01/2024 Edition

LAMAT

CHARTER OF SERVICES

Drafted by
RSGQ

Approved by
The Director: Michelino Silvestro

LOCATIONS

(Opening times and contacts)

Headquarters

TORINO - Via Luigi Cibrario 53 (CAP: 10143)
Public entrance: Via Casalis 1

Opening time:
From Monday to Friday 7:30 AM - 05:30 PM | Saturday 7:30 AM - 12:00 PM
Blood samples and other sample collection:
From Monday to Friday 7:30 AM - 10 AM (SSN) | 7:30 AM - 02 PM (Private)
Saturday 7:30 AM - 10 AM (SSN and Private)
Contacts:
Telephone: +39 011-4373430
email: info@lamatlab.it

Blood samples centers

- **Alba (CN)**

  - C/O Rivarossa Team
  Via Ognissanti 30 (CAP: 12051)
  ***Blood samples and other sample collection:**
  Monday and Wednesday 7:30 AM - 08:30 AM (by reservation)
  Contacts:
  Telephone: +39 0173-362757
  email: info@rivarossa.net
  Website: www.rivarossa.net

- **Avigliana (TO)**
  - C/O Poliambulatorio San Luigi
  Corso Europa 7 (CAP: 10051)
  ***Blood samples and other sample collection:**
  Tuesday and Thursday 7:30 AM - 10:00 AM
  Saturday 7:30 AM - 09:00 AM (by reservation)
  Contacts:
  Telephone: +39 011-9378429
  email: avigliana@sanluigi.net
  Website: www.sanluigi.net

- **Borgaro Torinese (TO)**
  Via Diaz 25 (CAP: 10071)
  Opening time:
  From Monday to Friday 8:00 AM - 12:00 PM
  Blood samples and other sample collection:
  From Monday to Friday 8:00 AM - 10:00 AM (SSN and Private)
  Contacts:
  Telephone: +39 011-4701100

- **Bussoleno (TO)**
  - C/O Clinica Sant' Anna
  Via Walter Fontan 115 (CAP: 10053)
  ***Blood samples and other sample collection:**
  From Monday to Friday 8:00 AM - 09:30 AM (by reservation)
  Contacts:
  Telephone: 0124-26266
  email: info@clinica-santanna.it
  Website: www.clinica-santanna.it

- **Giaveno (TO)**

  - C/O Poliambulatorio San Luigi

  Piazza Ruffinatti 11 (CAP: 10094)

  ***Blood samples and other sample collection:**

  Tuesday, Thursday and Saturday 7:30 AM - 9:30 AM

  Contacts:

  Telephone: +39 011-9378429

  email: giaveno@sanluigi.net

  Website: www.sanluigi.net

- **Grugliasco (TO)**

  - C/O Centro Medisì

  Via Trento 21 (CAP: 10095)

  ***Blood samples and other sample collection:**

  Monday, Wednesday and Friday 7:00 AM - 10:00 AM

  Contacts:

  Telephone: +39 347-0505812

  email: info@centromedisi.it

  Website: www.centromedisi.it

- **Novara (NO)**

  - C/O Centro Polispecialistico Leonardo

  Via Fiume 13 (CAP: 28100)

  ***Blood samples and other sample collection:**

  From Monday to Saturday 7:00 AM - 09:00 AM

  Contacts:

  Telephone: 0321-1820701

  email: segreteria@polispecialisticoleonardo.it

  Website: www.polispecialisticoleonardo.it

- **Orbassano (TO)**

  - C/O Poliambulatorio San Luigi
  Strada Gerbido 22/9 (CAP: 10043)
  ***Blood samples and other sample collection:**
  Tuesday and Thursday 7:30 AM - 09:40 AM
  Saturday 7:30 AM - 09:40 AM (by reservation)
  Contacts:
  Telephone: +39 011-9378429
  email: orbassano@sanluigi.net
  Website: www.sanluigi.net

- **Pinerolo (TO)**

  - C/O Studio Medico Aurora
  Via Ettore Bignone, 85/17 (CAP: 10064)
  ***Blood samples and other sample collection:**
  Monday to Saturday 08:00 AM - 11:00 AM
  Contacts:
  Telephone: 0121-794600
  email: studiomedicoaurora@hotmail.it
  Website: www.studiomedicoaurorapinerolo.com

