



# CASA DELLA COMUNITÀ

## HUB PONTE GALERIA

# COMMUNITY HOUSE

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

---

## SERVICE CHARTER

SERVIZIO SANITARIO REGIONALE



ASL  
ROMA 3



REGIONE  
LAZIO



# What is the Community House?



**The Hub Ponte Galeria Community Center, located in Via Portuense, No. 1397 - District XI, is open every day from Monday to Sunday, 24 hours a day.**

The Community Center (CdC) Hub Ponte Galeria 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 Municipio XI social services system, offering interdisciplinary 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 Ponte Galeria Community Center 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.



***"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."***

# The principles that guide the activities



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 Ponte Galeria 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.

---



# 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.

---

# Opening hours and access methods



Access to services is guaranteed from 8:00 a.m. to 8:00 p.m., Monday through Friday, for essential medical care. Access to nursing services is guaranteed from 7:30 a.m. to 7:30 p.m., Monday through Friday.

## **Reception:**

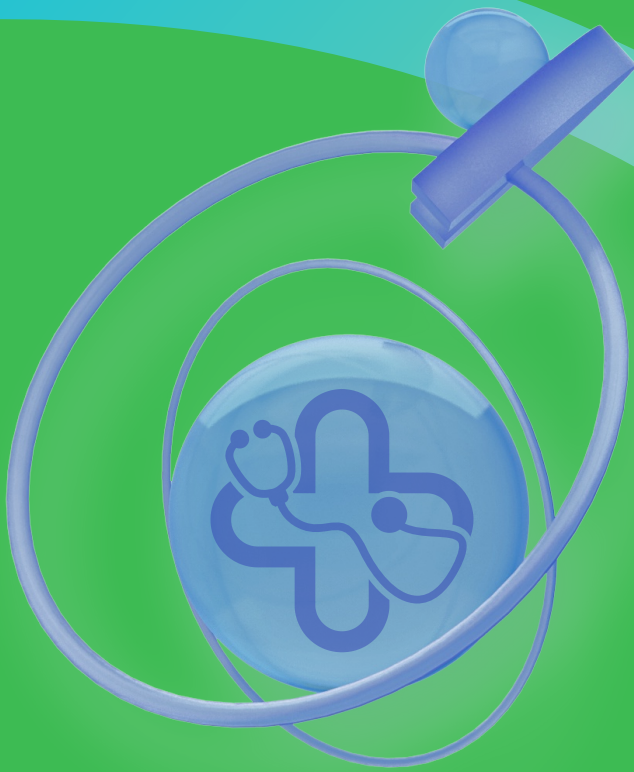
Direct access services are organized to **direct users** to the most appropriate professional or service. Access to Community House services can be:

Direct for the following services:

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

**Indirect access** for the following activities:

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



# Our services



## **SINGLE ACCESS POINT PUA**

It is the place of social and health care reception and a gateway to the network of local services and resources. It represents the physical location where citizens find reception, information, guidance, and an initial assessment in response to requests for intervention for social and health needs. It was born from the collaboration between the District and the Municipality to welcome, facilitate, and simplify initial access for citizens.

---



The service can be accessed directly or by email at the following address: **[pua.distretto11@aslroma3.it](mailto:pua.distretto11@aslroma3.it)**

Service hours: Monday to Friday, **8:00 a.m. to 4:00 p.m.**



## **SINGLE RESERVATION CENTER (CUP), FRONT OFFICE**

The Ponte Galeria Community Center (Hub Ponte Galeria) operates an integrated booking system connected to the relevant company CUP (Central Online Reservation System) 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 bookings, acceptance of services, and 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 tax exemptions.

---



### **Direct access service hours at the Ponte Galeria Center Hub:**

Monday, 8:00 a.m. to 12:30 p.m.; Tuesday and Thursday, 7:00 a.m. to 5:30 p.m.; Tuesday, 7:00 a.m. to 12:30 p.m.; Friday, 7:00 a.m. to 11:30 a.m.

