



CASA DELLA COMUNITÀ APRILIA

**Care, listening and services:
everything in one place**

SERVICES CHARTER

SERVIZIO SANITARIO REGIONALE



ASL
LATINA



REGIONE
LAZIO

What is the Community House?

The Community Houses (CdC), as indicated in Ministerial Decree 77 of May 23, 2022, constitute the new organizational model of reference for the provision of healthcare and health-social services at the territorial level. They represent an evolution of previous forms of territorial assistance and base their activities on the principles of greater involvement of interested social parties and greater proximity to the user's needs, with particular reference to conditions of fragility and chronicity. Their primary objective is to strengthen health-social integration and improve patient care management through the decisive contribution of technological innovation (e.g., telemedicine) and new organizational forms, including, for example, the implementation of Territorial Functional Aggregations (AFT) and the involvement of Family and Community Nurses (IFeC).

In their practical application, Community Houses aim to provide concrete proximity assistance for their respective reference populations through proactive healthcare processes with particular attention to preventing hospitalization and offering healthcare and health-social services aimed at clinical conditions manageable at the territorial level, with particular reference to managing chronicity and simple and complex health-social needs. The objective of Community Houses is to serve as a point of reference and guidance for citizens with varied health needs or health-social needs. Services are offered through the Hub & Spoke model: in Hub Community Houses, the core of territorial assistance is concentrated with the provision of all planned services, while Community Houses identified as Spokes are specifically designed to provide primary care services.

The Community House is an open and accessible place for citizens, designed to listen to the needs of the territory and promote the well-being of the entire community

Services offered by the Community House are classified into the following macro-areas:

- **Administrative services**
- **Healthcare services**
- **Social and health-social services**

The Community House of **Aprilia** is a Hub Community House capable of welcoming and satisfying various health needs of varying degrees of complexity, thus representing an initial access point for the resident population with variable health needs (not falling under emergency or high-complexity regimes) ranging from primary healthcare, to specialist healthcare, from administrative services, to social and health-social needs. The process provides that the user accesses the facility, freely or by appointment depending on their specific health need, and is welcomed by present staff who will provide the necessary guidance to inform users based on their specific needs

According to the necessary services, 3 macro-areas can be identified, interconnected with each other, to which to direct the user as outlined in the following scheme:

SERVICES	ORGANIZATIONAL MODEL CdC HUB
Primary care services provided through multiprofessional teams (M.M.G., P.L.S., S.A.I., I.F.eC., etc.)	Present
Single Access Point (P.U.A.)	Present
Home Assistance Service	Present
Specialist Outpatient Services for high-prevalence conditions	Present
Nursing services	Present
Integrated booking system connected to company CUP	Present
Integration with Social Services	Present
Community Participation and co-production valorization	Present
Connection with the reference Hub Community House	Already Hub CDC
Nursing presence	Present
Basic diagnostic services	Present
Continuity of Care	Present
Blood draws point	Present

Our Services

PUA (Single Access Point)

The Single Access Point (PUA) welcomes users with health-social needs and represents the first access point from which other competent services are eventually involved in accordance with the manifested need. It consists of various professionals with integration between the healthcare component, the ASL social component, and the municipal social component.

How to access?

Access can be made directly or through a trusted person (friend, family member, or private social entities), or by calling or emailing the following contacts:

Front-office PUA for Reception, guidance, and initial assessment of the person's health needs

E-mail puad.distretto1@ausl.latina.it

tel.: 06 928634092 or 06 928634008

Opening hours for users without appointment:

Monday to Friday 09:00-12:00

Tuesday and Thursday 14:30-16:30 (scheduled meetings only)

Integrated Home Assistance (ADI)

Activated through the company IT platform by the family doctor/pediatrician and by COT-D, it provides basic home assistance interventions through nursing, rehabilitation home services, and medical visits, and complex home assistance interventions through care management with Individualized Assistance Projects (PAI) of a multiprofessional nature drawn up following the Multidimensional Assessment by the UVM-CAD. Home Assistance, provided by external accredited and authorized entities, is aimed at patients who are temporarily or permanently non-self-sufficient and/or fragile.

