



# CASA DELLA COMUNITÀ

HUB OSTIA - SANT'AGOSTINO

## COMMUNITY HOUSE

**CARE, SUPPORT, AND SERVICES:  
ALL IN ONE PLACE**

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## SERVICE CHARTER

SERVIZIO SANITARIO REGIONALE



ASL  
ROMA 3



REGIONE  
LAZIO



# What is the Community House?



**The Hub Ostia - Sant'Agostino Community House, located in Lungomare Toscanelli, 230 - District X, is open 24 hours a day, Monday to Sunday.**

The Community Center (CdC) Hub Ostia - Sant' Agostino is a service unit belonging to the ASL Roma 3 and is a public space where all citizens can access the social and healthcare system. The CdC pursues an integrated and multidisciplinary approach to user needs and coordinates and integrates with the social services system of Municipio X, offering interdisciplinary coordination of services in terms of pathways and solutions, based on the integration of different intervention dimensions and areas of expertise. It also ensures the participation of the local community in its various branches (citizens' associations, patients' associations, volunteers) and promotes co-production by networking social and healthcare services, social assistance services, and community resources.

The Hub Ostia - Sant'Agostino Community House guarantees compliance with current regulations regarding urban planning, construction, fire prevention, hygiene, and safety, as well as those regarding the elimination of architectural barriers. The facility's spaces ensure the performance of all scheduled activities.

# COMMUNITY HOUSE HUB OSTIA - SANT'AGOSTINO ASL ROMA 3





***"The Community House is a place that is open and close to its citizens, designed to listen to the needs of the local area and promote the well-being of the entire community."***

# I principi che guidano le attività



The fundamental principles guiding all of the Community House's activities are:

The individual is at the center of the care process

Equal access and treatment for all citizens

Ongoing collaboration between healthcare, social care, and specialist professionals

Transparency and participation of the Community in its various organizational forms

The Community House Hub Ostia - Sant'Agostino aims to facilitate access to both unified and integrated social and healthcare services in a single location, thus facilitating streamlined care pathways, consistent interventions, and integrated operational practices. The Community House's care model promotes integration and coordination among all professionals working within it, according to a philosophy of professional development.

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# Professional figures involved



The professionals working at the Community House include: medical director, in-house outpatient specialist, nurse, administrative staff, and social worker. These professionals operate through an organized network of internal collaboration, cooperation, and dialogue with other local institutions. Particular attention is paid to integration with the healthcare services network (hospitals, institutional bodies, GPs/PHSs) to ensure comprehensive care for vulnerable individuals.

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# Opening hours and access methods



Access to services is guaranteed from 8:00 a.m. to 8:00 p.m., Monday through Sunday, for essential medical care. The Continuity of Care service is available at the Community House from 8:00 p.m. to 8:00 a.m.

## **Reception:**

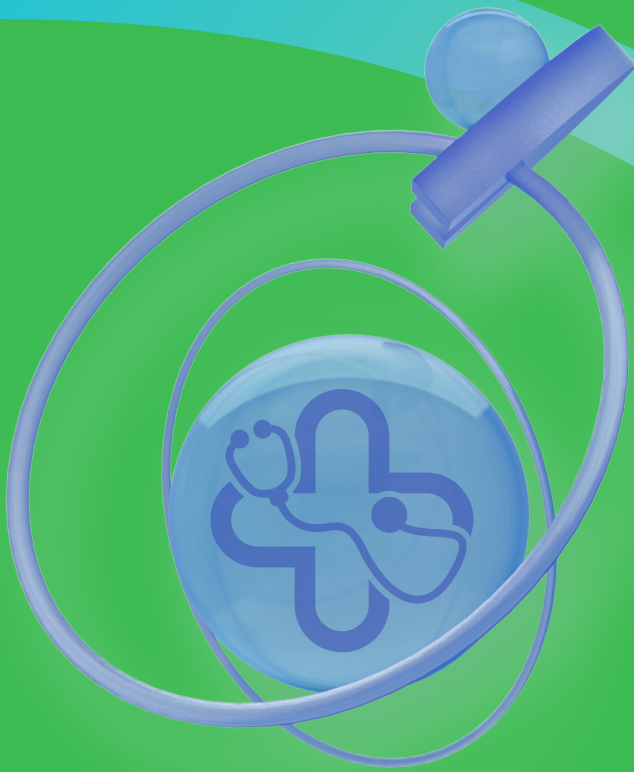
Direct access services are organized to direct users to the most appropriate professional or service. Access to Community House services can be:

