



CASA DELLA COMUNITÀ LATINA SCALO

**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 reference organizational model for the delivery of healthcare and socio-healthcare services at territorial level. They represent an evolution of previous forms of territorial assistance and base their activity on principles of greater involvement of the 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 socio-healthcare integration and to improve patient care through the decisive contribution of technological innovation (for example 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 Community Houses, aim to provide concrete proximity assistance for their respective reference populations through logics and processes of proactive healthcare with particular attention to preventing hospitalization and offering healthcare and socio-healthcare services intended for clinical conditions manageable at territorial level, with particular reference to the management of chronicity and simple and complex socio-health needs.

The objective of the Community Houses is to serve as a point of reference and orientation for the citizen with varied health needs or socio-health needs. The offer of various services takes place through the Hub Spoke model; in the Hub Community House the core of territorial assistance is concentrated with the delivery of all the services provided, while the Community Houses identified as Spoke are specifically aimed at delivering primary care services.

The Community House Spoke LATINA SCALO is open every day from Monday to Saturday with hours 08:00 - 12:00

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

The services offered by the community house are referable to the following macro-areas:

- **Administrative Services**
- **Healthcare Assistance Services**
- **Social and Socio-Healthcare Services**

The Community House of **LATINA SCALO** is a SPOKE Community House able to welcome and satisfy different more or less complex health needs, thus representing an initial access point for the resident population with variable health needs not belonging to the urgency regime or high complexity, ranging from primary healthcare assistance, to specialist healthcare assistance, from administrative services, to social, socio-healthcare needs.

The path provides that the user accesses the structure, freely or by appointment depending on the specific health need, and is welcomed by the present staff who will provide the necessary indications to inform the users based on specific needs

Depending on the needs, 3 macro-areas can be identified, interconnected with each other, to direct the user as in the following scheme:

SERVICES	Status
Primary care services delivered through multiprofessional teams (General Practitioner, Pediatrician, Health Company Integrated Services, Family and Community Nurse, etc.)	Present
Single Access Point (PUA)	Present
Home Assistance Service	Present
Outpatient Specialty Services for high-prevalence pathologies	Present
Nursing Services	Present
Integrated booking system connected to the company Central Booking Unit	Present
Integration with Social Services	Present
Community Participation and valorization of coproduction	Present
Connection with the reference Hub Community House	In connection with the Community House HUB Latina Centro
Medical Presence H12, 6/7 Days	Present
Nursing Presence H12, 6/7 Days	Present
Basic Diagnostic Services	Present
Continuity of Care	Active on call
Blood Draw Point	Present

OUR SERVICES

PUA

The Single Access Point (PUA) welcomes users with socio-healthcare needs and represents the first access point from which other competent services are eventually involved in agreement with the manifested need. It is made up of different 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).

Welcoming, orientation and first assessment of the person's health need.

Front-Office Tuesday from 10:00 to 12:00

Integrated Home Assistance (ADI)

Activated through the company IT platform by General Practitioner/Pediatrician and Territorial Operations Center - Continuity, it delivers interventions in BASE ADI through home nursing, rehabilitative performances and medical visits and interventions in COMPLEX ADI through take-in-charge with Individualized Assistance Projects (PAI) of a multiprofessional nature drawn up following the Multidimensional Evaluation carried out by the Multidimensional Assessment Unit - Community Assistance District.

The ADI, delivered by accredited and authorized external entities, is aimed at patients temporarily or permanently non self-sufficient and/or fragile

Access Methods:

- Company home care platform Val.Graf
- mail: ss.cadlatina@ausl.latina.it
- CAD Secretariat in front-office with access hours Tuesday from 09:00 to 12:00

Specialist Assistance Outpatient Clinic

Active according to specific agendas. The Community House delivers specialist performances with varying degrees of complexity depending on the availability of spaces, infrastructure and professionals and the level of organizational complexity and specialist equipment available, nevertheless ensuring access to essential performances for chronicity management. In this sense, in the respective agendas, slots are distinguished to be dedicated to first visits with the relative RAO criteria and slots dedicated to second accesses and PDTA for the paths approved at Company level such as Diabetes, Heart Failure and B.

