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Service Charter

(according to region Law 311/2014)

Studio Medico Specialistico Colombo S.r.l.

**Via Tiberio Imperatore, 19
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www.colombolab.com

LATEST UPDATE: 19.07.2018

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ABOUT US

Dear Sirs and Madams,
we are pleased to share with you our "Service Charter", a tool devised to build up and facilitate interaction, as well as to increase close and constant collaboration with our patients or those who look after them. Our aim is to provide high-quality, prompt health services and to make them easily accessible to everyone.

We strongly believe in Patient centrality and in the humanization of care. Therefore, these guidelines should not be seen as definitive, as they are likely to be amended in the future depending on further developments and on the achievements of the objectives set by our board here at the Studio Medico Specialistico Colombo.

Last Update: April 2018.

MEDICAL DIRECTOR

Dott. Francesco D'Adamo

MISSION & VISION

The Studio Medico Specialistico Colombo is a health centre qualified to provide **Health Care** and medical services as a **specialized outpatient clinic**. It first opened in 1969 as a clinical laboratory, offering also radiology and physiotherapy services.

In the effort to make it a qualified **Health-Care Centre that could be a reference point in the area**, a lot has been done over the years to develop the characteristics needed by a facility specialising in diagnosis for prevention and treatment in terms of both quality of the services and reliability. A constantly growing Centre, the Studio Medico Specialistico Colombo stands out as being professional, reliable and well-organised. It boasts fine, state-of-the-art equipment, as well as **highly-qualified medical and non-medical staff**, all of the essence when **providing accurate diagnosis** and adequate services to patients in need of Preventive, Curative and Rehabilitation health care.

Our **Rehabilitation Centre as per Article 26 Law 833/78** provides treatment for full recovery and functional rehabilitation and/or motor skill consolidation to people with serious physical or mental, either sensory or not, often multiple disabilities, which would otherwise be likely to have permanent effects.

At the Centre we offer both in-house and home care for a wide range of serious orthopaedic and neurological diseases, from speech and swallowing pathologies to urological dysfunctions. Given the complexity of the diseases, specialised physicians will put in place an Individual Rehabilitation Plan, jointly developed with an inter-professional rehabilitation team.

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OUR CORE VALUES

Everyone Has the Right to Health Care

Contributing to health as the primary aspect of life represents far more than just work to us: it is a mission. This is the reason why we have made a point of providing unbiased, fair health services to everyone.

QUALITY AND ACCREDITATION

The Studio Medico Specialistico Colombo is fully equipped in compliance with European standards and it has highly-qualified staff, offering state-of-the-art medical treatment based on the latest scientific research. Monitoring customer satisfaction and assessing quality as perceived by patients allows the company to promote the improvement of health care services based on first-hand feedback.

All branches of medicine are accredited according to ISO 9001/2015 - BV/CERTIFICATION Nr. 206013: 20-07-2018.

All procedures and services provided are assessed using clinical indicators, such as:

- Waiting times for booking and checking in
- Accuracy in the procedures in Lab Tests
- Evaluation of patient satisfaction
- Evaluation of "non-compliance" and complaints followed up by remedial action

CROMOSANITÀ

The Innovation of Colour

Based on the belief that colour has healing powers on the human mind, the interior of most of the Studio Medico Specialistico Colombo has been designed in accordance with the principles of therapeutic powers of colour to provide our patients with the greatest comfort.

It is widely acknowledged that colour can positively affect health and wellness. Thus, patients can get extra benefit from a cosy, comfortable environment, which will also contribute to speeding up their recovery.

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OUR CENTRE



The Studio Medico Specialistico Colombo is based in Rome, in 19 Via Tiberio Imperatore. It is located in the Cristoforo Colombo – EUR district. The 1500 Sq M, three-storey premises are fully functional and have their **own free car park** at the disposal of all patients.

The company outsources sterilization and sanitization of the whole area where the facility is based to H2O SRL, while IVS ITALIA supplies automated refreshments including food and beverages, available near the reception. Against the subscription, it was started a free **Wi-Fi Hotspot** in all the surgery.

