

# SERVICE CHARTER

with Guide to Services and Charter of Patients' Rights



English version

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Documents can be requested from the Secretariat:

- *Rates of services*
- Guides on healthcare services provided by U.S.I. Group facilities
- Instructions for preparing for performances

Dear user,

This Service Charter contains information that we believe is useful to learn more about our health care centre and how to access health services.

We would like to remind you that for the main services there are also information, guides or brochures, available at the health centers and on [www.usi.it](http://www.usi.it), in which you will find all the information on the healthcare offer of the **U.S.I.**

We hope that, also through this Service Charter, you will appreciate our constant commitment to concretely translating the values and principles that feed our Work, which identifies the "centrality" of the Patient as the most important objective, in the face of cutting-edge diagnoses and therapies in the medical field, in strict compliance with the principles of Evidence-Based Medicine (EBM).

Finally, we invite you to send us ideas and suggestions that can contribute to the continuous improvement of the organization, efficiency and sustainability of our healthcare ambulatory.

The Medical Director

*Dr. Simona Donnanno*

## 1. THE HEALTH CENTRE AND U.S.I.

**U.S.I. (Unione Sanitaria Internazionale) S.p.A.** was founded in 1953 by Dr. Luigi Sperone, becoming over the years an integrated health network consisting of more than thirty facilities and over five hundred specialized operators.

The most widespread healthcare ambulatory in Rome, since 2022 the U.S.I. has also been present in the Tuscany Region.

The U.S.I. Axa-Palocco headquarters in Via Eschilo 191/193, is extended on two levels and provides the following health services, which are subsequently deepened:

- CLINICAL LABORATORY ANALYSIS;
- SPECIALIST MEDICINE AND INSTRUMENTAL DIAGNOSTICS ON AN OUTPATIENT BASIS;
- DIAGNOSTIC IMAGING: TRADITIONAL RADIOLOGY.

The ambulatory is accredited with the Health Service of the Lazio Region (the regional accreditation resolutions are reported at the bottom of the page of the title page of this service charter). Countless services are provided in agreement with the NHS or with private bodies, as detailed in the following chapters.

The structures of the U.S.I. Group provide an integrated, wide and advanced healthcare offer in the field of Clinical Laboratory Analyses (*Clinical Chemistry, Molecular Biology, Cyto-Histopathology*), Diagnostic Imaging and Nuclear Medicine (*Magnetic Resonance Imaging, CT, Digital Radiodiagnostics, Ultrasound, PET, Scintigraphy*), Specialist Medicine and Occupational Medicine, Cancer Prevention and Treatment (*Radiation oncology*).

**U.S.I.** It consists of the following healthcare facilities:

### LAZIO

**U.S.I. PRATI** via Virginio Orsini, 18 Roma  
**AXA-PALOCCO** via Eschilo, 191 Roma  
**BORGHESIANA** via Casilina, 1838 Roma  
**CINECITTÀ** viale Bruno Rizzieri, 203 Roma  
**COLLE-PRENESTINO** via Mirabella Eclano, 27 Roma  
**COLLATINO** viale della Serenissima, 22 Roma  
**EUR-LAURENTINA** via Vincenzo Cerulli, 2/b Roma  
**EUR-MARCONI** viale Guglielmo Marconi, 139 Roma  
**EUR-SERAFICO** via Paolo di Dono, 9 Roma  
**FURIO CAMILLO** via Cerreto di Spoleto, 21 Roma  
**IGEA** via Igea 12/a-b-c-d, 18 Roma  
**MORENA** (Centro Analisi Cliniche Morena S.r.l.), via di Morena, 30-32, Ciampino (RM)  
**LIDO DI OSTIA** viale del Lido, 3 Roma

**NUMIDIO QUADRATO** via Tuscolana, 703 Roma  
**OSTIENSE** (USI-Marco Polo S.r.l.) viale Marco Polo, 41 Roma  
**PIAZZA BOLOGNA** via Gian Luca Squarcialupo, 17/b Roma  
**PIAZZA BOLOGNA** via Gian Luca Squarcialupo, 36 Roma  
**PIAZZA MAZZINI** viale Angelico, 39 Roma  
**PIAZZA VITTORIO** via Machiavelli, 22 Roma  
**PIETRALATA** via dei Durantini, 362 Roma  
**SERPENTARA** via Gaspare Pacchiarotti, 95 Roma  
**SERPENTARA** piazza Fernando De Lucia, 76-86 Roma  
**TRIESTE** corso Trieste, 22 Roma  
**USI DOC - PRATI** via Virginio Orsini, 18/27a Roma  
**USI DOC - TUSCOLANA** via Tuscolana 212/f Roma  
**USI DOC - LIDO DI OSTIA** viale del Lido, 5/a Roma

### TOSCANA

**CHECK UP ARANCIO** trav. II Via Romana, 35 - Lucca  
**SANT'ANNA** via Luigi Einaudi, 150 Lucca  
**LUNATA** via Pesciatina, 236 - Capannori (LU)  
**ALTOPASCIO** via Cavour, 25 - Altopascio (LU)  
**PORCARI** via Romana Est, 76 - Porcari (LU)  
**VALDERA** (Radiologia Diagnostica Valdera S.r.l.) via di Gello, 175 - Ponsacco (Pisa)

**LAMMARI** via delle Ville, 128 - Capannori (LU)  
**FOLLONICA** via Litoranea, 68/c - Follonica (GR)  
**GAVORRANO** viale Marconi, 92/a - Gavorrano (GR)  
**PIOMBINO** via Carlo Pisacane, 63 - Piombino (LI)  
**VIAREGGIO** via Amerigo Vespucci, 172 - Viareggio (LU)  
**LIVORNO ARTIGIANATO** via dell'Artigianato, 53/55 - Livorno

## **2. QUALITY, CLINICAL RISK MANAGEMENT, SUSTAINABILITY**

Since its foundation , U.S.I. applies advanced quality control and management systems that involve participation in national and international programs. All services are provided in compliance with guidelines and methods recognized by the scientific community. Clinical risk is assessed at all stages of the healthcare pathway.

The *vision* and *mission* of the U.S.I. they can be summarized in a wide range of healthcare services, of high quality standards, accessible and widespread throughout the territory, based on highly qualified personnel, advanced technologies and management models oriented towards Quality, Safety, Effectiveness, protection of users' rights and economic, environmental and social sustainability.