The available specialties are the following:

SPECIALIST OUTPATIENT CLINIC	SERVICES	DAYS	HOURS
DIABETOLOGY	Visits and Control Visits - Treatment Plans - PDTA	TUESDAY	8,00-14,00
OPHTHALMOLOGY	Visits - Control Visits - Specialist Ophthalmology Exams - Fundus Oculi - Tonometry	MONDAY	8,00-15,00
		WEDNESDAY	
		THURSDAY	
		FRIDAY	
PNEUMOLOGY	Visits - Control Visits	TUESDAY	8,00-14,00
DISTRICT DERMATOLOGY	Visits - Control Visits - Cryotherapy	WEDNESDAY	8,00-15,00
ENDOCRINOLOGY	Visits - Control Visits	FRIDAY	9,00-12,00
OTORHINOLARYNGOLOGY	Visits - Control Visits - Earwax plug removal	FRIDAY	8,00-13,00

Nursing Outpatient Clinic

Activity of support to primary care carried out with a proactive and dynamic approach, with tasks predominantly oriented towards health promotion, prevention, management of chronicity and early identification of health needs. Provides outpatient nursing performances.

Access Methods:

Nursing Outpatient Clinic with free access. Active 12 hours a day, 6 days out of 7. Designed to welcome the resident user population with free access.

Family and Community Nurse (IFeC)

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

Access: On appointment or free access for elderly and/or fragile users, family, people with needs.

Activation Methods:

- Referral from the Single Access Point
- Referral from the General Practitioner
- Referral from Social Services
- Outpatient clinic referral
- During discharge from the hospital by hospital staff
- Referral from the Territorial Operations Center

Open Monday and Thursday 11:00 - 14:00

Central Booking Unit - RECUP/CUP

Designed to welcome and manage the bookings of blood draws, diagnostic exams, performances and specialist visits and their respective agendas, including the management of any participation in the cost. Also included in the competencies are the performances delivered in Low-cost Healthcare Services (ALPI). Access occurs on indication of your attending physician through referral.

The service is accessible by:

Calling the number 0693939 RECUP - Regional booking to reserve visits, diagnostic and specialist exams in the various Hospital Companies and in the outpatient clinics of the ASL of Latina and Lazio.

How to Book

To book a specialist visit or a diagnostic exam you need your doctor's prescription and your health card.

You can book by:

- Telephone: Call the Regional Call-Center 0693939, active Monday to Friday from 7:30 to 19:00 and Saturday from 7:30 to 13:00, both from landline and mobile
- Web: By connecting via the Lazio Health Portal, at the address <https://www.salutelazio.it/prenotazione-visita-specialistica>
- In Person: At a pharmacy in the province of Latina, where the service is active at one of the 20 CUP points present throughout the province
- Online Booking System: Through the online booking system for healthcare performances RECUP - Smart Booking

Active Online Booking System for Healthcare Performances

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

In this initial phase, it will be possible to book first specialist visits using a PC or via the app.

To book a healthcare service independently online, a dematerialized (electronic) prescription from your general practitioner or pediatrician is required, including the priority code.

For all other services and for all other priority codes, bookings can be made through RECUP by calling **069939** or via 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 on-call medical service) guarantees basic medical assistance at home for situations that have the character of urgency on public holidays, pre-holidays and during night hours. It provides for a preliminary telephone contact to the number 0773 520888 or, starting from the month of June 2026, through NEA 116117 for the request to activate the Service and the collection of preliminary information to establish priority and methods of response.

Basic Diagnostics

The Community House of Latina Scalo is equipped with tools for basic diagnostics such as for example ECG, Blood Pressure Holter. Such equipment allows the timely execution of essential instrumental exams.

- **Clinical Support:** To 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 the professionals of the Community House and those in hospitals or specialists, Telemedicine will be implemented, which will act as a fundamental tool to carry out teleconsults, support clinical decisions and guarantee more immediate and appropriate care responses.
- **Integration with Diagnostic-Therapeutic-Care Pathways (PDTA):** To guarantee the instrumental support necessary for the implementation of the PDTA approved at company level, ensuring the continuity and appropriateness of the phases of take-in-charge, monitoring and follow up.

Blood Draw Point

The blood draw point constitutes a service of diagnostic-care support in patient management. It operates in synergy with the Laboratory Analysis centralized at the Hospital of **LATINA**, to which it sends samples through the respective logistics services.

Access: Free access or by appointment with your attending physician's referral.

Access Methods: Free access or by appointment with your attending physician's referral. Tuesday – Thursday – Saturday 08:00 – 10:00

Report Pickup: The service is available in the morning from Monday to Saturday from 11:00 to 13:00

Administrative Services

Choice and Revocation of General Practitioner/Pediatrician

Carries out front office activities for the assignment and choice of your primary care physician, guaranteeing the possibility of choosing your trusted doctor and continuity of care understood as the continuation of healthcare assistance in the transition from one contracted professional to another at the time of change..

