

SERVICE CHARTER

TOMA Advanced Biomedical Assays S.p.A.

Single member company - Subject to management and coordination by Impact Lab S.p.A.

Via Francesco Ferrer 25/27 · 21052, Busto Arsizio (VA)

Tel: 0331-652911 · Fax: 0331-652919 www.tomalab.it toma@tomalab.com

C.S. € 2,050,000.00 - Unique SDI no. W7YVJK9 Varese Chamber of Commerce, Economic

Administrative Index no. 155894 Tax ID Code and VAT no. 00772010120



*Certification **ISO 9001:2015** Laboratory Medicine Service:*

- *General Clinical Laboratory with specialist areas of Clinical Pathology, Microbiology and Virology*
- *Specialist Laboratory of Pathological Anatomy and Somatic Molecular Diagnostics*
- *Specialist Laboratory of Medical Genetics with specialized areas of Cytogenetics and Molecular Genetics, with Forensic Genetics section*
- *Transversal support services for Laboratory Medicine*



***SIGUCERT 2018:** trademark registered by the Italian Society of Human Genetics (SIGU). The SIGUCERT Certification represents the guarantee for users that the Medical Genetics Laboratory (Molecular Genetics and Cytogenetics) operates with the highest level of quality, having implemented methods for the systematic evaluation of quality and activated effective tools for monitoring the quality of the services provided.*



*Accreditation of the standard **UNI EN ISO 15189:2024** Medical Laboratory n°02013 for some tests of Molecular genetics, cytogenetics and pathological anatomy. Accredited exam details on www.tomalab.com in the "Certifications and Accreditations" section UNI EN ISO 15189 "accredited exams" and "list of detail".*

TOMA Advanced Biomedical Assays S.p.A., a private structure accredited with the S.S.N. belonging to ATS Insubria it is reclassified according to DGR 7044.

Three Clinical Laboratories pertain to Entity TOMA:

- General Clinical Laboratory with Clinical Pathology and Microbiology and Virology
- Pathological Anatomy Specialist Laboratory with Somatic Molecular Diagnostics
- Specialist Laboratory of Medical Genetics with Cytogenetics and Molecular Genetics which also includes an area dedicated to Forensic Genetics.

Toma Lab - Care through genomics

Società unipersonale
Soggetta a direzione e coordinamento di Impact Lab S.p.A
CCIAA Varese REA 155894
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Codice univoco SDI: W7YVJK9
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Sede Legale

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tomalab@pec.it
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Direction

Legal Representative and Chief Executive Officer: Eng. Rosario Bifulco

Laboratory Director: Dr.ssa Grazia Letizia Puccetti

Laboratory Directors

GENERAL CLINICAL SPECIALIST LABORATORY with Clinical Pathology and Microbiology and Virology

Responsible Director: Dr.ssa Grazia Letizia Puccetti

PATHOLOGICAL ANATOMY SPECIALIST LABORATORY with Somatic Molecular Diagnostics

Responsible Director: Prof. Gaetano Pietro Bulfamante

SPECIALIST MEDICAL GENETIC LABORATORY with Cytogenetics and Molecular Genetics

Responsible Director: Dr.ssa Francesca Dulcetti

SERVICES PROVIDED

1. Sampling center- via F.Ferrer 25/27, Busto Arsizio

Open: from Monday to Friday from 7:00 am to 1:00 pm and from 05:00 pm to 06:00 pm

Saturday from 07:00 am to 12:00 pm

Laboratory tests

Pick-up without appointment: from Monday to Saturday from 07:00 am to 10:00 am

Medical report collection: from Monday to Friday from 07:00 am to 13:00 am, from 05:00 pm to 06:00 pm, Saturday from 07:00 am to 12:00 pm.