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The processes are constantly monitored through indicators relating to the quality of performance, analytical accuracy, waiting times, rates of repetitions and cancellations of services, satisfaction of users and interested parties, incidence of non-conformities, complaints, incidents, adverse events and the effectiveness of the improvement actions.

The ambulatory's Quality System is certified according to the international standard UNI EN ISO 9001:2015 issued by a prestigious certification body.

The health ambulatory is also accredited with the Health Service of the Lazio Region, on the basis of the *additional requirements for the accreditation of health facilities*, governed by the reference legislation.

## **3. INFORMED CONSENT, RIGHTS AND OBLIGATIONS OF THE PATIENT**

The healthcare ambulatory actively guarantees the right of patients and users:

- ✓ informed in an appropriate and comprehensible way about their state of health and about the characteristics, risks and alternatives to the services that concern them, expressing their consent or refusal in advance;
- ✓ to be assisted with care, impartiality, confidentiality and confidentiality, with respect for their own time, dignity, needs and philosophical or religious convictions;
- ✓ the transparency and simplicity of administrative procedures;
- ✓ the Safety and Quality of health services;
- ✓ to the complaint and to an appropriate response.

Please note that it is always advisable to:

- ✓ inform staff of any needs related to their health conditions, to prevent any risks (e.g. in the event of problems related to patient mobility or therapies already in progress);
- ✓ a behaviour based on respect and understanding of the rights of other users and patients, as well as trust and collaboration with healthcare personnel;
- ✓ compliance with the timetables of the booked services, informing in case of delays or cancellations.

## **4. USER PROTECTION, SUGGESTIONS AND COMPLAINTS**

Suggestions or complaints can be made through [www.usi.it](http://www.usi.it) , on "white paper" or on the *Satisfaction Questionnaire* available in the acceptance secretariat and once completed to be placed in the appropriate containers or to be sent by ordinary mail or e-mail to the addresses indicated in this Service Charter.

Complaints and suggestions are analysed by the Health or Technical Laboratory Management and the departments involved and a response is ensured as soon as possible, in any case no later than 30 days, except for important obstructive causes.

It is also possible to lodge a complaint with the TRIBUNAL FOR PATIENTS' RIGHTS (Viale Angelico, 28, 00195 Rome, Tel. 06/3729924, 06/6385881 e-mail: roma@cittadinanzattiva.it).

## 5. ACCESS TO SERVICES AND COSTS

### Services in agreement with the NHS

An NHS referral issued by the attending physician is required, which also indicates any exemptions. As a rule, the referral is valid for one year and contains up to eight benefits for the same industry.

For services in agreement with the NHS, the same rates are applied as for public facilities.

### Services under the private sector or under agreements with private entities

A prescription from your doctor or specialist may be required for certain services. Please refer to the following chapters of the service charter in relation to the specific services.

Information on the costs of services provided under a private regime or under an agreement with private organizations and on any specific or multidisciplinary health packages is provided at the admission secretariats or by contacting the single number **06 32868.1**.

### Preparation and other performance information

Information on the timing, preparation methods and characteristics of the health services are available at the admission secretariats or by contacting the single number **06 32868.1**.

On **the [www.usi.it](http://www.usi.it) website**, information containing indications for correct preparation and information on the health services provided can also be consulted.

Further information can be found in the following chapters of the service charter in relation to the specific services and in *brochures* available at the ambulatory for certain services.

Please note that health information can only be issued by the health personnel in charge of the services.

### Payment methods

Payment for services can be made in cash and by bank card. For further payment methods, you can request information at the time of booking or by calling **06 32868.1**

For information on entering into agreements with private organisations, please contact the relevant office at the e-mail address [convenzioni@usi.it](mailto:convenzioni@usi.it).

### Preferential access and emergencies

Preferential paths are provided for patients in fragile conditions (e.g. reduced mobility or affected by oncological or debilitating diseases), also considering the needs related to religious beliefs or cultural aspects.

For any emergencies, the healthcare staff concerned evaluates the execution of the analyses within the time required, establishing the time for the release of the complete or partial report in the shortest possible technical time.

Inform us of any needs during the acceptance phase or contact the single number **06 32868.1** to agree on the appropriate preferential access methods.

### More useful information

At the ambulatory there is staff able to communicate in **English** and/or other foreign languages. An English version of the Service Charter is available and can be requested from the Secretary's Office.

The staff of the health ambulatory, even in the training phase, can be identified by their identification card.

Hand cleaners are available at the property. Proper hand hygiene easily prevents most healthcare-associated infections (HAIs). Consult the [www.usi.it](http://www.usi.it) website for the information campaigns on prevention promoted by the U.S.I.

## 6. COLLECTION OF REPORTS

The collection of the reports and any related attachments can be done at the Acceptance Secretariat or "online", by activating the relevant service at the time of acceptance.

Please note that the reports can only be delivered, according to the deadlines set out in chapter 7:

- a) to the person directly concerned or delegated person (who must present his/her identity document, the proxy and a copy of the identity document of the delegating party);
- b) in the case of a minor, to the interested party with an identity document or to those who exercise parental authority, with an identity document;
- c) to the guardian or curator with an identity document and the necessary documentation.

The preservation of health documentation is carried out in accordance with the mandatory legislation. For any duplicates of paper reports, consider the ordinary times defined according to the type of report (see chapter 7).

## 7. PERFORMANCE AND WAITING TIMES

In the following chapters, the following chapters are detailed for each specialist branch:

- the medical or technical manager
- specific informations on how to book and access
- services provided under a private regime or under an agreement with the NHS
- waiting times for booking, access and reporting

## OUTPATIENT SPECIALIST MEDICINE

**Medical Director:** Dr. Simona Donnanno

### Booking & Access

- Book the service on site, through the call center at **06 32868.1** or on **www.usi.it**.
- At the visit, it is advisable to show documentation of any previous or ongoing diagnostic tests or therapies.
- The Acceptance Secretariat is available for information on the services provided under the private regime or in agreement with private entities, on the relative times, costs and on the specialist staff of reference.

