



SERVICE CHARTER

Laboratorio Analisi Mediche Alfa is an outpatient facility registered in the accredited facilities Regional Registry of Lombardy classified according to DGR XI/7044 - 26.09.2022 as

General Clinical Laboratory with specialized areas in Microbiology and Virology

The facility is located in Meda, C.so della Resistenza, 7 and is distributed over two floors:

The laboratory is located on the first floor tel. 0362 74505 and the blood sampling point is located on the ground floor, open from 7:00 to 17:00 continuously.

Blood sampling is performed from Monday to Saturday 7:00-9:30 and in case of emergency, everytime is needed, during opening hours.

Test results can be collected from 14:00 of the first day and from 10:00 of the following days

Blood sampling points:

- UNIMED Inverigo, via General Cantore 40, tel. 0314141791. Open Monday to Saturday from 7:30 to 9:00. Test results can be collected from 9:00 to 9:30
- FISIOMED Bovisio Masciago, via Carducci 7, tel. 0362 558717. Open on Tuesdays from 7:30 to 9:00. Test results can be collected from 9:00 to 9:30
- RSA Fondazione Greco De Vecchi Bellagio, via Valassina 36, tel. 031950284. Open on Wednesdays from 7:30 to 9:00. Test results can be collected during opening hours
- Municipal clinic Brenna, via Grimello, 2, tel. 337.1213525. Open on Tuesdays from 7:30 to 9:00. Test results can be collected from 9:00 to 9:30
- FISIOMEDICAL Cogliate, via Fornaci 22, tel. 02.96460337. Open on Wednesdays, Thursdays and Saturdays from 7:30 to 9:00.

Test results can be collected from 9:00 to 9:30 or during Fisiomedical's opening hours

- Amicodentista Caronno Pertusella, via Lura 37, tel. 337.1642955. Open Monday to Friday from 7:30 to 9:00.

Test results can be collected from 9:00 to 9:30 or during Amicodentista's opening hours

The test results are released in 24/48 hours depending on the tests complexity.

Direct access without booking with SSN or privately.

Reservation required for at home blood sampling, pap test, food intolerances test

On our website www.analisialfa.it users can:
fill out a form to request for prioritised access
download test results using the password issued at the time of the collection

Test results are published daily on SISS portal to fill in the FSE of patients who have consented and therefore made visible to their general practitioner.

Upon patients' request, test results may be redacted and made visible only to the patient.

During opening hours the Director of the laboratory and the Medical Director are available for any interviews or specific information the patients may request.

Laboratorio Analisi Mediche Alfa Srl (Meda and Inverigo) is certified with CSQ ISO 9001:2015 quality system, certificate n. 9122.AL8 issued on 03th april 2018. FASI e FASI OPEN conventions available.

97% of the tests are analysed in the laboratory, 3% are sent on-service.

Quality is guaranteed by daily intra and extra laboratories checks and quality checks on unknown samples sent by the Lombardy Region (VEQ).

A complaints/suggestions form and a survey for user satisfaction are always available.

The management can thus become aware of any disservices or proposals for improvement.

The continuous improvement is the management's permanent goal and is committed to maintaining an high quality and efficiency level through constant data checks, following the standards of accreditation and certification systems

If users expectations are not met we make every effort to regain their trust and prevent the problem from recurring.

The management guarantees respect for privacy in all its aspects according to Regulation (UE) 2016/679 (GDPR) and has appointed the Data Protection Officer (RPD/DPO – Data Protection Officer) artt. 37/39 del Reg. UE 2016/679, whose contact is: dpo.analisialfa@dpoprofessionalservice.it