



VILLA GARDA

CASA DI CURA
PRIVATA



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 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 8.10 a.m. to 9.50 a.m., reserving by calling the number 045 6208664 from 12.00pm to 2.30pm from Monday to Friday.

It is possible we are closed before the days of holidays. You are advised to ask at the switchboard.

Signing in and payment of the ticket or the full amount have to be done at the Payments desk (*Ufficio cassa*) on the day of their test.

The medical referral for agreed services must comply with the laws in force (there need to be: name, surname, gender, tax code, details of referring physician and details of any exemption). Otherwise the tests cannot be performed.

Before the blood collection for some exams (HIV, OGTT) the patient has to read, fill in and sign the consent form and give it to the employee.

Getting your results

Test results are sent by e-mail to the address given by the patient at the moment of the test after signing the consent form. Or they can be retrieved personally or with delegation at the reception desk. 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 9.50 a.m. on the day of the test.

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 9.50 a.m. on the day of the test.

Samples presented in unsuitable containers cannot be accepted for testing.

For some urine tests (calcium, phosphorus , cortisol) is expected acidification of the collection .
Contact the Laboratory for more information .

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Società soggetta ad attività di direzione e coordinamento di GHC S.p.A.



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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.

Exams are done in Services at the laboratory RDI-Rete Diagnostica Italiana, in Limena (PD)

Samples are maintained at the appropriate temperature.

RDI's laboratory equipment is regularly updated and subjected to both internal and external quality control measures.

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 upward arrow – downward arrow.

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 adhere to the turnaround times stated on the attached list.

Issued in August 2021

Dr. Anna Davoli
Head of Analysis Laboratory