*Direct for the following services:*

- PUA
- Blood Collection Point
- Reception
- Single Booking Center (CUP)
- Front Office
- Medical Care
- Nursing Care

*Indirect for the following activities:*

- *Through prescription/referral from the GP/PLS or other NHS physician for clinical care issues related to chronic conditions that can be managed with programmable methods.*
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# Our services



## SINGLE ACCESS POINT (PUA)

It is the place of social and socio-health reception and a gateway to the network of local services and resources, as well as the organizational structure of reception and orientation services. It represents the physical location where citizens find reception, information, orientation, and an initial assessment in response to requests for intervention for social and health needs. It works in close synergy with the system of Territorial Operations Centers (COT-A and COT-D), directing complex requests to them in accordance with company procedures.



The service can be accessed directly or by email at the following address: [pua.distretto10@aslroma3.it](mailto:pua.distretto10@aslroma3.it)

### **Service Hours**

- Monday to Friday, 8:00 a.m. to 4:00 p.m.



## BLOOD COLLECTION POINT

It provides a diagnostic and care support service for patients with non-urgent medical issues. Samples collected at the Ostia - Sant'Agostino Community Center are analyzed and reported by the analysis laboratory at the GB Grassi Hospital.

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Service hours: Blood sampling Monday through Saturday: 7:30 am - 9:30 am; INR testing point Monday through Friday: 7:30 am - 9:00 am.

Reports are available Monday through Saturday from 10:15 am to 11:45 am.

Lazio ESCAPE offers the option of downloading laboratory reports free of charge using the credentials provided at the time of collection. The service is available at any time of day, any day of the week, from any internet-connected device, without having to wait in line at the district offices.



## SINGLE BOOKING CENTER, CUP, FRONT OFFICE

The Community Center Hub Ostia - Sant'Agostino operates an integrated booking system connected to the relevant company CUP (Cup) for all services provided by the National Health Service (SSN). This service helps ensure the goal of unified and integrated access to healthcare and social care and ensures information, bookings, and acceptance of services, as well as the collection of medical reports. The CUP front office also offers the option of selecting and revoking a GP/PLS, extending pediatric appointments, and renewing income-based exemptions.



Service hours: Monday to Friday, 7:00 a.m. to 5:30 p.m. Saturday, 7:00 a.m. to 12:30 p.m.

Diagnostic tests and specialist appointments can also be booked through:

Regional RECUP system - Call Center 06 9939 - available Monday to Friday, 7:30 a.m. to 7:00 p.m.; Saturday, 7:30 a.m. to 1:00 p.m., from both landlines and mobile phones

By connecting online to: <https://www.salutelazio.it/prenotazione-visita-specialistica>

Through any pharmacy where the service is available  
Smart booking for priority prescriptions

**For all booking methods, you must have a prescription and your health card.**



## FREE SCREENING PROGRAMS

The Community Center Hub Ostia - Sant' Agostino offers colorectal screening to citizens in the target age group between 50 and 74.

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Toll-free number for cancer screening: **800 634 634**



## OUTPATIENT SPECIALIST SERVICES

Outpatient specialist services for highly prevalent pathologies in the fields of cardiology, diabetology, ophthalmology, and pulmonology.



Access to the service requires an appointment and referral from your general practitioner or pediatrician for services provided by the National Health Service.

Additional specialties are listed in the table below.

