



CASA DELLA COMUNITÀ CISTERNA DI LATINA

**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 (CoC), 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 the territorial level. They represent an evolution of the previous forms of territorial assistance and base their activity on the principles of greater involvement of the social partners concerned and greater proximity to the needs of the user, with particular reference to conditions of fragility and chronicity. Their primary objective is to strengthen social and 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).

The CoCs, in their practical application, aim to concretely provide proximity assistance for the respective reference populations through the logic and processes of health initiative with particular attention to the prevention of hospitalization and the offer of health and social-health services intended for clinical conditions that can be managed at the territorial level, with particular reference to the management of chronicity and simple and complex social-health needs.

The objective of the CoC is to act as a point of reference and orientation for citizens with health needs or varied socio-health needs.

The offer of the various services takes place through the Hub & Spoke model, the Hub CoC concentrates the core of territorial assistance with the provision of all the services provided, while the CoC identified as Spoke are purely aimed at the provision of primary care services

The Community House of Cisterna is open every day from Monday to Sunday 24 hours a day

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**
- **Health Care Services**
- **Social and socio-health services**

The Community House of **Cisterna** is a CdC HUB capable of accommodating and satisfying various more or less complex health needs, thus representing an initial access point for the resident population with variable health needs (not belonging to the emergency or highly complex regime) ranging from primary health care, to specialized health care, from administrative services, to social, socio-health needs.

The path provides 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 to inform users according to specific needs.

Depending on the needs, 3 interconnected macro-areas can be identified to which the user can be directed as in the diagram below:

SERVICES	ORGANIZATIONAL MODEL CDC HUB
Primary care services delivered through teams multi-professional (M.M.G., P.L.S., S.A.I., I.F.eC., etc.)	Present
Single Access Point (P.U.A.)	Present
Home Care Service	Present
Outpatient Specialist Services for high-prevalence pathologies	Present
Nursing services	Present
Integrated booking system connected to the company C.U.P.	Present
Integration with Social Services	Present
Community participation and enhancement of co-production	Present
Connection with the C.d.C. Hub of Reference	Already CDC HUB
Medical presence	H24, 7/7 days
Nursing presence	H12, 7/7 days
Basic diagnostic services	Present
Continuity of Care	Present
Sampling point	Present

Our Services

PUA

The Single Access Point (PUA) Welcomes users with social and health needs and represents the first access point from which the other competent services are eventually involved in accordance with the need expressed. It is made up of different professionals with an integration between the health, ASL social and municipal social components.tag.

How do I log in?

Access can be made directly or on the recommendation of the general practitioner or general paediatrician or through a trusted person (friend, family member, care-giver or private social organisations), or by calling or sending an email to the following contacts:

PUA front-office for reception, orientation and initial assessment of the person's health needs

mail puad.distretto1@ausl.latina.it

tel.: 06 96025441

Opening hours for users with access without appointment:

Wednesday-Friday 9-12

Thursday from 2.30 pm to 4.30 pm (only scheduled interviews)

Integrated Home Care (ADI)

Activated through the company IT platform by the GP/PLS and the COT-D, it provides health interventions in ADI BASE through home nursing services, rehabilitation and medical visits and interventions in ADI COMPLEX through taking charge with Individualized Care Projects (PAI) of a multi-professional nature drawn up following the Multidimensional Assessment by UVM-CAD. The ADI, provided by accredited and authorized external bodies, is aimed at patients who are temporarily or permanently not self-sufficient and/or fragile.

How to access: through the **cad district1**

Tel:0696025432

mail: cad.aprilia@ausl.latina.it

User access hours: Monday-Wednesday-Thursday 9.30 a.m. 11.30 a.m.

Specialist Assistance Outpatient Clinic

Active according to specific agendas. The CoC provides specialist services with a varying degree of complexity depending on the availability of spaces, infrastructures and professionals and the level of organisational complexity and specialist equipment available, while still guaranteeing access to essential services for the management of chronicity. In this sense, the respective agendas distinguish slots to be dedicated to first visits (with the related RAO criteria) and slots dedicated to second accesses and PDTAs (for paths approved at company level such as Diabetes, Heart Failure and COPD).

The specialties present are the following:

SPECIALIST CLINIC	PERFORMANCE	DAYS	TIMES
CARDIOLOGY	Visits - electrocardiograms - Cardiac echoes	TUESDAY, WEDNESDAY	11,00-16,00
		FRIDAY	7,00-12,00
DIABETOLOGY		THUESDAY	8,30-14,30
		WEDNESDAY	8,00-14,00
		THURSDAY	8,00-14,00
ENDOCRINOLOGY	Visits	THURSDAY	8,00-14,00
OPHTHALMOLOGY		MONDAY	8,00-14,00
		FRIDAY	8,00-15,00
PULMONOLOGY		MONDAY THURSDAY FRIDAY	9,00-18,00
OTORHINOLARYNGOLOGY	Visits - Outpatient Dental Procedures	MONDAY	8,30-14,00
DENTISTRY		MONDAY	12,00-16,00
		TUESDAY	11,00-17,00
		THURSDAY	8,00-16,00
FORENSIC MEDICINE	Examinations - Medical Legal Certifications	WEDNESDAY	11,00-17,00
		THURSDAY	8,00-17,00

Nursing Clinic

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

How to access: Nursing clinic with free access – Active 12 hours a day, 7 days a week

Family nursing (IFeC)

He is the reference professional who ensures nursing care at different levels of complexity in collaboration with all the professionals present in the community, with a proactive attitude and an orientation towards interdisciplinary integration. He is involved in activities of promotion, prevention and participatory management of individual, family and community health processes.