Diagnostic tests and specialist appointments can also be booked through:

- Regional RECUP system - Call Center 06 9939 - open Monday through Friday, 7:30 a.m. to 7:00 p.m.; Saturdays from 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>
- At 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.**



## PUNTO PRELIEVIBLOOD COLLECTION POINT

It provides a diagnostic and healthcare support service for patients with non-urgent medical issues. Samples collected at the Ponte Galeria Community Center are analyzed and reported at the analysis laboratory at the G.B. Grassi Hospital.

The blood collection point can be accessed with a GP/PLS referral for services provided by the National Health Service (SSN), or directly at the patient's expense, without the need for a prescription.



### **Service hours:**

Drug collections are available Tuesday through Friday from 7:30 a.m. to 9:00 a.m.;

Report delivery: Monday from 8:30 a.m. to 12:30 p.m.; Tuesday and Thursday from 7:00 a.m. to 5:30 p.m.; Wednesday from 7:00 a.m. to 12:30 p.m.; Friday from 7:00 a.m. to 11:30 a.m.

Lazio ESCAPE offers the possibility of downloading laboratory test reports free of charge, using the credentials issued at the time of collection. The service is available at any time of day, any day of the week, from any device with an internet connection, without having to wait in line at the district offices.



## FREE SCREENING PROGRAMS

The screening program at the Ponte Galeria Community Center is available to residents in the target age group between 50 and 74 for colorectal screening.

---



### HOW DO YOU ACCESS IT?

Toll-free number for cancer screening: **800 63 46 64**



## OUTPATIENT SPECIALIST SERVICES

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

Access is by appointment and with a referral from a GP/patient for services provided by the National Health Service (SSN).

---

SPECIALIST BRANCH	PERFORMANCE	DAYS	SERVICE HOURS
ANGIOLOGY	COLOR DOPPLER ULTRASOUND VASCULAR	MONDAY TUESDAY WEDNESDAY THURSDAY FRIDAY	8.00-16.00 8.00-16.00 8.00-16.00 8.00-16.00 8.00-14.00
CARDIOLOGY	VISITS - ELECTROCARDIOGRAM ECHOCARDIOGRAM	MONDAY  FRIDAY	8.00-13.00  8.00-15.00
DERMATOLOGY	VISITS	MONDAY TUESDAY	8.00-14.00 8.00-18.00
DIABETOLOGY	VISITS	TUESDAY	8.00-16.00
DIETETICS	VISITS	MONDAY	14.30-18.00
NAD	VISITS	THURSDAY	8.00-12.00
NEUROLOGY	VISITS	WEDNESDAY FRIDAY	9.00-15.00 8.00-14.00
OPHTHALMOLOGY	VISITS DIAGNOSTIC TESTS	TUESDAY WEDNESDAY	9.00-15.00 8.00-14.00
ORTHOPEDICS	VISITS	THURSDAY	8.00-14.00
OTORHINOLARYNGOLOGY	VISITS	MONDAY	8.00-14.00
PULMONOLOGY	VISITS - SPIROMETRY	THURSDAY FRIDAY	8.00-16.00 8.00-12.00



## BASIC DIAGNOSTIC SERVICES OUTPATIENTS

They are aimed at preventing and monitoring chronic conditions. Diagnostic services at the Corviale Hub Community Center are primarily available to chronically ill patients from District XI, Municipality of Corviale. Below are the weekly schedules for basic diagnostic services at the Corviale Hub Community Center, which require an appointment and referral from a GP/PHS.



---

### **ELECTROCARDIOGRAPHY:**

- Monday: 8:00 am - 1:00 pm

Reports will be delivered at the same time.

### **ECHOCARDIOGRAPHY:**

- Friday: 8:00 am - 3:00 pm

Reports will be delivered at the same time.

### **VASCULAR COLOR DOPPLER:**

- Monday through Thursday: 8:00 am - 4:00 pm. Friday: 8:00 am - 2:00 pm.

Reports will be delivered at the same time.

### **SPIROMETRY:**

- Thursday: 8:00 am - 12:00 pm. Friday: 8:00 am - 12:00 pm.

Reports will be delivered at the same time.



## NURSING CLINIC

The Hub Ponte Galeria Community Center offers a nursing clinic. Through prescriptions from GPs and specialists, the clinic provides services and care aimed at prevention, health promotion, and continuity of care, including the integrated management of chronic conditions.

