



CENTRO DIAGNOSTICO
ENNE UNO



**CARTA
DEI SERVIZI**



Dear user,

The information contained in this document constitutes the Health Services Charter of The Centro Diagnostico Enne Uno S.r.l. This document regulates the relationship between the facility and the user, in accordance with the provisions of the Prime Ministerial Decree of 27/01/1994 ("Principles on the provision of public services"), Legislative Decree no. 502 of 30/12/1992 (art. 14 "Participation and protection of citizens' rights") and the "National Protocol on the Health Service for the new Citizens' Rights Charters" (1995 edition).

The Service Charter is a tool for transparency and protection of the right to healthcare, allowing citizens to effectively monitor the quality of services provided. The Centro Diagnostico Enne Uno S.r.l. staff, at every level of responsibility, actively participate in the continuous improvement of the service, ensuring professionalism, courtesy, and constant attention to patient needs throughout every stage of the diagnostic process.



Centro diagnostico

”ENNE UNO”

Prevenzione & Salute

PRESENTATION OF THE STRUCTURE AND GENERAL PRINCIPLES

The Centro Diagnostico Enne Uno S.r.l. has been operating for over twenty years, accredited by the National Health Service (SSN) and also operating privately. Over the course of its operations, The Centro Diagnostico Enne Uno S.r.l. has established agreements with public and private entities, insurance companies, and associations, offering healthcare services focused on quality, diagnostic accuracy, and accessibility.

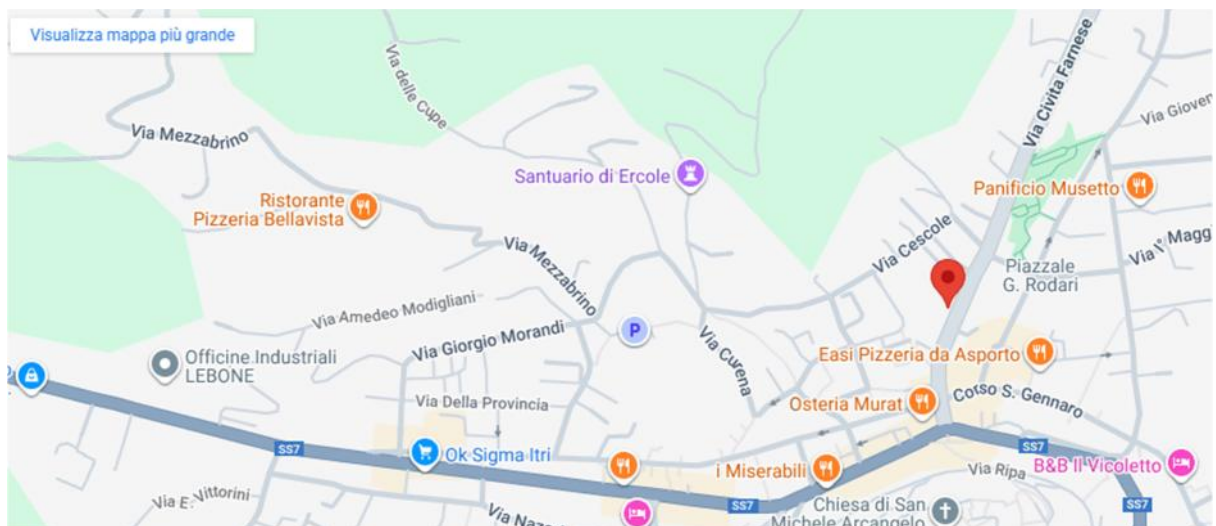
The facility is located at St. Civita Farnese 27, – 04020 Itri (LT), easily accessible and with reserved parking for its users. The organization is founded on the values of transparency, professional responsibility, and attention to individual needs, in line with the regulatory provisions of the Prime Ministerial Decree of January 27, 1994, and Legislative Decree 502/1992. The healthcare and administrative staff, at every stage of their activity, are committed to providing courteous, competent, and continuously improving service, ensuring effective and timely responses to users' health needs.

USEFUL CONTACTS

Telephone: 0771 729310

Email: laboratorioanalisienneuno@hotmail.it

PEC: centrodiagnosticoenneuno@pec.it



Since its founding, The Centro Diagnostico Enne Uno S.r.l. has focused its efforts on adopting cutting-edge diagnostic techniques, both

methodologically and technologically, with the goal of offering high-quality and reliable services.

The facility actively participates in the external monitoring programs required by the regional accreditation system, contributing to the maintenance of required quality standards. Service excellence is ensured by the constant presence of qualified medical staff, certified technicians, and administrative staff, all involved at various levels of the organization.

Human resources are selected based on specific skills, academic qualifications, professional experience, and aptitudes consistent with the organization's values. Staff onboarding is accompanied by dedicated training and subsequent periodic refresher courses, aimed at strengthening skills and ensuring consistent service.

The professionals working at The Centro Diagnostico Enne Uno S.r.l are regularly registered with their respective professional associations and major national scientific societies, thus ensuring continuous updating in compliance with current legislation.

The Center actively promotes the culture of health as a fundamental right, aligning its internal organization with the recommendations of international organizations such as the World Health Organization, the European Union, and other authoritative bodies in the field.

