

Villa Garda Private Clinic

ANALYSIS LABORATORY SERVICES

Villa Garda provides analysis laboratory services for NHS patients who provide appropriate documentation issued by a registered Italian National Health practitioner, and for paying customers upon request or presentation of private medical prescription. A full list of our services and their respective methods, units of measurements and turnaround times is provided here. Please refer to the Villa Garda price guide displayed on the clinic notice-boards for the costs of these services.

Opening times

Our laboratory services are open to the public from Mondays to Fridays, except for public holidays, from 8.15 a.m. to 9.30 a.m. No emergency service is provided.

It is possible we are closed before the days of holidays. You are advised to ask at the switchboard. Patients must fill in a consent form and pay either the NHS ticket or the full amount at the Payments desk (*Ufficio cassa*) on the day of their test. NHS patients' consent forms must contain all information required by the laws in force (name, surname, gender, tax code, details of referring physician and details of any exemption), otherwise the tests cannot be performed. If the NHS exemption code is not specified on the consent form, patients will not be granted exemption from payment.

Patients should allow for an estimated waiting time between signing in at the Payments desk (*Ufficio cassa*) and sample taking of 45 minutes at peak times (opening times). This may fall to as little as 15 minutes at other times of the day

When samples are taken, patients will also be provided with a *Results Retrieval* form, stating the date on which their test results will become available. The form can also be used to give consent to results retrieval for third parties.

Tests can only be performed on patients signing in between the hours of 8.00 a.m. and 9.30 a.m. Intake and sample withdrawal times are allocated by numbered ticket, but the following patients will automatically be given precedence and will not need to take a ticket:

- Children of up to 10 years of age
- Pregnant women known
- Patients with walking difficulties
- Patients on anticoagulant therapy, with multiple NHS patients' consent form, after first access

Getting your results

Test results can be retrieved from the Payments desk (*Ufficio cassa*) from Monday to Friday from 9.00 a.m. to 6.00 p.m., and on Saturdays from 9.00 a.m. to 1.00 p.m. Results cannot be retrieved by patients presenting without the appropriate *Results Retrieval* form, proof of identity and any consent for third-party retrieval (bottom section of the *Results Retrieval* form).

Patients on anticoagulant therapy can collect their results from 2.00 p.m. on the day of their test. Alternatively, when their samples are taken, these patients can make a written request for their results to be delivered, by e-mail or fax, either directly to them or to their GP. The prescribing GP may also request this service at any time.

Test results must be retrieved within 30 days, otherwise the patient will be liable for the full cost of the services performed (Article 296 of Financial Act 2007, dated 27/12/2006).

Turnaround times for test results are detailed on the list below.

Preparing for your tests

We recommend fasting from midnight and abstention from smoking.

How to collect a single urine sample

You can purchase a single urine sample container from your local chemist's. Samples should be taken from the second half of the first urination of the morning. Samples should be handed in to the Laboratory by 9.30 a.m. on the day of the test.

For some urine tests (calcium, phosphorus , cortisol) is expected acidification of the collection .

Contact the Laboratory for more information .

How to collect a 24-hour urine sample

You can purchase a 24-hour urine sample container from your local chemist's. Do not collect the first urination of the morning. Thereafter collect all urine passed until the following day in a single container. Samples should be handed in to the Laboratory by 9.30 a.m. on the day of the test. Samples presented in unsuitable containers cannot be accepted for testing.

How to collect a urine culture sample

You can purchase a sterile urine culture sample container from your local chemist's. This container should not be unwrapped before you are ready to take your sample, and needs to be sealed immediately afterwards. Collect the second, not the first, urination of the morning. Before urinating directly into the sample container, thoroughly cleanse the external genitalia with soap and plenty of water.

How to collect a stool sample

You can purchase appropriate stool sample containers for whole-stool examination, stool culture and parasite testing from your local chemist's. We recommend that stool samples are taken on the morning of the test, and any samples taken the day before will need to be stored in the refrigerator overnight.

Our guarantee

Our internal procedures guarantee that each patient, sample and test results are correctly identified. Our patients' personal information is handled in conformity to the privacy laws in force. Samples are maintained at the appropriate temperature for 7 days, in case any additional or repeat tests are necessary and technically possible. Our laboratory equipment is regularly updated and subjected to both internal quality control measures and external RIQAS audits, along with other laboratories managed by RANDOX, to guarantee that our test results are accurate, and that turnaround times are reduced.

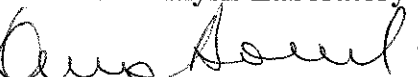
The laboratory reference values we use are those recommended by the equipment manufacturers and in best-practice guidelines. Results outside the reference range are indicated with an asterisk (*). Some of our tests are outsourced to the Synlab Laboratory in Brescia. These tests are indicated in the list below with the symbol (°). We guarantee that samples are transported at an appropriate temperature.