| SPECIALIST BRANCH | PERFORMANCE                                 | DAYS   | SERVICE HOURS  |
|-------------------|---|--|--|
| CARDIOLOGY        | Visits - Specialist exams                   | Monday<br>Tuesday<br>Wednesday<br>Thursday<br>Friday | 8.00-13.00<br>8.00-14.00<br>8.00-14.00<br>8.00-14.00<br>8.00-14.00 |
| SURGERY           | Visits                                      | Monday<br>Wednesday<br>Friday                        | 8.30-14.00   |
| DIABETOLOGY       | Visits                                      | Monday<br>Wednesday<br>Thursday                      | 8.00 -14.00<br>8.00 -18.00<br>14.00 -19.00                         |
| DIETOLOGY         | Visits - Nutritional programs               | Mercoledì  | 8.00-13.00   |
| ENDOCRINOLOGY     | Visits                                      | Tuesday  | 8.00-15.00   |
| GYNECOLOGY        | Gynecological and obstetric ultrasounds     | Tuesday  | 8.30-13.30   |
| SPORTS MEDICINE   | Visits - Specialist Exams<br>Certifications | Tuesday<br>Thursday                                  | 8.00-17.00 e 8.00-14.00<br>8.00-17.00                              |
| OPHTHALMOLOGY     | Visits - Specialist exams                   | Monday   | 9.00-15.00   |
| PULMONOLOGY       | Visits - Specialist exams                   | Monday<br>Tuesday<br>Friday                          | 8.00 -14.00<br>8.30-15.30<br>8.00-14.00                            |
| PAIN THERAPY      | Visits                                      | Monday<br>Thursday                                   | 8.00-14.00   |
| UROLOGY           | Visits                                      | Martedì  | 8.00-16.00   |



## BASIC OUTPATIENT DIAGNOSTIC SERVICES

They are aimed at preventing and monitoring chronic conditions. Diagnostic services at the Hub Ostia - Sant' Agostino Community Center are primarily accessed by chronically ill patients from District X, Municipality. The following are the weekly schedules for basic diagnostic services at the Hub Ostia-Sant' Agostino Community Center:



- **Electrocardiogram:** Monday 8:00 AM - 1:00 PM, Tuesday-Wednesday-Thursday-Friday 8:00 AM - 2:00 PM
- **Echocardiogram:** Monday 8:00 AM - 1:00 PM/2:00 PM - 7:00 PM, Tuesday 2:30 PM - 7:00 PM, Friday 8:00 AM - 2:00 PM
- **Color Doppler Ultrasound:** Wednesday-Thursday 8:00 AM - 2:00 PM
- **Spirometry:** Monday 8:00 AM - 2:00 PM, Tuesday 8:00 AM - 5:00 PM, Wednesday 8:30 AM - 1:30 PM, Thursday 8:30 AM - 5:00 PM, Friday 8:00 AM - 2:00 PM

The report will be delivered at the same time.



## NURSING CLINIC

The Community Center Hub Ostia - Sant'Agostino operates a nursing clinic. Through prescriptions from GPs and specialists present at the facility, the clinic provides services and care aimed at prevention, health promotion, and continuity of care, including the integrated management of chronic conditions.



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The following table shows the activities and hours of the nursing clinic.



## NURSING PRESENCE ACTIVITY

| MONDAY         |   | TUESDAY        |   | WEDNESDAY      |   | THURSDAY       |   | FRIDAY         |   | SATURDAY       |  | SUNDAY         |  |
|----------------|---|----------------|---|----------------|---|----------------|---|----------------|---|----------------|--|----------------|--|
| time           | Prestazione   | time           | Performance   | time           | Performance   | time           | Performance   | time           | Performance   | time           | Performance                                    | time           | Performance                                    |
| 7.30<br>12.00  | NURSING CARE WITH BLOOD COLLECTION POINT WITH DIRECT ACCESS BOOKING | 7.30<br>12.00  | NURSING CARE WITH BLOOD COLLECTION POINT WITH DIRECT ACCESS BOOKING | 7.30<br>12.00  | NURSING CARE WITH BLOOD COLLECTION POINT WITH DIRECT ACCESS BOOKING | 7.30<br>12.00  | NURSING CARE WITH BLOOD COLLECTION POINT WITH DIRECT ACCESS BOOKING | 7.30<br>12.00  | NURSING CARE WITH BLOOD COLLECTION POINT WITH DIRECT ACCESS BOOKING | 7.30<br>10.00  | NURSING CARE WITH BLOOD COLLECTION POINT       | 7.00<br>10.00  | NURSING CARE WITH CONTACT TO NUR-116117        |
| 8.00<br>9.00   | INJECTION THERAPY (RESERVATION REQUIRED)                            | 8.00<br>9.00   | INJECTION THERAPY (RESERVATION REQUIRED)                            | 8.00<br>9.00   | INJECTION THERAPY (RESERVATION REQUIRED)                            | 8.00<br>9.00   | INJECTION THERAPY (RESERVATION REQUIRED)                            | 8.00<br>9.00   | INJECTION THERAPY (RESERVATION REQUIRED)                            |                |  |                |  |
| 12.00<br>19.30 | NURSING CLINIC WITH DIRECT ACCESS APPOINTMENTS                      | 12.00<br>19.30 | NURSING CLINIC WITH DIRECT ACCESS APPOINTMENTS                      | 12.00<br>19.30 | NURSING CLINIC WITH DIRECT ACCESS APPOINTMENTS                      | 12.00<br>19.30 | NURSING CLINIC WITH DIRECT ACCESS APPOINTMENTS                      | 12.00<br>19.30 | NURSING CLINIC WITH DIRECT ACCESS APPOINTMENTS                      | 10.00<br>19.30 | NURSING CLINIC WITH DIRECT ACCESS APPOINTMENTS | 10.00<br>19.00 | NURSING CLINIC WITH DIRECT ACCESS APPOINTMENTS |