DESCRIPTION OF THE STRUCTURE AND SERVICES PROVIDED

The Centro Diagnostico Enne Uno S.r.l operates from its headquarters in Itri (LT), at Via Civita Farnese 27, located on the ground floor of a modern building compliant with current health regulations. The facilities have been designed to fully comply with the structural and organizational requirements set by regional and national legislation, in accordance with European directives regarding minimum and additional standards for public and private healthcare facilities.

The Centro Diagnostico Enne Uno S.r.l stands out for its attentive, welcoming, and functional organization, ensuring patients have a smooth, professional diagnostic process that respects their personal dignity.

HOW TO REACH US

The center is easily accessible by both private and public transportation. It is located on one of the city's main arteries, with free parking for users and parking options in the surrounding streets. For those using public transportation, urban and interurban lines are available, stopping right next to the entrance.

OPENING HOURS

Monday to Friday: 8:00 – 13:00 / 15:00 – 18:30

Saturday: 8:00 – 12:30

During opening hours, you can access the services offered according to the methods set out in the internal regulations and receive support from qualified and dedicated staff.

At the Center's reception area, administrative staff are available to provide any information regarding the services provided, opening hours, and access methods. Users can contact the desk directly during opening hours for assistance or to consult updated informational materials.

The facility makes this Service Charter available to the public, including the list of available services and related preparatory instructions, which can be consulted at the office or upon request via email.

To contact the Center, the following contact details are available:

0771 729310

laboratorioanalisienneuno@hotmail.it

Furthermore, for questions, booking requests, reports, or any complaints, a dedicated email address is available, and the reception staff can put

users in direct contact with the managers of the individual services.

Access to services is regulated according to the order of arrival and registration, respecting the priorities indicated by clinical and organizational requests.

Diagnostic services provided by the The Centro Diagnostico Enne Uno S.r.l are accessible by appointment, according to the procedures established by the internal regulations. The reception staff is responsible for providing all relevant information regarding the type of examination, the date and time of the examination, any preparations required, and the administrative aspects related to registration.

For services provided under accreditation with the National Health Service (SSN), the user must present the doctor's referral and pay any applicable fee at the time of registration at the reception desk.

For services not covered by the agreement, provided privately, it is still advisable to submit a medical request, which will be returned along with the corresponding receipt. In these cases, too, payment is made directly upon admission.

Services provided under agreements with institutions, health funds, professional mutual funds, or insurance companies follow the access procedures established by each agreement. These procedures are explained in detail by the staff at the time of booking and during registration.

At the time of booking or when requesting information, the user will receive complete information regarding:

-) *the service to be performed*
-) *any necessary preparations*
-) *the day and time of the service*
-) *the cost*
-) *the type of access: SSN, private, or agreed upon*

For more complex communications, detailed instructions may also be provided to the user via electronic media.

BOOKING METHODS

Services can be booked, on non-holiday days, using the following methods:

Telephone: Monday to Friday, 10:30–13:00 and 14:30–18:30 Saturday: 10:30–12:30

In person: Monday to Friday, 10:30–13:00 and 14:30–18:30 Saturday: 10:30–12:30

CANCELLATION OF THE APPOINTMENT

If you are unable to keep your appointment, you must cancel your reservation at least 48 hours in advance by contacting the Center by phone. This procedure allows you to:

Optimize waiting list management

Avoid having to pay the citizen the fee for participation in the service not cancelled, as required by current legislation (Article 3, paragraph 15 of Legislative Decree 124/1998)

VALIDITY OF MEDICAL REQUESTS

To access services under the National Health Service (SSN), the patient must submit a prescription issued on a regional form by the prescribing physician. The prescription is valid for 12 months beyond the year of issue, as established by the Lazio Region Circular, prot. 5715/4°-10°/321 of 22/01/2003. If waiting lists exceed the validity period, the prescription is considered extended until the actual date of provision of the service.

The Centro Diagnostico Enne Uno S.r.l actively promotes collaboration with local organizations and associations, recognizing the value of voluntary contributions and social support in protecting health.

For information purposes, here are the contact details of some organizations that provide healthcare support and protect citizens' rights:

Valentina Onlus Association

Cancer Patient Care, Via G. Reni, S.M. Goretti Hospital, Latina

Tel.: 0773 484877 (morning only)

Cell.: 335 6138863

Email: volontariatovalentina@yahoo.it

Codacons – Latina Office

Consumer Rights Protection Via Bixio, 27 – 04100 Latina

Head: Dr. Massimo Cusumano

Tel./Fax: 0773 665757

Email: codacons.lt@email.it

National appointment number: 892.007

Office hours:

Monday and Wednesday: 4:30 PM – 6:30 PM

Friday: 9:30 – 12:00

For further information and clarifications, please contact the staff at the facility's Public Relations Office.

Smoking is strictly prohibited inside The Centro Diagnostico Enne Uno S.r.l. Medical and administrative staff are responsible for ensuring compliance with this rule. All users and visitors are required to respect this ban, for their own health and that of others.

In accordance with circular prot. 2125/53 of October 8, 1998, issued by the Regional Department of Health, the use of cell phones in healthcare operations areas is also prohibited. Devices must be turned off or silenced and used exclusively outside of areas dedicated to clinical and instrumental services.

