



CHARTER OF SERVICES

Rev. 24 2026, April 13 2026



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INTRODUZIONE

INTRODUCTION

This Service Charter represents the agreement between the Munari Laboratory and its Customers, for the quality of the services provided.

With this, Laboratorio Munari undertakes to provide a quality service that complies with the principles recommended in the Service Charter and to become increasingly compliant with the requests of its Customers.

For the services provided by the Munari Laboratory, compliance with the Fundamental Principles set out in the Directive of the President of the Council of Ministers of 27.01.1994 "Principles on the provision of public services" (Official Gazette 22.02.1994 no. 43) is ensured. All data and information in the possession of Laboratorio Munari are subject to the D.L. n. 196 of 30.06.2003 called "code regarding the protection of personal data" and its amendments and additions, to the European Privacy Regulation 2016/679 and to Legislative Decree 101 of 04.09.2018.

Objectives

The Laboratory has as its primary objective the satisfaction of the needs and expectations of customers and the improvement in terms of quality of services provided.

To this end, the Quality Management System and in particular is rendered dynamically active throughout the Laboratory Munari is committed to:

- *maintain the high level of customer satisfaction*
- *continuously improve the effectiveness of processes and service delivery*
- *involve all internal resources in the management of the Management System Quality*

promote the Quality Policy

- *promote compliance with the Processing of Personal Data (Privacy)*

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CHARTER OF SERVICES

Laboratorio Munari has drawn up its own Service Charter through which to let citizens users know its structure, its services, its activities.

The “Charter” must express lines needed to protect the rights of the citizen’s health , by giving him the ability to control the quality of services in order to exercise the right to their health.

For these reasons, the Munari Laboratory has developed its CHARTER OF SERVICES through which relay to the public using its structure, its services and its activities.

For Munari Laboratory, the goal witch is to be achieved with the adoption of CHARTER OF SERVICES is the improvement of services offered to users through a periodic check on the quality of the same, using the result of applying operational tools in it.

FUNDAMENTAL PRINCIPLES

Fundamental principles that underpin the “Charter of services” are:

1) Equality

Citizens should be providing services equally to all, without any discrimination of age, sex, religion, race, nationality, language, political opinion, social conditions.

2) Impartiality

We must address in an objective and equitable manner to all citizens

3) Continuity

Citizens must be guaranteed the delivery of services with continuity of quality and regularity in the provision of benefits

4) Effectiveness ed efficiency

The services and benefits must be erogated for the maximization of resources according to the rules on the quality

5) Respect

Every citizen you should contact with courtesy, with availability and attention in listening to his demands always bearing in mind respect for the dignity of the person

6) Participation

Citizen user as the right to access information on services, to comment, to register complaints, to make suggestions to improve the services provided by the structure

7) Right choice

All citizens have the right freely choose the place where they do go and take care among those authorized under the regulations

QUALITY POLICY

Our organization has as its primary objectives the satisfaction of the needs and expectations of customers and the continuous improvement in terms of quality of the services provided.

To this end, the Management considers the Quality Management System a fundamental element for the achievement of these objectives.

In particular, through the Quality Management System, our Organization is committed to:

- *always maintain a high level of customer satisfaction*
- *identify and monitor the needs and expectations of the customer in particular:*
 - *respect for privacy / protection of personal data*
 - *reduction of waiting times*
 - *professionalism of the staff*
 - *adequacy and completeness of information*
 - *updating of technologies and new diagnostic tools available*
- *monitor the non-conformities and adverse events and analyze the causes for their resolution*
- *promote sharing within the organization for the implementation of the Quality Management System*
- *involve all personnel in order to pursue the goal of maintaining and continuously improving the Quality Management System*
- *enhance the resources and motivation of its staff through specific updating programs and the acquisition of new skills for the best patient approach*
- *ensure effective internal and external communication*
- *promote the respect and continuous improvement of Safety at Work and the Environment; essential topics of primary importance for the Company*

In order to achieve these objectives, a periodic review by the Management was envisaged, in which specific improvement actions are planned and verified over time referring to the various aspects of the Quality System.

