SALUS TERME S.R.L.
PATIENT INFORMATION

Clinical Laboratory Services | Fiuggi, Italy

A practical guide for international patients – information based on the Salus Terme Service Charter (October 2026).

Welcome to Salus Terme

Established in 1979, Salus Terme provides clinical laboratory services for patients using the Italian National Health Service and for private patients. Our team supports patients with registration, blood and specimen collection, preparation for tests and access to results.

Salus Terme is part of an organised laboratory network. The analytical phase of laboratory testing is carried out by the central laboratory Cerba Healthcare in Guidonia; Salus Terme manages the local patient service and the pre-analytical activities.

Contact details and opening hours

Address	Via Alessio Nazari 24, 03014 Fiuggi (FR), Italy
Telephone / WhatsApp	+39 0775 515347
Email	salusterme.fiuggi@gmail.com
Opening hours	Monday–Friday: 7:00 am–1:00 pm and 5:00 pm–7:00 pm; Saturday: 7:00 am–12:00 pm
Blood tests	Monday–Saturday: approximately 7:00–10:00 am
Sample drop-off	Urine, stool and other collected samples: Monday–Saturday, approximately 7:00–11:00 am

Our services

Available laboratory services cover common clinical chemistry and blood tests, microbiology, toxicology, allergy testing, genetics, fertility-related testing, cytology and other specialised investigations. Salus Terme also supports occupational health services and provides training and HACCP-related consultancy.

Availability, collection requirements, prices and reporting times vary according to the test. Please contact reception for details before visiting, especially for specialised examinations.

Registration and documents

- Bring your health card, a valid identity document and your doctor’s prescription or list of requested tests, if available.
- Some examinations may be requested without a prescription as private services. Reception can explain whether the test is covered by the National Health Service or must be paid for privately.
- The expected date for results and any necessary instructions are provided at registration.

Before blood tests or specimen collection

- Preparation depends on the requested test. Ask for specific instructions in advance and follow the guidance given by our staff.
- For tests requiring fasting, the Service Charter generally recommends 8–12 hours without food. Water may be permitted; check any test-specific restrictions.
- Avoid strenuous exercise shortly before testing when advised. Do not stop or change prescribed medication without your doctor's instructions.
- For urine, stool, swabs and other samples, ask about the appropriate container, collection method, storage and delivery time.

Quality, safety and privacy

Patients and specimens are identified and traced through established procedures. Collection, handling, storage and transport are managed in cooperation with Cerba Healthcare. The laboratory is committed to hygiene, patient safety, respectful treatment and continuous service improvement.

Personal and health information is handled in accordance with applicable data-protection requirements, including the EU General Data Protection Regulation (GDPR). Additional privacy information is provided at reception.

Test results and report collection

- The expected availability date is indicated on the collection receipt. Many routine reports are available on the same day or within 24–48 hours; complex tests may take longer.
- Results may be collected in person with identification or by an authorised representative with the required signed delegation and documents.
- Online access to reports is available when requested and authorised. Ask reception for the relevant instructions.
- If you need help understanding the collection process or require information in another language, please contact reception.

Questions, feedback and complaints

Please speak to reception or contact us by telephone, WhatsApp or email if you need clarification, wish to report a problem or would like to share feedback. Patient comments are reviewed to improve our services.

For complete information, please consult the Italian "Carta dei Servizi" available from Salus Terme. In case of differences or a test requiring special preparation, the specific instructions provided by the laboratory take precedence over this general guide.