Nursing services are available 7 days a week, 12 hours a day. They are available Monday through Saturday from 7:30 a.m. to 7:30 p.m. at the Nursing Clinic, either directly or by appointment, as shown above. On Sundays and holidays, nursing services are available from 7:00 a.m. to 10:00 a.m. by calling 116117, and from 10:00 a.m. to 7:00 p.m. through the "Ambufest" service, which is directly accessible.



## CONTINUITY OF CARE MEDICAL EMERGENCY

The Regional Medical Emergency Service (now called Continuity of Care) guarantees home medical care for emergencies until the day after a holiday. Specifically:  
From 8:00 PM to 8:00 AM on weekdays, holidays, and the day before a holiday;

- From 10:00 AM on Saturdays or other days before a holiday to 8:00 AM on Mondays, or in any case, the day after a holiday.



The Emergency Medical Service can be activated by calling the city's Helpline at 0658526811, or the emergency numbers 118 during the hours indicated.



## PRIMARY CARE SERVICES

Primary care is provided by multiprofessional teams primarily consisting of general practitioners (GPs), pediatricians (PLS), in-house outpatient specialists, family and community nurses (IFeC), and social workers from the National Health Service or local authorities.

These teams will focus on managing chronic conditions according to proactive and proactive models, including early and/or preventive interventions aimed at maintaining the individual's functional capabilities and independence. The professionals involved may be based in the Community House or functionally connected to it.

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## HOME CARE SERVICE

Home care represents a home care pathway consisting of an organized set of medical, rehabilitative, nursing, and nursing assistance interventions necessary to stabilize the clinical situation, limit functional decline, and improve the quality of life of non-self-sufficient and vulnerable people.



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At the Community House Hub Ostia - Sant' Agostino, an operator is available to provide information and accept applications for integrated home care at the PUA desk located on the ground floor of the Community House.



## **PRIMARY CARE CLINIC GENERAL MEDICINE**

General practitioners and nurses work there according to a pre-established shift schedule.



The primary care clinic is open 12 hours a day, from 8:00 a.m. to 8:00 p.m., 7 days a week. Nighttime medical care is provided by the Continuity of Care station (Medical Emergency) located inside the Hub Ostia - Sant' Agostino Community Center.



## PRIMARY CARE CLINIC PEDIATRICS

The Primary Care clinic is open on weekends and holidays and provides basic medical care for non-urgent cases (physician visits, medication prescriptions, issuing certificates, etc.). Freelance pediatricians and nurses work there on a scheduled rotation.

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Pre-holiday hours are 2:00 PM to 7:00 PM; weekends and holidays are 10:00 AM to 7:00 PM.










## **VOLUNTEER, PATIENT AND PROTECTION ASSOCIATIONS**

Within the Community Center Hub Ostia - Sant' Agostino, the presence of volunteer, patient, and advocacy associations is being implemented. As part of the participation process, they are invited to participate in information initiatives on community services and care options, health promotion, and support initiatives for vulnerable individuals and patients.

