



# CASA DELLA COMUNITÀ *SPOKE BRAVETTA*

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

---

**SERVICE CHARTER**

# What is the Community Center?



**The Spoke Bravetta Community House, located at 52 Consolata Street - District XII, is open from Monday to Saturday, 12 hours a day.**

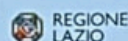
The Spoke Bravetta Community Center (CdC) is a facility operated by ASL Roma 3 where all citizens can access the social and health care system. The CdC pursues an integrated and multidisciplinary approach to users' needs. It coordinates and integrates with the Social Services system of the XII Municipality, offering an interdisciplinary link between services in terms of pathways and solutions, based on the integration of different dimensions of intervention and areas of expertise. It promotes the participation of the local community in its various forms (citizen associations, patient associations, and volunteer groups) and the enhancement of co-production, by networking social and health services, social assistance services, and community resources.

The Spoke Bravetta Community Center complies with all applicable regulations regarding urban planning, building codes, fire safety, health, and safety, as well as those pertaining to the removal of architectural barriers. The spaces within the facility are designed to accommodate all scheduled activities.

# COMMUNITY CENTER SPOKE BRAVETTA ASL ROMA 3



CASA DELLA COMUNITÀ  
BRAVETTA



REGIONE  
LAZIO



SERVIZIO SANITARIO REGIONALE

ASL  
ROMA 3





***“The Community Center  
is a welcoming place that is accessible to  
residents, designed to listen to the needs of  
the local community and promote the well-  
being of everyone in the community”***

# The principles guiding our activities



The fundamental principles guiding all activities at the Community Center are:

- Proactivity: identifying needs early on and promoting health through targeted, prevention-oriented actions.
- Integration: among professionals, services, levels of care, and institutions.
- Participation: of citizens and the community in planning.
- Personalization: of care and interventions.
- Equity: ensuring access that is proportionate to needs.

The Spoke Bravetta Community Center aims to assist residents by providing access to both social and social-health care services—unified and integrated—all in a single physical location, thereby simplifying service pathways, ensuring consistency in interventions, and integrating related operational practices. The Community Center’s care model emphasizes integration and coordination among all professionals working there, based on a philosophy of valuing professional roles.

---

# Areas of services offered



The services offered by the Community Center fall into the following main categories:

**Reception and Community Care:** This includes reception and information services for citizens, the Central Appointment Service (CUP), and the Public Health Unit (PUA).

**Primary Care Area:**

- Primary care services
- Medical staff on site
- Nursing staff on site

**Outpatient Specialty and Basic Diagnostics Area:**

- Blood draw station
- Outpatient specialty services (high-prevalence conditions)
- Basic diagnostics

**Prevention - Public Health Initiatives:**

- Vaccinations

**Integration with Social Services and the Community:**

- Social Services, 12th Municipality
  - Community Participation and Promotion of Co-creation.
-

# Professionals involved



The professionals working at the Community Center include: nurses, social workers, physicians, and outpatient specialists. These professionals operate through an organized network of internal collaboration and cooperation, as well as through coordination with other local institutions.

Particular attention is paid to integration with the healthcare network (hospitals, institutional entities, primary care physicians/local health authorities), in order to ensure comprehensive care for vulnerable individuals.

---

# Hours of Operation

## How to Access



Hours: Monday through Saturday, 7:30 a.m. to 7:30 p.m.

### **DIRECT ACCESS:**

- ***PUA***
- ***Blood Draw Station***
- ***Reception***
- ***Central Appointment Center (CUP)***
- ***Medical Care***
- ***Nursing Care***