### Authorised specialist medical services provided privately and related waiting times

The following services of Specialist Outpatient Medicine are authorised and privately provided at the health ambulatory:

ANGIOLOGY	ALLERGOLOGY (*)	CARDIOLOGY	DERMATOLOGY
ENDOCRINOLOGY	DERMATOLOGIA	GYNECOLOGY	ORTHOPAEDICS
GASTROENTEROLOGY (*)	GERIATRIA (*)	INTERNAL MEDICINE (*)	NEFROLOGIA (*)
ENT	OPHTHALMOLOGY (*)	CHIRURGIA VASCOLARE	UROLOGY
ONCOLOGIA (*)	PEDIATRIA (*)	PULMONOLOGY (*)	NEUROLOGY (*)
REUMATOLOGIA			

(\*)Services are currently being organized, please ask for information at the secretariat

Waiting time per booking: min. 1, max. 7 working days. The report is delivered at the end of the service. Any changes in delivery times are communicated to the Patient by the person in charge of the service.

**DIAGNOSTIC IMAGING**

Director: Dr Valentina Pulcinelli

Booking and access

- Mr. and Mrs. Patients can book on site, by phone or on the website.
- To access the services in accreditation with the NHS, a medical request is required (demanding NHS on "pink prescription" or electronic). A medical prescription may be required for private benefits.
- Secretary is available for information on the services provided under the private regime or in agreement with the NHS or other organizations, on the relative times, costs and on the specialist team.
- Consult [www.usi.it](http://www.usi.it) or secretariat for information about the correct preparation of the Patient for the required health services.

Diagnostic Imaging services provided privately and related waiting times

RX ALSO	X-RAY OF THE PARANASAL SINUSES	RX KNEE (RIGHT OR LEFT)
RX DENTAL ARCHES LOWER / UP	Complete digestive system X-ray	RX ELBOW (RIGHT OR LEFT)
LOWER LIMBS RX	DIRECT RX OF THE COMPLETE URINARY SYSTEM	LARYNX RX
PELVIS RX	VACUUM ABDOMINAL DIRECT X-RAY	RX HANDS
AXIAL RX OF THE ROTULA	EMANDIBLE RX -	PANORAMIC GARDEN RX
RX ARMS AND FOREARM	HEMITORACIC RX	RX FOOT (RIGHT OR LEFT, even under load)
RX ANKLES	EPIPHARYNGEAL X-RAY	RX WRIST (RIGHT OR LEFT)
RX CLAVICLES	RX ESOPHAGUS WITH CONTRAST	RX SHOULDER (RIGHT OR LEFT)
CERVICAL COLUMN RX	RX FEMORE (RIGHT OR LEFT)	STERNAL RX
LUMBOSACRAL X-RAY	RX LEG (RIGHT OR LEFT)	RX TRACHEA
SACCROCOCCIGEA RX	RX GASTR. SUP. (ESOPHAGUS, STOMACH, DUODENUM)	
CHEST X-RAY (dors.)	RX SALIVARY GLANDS	
SKULL RX		

Waiting times for radiological services in private practice			
Services	Waiting times for bookings	Waiting times for reports	Waiting times for images
GENERAL RADIOLOGY	1 - 5 days	4 working days	10 minutes into the performance with possibility of delivery on digital medium
ORTHOPANORAMICA	1 - 5 days	4 working days	

- **ULTRASOUND:** Articular, Mammary, Soft parts, Pelvic, Prostatic (Transrectal biplane), Testicular, Thyroid.
- **ECOCOLORDOPPLER:** Abdominal aorta, renal arteries, carotid, thyroid, testicular, supra-aortic vessels. It's possible to request information about other additional radiological services performed at this or other clinics of U.S.I. group in private regime.

## CLINICAL LABORATORY ANALYSIS: Sampling Point

*Technical Director of the Clinical Analysis Laboratory:* Dr. Catia Zappa

### Booking & Access

- Pick-ups can be made without reservation by going directly to the ambulatory at the times indicated on the last page of this service charter.
- Home samples are taken, the Acceptance Secretariat is available for the relevant information.