In accordance with current safety regulations (Law 626/94 and subsequent amendments), the Center's staff is adequately trained to manage emergencies and ensure user safety. Accident prevention and fire

safety regulations are displayed throughout the facility and must be strictly followed in case of emergency.

In the presence of potentially risky situations (fire, smoke, power outages, seismic events), it is recommended to:

Keep calm

Strictly follow the instructions given by the staff

PARKING AND VEHICLE ACCESS

The Center has reserved parking spaces, both free and paid, designed to ensure convenient and safe access for visitors. Vehicles must be parked only in authorized spaces: parking outside of designated areas may result in the vehicle being towed away, in accordance with current municipal regulations.

The Centro Diagnostico Enne Uno S.r.l places the utmost importance on quality standards, with a particular focus on healthcare and patient well-being. Administrative and healthcare staff are committed to providing daily assistance and support to patients throughout their stay at the facility, ensuring a seamless, respectful, and professional experience.

DISSEMINATION OF INFORMATION

Effective communication and ongoing dialogue enhance the relationship with users and contribute to improving the efficiency of the services offered. The Center periodically promotes communication projects aimed at ensuring clear, up-to-date, and accessible information regarding its activities and available services.

COMPLAINTS AND REPORTS

A dedicated complaint form is available at reception. It can be completed in writing and handed directly to the appropriate staff. Within five business days of receipt, the Public Relations Office will conduct an internal investigation and formulate an appropriate response.

SATISFACTION ASSESSMENT

Users have the option to complete an anonymous satisfaction survey to rate the services received. The form can be returned to the reception staff after the service has been provided. The data collected through this process allows us to develop statistics useful for optimizing and continuously improving the functionality and quality of the services offered.

organizational aspects perceptible to users, enabling them to actively interact with the facility to meet their health needs.



QUALITY STANDARDS, COMMITMENTS AND PROGRAMS

COMMITMENTS AND PROGRAMS

The Service Charter represents an interface tool between The Centro Diagnostico Enne Uno S.r.l and its users. Its function is not merely informative: it gives citizens effective control over the quality of the services provided.

In particular The Centro Diagnostico Enne Uno S.r.l is committed to:

-) Adopt service quality standards
-) Make these standards public and communicate any short- and medium-term improvement plans
-) Constantly verify compliance with the declared standards, recognizing the user the same right to verification
-) Detect the level of user satisfaction
-) Ensure the possibility of submitting complaints, if non-compliance with the commitments undertaken or a violation of the rights enshrined in the Charter is demonstrated
-) The standards, published and regularly updated, are the result of ongoing investments in service management and user relations. They primarily concern delivery methods, with a focus on

QUALITY MANAGEMENT SYSTEM

The Centro Diagnostico Enne Uno S.r.l has embarked on a continuous improvement process, based on the progressive adoption of excellent organizational and management standards. Although the Center is not currently ISO certified, its internal processes are inspired by the principles of the UNI EN ISO 9001 standard regarding quality management and patient care.

USER PATH QUALITY FACTORS

A) RECEPTION

Staff are always available at the entrance to provide information on the facility's general operation and the specific services offered.

All staff are identifiable by an identification badge

In case of telephone communications, operators declare their personal details. The waiting room is equipped with comfortable sofas, informative magazines and private toilets, separate from those dedicated to staff.

A sign at the reception indicates the contact person for any complaints and reports, with dedicated hours

The reception staff is present throughout the facility's opening hours.

B) RESERVATIONS

Booking is the first step to ensuring orderly and informed access to services. Staff are trained to provide all relevant information and to assume full responsibility for the service provided, always in a clear and transparent manner.

Reservation service hours

Monday – Friday: 10:30 – 13:00 / 14:30 – 18:00

Saturday: 10:30 – 12:00

Average waiting time at the counter: maximum 10 minutes

Telephone booking available for all services

Upon booking (in person), the patient receives a reminder with the day, time and any preparatory instructions

In case of telephone reservation, the information can be sent via email

The time between booking and use of the service depends on the type of exam and availability, but the Center undertakes not to exceed, as a rule, one week.

C) Execution of withdrawals

Services are provided with the utmost respect for ethical standards. The behavior of the staff and the organization of the premises protect the right to privacy.

The organization of timetables and work, of the structure, avoids unnecessary waste of time.

Withdrawal times

Withdrawals and collection of samples are carried out from

Monday to Saturday from 07.30 to 10.30.

Waiting time for the service to be performed:

10 - 15 minutes.

D) CONFIDENTIALITY AND PRIVACY

The Centro Diagnostico Enne Uno S.r.l. guarantees compliance with national and European regulations regarding the protection of personal data, in accordance with Legislative Decree 196/2003 and EU Regulation 2016/679 (GDPR). All reports are delivered in compliance with confidentiality regulations. Upon acceptance, the user will receive a reminder that must be presented upon collection. Alternatively, a third party may be authorized to handle the report by means of a signed authorization.

