

SERVICE CHARTER

Legislative Decree of 12 May 1995, No. 163

SYNLAB Lazio s.r.l. Presidio of Via San Polo dei Cavalieri

ROME (RM) – Via San Polo dei Cavalieri n° 20

POLYAMBULATORY AND LABORATORY CLINICAL ANALYSES

The Medical Director is Prof. Stefano Angelo Santini

The Technical Director is Dr. Gianna Bertolami

WHO WE ARE

SYNLAB is part of SYNLAB Holdco GmbH, the largest network of medical diagnostic laboratories in Europe, established in 2015 through the merger of the SYNLAB and LABCO groups.

SYNLAB is the European leader in medical diagnostic services, offering a comprehensive portfolio of Laboratory Medicine services for patients, physicians, healthcare facilities, and the pharmaceutical industry. SYNLAB combines the strengths of an international network with the advantages of a local diagnostic provider. This enables us to remain close to the communities we serve and to deliver tailored services and expert support that reflect local needs and specific regional characteristics.

SYNLAB Italia is a nationwide network of laboratories, supported by blood collection centres and multidisciplinary diagnostic centres of excellence, ensuring extensive service coverage throughout Italy. This diagnostic network introduces an innovative and integrated approach to medical innovation, disease prevention, and healthcare delivery, in line with the highest European quality standards.

Today, SYNLAB represents the leading integrated diagnostics group in Italy and serves as the primary partner for laboratory diagnostic services for numerous medical specialists and client laboratories.

SYNLAB Lazio S.r.l. provides healthcare services both under accreditation with the Italian National Health Service (NHS) and on a private-pay basis.

The company operates throughout the Lazio Region with 19 primary-care laboratories and 11 Medical Centers.

The Via San Polo dei Cavalieri Facility became part of the SYNLAB Group in 2018. On 28 October 2019, through Regional Decree DCA No. U00443, the Lazio Region approved the transfer of the institutional accreditation and operating authorization for the outpatient healthcare facility located at Via San Polo dei Cavalieri No. 20, 00159 Rome, from Mycete S.r.l. to SYNLAB Lazio S.r.l.

On 8 September 2020, the Lazio Region authorized the structural expansion of the facility with the following service profile:

- General Clinical Laboratory with specialized sections in Toxicology - Microbiology and Virology – Cytology – Histology
- Multispecialty Outpatient Clinic providing the following specialties: Angiology – Cardiology – Dermatology – Hematology – Endocrinology – Gastroenterology - Gynecology and Obstetrics – Pulmonology - Orthopedics and Traumatology - Otorhinolaryngology (ENT) - Urology

Following this authorization, the facility at Via San Polo dei Cavalieri No. 20 became the HUB laboratory of the ATI SYNLAB Lazio, where all pre-analytical, analytical, and post-analytical activities are performed.

Services are provided through both the National Health Service and private healthcare channels, ensuring full integration of service delivery.

The facility holds UNI EN ISO 9001:2015 Quality Management System certification and operates within the territorial jurisdiction of ASL Roma 2.

Certificates issued by the certification body can be viewed and downloaded from the Company's website at the following link: <https://www.synlab.it/chi-siamo/sistema-di-qualita.html>

INTRODUCTION

The Service Charter is a tool through which SYNLAB Lazio S.r.l. aims to provide its patients and clients with a means of verifying the commitments undertaken by the organization and ensuring that such commitments are fulfilled.

This document is intended to promote transparency regarding the services and healthcare activities provided, while encouraging the active participation of users in the continuous improvement of the quality of care and services offered.

To support this objective, feedback and suggestion forms are available at the facility, allowing users to submit comments, observations, and recommendations that may help us better meet their needs and expectations.

The Service Charter is updated at least annually and whenever significant changes occur.

This Service Charter is available to users both at the facility and on the Company's website at the following link: <https://www.synlab.it/chi-siamo/amministrazione-trasparente.html#synlaz>

OUR PRINCIPLES

Equality and Impartiality

We provide our services according to equal rules for all, without discrimination based on age, gender, language, religion, social status, political opinions or health conditions.

Respect

The patient is at the centre of everything we do. We listen to and assist users with courtesy, care and attention, respecting everyone and their dignity while striving to understand and meet their needs.