How to get to Via Tiberio Imperatore by public transport:

766/769 bus stop in front of the Centre - **715 last stop** in Via Tiberio Imperatore - **670 bus stop** Giustiniano/ Galba, 300 mt. from the Centre - **30EX/130/714 Colombo/Accademia Agiati bus stop** - **Metro B San Paolo underground stop.**

GENERAL INFORMATION

The Centre Switchboard

At our Centre we take great care in assisting customers from the very first call, to meet their expectations in terms of quality of the information, accuracy of the answers, promptness in processing requests and involvement of specialists in conference calls.

The Centre is endowed with a platform providing chat support, integrated communication, call centre services and customised help desk, beside the 24-hour Centre Switchboard.

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IT Services

The operating system of Studio Medico Specialistico follows patients through all the steps from registration to medical reporting, giving them the possibility to keep track of their medical reports and other administrative documentation online. We take all necessary measures to ensure the protection of patient data, by implementing strict security procedures and investing in state-of-the-art software and hardware. According to the new Privacy's European rule Elio Colaluca was designated like Data Protection Officer.

Booking and Checking in

All tests and examinations must be requested by patients. Appointments can be arranged on the phone or directly at the facility by one of the 8 receptionists who work simultaneously at the front desk during opening times.

Patient can book the visit by the official website or by telephone according to DPCM 16.04.2002 and region rule n. 110/2017 as necessary.

Results are available on printouts, films and/or CDs.

Once the patient has been registered on the company's computer system (SIA), he or she will get a receipt for either booking or check in, depending on the type of medical service.

At the time of booking, one of the AR (receptionists) will tell patients all they need to know about hours, standard and special fees, things to do before taking the test and waiting times for results.

At the time of checking in, once made sure that the patient has followed all the preliminary instructions, the AR will direct him or her to the relevant room. Waiting times can be reduced by far through SMC for patients who need to take tests or receive health care urgently, always depending on timetable and availability.

Obtain Your Results

To obtain your test or examination results:

1] Download them from the APP - The Studio Medico Specialistico Colombo has released its own APP **iRefertiColombo** (compatible with iOS and Android) where medical reports can be downloaded. To log in on the APP just ask for personal access credentials at the reception, which will then be sent to the given email address. Guidelines are provided on how to use the service properly on launching the APP for the first time.

2] Download them from the website - The Studio Medico Specialistico Colombo offers 24-hour free access to medical reports, including lab test and medical examination results, by visiting the relevant section on the website www.colombolab.com. To activate the service, one just has to fill in a consent form ("Modulo di Consenso") and will receive access credentials ["code" and password"] on the provided email address.

On visiting the website for the first time, users will be requested to modify their passwords, which must be secure and contain at least 8

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alphanumeric characters. The password is valid for up to 90 (ninety) days. The website www.colombolab.com has a section for on-line reports ("Referti on line") that can be accessed by typing in your "code" and "password" in the relevant boxes. Here it is possible to be constantly updated on medical reports for all tests and imaging carried out at the Studio Medico Specialistico Colombo.

As soon as they are signed by the doctor, results are uploaded on the system and the patient gets notified on the email address provided in the consent form that they are available online.

Even though a patient has authorised the upload of reports on the website, he or she is still entitled to deny consent whenever undergoing another clinical test. (The service is temporarily unavailable due to technical reasons and is currently being updated).

3] Collect your results at the Studio Medico Specialistico Colombo's facility on the day indicated on the receipt.

Payment Methods

Under current legislation, the costs borne by the patient must be paid at the time of consumption. Payment can be made cash, by credit card, debit card, or check.

Opening Times and Contact Details

Opening Times

The Centre is open from Monday to Saturday

Opening Times: 7.00 - 20.00 • Saturday 7.00 - 18.00

Opening Times for Blood Tests

Monday to Friday 7:00 - 13.00

Saturday 7:00 - 13.00

In case of urgency: 7:00 - 15.00, excluding Saturday 7:00 - 11.00

For off-site blood tests:

Monday to Friday: 8.30-9.30

Phone Numbers

Info/Appointments: 06.596.499

Physiotherapy: 06.59.649.949/38

Fax: 06.541.73.97

E-mail

Information: info@colombolab.com

Appointments: reception@colombolab.com

Physiotherapy: fisioterapia@colombolab.com

Web

For further information please visit our website www.colombolab.com

SERVICES AND AVERAGE WAITING TIMES:

Lab Test Results (Technical Director: Dott. Raffaele Rea)

- **Allergy Tests:** 4 days

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- **Chemical Clinical Analysis:** 1 days
- **Food Intolerances:** 12 days
- **Cytology and Histology:** 10 days
- **Coagulation Test:** same day
- **Haematology:** same day
- **Immunology:** same day
- **Microbiology:** 3 days
- **Parasitology:** 1 days
- **Oncology:** same day
- **Hormonology:** same day
- **Screening:** 1 days

For some specialist medical examinations our Centre works in collaboration with external partners, such as Genoma Srl, Synlab, Sermolab e Bios. In those cases, waiting times for medical reports and results may vary depending on the health service provided.