### Clinical analysis services provided under accreditation with the NHS and related waiting times

17KS URINARIO (MG/24H)	CHLORIDES	FT3 (ECL)
17OH HYDROXYCORTICOSTEROIDS	TOTAL CHOLESTEROL	FT3 (ECL) - 2ND WITHDRAWAL
17OH PROGESTERONE	PROSTATE SECRETION CULTURE	FT3 (ECL) - 3RD WITHDRAWAL
17OH PROGESTERONE - 2ND WITHDRAWAL	URETHRAL SECRETION CULTURE	FT3 (ECL) - 4TH WITHDRAWAL
AB ANTI-INSULINA	VAGINAL CULTURE + ABG	FT3 (ECL) - 5TH WITHDRAWAL
AB ANTI-MICROSOMIALI	COPRO CULTURE	FT4 (ECL)
AB ANTI-PEROSSIDASIA TIROIDEA (ECL)	COPRO CULTURE FOR SALMONELLA	EMOGLOBIN
AB ANTI-THYREOGLOBULIN (ECL)	CORTISOL - 2ND BLOOD SAMPLE (ECL)	GAMMAGLUTAMYLTRANSFERASE (37°)
FOLIC ACID (ECL)	CORTISOL (ECL)	GASTRIN
ACTH	CIRCADIAN CORTISOL	GASTRINA - 2ND WITHDRAWAL
ACTH - 2ND WITHDRAWAL	URINARY CORTISOLUS (CPE)	GH
ALDOLASI (37°)	CREATININEMIA	GH - 2ND WITHDRAWAL
ALDOSTERONE	FSH CURVE	GLUCOSE
ALDOSTERONE - 2ND WITHDRAWAL	GLYCEMIC CURVE	TOTAL GLYCOSURIA
URINARY ALDOSTERONE	INSULIN-STIM CURVE. GLUCOSE (ECL)	RED BLOOD CELLS
ALPHA-FETOPROTEIN (ECL)	LH CURVE (ecl) - GNRH STIMULUS	GLUCAGONE
ALPHA-FETOPROTEIN IN PREGNANCY	CURVA PEPTIDE C	GLUCAGON - 2ND WITHDRAWAL
ALPHAFETOPROTEINA URINARIA	DHT DEIDROEPIANDROSTERONE	HAV-AB
Amylsemia (37°)	DHT DEIDROEPIANDROSTERONE - 2ND SAMPLE	HAV-AB IGM
AMILASURIA	DEA-SULFATE	HAV-IGM
AMMONIEMIA	DEA-SULPHATE - 2ND WITHDRAWAL	HBCAB - IGM
ANDROSTENEDIONE DELTA 4	DIGOXIN (ECL)	HBCAB (ANTICORE ANTIBODY)
ANDROSTENEDIONE DELTA 4 - 2ND WITHDRAWAL	DIGOXIN (ECL) - 2ND WITHDRAWAL	HBEAB (ANTICORPO ANTI-E)
ANGIOTENSIN	E1 - ESTRONE	HBSAB (ANTICORPO ANTI-S)
ANGIOTENSIN - 2ND SAMPLE	E1 - ESTRONE - 2ND SAMPLE	HBSAG (ANTIGENS AUSTRALIA)
ANTISTREPTOLISINA	E3 - ESTRIOLO	HBSAG (ANTIGENE E)
PROTHROMBIN ACTIVITY + INR	E3 - ESTRIOL - 2ND WITHDRAWAL	PLASMA HCG
PROTHROMBIN ACTIVITY + INR 2° PR.	HEMATOCRIT	HCG URINARY
PROTHROMBIN ACTIVITY + INR 3° PR.	BLOOD CULTURE	HCV-AB ANTI EPATITE C
PROTHROMBIN ACTIVITY + INR 4° PR.	EMOCHROME COMPLETE AND FORMULA	HDV-AB (ANTICORPO ANTIDELTA)
PROTHROMBIN ACTIVITY + INR 5° PR.	COMPLETE EMOCHROME AND FORMULA - 2° PR.	HDV-AB IGM
PROTHROMBIN ACTIVITY + INR 6° PR.	EMOCHROME COMPLETE AND FORMULA - 3° PR.	HDV-AG (DELTA ANTIGENS)
PROTHROMBIN ACTIVITY + INR 7° PR.	EMOCHROME COMPLETE AND FORMULA - 4° PR.	HPL
PROTHROMBIN ACTIVITY + INR 8° PR.	EMOCHROME COMPLETE AND FORMULA - 5° PR.	SPECIFIC IGE (PER ALLERGEN)
AZOTEMIA (AZOTO UREIC)	EMOCHROME COMPLETE AND FORMULA - 6° PR.	Ege Thotali (ICL)
BETA- 2 BLOOD MICROGLOBULIN - 2ND SAMPLE	EMOCHROME COMPLETE AND FORMULA - 7° PR.	IGG SPECIFIC (PER ALLERGEN)
DIRECT BILIRUBINEMIA	EMOCHROME COMPLETE AND FORMULA - 8° PR.	IGG4 SPECIFIC (PER ALLERGEN)
TOTAL BILIRUBINEMIA	EMOGLOBIN	BASAL INSULIN (ECL)
TOTAL AND FRACTIONATED BILIRUBINEMIA	ANTIMYCOGRAM + ABG	MILK (EXAM)
TOTAL AND FRACTIONATED BILIRUBINEMIA - 2nd part	CULTURE EXAMINATION + ABG	LACTIC CODEHYDROGENASE (LDH)
CA 125 (ECL)	CULTURE EXAMINATION WITH ANTIBIOGRAM	LH - 2ND WITHDRAWAL
CA 15-3 (ECL)	MICROSCOPIC EXAMINATION	LH (ECL)
CA 19-9 (ECL)	ESTRIOL IN PREGNANCY	NSE (ECL)
CA 50	URINARY ESTRIOLO	OSTEOCALCIN (ECL)
CALCEMIA	RHEUMATOID FACTOR	P.A.P (RIA)
IONIZED CALCIUM	STOOL (COMPLETE EXAMINATION)	P.S.A. (ECL)
CALCITONIN	FECES (PARASITE DETECTION)	PAP TEST (ONCOCYTOLOGICAL EXAMINATION)
CALCITONIN - 2ND SAMPLE	FAECES (OCCULT BLOOD)	PEPTIDE C
CALCITONIN - 3RD SAMPLE	FERRITINA (ECL)	PEPTIDE C - 2ND WITHDRAWAL
CALCIURIA	FIBRINOGEN	PEPTIDE C URINARIO
CALCULUS (EXAM)	PHOSPHATE ACIDA	PLATELETS
CANDIDA ALBICANS (CULTURED)	ALKALINE PHOSPHATASE (37°)	POTASSIEMIA
CEA (ECL)	PHOSFATURIA	POTASSIURIA
CK-MB (37th)	PHOSPHOREMIA P	GLYCEMIC PROFILE
CHLOREMIA	FSH - 2ND WITHDRAWAL	INSULINEMIC PROFILE (ECL)
GLYCEMIC PROFILE	RETICULOCYTES	THYREOGLOBULIN (ECL)
INSULINEMIC PROFILE (ECL)	SIDEREMIA	TPA
PROGESTERONE (ECL)	SERODIAGNOSIS OF V. AND W.	UTR
PROLACTIN	SODIEMIA ON	TRANSAMINATION - GOT (37°)
PROLACTIN - 2ND WITHDRAWAL	SODIURIA	TRANSAMINATION - GPT (37°)
TOTAL PROTIDEMIC	SOMATOMEDIN C - 2ND WITHDRAWAL	VAGINAL SECRETION TRICHOMONAS
PROTIDOGRAM WITH PROTIDEMIA	Samatomedina C (ICF-1) mg/ml	TRIGLYCERIDES
PT-Indoto (ECL)	TA4 (SCC)	TSH (ECL)

PTH-MN  
RA-TEST  
REACTION BY PAUL BUNNEL  
WAALER ROSE REACTION  
LISTEN TO ME (I.E.)  
RENINA (IRMA) - 2ND WITHDRAWAL  
GLOBULAR RESISTANCE

THROAT SWAB WITH ANTIBIOGRAM  
NASAL SWAB WITH ANTIBIOGRAM  
TAS  
TBG (RIA)  
DIRECT COOMBS TEST  
INDIRECT COOMBS TEST  
URINARY TESTOSTERONE

TSH (ECL) - 2° PRELIEVO  
URICOEMIA  
URINE  
URINE CULTURE WITH ANTIBIOGRAM  
ESR  
VES (KATZ INDEX)  
VITAMIN B12 (ECL)

Waiting times for clinical analyses under accreditation with the NHS – General Basic Laboratory	
Performance	Waiting times for the report
CLINICAL CHEMISTRY, COAGULATION AND HEMATOLOGY	On the same day
HORMONEOLOGY (thyroid, fertility, tumor markers, hepatitis B markers)	2 days
IMMUNOLOGIA (TORCH, AIDS, HCVAB)	3 days
ALLERGOLOGY	5 days
MICROBIOLOGY AND PARASITOLOGY	Depending on cultivation times

