



# CASA DELLA COMUNITÀ PONTINIA

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

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**SERVICES CHARTER**

SERVIZIO SANITARIO REGIONALE



ASL  
LATINA



REGIONE  
LAZIO

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# What is the Community Health Center?

The Community Health Centers (CdC), as indicated in Ministerial Decree 77 of May 23, 2022, constitute the new organizational model 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 interested social stakeholders and greater proximity to user needs, with particular reference to conditions of fragility and chronicity. Their primary objective is to strengthen socio-health integration and improve patient care through the decisive contribution of technological innovation (e.g., telemedicine) and new organizational forms, including the implementation of Territorial Functional Aggregations (AFT) and the involvement of Family and Community Nurses (IFeC).

The Community Health Centers, in their practical application, aim to concretely provide proximity assistance to their respective populations through initiative health logic and processes, with particular attention to preventing hospitalization and offering health and socio-health services for clinical conditions manageable at the territorial level, with particular reference to chronic disease management and simple and complex socio-health needs. The objective of the Community Health Centers is to serve as a point of reference and guidance for citizens with varied health needs or socio-health needs.

The provision of various services takes place through the Hub & Spoke model, in which Hub Centers concentrate the core of territorial assistance with the delivery of all planned services, while Centers identified as Spoke are primarily aimed at providing primary care services.

**The Community Health Center Hub of PONTINIA is open every day from Monday to Sunday, 24 hours a day**

# **The Community Health Center 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 can be traced back to the following macro-areas:**

- **Administrative services**
- **Health care services**
- **Social and socio-health services**

The Community Health Center **PONTINIA** is a Hub CdC capable of welcoming and meeting various health needs of varying complexity, 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 socio-health needs.

The pathway provides that users access the facility, freely or by appointment depending on their specific health needs, and are welcomed by the staff who will provide the necessary guidance to inform users based on their specific needs.

Depending on the needs, 3 interconnected macro-areas can be identified to direct the user as shown in the scheme below:

| SERVICES  | ORGANIZATIONAL MODEL    |
|---|-------------------------|
| Primary care services provided by multidisciplinary teams (General Practitioners, Pediatricians, Health Care Assistants, Family and Community Nurses, etc.) | Hub CdC Present*        |
| Single Access Point (P.U.A.)  | Present                 |
| Home Care Assistance Service  | Present                 |
| Specialist Outpatient Services for high-prevalence pathologies  | Present                 |
| Nursing services  | Present                 |
| Integrated booking system connected to the Company Booking Center   | Present                 |
| Integration with Social Services  | Present                 |
| Community Participation and co-production enhancement   | Present                 |
| Connection with the reference Hub Community Health Center   | Already Hub CdC         |
| Nursing presence  | 24/7 (H24, 7 days/week) |
| Nursing presence  | 12 hours, 7 days/week   |
| 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-health needs and represents the first access point from which other competent services may be involved in accordance with the expressed need. It is composed of different professionals with integration between the health 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 organizations), or by calling or emailing the following contacts: Reception, guidance and initial assessment of the person's health needs

**Access hours: Tuesday and Saturday from 10:00 a.m. to 12:00 p.m.**

Phone number: 0773/6556641

## Integrated Home Care Assistance (ADI)

Activated through the company information system by the General Practitioner/Pediatrician and the COT-D, it provides ADI BASIC health interventions through home nursing services, rehabilitation services and medical visits, and ADI COMPLEX interventions through case management with Individual Care Projects (PAI) of a multiprofessional nature prepared following Multidimensional Assessment by the UVM-CAD. Home Care Assistance, provided by external accredited and authorized organizations, is aimed at patients who are temporarily or permanently non-self-sufficient and/or fragile.

**Access methods:** Company platform for home care services Val.Graf., email: [ss.cadlatina@ausl.latina.it](mailto:ss.cadlatina@ausl.latina.it), CAD secretariat in front office with access  
**hours: Monday from 09:00 a.m. to 12:00 p.m.**

## Specialist Outpatient Care Clinic

Active according to specific schedules. The Community Health Center provides specialist services with varying degrees of complexity depending on the availability of spaces, infrastructure and professionals and the level of organizational complexity and available specialist equipment, while guaranteeing access to essential services for chronic disease management. In this sense, slots are distinguished in the respective schedules for first visits (with related criteria) and slots dedicated to follow-up visits and care pathways (for pathways established at the Company level such as Diabetes, Heart Failure and COPD).

The specialties present are as follows:

| SPECIALIST CLINIC                     | SERVICES  | DAYS                 | HOURS             |
|---------------------------------------|---|----------------------|-------------------|
| CARDIOLOGY                            | Visits - Follow-up visits - Electrocardiograms<br>- Therapeutic plans - Care pathway                | MONDAY<br>AND FRIDAY | 8,00-13,00        |
| DIABETOLOGY                           | Visits - Follow-up visits - Therapeutic plans<br>- Care pathway                                     | FRIDAY               | 8,00-14,00        |
| PNEUMOLOGY                            | Visits - Follow-up visits - Spirometry - Thera-<br>peutic plans - Care pathway                      | MONDAY               | 8,00-14,00        |
| <b>PRE-EXISTING DISTRICT SERVICES</b> |   |                      |                   |
| OBSTETRICS AND GYNECOLOGY             | Visits - Follow-up visits - Pap Test - Maternity<br>certificates and flexibility leave at 8th month | THURSDAY             | 10,00-13,00       |
| STOMA-CARE CLINIC                     | Care assistance, education and support for<br>optimal stoma management                              | MONDAY               | BY<br>APPOINTMENT |

## 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; provides outpatient nursing services.

**Access methods:** Open Access Nursing Clinic - With Prescription from General Practitioner. Active 12 hours, 7 days a week. Designed to welcome resident users through open access.

