

CHARTER OF SERVICES

Legislative Decree of 12 May 1995, No. 163

SYNLAB LAZIO S.R.L. **Presidio of Via dei Castani**

ROME (RM) – Via dei Castani n° 236

POLYAMBULATORY AND LABORATORY CLINICAL ANALYSES

Technical Director: Dr. Camilla Illuminati

Medical Director: Dr. Alessia Mammaro

WHO WE ARE

SYNLAB belongs to the largest group of analytical laboratories in Europe, SYNLAB Holdco GmbH, which was formed in 2015 from the merger of the SYNLAB and LABCO groups.

SYNLAB is the European leader in the provision of medical diagnostic services, with a complete offer of Laboratory Medicine services for Patients, Doctors, Clinics and the pharmaceutical industry.

SYNLAB combines the benefits of an international network with the advantages of a local diagnostic provider: in this way we are closer to the territory, thus able to provide personalized services and advice for our customers, taking into account local needs and peculiarities.

SYNLAB Italia is a national network of laboratories equipped with Sampling Points and Polydiagnostic Centers of excellence to provide a widespread service to customers throughout Italy. This diagnostic network introduces a new "integrated" approach to medical innovation, prevention and health care in Italy, in accordance with European quality standards of excellence.

SYNLAB today represents the most important integrated diagnostics group in Italy, as well as the first interlocutor in laboratory diagnostic services for many Specialists and Customer Laboratories.

SYNLAB Lazio Srl provides health services both under the Accreditation regime with the National Health Service and in the private sector.

The Company is present in the region with 19 general basic laboratories and 11 Medical Centers.

The Via dei Castani presidio became part of the SYNLAB Group in July 2018.

The Health Directorate is entrusted to Dr. Alessia Mammaro.

The Technical Direction is entrusted to Dr. Camilla Illuminati.

The presidium is in possession of the UNI EN ISO 9001:2015 Quality Certification.

The certificates issued by the certifying body can be consulted and downloaded from the company website at the following link: <https://www.synlab.it/chi-siamo/sistema-di-qualita.html>

FOREWORD

The Service Charter is a tool through which SYNLAB Italia intends to provide its customers with a tool for verifying the commitments undertaken and giving them the opportunity to demand compliance.

In fact, this document intends to contribute to ensuring the transparency of the services and benefits provided and to increase the active participation of users for the continuous improvement of the service offered.

For this purpose, forms are available at the facility on which to indicate all the reports and suggestions that could help us better satisfy your requests.

The Service Charter is updated at least annually and/or at any significant change.

This Service Charter is available to users at the same facility and on the company 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 the same rules for everyone, without discrimination of any age, sex, language, religion, social condition, political opinions or health.

Respect: the patient is the fulcrum of our actions: we listen and assist the user with care, courtesy and attention, respecting the person and his dignity, trying to understand his needs and satisfy his needs.

Continuity: we guarantee continuity in the provision of the service by ensuring punctuality and guaranteeing high quality standards.

Right to choose: we inform the patient of his right to freely and consciously choose between the different health facilities that provide specialist outpatient services; we promote transparency in communication in search of dialogue with the patient to promote full awareness of the proposed therapeutic pathways.

Participation: we offer the user the opportunity to make suggestions and, where appropriate, to submit suggestions and commendations to help improve the quality of the services provided.

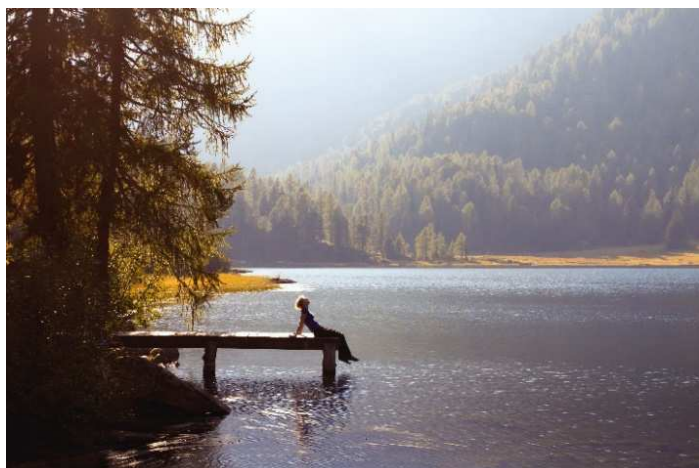
Innovation: we operate in the awareness that innovation of products and services and constant improvement at an organizational level are necessary to consolidate market leadership.