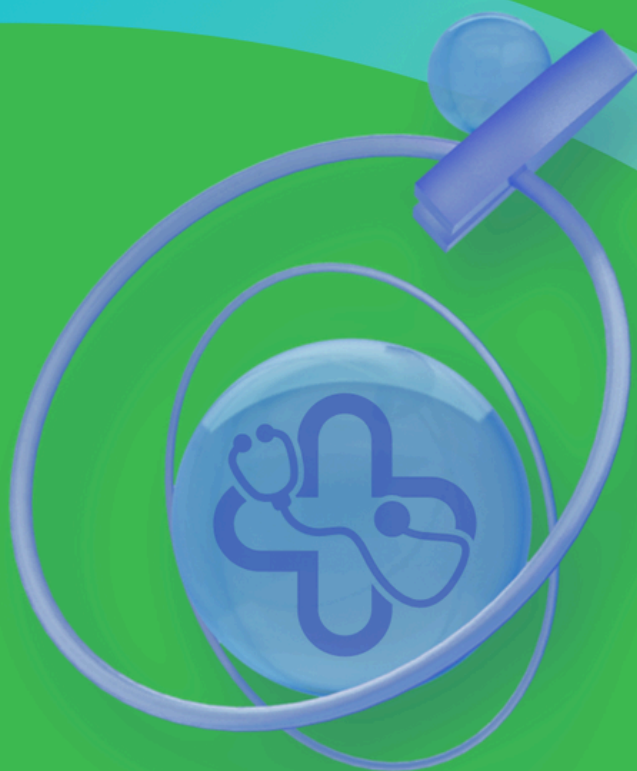
### **INDIRECT ACCESS:**

- Outpatient specialist visits
  - Requires a referral and appointment made by a primary care physician (MMG/PLS) or another National Health Service (SSN) physician.
-

SERVIZIO SANITARIO REGIONALE



ASL  
ROMA 3



# Our services



## SINGLE POINT OF ACCESS (PUA)

It serves as a hub for social and health services and acts as a gateway to the network of local services and resources. It is the physical location where residents can receive assistance, information, guidance, and an initial assessment in response to requests for social and health services. It was established through a partnership between the District and the City Hall to welcome residents and facilitate and streamline their initial access to services.

---

You can access the service directly or by emailing the following address: **[pua.distretto12@aslroma3.it](mailto:pua.distretto12@aslroma3.it)**

**PUA ASL Roma 3:** Monday through Friday from 8:00 a.m. to 4:00 p.m.

**Social Services:** A social worker from the XII Municipal District is available at the Spoke Bravetta Community Center on Tuesday and Thursday mornings.



## CENTRAL RESERVATION CENTER (CUP)

The Spoke Bravetta Community Center operates an integrated booking system linked to the relevant corporate 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-healthcare services, and facilitates the booking and scheduling of services as well as the retrieval of test results. At the CUP, you can also select or revoke your primary care physician (MMG/PLS), extend pediatric care, and renew income-based exemptions.

---

### **CUP Service Desk Hours at the Casa della Comunità Hub Bravetta:**

- Monday, Wednesday, and Friday from 7:00 a.m. to 5:00 p.m.
- Tuesday and Thursday from 7:00 a.m. to 6:30 p.m.
- Saturday from 7:00 a.m. to 12:30 p.m.

Appointments for diagnostic tests and specialist visits can also be made via:

- Regional RECUP System - Call Center 06 9939 - open Monday through Friday from 7:30 a.m. to 7:00 p.m.; Saturday from 7:30 a.m. to 1:00 p.m., from both landlines and mobile phones
- By visiting the website: <https://www.salutelazio.it/prenotazione-visita-specialistica>
- Through any pharmacy where the service is available
- Smart booking for prescriptions with a priority code

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



## BLOOD DRAW SITE

This service provides diagnostic and clinical support for the management of patients with non-urgent medical conditions. Samples collected at the Spoke Bravetta Community Center are analyzed and reported on at the G.B. Grassi Hospital Complex's laboratory.

The blood draw station can be accessed with a referral from a prescribing physician (GP/PLS or other NHS prescriber) or through direct access at the patient's expense, without the need for a prescription.

---

### **Service hours:**

- Blood draws Monday through Saturday from 7:00 a.m. to 9:30 a.m.;
- Report pickup 10:30 a.m. – 11:30 a.m.

Lazio ESCAPE offers the option to download laboratory test results for free using the login credentials provided at the time of the blood draw. The service is available at any time of day and on any day of the week from any device connected to the internet, eliminating the need to wait in line at local health centers.