The reports are available:

On-site: from the day indicated on the acceptance receipt

Via encrypted email, upon request

Report collection time:

Monday – Friday: 10:30 – 13:00 / 14:30 – 18:00

Saturday: 10:30 – 12:00

Reporting times: from a few hours up to a maximum of 7 working days, depending on the service performed.

E) REPORTS AND COMPLAINTS

Collecting suggestions, observations, and complaints is an integral part of the facility's quality system. Staff assigned to manage reports are available throughout opening hours and are responsible for:

-) Remove any malfunctions
-) Provide timely and appropriate responses
-) Activate checks and improvements if necessary

Users can complete a Satisfaction Survey available in the waiting room. The results are analyzed to improve performance and organization.

Internal signage clearly identifies the public representatives and contact methods.

You can also submit complaints online through a dedicated section on the website (if active) or via email.

I) HYGIENE AND ENVIRONMENTS

The premises and equipment are constantly cleaned and sanitized daily. The restrooms are equipped with:

Liquid soap dispensers

-) Paper towels
-) Indicative signs and essential accessories
-) Constant monitoring of cleaning and waste removal status

Disposable materials are used for all instrumental procedures (radiology, ultrasound, DEXA, orthopantomography), to ensure hygiene and health safety.

SAFETY AND ACCIDENT PREVENTION

The facility complies with the provisions of Legislative Decree 81/2008 regarding workplace safety. Each room is equipped with:

-) Safety signs
-) Updated evacuation plans
-) Escape routes always free from clutter
-) Information signs about the risks present

Electrical systems are inspected at least every 5 years, and all personnel are trained in emergency procedures.

PROTECTION OF PERSONAL DATA

Upon acceptance, the user is informed about the processing of their personal data. Explicit consent is required for the use of data for diagnostic and

organizational purposes, as required by the GDPR. The facility has adopted a Security Policy Document, which describes the technical and organizational measures to ensure data protection, data retention, and access to authorized personnel only.

PROTECTION AND VERIFICATION MECHANISMS

The standards stated in this Service Charter represent The Centro Diagnostico Enne Uno S.r.l concrete commitments to its users. To ensure their maintenance and allow citizens to verify their implementation, the organization has established:

A) Information to the public

This Charter can be consulted in the waiting room

A summary version is available at reception.

Any attachments or updates are made available in paper or digital form.

B) Public Relations

Identified managers (Health Management, Reception, Radiology) are always available to collect and manage suggestions or complaints

The names of the company representatives are shown on the signs displayed to the public

The referents periodically conduct internal audits and meetings to evaluate compliance with the standards

The data collected through questionnaires, reports and complaints are analysed to monitor:

-) Waiting times
-) Quality of communication
-) Operational efficiency
-) User satisfaction

The organization also considers accreditation and certification procedures as tools for monitoring and continuous improvement.

ACCESS AND BOOKING

Acceptance

Diagnostic services provided by Centro The Centro Diagnostico Enne Uno S.r.l are accessible by appointment, according to the procedures established in the internal regulations. For services provided under accreditation with the National Health Service (SSN), the user must submit a physician's referral and pay the fee (if applicable) directly at the reception desk upon registration.

For services provided privately, it is necessary to present the medical prescription, which will be returned together with the relevant receipt.

For access through agreements with institutions, professional mutual funds, or insurance companies, the access and payment methods will be explained by the staff in charge during the booking and registration phase, in accordance with the agreements set forth in each agreement.

Information and communications

At the time of booking or during registration, the reception staff will provide the Customer with all the information relating to:

-) Type of service requested
-) Day and time of service
-) Any necessary preparations
-) Applicable costs

Healthcare system: private, agreed upon or SSN

In case of telephone booking or complex request, instructions can be sent to the Customer via:

Email: laboratorioanalisienneuno@hotmail.it

The Centro Diagnostico Enne Uno S.r.l operates under accreditation with the National Health Service (SSN) for diagnostic radiology services and in partnership with organizations, professional health insurance funds, and insurance companies, thus ensuring broad accessibility to the services provided.

The facility's primary goal is to provide users with cutting-edge diagnostic technologies, validated by the international scientific community and compliant with required quality standards. Integrated diagnostic packages are available, aimed at diagnosing specific pathologies, which include instrumental tests accompanied by specialist consultations.

Collection Room

General rules for blood collection and for culture examinations. To perform a correct blood draw, you should normally be fasting from the previous evening, taking care not to eat a meal outside of your norm and not extending any alcohol consumption beyond the meal itself. Medications and water can be safely taken up until the time of the collection. In the case of tests (for example, "Prothrombin Time or PT") performed to monitor certain drug therapies, it is advisable to always perform the required tests under the same conditions: e.g., in the case of drugs to be taken in alternating doses (one time half a tablet and one time the whole tablet), always perform the test after the same dosage.

Antibiotics are the only drugs that cannot be taken in the case of bacteriological tests (culture examinations such as: urine culture, throat swab, vaginal swab, and others), since antibiotics, by inhibiting bacterial development with their presence, would falsify the result of the analyses in question. These types of tests can be reliably performed at least 8 - 10 days after the suspension of the drug itself.

24-hour urine collection.