We are constantly committed to promoting technological innovation, staff training, updating IT systems, verifying that these renovations actually translate into concrete progress.

Efficiency and effectiveness: we pursue the constant improvement of the quality and efficiency of the service through a consciously optimized use of resources according to the most up-to-date quality standards.

Recognition of merit: the enhancement of the professional role and the recognition of personal and professional qualities and operational skills are the distinctive feature of our actions, aimed at developing everyone's skills.

QUALITY POLICY



Our mission

To provide useful diagnostic information for a healthy life and for the well-being of all.

Our goal is to provide our clients with a solid and reliable foundation to make the best possible treatment decisions. We offer the highest degree of customized laboratory diagnostic services and set innovative quality standards. SYNLAB is the undisputed leader in the European market with a comprehensive range of services that makes a fundamental contribution to the protection of public health. We partner only with the best and drive scientific innovation with our international network of experts. At SYNLAB, our analytical processes and methods are state-of-the-art and consolidate our position as a health partner in Laboratory and Polyclinic Diagnostics services.

Our vision

Leadership through excellence in patient and medical community service with trusted diagnoses and added value

Whether patients or customers from the medical professional world, SYNLAB is an industry leader in providing laboratory diagnostic services. We set standards that go beyond our customers' expectations. A professional and passionate attitude towards customer service and support allows us to provide reliable diagnoses that create real added value. At SYNLAB, we are always willing to go the extra mile for our customers. We strive to expand and improve our network, devoting our attention to medical excellence and health solutions for the population.



Our values

- > **Passion**
- > **Liability**
- > **Customer centricity**

We enjoy a special relationship with our customers, characterized by openness, honesty, respect and trust. We act with integrity in the interests of our partners and follow sound ethical principles. We offer a safe space where all stakeholders feel welcome and in good hands. SYNLAB is transparent and communication is clear and straightforward. We mean what we say. And what we do, we do with joy and commitment.

Commitment to compliance and continuous improvement

Ensure compliance with all applicable requirements and a willingness to continuously improve

SYNLAB is committed to meeting every applicable requirement, both mandatory and voluntary. Through professionals in the sector, SYNLAB operates according to good professional practice, respecting the reference quality standards.

With the continuous evolution and expansion of the organization, we work to maintain the effectiveness of the Quality Management System and processes, always trying to add an additional piece that allows the continuous improvement of the QMS and services.



ACCESSIBILITY

Via dei Castani n°236 - Roma (RM) - 00171

Tel. [06/21802466](tel:0621802466) – iris@synlab.it - PEC synlablaziosrl@legalmail.it

Users can access services privately and in agreement with the NHS.

Access to the services is by reservation and free access and can take place:

- in person at the counter at the times indicated.
- by calling 06/21802466 at the times indicated;
- online through the website: <https://online.synlab.it/syn/#/home> (only for some services of the Medical Center).
- through the dedicated SYNLAB APP (only for some Medical Center services);
- through the Regional ReCup for outpatient services in agreement with the NHS.

Some assessments/examinations require special physical preparation.

For some Medical Center services booked online at the time of booking, the user will receive the booking confirmation which reminds them to always check any preparations in the appointment reminder. For those who book in person at the counters, these preparation methods will be explained verbally by the Front Office staff and delivered on paper inside the reminder sheet.

For those who book by phone, they will be explained verbally.

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

HOW TO REACH US

Via dei Castani is the course of Centocelle oriented from North to South between Via Prenestina and Via Casilina.

