

Laboratory Director: Dr. Francesca Zanetti, specialist in biochemistry and clinical chemistry.

INTRODUCTION

The present Service Charter constitutes a written agreement with citizens-users about the quality of the services provided by SE.FA.MO. SRL.

The company, in fact, undertakes to provide a quality service that meets the fundamental principles set out below and to make it increasingly compliant with customer needs.

COMPANY PROFILE

SE.FA.MO. SRL was founded in 1971 and offers clinical analysis and diagnostic imaging services. The main building is located in Stradella Cappuccini 49 in Vicenza.

By resolution of the Municipality of Vicenza, SE.FA.MO. SRL has obtained the authorization to operate for outpatient clinics, laboratory diagnostics and diagnostics imaging.

DIRECTIONS

The bus stop of the Thiene – Schio line is in the nearby Piazza Tiro a Segno.

Bus lines 3, 5 and 6 stop a few steps from the facility. At the end of Via Strasburgo (left side of Via dei cappuccini) there is a private parking for disabled patients.

PRINCIPLES

The fundamental principles that inspire the decisions of the company are:

1. EQUALITY

All services are available to all users, regardless of their age, gender, race, language spoken, nationality, political and religious views, habits and physical, psychological, personality and economic status.

2. IMPARTIALITY

All users are guaranteed to be treated objectively and impartially, both by the services and the personnel working in SEFAMO.

4. RIGHT OF CHOICE

All citizens provided with a national Health Service medical request, on the official national health service prescription form, have the right to freely choose the Accredited lab of their choice.

5. PARTICIPATION

We guarantee the citizens' right to cooperate, with suggestions and comments, to the correct provision of the service and to the improvement of the service provided by SEFAMO.

6. EFFICIENCY AND EFFECTIVENESS

We guarantee to provide the service ensuring its effectiveness and efficiency and we follow any step needed to meet these objectives.

HEALTHCARE SERVICES

The structure is managed by a Legal Representative in the person of Eng. Guido Griguol.

HEALTHCARE STAFF

Dr. Francesca Zanetti is the Laboratory Director and she is assisted by laboratory technicians, responsible for each branch of activity. Diagnostic Imaging is headed by Dr. Andrea Marangon. The Quality Management Manager is Dr. Arianna Ravelli.

ADMINISTRATIVE STAFF

The Front and Back Office services are organized in such a way as to always be able to respond to user requests without delays or inconveniences.

All staff working in the facility are provided with an identification tag.

INFORMATION

1. BOOKING:

Reservations are required for all services and can be made directly by calling 0444/320333 from 7.30 to 19.00. Many services can also be booked online at www.sefamo.it or by downloading the SEFAMO mobile app.

2. REGISTRATION

The doctor's prescription must contain the following information:

- name and surname of the patient
- tax code, specifying any rights for exemption from payment
- type of service requested
- diagnostic question or diagnosis
- date indicating the beginning of the validity of the prescription
- A medical prescription (from a general practitioner or other specialists) is not required for carrying out examinations in a private regime, with the exception of radiographs for which IT IS ESSENTIAL FOR EXECUTION.

3.PRIVACY-POLICY

The privacy policy can be consulted inside the facility or online at www.sefamo.it. The Privacy Manager is Dr. Paolo Fanin.

4. PAYMENT

The payment must be made before the execution of the services. Non-exempt citizens are required to pay the services according to the current rates of the regional pricing scheme, which is the same as public companies.

The administrative staff is available for any clarification regarding the rates.

5. OPENING HOURS

In the Vicenza office, blood samplings hours are from Monday to Saturday from 7:30 to 10:00. In Creazzo and Monticello C.O. (Cavazzale) blood samplings hours are from Monday to Saturday from 7:30 to 09:30. In all locations they are carried out by reservation only.

6. DIAGNOSTIC IMAGING

In SEFAMO exams are carried out through the regional pricing scheme under an agreement with the S.S.N. We provide the following services:

- microbiological clinical and chemical tests of blood, urine and faeces
- cytological examinations and pap tests
- densitometries
- echocolor Doppler
- ultrasound scans
- mammograms
- x-rays
- MRI

The health staff is available for any clarification regarding risks and preparations for the examinations to be performed.

7. REPORTS

The results of the laboratory tests can be collected online with a password provided at the time of acceptance or at our offices starting at 3:30 pm on the day indicated in the report collection slip and in the following days during opening hours. The reports can be collected with the collection slip by the patient himself or by a person in charge with a proxy. In both cases, you must have an identity document.

For ultrasounds and mammograms, the report is delivered at the end of the exam; for MRI, densitometries and x-rays, delivery can take place at the end of the exam or can take place in the same way as for laboratory tests.

QUALITY STANDARD

SEFAMO undertakes to provide a service that complies in all its aspects with the same principles set out above. Furthermore, SE.FA.MO. is constantly engaged in improving the quality level of the provision of its services and to give external visibility to this, it has decided to equip itself with an internal quality system as indicated by the UNI EN ISO 9001 standard. The latest certification obtained complies with the ISO 9001: 2015 standard.

INFORMATION - HOSPITALITY - COURTESY

The quality standards of the company relating to information, hospitality and courtesy are constantly kept under control through the creation of an annual questionnaire on customer satisfaction, the results of which are made available to the public.

FLEXIBILITY - TIMELINESS

The opening hours to the public were extended.

During the same hours company staff is available continuously to respond to any request for information regarding the service.

RELIABILITY

SEFAMO adopts a constant monitoring system of its quality through the control of each phase of its operating process. This occurs with the activation of internal controls for analytical quality (also with controls by specialized companies), and with constant attention to the pre and post analytical phase (ISO 9001: 2000).

TRANSPARENCY

SEFAMO guarantees the transparency of its administrative action by making available to the public any information relating to the type of examinations, how they are carried out, the response times and the rates applied to the subjects.

PROTECTION OF USERS

To remove any inefficiencies that limit the facility's ability to provide a quality service or that do not comply with the principles and standards set out in this Charter, users can submit complaints or reports, either verbally to the Reception staff or to the Directors, either by filling in a complaints form available at the Reception.

The contact person for such complaints is the management of the company which undertakes to communicate to the customer the acknowledgment of the complaint within 24 hours and to resolve the disservice in the shortest possible technical time.

SEFAMO, however, intends to carry out surveys on its activities by resorting to surveys aimed at its customers.

As already described, customer satisfaction surveys will be carried out annually using anonymous questionnaires. This will make it possible to measure the level of customer satisfaction with respect to the quality of the service offered and to provide any suggestions for improvement of the same. The results of the questionnaire will be displayed at the headquarters.

ADVERTISING THE SERVICE CHARTER

SEFAMO undertakes to send a copy of this Service Charter to the Regional Council of Veneto, to the Department of Health, to its reference AUSSL, to GPs and will make it available to customers at its headquarters.