Some laboratory tests (uricuria, creatinine clearance, sodiuria, potassiuria, and others) require the prior collection of 24-hour urine, and very often this collection is not performed correctly. To make the collection method clearer, pay attention to the following example: if you start collecting urine on Sunday morning, you must, as soon as you get up, urinate and DO NOT COLLECT this urine; from this moment on, all the urine that will be passed,

throughout the entire day on Sunday and during the night, must be collected in a suitable container (it can also be purchased at a pharmacy) without omitting any collection and including that of Monday morning as soon as you get up. The correct collection of 24-hour urine is essential for the success of the tests since the quantity of urine will also determine the outcome.

Diagnostic Laboratory Services in clinical chemistry, immunoenzymology, and microbiology (bacteriology):

ACIDI BILIARI
 ALANINA AMINOTRANSFERASI (ALT) (GPT) -
 ALBUMINA [S/U/dU]
 ALDOLASI [S]
 ALFA AMILASI [S/U]
 AMMONIO [P]
 ANTICORPI ANTI ERITROCITI [Test di Coombs indiretto]
 ANTITROMBINA III FUNZIONALE
 APOLIPOPROTEINA A
 APOLIPOPROTEINA B
 ASPARTATO AMINOTRANSFERASI (AST) (GOT)[S]
 AUTOANTICORPI ANTI ERITROCITI [Test di Coombs diretto]
 BILIRUBINA TOTALE
 BILIRUBINA TOTALE E FRAZIONATA
 CALCIO TOTALE [S/U/dU]
 CALCOLI ESAME CHIMICO DI BASE
 CLORURO [S/U/dU]
 COLESTEROLO HDL
 COLESTEROLO LDL
 COLESTEROLO TOTALE
 COLINESTERASI (PSEUDO-CHE)
 COMPLEMENTO: C1Q, C3, C3 ATT., C4 (Ciascuno)
 - CREA- TINCHINASI (CPK o CK)
 CREATINCHINASI ISOENZIMA MB (CK-MB) -
 CREATI- NINA [S/U/dU/La]
 CREATININA CLEARANCE
 CRIOGLOBULINE RICERCA
 D-DIMERO (Test al latice)
 EMOCROMO: Hb, GR, GB, HCT, PLT, IND. DERIV., F. L.
 EOSINOFILI (Conteggio)[Alb]
 FATTORE REUMATOIDE
 FECI ESAME CHIMICO E MICROSCOPICO
 FERRO [S]
 FIBRINA / FIBRINOGENO [S/U]
 FIBRINOGENO FUNZIONALE
 FOSFATASI ACIDA
 FOSFATASI PROSTATICA (PAP)
 FOSFORO
 FRUTTOSAMINA (PROTEINE GLICATE) [S]

GAMMA GLUTAMIL TRANSPEPTIDASI (gamma GT)
 GLUCOSIO (Curva da carico 3 determinazioni)
 GLUCOSIO (Curva da carico 6 determinazioni)
 GLUCOSIO [S/P/U/dU/La]
 GLUCOSIO 6 FOSFATO DEIDROGENASI (G6PDH) [(Sg)Er]
 GONADOTROPINA CORIONICA (Prova immunologica di gravidanza)
 Hb - EMOGLOBINA A2
 Hb - EMOGLOBINA GLICATA
 Hb - EMOGLOBINE ANOMALE (HbS, HbD, HbH, ecc.)
 HELICOBACTER PYLORI ANTICORPI (E.I.A.) - IDROS- SIPROLINA
 [U] IMMUNOGLOBULINE IgA,
 IgG o IgM (Ciascuna)
 IMMUNOGLOBULINE: CATENE KAPPA E LAMBDA [S/U]
 LATTATO DEIDROGENASI (LDH) [S/F]
 LIPASI [S]
 LISTERIA MONOCYTOGENES ANTICORPI
 LITIO [P]
 MAGNESIO TOTALE [S/U/dU/(Sg)Er]
 MICROALBUMINURIA
 PIASTRINE (Conteggio) [(Sg)]
 POTASSIO [S/U/dU/(Sg)Er]
 PROTEINA C REATTIVA (Quantitativa)
 PROTEINE (ELETTROFORESI DELLE) [S] PROTEINE [S/U/dU/La]
 REAZIONE DI WAALER ROSE
 RESISTENZA OSMOTICA ERITROCITARIA
 RETICOLOCITI
 SALMONELLE E BRUCELLE ANTICORPI [WIDALWRIGHT]
 SODIO [S/U/dU/(Sg)Er]
 STREPTOCOCCO ANTICORPI ANTI ANTISTREPTOLISI- NA-O
 [T.A.S.]
 TEMPO DI PROTROMBINA (PT)
 TEMPO DI TROMBOPLASTINA PARZIALE (PTT)
 TINE TEST (Reazione cutanea alla turbecolina)
 TRANSFERRINA (Capacità ferrolegante)
 TREPONEMA PALLIDUM ANTICORPI [TPHA] - TREPO- NEMA
 PALLIDUM ANTICORPI ANTI CARDIOLIPINA
 [VDRL]
 TRICHOMONAS VAGINALIS ESAME COLTURALE - TRI- GLICERIDI
 URATO [S/U/dU]
 UREA [S/P/U/dU]
 URINE ESAME CHIMICO FISICO E MICROSCOPICO
 VELOCITA' DI SEDIMENTAZIONE DELLE EMASIE (VES)
 11 DEOSSICORTISOLE
 17 ALFA IDROSSIPROGESTERONE (17 OH-P)
 ACIDO VALPROICO
 ALFA 1 FETOPROTEINA [S/La/Alb]
 ANTI TIREOPEROSSIDASI (AbTPO)
 ANTICORPI ANTI TIREOGLOBULINA (AbTg)
 ANTIGENE CARBOIDRATICO 125 (CA 125)
 ANTIGENE CARBOIDRATICO 15.3 (CA 15.3)
 ANTIGENE CARBOIDRATICO 19.9 (CA 19.9)
 ANTIGENE CARBOIDRATICO 72-4 (CA 72-4)
 ANTIGENE CARCINO EMBRIONARIO (CEA)