Access: by appointment or free access by the elderly and/or frail user, the family, people with needs.

Activation mode:

- sent by the PUA (Single Access Point)
- on the recommendation of the General Practitioner, Social Services, specialist clinics
- being discharged by hospital staff
- on the recommendation of the Territorial Operations Centre (COT)

Free access 24 hours a day Mon Sun

By appointment 08:00-20:00 Mon Sun

Single Booking Centre (RECUP/CUP)

It is intended to receive and manage bookings for blood samples, diagnostic tests, services and specialist visits and their respective agendas, including the management of any cost sharing. The services provided in ALPI are also part of the competence. Access is on the recommendation of your doctor by means of a referral

The service is accessible:

By calling the number 069939 (regional RECUP) to book visits, diagnostic and specialist tests 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 a diagnostic test you need:

- of the doctor's prescription
- of the health card.

You can book:

- by calling the Regional Call-Center 069939, active from Monday to Friday from 7.30 a.m. to 7.00 p.m. and on Saturdays from 7.30 a.m. to 1.00 p.m., both from a landline and from a mobile phone
- by connecting via the web to the Lazio Health Portal, at the **<https://www.salutelazio.it/prenotazione-visita-specialist>** address
- at a pharmacy in the province of Latina, where the service is active
- at one of the **20 CUP** points within the province

Through the online booking system for healthcare services RECUP - Book smart

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

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

In order to be able to book the health service independently online, the dematerialized prescription of your family doctor or pediatrician, with an indication of priority, is essential.

For all other services and for all other priority codes, it is possible to make a reservation through RECUP at number 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 the medical guard) guarantees basic medical assistance at home for urgent situations on holidays, pre-holidays and at night. It provides for prior telephone contact at 0773 520888 (or, starting from June 2026, via NEA 116117) for the request to activate the Service and the collection of preliminary information to establish priorities and methods of response.

Basic diagnostics

The Community House of Cisterna is equipped with tools for basic diagnostics (such as ECG, ultrasound and spirometer). Such equipment allows for the timely performance of essential instrumental examinations.

- **Clinical Support:** provide direct diagnostic support to doctors for the management of the clinical picture. To ensure the immediate sharing of information, the remote evaluation of results and communication between CoC professionals and hospital or specialist professionals, Telemedicine will be implemented, which will act as a fundamental tool for carrying out teleconsultations, supporting clinical decisions and ensuring more immediate and appropriate care responses.
- **Integration with the Diagnostic-Therapeutic Assistance Pathways (PDTA):** guaranteeing the instrumental support necessary for the implementation of the PDTAs approved at company level, ensuring the continuity and appropriateness of the phases of taking charge, monitoring and follow-up.

Sampling Point

The sampling point is a diagnostic assistance support service in the management of patients. It operates in synergy with the centralized Analysis Laboratory at the **Cisterna** Hospital, to which it sends samples through the related logistics services. Free access or by booking with referral from the attending physician.

Access: Monday to Friday 07:30-10:30

Report collection: The service is available in the morning from Monday to Friday from 11.00 to 16.30;

Administrative Services

Choice and revocation of the GP/PLS Medical choice office, ticket exemptions, health card, celiac disease PIN, CNS activation, health record for minors, dentistry exemption from Monday to Friday from 8.30 to 12.30

Voluntary / Patient / Protection Associations

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

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

Community participation and co-production are developed by creating new dynamics of communication and involvement of the population within processes of health promotion, prevention and treatment. In the CdC hub the Community of **Cisterna** you can find the answers to health needs but also space for participatory planning.

Already district activities

SERVICE	DAYS	OPENING	TEL
PROSTHETIC OFFICE	MONDAY AND WEDNESDAY	8,30-12,00	06/928634011 ufficioprotesicad1cisterna@ausl.latina.it
INCONTINENCE AIDS OFFICE			ONLY REQUESTS BY EMAIL incontinenza.latina@fatergroup.com
OFFICE VACCINATIONS	MONDAY TO FRIDAY	9,00-17,00	d10.distretto1@ausl.latina.it d12.distretto1@ausl.latina.it
GYNECOLOGY	TUESDAY	8,00-17,30	06/96025029
	WEDNESDAY	14,30-17,30	
MIDWIFERY RECEPTION	MONDAY TO FRIDAY	9,00-12,00	06/96025025
	TUESDAY TO WEDNESDAY	14,30-17,30	
BIRTH ACCOMPANIMENT COURSE	MONDAY AND THURSDAY	10,00-12,00	06/96025025
POSTPARTUM SUPPORT	MONDAY TO FRIDAY	9,00-13,00	06/96025025
	TUESDAY TO WEDNESDAY	14:30-17:30	
PSYCHOLOGY	MONDAY TO FRIDAY	9,00-13,00	06/960250253
	TUESDAY TO WEDNESDAY	14:30-17:30	



COMMUNITY HOUSE CISTERNA DI LATINA
Viale Adriatico - Cisterna di Latina

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.