Continuity

We guarantee continuity of service through punctuality and consistently high-quality standards.

Freedom of Choice

We inform patients of their right to freely choose the healthcare provider that best meets their needs.

Participation

Users are encouraged to contribute with suggestions, comments and commendations that may help improve service quality.

Innovation

We believe that innovation in products, services and organizational processes is essential for maintaining leadership and excellence.

Efficiency and Effectiveness

We pursue continuous improvement through the optimal use of resources and adherence to the most up-to-date quality standards.

Recognition of Merit

We value professional expertise, personal integrity and technical skills, promoting the development and growth of every member of our organization.

QUALITY POLICY



Our vision

Leadership through Excellence in Service to Patients and the Medical Community.

Whether supporting patients or healthcare professionals, SYNLAB is a leading provider of laboratory and diagnostic services. Our ambition is to set quality standards that exceed customer expectations, delivering services characterized by expertise, reliability, and a strong focus on individual needs. Our professional approach, combined with a genuine commitment to customer care and support, enables us to provide accurate and reliable diagnostic results that create real added value for patients, physicians, and healthcare organizations. At SYNLAB, we are committed to continually going beyond expectations by investing in the development and enhancement of our service network. We place medical excellence, diagnostic innovation, and population health solutions at the heart of everything we do, making a meaningful contribution to the well-being of the communities we serve.

Our mission

To provide diagnostic insights that support health, prevention and well-being.

Our goal is to provide customers with a reliable foundation for making the best possible therapeutic decisions. We offer the highest standards of personalized laboratory diagnostic services and establish innovative quality benchmarks. SYNLAB is the undisputed leader in the European diagnostic market and makes an essential contribution to the protection of public health through a comprehensive service offering. Through our international network of experts, we drive scientific innovation and deliver cutting-edge laboratory and outpatient diagnostic services.



Our Values

- Passion
- Responsibility
- Customer Centricity

We enjoy a special relationship with our customers, characterized by openness, honesty, respect, and trust. We act with integrity in the best interests of our partners and uphold strong ethical principles in everything we do. We provide a safe environment where all stakeholders feel welcome and in good hands. SYNLAB is transparent, and our communication is clear, direct, and straightforward.

We do what we say, and we approach every activity with enthusiasm, commitment and passion.

Commitment to Compliance and Continuous Improvement

Ensuring compliance with all applicable requirements and a commitment to continuous improvement SYNLAB is committed to meeting all applicable requirements, whether mandatory or voluntary. Through its healthcare and diagnostic professionals, SYNLAB operates in accordance with good professional practice and adheres to the highest relevant quality standards. As the organization continues to evolve and expand, we work continuously to maintain the effectiveness of our Quality Management System (QMS) and processes. We are committed to ongoing improvement, constantly seeking opportunities to enhance our QMS and services, and to deliver ever-greater value to patients, healthcare professionals, and all stakeholders.



ACCESSIBILITY

Via San Polo dei Cavalieri No. 20 – 00159 Rome (RM)
Tel. 06/4386280 – mycete@synlab.it - Certified Email PEC synlablaziosrl@legalmail.it

Users may access services either on a private basis or under agreement with the Italian National Health Service (SSN). Services are available both by appointment and on a walk-in basis through the following channels:

- In person at the reception desk during the indicated opening hours;
- By calling 06/4386280 during the indicated hours;
- Online via the website: <https://online.synlab.it/syn/#/home> (for selected Medical Center services only);
- Through the dedicated SYNLAB App (for selected Medical Center services only);
- Through the Regional ReCUP booking system for outpatient services covered by the SSN.

Some tests and examinations require specific preparation.

For certain Medical Center services booked online, users will receive a booking confirmation that includes a reminder to check any preparation instructions indicated in the appointment details.

For appointments booked in person, preparation requirements will be explained verbally by the Front Office staff and provided in printed form together with the appointment reminder.

For appointments booked by telephone, preparation requirements will be explained verbally.

For laboratory medicine services, preparation instructions can be viewed and downloaded from the company website at the following link: <https://www.synlab.it/come-prepararsi-alias.html>

HOW TO REACH US

The area is served by several public transportation routes. The facility can be reached by:

- Bus route 111 (towards Sacco)
- Bus route 163 (towards Rebibbia)
- Bus route 544

The area is also served by Metro Line B, with the nearest station being Tiburtina.



