



CASA DELLA COMUNITÀ SABAUDIA

**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 Ministry Decree 77 of 23 May 2022, constitute the new organizational model of reference for the provision of healthcare and socio-healthcare services at 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 users' needs, with particular reference to conditions of fragility and chronic illness. Their primary objective is to strengthen socio-healthcare 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 Functional Territorial Aggregations (AFT) and the involvement of Family and Community Nurses (IFeC).

In their practical application, CdCs aim to provide concrete proximity assistance for their respective reference populations through initiative-based healthcare logic and processes, with particular attention to preventing hospitalization and offering healthcare and socio-healthcare services for clinical conditions manageable at territorial level, with particular reference to the management of chronic conditions and simple and complex socio-healthcare needs.

The objective of CdCs is to serve as a point of reference and guidance for citizens with healthcare needs or varied socio-healthcare needs.

The provision of various services occurs through the Hub & Spoke model, in which Hub CdCs concentrate the core of territorial assistance with the provision of all planned services, while CdCs identified as Spokes are mainly aimed at providing primary care assistance services.

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

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

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 **SABAUDIA** is a HUB CdC capable of welcoming and satisfying various healthcare needs of varying complexity, thus representing an initial access point for the resident population with variable healthcare needs (not belonging to urgent or high complexity regimes) ranging from primary healthcare assistance, to specialist healthcare assistance, from administrative services, to social and socio-healthcare needs.

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

Depending on the needs, it is possible to identify 3 interconnected macro-areas to which to direct users as in the following diagram:

SERVICES	ORGANIZATIONAL MODEL CDC HUB
Primary care services provided through multidisciplinary teams (MMG, PLS, SAI, IFeC, etc.)	Present*
Single Point of Access (PUA)	Present
Home Care Assistance Service	Present
Specialist Outpatient Services for high prevalence pathologies	Present
Nursing Services	Present
Integrated booking system connected to the corporate CUP	Present
Integration with Social Services	Present
Community Participation and enhancement of co-production	Present
Connection with the Hub Community House of reference	Already HUB CDC
Medical presence	H24, 7/7 gg
Nursing presence	12 hours, 7 days a week
Basic diagnostic services	Present
Continuity of Assistance	Active on call
Blood sampling point	Present

Our Services

PUA

The Single Point of Access (PUA) welcomes users with socio-healthcare needs and represents the first access point from which other competent services can be involved according to the manifested need. It is composed of diverse professionals with integration between the healthcare component, ASL social component and municipal social component.

How to access?

Access can be obtained directly or through a trusted person (friend, family member or private social organization), or by calling or sending an email to the following contacts: Reception, orientation and initial assessment of the person's health needs.

Access hours: Monday and Wednesday from 10:00 to 12:00 -- Tel. N. 0773/520822

Integrated Home Care (ADI)

Activated through the corporate IT platform by MMG/PLS and the COT-D, it provides BASE HOME CARE health interventions through home nursing, rehabilitation services and medical visits, and COMPLEX HOME CARE interventions through care management with Individualized Care Projects (PAI) of a multiprofessional nature drawn up following the Multidimensional Assessment carried out by the UVM-CAD. ADI, provided by external accredited and authorized organizations, is aimed at patients who are temporarily or permanently non-self-sufficient and/or fragile.

Access methods: Corporate platform for home care Val.Graf., email ss.cadlatina@ausl.latina.it, CAD secretariat in front-office with access hours:

Wednesday from 09:00 to 12:00

Specialist Assistance Clinic

Active according to specific schedules. The CdC provides specialist services with varying degrees of complexity depending on the availability of spaces, infrastructures and professionals and the level of organizational complexity and specialist equipment available, while guaranteeing access to essential services for the management of chronic conditions. In this sense, they are distinguished, in their respective schedules, slots dedicated to first visits (with their respective RAO criteria) and slots dedicated to second visits and PDTA (for pathways decided at the Company level such as Diabetes, Heart Failure and COPD).

The specialties present are as follows:

SPECIALISTIC CLINIC	SERVICES	DAYS	HOURS
CARDIOLOGY	Visits – Follow-up visits – Electrocardiograms – Echocardiography – Therapeutic plans – PDTA	TUESDAY AND THURSDAY	8,00-15,00
DIABETOLOGY	Visits – Follow-up visits – Therapeutic plans – PDTA	WEDNESDAY	8,00-14,00
PNEUMOLOGY	Visits – Follow-up visits – Spirometry – Therapeutic plans – PDTA	THURSDAY	8,00-14,00
ALREADY ACTIVE DISTRICT SERVICES			
OBSTETRICS AND GYNAECOLOGY	Visits – Follow-up visits – Pap test – Maternity certificates and flexibility leave from 8th month	THURSDAY	13,30-16,30
RADIOLOGY	X-rays of the skeleton	TUESDAY AND THURSDAY	14,30-17,00
STOMA-CARE CLINIC	Assistance, education and support for better managing the stoma	TUESDAY	BY APPOINTMENT
PAT (territorial care point) (will be renamed primary care clinic with direct access upon opening of the community house)	Direct access point to the population	EVERY DAY	8,00-20,00

Nursing Clinic

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

Access methods: Nursing clinic with free access – With a prescription from the General Practitioner – Active 12 hours 7 days a week – Designed to welcome resident users with free access.