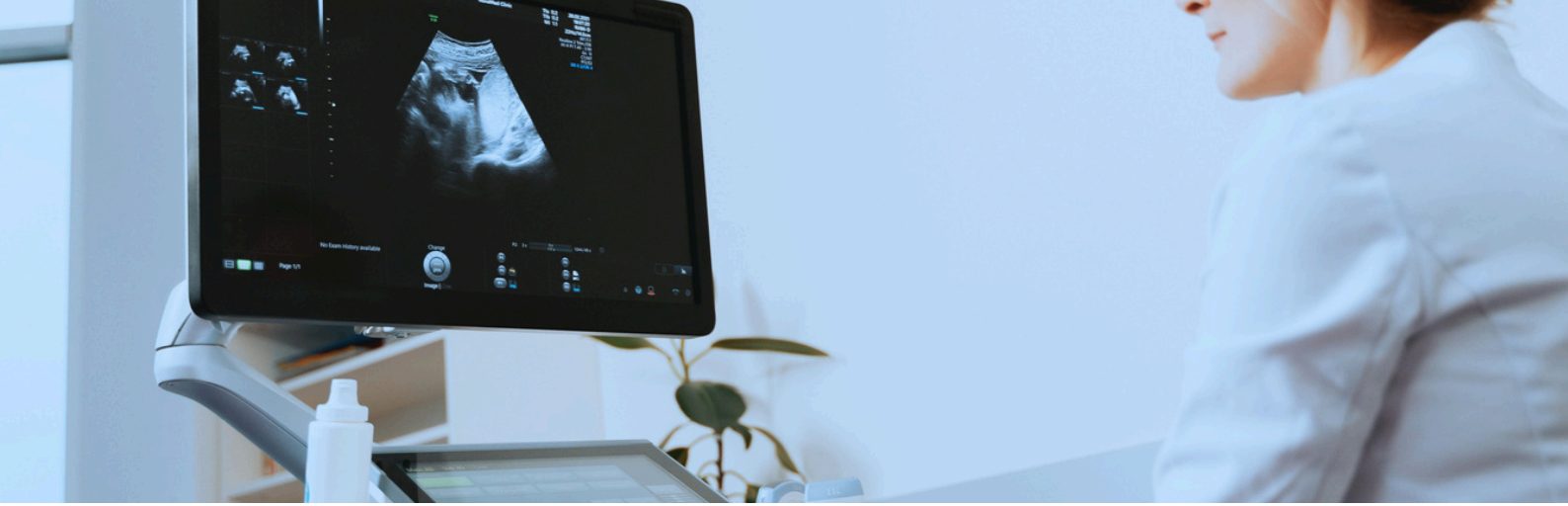


## SPECIALTY OUTPATIENT SERVICES

Outpatient specialist services for common conditions in the fields of cardiology, diabetes, pulmonology, and ophthalmology.

Access requires an appointment and a referral from a primary care physician (PCP) or other National Health Service (NHS) prescribers for initial consultations, and from a specialist for follow-up care.

SPECIALTY AREA	PERFORMANCE	DAYS	SERVICE HOURS
CARDIOLOGY	APPOINTMENTS - FOLLOW-UP VISITS IMAGING TESTS	MONDAY THURSDAY	8.00-14.00 13.00-19.00
DIABETOLOGY	VISITS - FOLLOW-UP VISITS	WEDNESDAY FRIDAY	11.00-16.00 8.00-14.00
PULMONOLOGY	APPOINTMENTS - FOLLOW-UP VISITS IMAGING TESTS	TUESDAY	8.00 -16.00
OPHTHALMOLOGY	APPOINTMENTS - FOLLOW-UP VISITS DIAGNOSTIC AND SPECIALIST TESTS	MONDAY TUESDAY THURSDAY	8.00-16.00 8.00-13.00 16.00-19.00 8.00-14.00



## SPECIALIST OUTPATIENT SERVICES

- Prevention of chronic conditions
- Management of chronic conditions
- Diagnosis
- Treatment
- Follow-up

- 
- **CARDIOLOGY:** Initial consultation; Follow-up visit; Electrocardiogram; Holter monitor; Echocardiogram; 24-hour continuous blood pressure monitoring; Activation of PDTA (Diagnostic, Therapeutic, and Care Pathways); Heart failure.