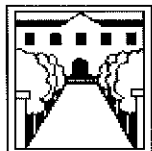
Our targets

Every year, the management and laboratory personnel work to define quality and performance targets and verification strategies for the forthcoming year. This year our targets are:

- 1) To monitor customer satisfaction with the quality of our services by means of a purpose-designed questionnaire. This year we are focusing in particular on: quality of reception; speed of results delivery; cleanliness and comfort of waiting areas, sample taking room and bathrooms; and overall quality of service. We aim to achieve scores of 'Satisfactory' or above from over 95% of customers interviewed during the course of a representative sample month.
- 2) To ensure the efficacy of professional service, measured by internal monitoring of analytical data and confirmed by external audit.
- 3) To adhere to the turnaround times stated on the attached list.

Issued in May 2018

Dr. Anna Davoli
Head of Analysis Laboratory




Casa di Cura "Villa Garda" SpA

LABORATORIO ANALISI- PRESTAZIONI AMBULATORIALI

ELENCO ESAMI ESEGUITI INTERNAMENTE

Descrizione	metodo	unità di misura	gg di refertazione
ACIDO URICO	enzimatico	mg/dl	1
ACIDO URICO URINARIO (urine 24h)	enzimatico	mg/24h	1
ALBUMINA	enzimatico	g/dl	1
ALT	cinetico UV	IU/L	1
AMILASI	cinetico enzim.	U/L	1
AMILASI URINARIA (urine 24h)	cinetico enzim.	U/24h	1
ANTIBIOGRAMMA ENTEROCOCCHI	MIC		3
ANTIBIOGRAMMA GRAM NEGATIVI	MIC		3
ANTIBIOGRAMMA STAFILOCOCCI	MIC		3
ANTIBIOGRAMMA STREPTOCOCCI	MIC		3
ANTITROMBINA	cromogenico	%	0
AST	cinetico UV	IU/L	1
AZOTEMIA	cinetico enzim.	mg/dl	1
AZOTEMIA URINARIA (urine 24h)	cinetico enzim.	g/24h	1
BETA HCG PLASMATICO	chemiluminescenza	mUI/ml	0
BILIRUBINA FRAZIONATA	enzimatico	mg/dl	1
BILIRUBINA TOTALE	enzimatico	mg/dl	1
CALCIO	ISE	mg/dl	1
CALCIO URINARIO (urine 24h)	ISE	mg/24h	1
CEA	chemiluminescenza	ng/ml	1
CLEARANCE DELLA CREATININA (prelievo+urine 24h)	calcolo	ml/min	1
CLORO	ISE	mEq/l	1
CLORO URINARIO (urine 24h)	ISE	mEq/24h	1
COLESTEROLO HDL	enzimatico	mg/dl	1
COLESTEROLO LDL	calcolo	mg/dl	1
COLESTEROLO TOTALE	enzimatico	mg/dl	1
CPK	cinetico UV	IU/L	1
CPK MB-massa	chemiluminescenza	ng/ml	1
CREATININA	cinetico Jaffè	mg/dl	1
CREATININA URINARIA (urine 24h)	cinetico Jaffè	mg/24h	1
CURVA GLICEMIA (OGTT)	cinetico	mg/dl	1
CURVA INSULINA	chemiluminescenza	uU/ml	1
DIGOSSINA	chemiluminescenza	ng/ml	1
EMOCROMO	automatico		1
ESAME URINE	automatico e microscopio		1
ESTRADIOLO	chemiluminescenza	pg/ml	1
FERRITINA	chemiluminescenza	ng/ml	1
FIBRINOGENO	ottico	mg/dl	1
FOSFATASI ALCALINA	cinetico color.	IU/L	1
FOSFORO	enzimatico color.	mg/dl	1
FOSFORO URINARIO (urine 24h)	enzimatico color.	g/24h	1
FSH	chemiluminescenza	mUI/ml	1
FT3	chemiluminescenza	pg/ml	1
FT4	chemiluminescenza	ng/dl	1
GGT	cinetico color.	IU/L	1
GLICEMIA	cinetico	mg/dl	1
GLICEMIA URINARIA (urine 24h)	cinetico	g/24h	1