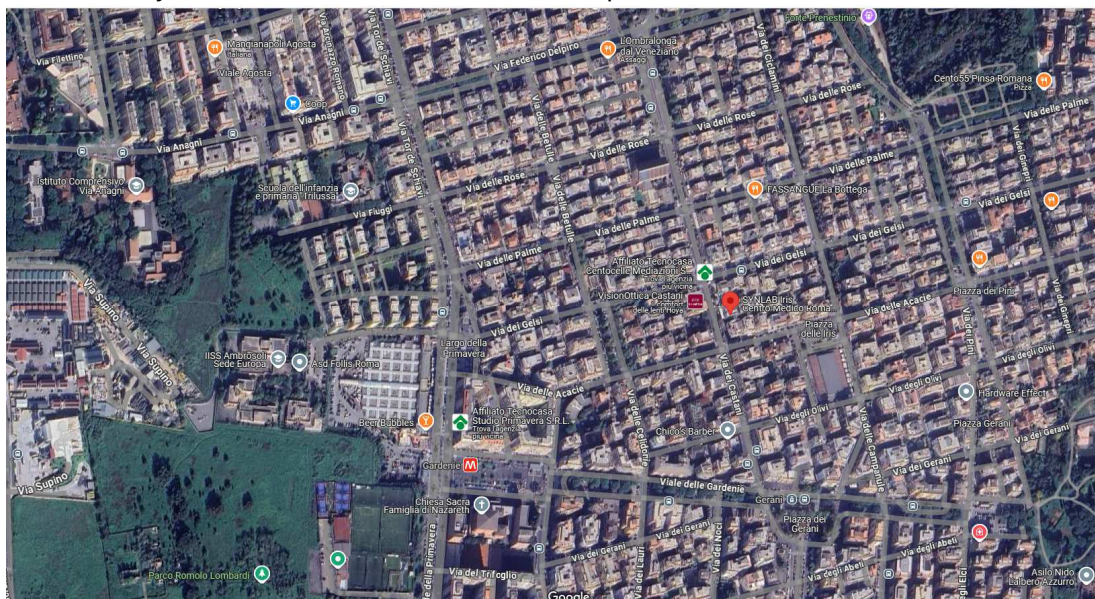
More precisely, the presidio is located near the intersection with Via delle Acacie, regulated by traffic lights.

Parking is free, for the first hour, at 3B Garage in Via delle Palme, 54 (corner of Via dei Castani).

Nearby there are some signal poles.

The area is served by multiple public transport: trams 5 and 19 from Termini Station and Piazza Ungheria, Verano and Porta Maggiore; buses 313 - 450 - 542 - 543 - 552 - 556 - 558.

The area is served by the C line of the Metro, Gardenie stop.



SYNLAB Lazio Srl a socio unico - Via San Polo dei Cavalieri, 20 – 00159 Roma

Soggetta a direzione e coordinamento di SYNLAB Holdco GmbH

P.IVA e C.F. 12337751007 - REA Roma 1366718 - Capitale Sociale € 550.000,80 i.v.

Presidio di Via dei Castani, 236 - 00171 Roma

Tel. [06.21802466](tel:0621802466) – www.synlab.it – PEC: synlablaziosrl@legalmail.it

STANDARDS OF THE SERVICE PROVIDED AND IMPROVEMENT OBJECTIVES

The **OBJECTIVES** that the SYNLAB Lazio Srl Company pursues daily are the following:

- ✓ guarantee the effectiveness and efficiency of business processes and the quality of the service provided using adequate professional and technological resources.
- ✓ maintain and constantly implement the Quality System.
- ✓ maintain institutional accreditation and health authorization;
- ✓ meet the needs of users with respect to the types and volumes of services requested.
- ✓ ensure respect for the patient's time and dignity through:
 - the provision of wide and convenient access hours;
 - certain and transparent booking procedures;
 - compliance with the agreed hours for services.
 - a comfortable, clean environment that guarantees confidentiality during the provision of the service.
 - professionalism and courtesy on the part of all employees and willingness to provide adequate information.
 - respect for privacy;
 - same-day reporting for the main basic laboratory tests.
- ✓ achieve and maintain product and service standards as planned, with the aim of pursuing continuous improvement.

SYNLAB Lazio Srl is oriented towards the constant improvement of the services and benefits provided to better meet the needs of patients. In this perspective, it has developed quality standards that allow it to continuously monitor the services and performances rendered.

To this end, "Quality Indicators" collected by macro-areas have been identified. For each indicator, standards have been identified that the Company undertakes to comply with; Any deviation from these standards is subject to constant monitoring with the help of IT means, with a view to continuous improvement of the services offered. The overall assessment of the performance and results achieved by the Company is subject to an annual review by the Management.