### Clinical analysis services provided privately and the associated waiting times

11 DEOXYCORTISOL  
13C UREA BREATH TEST PER H. PYLORI  
3ALFA-ANDROSTANEDOLO  
3ALPHA-ANDROSTANEDIOL - 2ND WITHDRAWAL  
AB ANTI - ADENOVIRUS IGG  
AB ANTI - ADENOVIRUS IGM  
AB ANTI - AMEBA  
AB ANTI - BORRELIA (IGG)  
AB ANTI - BORRELIA (IGM)  
AB anti-cardiolipina (IgG + IgM)  
AB anti-cytomegalovirus (IgG + IgM)  
AB ANTI - CLAMIDIA (IGA)  
AB ANTI - CLAMIDIA (IGG)  
AB ANTI - CLAMIDIA (IGM)  
AB ANTI - CLAMIDIA PNEUMONIA (IGA)  
AB ANTI - CLAMIDIA PNEUMONIA (IGG)  
AB ANTI - CLAMIDIA PNEUMONIA (IGM)  
AB ANTI - CLAMIDIA TRACHOMATIS - IGA  
AB ANTI - CLAMIDIA TRACHOMATIS - IGG  
AB ANTI - CLAMIDIA TRACHOMATIS - IGM  
AB ANTI - COXACKIE A - IGG TOTALI  
AB ANTI - COXACKIE A4  
AB ANTI - COXACKIE A7  
AB ANTI - COXACKIE A9  
AB ANTI - COXACKIE B - IGG TOTALI  
AB ANTI - COXACKIE B1  
AB ANTI - COXACKIE B2  
AB ANTI - COXACKIE B3  
AB ANTI - COXACKIE B4  
AB ANTI - COXACKIE B5  
AB ANTI - COXACKIE B6  
AB ANTI - COXACKIE VIRUS A - IG TOTALI  
AB ANTI - COXACKIE VIRUS B - IG TOTALI  
AB ANTI - ECHINOCOCCO  
AB ANTI - ECHO VIRUS - IG TOTALI  
AB ANTI - ECHO VIRUS 11  
AB ANTI - ECHO VIRUS 14  
AB ANTI - ECHO VIRUS 16  
AB ANTI - ECHO VIRUS 18  
AB ANTI - ECHO VIRUS 20  
AB ANTI - ECHO VIRUS 25  
AB ANTI - ECHO VIRUS 28  
AB ANTI - ECHO VIRUS 3  
AB ANTI - ECHO VIRUS 4  
AB ANTI - ECHO VIRUS 6  
AB ANTI - ECHO VIRUS 8  
AB ANTI - ECHO VIRUS 9  
AB ANTI - EPSTEIN BARR NUCLEAR AG  
AB ANTI - EPSTEIN BARR VCA  
AB ANTI-EPSTEIN BARR VIRUS IGG  
AB ANTI-EPSTEIN BARR VIRUS IGM  
AB ANTI - H. PYLORI IGG  
AB ANTI - PARAINFLUENZA TYPE 1  
AB ANTI - PARAINFLUENZA TYPE 2  
AB ANTI - PARAINFLUENZA TYPE 3  
RET PONCOGENE MUTATION ANALYSIS

NOW ANTI-TYROSINE PHOSPHATASE  
AB ANTI-GASTRIC P. CELLS  
AB ANTI-CENTROMERE  
AB ANTI-CITOPLASMA NEUTROF  
AB ANTI-CITOPLASMA NEUTROFILI  
AB ANTI - PARAINFLUENZA TYPE 2  
FROM ANTI-CUTE  
AB ANTI-DNA  
AB ANTI-DNA DS  
AB ANTI-DNA NATIVO  
AB ANTI-DNA SS  
AB ANTI-ENDOMISIO IGA  
AB ANTI-ENDOMISIO IGG  
AB ANTI-ENDOTELIO  
AB ANTI-PHOSPHOLIPIDI  
AB ANTI-GAD  
AB ANTI-GLIADINA (EACH)  
AB Anti-Gliadina (IgG)  
AB ANTI-H. PYLORI AGE  
AB ANTI-HERPES TIPO 1 IGG  
AB ANTI-HERPES TIPO 1/2 IGM  
AB ANTI-INSULAE PANCREATICHE  
AB ANTI-PATHOONIDATION  
AB ANTI-LEGIONELLA PNEUMOPHILA  
AB ANTI-LEISHMANIA  
AB ANTI-LEPTOSPIROSI (IG TOTALI)  
AB ANTI-MALARIA  
AB ANTI-MICOPLASMA IGG  
AB ANTI-MICOPLASMA IGM  
AB ANTI-MICOPLASMA PNEUMONIAE IGG  
AB ANTI-MICOPLASMA PNEUMONIAE IGM  
AB ANTI-MIELOPEROSSIDASII IGG  
AB anti-mitochondria  
AB ANTI-MORBILLO IGG  
AB ANTI-MORBILLO IGM  
AB ANTI-MUCOSAGASTRICA  
AB SPECIFIC ANTI-MUSCLE KINASE  
AB ANTI-SMOOTH MUSCLE  
AB ANTI-STRIATED MUSCLE  
AB ANTI-NUCLEO  
AB ANTI-NUCLEO IGM  
AB ANTI-OVAIO  
AB ANTI-PAPOVA VIRUS  
Ab Anti-Parote IgG  
AB ANTI-PAROTITE IGM  
AB ANTI-PARVOVIRUS B19 IGG  
AB ANTI-PARVOVIRUS B19 IGM  
AB ANTI-PERTOSSE IGG  
AB ANTI-PERTOSSE IGM  
FROM ANTI-PIASTRINE  
AB ANTI-POLIO  
AB ANTI-PROTEINOLIN 3 IGG  
AB ANTI-ACETYLCHOLINE RECEPTOR  
AB ANTI-TSH RECEPTOR  
AB ANTI-REO VIRUS  
CLAMYDIA TRACHOMATIS (PCR)