---



### **The following services are provided in the nursing clinics:**

- Simple and complex dressings
- Suture removal
- Burn dressings
- Simple dressing
- Vital signs monitoring (blood pressure, heart rate, respiratory rate, oxygen saturation)
- Injection therapy: intramuscular and subcutaneous
- Health education on stoma care

### **Two separate requests are required for the provision of services:**

- The first will specify the requested outpatient nursing service.
- The second will specify any medications/supplies needed for the service.



## NURSING PRESENCE ACTIVITY

MONDAY		TUESDAY		WEDNESDAY		THURSDAY		FRIDAY		SATURDAY		SUNDAY	
TIME	Performance	TIME	Performance	TIME	Performance	TIME	Performance	TIME	Performance	TIME	Performance	TIME	Performance
7.30 12.30	NURSING CLINIC WITH APPOINTMENT			7.30 12.30	NURSING CLINIC WITH APPOINTMENT			7.30 12.30	NURSING CLINIC WITH APPOINTMENT	7.30 10.00	NURSING ASSISTANCE WITH CONTACT AT NUR. 116117	7.00 10.00	NURSING CARE (CONTACT NUR - 116117)
12.00 13.00	INJECTION THERAPY BY APPOINTMENT	12.00 13.00	INJECTION THERAPY BY APPOINTMENT	12.00 13.00	INJECTION THERAPY BY APPOINTMENT	12.00 13.00	INJECTION THERAPY BY APPOINTMENT	12.00 13.00	INJECTION THERAPY BY APPOINTMENT				
7.30 19.30	DIRECT-ACCESS NURSING CLINIC	7.30 19.30	DIRECT-ACCESS NURSING CLINIC	7.30 19.30	DIRECT-ACCESS NURSING CLINIC	7.30 19.30	DIRECT-ACCESS NURSING CLINIC	7.30 19.30	DIRECT-ACCESS NURSING CLINIC	10.00 19.30	DIRECT-ACCESS NURSING CLINIC (WITH AMBUFEEST)	10.00 19.00	DIRECT-ACCESS NURSING CLINIC (WITH AMBUFEEST)
8.00 16.00	PUA	8.00 16.00	PUA	8.00 16.00	PUA	8.00 16.00	PUA	8.00 16.00	PUA				

Nursing services are available 7 days a week, 12 hours a day.

This service is available Monday through Saturday from 7:30 a.m. to 7:30 p.m. at the Nursing Clinic, either directly accessible or by CUP 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.



## CONTINUITY OF CARE MEDICAL EMERGENCY

It is provided by primary care physicians, both on an elective basis and on an hourly basis, operating at the Magliana Community Center.

The Regional Medical Service (now called Continuity of Care) provides home medical care for emergencies that occur during nighttime hours or on holidays, specifically:

- From 8:00 PM to 8:00 AM on weekdays;
- From 10:00 AM on Saturdays or other days before holidays to 8:00 AM on Mondays, or the day following holidays.



The Emergency Medical Service is activated by calling the city's Helpline at **06 58526811**, or **116/117**.



## 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.





## HOME CARE SERVICE ADI

Home care is a care pathway provided at home, consisting of an organized combination of medical, rehabilitative, nursing, and nursing assistance interventions necessary to stabilize clinical status, limit functional decline, and improve the quality of life of dependent and vulnerable individuals.

Information regarding service activation, the services provided, and the related forms are available on the company website at <https://www.aslroma3.it/servizi-dalla-a-alla-z/a/assistenza-domiciliare/>

---

## HOW DO YOU ACCESS IT?



At the Ponte Galeria Hub Community Center, an operator is available to provide information and accept applications for home care, which is guaranteed through functional coordination with the district.



## **PRIMARY CARE CLINIC GENERAL MEDICINE**

The Primary Care clinic is open Monday through Friday from 8:00 a.m. to 8:00 p.m.

Eves of holidays: from 2:00 p.m. to 7:00 p.m.

Saturdays, Sundays, and holidays: from 10:00 a.m. to 7:00 p.m.





## **VOLUNTEER PATIENT, AND ADVOCACY ASSOCIATIONS**

Within the Ponte Galeria Community Center, volunteer, patient, and advocacy associations are being established. 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.