We wish all the members of the Organization a good job inviting them to provide their constructive contribution to the achievement of these important goals.

Venice Mestre, July 01, 2022

The Direction

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PRESENTATION

MUNARI Laboratory began trading on April 4, 1966 in Mestre Venice, in Via Pio X, such as basic laboratory and then with specialties in Clinical Chemistry, already been recognized for the quality of laboratory performances.

The Laboratory now has offices in Via A. Costa 19/B.

Over the years the structure has expanded its business by enabling other services aimed at the occupational safety and environmental health.

Since 2000 the Laboratory Munari applies the Quality Management.

Today the Laboratory Munari deals specifically of Laboratory Medicine (in agreement with the National Health System) and Nursing Services and Welfare.

The Laboratory Munari has received a renewal of Authorization of the Municipality of Venice Prot. Gen. REP_PROV-VE/VE-SUPRO/0006050 del 09/01/2020.

The Laboratory Munari has received a renewal of Institutional Accredited with DGRV n. 1201/2019 e confermato con DGRV N.1362/2020 (Regione Veneto L.R. 22 del 16/08/2002).

The budget allocated to Munari Laboratory for the year 2022 is € 65,000.00.

Quality Checks

Since 1985 the MUNARI Laboratory has participated with excellent evaluation and recognition in the "External Quality Verification Program (VEQ) for clinical biochemistry" implemented by the Biomedical Research Center with the auspices of the National Scientific Societies (SIMeL and SIBioC) - Regional Law 29/1985.

From the entry into the network of the Munari Laboratory with RDI the Quality Checks are carried out on a scheduled basis and defined in the Service Laboratory and are divided into Internal Quality Checks (VIQ) and External Quality Checks (VEQ).

RDI transmits every quarter the "Report on the results of internal and external controls" as well as the "Annual summary report on Internal and External Quality Controls".

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PERFORMANCE

The list of services performed by the Laboratory is periodically updated, the execution and reporting times and the related rates by the Regional Rate Nomenclature.

The analyzes are carried out at the RDI Network Laboratory - Italian Diagnostic Network, accredited by ACCREDIA according to UNI EN ISO 15189: 2013 with MED. 0003.

The type of laboratory tests carried out are also present on the site.

In particular, it is possible to obtain performances of:

- ClinicalChemistry (Enzymes, Metabolites , Specific Proteins, Pharmaceuticals, Abusive Drugs)
- Immunoassay (Hormones, Tumor Markers, Hepatitis Diagnosis)
- Enzyme immunoassays (Antibodies and Antigens of Infectious Agents, Autoimmunity, Allergies, Food Intolerances)
- Electrophoresis (Capillary and Agarose Gel for the study of Proteins and Isozymes)
- Chromatography (Hemoglobinopathy Diagnostics, Diabetes and Alcohol Abuse)
- Hematology, Immunohematology and Flow Cytometry
- Coagulation and diagnosis of thrombophilia
- Analysis of arterial blood gases and hemoglobin derivatives
- Chemical-physical analysis and sediment of urine
- Microbiology, Parasitology, Molecular Microbiology
- Liquid Chromatography, Gas Chromatography, Mass Spectrometry and Atomic
- Absorption for Occupational Toxicology
- Diagnostic Cytology and Histopathology
- Cytogenetics and Molecular Genetics
- COVID-19 test

The Organization ensures full transparency of administration activities by making available to the Customer any information related to the exams, response time and applied rates.

The Customers are also invited to offer their feedback, suggestions and complaints, if necessary, to contribute to the continuous improvement of the service offered.

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METHOD OF ACCESS TO THE STRUCTURE

The analysis service is accessed by appointment and provided with an identification document. The services can be performed either under the agreement **with the S.S.N.** (demanding with exemptions or ticket payment) **or in private regime.**

Appointments

The reservation can be made in the following ways:

- from the website
- by phone
- by mail
- in acceptance

The COVID-19 swab appointment cannot be made from the WEB site.