AB ANTI-VIRUS INFLUENZA B  
AB ANTI-VIRUS R. SINCIZIALE  
AB SACCHAROMYCES CEREVISIAE IGA  
AB-ANTI-SM (ANTIGEN SMITH)  
ACE  
ACE URINARY  
BILE ACIDS  
5-HYDROXYNDOLACETIC ACID  
CITRIC ACID - SEMINAL FLUID  
FETYL-GLYOXYLIC ACID  
HIPURIC ACID  
LACTIC ACID  
MANDELIC ACID  
URINARY METHYL-IPPURIC ACID  
ACIDO OMOVANILICO  
VALPROIC ACID  
VANILMADELIC ACID  
PLASMA ADENOSINE MOPHOSPHATE-C  
AB ANTI-RETICOLINA  
AB ANTI-RIBOSOMA  
AB ANTI-RNA PROTEINE  
AB ANTI-ROSOLIA IGG  
AB ANTI-ROSOLIA IGG-IGM  
AB ANTI-ROSOLIA IGM  
AB ANTI-ROTA VIRUS  
AB ANTI-SPERM (L. SEMINALE)  
AB ANTI-STREPTOCHINATION  
AB ANTI-SURRENE  
AB ANTI-TOXOPLASMA IGA  
AB ANTI-TOXOPLASMA IGG  
AB ANTI-TOXOPLASMA IGG-IGM  
AB ANTI-TOXOPLASMA IGG-IGM  
AB ANTI-RIB TRANSGLUTAMINATION  
AB ANTI-IGG TRANSGLUTAMINATION  
AB Anti-Warricello Zoster IgG  
AB ANTI-VARICELLO ZOSTER IGM  
AB ANTI-VIRUS INFLUENZA A  
URINARY ADENOSINE SYNOPHOSPHATE-C  
COLD AGGLUTININS  
PLATELET AGGREGATION  
SPONTANEOUS AGGREGATION  
ALA D  
URINARY ALA  
ALBUMINEMIA  
Al Ghul Urinario  
BLOOD ALCOHOL  
Alpha antitripsina  
SERUM ALUMINIUM  
URINARY ALUMINIUM  
Ann. Mark's Microsatellite Low/Re  
K-RAS GENE MUTATION ANALYSIS  
FRAGMENT ANALYSIS  
BRCA2 GENE MUTATION ANALYSIS  
MUTATION ANALYSIS OF THE BRCA1 GENE  
MLH1 GENE MUTATION ANALYSIS  
MSH2 GENE MUTATION ANALYSIS  
HEMOGLOBIN ELECTROPHORESIS

SEQUENCE ANALYSIS  
CYST FIBROSIS GENE SEQUENCE ANALYSIS  
MSH2 AND/OR MLH1 SEQUENCE ANALYSIS  
RET MUTATION SEQUENCE ANALYSIS  
ANDENOVIRUS IN FECES (RESEARCH)  
ANEUPLOIDIES ON ABORTIFACIENT MATERIAL  
ANEUPLOIDIE QF - PCR 21 - X - Y  
ANEUPLOIDIE QF - PCR 21 - X - Y - 18 -13  
PLATELET ANTIGENE HPA - 1  
ANTI IA2  
ANTIDIURETINA  
EXTRACTABLE NUCLEAR ANTIGEN  
APLOTYPY Y  
APOA1  
APOLIPOPROTEIN B  
APTOGLOBIN  
ARSENIC URINARY  
THIRD ANTITHROMBIN ACTIVITY  
URINARY AZOTO  
BACILLO DI KOCH (PCR)  
BETA - THALASSEMIA (23 MUTATIONS)  
BETA-2 BLOOD MICROGLOBULIN  
BETA-2 URINARY MICROGLOBULIN  
BETA HCG FREE  
BICARBONATE  
BORDETELLA PERTUSSIS (CULTURED)  
BRAE (V600E)  
BRCA1 (WHOLE GENE)  
BRCA2 (WHOLE GENE)  
BTA (BLADDER TUMOR ANTIGEN)  
C-1 Q  
C-3  
C-4  
CA 27-29  
CA 72-4 (ECL)

CADMIUM IN THE BLOOD  
CADMIUM IN URINE  
FE BINDING CAPACITY (TIBC)  
CARBAMAZEPINA  
CARBOXYHEMOGLOBIN  
MOLECULAR KARYOTYPE (ARRAY- CGH)  
CARNITINE  
CARNITINE (SEMINAL L.)  
FRACTIONAL CATECHOLAMINES  
PLASMA CATECHOLAMINES  
TOTAL CATECHOLAMINES - URINE 24H  
CELIACHIA (DQ2/DQ8)  
CERULOPLASMIN  
CHIFLY  
CHLAMYDIA TRACHOMATIS  
CYSTATIN C  
CYSTINE IN URINE  
CITOMEGALOVIRUS (PCR)  
CITRATURIA  
CHLAMYDIA (IMMUNOCHROMATOGRAPHY)  
CIRCULATING IMMUNE COMPLEXES

URINARY IMMUNOELECTROPHORESIS  
IMMUNOGLOBULINE - IGG 1  
IMMUNOGLOBULINE - IGG 2  
IMMUNOGLOBULINE - IGG 3  
IMMUNOGLOBULINE - IGG 4  
IMMUNOGLOBULIN A  
IMMUNOGLOBULIN D  
IMMUNOGLOBULINE G  
IMMUNOGLOBULIN G- SUBCLASSES  
IMMUNOGLOBULINE N  
IMMUNOGLOBULAR SALIVAR IGA  
IMMUNOSUPPRES. ACIDIC PROTEIN  
C-1 EXTERASE INACTIVATOR  
INHIBIN B  
MICROSATELLITE INSTABILITY  
FOOD INTOLERANCE (181 FOOD)  
FOOD INTOLERANCE (94 HOURS)  
URINARY IODINE (MCG/L)  
HYPOCHONDROPLASIA  
CREATINE KINASE ISOENZYME  
ALKALINE ISOENZYME PHOSPHATASE  
AMYLASE ISOENZYMES