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## ASSOCIATIONS COMMUNITY HOUSE HUB OSTIA - SANT'AGOSTINO ASL ROMA 3

| ASSOCIATION NAME  | WHAT WE DO  | LOGO  | LOCATION AND HOURS<br>APPOINTMENT<br><small>BY PRIOR TELEPHONE CONTACT</small>                       | CONTACTS  |
|---|---|---|--|---|
| <b>ADOL</b><br>(ASSOCIAZIONE DIABETICI OSTIA E LITORALE)                    | ADOL is an association dedicated to the prevention and treatment of diabetes. It promotes education, support, and scientific information for individuals and families. It builds a network of volunteers and professionals for a competent and continuous presence in the area. |    | <b>2 VOLUNTEERS</b><br>Wednesday 3:30-5:30 PM<br>Thursday 3:30-5:30 PM<br>Friday 9:30-12:30 PM       | Cellulare di riferimento solo numero WhatsApp: 349- 3321768<br>Previa richiesta appuntamento messaggio Presidente ADOL ODV:<br>Dott. Ignazio Parisi<br>adolsegreteria@gmail.com               |
| <b>AISC APS</b><br>ASSOCIAZIONE ITALIANA SCOMPENSATI CARDIACI               | AISC Nursing Help Desk: Promote continuous monitoring of patients with heart failure, improve therapeutic adherence, and promote education on disease management.   |    | <b>2/3 VOLUNTEERS</b><br>First Friday of the month<br>Hours 11:00-12:30                              | segreteria 3387475575 - 3312238375<br>segreteria@associazioneaisc.org<br>www.associazioneaisc.org   |
| <b>COMITATO DISABILITA' MUNICIPIO X - APS</b>                               | Promotion and protection of human, civil, social, and political rights, particularly those of persons with disabilities. A counseling and orientation center to support and facilitate relationships with social and health services.   |    | <b>3/4 VOLUNTEERS</b><br>Second Tuesday of the month<br>Morning 10:00-12:00<br>Afternoon 16:30-18:30 | info@comitatodisabilitam10.it<br>comitatodisabilitam10@gmail.com<br>www.comitatodisabilitam10.it<br>numero di telefono 342 1278887<br>https://www.facebook.com/comitadodisabilitamunicipi ox/ |
| <b>FINALMENTE LIBERA ODV</b>  | Help/guidance and listening for users and family members exclusively related to mental health   |  | First Thursday of the month<br>10:00-12:00<br>Third Thursday of the month<br>16:00-18:00             | cell dedicato 351 4546005 mail: finalibera.onlus@libero.it pec: finalmenteliberaodv@pec.libero.it   |
| <b>FONDAZIONE ANT</b>   | Assistenza domiciliare gratuita ai malati di tumore   |  | Wednesday<br>9:00-11:00  | www.ant.it<br>accoglienza.ostia@ant.it  |
| <b>L'ALBERO DELLE MOLTE VITE ASSOCIAZIONE ONCOLOGICA DEL TERRITORIO APS</b> | Information and assistance activities for patients and their families   |  | <b>4 VOLUNTEERS</b><br>Thursday 9:00-11:00   | Referente: Vice Presidente Dr.ssa Craziella ANSUINI 06558275<br>lalberodellmoltevite@gmail.com<br>www.lalberodellmoltevite.org  |
| <b>OBSERVO APS</b>  | Counseling center for violence against women and child abuse, parenting support, social inclusion projects, and career guidance for young people and adults. Universal Civil Service project.   |  | Monday<br>11:00-13:00  | Referente: D.ssa Gaetanina Parrella tel. 328/2343458<br>info@observo-onlus.org  |



## QUALITY PACT

This Service Charter defines the "Quality Pact" that the Hub Ostia - Sant' Agostino Community Center establishes with its residents. The Community Center places residents at the center of its social and healthcare activities, offering comprehensive and personalized care based on principles of equity, appropriateness, and effectiveness. It is committed to ensuring that services are provided according to standards established both at the regional level (authorization and accreditation standards) and within the ASL Roma 3 Health Authority.

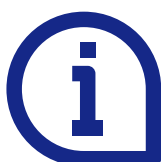
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## PUBLIC RELATIONS MANAGEMENT URP

Citizens can contact the Public Relations Office (URP) for any information needs, as well as to request a hearing, submit and formalize reports, complaints, and commendations.