SERVICE STANDARDS AND IMPROVEMENT OBJECTIVES

The objectives that SYNLAB Lazio Srl pursues daily are as follows:

- ✓ To ensure the effectiveness and efficiency of business processes and the quality of services provided using appropriate professional and technological resources;
- ✓ To maintain and continuously improve the Quality Management System;
- ✓ To preserve institutional accreditation and healthcare authorization;
- ✓ To meet users' needs about the types and volumes of services requested;
- ✓ To ensure respect for patients' time and dignity through:
 - convenient and extended opening hours;
 - transparent and reliable booking procedures;
 - adherence to scheduled appointment times;
 - a comfortable, clean environment that guarantees privacy during service delivery;
 - professionalism, courtesy, and a willingness to provide adequate information by all staff members;
 - protection of personal data and privacy;
 - same-day reporting for the main routine laboratory tests.
- ✓ To achieve and maintain the planned product and service standards with the aim of pursuing continuous improvement.

SYNLAB Lazio Srl is committed to the ongoing enhancement of its services and healthcare activities to better meet patients' needs. To this end, the company has developed quality standards that enable continuous monitoring of the services and activities provided.

For this purpose, several Quality Indicators have been identified and grouped into key operational areas. For each indicator, specific standards have been established that the company is committed to meeting. Any deviation from these standards is continuously monitored using information technology tools, with the goal of ensuring the ongoing improvement of the services offered. The overall evaluation of the Company's performance and the results achieved is subject to an annual Management Review conducted by senior management.

Below is a representation of selected quality indicators:

Indicator	Unit of Measure	2025 Result	2025 Target	2026 Target
Average waiting time for registration	Minutes	15 minutes	< 18 minutes	Maintain current performance
Complaints received	Number	2 complaints	< 5 complaints	Maintain current performance

SERVICES PROVIDED

Specialist Outpatient Clinic

Opening Hours, Registration and Report Collection	Monday – Friday	07:30 AM – 06:00 PM
	Saturday	07:30 AM – 12:00 PM

List of Specialties and Main Services:

SPECIALTY	SERVICE DESCRIPTION	SPECIALIST
Angiology	Doppler Ultrasound / Color Doppler Ultrasound Specialist Consultation	Dr. Maurizio Di Giacomo
Cardiology	Specialist Consultation ECG (Electrocardiogram) Color Doppler Echocardiography Cardiac Holter Monitoring	Prof. Renato Iappelli
Dermatology	Specialist Consultation Dermoscopy (Epiluminescence Examination) Mole Mapping	Dr. Giulio Ferranti
Endocrinology	Specialist Consultation Thyroid Color Doppler Ultrasound Thyroid Ultrasound	Dr. Francesco Angelini
Gynecology and Obstetrics	Gynecological Consultation Breast Specialist Consultation Obstetric Consultation IUD Insertion/Removal Pap Test	Dr. Annamaria Ferro Dr. Alessia Mammaro
Orthopedics and Traumatology	Specialist Consultation Infiltration Therapy (Joint Injections)	Dr. Antonio Bertino
Otorhinolaryngology (ENT)	Specialist Consultation Audiometry Ear Irrigation	Dr. Inna Luchkevich
Urology	Urological Specialist Consultation	Dr. Antonio Altobelli Dr. Claudio Iavarone

For further details on the services provided at the Via San Polo dei Cavalieri facility, please visit www.synlab.it

Alternatively, please refer to Appendix 2 of this Service Charter.

The medical reports relating to the above-mentioned services are generally issued directly by the specialist at the end of the consultation. Exceptions apply to those services for which report delivery is deferred, in which case the report will be provided later according to the established procedures.

Blood Collection Point

At the Blood Collection Point of the Via San Polo dei Cavalieri facility, laboratory tests can be performed both on a private basis and under the Italian National Health Service (SSN) for the following specialties:

- Clinical Biochemistry and Immunometry
- Hematology and Coagulation
- Microbiology
- Urinalysis
- Toxicology and Level I Drug Testing
- Medical Genetics
- Preventive screening packages/check-ups, including sample collection and delivery of biological specimens.