Below is a representation of some indicators:

Indicator	Units of Measurement	Result 2025	2025 target	2026 target
Average acceptance waits	Minutes	15 minutes	< 18 minutes	Maintain current performance
Complaints received	%	2 complaints	< 5 complaints	Maintain current performance

SERVICES OFFERED

Specialist outpatient clinic

OPENING HOURS, ACCEPTANCE AND COLLECTION OF REPORTS

MON / FRI	07:30 AM – 07:30 PM
SAT	07:30 AM – 12:00 AM

List of Specialties and Main Performances:

SPECIALTIES	SERVICE DESCRIPTION	SPECIALIST
ALLERGOLOGY	SPECIALIST EXAMINATION PRICK E PATCH TEST COMPLETE ALLERGY RECONNAISSANCE SPIROMETRY	DR. SONIA NUNZIALFINA MUSUMECI
ANGIOLOGY	EcoDOPPLER/EcoCOLORDOPPLER VASCULAR SURGICAL EXAMINATION SCLEROSING THERAPY SPECIALIST EXAMINATION	DR. VINCENZO SAINATO
CARDIOLOGY	SPECIALIST EXAMINATION ECG ECHOCARDIOCOLORDOPPLER ECG UNDER STRESS AT THE CYCLE ERGOMETER CARDIAC HOLTER AND BLOOD PRESSURE TAO MONITORING	PROF. RENATO IAPPELLI DR. MASSIMO UGUCCIONI
GENERAL SURGERY	SPECIALIST EXAMINATION	DR. MAURO CASAGRANDE CINGOLANI
DERMATOLOGY	SPECIALIST EXAMINATION CRYOTHERAPY DIATHERMOCOAGULATION EPILUMINESCENCE MOLE MAPPING	DR.SSA MONICA MANCINI DR.SSA TERESA SISTO
DIABETOLOGY	SPECIALIST EXAMINATION	DR.SSA ROSSELLA FABIANO
DIETARY FOOD SCIENCE	SPECIALIST EXAMINATION	DR. PATRIZIA ORSINI
ENDOCRINOLOGY	SPECIALIST EXAMINATION THYROID ECOCOLORDOPPLER THYROID ULTRASOUND	DR.SSA ROSSELLA FABIANO
GASTROENTEROLOGY	SPECIALIST EXAMINATION	DR. MONICA CESARINI DR.SSA CRISTINA ANNA MARTA NISITA
GERIATRICS	SPECIALIST EXAMINATION	DR. FABIO ROMANO
GYNECOLOGY AND OBSTETRICS	GYNAECOLOGICAL SPECIALIST EXAMINATION SPECIALIST BREAST EXAMINATION SPECIALIST OBSTETRIC EXAMINATION IUD APPLICATION/REMOVAL COLPOSCOPY DIATHERMOCOAGULATION FLOWMETRY FOLLICULAR MONITORING PAP SMEAR COUPLE STERILITY	DR. MICHELINA VITAGLIANO PROF. GIUSEPPE NICODEMO DR. ANTONELLA CARNEVALE DR. ANNAMARIA FERRO DR. ANNA GIARDINI DR. ALESSIA MAMMARO

DISEASES OF THE RESPIRATORY SYSTEM	PULMONARY EXAMINATION	DR. MARIO D'INTINOSANTE
INTERNAL MEDICINE	SPECIALIST EXAMINATION	PROF. FRANCESCO PIGNATARO
NEUROLOGY	SPECIALIST EXAMINATION ELECTROMYOGRAPHY ANALGESIC TREATMENTS	DR. MASSIMO BARRELLA
NEPHROLOGY	SPECIALIST EXAMINATION	DR. MARIO D'INTINOSANTE
OPHTHALMOLOGY	SPECIALIST EXAMINATION	DR. CARLO CORUBOLO
ORTHOPEDICS AND TRAUMATOLOGY	SPECIALIST EXAMINATION INFILTRATIONS	DR. ANTONIO BERTINO
OTOLARYNGOLOGY	SPECIALIST EXAMINATION AUDIOMETRY EAR WASH	DR. ASSUNTA ROTOLO
RHEUMATOLOGY	SPECIALIST EXAMINATION	DR. FEDERICO DONATI DR. LORENZO DI SANZO
UROLOGY	UROLOGICAL SPECIALIST EXAMINATION ANDROLOGICAL SPECIALIST EXAMINATION UROFLOWMETRY	DR. ANTONIO ALTABELLI DR. CLAUDIO IAVARONE DR. ROBERTA FILIPPONE

For more details on the services provided by the Via dei Castani presidio, you can consult the www.synlab.it website.