Average waiting times for urgent test results: same day.

Dates for the collection of test results and medical reports are printed out on the receipts.

Outpatient Clinic

Diagnostic Imaging (*Supervisor: Dott. Angelo Mele*)

Digital Radiology

- ***Scan with Contrast***
Booking: 1/3 days
Results Available within: 3 days
- ***Dental Radiology***
Booking: 1/3 days
Results Available within: 3 days

Multi-slice CT Scan

Booking: 1/3 days
Results Available within: 3 days

Open MRI

(Conscious sedation under control of medical staff available on demand)

Booking: max. 30 days
Results Available within: 3 days

Digital Ultrasound

- ***Cardiac - Angiologic Ultrasound***

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Booking: 1/3 giorni

Results Available: at the end

- ***Endocrine Ultrasound***

Booking: 1/3 days

Results Available: at the end

- ***Gynaecological - Prenatal Ultrasound Diagnosis***

Booking: 1/3 days

Results Available: at the end

- ***Urological Ultrasound***

Booking: 1/3 days

Results Available: at the end

- ***Internal Medicine Ultrasound***

Booking: 1/3 day

Results Available: at the end

- ***Superficial-Orthopaedic Ultrasound***

Booking: 1/3 days

Results Available: at the end

Specialist Examinations

- ***Allergies - Pulmonology***

Booking: 1/3 days

- ***Angiology***

Booking: 1/3 days

- ***Cardiology (Supervisor: Dr. Fabrizio Andrea Delfino)***

Booking: 1/7 days

- ***Dermatology***

Booking: 1/3 days

- ***Physiatry***

Booking: 1/3 days

- ***Gynaecology***

Booking: 1/3 days

- ***Sport Health Care***

Booking: 1/3 days

- ***Ophthalmology***

Booking: 1/3 days

- ***Orthopaedics***

Booking: 1/3 days

- ***Otorhinolaryngology***

Booking: 1/3 days

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- **Neurology**
Booking: 1/3 days
- **Urology**
Booking: 1/3 days
- **Hematology**
Booking: 1/3 days
- **Physiotherapy (Supervisor: Dott.ssa Laura Spigarelli)**
Booking: 1/5 days
- **Physiotherapy EX26 (Supervisor: Dott.ssa Laura Spigarelli)**
Booking: 1/5 days

PREVENTION, OCCUPATIONAL HEALTH AND CHECK-UPS

The Studio Medico Specialistico Colombo provides occupational health services (under Law 81/08 as subsequently amended and supplemented), promotes health and offers workplace medical aid at companies and organizations. The Check-Up Colombo is a full clinical and diagnostic protocol aimed at the identification of risk factors and pathologies, meant for everyone who wants to monitor their health conditions. In a few hours the Studio Medico Specialistico Colombo can run check-ups for company employees or personalised check-ups. A dedicated staff will guide patients through the different steps and constantly monitor them. Every check-up ends with a general medical examination, followed by the drafting of a final report. All medical reports can be downloaded from the website or collected at the Centre.

AGREEMENTS

The Studio Medico Specialistico Colombo has an agreement with the SSN: Servizio Sanitario Nazionale (National Health Service) and it is currently authorised and accredited by the Regione Lazio under ad-hoc Commissioner Decree U00023 of 2013, subsequently amended with ad-hoc Commissioner Decree U00246 in 2014.

Health coverage exemption is available for the following services, provided that the patient has medical prescription:

- Clinical Tests
- Conventional Radiology
- MRI
- Physiotherapy
- Cardiology
- Respiratory Medicine

The Centre also has special agreements with major local Companies, Organizations, Insurance Firms and Health Funds.

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HOME CARE

Home visits are available on demand for the following tests and examinations:

- Blood Tests
- Radiology
- Physiotherapy
- Consultation with medical specialists

ACCESS TO SERVICES AND FEES

Booking an Appointment

Imaging tests and medical examinations can be booked at the facility (Monday to Friday: from 7 a.m. to 8 p.m. / Saturday: from 7 a.m. to 6 p.m.), by phoning our switchboard, or on our website.