Monday and Friday 09:00-13:00

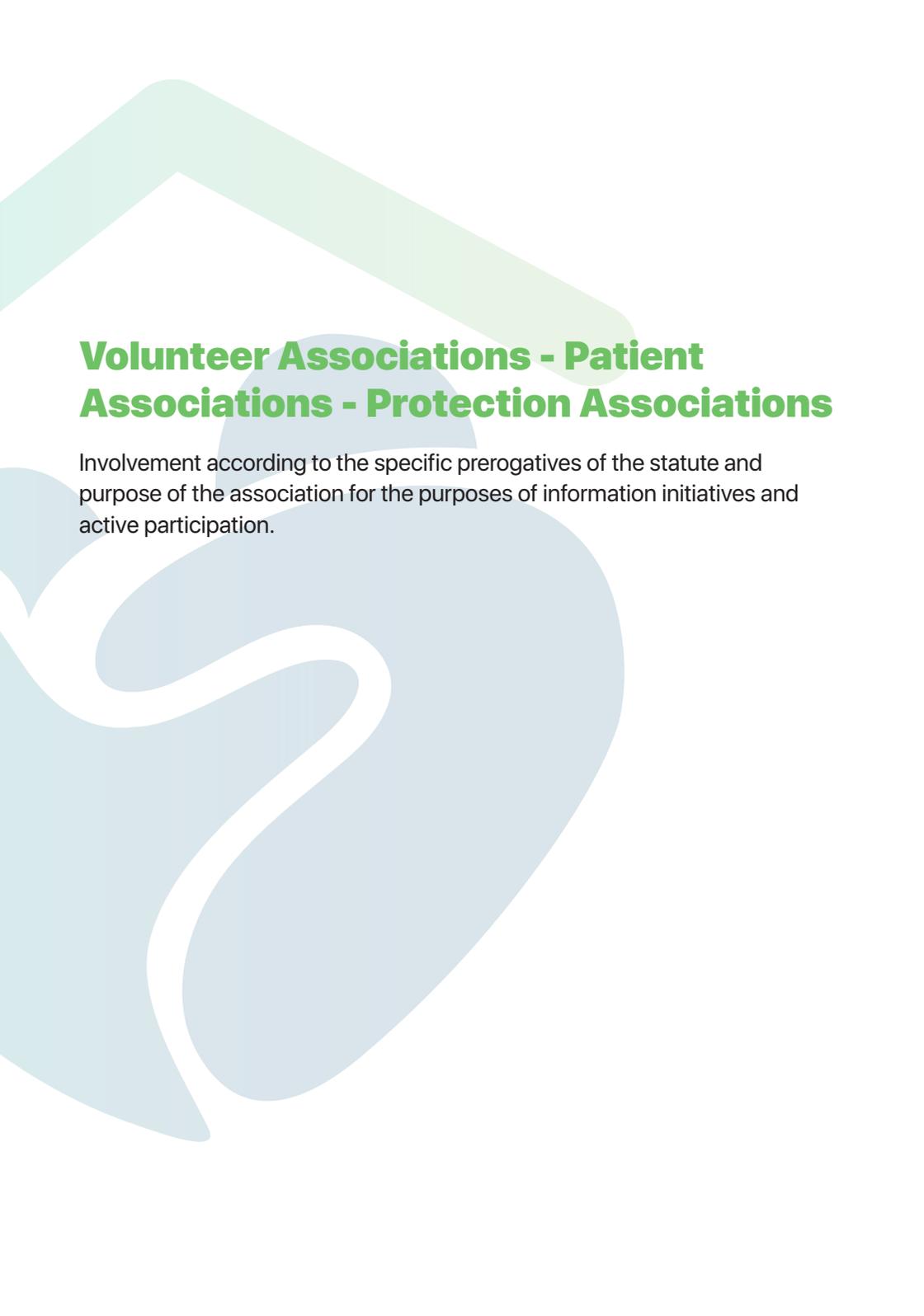
Ticket Exemption Office

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

Monday and Friday 09:00 - 13:00

Health Card Release Office

Monday and Friday 09:00 - 13:00



Volunteer Associations - Patient Associations - Protection Associations

Involvement according to the specific prerogatives of the statute and purpose of the association for the purposes of information initiatives and active participation.



COMMUNITY HOUSE LATINA SCALO

Via della stazione - Latina scalo

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.