ANTIGENE PROSTATICO SPECIFICO (PSA)
 ANTI RECETTORE DEL TSH
 BETA2 MICROGLOBULINA [S/U]
 VIRUS EPATITE C [HCV] ANALISI QUALITATIVA DI
 HCV RNA
 VIRUS EPATITE C [HCV] ANALISI QUANTITATIVA DI
 HCV RNA
 VIRUS EPATITE C [HCV] ANTICORPI
 VIRUS EPATITE C [HCV] TIPIZZAZIONE GENOMICA
 VIRUS EPSTEIN BARR [EBV] ANTICORPI (EA o EBNA o
 VCA) (E.I.A.)
 VIRUS HERPES SIMPLEX (TIPO 1 o 2) ANTICORPI
 VIRUS IMMUNODEF. ACQUISITA [HIV] Analisi Qualitati-
 va di RNA
 VIRUS IMMUNODEF. ACQUISITA [HIV] ANALISI
 QUANT. DI RNA
 VIRUS IMMUNODEF. ACQUISITA [HIV 1-2] ANTICORPI

LACTOSE BREATH TEST

This is a rapid, simple, reproducible, and inexpensive method for diagnosing Lactose Intolerance. The principle of the method is based on the fact that normally, in the presence of lactase, lactose (a disaccharide, i.e., formed by two sugar molecules joined together) is broken down in the small intestine into glucose and galactose, two monosaccharides (simple sugars) that are rapidly absorbed by the intestinal mucosa, without significant hydrogen production. When there is a lactase deficiency, undigested lactose reaches the colon where the intestinal bacterial flora subjects it to fermentation, producing significant amounts of hydrogen, methane, and carbon dioxide. These gases are absorbed into the blood, and a portion is exhaled from the lungs. The Lactose Breath Test measures the amount of hydrogen exhaled before and after the administration of lactose, thereby making it possible to identify the lactase deficiency responsible for the intolerance.

GLUCOSE INTOLERANCE

H2 Breath Test for the determination of intestinal bacterial contamination. The fermentation of carbohydrates (sugars) by intestinal bacteria produces water, fatty acids, and gases, including carbon dioxide (CO₂), hydrogen (H₂), and methane.

In particular, methane and hydrogen are produced exclusively by bacteria, and the excretion of these gases from the human body following the administration of a substrate indicates that it has been exposed to the intestinal microflora. The hydrogen breath tests (H₂ breath tests) are based on this principle. Specifically, after administering a suitable substrate, the concentration of H₂, expressed in parts per million (ppm), in the patient's exhaled breath is measured using gas chromatography.

Normally, the small intestine has very sparse bacterial flora, and is therefore unable to ferment any sugar. In certain conditions, however, (blind loop after intestinal surgery, jejunal diverticula, stagnation above inflammatory, scar-tissue, or neoplastic stenosis, chronic inflammatory bowel diseases...) there is an increase in the bacterial flora in certain tracts, such that it ferments dietary carbohydrates at these levels, causing nausea, borborygmi, flatulence, colicky-abdominal pain, weight loss, asthenia, anemia, and diarrhea. Bacterial overgrowth in the small intestine also manifests in a not strictly pathological condition, represented by the chronic intake of potent gastric antisecretory drugs, such as Omeprazole: in this case, the bacterial contamination is not associated with fat or carbohydrate malabsorption.

WHAT IS THE TEST FOR?

The glucose test is used to diagnose intestinal malabsorption. Glucose is normally absorbed by the small intestine; however, if bacteria are present, there will be fermentation of the glucose with the production of hydrogen. Therefore, an increase in H₂ excretion can indirectly give us a sign of malabsorption.

WHAT ARE THE SYMPTOMS?

Nausea, borborygmi (stomach rumbling), flatulence, colicky-abdominal pain, weight loss, asthenia, anemia, diarrhea.

WHAT DOES THE TEST CONSIST OF?

The test lasts about 2 hours and consists of drinking a solution made of water and sugar and blowing several times into a bag. For the entire duration of the test, the patient must remain in the laboratory and cannot drink, smoke, or eat.

It is a rapid, simple, reproducible, and inexpensive method that identifies the presence of *Helicobacter pylori* in the gastric mucosa by exploiting the urease activity of the germ.

It is generally performed in the morning, after a fast of at least 6 hours.