CREATININE CLEARANCE  
UREA CLEARANCE  
CLOSTRIDIUM (CULTURE)  
CLOSTRIDIUM DIFFICILE  
PLASMA COBALT  
ESTERIFIED CHOLESTEROL  
COLESTEROLO HDL  
LDL CHOLESTEROL  
COLESTEROLO VLDL  
COLINESTERASI (37")  
IN VITRO INTESTINAL MUCOSAL CULTURE  
TOTAL COMPLEMENT  
ADDIGIS COUNT  
COPROPORPHYRINS  
COTININA TEST  
COVIG SARS-COV-2-IGG  
COVIM-SARS-COV2-IGM  
THE2 ANTI SARS' IG TOTALI  
COV2R ANTI SARS' IG TOTALI REFLEX  
CREATININOSFOKINASI (CPK)  
CREATINURIA  
CREATINURIA - 2ND SAMPLE  
CRYOAGGLUTININS  
CRYOGLOBULINS  
CHROMIUM IN THE BLOOD  
CHROMIUM IN URINE  
CHROMOGRANIN A  
URINARY CROSS LAPSE  
DEPAKIN  
MEAN CORPUSCULAR DIAMETER  
BLOOD DICHLOROMETHANE  
URINARY DICHLOROMETHANE  
DI-DIMER  
MYOTONIC DYSTROPHY  
DUCHENNE/BECKER MUSCULAR DYSTROPHY (LEVEL I SCREENING)  
FETAL HEMOGLOBIN ASSAY  
HBA2 DOSAGE  
DROGHE ANPHETAMINES URINARIA  
URINARY BARBITURATE DRUGS  
URINARY BENZODIAZEPINE DRUGS  
URINARY CANNABINOID DRUGS  
DROGHE URINARY COCAINE  
Droghe MDMA Urinario  
URINARY METHADONE DRUGS  
URINARY METHAMPHETAMINE DRUGS  
URINARY OPIOID DRUGS  
DRUGS ON KERATIN MATRIX  
DRUGS ON KERATIN MATRIX: BARBITURATES  
DRUGS ON KERATIN MATRIX: AMPHETAMINES  
DRUGS ON KERATIN MATRIX: BENZODIAZEPINES  
DRUGS ON KERATIN MATRIX: CANNABINOIDS  
DRUGS ON KERATIN MATRIX: COCAINE  
DRUGS ON KERATIN MATRIX: MDMA  
DRUGS ON KERATIN MATRIX: METHADONE  
DRUGS ON KERATIN MATRIX: OPIATES  
MELANOMA FAMILIARE E/O MULTIPLA  
(CDKN2A,P14, CDK4) INTERI GENI

MERCURY  
URINARY MERCURY  
METHEMOGLOBIN  
PLASMA METHANEPHRINE  
METANEFRIINA URINARIA  
TUBERCULAR MYCOBACTERIUM  
MICOPLASMA HOMINIS (PCR)  
MYCOPLASMA (CULTURE RESEARCH)  
MICROALBUMINURIA  
Y CHROMOSOME MICRODELETIONS  
Milgram Powder  
SERUM MYOGLOBINS  
MONONUCLEOSIS (TEST)  
MUCOPROTEINS  
NEFA  
NEISSERIA GONORRHOEAE  
FECAL NEUTROPHILS  
NICKEL IN THE BLOOD  
NICKEL IN URINE  
N-N-DIMETILFORMAMAMIDE  
NORMETANEFRIINA  
NORMOTEST

URINARY PROTEIN ELECTROPHORESIS  
PLATELET HEMATOCRIT  
HEMOCHROMATOSIS 15 MUTATIONS  
EMOCROMATOSI (H63D, S65C, C282Y)  
GLYCOSYLATED HEMOGLOBIN (HBAIC)  
EOSINOFIL FECALI  
EOSINOPHILS IN URINE  
EPATO QUICK  
EPSTEIN BARR  
EXAMINATION CITO. - NEEDLE ASPIRATION  
EXAMINATION CITO. - NEEDLE ASPIRATION 2° SAMPLE  
CYTOLOGICAL EXAMINATION - SECRETED  
CYTOLOGICAL EXAMINATION - SECRETED 2ND SAMPLE  
URINE CYTOLOGY  
HAEMOPHILUS  
HBDH  
HBV (QUALITATIVE)  
HBV (QUANTITATIVE)  
HBV TYPING (PCR)  
HBV-DNA (PCR) (QUALITATIVE)  
HCV (QUALITATIVE)  
HCV (QUANTITATIVE)  
HCV TYPING - GENOMICS RESEARCH  
HCV-AB IGM  
HCV-RNA (QUALITATIVE)  
HELICOBACTER P. AG RESEARCH ON FAECES  
HERPES VIRUS ½  
HIV 1+2 (FOURTH GENERATION ELFA)  
QUANTITATIVE HIV  
QUALITATIVE HIV  
HIV WESTERN BLOT  
HLA - LYMPH TYPING. HLA (DR+DQ)  
HLA CLASS A GENOMIC TYPING  
HLA CLASS B GENOMIC TYPING  
HLA CLASS C GENOMIC TYPING

Sell on hala  
HLA FOR TYPE 1 DIABETES  
HLA FOR NARCOLEPSY  
HLA FOR PSORIASIS  
HLA FOR ANKYLOSING SPONDYLITIS  
HLA PER UVEITE  
HLA-A  
HLA-B  
HLA-C  
HLA I CLASS  
CROSS II CLASSE  
HLA in the second class  
HPV RNA (PCR)  
HPV TYPING (PCR)  
HTLV 1/2  
KRAS (CODON 12-13-61)  
URINARY HYDROXYPYRENE (END OF SHIFT)  
HYDROXYPROLINURIA (ZENDER'S M)  
IMMUNOELECTROPHORESIS  
LYMPHOCYTE IMMUNOPHENOTYPING  
PROPEPTIDE NATRIURETICO BRAIN

PROTEIN C (COAGULATIVE)  
PROTEIN S (COAGULATIVE)  
PROTEIN C.R. (QUANTITATIVE)  
CATIONIC EOSINOPHIL PROTEIN  
P16 PROTEIN  
PROTEIN URINARIA  
URINE PROTEINS - 2nd sample  
PROTEINURIA IN BENCE-JONES  
CONCENTRATION TEST  
DILUTION TEST  
HEMOGENIC TESTS  
PTT  
STEINIZ QUOTIENT  
R.P.R. (RAPID PLASMA REAGIN)  
CAU (++) / CREATININE RATIO  
CONSANGUINITY RATIO X LINKED  
INBREEDING AND LINKED RATIO  
GHEDINI-WEINBERG REACTION  
HANGER REACTION  
KUNKEL REACTION  
WEIL-FELIX REACTION  
WUNDERLJ'S REACTION