- **Rivarolo Canavese (TO)**

  - C/O Centro Polispecialistico Canavesano
  Corso Italia 41 (CAP: 10086)
  ***Blood samples and other sample collection:**
  From Monday to Thursday 8:30 AM - 10:30 AM
  Contacts:
  Telephone: +39 0124-26266
  email: info@smcmedicina.it
  Website: www.centropolispecialisticocanavesano.it

- **Torino (TO)**

  Via Capelli 81 (CAP: 10146)

  Opening time:

  From Monday to Friday 8:00 AM - 12:00 PM

  Blood samples and other sample collection:

  From Monday to Friday 8:00 AM - 10 AM (SSN and Private)

  Contacts:

  Telephone: +39 011-728044

- **Torino (TO)**

  - C/O Poliambulatorio San Luigi

  Via dei Mille 7/A (CAP: 10123)

  ***Blood samples and other sample collection:**

  Tuesday, Thursday 7:30 AM - 10:25 AM

  Saturday 7:30 AM - 9:55 AM (by reservation)

  Contacts:

  Telephone: +39 011-9378429

  email: torino@sanluigi.net

  Website: www.sanluigi.net

- **San Mauro Torinese (TO)**

  - C/O Centro Medico Specialistico Genesi

  Via Domodossola 10 (CAP: 10099)

  ***Blood samples and other sample collection:**

  From Monday to Saturday 8:30 AM - 11:00 AM

  Contacts:

  Telephone: 011-8222555

  email: studiogenesi01@gmail.com

  Website: www.cms-genesi.com

- **Vigliano Biellese (BI)**

  - C/O Fisiokinetik
  Piazza Conte Ferdinando Avogadro di Collobiano 2
  (CAP: 13856)
  ***Blood samples and other sample collection:**
  From Monday to Saturday 7:00 AM - 09:00 AM
  Contacts:
  Telephone: 015-8122032
  email: info@fisiokinetiksport.it
  Website: www.fisiokinetiksport

For the updated list of blood samples centers visit our website **www.gruppolamat.com** and select '**LE SEDI**'.

*Opening times of blood samples centers are subject to change and are available on each facility's website.

WEBSITE

All information and regular updates on clinical lab and health center activities are available on our website: **www.gruppolamat.com.**

SERVICES

LAMAT works across the following diagnosis sectors:

- general clinical analysis lab
- clinical chemistry and toxicology
- cito-histology
- microbiology e seroimmunology, using an entirely automatized processing framework leveraging cutting-edge technologies (e.g. PCR, Chemiluminescent, Immunoenzymatic, Atomic Absorption, chromatography).

You can find further details and the expected processing time of each test in the dedicated section of our website, following the “SERVIZI” dropdown menu and the “Elenco esami” section.
For further information on specific exams and additional questions, please contact us directly at the reception by phone or email.

For the collection of biological samples (urine examination, stool examination, sperm fluid examination, various cytological etc.) require canisters that we provide directly at our center.

Highly qualified personnel work in our laboratories daily, including of 12 graduated staff (medical doctors and specialized biologists), 7 technicians, and 16 additional staff (ranging from management to ancillary staff).

Aiming to pursue continuous improvement, the analytical laboratory participates in several national quality control programs, on a voluntary basis, in addition to those required by law in the Piedmont Region.

RECEPTION

(Timing and organization)

LAMAT provides a number of tools for users:

- automatic numbering machine (available categories: health system, private, institutions, disabled, information) to direct users and facilitate the reception services
- several entrances and individual stations for reception, also organized to ensure the respect of privacy and disabilities
- use of multiple examinaiton rooms at the same time with dedicated health care personnel
- first aid room

Thanks to these instruments, the average waiting time between the phase of acceptance and execution of the sample taking/collection is about 20 minutes.

The order of access to services for laboratory tests is determined by the order of precedence established by the automatic numbering machine, which Patients must use upon arrival at the facility. A waiting room is available.

✓ **Categories of available services:**

- For services provided under accreditation with the SSN, clients must produce the physician's "SSN proposed prescription" request and arrange for payment of the co-payment (if due) directly at the cashier's desk in reception when registering for service delivery.
- For paid services, it is preferable to show the physician's request, which will always be returned to the Client. Even then, the related payment is made at the time of acceptance.
- Through the "FACCIAMO IL PUNTO" project, investigations related to specific topics - e.g., heart, celiac disease, diabetes and cholesterol, nutrition, sports, etc. - have been identified and made available as groups of "check-up" examinations. Examination details and information can be requested from the secretarial staff or are available by visiting the website in the "FACCIAMO IL PUNTO" area.