Home withdrawals: in dedicated time slots

An appointment is required for the collection of samples for the dosage of narcotic / psychotropic substances and for molecular testing related to the SARS CoV-2 virus (COVID) : telephone number 0331-652911 from Monday to Friday from 10: 30 am to 01: 00 pm / from 02: 00 pm to 4: 00 pm, or by e-mail at segreteria@tomalab.com

Genetic tests, LUCE, Panorama and Harmony tests,

Pap tests, cervico-vaginal-rectal-urethral swabs

ONLY by appointment: telephone number 0331-652911 from Monday to Friday 10: 30 am to 01: 00 pm / from 02: 00 pm to 04: 00 pm, or by e-mail at segreteria@tomalab.com

2. Toma sampling point at the La Salute Polyclinic of Turbigo (MI) in Via Fredda 9 - 20029 Turbigo (MI)

Collection times without appointment: Monday to Saturday from 07.30 to 10.00 am

Report collection times: Monday to Saturday from 10:00 to 10:30 am

Genetic tests are performed upon reservation and pre- and post-test counseling with a medical geneticist is guaranteed. The booking method can be made by calling 0331/652911 or by email to segreteria@tomalab.com.

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3. Toma sampling point at the Fisio Med Service Polyclinic in Via Monterosso n.24 entrance via Sciesa, Gallarate (VA)

Collection times without appointment: Monday and Thursday from 07.30 to 09.30 am

Report collection times: Monday and Thursday from 5.00 to 5.30 pm

4. Toma sampling point Varedo in Via Andrea Solari, 33, Varedo (MB)

Collection times without appointment: Monday to Saturday from 07:30 to 10:00 am

An appointment is required for the execution of glucose load curves on Tuesdays and Thursdays. The reservation can be made by calling 0331/652911 or by email to segreteria@tomalab.com.

Report collection times: Monday to Saturday from from 07:30 to 10:00 am

5. Toma sampling point Cesano Maderno in Via Dante Alighieri, 71, Cesano Maderno (MB)

Collection times without appointment: Monday to Saturday from 07:30 to 10:00 am

An appointment is required for the execution of glucose load curves on Tuesdays and Thursdays. The reservation can be made by calling 0331/652911 or by email to segreteria@tomalab.com.

Report collection times: Monday to Saturday from 2:30 alle 4:30 pm

6. Toma sampling point at the AVI MEDICINA DEL LAVORO s.r.l, Via Vittorio Veneto, 24/A, Carnago (VA)

Collection times without appointment: Monday to Friday from 07.30 to 09.30 am

Report collection times: Monday to Friday from 09.30 to 10.30 am

7. Home services

The home sampling and collection service is offered throughout the national territory: in the areas surrounding Busto Arsizio for clinical biochemistry tests, throughout the national territory for genetic tests. To request it, call 0331-652911 from Monday to Friday 10: 30 am to 01: 00 pm / from 02: 00 pm to 4: 00 pm, or by e-mail at segreteria@tomalab.com. In the case of services that include pre- and post-test consultancy, this will be offered online.

ACCEPTANCE PROCEDURES

The services are provided following:

- request from a general practitioner or specialist
- by free will of the user

The **rates** of the services in agreement with the SSR are identical in both public and private structures that have an agreement.

Patients between the ages of 14 and 65 years are required to pay the ticket for each individual service in accordance with the regional tariff for a maximum of € 36 per prescription (8 tests per prescription).

The payment of the ticket must be done when the invoice is issued.

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Patients with exemptions for pathology, age and income reported on the referral are exempt from the ticket.

SERVICES PROVIDED

For the complete list and details of the services provided in the Laboratory, it is possible to check the website www.tomalab.it on the page exams.

Furthermore, upon acceptance the following are present in paper form:

- the document LIST OF SERVICES where it is specified whether these services are performed on site or in the service and the reporting times;
- information on the methods of preparing the User for the sampling/collection of the biological sample, also in multilingual version, specifying the acceptability criteria of the biological sample and the methods for repeating the sampling or collection of the sample.

The usability of the services is in any case guaranteed to all citizens, to ethnic or linguistic minorities and the deaf.

TOMA offers free containers for collecting biological samples to users both at the Headquarters and at the Sampling Point.

REPORTING TIMES

On our portal www.tomalab.it and in the LIST OF SERVICES document, the relative execution times are specified for each exam.

For all exams, compliance with the maximum reporting times established by the Lombardy Region is guaranteed.

WITHDRAWAL OF REPORTS

The day of collection is specified on the appropriate forms delivered at the time of acceptance.