## Family Nurse (IFeC)

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

**Access:** By appointment or open access for elderly and/or fragile users, families, and persons with needs.

### Activation methods:

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

**Available: Monday - Wednesday - Friday 08:00 - 13:00**

# Central Booking Center (RECUP/CUP)

Designed to welcome and manage bookings for blood draws, diagnostic examinations, services and specialist visits and their respective schedules, including management of any cost-sharing. Services provided in ALPI are also included. Access is available on the recommendation of your attending physician via prescription.

**The service is accessible:**

**By calling number 069939 (Regional RECUP) to book visits, diagnostic and specialist examinations in various Hospital Companies and clinics of the ASL of Latina and Lazio.**

## How to Book

To book a specialist visit or diagnostic examination you need:

- Your doctor's prescription
- Your health insurance 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
- Online via the Salute Lazio 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** centers located in the province

## Through the online booking system for healthcare services RECUP - Smart Booking

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

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

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

*For all other services and for all other priority codes, it is possible to make the booking via RECUP at number 069939 or via the form available in 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 of an urgent nature on holidays, pre-holidays and during night hours. It provides a preventive telephone contact at 0773 520888 (or, starting from June 2026, via NEA 116117) for requesting activation of the Service and collecting preliminary information to establish priority and response methods.

## Basic Diagnostics

The Community Health Center of **PONTINIA** is equipped with tools for basic diagnostics (such as, for example, ECG, Spirometer, Holter Blood Pressure Monitor, etc.). These devices allow for the timely execution of essential instrumental examinations.

- **Clinical Support:** Provide direct diagnostic support to physicians for managing the clinical picture. To ensure immediate sharing of information, remote evaluation of results, and communication between Community Health Center professionals and hospital or specialist professionals, Telemedicine will be implemented as a fundamental tool for conducting teleconsultations, supporting clinical decisions, and ensuring more immediate and appropriate care responses.
- **Integration with Diagnostic-Therapeutic Care Pathways (PDTA):** Guarantee the instrumental support necessary for implementing PDTAs established at the company level, ensuring continuity and appropriateness of the phases of case management, monitoring and follow-up.

## Blood Draw Point

The blood draw point constitutes a diagnostic care support service in patient management. It operates in synergy with the centralized Laboratory of Analysis at the LATINA Hospital to which it sends samples through the respective logistics services. Open access or by appointment with prescription from the attending physician.

**Access methods:** Tuesday, Thursday and Saturday 08:00 - 10:00

**Test Result Pickup:** The service is available in the morning Monday to Friday from 09:00 - 12:00

## Administrative Services

### Choice and Revocation of General Practitioner/Pediatrician

Performs front office activities for the assignment and choice of your primary care physician (General Practitioner/Pediatrician) guaranteeing the possibility of choosing your trusted doctor and care continuity intended as the continuation of health assistance in the transition from one contracted professional to another at the time of change.

**Monday to Friday 09:00 - 12:00**

### Ticket Exemption Office

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

**Monday to Friday 09:00 - 12:00**

### Health Insurance Card Issue Office

Issues health cards and temporary identification cards (STP/ENI cards)

**Monday to Friday 09:00 - 12:00**

## Volunteer Organizations / Patient Organizations / Consumer Protection Organizations

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

## Other Services Available

| SERVICE   | DAYS             | HOURS       | PHONE/INFO  |
|---|------------------|-------------|-------------|
| Prosthetics and Aids Authorization (Access: with prescription from specialist doctor competent for pathology) | TUESDAY          | 9,00-12,00  | 07736556635 |
| Foreigner's Clinic  | THURSDAY         | 15,00-17,00 |             |
| Vaccination Booking Ages 0-18 years   | MONDAY           | 10,00-13,00 | 07736556643 |
|   | WEDNESDAY        |             |             |
|   | THURSDAY         |             |             |
| <b>FAMILY PLANNING CENTER</b>   |                  |             |             |
| Secretariat   | MONDAY TO FRIDAY | 9,00-13,00  | 07736556633 |
| Gynecological visits  | THURSDAY         | 8,00-10,00  |             |
| Nursing reception and bookings  | MONDAY TO FRIDAY | 9,00-13,00  |             |
| Midwife   | WEDNESDAY        | 9,00-13,00  |             |
| Social Worker   | FRIDAY           | 9,00-13,00  |             |



## **COMMUNITY HOUSE PONTINIA**

*Via Fratelli Bandiera*

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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.

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