If benefits are to be provided under the agreement with the S.S.N. , it is necessary to present a Health Card and binding and / or white memo of the electronic recipe.

In any “challenging” there must be a maximum of 8 (eight) test required

In any “challenging” there must be :

- Name, surname, age of the assisted
- Health card number with indications of any right of exemption from payment and reason and/or number of exemption
- tax code of the Physician

At delivery of the “challenging” or the request of performance should you live a phone number for any communications.

Priority Access

We guarantee privileged access for pregnant women, children under 6 and disabled people. The facility is accessible to people with disabilities.

Home services

At-home withdrawals are performed by nursing staff.

Home services require a reservation that can be made by telephone or by showing up at the reception during opening hours.

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REFERENCE PROCEDURES

The reports can be picked up at the Munari Laboratory's reception, during the opening hours, presenting themselves with an Identity Document or, if withdrawn by a different person, the delegate must present a Delegation to the Withdrawal completed and signed by the interested party and Carta d ' identity of the Delegate.

It is also possible to withdraw via the web (referti.munariservizi.it) if, at the acceptance stage, consent has been given to collect the online report with credentials.

Consulting activity

A consultancy activity is foreseen for the interpretation of the reports by the Health Director and Laboratory.

This activity can also be done by appointment to meet the needs of users or by telephone.

PRIVACY - DATA PROTECTION

The Munari Laboratory respects the provisions of the General Data Protection Regulation - Reg. (EU) n. 2016/679 (GDPR) - and informs users on how to treat them.

Exams can be done anonymously.

The Munari Laboratory commissioned Dr. Emanuele Testolin as DPO (Data Protection Officer).

For any information and / or reports send an email to: info@munariservizi.it.

COMPLAINTS REPORTING SERVICE

The reporting of any complaints and disruptions by users can be done either verbally or by completing the Customer Satisfaction Questionnaire present in the Acceptance.

An email can also be sent to the following address:

info@munariservizi.it.

The contact person for these reports is the General Manager of the structure who, guaranteeing the utmost secrecy, takes charge of the complaint in order to respond to it in order to ensure compliance with the principles and purposes of the Service Charter.

CUSTOMER SATISFACTION QUESTIONNAIRES

In order to improve the service provided, we kindly ask our Customers to complete the Customer Satisfaction Questionnaire present in Acceptance anonymously.

In 2020-2021, the outcome of customer satisfaction monitoring was good.

PREVENTION OF UNDESIRE EFFECTS

Venous sampling is an invasive act since the blood sample must be collected through a venipuncture.

Consequently, the collaboration of the patient to follow the instructions schematically shown below and provided by the staff facilitate a better execution of the withdrawal.

To this end it is important that the patient:

- 1) strictly follow the instructions provided by the staff.*
- 2) inform the staff in charge if you have had hypotensive episodes or convulsions in previous samplings or if you are diagnosed with epilepsy.*
- 3) inform staff promptly when symptoms of this type arise.*

UNWANTED EVENTS

Despite the attentions, in case of particularly difficult withdrawals it is possible the formation of hematomas.

In this case, keep in mind that it is not a serious complication; the hematoma is spontaneously reabsorbed within a few days.

The use of heparinoid ointments or gels on the part facilitates resorption. it is possible that in some cases episodes of hypotension occur (short dizziness even until fainting); in epileptic subjects, venipuncture can trigger convulsions.

For the PREPARATION blood sampling, you can consult the information in the Reception and on the website.

BEFORE BLOOD SAMPLING

Correct position: arm extended and hand clenched into a fist to allow locating the sampling point.