Joe - 1 (AB - Anti Jo1)	NRAS (CODON 12-13-61)	SOLUBLE TRANSFERRIN RECEPTOR
JAK2	DIBUCAINA NUMBER	ESTROGEN RECEPTORS - PREGESTOGENS
LACTASE	HOMOCYSTEINE	ACTIVATED PROTEIN C RESISTANCE
URINARY LACTOSE	URINARY OMOCCYSTEINE	CLOT RETRACTION
LDH - ISOENZIMI	ONYCHOMYCOSIS DIRECT RESEARCH	ISTOL/CITOL/AGOC/ESTRERNI REVISION
LEUCINOAMINOPEPTIDASI (LAP)	ONCOCHECK	RNP (AB ANTI RIBONUCLEOPROTEINS)
CD3/INTRAEPITHELIAL LYMPHOCYTES	OSMOLARITA' URINARIA	ROSETTE E
CD3/INTRAEPITHELIAL LYMPHOCYTES + ISTOL	OSSALEMIA	ROTA VIRUS IN FAECES (RESEARCH)
LIPASEMIA	OSSALURIA	RUBELLA (ONLY ON BLOOD)
LIPEMIA	KF PCR (13-18-21-S-E)	RUBELLA VIRUS (PCR) GENOME RESEARCH
LIPIDOGRAM	P.S.A. LIBERO (ECL)	S100 (ECL)
SEMEN (EXAMINATION)	P53 WHOLE GENE	SALICYLATE
LISTERIA (CULTURED)	PA - I GENE POLYMORPHISM PAI - 1	TRANSFERRIN SATURATION
LISTERIA MONOCYTCA - 4 AG	TRADITIONAL PAP TEST	ARNETH DIAGRAM
LITEMIA (LT)	PAPP-A	SCOTH TEST
LKM	ALLELIC PATTERN	SCOTH TEST - 2° CAMPIONE
Lupus anti-coagulants	PHADIATOP (CAP SYSTEM)	SCOTH TEST - 3° CAMPIONE
CYSTIC FIBROSIS GENE MACRODELETIONS	PYOMBEMIA	SEROTONIN (URINE 24H)
MAGNESEMIA	LEAD IN URINE	BLOOD SEROTONIN
INTRANSRITROCYTE MAGNESIUM	ERYTHROCYTE PYRUVATE KINASE	SHBG
URINARY MAGNESIUM	PLASMINOGEN	SHIGELLA (CULTURE IN FAECES)
MANGANESE	PLASMODIUM MALARIAE (RICERCA)	IRON AND STEEL
MANGANESE URINARIO	A1298C POLYMORPHISM (MTHFR)	GILBER SYNDROME (U GENE POLYMORPHISM)
CHROMOSOMAL MAP	POLIMORFISMO A1298C + C677T (MTHFR)	CONGENETIC DEAFNESS (ENTIRE GJB2 GENE)
MCH (MEDIUM HB CONTENT)	C677T POLYMORPHISM (MTHFR)	CONGENETIC DEAFNESS (SCREENING FOR MAJOR GJB2 GENE MUTATIONS)
MCHC (HB CORP. MEDIA CONTENT)	PORFIINA URINARIA	Sim (Ab-Inti Sim)
MCV (MEAN GLOBULAR VOLUME)	PORPHOBILIGEN	STREPTO M-TEST
MLH1 (WHOLE GENE)	PRENETAL SAFE (VARIOUS LEVELS)	STREPTOZYME TEST
MLH2 (WHOLE GENE)	PRIME-TEST (50 FOODS)	SWIM - UP
MTHFR (A1298C)	PRIME-TEST (CYTOTOXIC)	T.P.H.A.
MTHFR (C677T)	PRIMIDONE	T3 (ECL)
URINARY MELANIN	PROCALCITONIN	T3 UPTAKE
T4 (ECL)	TIOCIANATI URINARI	TROPONIN
TAF	TISSUE LYMPHOCYTE TYPING	UREAPLASMA UREALITICUM (PCR)
TAN TG ANTIGEN SWAB	LYMPHOPROLIFERATIVE TYPING	URICURIA
TCA (TRICLOACETIC ACID)	EPITHELIAL NEOPLASM TYPING	UROPORPHYRINE
TCE (TETRACLOROETILENE)	TOXOPLASMA GONDII (PCR)	V.D.R.L.
TELOPEPTIDE - URINE	TRANSFERRINA	VARICELLA ZOSTER (PCR)
HOWELL TIME	CARBOHYDRATE-DEFICIENT TRANSFERRIN	VITAMIN D3
XYLOSE TEST	UNSATURATED TRANSFERRIN	VITAMIN E
TEST AVIDITA' ROSOLIA (IGG)	Treponma School	MEAN PLATELET VOLUME
PREGNANCY TEST	TRICHOMONAS SEMINAL FLUID	XYLOSEMIA
TEST DI NORDIN	TRICHOMONAS IN URINE	X FRAGILE
TEST DI SIA	TRICHOMONAS SECRETO CERVICALE	YERSINIA 2° CAMP. (FAECAL CULTURE)
TEST DI SINGER-PLATZ	TRICHOMONAS PROSTATIC SECRETION	YERSINIA 3° CAMP. (FAECAL CULTURE)
ECHINOCOCCAL TEST	TRICHOMONAS SECRETO URETRALE	ZINC
FOOD GENETIC TESTING	TRI-TEST	URINARY ZINC
GENETIC TESTING FOR ALOPECIA	THROMBOPHILIA 5 GENETIC FACTORS	ZINC PROTOPORPHYRIN
RAPID TEST FOR SBEA	THROMBOPHILIA 6 GENETIC FACTORS	

Ask the secretariat for information on any exams introduced after the publication of this document.

Waiting times for clinical analyses in private care	
Performance	Waiting times for the report
CLINICAL CHEMISTRY, COAGULATION AND HEMATOLOGY	On the same day
HORMONEOLOGY (thyroid, fertility, tumor markers, hepatitis B markers)	2 days
IMMUNOLOGIA (TORCH, AIDS, HCVAB)	3 days
ALLERGOLOGY	5 days
MICROBIOLOGY AND PARASITOLOGY	Depending on cultivation times
MOLECULAR BIOLOGY	7 days - 30 days
GENETIC CYTOTYPE (karyotype, Arry CGH)	7 days - 20 days
CYTO-HISTOLOGY PATHOLOGY	15 days

Timing of release of clinical analysis reports for emergencies	
Performance	Waiting times for the report
HEMATOLOGY, PT-INR, TROPONIN; GLUCOSE; CREATININE	Max 6 HOURS