**\*Updated to Company Resolution No. 376/2025.**

---



## QUALITY PACT

This Service Charter defines the "Quality Pact" that the Hub Ponte Galeria 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 regionally and internally by the ASL Roma 3 Health Authority.

---



## 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/>

It is also possible to avail of civic access to administrative documents (Article 5 of Legislative Decree 33/2013). The forms and regulations are available at the following link: <https://www.aslroma3.it/amministrazione-trasparente/altri-contenuti/accesso-agli-atti-accesso-civico-e-accesso-civico-generalizzato>



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

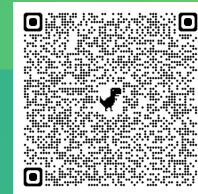
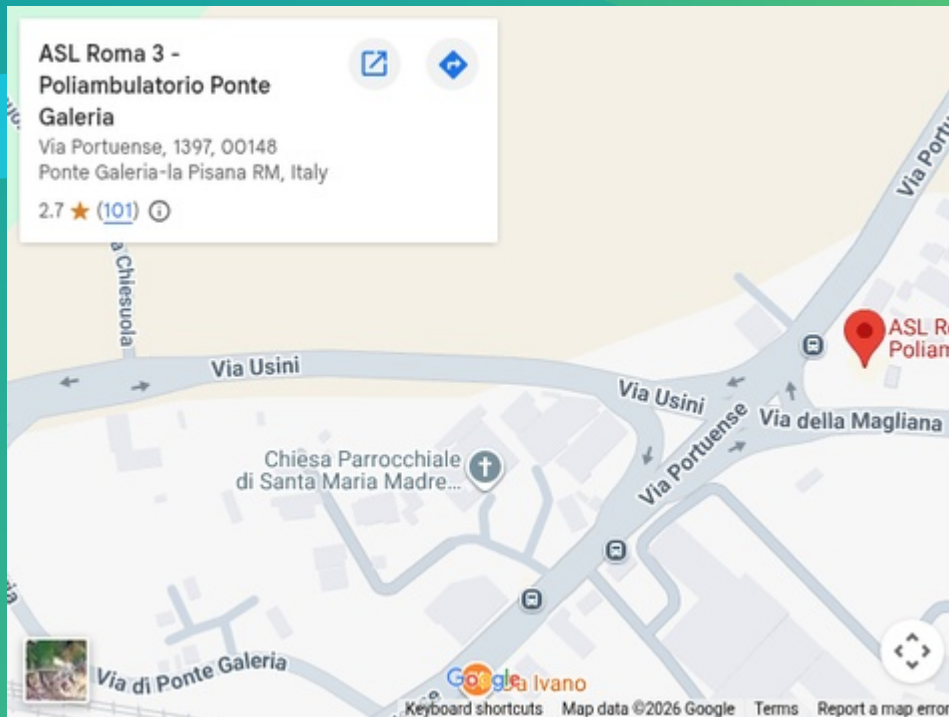
Mobile phone number: **06/56488302**

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

# HOW TO REACH US

Where is the Community House located?

Ponte Galeria Hub, ASL Roma 3



QR CODE  
LOCATION

## By Train and on Foot

This is often the quickest option.

- FL1 Line: Take the regional train (toward Fiumicino Airport) from stations such as Roma Tiburtina, Roma Ostiense, or Roma Trastevere.
- Stop: Get off at Ponte Galeria Station.
- Walking: From the station, walk about 500 meters (6-8 minutes) to reach the entrance at Via Portuense 1397.

## By Bus

Several lines serve the Ponte Galeria area:

- Line 701: Departs from Via Lenin
- Line 808: Departs from Via dei Capasso
- Line 089: Departs from Via Casal Lumbroso
- Line 023: Departs from Via Aurelia



# COMMUNITY HOUSE HUB PONTE GALERIA

**ASL ROMA 3**

**Ponte Galeria, via Portuense N. 1397  
Distretto XI**

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 functionally connected to it) at the time of its publication and is subject to periodic content review.\*

**The District Director is Dr. Monica Foniciello  
Nursing Coordinator: Dr. Massimiliano Monaldo**

**Contact details: [quartiere11@aslroma3.it](mailto:quartiere11@aslroma3.it)  
06 56485219**