Alternatively, you can consult Annex 2 to this Service Charter.

The reports relating to the above services are delivered at the same time by the specialist at the end of the visit, except for services for which the delivery of the report is deferred.

Blood Collection Point

At the Blood Collection Point of the Via dei Castani it is possible to carry out laboratory analyses in the private sector and in the NHS for the following specialties:

- Biochemistry and Immunometry
- Hematology and Coagulation
- Microbiology
- Urine
- Toxicology and Level I Narcotic Testing
- Medical Genetics
- Pre-established preventive packages/check-ups of biological sample collection and delivery only. The main ones are as follows:

- ✓ Check-up Under 40 Men
- ✓ Check-up Under 40 Donna
- ✓ Over 40 Men's Check-up
- ✓ Check-up Over 40 Donna
- ✓ Check-up Over 50 Donna
- ✓ Check-up Prevent Donna
- ✓ Men's Prevent Check-up
- ✓ Check-up Gastrointestinal

For all other check-ups offered by SYNLAB Lazio Srl and available online, you can consult the company website at the following link: <https://shop.synlab.it/tests>.

For more details on the exams offered by the Via Dei Castani presidio, you can consult Annex 1 to this Service Charter.

The biological sample collection and delivery service takes place in free access at the following times:

Days	Timetable	
	07:30 AM	10:30 AM
Monday/Saturday		

The facility also carries out, upon reservation, the home collection service.

In addition to home blood samples, reservations are also required for the following exams:

- Aldosterone and Renin at rest
- Pyruvic acid
- Lactose breath test
- Glycemic curve and Minitest
- Insulinemic and C-Peptide Curve
- Dosage of drugs for forensic use and Occupational Medicine
- Prostate massage e.g. culture
- Tonsillar swab with squeezing
- Semen analysis
- NeoBona

The following examinations are not performed on Fridays, Saturdays and the eve of holidays:

- MIT Package (Immune System Assessment)
- Osmotic resistance
- Lymphocyte typing

Microbiology undergoes calendar changes around holidays, which are in any case promptly communicated to customers by means of special notices.

The user, before making the withdrawal, must deliver the following documents to the acceptance operator:

- health card;
- tax code;
- verbal or written request for the required analytes.

Pickup Directions

It is recommended to check the requirements for the withdrawal by asking the reception staff in the front office or by consulting the Vademecum available on the company website at the following link: <https://www.synlab.it/come-prepararsi-alias.html>.

In general, to access the service, it is advisable to fast for at least 8 hours.

Fasting means: abstention from food, drink, alcohol, smoking, drugs, excluding life-saving drugs or as indicated by the attending physician. You can drink 1-2 glasses of water.

It should also be remembered that no intense physical effort should be made before the sample and that while waiting you should remain seated as much as possible.

The average waiting time for the sample to be taken is on average 15 minutes (during the busiest hours and depending on the type of examination, they may vary).

Samples are taken from children of paediatric age, subject to assessment by the medical/nursing staff.

Biological samples

Specific containers for the collection of stool and urine samples are available at the facility. During sample collection it is recommended to:

- handle the containers carefully, taking care not to subject them to contamination with other agents;
- make sure that each container is closed well and there is no risk of spillage;
- identify the container with surname and name, date of birth, time and date of collection;
- During transport, place the container inside a bag, preferably keeping it in an upright position until it is delivered to the laboratory.

Report Collection

The date on which the report can be collected is communicated at the time of the service and indicated on the "collection sheet".

The reports are:

- can be withdrawn at any time;
- subject to consent to the *online download* service, viewed/downloaded on the online reports portal within 45 days of publication, with the exception of those that can only be collected in person (e.g. HIV or genetic tests);
- subject to consent to the online storage service, viewed/downloaded on the patient portal at any time.