Access methods: Through the CAD district 1
tel.: 06 928634966 and 06 928634968-969-970
mail: cad.aprilia@ausl.latina.it

User access hours: Monday-Wednesday-Friday 9:30 - 11:30

Specialist Outpatient Services

Active according to specific schedules. The Community House provides specialist services with a variable degree of complexity depending on the availability of spaces, infrastructure, and professionals, and the level of organizational complexity and available specialist resources, guaranteeing access to essential services for managing chronicity. In this regard, they distinguish in their respective schedules, slots dedicated to first visits (with their respective RAO criteria) and slots dedicated to second visits and care pathways (for paths decided at company level such as Diabetes, Heart Failure, and COPD).

The specialties available are as follows:

SPECIALIST CLINIC	SERVICES	DAYS	HOURS
CARDIOLOGY	Echocardiograms - Internal pathways - Visits and ECG COPD/heart failure	MONDAY	8,30-16,00
		TUESDAY	8,00-18,30
		WEDNESDAY	8,30-13,30
		THURSDAY	8,30-16,00
		FRIDAY	8,30-15,30
GENERAL SURGERY	Visits	WEDNESDAY	9,00-15,00
VASCULAR SURGERY	Visits - Ecocolor Doppler	2nd and 4th THURSDAY OF THE MONTH	8,00-14,00
DIABETOLOGY	Visits	MONDAY	8,00-17,00
		TUESDAY	8,00-18,00
		WEDNESDAY	8,00-16,00
		THURSDAY	9,00-14,30
		FRIDAY	8,00-16,00
ECODIAGNOSTICS		MONDAY	7,45-13,15
		TUESDAY	8,00-17,00
MEDICAL-LEGAL MEDICINE	Visits - Medical-Legal Certifications	WEDNESDAY	8,30-17,30
		THURSDAY	
		FRIDAY	8,30-15,30
SPORTS MEDICINE	Sports Medicine Certifications	MONDAY	7,30-12,30
NEUROLOGY	Visits	WEDNESDAY	8,30-16,30
		FRIDAY	8,30-14,30
OPHTHALMOLOGY		MONDAY	8,00-16,00
		TUESDAY	8,00-17,30
		WEDNESDAY	8,00-17,00
		THURSDAY	8,00-18,00
		FRIDAY	8,00-14,00
DENTISTRY	Visits - Outpatient dental procedures	THURSDAY	13,30-18,30
NEUROSURGERY	Visits	12nd and 4th TUESDAY OF THE MONTH	15,00-17,00

BRANCA SPECIALISTA	PRESTAZIONI	GIORNI	ORARI
OTOLARYNGOLOGY	Visits - Audiometric examination	THURSDAY	8,00-14,00
CLINICAL PSYCHOLOGY		WEDNESDAY	9,00-13,00
		THURSDAY	
		FRIDAY	9,00-15,00
PNEUMOLOGY	Visits - Specialized pneumology examinations	MONDAY	8,00-16,00
		TUESDAY	
		WEDNESDAY	
		THURSDAY	9,00-16,30
PAIN MANAGEMENT THERAPY		WEDNESDAY	

Nursing Clinic and Nursing Presence

Support activities for primary care carried out with a proactive and dynamic approach, with tasks primarily oriented toward health promotion, prevention, management of chronicity, and early identification of health needs; provides outpatient nursing services.

Access methods: Open nursing clinic and by appointment - Designed to welcome resident users with open access.

- **Activation methods:**

- Upon referral from the PUA (Single Access Point)
- Upon referral from the General Practitioner, Social Services, specialist clinics
- During hospital discharge by hospital staff
- Upon referral from the Territorial Operating Center (COT)

Open access and by appointment 08:30-13:00 (Mon-Fri)

Open access 14:00-15:30 (Mon-Thu)

By appointment 14:00-15:30 (Mon-Fri)

Single Booking Center (RECUP/CUP)

It is designed to receive and manage reservations for blood draws, diagnostic exams, services, and specialist visits and their respective schedules, including the management of any co-payment. Services provided in ALPIs also fall within its competencies. Access is via a prescription from your attending physician

The service is accessible:

By calling 069939 (Regional RECUP) to book visits, diagnostic and specialist exams at various Hospital Companies and ASL clinics in Latina and Lazio.

How to book

To book a specialist visit or diagnostic exam, you need:

- the doctor's prescription
- your health insurance card

You can book:

- By calling the Regional Call-Center 069939, active Monday to Friday from 7:30 AM to 7:00 PM and Saturday from 7:30 AM to 1:00 PM, from both landline and mobile phones
- By logging into the Lazio Health Portal at <https://www.salutelazio.it/prenotazione-visita-specialistica>
- At a pharmacy in the province of Latina, where the service is active
- At one of the 20 CUP points located throughout the province

Through the RECUP online booking system - Smart Booking

The online booking system for healthcare services is active to book and independently manage appointments at public and accredited healthcare facilities in Lazio.

In this first phase it will be possible to book, with PC or via App, the first specialist visits.

To be able to book the healthcare service independently online, the dematerialized prescription of your family doctor or pediatrician is essential, with indication of priority.

For all other services and for all other priority codes, it is possible to make the booking via RECUP at 069939 or through the form available on the dedicated page.

All information: <https://www.salutelazio.it/recup-prenota-smart>

Continuity of Care

The Continuity of Care service (formerly emergency medical service) guarantees basic medical assistance at home for urgent situations on holidays, pre-holidays, and during night hours. It provides for prior telephone contact at 0773 520888 (or, starting in June 2026, via NEA 116117) to request activation of the service and collect preliminary information to establish priorities and response methods.

Basic Diagnostics

The Community House of **Aprilia** is equipped with basic diagnostic instruments (such as ECG, Ultrasound, and Spirometer). These devices allow for the execution of essential instrumental examinations.

- **Clinical Support:** Provide direct diagnostic support to doctors for managing the clinical picture. To ensure immediate sharing of information, remote assessment of results, and communication between professionals at the Community House and those at hospitals or specialist clinics, Telemedicine will be implemented, which will serve as a fundamental tool to conduct teleconsultations, support clinical decisions, and ensure more immediate and appropriate care responses.
- **Integration with Diagnostic-Therapeutic Care Pathways (PDTA):** Guarantee the instrumental support necessary for the implementation of PDTAs decided at the company level, ensuring continuity and appropriateness of the phases of care management, monitoring, and follow-up.

Blood Draws Point

The blood draws point provides a diagnostic and clinical support service in managing patients. It operates in synergy with the centralized Laboratory Analysis at **Aprilia** Hospital, to which it sends samples through related logistics services. Open access or appointment with your attending physician's prescription.

Access methods: Monday to Friday 07:30-09:30

Referral retrieval: The service is available in the morning from Monday to Friday from 11:30 AM to 5:00 PM

Administrative Services

E-mail: d5.distretto1@ausl.latina.it

Choice and revocation of Family Doctor/Pediatrician (MMG/PLS)

Request for release of health insurance cards

Healthcare assistance for non-EU and EU citizens

Performs front-office activities for the assignment and choice of your primary care physician (MMG/PLS) guaranteeing the possibility of choosing your trusted doctor and care continuity understood as continuation of healthcare in the transition from one contracted professional to another at the time of change.

08:30-12:00 Monday, Wednesday, Friday

Ticket Exemption Office

Designed to welcome requests for administrative registration of exemptions (for income, pathology, age, or other specific conditions) and their renewal.

08:30-12:00 Tuesday, Thursday

Volunteer Associations / Patient Associations / Rights Protection

Involvement according to the specific prerogatives of the association's statute and purpose for the purposes of:

- Information initiatives
- Consultation initiatives
- Active participation: co-programming, co-design, co-delivery, co-evaluation

Community participation and co-production develop by creating new dynamics of communication and involvement of the population within processes of health promotion, prevention, and care. In the Hub Community House, the Aprilia community can find answers to health needs but also space for participatory projects.

