

CLINICAL MICROBIOLOGY LABORATORY UNIT

GUIDE TO SERVICE

MISSION

In carrying out examinations and performing service, the Laboratory Unit is concerned about Quality. Its Mission is to work out laboratory investigation on several kind of samples (blood, urine and other biological liquids) in order to provide accurate and reliable data, useful to work out diagnosis, defining and monitoring patient's therapy. Service is provided for inpatients and outpatients during regular daily working hours, while during the night, week-end and festivities, only urgent activity for inpatients is provided.

The Unit is committed to:

- Identify and satisfy patients' needs in order to improve quality
- Implement programs allowing product process operation improvement
- Comply with current and future specific regulations, ensuring privacy in accordance with Italian Privacy Code (L. 196/03)
- Ensure professional training to the staff at any level, allowing them to attend in-house and external events (workshop, congresses, courses)

VISION

- to carry out the accreditation process in accordance with regional regulation
- to analyze cooperation opportunities with other laboratories and family doctors
- to work out new laboratory techniques in order to perform new no-routine tests

GENERO1 AU 2.1

The Lab operates since the 70s, working for both the National Health Service and private citizens coming from any region.

Since the beginning, the Lab has strictly complied with regulations, both from technological and organizational point of view, in order to adapt internal operation processes to ensure the main target: to provide a qualified service for the patient.

Technological updating has always been pursued, thanks to the implementation, in the early 80s, of an IT system, the acquisition of innovative equipment such as the hematological analyzer "ADVIA 120" (the first installation in the world at the time) and carrying out new set of tests.

Since the target is the patients' satisfaction (both inpatients and outpatients), service standard is constantly improved by:

- optimizing organizational flows both inside and outside the hospital
- increasing the motivation, the involvement and the training of the staff
- ensuring transparency

- promoting internal and external quality inspections in regard to analytical determinations

Services provided:

1. front-line activities, booking of special examinations, admission, ticket payment and working out of medical report
2. drawing of samples and reception of biological material
3. tests execution with valuation of results (quickness and reliability are ensured)
4. test execution of microbiological samples (tampons), worked out in cooperation with Obstetric-Gynaecology Unit

The Lab, serving all Hospitalization Units of the hospital, provides clinical tests for several pathologies such as:

- Allergology
- Andrology
- Auto-immunology
- Molecular biology
- Cardiology
- Clinical chemistry
- Coagulometry
- Hematology
- Endocrinology
- Enzymology
- Immunohematology
- Infectology
- Microbiology and parasitology
- Pregnancy Microbiology
- Pharmacological monitoring
- Cancer monitoring
- Urinology
- Tests on different kinds of biological material

The Lab can execute up to 113 specific tests and researches in order to diagnose pathologies or not-routine morbidity situations such as the "Gastropanel" test, recommended for ulcer pathology or "Food scan" tests in order to detect IgC antibodies in foods.

For very complex tests, the lab has outsourced the service to a certified Laboratory, in order to preserve the highest levels of accessibility for patients, as required by Regional Regulation (DGRV 88 18 January 2000)

Micro-biological monitoring is provided for Operation Rooms and Delivery Room.

The Laboratory Unit is located on the main floor – block B.
Tel. 0412906434 e-mail laboratorio.analisi@ospedalevillasalus.it

OUTPATIENT ACTIVITIES - drawing station

Hours of activity

- Monday – Friday from 07.00 to 09.30 a.m.
- After 9.30 a.m. only urgent cases are allowed, if required by medical doctor or other specialist

Admission station is located at main floor – block B

At the admission, the following data are entered into the information system:

- Date and admission number
- Name, surname, date of birth, fiscal code, Health card number or STP, address, telephone number
- Required examinations
- Date of delivery of the medical report (a copy of the form/coupon is given to the patient)

Privacy

The patient is informed about sensible information treatment, in accordance with D.L.vo, 196/03

Payments

Payment is due at the admission where an invoice is issued (VAT exemption – art. 10 n. 18 D.P.R. 633/72)

How to collect the medical report

Medical reports can be collected at the "Ritiro Esami" Office. The coupon must be produced by the patient or another person acting on behalf of the patient when a proxy is provided.

The "Ritiro Esami" Office is located at the main floor – block A of the hospital (Monday – Friday from 8:00 to 18:00. Saturday from 9:00 to 12:00)

Technicians and Physicians are available for any request regarding tests and examinations performed or to be performed (Monday – Friday from 09.00 to 12.30 even by telephone at the number 041/2906434)

GENERO1 AU 2.3

ORGANIZATION CHART

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|------------------|----------------------------|-----------------|--|
| Head of the Unit | Dr. Lorenza Della Giustina | Tel. 0412906417 | l.dellagiustina@ospedalevillasalus.it |
| Biology Manager | Dr. Eva Toscano | Tel. 0412906420 | Staff.laboratorio@ospedalevillasalus.it |

Technical staff

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|-------------|--|-----------------|--|
| Coordinator | Ceccato Paolo | Tel. 0412906415 | laboratorio.analisi@ospedalevillasalus.it |
| Technicians | Busso Claudio Maiorano Renato Parente Giuseppe Perich Silvana | | |

Microbiology

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|-----------------|-----------------------|----------------|--|
| Biology Manager | Dr.ssa Dianella Rossi | Tel. 041296441 | microbiologia@ospedalevillasalus.it |
| Technician | Marini Fabio | | |

Secretary

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|--------------|--|-----------------|----------------------|
| Coordinators | Ceccato Paolo/Vidotto Lucetta | Tel. 0412906434 | Tel / Fax 0412906694 |
| Staff | Busato Rosa Colledan Claudio Gallo Adriana La Rosa Luisa Tomaelo Roberto | | |

Drawing station

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|-----------------|---|-----------------|--|
| Coordinators | Ceccato Paolo/Vidotto Lucetta | Tel. 0412906435 | |
| Nurses | Costa Isabella Marcon Linda Silvestri Lucia | | |
| Ancillary Staff | Meneghel Marisa Miele Angela | | |

The Head of the Unit