The main packages are listed below:

- ✓ Men's Under 40 Check-up
- ✓ Women's Under 40 Check-up
- ✓ Men's Over 40 Check-up
- ✓ Women's Over 40 Check-up
- ✓ Women's Over 50 Check-up
- ✓ Women's Preventive Check-up
- ✓ Men's Preventive Check-up
- ✓ Gastrointestinal Check-up

For information on all other check-up packages offered by SYNLAB Lazio Srl and available for online purchase, please visit the company website at the following link: <https://shop.synlab.it/tests>.

For further details regarding the laboratory tests available at the Via San Polo dei Cavalieri facility, please refer to Appendix 1 of this Service Charter.

The sample collection and biological specimen submission service is available on a walk-in basis during the following hours:

Days	Hours	
Monday – Friday	07:30 AM	12:00 AM
Saturday	08:00 AM	10:00 AM

The facility also provides a home blood collection service, available by appointment. In addition to home blood collections, advance booking is required for the following tests:

- Resting Aldosterone and Renin
- Pyruvic Acid
- Lactose Breath Test

- Glucose Tolerance Test and Minitest
- Insulin and C-Peptide Curve
- Drug Testing for Forensic and Occupational Medicine Purposes
- Prostatic Massage for Culture Testing
- Tonsillar Swab with Expression
- Semen Analysis (Spermigram)
- NeoBona

The following tests are not performed on Fridays, Saturdays, or on the day preceding public holidays:

- MIT Package (Immune System Assessment)
- Osmotic Fragility Test
- Lymphocyte Typing (Immunophenotyping)

Microbiology services may be subject to schedule changes during holiday periods. Any such changes are promptly communicated to patients through dedicated notices.

Before undergoing specimen collection, the patient must present the following documents to the registration staff:

- Health Insurance Card
- Tax Identification Number
- A verbal or written request specifying the required tests/analytes.

Blood Collection Instructions

Patients are advised to verify the requirements for specimen collection by consulting the Front Office reception staff or the specimen collection guide available on the Company website at the following link: <https://www.synlab.it/come-prepararsi-alias.html>.

In general, it is recommended to fast for at least 8 hours before undergoing specimen collection.

Fasting means abstaining from food, beverages, alcohol, smoking, and medications, except for life-saving medications or those specifically authorized by the patient's physician. Drinking 1–2 glasses of water is permitted.

Patients are also reminded to avoid intense physical activity before specimen collection and to remain seated as much as possible while waiting.

The average waiting time for specimen collection is approximately 15 minutes. However, waiting times may vary during peak hours and depending on the type of test requested.

Blood samples may also be collected from pediatric patients, subject to assessment by the medical and/or nursing staff.

Biological Samples

Specific containers for the collection of stool and urine samples are available at the facility. When collecting a biological sample, patients are advised to:

- Handle the containers carefully, taking care to avoid contamination by external agents;

- Ensure that each container is securely closed and that there is no risk of leakage;
- Label each container with the patient's surname and first name, date of birth, date and time of collection;
- During transport, place the container in a suitable bag and, whenever possible, keep it in an upright position
- until it is delivered to the laboratory.

Report Collection

The date on which the report will be available for collection is communicated at the time of service and indicated on the Report Collection Form.

Reports may be:

- Collected at the Reception Desk at any time;
- Viewed and downloaded through the Online Report Portal within 45 days of publication, if consent has been given for the online download service, except for reports that must be collected in person only (e.g., HIV or genetic test reports);
- Viewed and downloaded at any time through the Patient Portal, if consent has been given for the online storage service.

Reports may also be collected by an authorized representative. In such cases, the patient must authorize the release of the report by completing and signing the authorization section on the Report Collection Form. The authorized representative must present a valid identification document when collecting the report. For certain tests (for example, HIV or genetic tests), collection by proxy is not permitted. These reports must be collected personally by the patient concerned.

Report Collection		
Monday – Friday	11:00 AM	01:00 PM
	01:30 PM	06:00 PM
Saturday	10:00 AM	12:30 PM
Sunday	08:00 AM	10:00 AM

Certified copies of laboratory reports may be requested at the Reception Desk. Such requests must be submitted upon presentation of a valid identification document.

Useful Information

❖ Reception

During opening hours, the facility's staff is available to provide information regarding laboratory services, the types of tests and procedures offered, preparation requirements, report turnaround times, and applicable fees.