The Public Relations Office (URP) of the ASL Roma 3 Health Authority monitors reports (suggestions, complaints, and commendations). Reports should be submitted following the instructions on the company website at the following link: <https://www.aslroma3.it/urp/>



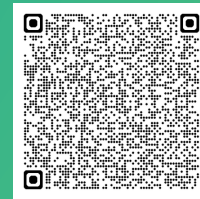
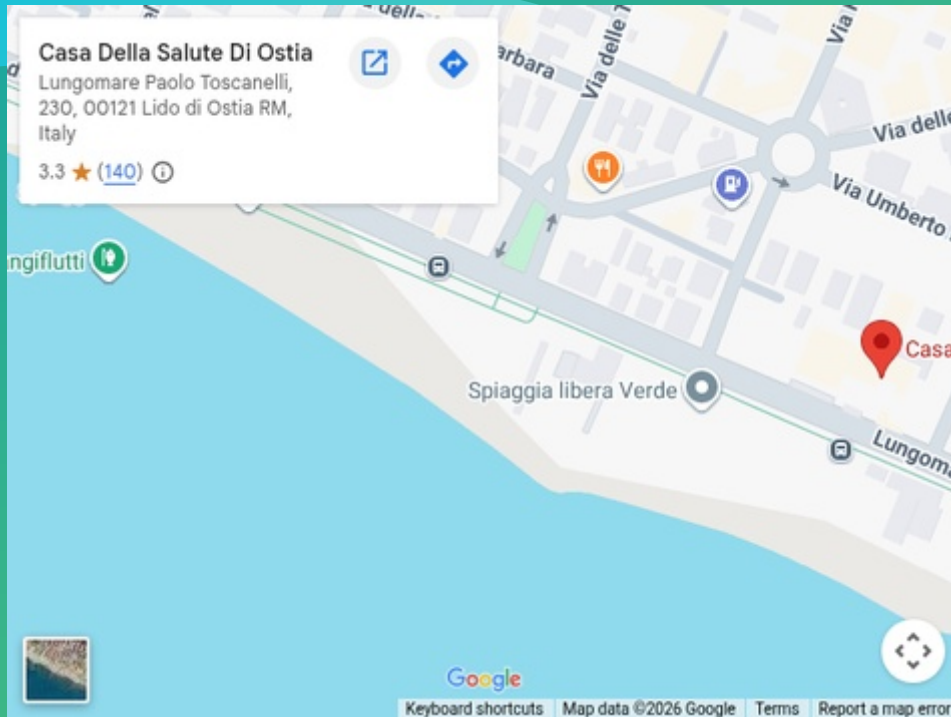
Toll-free number from a landline: **800 018 972**

Mobile number: **06/56488302**

Monday to Friday: **8:00 a.m. to 6:00 p.m.**

# HOW TO REACH US

Where is the Community House located?  
Hub Ostia - Sant'Agostino ASL Roma 3



QR CODE LOCATION



QR CODE LOCATION



**Lido Centro Station:** This is the main hub for those arriving from Rome (Piramide/Porta San Paolo, Basilica San Paolo, or EUR Magliana stations). Once you arrive at Lido Centro, you'll need to take a local bus to cover the final stretch to Via Toscanelli.

## **By Bus (from Lido Centro):**

From Lido Centro station, you can take the following ATAC lines:

Line 05: Get off at the Toscanelli/S. Agostino stop.

Line 015: Get off at the Toscanelli/S. Agostino stop.

The bus stop is located right next to the entrance to the hospital.



# **COMMUNITY HOUSE HUB OSTIA - SANT'AGOSTINO ASL ROMA 3 Lungomare Toscanelli, 230 - Distretto X**

**This Service Charter is intended to supplement the Company Service Charter available at the following link:**

**<https://www.aslroma3.it/wp-content/uploads/2026/01/carta-dei-servizi-pubblici-sanitari-carta-dei-diritti-e-dei-doveri-Asl-Roma-3.pdf>**

**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 revision n°. 0 of April 16, 2026\*.**

**The District Director is Dr. Roberto Morello  
The Nursing Coordinator is Dr. Vincenzino Cantarini**

**Contact details: [quartiere10@aslroma3.it](mailto:quartiere10@aslroma3.it)  
0656481**