There are several ways to collect the report:

- ✦ Direct collection of the report at the reception desks at set times
- ✦ By e-mail with dedicated credentials
- ✦ On the web: on our portal www.tomalab.it there is a reserved area where you can print the report using dedicated credentials

EQA

The Laboratories participate in internal and external Quality control activities promoted by the Lombardy Region.

For the General Clinical Laboratory there are specific external evaluation programs promoted by ProBioQual and QCMD.

For the Specialist Laboratory of Pathological Anatomy there are specific external evaluation programs promoted by the UK NEQAS, EQMN and GenQA.

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For the Specialist Laboratory of Medical Genetics there are specific external evaluation programs promoted by the Istituto Superiore di Sanità, EMQN and GenQA and CTS

PRIVACY

Compliance with the European Data Protection Regulation nr 2016/679 (GDPR) is guaranteed.

231 MODEL

An organizational model has been adopted, in compliance with Legislative Decree June 8, 2001 no. 231, appointing a Supervisory Body.

CUSTOMER SATISFACTION

The Responsible Director of the Laboratory and the Managers of the Specialized Sections are available to patients for any clarification and elucidation. Any reports or requests can be sent using the email address ufficio.qualita@tomalab.com

RIGHTS AND DUTIES OF PATIENTS

TOMA Advanced Biomedical Assays S.p.A. provides services to the community in compliance with the legal and ethical standards that protect patients' rights, inspired by the principles established by the Directive of the President of the Council of Ministers of January 27, 1994 and by the European Charter of Patients' Rights enunciated in 2002 by [https://www .activecitizenship.net/](https://www.activecitizenship.net/)

The rights of patients

- 1. Right to care:** every person has the right to receive appropriate and evidence-based services, with professionalism and attention, without discrimination based on age, gender, race, language, religion and political opinion.
- 2. Right to respect for time:** everyone has the right to know the times in which they can receive services, as well as to be promptly notified in the event of problems or delays.
- 3. Right to participation and information:** every person has the right to participate in an aware, active and safe way in the service. Everyone has the right to be informed about their health conditions, the benefits and risks, the possible alternatives, any existing paths.
- 4. Right to Participation, Free Choice and Informed Consent:**

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- ✦ each person has the right to choose between different procedures for the provision on the basis of adequate information, communicated in an understandable and timely manner, which allows them to express informed consent.
 - ✦ everyone has the right to be accurately informed and to express their consent regarding participation in clinical trials;
 - ✦ the patient also has the right to totally or partially refuse to perform the proposed tests and to be informed about the consequences of the refusal and about the alternatives.
5. **Right of second opinion:** every patient has the right to request a consultation from another professional, in order to have a medical opinion on their clinical situation, also through the evaluation of health records.
6. **Right to privacy and confidentiality:**
- ✦ every patient has the right to respect for their confidentiality in the performance of medical and assistance services and in the processing of personal data;
 - ✦ the patient also has the right to prohibit the disclosure and dissemination of information relating to his state of health to persons other than those indicated by him.
7. **Right to avoid unnecessary suffering and pain:** Every person has the right to avoid as much suffering as possible, at every stage of their illness, through appropriate pain assessment and management.
8. **Right to patient-centred care:** every person has the right to diagnostic-therapeutic programs that are as suitable as possible for their personal needs and to dignified and human assistance in all phases of treatment.
9. **Right to access to clinical documentation:** every patient has the right to receive a written clinical report in an understandable way, with useful information for the continuity of care. Furthermore, every patient has the right to request a copy of their clinical documentation.
10. **Right to express one's opinion:** every person has the right to express his or her opinion through the methods made available and to contact the appropriate office if he/she deems one's rights violated.

The duties of patients

All patients belonging to the Toma Laboratory, in the spirit of a relationship of mutual trust, have the duty to:

1. maintain a responsible and respectful attitude towards other patients, staff, environments and equipment, to collaborate with staff;
2. comply with the behavioral instructions received, in order to facilitate the success of the service;
3. communicate with healthcare personnel with transparency and trust, expressing any doubts about the proposed tests, so as to actively foster a relationship of trust.

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