



CASA DELLA COMUNITÀ LATINA CENTRO

**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 delivery of health and social-health 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 the interested social parties and greater proximity to users' needs, with particular reference to conditions of frailty and chronicity. Their primary objective is to strengthen socio health integration and to improve the taking in charge of patients 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 CdCs aim to concretely provide proximity care for their respective reference populations through proactive care approaches and processes, with particular attention to the prevention of hospitalization and to the offer of health and social health services for clinical conditions that can be managed at territorial level, with particular reference to the management of chronicity and to simple and complex social health needs.

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

The provision of the various services takes place through the Hub & Spoke model: in the Hub CdCs the core of territorial care is concentrated, with the delivery of all the planned services, while the CdCs identified as Spoke are mainly dedicated to the provision of primary care services.

The Community House hub of LATINA CENTRO 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**
- **Healthcare services**
- **Social and health-social services**
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The Community House of **LATINA CENTRO** is a CdC hub capable of welcoming and meeting different health needs of more or less complex nature, thus representing an initial access point for the resident population with variable health needs (not belonging to the emergency or high complexity regime), 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 indications to inform users according to their specific needs.

Depending on the needs, three interconnected macro areas can be identified, to which the user is directed as 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
Punto Unico di Accesso (P.U.A.)	Present
Single Access Point (PUA)	Present
Home Care Assistance Service	Present
Specialist Outpatient Services for high prevalence diseases	Present
Nursing services	Present
Integrated booking system connected to the company CUP	Present
Integration with Social Services	Present
Community participation and enhancement of co production	Present
Connection with the reference Hub Community House	Already a CdC Hub
Medical presence	24 hours, 7/7 days
Nursing presence	12 hours, 7/7 days
Basic diagnostic services	Present
Continuity of Care	Active on call
Blood draw point	Present

Our Services

PUA (Single Access Point)

The Single Access Point (PUA) welcomes users with social health needs and represents the first access point from which other competent services may be involved according to the expressed need. It is made up of different professional figures with integration between the health component, the social component of the Local Health Authority (ASL) and the municipal social component.

How to access?

Access can be made directly or through a trusted person (friend, family member or private social body), or by calling or sending an email to the following contacts:

Reception, guidance and first assessment of the person's health needs Email: pua.distretto2@ausl.latina.it

Tel.: 0773 6556002

Access hours: Monday to Friday from 8:30 a.m. to 12:30 p.m. / Tuesday and Thursday from 3:00 p.m. to 4:30 p.m.

Integrated Home Assistance (ADI)

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

Access methods: Company home care platform Val.Graf.

– Email: ss.cadlatina@ausl.latina.it – Secretariat telephone: 0773 6553829 active Monday to Thursday from 8:00 a.m. to 5:00 p.m. and Friday from 8:00 a.m. to 2:30 p.m. – CAD front office secretariat with access hours: Monday–Tuesday from 8:30 a.m. to 10:30 a.m. / Thursday from 2:30 p.m. to 3:30 p.m. – PUA telephone: 0773 6556002

Specialist Outpatient Services

Active according to specific schedules. The Community House 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 available specialist equipment, while in any case ensuring access to essential services for the management of chronic diseases.

In this sense, in the respective schedules, slots are distinguished that are dedicated to first visits (with the related RAO priority criteria) and slots dedicated to follow up visits and to PDTA (Diagnostic Therapeutic Care Pathways) for care pathways approved at Company level such as Diabetes, Heart Failure and COPD.

The specialties available are the following:

SPECIALIST OUTPATIENT CLINIC	SERVICES	DAYS	HOURS
CARDIOLOGY	Visits and follow up visits – Electrocardiograms – Echocardiograms – Cardiac and blood pressure Holter – Therapeutic plans – PDTA	MONDAY TO FRIDAY	8:30 a.m. 6:00 p.m.
DIABETOLOGY	Visits and follow up visits – Therapeutic plans – PDTA	MONDAY	8:00 a.m. 2:00 p.m.
		TUESDAY	
		FRIDAY	
OPHTHALMOLOGY	Visits and follow up visits – Specialist ophthalmologic exams (fundus examination – tonometry – visual fields) – PDTA – Therapeutic plans – Prescription of aids – Renewal of prostheses	MONDAY TO FRIDAY	8:00 a.m. 6:00 p.m.
		SATURDAY	8:00 a.m. 12:00 p.m.
PNEUMOLOGY	First visits and follow up visits for severe asthma, acute and chronic pulmonary diseases, control of CPAP use – Administration of biological drugs for severe asthma – Tuberculosis prophylaxis – Allergological skin tests (prick tests) – Respiratory physiology clinic: spirometry, pharmacological bronchodilation test, plethysmography, DLCO, six minute walk test, arterial blood gas analysis, Mantoux intradermoreaction – Nocturnal oximetry – Clinic for the diagnosis of sleep related breathing disorders (sleep apnoea): baseline polysomnography, adaptation of devices for titration of ventilatory prostheses (CPAP) – PDTA – Therapeutic plans – CPAP monitoring	MONDAY TO FRIDAY	8:00 a.m. 2:00 p.m.
		TUESDAY AND THURSDAY	2:30 p.m. 5:30 p.m.
EXISTING DISTRICT ACTIVITY			
ULTRASOUND	Internal medicine ultrasounds – Hip ultrasounds for newborns	MONDAY TO FRIDAY	8:00 a.m. 1:00 p.m.
ENDOCRINOLOGY	Visits and follow up visits – Therapeutic plans	MONDAY	8:30 a.m. 1:30 p.m.
		TUESDAY	1:30 p.m. 4:30 p.m.
		WEDNESDAY	8:00 a.m. 2:00 p.m.
GERIATRICS	Visits – follow up visits – Therapeutic plans – Prescription of aids	MONDAY	8:00 a.m. 2:00 p.m.
		TUESDAY	
		WEDNESDAY	
INTERNAL MEDICINE	Visits – follow up visits – Therapeutic plans	LUNEDÌ E MARTEDÌ	2:00 p.m. 5:00 p.m.

SPECIALIST OUTPATIENT CLINIC	SERVICES	DAYS	HOURS
DERMATOLOGY	Visits – follow up visits – Cryotherapy – Diathermocoagulation	MONDAY	8:00 a.m. 1:00 p.m.
		TUESDAY	
		THURSDAY	2:30 p.m. 5:30 p.m.
NEUROLOGY	Visits – follow up visits – Therapeutic plans	TUESDAY	8:00 a.m. 2:00 p.m.
		WEDNESDAY	8:00 a.m. 5:30 p.m.
OTOLARYNGOLOGY (ENT)	Visits – follow up visits – Audiometric and impedancemetric tests – Removal of ear wax plugs – Prescription of hearing aids	MONDAY TO SATURDAY	8:30 a.m. 1:00 p.m.
		TUESDAY AND FRIDAY	2:30 p.m. 5:30 p.m.
DENTISTRY	Visits – follow up visits – Outpatient dental procedures	MONDAY	8:00 a.m. 11:00 a.m.
		TUESDAY	8:00 a.m. 2:00 p.m.
RADIOLOGY	Skeletal X rays	MONDAY TO FRIDAY	8:30 a.m. 12:30 p.m.
		TUESDAY AND THURSDAY	2:30 p.m. 5:30 p.m.
OBSTETRICS AND GYNAECOLOGY	Visits – follow up visits – Pap tests – Mandatory maternity certificates and flexible leave at the 8th month	MONDAY	1:00 p.m. 7:00 p.m.
		TUESDAY	8:00 a.m. 2:00 p.m.
AMBUFEST (to be renamed Primary Care Clinic with Direct Access once the Community House opens)	Primary care clinic with direct access	SATURDAYS AND DAYS BEFORE HOLIDAYS	11:00 a.m. 8:00 p.m.
		SUNDAYS AND HOLIDAYS	8:00 a.m. 8:00 p.m.
STOMA CARE CLINIC	Certificates for early work leave due to at risk pregnancy – Booking of visit upon submission of request at the protocol office	TUESDAY AND FRIDAY	2:30 p.m. 5:30 p.m.
AT RISK PREGNANCY	Certificati per Astensione Anticipata dal Lavoro per Gravidanza a Rischio Prenotazione della visita alla presentazione della richiesta presso l'ufficio protocollo	MONDAY TO FRIDAY	9:00 a.m. 12:00 p.m.
MEDICINA LEGALE	Medico legal certifications for: 1) Issue or renewal of driving and nautical licence; 2) Reserved parking spaces for disabled drivers and blind persons; 3) Specific fitness certificate for enrolment in university courses or admission to university residences; 4) Issue or renewal of firearms licence for personal/sporting use – hunting licence; 5) International adoptions; 6) Salary assignment of one fifth; 7) Issue or renewal of licence for operation of steam generators; 8) Registration for driving vehicles or boats in public non line services; 9) Specific contraindication to the use of seat belts; 10) Certificate containing diagnosis	WEDNESDAY	8:00 a.m. 2:00 p.m.
		MONDAY TO FRIDAY	2:00 p.m. 6:00 p.m.

