

Dear Madam, Dear Sir

We extend our cordial greetings and take this opportunity with this brochure to let us know better and to give you some useful information in order to make access to our facility easier and faster.

For this purpose, the staff in service, Administrative and Healthcare, will always be at your disposal in the name of familiarity and courtesy, with discretion and professionalism.

Please also fill in the questionnaire, available in the Laboratory, to which you can add your suggestions in a completely anonymous way. Such advice, valuable to us, will allow us to better respond to the needs of our customers and improve our service.

Best regards.

M. Z. Analysis Laboratory

### Presentation of the laboratory

The MZ clinical chemical analysis laboratory, affiliated and accredited with the National Health Service, began its activity in 1972 and since then has continuously expanded and improved its diagnostic sectors based on the needs of its customers and the requests of general practitioners and specialists in order to offer an always up-to-date qualified and reliable service.

The laboratory is spread over an area of 535 square meters on the ground floor. The structure is free of architectural barriers and has a convenient parking in front.

Laboratory analysis services are currently provided on behalf of the National Health Service in the following sectors:

- Hematology
- Coagulation,
- Clinical Chemistry,
- Serology
- Immunology,
- Allergology,
- Food intolerances,
- Hormonal diagnostics,
- Microbiology,
- Molecular biology,
- Occupational medicine

The MZ laboratory is equipped with a modern customized computer system that uses a Linux operating system that makes use of a central unit (Server) and a large number of analyzers automatically connected to it. This constitutes an important part of the entire activity as it ensures the planning and organization of work in each sector, the development of useful statistics for the control and verification of production processes and finally the administrative and accounting management of the company. Personal data relating to patients are stored in accordance with the laws in force and are protected for the purposes of their safety, integrity and confidentiality even under the constraints of professional secrecy.

The laboratory participates in programs for intra and extra laboratory quality control (VEQ).

### Access mode:

No reservations are required for laboratory tests, while it is useful to follow the instructions for preparing for the exams collected in the brochures placed in the waiting room. For home withdrawals it is necessary to make an appointment by calling our secretariat at:

0732 / 21106-21161

during the opening hours of the laboratory:

- from Tuesday to Saturday from 7.30 to 13.00.

- from Tuesday to Friday from 15.00 to 17.30.

To carry out laboratory analysis services, it is necessary to have:

- binding with required tests correctly completed by the doctor
- health card

All services can be performed either in agreement with the National Health Service or privately. The rates are those in force in the Marche Region Rate List and can be consulted in the waiting room. Eligible patients can take advantage of the exemption for income or pathology by showing the doctor's prescription. The payment of the services can be made by debit card and credit card upon acceptance.

The sampling room is operational:

from Tuesday to Saturday from 7.30 to 11.00.

The delivery of the reports takes place:

- from Tuesday to Friday from 15.00 to 17.30.

- On Saturday from 11.00 to 13.30.

Patients and the treating or referring physician, if authorized, can consult the reports "online" on our website [www.mzanalysis.it](http://www.mzanalysis.it) by accessing the individual credentials (code and password) provided at the time of acceptance.

### Fundamental principles of health care

**EQUALITY:** equal services are provided to all citizens, regardless of age, sex, ethnicity, language, nationality, religion, political opinions, customs, physical or mental, economic conditions, etc.

**IMPARTIALITY:** all citizens are guaranteed fair behavior, both on the part of the services and on the part of the laboratory staff with the utmost respect and mutual kindness.

**RIGHT OF FREE CHOICE:** every citizen, with the request of the NHS Doctor, can exercise the right of free choice by contacting the chosen Accredited Facility directly.

**PARTICIPATION:** the user has the right to collaborate with comments and suggestions to the improvement of the performance and service provided by the structure.

**EFFICIENCY AND EFFECTIVENESS:** the laboratory staff undertakes to guarantee efficiency and effectiveness, adopting all suitable measures to achieve this objective.

**RIGHT TO PRIVACY:** Various minimum and suitable security measures are adopted in the laboratory as required by art. 32 of the EU Regulation on the protection of personal data RGPD 2016/679.

In particular, a Totem has been set up that distributes admission tickets and a window that delimits the minimum distances and access to the patient reception desk. During the acceptance phase, the patient is informed about the privacy policy (Article 13 paragraph 1 of the EU Regulation RGPD 2016/679), also displayed in the waiting room of the laboratory, inviting him to sign his free, specific, univocal and unequivocal consent to the processing of their personal and sensitive data. The personal data that are provided to us are essential to provide the required diagnostic services and to fulfill all the administrative and health obligations provided for by our operating procedures and in compliance with current legislation. These data are stored in our archives according to technical and organizational rules aimed at the security, integrity and confidentiality of the data processed. The results of the analyzes carried out in our laboratory are delivered, in a sealed envelope, directly to the patient or in the cases provided for by law, subject to written authorization and signed by the patient, to a specifically delegated person.

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