



SERVICE CHARTER OF THE SAMPLING POINT AT THE GAETANO AND PIERA BORCHI FOUNDATION NURSING HOME

This Service Charter, pertaining to the Sampling Point, is a specification of the Service Charter of the Gaetano and Piera Borghi Foundation Nursing Home.

GENERAL INFORMATION

The Blood Collection Point of the Gaetano and Piera Borghi Foundation Healthcare Facility entrusts the outsourced execution of laboratory tests to the Synlab Italia Laboratory.

The person responsible for organizing the Sampling Point is Dr. Rosa Santillo, Medical Director of the Gaetano and Piera Borghi Foundation Nursing Home.

SAMPLING POINT OPERATING HOURS

The Sampling Point is operational (also for the delivery of biological samples) from Monday to Saturday from 7:40 AM to 9:30 AM.

REPORT COLLECTION

Reports can be collected at the Outpatient Clinic reception during the following hours:

- On the indicated collection day, from 4:00 PM to 6:30 PM; on Saturday, from 10:00 AM to 11:45 AM.
- On subsequent days, Monday to Friday from 10:30 AM to 6:30 PM; on Saturday, from 10:30 AM to 11:45 AM.

LOCATION

The Sampling Point is located in Brebbia (VA) at Via F. Petrarca No. 33, within the Outpatient Clinic of the Gaetano and Piera Borghi Foundation Nursing Home.

HOW TO REACH US

The Nursing Home is easily accessible from the Autostrada dei Laghi (A8), which is a few kilometers away, on the Vergiate-Besozzo road. The facility, which has several parking lots, is:

- Approximately 20 km from Varese
- 60 km from Milan
- 30 km from Malpensa Airport

INFORMATION AND BOOKINGS

Casa di Cura Fondazione Gaetano e Piera Borghi S.r.l. (Soggetta a direzione e coordinamento di Clariane S.E.)
Sede Legale e Amministrativa: via Petrarca, 33 • 21020 Brebbia (VA) • T 0332 971333 • F +39 0332 971335
info@korian.it • gruppo.korian.it

C.F., P.IVA e Registro Imprese di Varese 02779700125 • R.E.A. 287659 Capitale Sociale € 15.000,00 int. versato
direzione@pec.fondazionegaetanopieraborghi.it

For information and bookings, you can contact +39 0332 1720020 or write to info.fondazionegaetanopieraborghi@korian.it

ACCEPTABILITY CRITERIA

The Sampling Point may refuse and request the repetition of the sample collection in the following cases:

1. Insufficient samples
2. Hemolyzed samples
3. Icteric samples
4. Lipaemic samples
5. Coagulated samples
6. Incorrectly identified samples
7. Mismatch between personal data on the test tube and/or container and the data on the request form
8. Inappropriate test tubes and/or containers for the requested tests (e.g., urine samples for microbiology tests collected in non-sterile containers)
9. Test tubes or other containers externally stained with blood or other biological material (stained test tubes/containers will be accepted only if the sample cannot be repeated)
10. Samples with transport/storage temperatures unsuitable for the requested test

If the above suitability requirements are not met, the patient and/or the sampling point will be contacted for further clarification and possibly to request a new sample. After being informed of the identified unsuitability, the patient will be instructed on the correct procedure for sample collection and re-sampling. At this point, they will be invited to present themselves at the sampling point with direct access without needing to proceed with acceptance/booking, and they will be informed of the updated report collection date.

PREPARATION FOR BLOOD SAMPLING

To perform blood sampling under ideal conditions:

- It is necessary to fast from the previous evening.
- Only 1-2 glasses of water are allowed.
- Avoid any intense physical exercise in the days immediately preceding the sampling.
- Unless specifically instructed by your General Practitioner, avoid taking medications on the morning of the sampling; however, it is important to inform the person performing the sampling if you are on anticoagulant therapy.
- Avoid smoking in the morning before the sampling.
- Do not consume alcohol in the 12 hours preceding the sampling.