Nursing Clinic

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

Access methods: nursing clinic with free access, with referral from the General Practitioner, to welcome resident users with free access.

Family and Community Nurse (IFeC)

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

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

Activation methods:

- 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 Monday to Friday from 8:00 a.m. to 2:00 p.m. / Saturday from 8:00 a.m. to 11:00 a.m.

Single Booking Centre (RECUP/CUP)

This is designed to receive and manage bookings for blood tests, diagnostic tests, services and specialist visits and their respective schedules, including the management of any co payment. Among its responsibilities are also services provided under ALPI (intramural private practice). Access takes place on indication from your attending physician through a prescription.

The service can be accessed by:

Calling 069939 (Regional RECUP) to book specialist visits, diagnostic

and specialist exams at the various Hospital Trusts and in the ASL outpatient clinics of Latina and the Lazio Region.

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 Latina Centro is equipped with devices for basic diagnostics (such as ECG, ultrasound, spirometer, blood pressure Holter). These allow prompt execution of essential instrumental examinations.

- Clinical support: to provide direct diagnostic support to physicians for clinical management. To ensure immediate sharing of information, remote evaluation of results and communication between professionals in the CdC and hospital or specialist professionals, telemedicine will be implemented. Telemedicine will be a key tool for carrying out teleconsultations, supporting clinical decisions and guaranteeing faster and more appropriate care responses.
- Integration with diagnostic therapeutic care pathways (PDTA): to guarantee the instrumental support necessary for the implementation of the PDTAs approved at Company level, ensuring continuity and appropriateness in the phases of care management, monitoring and follow up.

Blood Draw Point

The blood draw point is a diagnostic support service for patient care. It operates in synergy with the central Analysis Laboratory at the Latina hospital, to which it sends samples via the logistics service.

Access is free or by appointment, with a prescription from your attending physician.

Access hours: Monday to Saturday from 7:45 a.m. to 10:45 a.m.

Results collection: Morning: Monday to Friday from 11:00 a.m. to 1:00 p.m.

– Afternoon: Monday to Thursday from 2:30 p.m. to 6:00 p.m.

– Saturday from 9:00 a.m. to 1:00 p.m.

Administrative Services

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

Front office activities for assigning and choosing your general practitioner (MMG/PLS), guaranteeing the possibility of choosing a trusted doctor and ensuring continuity of care, understood as the continuation of health care when changing from one contracted professional to another at the time of change.

Hours: Monday to Friday from 8:30 a.m. to 12:30 p.m.

Ticket exemption office

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

Hours: Monday to Friday from 8:30 a.m. to 12:30 p.m.

Office for issuing and activating the electronic voucher (TSN) for coeliac disease and access to public services

Hours: Monday to Friday from 8:30 a.m. to 12:30 p.m.

Volunteer / Patient / Advocacy Associations

Involvement takes place according to the statutory prerogatives and specific aims of each association, for:

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

Community participation and co production are developed by creating new communication dynamics and by involving the community in processes of health promotion, prevention and care. In the hub Community House the community of Latina can find answers to health needs, but also space for participatory projects.

Other services available

SERVIZIO	GIORNI	ORARI	TEL/INTER
PUBLIC RELATIONS OFFICE (URP)	MONDAY	8:30 a.m. 12:30 p.m.	urp.distretto2@ausl.latina.it tel 07736556022
	WEDNESDAY		
	FRIDAY		
	TUESDAY, THURSDAY	3:00 p.m. 5:00 p.m.	
RINNOVO PATENTI SPECIALI			
<ul style="list-style-type: none"> • BOOKINGS for medical examination by the Local Medical Commission (Commissione Medica Locale) – at the office • INFORMATION regarding the Medical Commission for driving licences (procedures, clarifications on exams to be carried out, requests, etc.) • REQUESTS for copies of personal records and/or documents relating to examinations already performed – send the request by certified email (PEC) to: commissione-medicalatina@pec.ausl.latina.it 	MONDAY, WEDNESDAY	9:00 a.m. 12:00 p.m.	07736553311
CANCER SCREENING PROGRAMMES <ul style="list-style-type: none"> • First level mammography screening centre • First level cytology screening centre • Second level cytology screening centre • First level colorectal screening centre 	MONDAY TO FRIDAY	9:00 a.m. 1:00 p.m.	800065560 screening@ausl.latina.it
	MONDAY TO THURSDAY	3:00 p.m. 5:00 p.m.	



COMMUNITY HOUSE LATINA CENTRO

Via Cesare Battisti - 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.