Family Nurse (IFeC)

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

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

Activation methods:

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

Monday – Wednesday – Friday 10:00 – 13:00

Reservation Center (RECUP/CUP)

It is designed to welcome and manage reservations for blood tests, diagnostic examinations, services and specialist visits and their respective schedules, including management of any cost-sharing. The competencies also include services provided in ALPI. Access occurs upon indication of your doctor through a prescription.

The service is accessible:

Calling number 069939 (Regional RECUP) to book visits, diagnostic exams and specialist services at various Hospital Companies and at the outpatient 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 card

You can book:

- By calling the Regional Call-Center 069939, open Monday to Friday from 7:30 to 19:00 and Saturday from 7:30 to 13:00, both from landline and mobile phone
- By connecting online to the Lazio Health Portal, at the address **<https://www.salutelazio.it/prenotazione-visita-specialistica>**
- At any pharmacy in the province of Latina, where the service is active
- At one of the **20 CUP** points present within the province

Through the online healthcare service reservation system RECUP – Smart Booking

The online reservation system for healthcare services is active to allow you to autonomously book and manage your appointments at public and accredited healthcare facilities in Lazio.

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

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

For all other services and for all other priority codes, it is possible to make the reservation via RECUP at number 069939 or through the form available on the dedicated page.

All information: <https://www.salutelazio.it/recup-prenota-smart>

Continuity of Assistance

The Continuity of Assistance service (formerly called on-call medical service) guarantees basic medical assistance at home for situations of an urgent nature on public holidays, eve of public holidays and during night hours. It involves a preventive phone call to n. 0773 520888 (or, starting from June 2026, via NEA 116117) to request service activation and collection of preliminary information to establish priority and response methods.

Basic Diagnostics

The Community House of **SABAUDIA** is equipped with tools for basic diagnostics (such as ECG, Ultrasound, Spirometer and Blood Pressure Holter). These devices allow for timely execution of essential instrumental examinations.

- **Clinical Support:** To provide direct diagnostic support to doctors for clinical case management. To ensure immediate information sharing, remote assessment of results and communication between CdC professionals and hospital or specialist professionals, Telemedicine will be implemented, acting 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):** To guarantee the instrumental support necessary for the implementation of PDTA decided at company level, ensuring the continuity and appropriateness of the phases of care management, monitoring and follow-up.

Blood Sampling Point

The blood sampling point constitutes a diagnostic care support service in patient management. It operates in synergy with the centralized Analysis Laboratory at **Sabaudia Hospital**, to which it sends samples through its logistics services. Free access or by appointment with the doctor's prescription.

Access methods: Monday, Wednesday and Friday from 08:00 to 10:00

Report collection: The service is available in the morning from Monday to Friday from 11:00 to 13:00

Administrative Services

Choice and revocation of MMG/PLS

Carries out front office activities for the assignment and choice of your primary care doctor (MMG/PLS) 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.

Wednesday and Friday 08:30 – 12:30

Tuesday and Thursday 14:30 – 17:30

Ticket exemption office

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

Wednesday and Friday 08:30 – 12:30

Tuesday and Thursday 14:30 – 17:30

Release office

Health cards STP/ENI cards

Voluntary / Patient / Consumer Protection Associations

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

Other Services Present

SERVICE	DAYS	HOURS	TEL/CONTACT
PROSTHETIC ASSISTANCE (with prescription from specialist doctor competent for pathology)	THURSDAY	9,00-13,00	0773520826 Fax 0773520844
FOREIGNERS' CLINIC	MONDAY	15,00-17,00	0773523344
FAMILY PLANNING CENTER			
SECRETARIAT	MONDAY TO FRIDAY	9,00-13,00	07736556633
GYNAECOLOGICAL VISITS	MONDAY	8,00-13,00	
	TUESDAY	14,30-17,30	
NURSING RECEPTION AND RESERVATIONS	MONDAY TO FRIDAY	9,00-13,00	
MIDWIFE	MONDAY	9,00-13,00	
	TUESDAY		
	THURSDAY		
	FRIDAY		
SOCIAL WORKER	MONDAY	9,00-13,00	
	THURSDAY		
	FRIDAY		



COMMUNITY HOUSE SABAUDIA

Via Conte Verde - Sabaudia

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.