❖ Access for Persons with Disabilities

The facility is equipped to accommodate and provide access for persons with disabilities.

❖ Priority Access

Priority registration is granted to:

- Patients with appointments;

- Persons with disabilities;
- Pregnant women.

❖ **Informed Consent**

For certain services, patients may be required to provide signed informed consent forms and/or complete medical history questionnaires.

For minors, consent must be provided by a parent, legal guardian, or another person legally authorized to exercise parental responsibility.

❖ **Agreements and Insurance Coverage**

The facility has agreements in place with numerous insurance providers, supplementary healthcare funds, mutual aid associations, and other healthcare organizations.

Both the booking service and the reception staff are available to provide further information regarding these agreements.

Among the principal agreements currently in force are those with:

- Regione Lazio
- Previmedical
- UniSalute

❖ **Appointment Cancellation**

Patients are requested to cancel appointments, where necessary, no later than 72 hours before the scheduled appointment time.

❖ **Minors**

Minor patients may access services only when accompanied by a parent, legal guardian, or a person holding parental responsibility. Alternatively, they may be accompanied by a third party (e.g., a family member) who has been duly authorized through a written delegation issued by the parent, legal guardian, or person holding parental responsibility, and who can present a valid identification document.

Patients who have reached the age of 16 may attend follow-up visits independently, provided that prior authorization has been granted and the required consent forms have been signed by the parent, legal guardian, or person holding parental responsibility. Alternatively, authorization may be granted to a third party (e.g., a family member) duly delegated by the parent, legal guardian, or person holding parental responsibility, who accompanied the patient during the initial visit.

❖ **Payment**

Payment must always be made before the service is provided. The following payment methods are accepted:

- Cash
- Debit Cards (Bancomat)
- Credit Cards:
 - o Visa
 - o Mastercard
 - o CartaSi
 - o Maestro
 - o Postepay

- o American Express
- Pay By Link

❖ Privacy

At the time of registration, patients are informed, including through notices displayed within the facility, about the processing of their personal and sensitive data.

Administrative staff are available to provide any information regarding applicable privacy regulations and data protection requirements.

❖ Reports

The date on which the report will be available for collection is communicated at the time of registration and is indicated on the Report Collection Form.

To collect a report at the Reception Desk, patients must present:

- The Report Collection Form;
- A valid identification document.

Reports relating to specialist outpatient services may be collected immediately upon completion of the visit or examination.

Authorization for Report Collection

Patients may authorize another person to collect their report by completing and signing the authorization section included on the collection receipt and providing the delegate's personal details.

The authorized representative must present:

- The signed authorization form;
- Their own valid identification document;
- A copy of the patient's valid identification document.

For certain tests (for example, HIV or genetic tests), collection by proxy is not permitted. These reports must be collected personally by the patient concerned.

Certified Copy of a Report

Patients may request a certified copy of their report (or of any other healthcare documentation related to them) by submitting a request to the Reception Staff. Such requests must be made upon presentation of a valid identification document.

❖ Suggestions and Complaints

To continuously improve the quality of our services, a Complaints and Feedback Service has been established to address any service-related issues.

Complaints and suggestions may be submitted:

- Through the Company website;
- By email to direzionequalita@synlab.it.

Alternatively, patients may complete the MOD039-SY "Complaints and Feedback Form" available at the facility.

Reception Staff are available throughout opening hours and have been appropriately trained to assist patients and respond to their requests.

All verbal and written reports are forwarded to Management, which undertakes to investigate and resolve reported issues as promptly as possible and to provide appropriate and comprehensive responses.

The standard response time is 10 working days.

❖ Customer Survey

The facility periodically assesses the level of patient satisfaction with the services provided, the facility environment, and its staff through the administration of customer satisfaction questionnaires.

2025 Results:

In 2025, approximately 600 questionnaires were collected, with an overall satisfaction rate of 91%. On a scale of 0 to 10, 74% of respondents awarded the highest score of 10.

The areas achieving the highest satisfaction ratings were:

- Professionalism of Healthcare Staff: 88%
- Courtesy of Front Office Staff: 82%
- Reporting Process: 87%
- Timely Delivery of Reports: 94%
- Ease of Access and Use of the Facility: 85%