The patient is given a sachet of sodium citrate and after 10 minutes, a first sample of exhaled air is collected by blowing into a special test tube. A small tablet of Urea-C13 is then administered to the patient, and a new sample of exhaled air is collected in another test tube after about 30 minutes.

In the presence of *Helicobacter's* urease, the urea is broken down into ammonia and carbon dioxide which, after being absorbed, enters the bloodstream, is eliminated with the breath, and measured with a mass spectrometer. The amount of CO₂ exhaled will be higher in patients with an *H. pylori* infection.

The sensitivity and specificity of the test are close to 100%.

The safety of stable isotopes allows both children and pregnant women to undergo this test. For these reasons, the Urea Breath Test, according to the recommendations of the European *Helicobacter Pylori* Study Group, is the ideal method for confirming eradication and determining the infection status in patients with recurrent symptoms after anti-*Helicobacter* treatment.

False-negative results can occur if the test is performed less than 4 weeks after the suspension of eradication treatment or if the patient has recently taken drugs capable of reducing the urease activity of *H. pylori* (antisecretory drugs). In these cases, a negative test result may only mean a temporary

inhibition of the bacterium (clearance) and not its complete and definitive elimination (eradication).

WHAT DOES THE TEST CONSIST OF?

The test lasts about 60 minutes and consists of blowing several times into a bag. For the entire duration of the test, the patient must remain in the laboratory and cannot drink, smoke, or eat.

SPECIALIST OUTPATIENT CLINIC

The Centro Diagnostico Enne Uno S.r.l Outpatient Clinic is accessible privately, with direct payment, and provides the following specialist services:

-) Angiology
-) Arterial and venous Doppler sonography
-) Color Doppler ultrasound
-) Dermatological consultation
-) Endocrinology
-) Occupational medicine
-) Dietology
-) Check-up programs
-) Urological ultrasound

Angiology

A term of Greek origin that indicates the study of vessels, like the English synonym Vascular Medicine, it is the medical specialty that deals with the prevention, diagnosis, treatment and rehabilitation of vascular diseases (diseases of the arteries, veins, lymphatic vessels) in the non-surgical phase of their natural history.

It does not only deal with the diagnostic aspect, which is now highly reliable thanks to first-rate technologies, but also and above all with the treatment.

Most patients with vascular disease are treated on an outpatient basis, with check-ups scheduled according to specific diagnostic and therapeutic pathways. To achieve maximum effectiveness, it is important that the check-ups are not limited to instrumental tests, but also include a thorough clinical evaluation (combining the request for a specialist visit with that for instrumental tests).

Dermatology

(from the Greek derma, skin) is the branch of medicine that deals with the skin and related tissues (hair, nails, sweat glands, etc.). A doctor specializing in dermatology is a dermatologist. Dermatologists are doctors who specialize in the diagnosis and

treatment of diseases and tumors of the skin and its appendages. The first treatise on dermatology, *De morbis cutaneis*, is attributed to the Forlì-born physician Girolamo Mercuriali.



The skin is the body's largest organ and, obviously, the most visible. While some dermatological diseases affect only the skin, many others are the manifestation of a systemic disorder, meaning one that affects multiple tissues or organs in the body. Consequently, a dermatologist's training must include rheumatology (many rheumatic disorders can manifest with skin-related signs and symptoms), immunology, neurology (e.g., "neurocutaneous syndromes," such as neurofibromatosis and tuberous sclerosis), infectious diseases, and endocrinology. The study of genetics is increasingly gaining importance.

At dietetics

Sometimes called dietetics, it is a branch of nutritional science that studies the effects of food on the body's metabolic processes, also considering their digestive implications.



It also searches for the most suitable food rations for the individual, taking into account his physiological and/or pathological characteristics, in order to ensure the best possible state of health.

The ultimate goal of this practice is the formulation of a diet and lifestyle, suited to the individual's situation (pathological or otherwise), based on plyometric, bioimpedance and body mass index criteria.

Endocrinology

It is the branch of medicine that studies glands that secrete internal secretions, that is, those whose products are released directly into the blood. These products are called hormones.

Occupational medicine

Occupational medicine is the branch of medicine that deals with the prevention, diagnosis, and treatment of work-related illnesses. Occupational physicians have particular expertise in identifying symptoms caused by workers' exposure to:



Chemical agents, such as acids, strong bases, or other dangerous substances in general, that come into contact with various systems, particularly the respiratory, digestive, and integumentary systems, and have repercussions on the nervous system; airborne substances of varying intrinsic toxicity, which, however, can cause various consequences when inhaled. These substances are primarily asbestos fibers, which cause asbestosis, and then coal dust (a rare occurrence these days).

physical agents, such as ionizing or non-ionizing radiation, of various energies, in particular

ultraviolet rays, X-rays, gamma rays, noise, vibrations, microclimate.

biological agents: bacteria, viruses, parasites.

psychosocial risk factors: work-related stress.

Every company or employer, after having carried out the risk assessment required by Legislative Decree 81/08 (the so-called "Consolidated Law on Health and Safety at Work"), must appoint a competent doctor if there are risks for which the law requires health surveillance. This role can be performed by specialists in occupational medicine and doctors authorized pursuant to art. 55 of Legislative Decree 277/91 (now abolished). Specialists in hygiene and preventive medicine or legal and insurance medicine can also fill this role, but only after completing a specific post-specialization course. The employer can choose between three options (art. 39 of Legislative Decree 81/08).