<i>Descrizione</i>	<i>metodo</i>	<i>unità di misura</i>	<i>gg di refertazione</i>
HBsAb quantitativo	chemiluminescenza	mUI/ml	1
HBsAg	chemiluminescenza		1
HCV	chemiluminescenza		1
INR	ottico		0
INSULINA	chemiluminescenza	uU/ml	1
LDH	cinetico enzim.	IU/L	1
LH	chemiluminescenza	mIU/ml	1
MICROALBUMINURIA (urine 24h/estemporanea)	immunologico	mg/l	1
NSE	ECLIA	ug/ml	3
POTASSIO	ISE	mEq/l	1
POTASSIO URINARIO (urine 24h)	ISE	mEq/24h	1
PROGESTERONE	chemiluminescenza	ng/ml	1
PROLATTINA	chemiluminescenza	ng/ml	1
PROTEINA C REATTIVA	turbidimetrico	mg/dl	1
PROTEINE FRAZIONATE	gel agarosio		3
PROTEINE TOTALI	enzimatico color.	g/dl	1
PROTEINE URINARIE (urine 24h)	turbidimetria	g/24h	1
PSA	chemiluminescenza	ng/ml	1
PSA FREE	chemiluminescenza	ng/ml	1
PTT	ottico	sec.	0
RETICOLOCITI	conteggio microscopio	%	1
REUMA TEST	turbidimetria	UI/ml	1
SANGUE OCCULTO FECEI	cromatografico		1
SIDEREMIA	enzimatico	ug/dl	1
SODIO	ISE	mEq/l	1
SODIO URINARIO (urine 24h)	ISE	mEq/24h	1
TOXO TEST IGG	chemiluminescenza	UI/ml	1
TOXO TEST IGM	chemiluminescenza	C/CO	1
TRANSFERRINA	immunospettrofotometria	mg/dl	1
TRIGLICERIDI	enzimatico	mg/dl	1
TROPONINA I	chemiluminescenza	ng/L	1
TSH	chemiluminescenza	uUI/ml	1
URINOCOLTURA	coltura	UFC/ml	3
VES	sedimentazione	mm/h	1
VITAMINA D (25-OH)	Chemiluminescenza	ng/ml	3

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Il Direttore del Laboratorio Analisi
Dott.ssa Anna Davoli





Casa di Cura "Villa Garda" SpA

LABORATORIO ANALISI- PRESTAZIONI AMBULATORIALI

ELENCO ESAMI ESEGUITI IN SERVICE

<i>Descrizione</i>	<i>metodo</i>	<i>unità di misura</i>	<i>gg di refertazione</i>
17-OH PROGESTERONE	RIA	ng/ml	3
AC.ANA SCREEN	multiplex luminex		3
AC.ANTI DNA NATIVO	multiplex luminex	UI/ml	3
AC.ANTIELICOBACTER PYLORI FECl	immunoenzimatico		3
AC.ANTI ELICOBACTER PYLORI IgG	chemiluminescenza	U.E./ml	3
AC.ANTI ENDOMISIO	immunofluorescenza indiretta		3
AC.ANTI HERPES 1 IgG	immunoenzimatico	UA/ml	3
AC.ANTI HERPES 1-2 IgM	immunoenzimatico	U.E.	3
AC.ANTI HERPES 2 IgG	immunoenzimatico	UA/ml	3
AC.ANTICITOMEGALOVIRUS IgG	chemiluminescenza	UI/ml	3
AC.ANTICITOMEGALOVIRUS IgM	chemiluminescenza	UI/ml	3
AC.ANTIGLIADINA IgA/IgG	immunoenzimatico	U/ml	3
AC.ANTITIREOGLOBULINA	chemiluminescenza	UI/ml	2
AC.ANTITIREOPERROSSIDASI	chemiluminescenza	UI/ml	2
AC.ANTITRANSGLUTAMINASI IgA	immunoenzimatico	U/ml	3
AC.ANTITRANSGLUTAMINASI IgG	immunoenzimatico	U/ml	3
AC.ENA SCREEN	multiplex luminex		3
ACIDO VANILMANDELICO	HPLC	mg/24h	3
ACTH	chemiluminescenza	pg/ml	3
ADH	RIA	pg/ml	3
ALDOLASI	enzimatico	mU/ml	3
ALDOSTERONE CLINO/ORTO	chemiluminescenza	pg/ml	3
ALDOSTERONE URINARIO (urine 24h)	RIA	ug/24h	3
ALFA FETO PROTEINA	chemiluminescenza	ng/ml	3
ALFA1 GLICOPROTEINA ACIDA	immunoturbidimetrico	mg/dl	3
AMA	immunofluorescenza indiretta		3
AMILASI PANCREATICA	enzimatico	U/L	3
ANDROSTENEDIONE	chemiluminescenza	ng/ml	3
ANTIBIOGRAMMA FECl	MIC		5
APO-A1	immunoturbidimetrico	mg/dl	3
APO-B	immunoturbidimetrico	mg/dl	3
APTOGLOBINA	immunoturbidimetrico	mg/dl	3
ASMA	immunofluorescenza indiretta		3
B2-MICROGLOBULINA	immunoturbidimetrico	mg/L	3
C PEPTIDE	chemiluminescenza	ng/ml	3
CA 125	chemiluminescenza	U/ml	3
CA 15.3	chemiluminescenza	U/ml	3
CA 19.9	chemiluminescenza	U/ml	3
CARBAMAZEPINA	fluorescenza polarizzata	ug/ml	3
COLINESTERASI	enzimatico colorimetrico	U/L	3
COMPLEMENTO C3	immunoturbidimetrico	mg/dl	3
COMPLEMENTO C4	immunoturbidimetrico	mg/dl	3
COPROCOLTURA			5
CORTISOLO	chemiluminescenza	ng/ml	3
CORTISOLO URINARIO (urine 24h)	chemiluminescenza	ng/24h	3
DEPAKIN-AC.VALPROICO	fluorescenza polarizzata	ug/ml	3
DHEA	ELISA	ng/ml	3
DHEA-S	chemiluminescenza	ng/ml	3
DINTOINA-FENINTOINA	fluorescenza polarizzata	ug/ml	3