At the time of booking the patient is given all the instructions to carry out the test or examination needed.

We kindly invite our customers to cancel appointments at least 24 hours in advance.

Checking in at the Reception

Patients must check in at the reception, where they will be asked to show their:

- medical prescription (printed out on a valid regional prescription pad)
- Health Insurance Card (Tessera Sanitaria)
- ID
- previous medical reports (if any)

Please note that pregnant women are allowed to jump queues during check-in procedures.

Under current legislation, the costs borne by the patient must be paid at the time of consumption. Payment can be cash, by credit card, debit card, or check. For health services provided in accordance with the Servizio Sanitario Nazionale (National Health Service) the same fees apply as in State facilities.

Patients are given a receipt containing all necessary information to obtain their results.

In accordance to Law nr.196 of 30/06/2003, at the time of collecting their results patients will have to produce a valid ID (Identity Card, passport, driving license or other equivalent valid documents under second paragraph of article 35 of Presidential Decree 445/2000). If you would like your results to be collected by a third party, please fill in the Delegation of Authority form attached to the receipt issued for the collection of test results. The third party will be asked to produce the Delegation Authority form and a patient's valid ID copy in order to ensure a better protection of personal data in compliance with the Law 196/03.

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HIV test results must be collected solely and exclusively by the patient. For privately-funded healthcare, patients may be asked a prescription issued by either their family doctor or a specialist. Test results of under-aged and legally incapacitated persons must be collected exclusively by parents or legal guardians.

SAFETY AND SECURITY

The Studio Medico Specialistico Colombo has developed an emergency plan, coordinated by different supervisors. Please note that by emergency we mean any event that may alter safety conditions and seriously endanger people and things at the facility. An emergency may occur in the event of fire, sudden illness or injury, flooding, malfunctions, chemical or biological pollution, presence of explosive devices, criminal activities or terrorism, etc.

Whoever discovers an emergency must immediately notify the staff of the Studio Medico, so that the supervisors can be immediately contacted through a dedicated hotline. The supervisors will then assess the emergency and provide the necessary instructions. The following evacuation alert announcement will be broadcast over the PA system: *"Si avvertono i signori Clienti e tutto il personale dipendente che per motivi tecnici devono abbandonare l'edificio - i nostri dipendenti preposti sono a vostra disposizione per indicarvi i percorsi - è tassativamente vietato usare gli ascensori"* (We ask all customers and staff to leave the premises due to technical reasons - Our staff will direct you to the way outs - it is strictly prohibited to use the lifts). On hearing the announcement, the appointed supervisors will see that visitors and all other staff members quickly vacate the different areas of the premises, in order to prevent panic. They will also ensure that the evacuation has been successfully completed by inspecting examination rooms, toilets, changing rooms and technical rooms and directing visitors to the nearest emergency exit (through the external staircase, PLEASE DO NOT USE THE LIFT). Lo Studio Medico Specialistico Colombo has a first-aid dedicated staff.

The premises are under 24-hour video surveillance authorised by the Dipartimento Provinciale of Comune di Roma.

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PATIENT RIGHTS

The Studio Medico Specialistico Colombo operates with full respect for its declared core values and for the patient basic rights.

Every patient is entitled to receive the best possible health care without distinction of any kind, such as sex, race, language, religion, political beliefs and social status, in the respect of human dignity and privacy. That is why we have made a point to meet the religious and cultural needs of all patients.

All members of the staff at the Studio Medico Specialistico Colombo deal with customers according to the principles of fair-mindedness, equality and impartiality.

Every patient is entitled to be disclosed all sort of information about his or her own health, medical reports and therapeutic treatment he or she will have to undergo.

Our policy at the Studio Medico Specialistico Colombo is to raise awareness and to share information. That also entails involving patients and their families in the decisions concerning their health and treatments.

The patient is entitled not to undergo any treatment or therapy without his or her prior consent.

The Studio Medico Specialistico Colombo releases an Informed Consent Form ("Consenso Informato") to the patient, which varies depending on the kind of health service it is required for. The form outlines a general description of the intervention, as well as possible risks and side effects, and must be filled in and signed by the patient before going ahead.

An Informed Consent Form must also be filled whenever a clinical case is used for research or teaching purposes.

The right to be informed also entitles the patient to be told in advance the name of the doctor he or she has been entrusted to and to find out information about identity, qualifications and roles of the medical staff.

All members of the medical staff on duty at the Studio Medico Specialistico Colombo are immediately identifiable thanks to an ID badge attached to their white coat. Furthermore, all areas inside the building where medical procedures are carried out are easy to locate thanks to clear directional signs placed in the hall, hallways and waiting rooms.

The patient is entitled to be informed whenever the requested medical procedure cannot be carried out at the facility for reasons of force majeure that do not depend on the Centre.

Whenever a health-care service is temporarily unavailable, the patient will be contacted by phone or via email by the competent office, which will then get in touch with the patient again as soon as a new appointment

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can be scheduled.

The Studio Medico Specialistico Colombo respects the right of a patient to make decisions regarding medical care in the light of the information available and to choose the tests and treatment he or she wants to be carried out, as well as the right to give or deny consent whenever the clinical case is of interest for research or teaching purposes.

The patient has the right to personal data confidentiality according to Legislative Decree 196/2003 and to Regulation 679/2016. All members of the medical and administrative staff at the Studio Medico Specialistico Colombo are subject to professional confidentiality and must not disclose data and information shared with them by the patient.

The Studio Medico Specialistico Colombo is always interested in finding out about customer satisfaction in order to constantly improve medical procedures and reduce complaints. For this reason, the company's management has drawn up a Customer Satisfaction survey available to be filled out in the waiting room.

On regular basis, the Quality Manager performs a thorough analysis and an assessment of Customer Satisfaction surveys and then takes action to carry out the necessary improvements.

The management commits to processing all complaints promptly, in no more than three working days from when complaints are made.

In the event of reimbursements, refunds or pleas, the Quality office, together with the Board, will contact the applicant for a thorough evaluation of the case and then go ahead with the necessary action.

In addition to being aware of the importance of removing linguistic barriers, the Studio Medico Specialistico Colombo has ensured unimpeded access to facilities and services to meet the needs of elderly patients, under-aged non-self-sufficient or disabled persons, people with a handicap or impaired motor function.

PATIENT RESPONSIBILITIES

1) Responsible Behavior

Patients should behave responsibly at any time, in the respect and understanding of other patients' rights and of the medical staff at the facility of the Studio Medico Specialistico Colombo.

2) Respect for the Environment

That also means, of course, respecting the environment and not damaging the equipment found at the Studio Medico Specialistico Colombo.

3) Collaboration with Medical, Technical and Administrative Staff

Patients should collaborate with the medical, technical and administrative staff, primarily by trusting them, in order to facilitate the right therapeutic approach. Patients are therefore expected to share clear and accurate information concerning their health, medical history, previous hospitalizations and treatments.

4) Notifications

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Patients should promptly notify the medical staff about their intention to drop out from treatment or if they are unable to attend their appointments, to avoid unpleasant waste of time and resources.

5) Compliance to Schedule

Patients receiving health care should respect the timetable agreed on with the Studio Medico Specialistico Colombo, so as to facilitate the normal flow of activities at the Centre.

6) Smoking Policy

Patients should always remember that smoking is not allowed in the totality of the facility premises.

7) Mobile Phones Policy

The use of mobile phones is not allowed in the facility premises.

8) Photo & Video Policy

It is strictly prohibited to use cameras, video cameras or mobile phones to film or take photos of people, places and equipment located at the premises of the Studio Medico Specialistico Colombo without prior authorization from the management of the Centre.

9) Compliance with Safety Signs

Patients should obey all site safety signs.

10) Compliance with Safety and Security Regulations

Patients should obey all safety and security regulations, including the following: do not leave the route to your destination place without permission; do not touch electrical equipment; do not enter areas posted as closed to public access.

COMPANY DETAILS

- Company Name: Studio Medico Specialistico Colombo
- Registered Office and Place of Business: Via Tiberio Imperatore 19, 00145, Rome
- Partita Iva (VAT Registration Number): 00981461007
- Fiscal Code: 01279940587
- Chief Executive Officer: Mr. Guido Bernasconi
- Medical Director: Dr. Francesco D'Adamo
- Phone number: 06.59.64.99
- Website: www.colombolab.com; e-mail address: info@colombolab.com