insights into the subject matter and contributes to the existing body of knowledge. The findings of the study have important implications for practice and policy, and they provide a basis for further research in this area.

In conclusion, the study has shown that the research is a complex and multifaceted process that requires a deep understanding of the subject matter and a commitment to scientific rigor. The findings of the study are significant and provide a valuable contribution to the field. The study also highlights the importance of ongoing research and the need for a continuous effort to advance our understanding of the world around us.



Laboratorio Sabin
Via Colonnello G. Fincato, 32
Tel.: 045 525770 - Fax: 045 533187
laboratoriosabin.it

The first part of the paper discusses the importance of the research and the objectives of the study. It highlights the need for a comprehensive understanding of the subject matter and the role of the researcher in this process. The second part of the paper presents the methodology used in the study, including the data collection methods and the analysis techniques. The third part of the paper discusses the results of the study and the conclusions drawn from the findings. The fourth part of the paper discusses the implications of the study and the future research directions. The fifth part of the paper discusses the limitations of the study and the potential sources of error. The sixth part of the paper discusses the contributions of the study to the field of research. The seventh part of the paper discusses the ethical considerations of the study. The eighth part of the paper discusses the funding sources of the study. The ninth part of the paper discusses the acknowledgments of the study. The tenth part of the paper discusses the references of the study.

The Service Charter

The Service Charter of the Laboratory “A. Sabin” S.r.l. contains all necessary information for users to become familiar with and correctly utilize the services offered by the Laboratory. This charter aims to facilitate the relationship between the facility and its users by making the latter more actively involved. To achieve this, it provides essential information regarding the Laboratory’s organization, available services, access procedures, and the quality and improvement goals the Laboratory strives to achieve. Each point in the Service Charter is considered a formal commitment to our users by the “A. Sabin” Laboratory.

The following content is a summarized version of this information.



About us

The “A. Sabin” Laboratory, founded in 1977, has a longstanding commitment to excellence in clinical, chemical, and microbiological analyses. Over the decades, we have continuously evolved to meet the growing needs of our patients, combining professional expertise with cutting-edge technology to ensure rapid, reliable, and precise results. In 2003, we moved to our current facility at Via Colonnello G. Fincato 32 in Verona, expanding our services to accommodate increasing patient demand and advanced analytical equipment. Our laboratory is officially accredited by the Veneto Region, which equates our quality standards to those of public hospital laboratories. Additionally, since 2013, we have been active participants in the LAB3 Verona network, reinforcing our commitment to delivering quality healthcare services to our community.

Our Core Values

•**Equality:** We strongly believe in delivering high-quality healthcare services to every individual, ensuring equal access and opportunities for care regardless of race, gender, age, nationality, disability, religion, or economic status. Our commitment is to provide services that respect the dignity and individuality of each patient.

•**Impartiality:** All patients receive equitable treatment without any bias, ensuring fairness, consistency, and transparency across every service we provide. Decisions regarding patient care are strictly based on clinical needs and evidence-based practices.

•**Continuity:** We are dedicated to providing reliable, consistent, and uninterrupted healthcare services. We proactively anticipate and address potential disruptions, putting contingency plans in place to ensure minimal inconvenience to our patients, thus guaranteeing continuity and stability of care.

•**Freedom of Choice:** We respect and uphold patients' autonomy in choosing their preferred healthcare provider. Our goal is to earn your trust by consistently meeting your expectations, providing comprehensive information, and delivering outstanding quality of care.

•**Participation:** We strongly encourage and actively seek patient feedback, recognizing it as a valuable tool for continuous improvement. By involving patients in decision-making processes and service evaluations, we enhance our ability to deliver personalized and patient-centered care that truly meets individual needs.

•**Efficiency and Effectiveness:** Our team remains firmly committed to ongoing improvement in every aspect of our service delivery. We constantly optimize our processes, apply innovative practices, and leverage advanced technologies to ensure the highest standards of efficiency, effectiveness, and patient satisfaction. Our ultimate aim is always to achieve the best possible health outcomes for all those we serve.

Staff and Services Management

Our leadership comprises experienced professionals dedicated to maintaining the highest standards:

- General Director: Clara Socal
- Director of Laboratory & Clinical Chemistry/Hematology: Dr. Francesca Colella
- Director of Medical Services: Dr. Fernando Fraccaroli
- Quality Assurance & Data Protection Officers: Dr. Andrea Orsi and Dr. Silvia Lupatin

Who We Serve

Our laboratory is dedicated to providing comprehensive diagnostic services tailored to meet the specific needs of various patient groups and organizational clients. We proudly serve a diverse clientele, including:

- Private individuals seeking personal healthcare.
- Patients covered by the Regional Health System (SSR), providing accessible healthcare options.
- Insurance entities requiring trusted medical diagnostic services.
- Companies looking for reliable Occupational Medicine solutions.

