

Terms & conditions for the visualisation and online collection of laboratory medical reports at Ospedale San Raffaele

Article 1

In order to facilitate relationships with patients, Ospedale San Raffaele “OSR” and H San Raffaele Resnati, hereafter known as “Structures”, has created a free service for visualising and downloading laboratory medical analysis reports, hereafter known as “Online Medical Report Collection”, through a web portal with reserved access which can be found at: <https://refertionline.hsr.it>.

Medical records collected online have legal validity and can be used in accordance with the Law.

The service provides the results of laboratory tests with the exception of genetic tests, and is in accordance with the Law regarding personal data protection.

Activation of the service is subject to the completion of the form attached to this document or available at the hospital registration desks in any of the Structures, which the patient must duly complete and sign in acceptance of the terms and conditions therein.

Article 2

It is the responsibility of the doctor in charge of the Laboratory of Clinical Analysis of the Structures to insert the medical reports for which the patient has requested consultation online. These reports are then uploaded to the medical report portal where they are accessible through the consultation function as soon as they are available or by the date(s) indicated in the “Medical Record Collection form” that is given to the patient when the blood sample is taken.

Article 3

In order to use the “Online Medical Report Collection” service, patients must be of adult age and a registered user on the web portal.

In the case of minors, the consent form noted in Article 1 must be completed and provided by the parent/guardian, similarly to the procedure for the collection of medical reports in paper form.

Article 4

Medical reports are made available via the “Online Medical Report Collection” for a maximum of 45 days (forty five) starting from the date indicated on the “Medical Record Collection form”, or from the last date indicated in cases of more than one collection date.

Following this date, medical reports will be only provided in paper form and can be collected from the appropriate Structure by the patient, or the delegated person as specified in the “Medical Record Collection form”.

Article 5

During the period in which the medical reports are available online as noted in Article 4, the patient may access the “Online Medical Report Collection” service without any limitation of time or day.

Article 6

The Structures inform patients that the “Online Medical Report Collection” service may be suspended or interrupted for technical reasons or force majeure, without being held responsible for the consequences deriving from such interruptions.

They also reserve the right to extend or reduce the operational focus of the service, or to deactivate it at any moment. In such cases, the Structures will endeavour to provide communication to this end through a notice on the hospital website. Such communication will be brought into effect on the date indicated. The Structures always, and in any case, guarantee the collection of medical reports in paper form.

Article 7

In order to provide reservation and security of the personal data used by the system, the Structures will activate mechanisms and devices which will protect such data from unauthorised access. In particular, access to personal data provided by the “Online Medical Report Collection” service is only possible through the patient’s insertion of the following data:

- a) USERID set up by the patient upon registration to the portal <https://refertionline.hsr.it>
- b) PASSWORD decided by the patient upon registration to the same portal
- c) “Access Code” given to the patient when the blood sample is taken, or sent by email or sms depending on the preferences expressed by the patient.

The Access Code is generated by a program that guarantees it to be unique. In order to separate data, the Access Code is printed on an appropriate form, or sent by sms or email.

Article 8

The “Access Code” , that is assigned to the patient at the hospital reception desks at any of the Structures, is used as an initial temporary password or “One Time Password OTP” and must be used specifically:

1. the first time the patient wishes to access the “Online Medical Report Collection” service – the code will be required as additional information for the registration onto the web portal of medical records and will need to be inserted in the field “Initial Access Code”.
 2. at each blood sample withdrawal after the first - should the patient not have expressed the will to access the “Online Medical Report Collection” service, a new “Access Code” will be assigned which will allow the consultation only of the medical reports regarding the withdrawal in question, once the web portal login USERID and PASSWORD have been determined.
-

Article 9

The patient shall have exclusive responsibility for their own USERID and PASSWORD, determined by the patient themselves upon registration to the web portal for online medical reports following the accurate insertion of the personal data requested and the correct conservation of the Access Code. The Structures will not be held responsible for the supply of information in the case of use by third parties.

In the case of loss or forgotten USERID and/or PASSWORDS, the patient may request them at the web portal. The automatic notification service will send the patient an email with their USERID or a temporary PASSWORD which should be changed at the next login.

Article 10

Should the patient at any time use the personal Access Code and/or service in violation of the Law or against the principles of correctness or security, the Structures reserve the right to deactivate such access codes and/or service. Immediate communication of such deactivation will be provided to the patient via email.

Article 11

The responsibility of the Structures for any possible inaccuracies or incompleteness of the data provided, or any other responsibility relating to the distribution of the service in accordance with these terms and conditions will only be accepted in cases of malice or grave fault of the Structures. The original archived medical reports held at the Structures will be used in evidence of the data provided.

Article 12

The “Online Medical Report Collection” service is free of charge. Any costs deriving from the internet network connection for accessing the service are the responsibility of the user and will be in accordance with the tariffs agreed between the provider and the user.

Article 13

The patient, or the parent/guardian, in cases of young patients, has the right to revoke consent to the publication of medical reports onto the OSR web portal, but providing direct communication to the Structures' reception desks, through the appropriate form. From this declaration of consent revocation, the patient's medical reports will no longer be available online on the web portal at any of the Structures.

Article 14

Any issues not dealt with in these terms and conditions will be dealt with in accordance with the terms that regulate relationships between patients and the Structures of which these terms and conditions play an integral role.

REQUEST FOR ONLINE CONSULTATION OF LABORATORY MEDICAL REPORTS

The undersigned _____

Born in _____ on the _____

Resident at _____ Postcode _____

Road/Place _____

Mobile tel _____ Email _____

Codice Fiscale _____ Type of Document _____ Identity Document Number _____

_____ requests
to see and download medical reports of tests completed at one of the blood withdrawal centres at Ospedale San Raffaele s.r.l., H San Raffaele Resnati, in the knowledge that any improper use of the necessary credentials for access to the web portal exonerates the above-mentioned Structures from any responsibility for unauthorised access or for the extraction of personal data.

**TO BE COMPLETED BY THE PARENT/GUARDIAN OF MINORS
SUBSTITUTE DECLARATION FOR THE VISUALISATION AND DOWNLOAD OF MEDICAL REPORTS
FROM THE WEBSITE: <https://refertionline.hsr.it>**

The undersigned _____

Identity Document Number _____ Identity Card/Driving Licence/Passport _____

in full knowledge of the criminal responsibility in accordance with Article 76 of the D.P.R. 445/2000, in the case of incorrect declarations,

confirms themselves to be

the parent the guardian

of _____ born in _____ on the _____

REQUESTS

to see and download the medical reports for the minor directly from the website of Ospedale San Raffaele or H San Raffaele Resnati

Date

Signed

(Consent for the publication of medical records and acceptance of terms and conditions)