In aesthetic medicine

It is a branch of dermatology that deals with correcting or eliminating imperfections of the face or body without resorting to surgery, but rather through a series of minimally invasive treatments that allow a quick resumption of normal activities.



The imperfections that aesthetic medicine deals with can be congenital or acquired over the years, for example due to aging or lifestyle.

The blemishes and pathologies that aesthetic medicine mainly deals with are:

active or scarring acne, rosacea and couperose, localized adiposity

-) angioma alopecia
-) cellulite
-) panniculopathy
-) edematofibrosclerotica (P.E.F.S.)
-) hypermelanosis and hypomelanosis
-) hyperhidrosis and bromhidrosis
-) hypertrichosis and hirsutism
-) lipoatrophy
-) wrinkles and furrows as a result of facial expressions
-) wrinkles and furrows as a result of general aging of the skin sometimes accompanied by sagging of the profile
-) stretch marks, overweight, tattoos
-) telangiectasias and reticular veins

Orthopedics

It is the surgical discipline relating to the treatment of disorders of the musculoskeletal system. It includes traumatology, which has as its primary objective the treatment of injuries due to trauma. The current scope of orthopedics includes: prevention and treatment of congenital and acquired malformations of the musculoskeletal system;



the diagnosis and treatment of a long series of diseases affecting the supporting and movable organs, i.e., the spine and limbs; traumatology,

which in recent decades, as a result of the increased pace of life, has become an integral part of orthopedics and has grown enormously.

he also takes care of the feet.

All this has greatly expanded the scientific and technical heritage of orthopedics, with the consequent birth of superspecialties with operational autonomy, such as hand surgery, spinal surgery, etc.

Gynecology

It is a branch of medicine that sometimes deals with the physiology, but especially with the pathology of the female genital system. It is the equivalent of andrology, the science that deals with the physiology and dysfunctions of the male reproductive and urogenital systems. It employs the professional figure of a physician specialized in gynecology and obstetrics, who cares for women of all ages, from puberty, during the fertile period, through menopause and postmenopause. Gynecology also deals with issues related to the reproductive sphere and assisted reproduction techniques.



Ultrasound examination

Ultrasound is a diagnostic technique that uses sound waves called ultrasound to obtain images of internal organs. Ultrasound has a much higher frequency than the normal sound waves emitted by speech and is inaudible to the human ear.

The operating principle of ultrasound is based on a basic physical phenomenon well known for its simplicity: if you shout toward a mountain wall in a valley, a few seconds later you hear an echo. This is because the mountain reflects the sound wave and returns it to our ear, which is then able to perceive it. The ultrasound machine does the same thing; it emits a series of high-frequency sound waves that, when they hit an organ, return to the probe (the one the doctor holds in his hand and slides over the body during the examination). The computer inside the ultrasound machine is then able to determine where on the body the wave reflection occurred and transform this data into an anatomical image. In addition to standard two-dimensional images (i.e., on two planes like the figures in a book), modern ultrasound machines can also obtain three-dimensional images and information on the vascularization.

of organs and any lesions using color and power Doppler.

How an ultrasound machine is made

Ultrasound scanners consist of a console containing a computer and electronics, a monitor, and one or more probes that come into contact with the patient and are connected to the central unit via a cable. The probe sends ultrasound waves into the body and detects the echoes that bounce off the organs. The image formed on the monitor represents a small section of the body portion the probe is currently resting on (as if you could look at a slice of salami directly from the front without having to cut it with a knife). The images are then reproduced on paper or film using a printer connected to the ultrasound scanner's computer. To allow the probe to slide over

the skin and prevent the ultrasound waves from scattering, a gel is placed between the probe and the skin and applied to the skin before the examination begins.

How the exam is conducted

Most ultrasound exams are completely painless.



After lying on a bed, the doctor applies ultrasound gel to the skin (it is colorless, odorless, and non-staining) and slides the probe in various directions with a certain amount of pressure over the area to be examined. In some cases, it is necessary to apply a lot of pressure, which can cause discomfort and mild pain. Obviously, if the exam is performed on an inflamed area, the pain may be more intense. Tests performed using an endocavitary probe (transrectal prostate ultrasound and transvaginal pelvic ultrasound) can be a little more uncomfortable but are generally quick and are well tolerated by most patients. After an ultrasound exam, you can return to your normal activities without any worries. The results of the exam are communicated by the doctor

at the end of the exam, and a written report is provided along with the images obtained. What are the advantages of ultrasound?

Ultrasound exams are non-invasive (no needles or injections) and are generally not painful.

Ultrasound does not use ionizing radiation and is therefore not harmful to the human body. For this reason, the exam can be repeated even at short intervals.

Unlike other radiological techniques, ultrasound is performed in real time, allowing for the observation of the function of moving organs (such as the heart), muscles, and tendons. Ultrasound can also be used to guide invasive procedures such as fine-needle aspiration or needle biopsy with great precision.

Stamp and Signature:

