



CASA DELLA COMUNITÀ BORGO SABOTINO

**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 23 May 2022, constitute the new organizational model of reference for the provision of health and social health services at territorial level. They represent an evolution of previous forms of territorial care and base their activity on the principles of greater involvement of the relevant social stakeholders and greater closeness to the needs of the user, with particular reference to conditions of frailty and chronicity. Their primary objective is to strengthen social health integration and improve patient care 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, the CdC aim to concretely provide proximity care for their respective reference populations through logics and processes of proactive healthcare, with particular attention to preventing hospitalization and providing health and social health services for clinical conditions that can be managed at territorial level, with a specific focus on the management of chronicity and simple and complex social health needs.

The objective of the CdC is to serve as a point of reference and guidance for citizens with health needs or varied social health needs.

The range of services is provided according to the Hub & Spoke model: in the Hub type CdC, the core of territorial care is concentrated with the provision of all the services envisaged, while the CdC identified as Spoke are primarily dedicated to the provision of primary care services.

The Community House – Spoke of Borgo Sabotino is open every day from Monday to Saturday from 08:00 to 20:00

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 **Borgo Sabotino** is a SPOKE type CdC, able to receive and meet various, more or less complex health needs. It therefore represents an initial access point for the resident population with different health needs (not falling within emergency or high complexity care), ranging from primary health care to specialist health care, from administrative services to social and social health needs.

The pathway envisages that the user accesses the facility freely or by appointment, depending on the specific health need, and is welcomed by the staff present, who will provide the necessary information based on the user's 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
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
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 enhancement of co production	Present
Link with the reference Hub type Community House	Linked with the Latina Centro Community House
Medical presence	H12, 6/7 days
Nursing presence	H12, 6/7 days
Basic diagnostic services	Present
Continuity of Care	Active on call
Blood sampling 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), reception, guidance and initial assessment of the person's health needs.

Front Office: Thursday from 10:00 to 12:00.

Integrated Home Assistance (ADI)

Activated via the company IT platform by the GP/Family Paediatrician (PLS) and by the Territorial Operations Centre (COT D), it provides interventions in BASIC ADI through home nursing services, rehabilitation and medical visits, and interventions in COMPLEX ADI through multidimensional care with Individual Care Plans (PAI) of a multiprofessional nature, drawn up following a Multidimensional Assessment by the UVM CAD team. ADI, provided by external accredited and authorized bodies, is aimed at patients who are temporarily or permanently non self sufficient and/or frail.

How to access: via the company home care platform Val.Graf., e mail: ss.cadlatina@ausl.latina.it, CAD front office desk during access hours:

Thursday from 09:00 to 12:00.

Specialist Outpatient Services

Active according to specific schedules. The CdC provides specialist services with a degree of complexity that varies depending on the availability of spaces, infrastructures and professionals and on the level of organizational complexity and specialist equipment available, while guaranteeing access to essential services for the management of chronic diseases. In this sense, in the respective schedules, slots are differentiated and dedicated to first visits (with the related RAO criteria) and slots dedicated to follow up visits and P.D.T.A. (for care pathways approved at company level such as Diabetes, Heart Failure and COPD).

The following specialties are available:

SPECIALIST OUTPATIENT CLINIC	SERVICES	DAYS	TIMES
CARDIOLOGIA	Visits – Follow up visits – Electrocardiograms – Therapeutic plans	WEDNESDAY	8,00-14,00
(ALREADY EXISTING DISTRICT ACTIVITY)			
DERMATOLOGY	Visits and Follow up visits – Cryotherapy	THURSDAY	14,00-18,00
OTOLARYNGOLOGIST (ENT)	Visits and Follow up visits – Earwax plug removal	THURSDAY	14.30-18,00

Nursing Clinic

Support activities for primary care carried out with a proactive and dynamic approach, with tasks primarily aimed at health promotion, prevention, chronic disease management and early identification of health needs; it provides outpatient nursing services.

How to access: Nursing clinic with open access – Active 12 hours a day, 6 days out of 7. Intended to welcome resident users with open access.

Family and Community Nurse (IFeC)

This is the key professional who ensures nursing care at different levels of complexity in cooperation with all professionals present in the community, with a proactive attitude and a focus on interdisciplinary integration. This nurse is involved in activities of promotion, prevention and participatory management of health processes at individual, family and community level.

Access: by appointment or open access for elderly and/or frail users, families, and people with needs.

How to activate the service:

- Upon referral from the PUA
- Upon referral from the General Practitioner, Social Services or specialist clinics
- Upon discharge from hospital staff
- Upon referral from the Territorial Operations Centre (COT)

Open to the public on Tuesday, Thursday and Saturday from 08:00 to 12:00.

Central Booking Office (RECUP/CUP)

This office is intended to receive and manage bookings for blood tests, diagnostic examinations, specialist services and visits and the relevant schedules, including any co payment management. It also deals with services delivered on an intramural freelance basis (ALPI). Access takes place on the indication of one's attending physician, via a referral form.

The service can be accessed:

By calling 069939 (regional RECUP) to book specialist visits, diagnostic and specialist examinations in the various Hospitals and in the outpatient clinics of the ASL of Latina and Lazio.

How to book

To book a specialist visit or diagnostic test you need:

- Your doctor's prescription
- Your health card

You can book by:

- Calling the Regional Call Center 069939, active Monday to Friday from 7:30 a.m. to 7:00 p.m. and Saturday from 7:30 a.m. to 1:00 p.m., from both landline and mobile phones
- Connecting online to the Lazio Health Portal at: <https://www.salutelazio.it/prenotazione-visita-specialistica>
- Going to a pharmacy in the province of Latina where the service is active
- Going to one of the **20 CUP** desks in the province

Through the RECUP online booking system – Prenota Smart

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

In this first phase it is possible to book, using a PC or App, first specialist visits. In order to independently book a healthcare service online, it is essential to have the dematerialized prescription from your family doctor or paediatrician, with the priority code indicated.

For all other services and for all other priority codes, booking can be made through RECUP at 069939 or through the form available on the dedicated web page. All information: <https://www.salutelazio.it/recup-prenota-smart>

Continuity of Care

The **Continuity of Care** service (formerly “medical guard”) guarantees basic medical home care for situations of urgent character on holidays, days before holidays and at night. Access requires a prior phone call to 0773 520888 (or, starting from June 2026, via the NEA number 116117) to request activation of the Service and to collect preliminary information in order to establish priority and how to provide the response.

Basic diagnostics

The Community House of **Borgo Sabotino** is equipped with instruments for basic diagnostics (such as ECG, ambulatory blood pressure Holter). These devices allow timely execution of essential instrumental examinations.

- Clinical support: provide direct diagnostic support to doctors for the management of the clinical condition. To ensure immediate sharing of information, remote evaluation of results and communication between CdC professionals and hospital or specialist staff, Telemedicine will be implemented. Telemedicine will act as a fundamental tool to carry out teleconsultations, support clinical decisions and guarantee more immediate and appropriate care responses.
- Integration with Diagnostic Therapeutic Care Pathways (PDTA): provide the instrumental support needed to implement PDTA approved at company level, ensuring continuity and appropriateness in the stages of taking charge, monitoring and follow up.

Blood Sampling Point

The blood sampling point is a diagnostic support service for patient management. It operates in synergy with the Central Analysis Laboratory located at the Latina Hospital, to which samples are sent via the relevant logistics services. Access is free or by appointment, with a referral from the attending physician.

How to access: Monday – Wednesday – Friday from 08:00 to 10:00.

Collection of test results: The service is available Monday – Wednesday – Friday from 11:00 to 13:00.

Administrative Services

Choice and revocation of GP/Family Paediatrician (MMG/PLS)

Front office activities for assigning and choosing one's primary care doctor (GP/PLS), guaranteeing the possibility to choose a trusted doctor and continuity of care, understood as the continuation of healthcare when changing from one contracted professional to another.

Active on Tuesday and Thursday from 10:00 to 12:00.

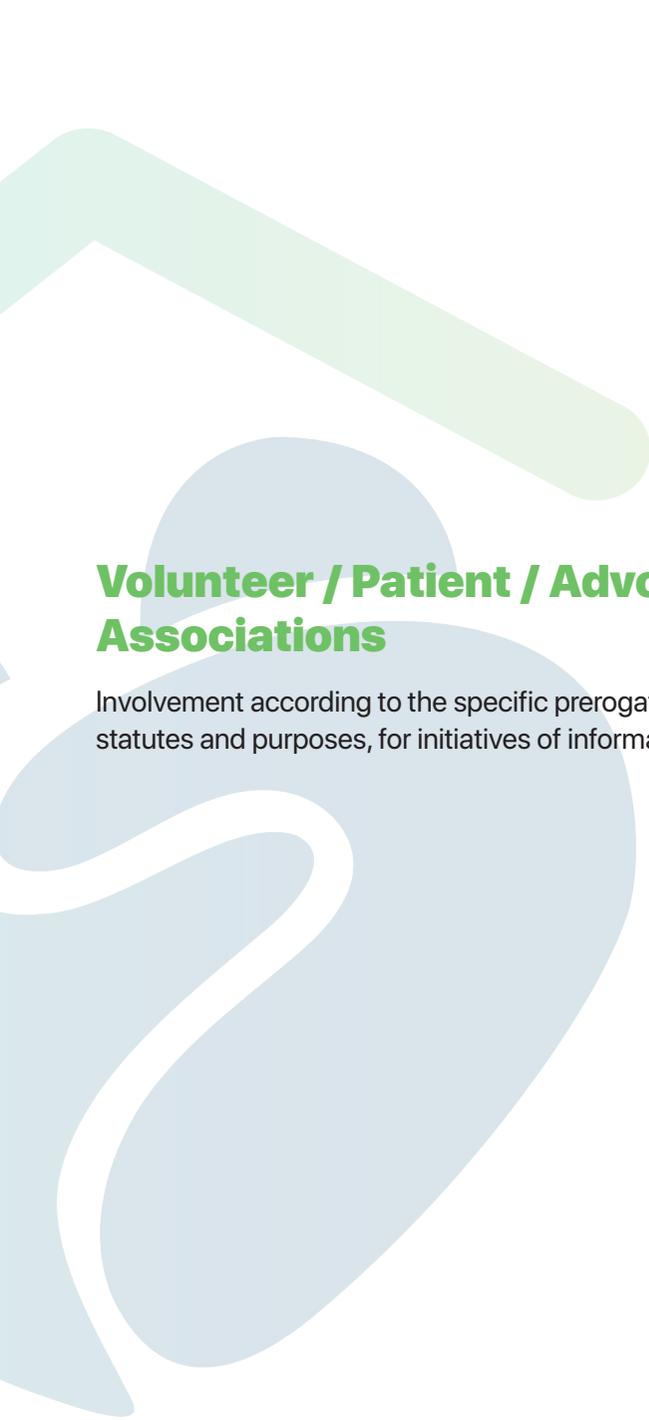
Ticket exemption office

Receives requests for administrative registration of exemptions (due to income, disease, age or other specific conditions) and their renewal.

Active on Tuesday and Thursday from 10:00 to 12:00.

Issuance of health card

Active on Tuesday and Thursday from 10:00 to 12:00.



Volunteer / Patient / Advocacy Associations

Involvement according to the specific prerogatives of the association's statutes and purposes, for initiatives of information and active participation.



COMMUNITY HOUSE BORGO SABOTINO

Strada Foce Verde - Borgo Sabotino

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.