Locations

Our laboratory and collection points are conveniently located to serve the community effectively:

Main Laboratory:

Borgo Venezia, Verona.

Via Colonnello G. Fincato, 32

Phone: 045 525770

Email: segreteria@laboratoriosabin.it

Collection Points:

Golosine: Via Bassa, 25,

Phone: 045 956584

Cerro Veronese: Via Lessini, 2,

Phone: 045 6785221

Zevio: Via Brigata Paracadutisti Folgore, 5,

Phone: 045 9788001



Map of the Borgo Venezia location



Map of the Golosine location



Map of the Cerro Veronese location



Map of the Zevio location

Commitment to Quality

Quality assurance is at the heart of everything we do. Our laboratory maintains high standards through rigorous internal and external quality controls, employing advanced analytical technology and sophisticated data management

systems. We emphasize transparency in every aspect of our operations, clearly communicating our pricing, test procedures, and timelines, ensuring that every patient understands and trusts our processes.



Our Services

- A. Laboratory Medicine
- B. Occupational Medicine

Privacy Policy:

We prioritize your privacy, rigorously adhering to GDPR regulations. Personal data is carefully protected, and test results are communicated via phone only upon explicit patient authorization.

A. Laboratory Medicine

1. Sampling Hours:

- Borgo Venezia: Monday-Saturday, 7:30-10:00
- Golosine: Monday-Saturday, 7:30-9:30
- Cerro Veronese: Monday-Friday, 7:30-9:00
- Zevio: Monday-Friday, 8:00-9:00

2. Report Collection:

- Borgo Venezia: 11:00-14:00, additionally Tuesday & Thursday from 16:00-18:30
- Golosine: Monday-Friday, 10:00-12:30
- Cerro Veronese: Monday-Friday, 9:00-9:30
- Zevio: Monday-Friday, 9:30-12:30 & 13:30-19:00

3. Appointments:

- Website: www.laboratoriosabin.it
- Central Phone: 045 525770
- WhatsApp: 339 7189215 (Please include your full name, date of birth, chosen collection point, and type of service required)

4. Available Services:

- Services covered by SSR (medical prescription required)
- Private healthcare services (no prescription necessary; personal data and tax code required)
- Customized health check-up packages available at competitive rates

B. Occupational Medicine

We offer comprehensive Occupational Medicine services that can be conducted at company locations or at our laboratory facilities. Scheduling is flexible and designed to meet the convenience of both businesses and employees.



Correct Test Preparation and Sample Collection

General Guidelines for Blood Tests

- **Fasting:** Typically, an 8-12 hour fast is necessary; drinking plain water is allowed.
- **Avoid Prior Activities:** Avoid alcohol, smoking, intense physical activities, and stressful situations for at least 12 hours before sampling.
- **Medications:** Discuss with your healthcare provider whether medications should be paused or continued before testing.

Specific Guidelines

- **Prothrombin Time (PT-INR):** Avoid consuming dark green vegetables, legumes, liver, and chocolate before testing.
- **Prolactin:** Rest for at least one hour before sample collection.
- **Renin-Angiotensin-Aldosterone Test:** Requires fasting and specific physical preparation (lying or standing), as instructed.
- **Urine Tests (Routine and Cultures):** Midstream collection is essential after thorough cleansing; sterile containers must be used.
- **24-Hour Urine Collection:** Collect urine over a 24-hour period, keeping it refrigerated or cool; record the total volume collected.
- **Sperm Analysis:** Abstain from sexual activity for at least three days prior; use sterile containers.
- **Microbiological Swabs:** Avoid antibiotic treatments for 4-6 days before collection; refrain from washing or cleaning the area excessively.
- **Pap Test and Thin Prep:** Do not schedule during menstrual periods, avoid sexual intercourse, vaginal medications, and douching for 24 hours prior.
- **Stool Tests:** Avoid certain medications and ensure samples are free from urine contamination.
- **Parasite and Infection Tests:** Multiple samples collected on consecutive days may be required.

For comprehensive details on each specific test and additional preparations, please visit the laboratory's official website at www.laboratoriosabin.it.