- For services requested 'in service' for institutions, firms or other laboratories, please refer to the conditions stipulated in the collaboration agreement (e.g. payments, any specific requests etc.). An area called 'SERVICE' is available on the website for accounting records and reports.

✓ **Reception:**

- At the time of booking, the Client is notified with all information regarding the type of services, the date and time booked, the cost, and the various administrative components (service usable only on a fee-for-service basis, service also usable under accreditation with the SSN, with an indication of the related costs). It's also given to the patient a QR Code reminder that links to the "Exam List" page on the website, where any preparations are indicated. In the case of an inquiry or telephone booking, more complex instructions can be sent to the client, where possible, by email or displayed on the website.

- At the time of reception for laboratory examinations, the Client is given written indication with day and time to pick up the report, which will be delivered by the secretarial staff (see report pickup for further arrangements). In addition, in case of clarification or details regarding examinations, graduate staff is always available.

- We guarantee that every examination is performed in the shortest possible time to meet the needs of the clients. The performance of examinations in urgency relates only to COVID swabs and, in any case, takes place only with the prior authorization of the Director.

PAYMENTS

Please note that payment can be made to the following modes:

- Payment cards
- Wire Transfer
- Cash
- Checks.

PAYMENT INFORMATION OF SSN FEES

The ticket due is for laboratory examinations, the ticket due is up to a maximum of 36,15 € per prescription, on which no more than eight examinations can be requested.

Citizens who are in the following conditions are exempt from paying the ticket for activities and diagnostics:

- by age: people under 6 years of age or over 65 are exempt if they belong to a household whose income does not exceed 36151,98 € gross per year in a pregnant condition (for services provided by a specific health protocol)

- for specific pathologies

- if retired at the minimum, aged between 60 and 65, with annual income not exceeding 8263,31 €, (increased by 516,46 € up to a maximum of 11362,05 € for the spouse and each dependent child)

- if unemployed persons registered with the 'Collocamento' (excluding those awaiting first employment), with annual income not exceeding 8,263.31 €, or family members of unemployed persons

- if social pensioners or dependents of social pensioners. The declaration of belonging to a household with income below the prescribed limits must be signed by the person or a member of his or her family on the back of the medical prescription providing for the exemption. Self-declarations are subject to verification as to their authenticity.

Exemption for pathology provides that, the person does not pay the ticket for examinations related to the disease condition, as stated in the attachment to the exemption certificate. Exemption for disability, provides that, the person concerned does not pay any form of cost-sharing contribution, for any diagnostic activities, which he needs. The attestation of the right to the exemption must be made by the prescribing physician, who is responsible for reporting the exemption code provided in the appropriate box of the prescription.

BOOKING

✓ The laboratory diagnostic services provided by LAMAT on behalf of the National Health Service-despite the budget limits imposed by the Piedmont Region-require reservations, which can be made:

- directly at our offices
- by phone (12 AM to 4 PM)
- on our website in the 'SERVIZI' area in the 'PRENOTAZIONE ESAMI' section, according to the instructions on the page (the system simply prompts the selection of date, venue and telephone contact followed by confirmation).

✓ Services provided privately do not require reservations and can be performed on the days and times indicated above or on the website.

✓ The following home examinations can be booked:

- blood draws
- electrocardiograms
- collection of biological samples

✓ **Cancellation**:
It should be noted that cancellation of the reservation by the Client is possible free of charge. This can be done directly at the secretariat or by phone or email.

✓ **Info:**
For any kind of additional information, customers can contact the reception staff directly by phone during opening hours or by email.
At any time, through the reception staff, customers can contact those in charge of the various services.

COLLECT REPORTS

Results pickup is possible every weekday both in the morning and in the afternoon between 10:30 am to 5:30 pm. On the first day, the results is available from 4:30 pm, while on Saturdays it is possible to pick up from 11:00 am to 12:00 pm.

Three options are available for pickup:

- The report is delivered, in a sealed envelope, directly to the person concerned, upon presentation of the registration form issued by the secretary's office at the time of acceptance in addition to an ID. This form may also be used by a third party, as long as it is filled out in its entirety according to the instructions and including a copy of the delegating party's and the delegate's ID.

- Postal delivery of reports is possible upon request at the time of acceptance (at no extra charge).

- Online collection of the results is available on the website www.gruppolamat.com (in compliance with the law protecting privacy). In the appropriate 'SERVIZI' area, selecting the category 'Referti pazienti', and logging in using the USERNAME and PASSWORD provided via SMS at the time of acceptance, the service provides access to the digital copy of the report.

English version for patients