INSTRUCTIONS FOR BIOLOGICAL MATERIAL COLLECTION

Fecal sample for stool culture, chemical-physical examination

Take a small amount of feces with the spatula inserted into the designated container from different points of the feces. Deliver the sample to the Collection Point within one or two hours or store it in the refrigerator for a maximum of 12 hours.

Parasitological examination – Occult blood test – Pancreatic Elastase – Calprotectin

Prepare a clean container to collect the feces. Unscrew the cap of the collection vial and remove the sampling spatula fixed to the cap. **WARNING:** Do not spill the liquid contents of the vial. Using the designated spatula, take

an adequate amount of feces and place it in the container, raising the level of the liquid in the vial to the line on the wall (see arrow). Close the container tightly and shake to mix the feces and fixative liquid. For parasitological examination, it is advisable to perform the test on multiple samples collected on different days and not to use suppositories or microclysters for fecal collection.

Urine collection for urine culture

The urine must be collected in a sterile wide-mouth container. It is advisable to perform the test with the first urine of the morning using the "midstream" technique, as follows:

- Wash the genital area thoroughly with water and neutral soap;
- Discard the first stream of urine, which cleans the last part of the urinary tract;
- Collect the next stream of urine directly into the container, avoiding touching the inside with hands;
- Discard the last stream of urine.

Antibiotic therapies can interfere with the results of the test and should be reported to the Collection Point. The sample should be cultured as soon as possible; in case of late delivery or culture, it must be stored in the refrigerator at 2-8°C for up to 24 hours.

Urine collection for pregnancy test

Collect a single morning urine specimen in a specific container.

Urine collection for complete examination

Collect a single morning urine specimen in a specific container. It is advisable to wait until the end of the menstrual cycle.

Urine collection for cytological examination

For urine collection, use only the designated container containing a preservative, which should **NOT BE DISCARDED**, and retrieve it from the Collection Point. Fill the container with urine collected at any time of the day (excluding the first morning urine). For a proper cytological examination, the material should be collected over 3 consecutive days. The samples can be delivered simultaneously if stored at low temperatures and identified with the collection date.

Urine collection for 24-hour urine tests:

- Urinary electrolytes
- Creatinine clearance

First day:

Discard the first morning urine. Collect all the urine over the next 24 hours in a single container, which can be requested from the Collection Point. Keep the container in a cool place during the collection. It is recommended to drink at least two liters of water over the 24 hours.

Second day:

Collect the last urine sample at 8 AM (the first morning urine) into the 24-hour container. Deliver the sample to the Collection Point by 10:30 AM. After checking the total amount of urine collected, you may take a portion of the urine from the container, collect it in a test tube, label it with the total volume collected, and deliver only the test tube to the Collection Point.

Note: For the 48 hours before and during the collection period, avoid the following foods: meat, meat products, meat broth, products containing gelatin, fish, sweets, and eggs. During this period, consult with your doctor before taking any medication.

Urine collection for 24-hour urine tests:

- Urinary dopamine
- Phosphorus – Magnesium – Calcium
- Metanephrines
- Catecholamines
- Vanillylmandelic acid
- Normetanephrines

The 24-hour urine sample collection requires urine acidification. The acidification is done by adding about 5 ml of 5 M HCl per liter of urine (equivalent to 4 tablespoons of commercial hydrochloric acid) to the container before starting the collection. Take about 10 ml of acidified 24-hour urine, indicating the total diuresis, and send it in a specific transport container.

Fecal sample for Scotch tape test

The sample should be collected in the morning, before the patient/child has washed. Cut a piece of transparent adhesive cellophane tape (Scotch tape) and attach it to the tip of the wooden spatula with the adhesive side facing outward. Separate the buttocks of the patient/child, then repeatedly press the adhesive tape against the perianal area. Subsequently, stick the adhesive tape onto a glass slide. The tape should be applied flat onto the slide, avoiding wrinkles and air bubbles, which can make microscopic reading difficult.