

Quality Policy

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 and the blood sampling point is located on the ground floor.

It is open **from Monday to Friday from 7:00 to 17:00 and on Saturdays from 7:00 to 13:00.**

Blood sampling is performed from Monday to Saturday 7:00-9:30 without booking 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**, open Monday to Saturday.

FISIOMED **Bovisio Masciago, via Carducci 7**, open on Tuesdays.

RSA Fondazione Greco De Vecchi **Bellagio, via Valassina 36**, open on Wednesdays.

Municipal clinic **Brenna, via Grimello, 2**, open on Saturdays.

FISIOMEDICAL Cogliate, via Fornaci 22, tel. 02.96460337. Open on Wednesdays, Thursdays and Saturdays from 7:30 to 9:00.

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

External blood sampling points:

Blood sampling is performed from 7:30 to 9:00, test results can be collected from 9:00 to 9:30.

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

The Laboratory operates in the territory, in **compliance with current legislation**, to ensure maximum **satisfaction of the user** understood as "Patient" and as "Doctor" who requires the execution of laboratory tests.

The Management pays particular attention to the reports of users collected through customer satisfaction surveys.

The Management motivates the staff to ensure **humane treatment** and respect for the **patient's dignity**.

The Management provides infrastructure and technical and information technology resources taking into account the **technological innovation** proposed by the market to ensure the standards of **good laboratory practice and excellence in performance**.

The **continuous improvement of the overall performance** is Laboratorio Analisi Mediche Alfa's permanent objective. It is committed to maintaining a high level of quality and efficiency through constant data controls, meeting the mandatory requirements and following the standards provided by the accreditation and certification systems, in accordance with the PDCA cycle and risk-based thinking.

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

The Management reviews this document on an annual basis and involves staff, communicating Policy and Objectives for Quality.