<i>Descrizione</i>	<i>metodo</i>	<i>unità di misura</i>	<i>gg di refertazione</i>
EMOGLOBINA GLICOSILATA	HPLC	%	3
EMOGLOBINA PATOLOGICA	HPLC	%	3
ENOLASI NEURONALE SPECIFICA	chemiluminescenza	ug/l	3
EPSTEIN BARR IgG-IgM	chemiluminescenza	U.A.	3
ESAME CHIMICO FISICO FECI			3
ESAME PARASSITOLOGICO FECI	microscopico		3
ESTRIOLO	RIA	ng/ml	3
PHENOBARBITALE	fluorescenza polarizzata	ug/ml	3
FOLATI	chemiluminescenza	ng/ml	3
FRUTTOSAMINA	colorimetrico	umol/l	3
GASTRINA	chemiluminescenza	pg/ml	3
GH	chemiluminescenza	ng/ml	3
HAV- IGM	ECLIA		3
HAV-IgTOTALI	ECLIA		3
HBcAb-IgG	ECLIA		3
HBcAb-IgM	ECLIA		3
HBeAb	ECLIA		3
HBeAg	ECLIA		3
HIV 1-2	ECLIA		3
HPL	ELISA	mg/L	3
IMMUNOGLOBULINE A	immunoturbidimetrico	mg/dl	3
IMMUNOGLOBULINE E TOTALI	chemiluminescenza	UI/ml	3
IMMUNOGLOBULINE G	immunoturbidimetrico	mg/dl	3
IMMUNOGLOBULINE M	immunoturbidimetrico	mg/dl	3
LIPASI	enzimatico colorimetrico	U/L	3
LIPOPROTEINA-a	immunoturbidimetrico	mg/dl	3
LITIO	ISE diretto	mEq/L	3
MAGNESIO	colorimetrico	mg/ml	3
MAGNESIO URINARIO (urine 24h)	colorimetrico	mg/24h	3
MIOGLOBINA	nefelometria	ug/L	3
MONOTEST	emoagglutinazione		3
NSE	ECLIA	ug/ml	3
OMOCISTEINA	HPLC	umoli/L	3
PAUL BUNNEL	immunocromatografico		3
PROTEINA C FUNZIONALE	cromogenico	%	3
PROTEINA C ATTIVATA RESISTANCE	coagulativo	RN	3
PROTEINA S LIBERA	immunoturbidimetrico	%	3
PTH	chemiluminescenza	pg/ml	3
RAME	enzimatico colorimetrico	ng/dl	3
RENINA CLINO/ORTO	chemiluminescenza	uIU/ml	3
RUBEO TEST IGG	chemiluminescenza	UI/ml	3
RUBEO TEST IGM	chemiluminescenza	UA/ml	3
T3	ECLIA	ng/ml	3
T4	ECLIA	ug/dl	3
TAS	immunoturbidimetrico	UI/ml	3
TEOFILLINA	fluorescenza polarizzata	mcg/ml	3
TESTOSTERONE	ECLIA	ng/ml	3
TESTOSTERONE LIBERO	RIA	pg/ml	3
TIREOGLOBULINA	ECLIA	ng/ml	3
TPA	chemiluminescenza	U/L	3
TPHA	emoagglutinazione		3
TPHA quantitativo	emoagglutinazione		3
VDRL	card test		3
VITAMINA B12	chemiluminescenza	pg/ml	3
WAALER ROSE	emoagglutinazione		3
WIDAL-WRIGHT	agglutinazione		3
ZINCO	colorimetrico	ug/L	3