DURING BLOOD SAMPLING

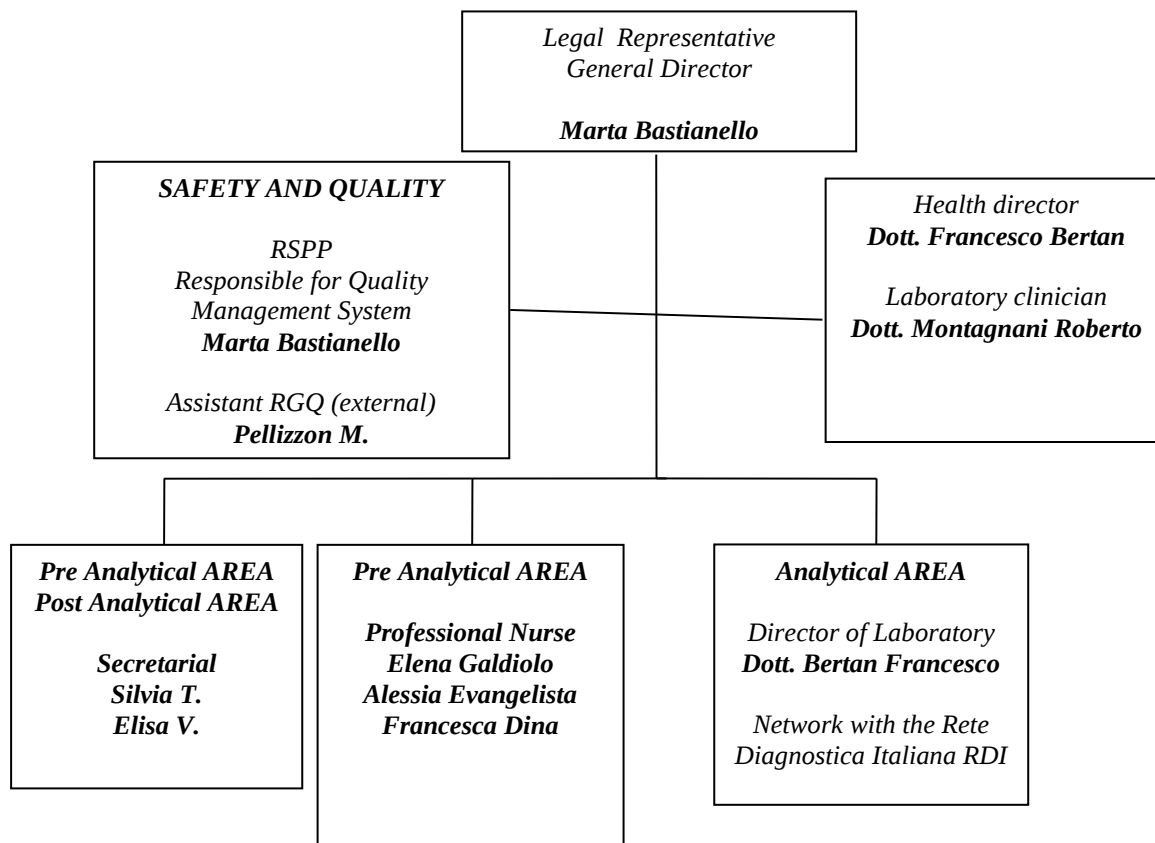
Correct position: arm extended, relaxed with the hand closed to allow a correct and fast collection.

AFTER BLOOD SAMPLING

Correct position: keep the arm relaxed, extended and the hand open; the cotton must be pressed in the exact point of collection, with the thumb, for 5 minutes, to avoid the formation of any small bruises.