- Cittadinanzattiva Patient Rights Court: **Tuesday, Wednesday, Friday 10:00-12:30**
- Sipod (Health Information and Prevention of Obesity and Diabetes): **Wednesday 11:00-13:30**
- AISF ODV (Italian Fibromyalgia Syndrome Association): **Wednesday 17:00-18:30, Friday 15:30-18:30**
- Alzheimer Uniti Aprilia ODV: **Wednesday 09:00-11:00**
- ANDOS Aprilia Committee ODV

Services already present at the district level:

SERVICE	DAYS		HOURS	TEL/INTER
OFFICE OF PROSTHETICS AND INTEGRATIVE ASSISTANCE	(Ventilatory)	WEDNESDAY	8,30-12,00	06/928634011 06/928634015 ufficioprotesicad1apriliacori@ausl.latina.it
EQUIPMENT	(NAD-VAC)	MONDAY THURSDAY	8,30-11,00	06/928634931 ufficioprotesicaaprilia@ausl.latina.it
OFFICE OF INCONTINENCE AIDS	NO COUNTER		9,00-17,00	80028832006
PHARMACEUTICAL OFFICE - TERRITORIAL	1ST AND 3RD THURSDAY		14,45-16,45	07736556633
	FRIDAY		9,00-13,00	farmacia.aprilia@ausl.latina.it
CHILDHOOD AGE VACCINATIONS	MONDAY		12,30-13,30	06/ 928634059 vaccinazioni1.distretto1@ausl.latina.it
	TUESDAY			
	WEDNESDAY			
	THURSDAY		9,00-12,00	
	FRIDAY			
FAMILY COUNSELING	MONDAY		12,30-13,30	06/ 928634059 d9.distretto1@ausl.latina.it
	TUESDAY			
	WEDNESDAY			
	THURSDAY		9,00-12,00	
	FRIDAY			
GYNECOLOGY	MONDAY - FRIDAY		8,00-9,00	06/ 928634013
	WEDNESDAY		8,00-9,00	
			12,00-13,00	
OBSTETRIC RECEPTION	MONDAY - FRIDAY		8,00-9,00	06/ 928634013
	WEDNESDAY		8,00-9,00	
			12,00-13,00	
CHILDBIRTH PREPARATION COURSE	TUESDAY		10,00-12,00	06/ 928634013
POSTPARTUM SUPPORT	MONDAY - FRIDAY		9,00-13,00	06/ 928634013
PSYCHOLOGIST	MONDAY - FRIDAY		8,00-14,00	

SERVIZIO	GIORNI	ORARI	TEL/INTER
SOCIAL ASSISTANCE	MONDAY - FRIDAY	8,00-14,00	06/928634004
	MONDAY AND THURSDAY	14,30-17,30	
RELATIONS WITH JUDICIAL AUTHORITIES	MONDAY - FRIDAY	9,00-13,00	06/928634004
PARENTING SUPPORT	MONDAY - FRIDAY	9,00-13,00	06/928634004
PMA AUTHORIZATION OUT OF REGION	MONDAY - FRIDAY	9,00-13,00	06/928634004
MENTAL HEALTH CLINIC	MONDAY - FRIDAY	8,00-20,00	06/928634051
	SATURDAY AND PRE-HOLIDAYS	8,00-14,00	
CHILD NEUROPSYCHIATRY SERVICE	WEDNESDAY AND THURSDAY	9,00-12,00	06/928634021
SER.D. SERVICE	MONDAY - FRIDAY	8,30-12,30	06/928634053
GENERAL MEDICINE FOR FOREIGN CITIZENS - BUILDING A - SECTION D	TUESDAY	15,00-16,30	
ADULT VACCINATIONS - BUILDING A - SECTION D	MONDAY	9,00-13,00	Service provided by Prevention Department Latina Prior telephone appointment 0773-6556850



COMMUNITY HOUSE APRILIA

Via Giustiniano - Aprilia

This Charter of Services should be considered as an integration of the Company Charter of Services available at the following link:

<https://www.ausl.latina.it/servizi-case-di-comunita>

This document represents the organization of the services offered within the facility or in functional connection with it at the time of its publication and is subject to periodic review of its contents.