The reports can also be collected by another person; in this case, the interested party is required to authorize the delivery by filling in and signing the proxy on the collection sheet. The person delegated to collect it must show a valid identification document.

For some tests (e.g. HIV or genetics tests) it is not possible to collect with delegation.

It must be the person directly concerned who collects it.

Report collection		
Mon - Fri	11:00 AM	07:15 PM
Sat	09:00 AM	12:00 AM

The patient can request a certified copy of the report by making a request at the reception. The request must be made by showing a valid identification document.

Useful information

❖ Reception

During service hours, the staff of the facility is available to respond to any request for information regarding the analysis service, type of services provided, preparation methods, delivery times of results and rates.

❖ Access for people with disabilities

The structure is equipped for access by people with disabilities.

❖ Priority cases

Patients with reservations, people with disabilities and pregnant women are assured a priority of acceptance.

❖ Informed consent

For some services, it may be necessary for the user to provide informed consents or to complete medical history questionnaires.

In the case of minors, consent will be submitted to the parent or other person who represents parental authority.

❖ Conventions

At the structure there are numerous agreements with: insurance bodies, supplementary funds, mutual funds, other health facilities. Both the switchboard during the booking phase and the reception secretariat are available for more information.

Among the main active agreements are those with: Lazio Region, Previmedical and UniSalute.

❖ Cancellation of benefits

It is advisable to cancel the reservation no later than 72 hours before the scheduled time of the service.

❖ Minors

The use of the service by underage patients requires the presence of a parent, guardian or person with parental authority, or a third party (e.g. a family member) with a special proxy issued by the parent (or guardian or person with parental authority) and an identification document of the same.

Minors who have reached the age of 16 can access independently only for check-ups, subject to the authorization and signing of the consents of the parent, guardian or guardian, or of a third party (e.g. a family member) with a special proxy issued by the parent (or guardian or person with parental authority), who accompanies him or her during the first visit.

❖ Payment

Payment must always be made before the service is provided. We accept payments in cash or by debit card, and credit cards: Visa, MasterCard, Cartasì, Maestro, Postepay, American Express, Pay By Link.

❖ Privacy

At the time of admission, the patient is also informed by means of posted signs about the processing of sensitive data. The administrative staff is available for any information regarding the legislative provisions on privacy.

❖ Reports

The date on which the report can be collected is communicated at the time of acceptance and is indicated on the "collection sheet".

To collect the collection at the report counter, it is necessary to hand in the collection sheet and an identification document.

The reports relating to multi-specialist services can be collected after execution.

Delegation of the collection of reports

The interested party can authorize the delivery of the report to a delegate by filling in and signing the proxy at the bottom of the receipt with the personal data of the delegate. The delegated person must present the proxy, his or her own identification document and a copy of an identification document of the delegating party.

For some tests (e.g. HIV or genetics tests) it is not possible to collect with delegation.

It must be the person directly concerned who collects it.

Copy of the report

The patient can request a certified copy of the report (or any other health documentation attributable to him) by making a specific request to the reception staff.

The request must be made by showing a valid identification document.

❖ Suggestions and complaints

In order to improve our performance, in the event of any disruptions, a Complaints Reporting Service has been set up.

To make a complaint or suggestion you can use the website or send an e-mail to direzionequalita@synlab.it.

Alternatively, it is possible to fill out the MOD039-SY "Reports and Complaints" form available at the facility.

The reception staff is available to users throughout service hours and has been instructed and trained to respond to their requests.

The various reports, both verbal and written, are transmitted to the Management, which will take action to resolve the problems reported as soon as possible and to provide adequate and comprehensive answers. The response time is 10 working days.

❖ Customer Survey

The structure periodically verifies the degree of satisfaction of users with respect to the services provided, the environment and the staff through the provision of satisfaction questionnaires.

2025 Results:

In 2025, about a thousand questionnaires were received, with a satisfaction rate of over 92%.
On a scale of 0 to 10, more than 78% of users gave a grade of 10.

The items that achieved the best result are:

- Acceptance: 86%
- Courtesy of reception staff: 80%
- Professionalism of the healthcare professional: 90%
- Reporting method: 88%
- Short delivery of the report: 100%
- Ease of access to the facility: 99%