ORGANIZATION CHART OF LABORATORY MUNARI

PRIVATE LABORATORY FOR CLINICAL ANALYSIS



TIMETABLE**OPENING**

Monday to Friday 7,30 - 12,00
 14,00 - 17,00

Saturday 7,30 - 12,00

TIME OF BLOOD SAMPLING

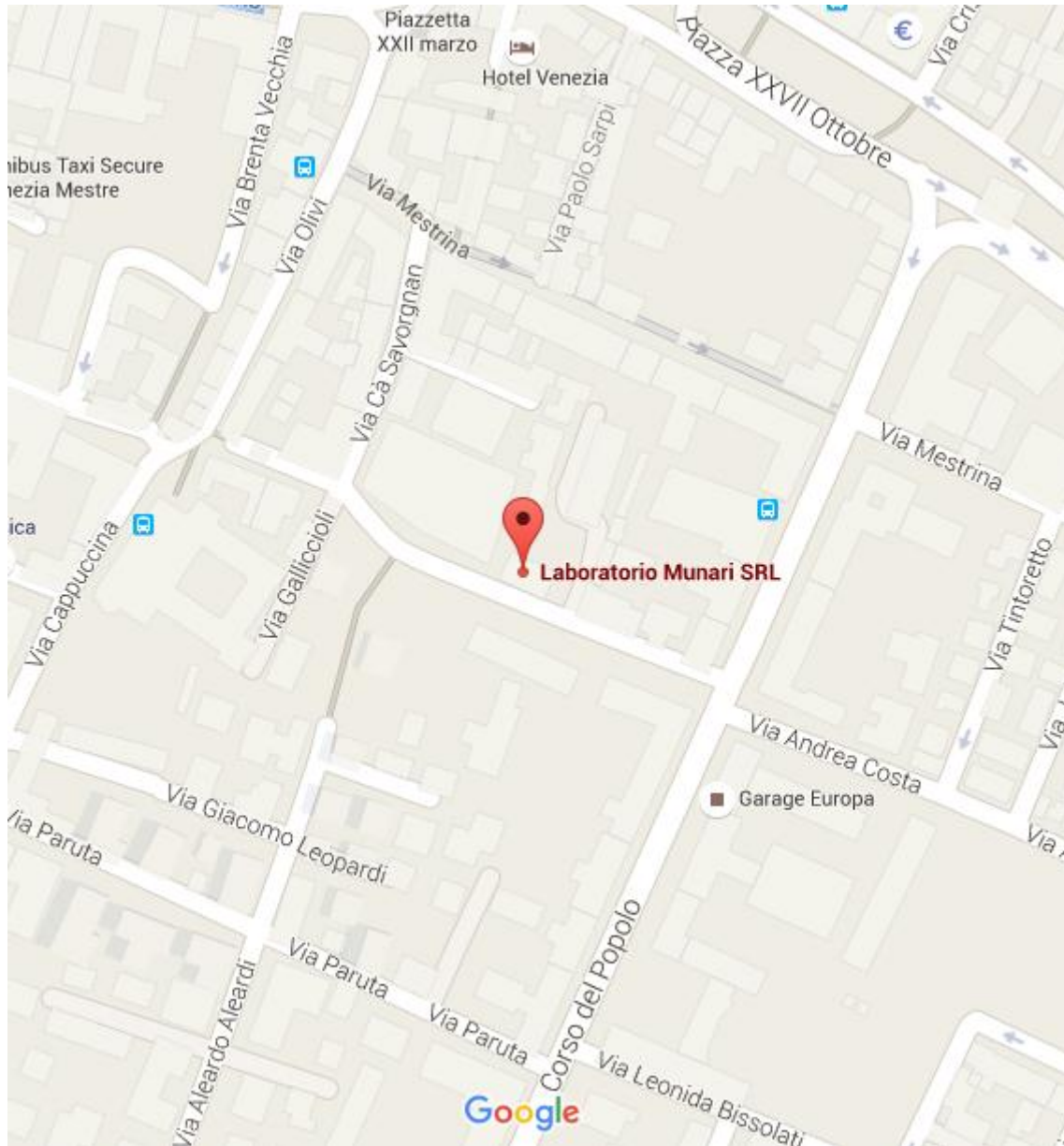
Monday to Saturday 7,30 - 10,00

TIME FOR DELIVERY OF REPORTS

Monday to Friday 08,00 - 12,00
 14,00 - 17,00

Saturday 08,00 - 12,00

*Mestre Venezia Via Costa 19/B (Ground Floor)
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