**Hours: Monday 8:00 AM–2:00 PM. Thursday: 1:00 PM–7:00 PM**

- **DIABETOLOGY:** Initial visit; Follow-up visit; Treatment plans; Activation of PDTA for Diabetes.

**Hours: Wednesday 11:00 AM–4:00 PM. Friday 8:00 AM–2:00 PM**

- **PULMONOLOGY:** Initial consultation; Follow-up consultation; Simple spirometry; Walking test; Bronchodilation test; Treatment plans; Activation of the COPD (Chronic Obstructive Pulmonary Disease) PDTA.

**Hours: Tuesday 8:00 AM–4:00 PM**

- **OPHTHALMOLOGY:** Initial comprehensive eye exam; Follow-up exam; Visual field test; Fundus photography (right eye and left eye); Schirmer's test; Lacrimal duct probing (right eye and left eye).

**Hours: Monday 8:00 AM–4:00 PM. Tuesday 8:00 AM–1:00 PM – 4:00 PM–7:00 PM. Thursday 8:00 AM–2:00 PM**



## NURSING CLINIC

The Spoke Bravetta Community Center operates a nursing clinic. Through National Health Service (SSN) referrals, 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 wound dressings
- Removal of sutures
- Burn dressings
- Simple bandaging
- Monitoring of vital signs (blood pressure, heart rate, respiratory rate, and oxygen saturation)
- Injection therapy: intramuscular and subcutaneous
- Health education on ostomy care

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

- The first form must specify the outpatient nursing service requested;
- The second form must list any medications or medical devices necessary for the provision of the service.



## NURSING PRESENCE ACTIVITIES

MONDAY		TUESDAY		WEDNESDAY		THURSDAY		FRIDAY		SATURDAY	
NOW	Performance	NOW	Performance	NOW	Performance	NOW	Performance	NOW	Performance	NOW	Performance
7.00 9.30	WITHDRAWALS	7.00 9.30	WITHDRAWALS	7.00 9.30	WITHDRAWALS	7.00 9.30	WITHDRAWALS	7.00 9.30	WITHDRAWALS	7.00 9.30	WITHDRAWALS
10.00 17.30	OUTPATIENT NURSING CLINIC	10.00 17.30	OUTPATIENT NURSING CLINIC	10.00 17.30	OUTPATIENT NURSING CLINIC	10.00 17.30	OUTPATIENT NURSING CLINIC	10.00 17.30	OUTPATIENT NURSING CLINIC	10.00 17.30	OUTPATIENT NURSING CLINIC
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	8.00 16.00	PUA
7.30 19.30	NURSING PRESENCE	7.30 19.30	NURSING PRESENCE	7.30 19.30	NURSING PRESENCE	7.30 19.30	NURSING PRESENCE	7.30 19.30	NURSING PRESENCE	7.30 19.30	NURSING PRESENCE

\*The nursing clinic, open from 5:30 p.m. to 7:00 p.m., is affiliated with the “Ramazzini” Hub.

Nursing presence is guaranteed 6 days a week, from Monday to Saturday from 7:30 AM to 7:30 PM.



## **HOME CARE SERVICE ADI**

Homecare is a comprehensive care program provided in the home, consisting of a coordinated set of medical, rehabilitative, nursing, and nursing assistance services necessary to stabilize a patient's clinical condition, limit functional decline, and improve the quality of life for individuals who are not self-sufficient and in a fragile state.

Information regarding how to access the service, the services provided, and the relevant forms is available on the company website at <https://www.aslroma3.it/servizi-dalla-a-alla-z/a/assistenza-domiciliare/>

---

## **HOW DO I LOG IN?**

At the Spoke Bravetta Community Center, a staff member is available to provide information and accept applications for home care services, which are provided through the district's coordinated care network.



## **VOLUNTEER ORGANIZATIONS**

At the Spoke Bravetta Community Center, efforts are underway to foster community participation and promote collaborative planning for initiatives related to services and programs for prevention and treatment within the community, as well as health promotion and support initiatives for vulnerable individuals and patients.

**Reference Resolution of the General Director No. 0000376  
dated July 18, 2025.**

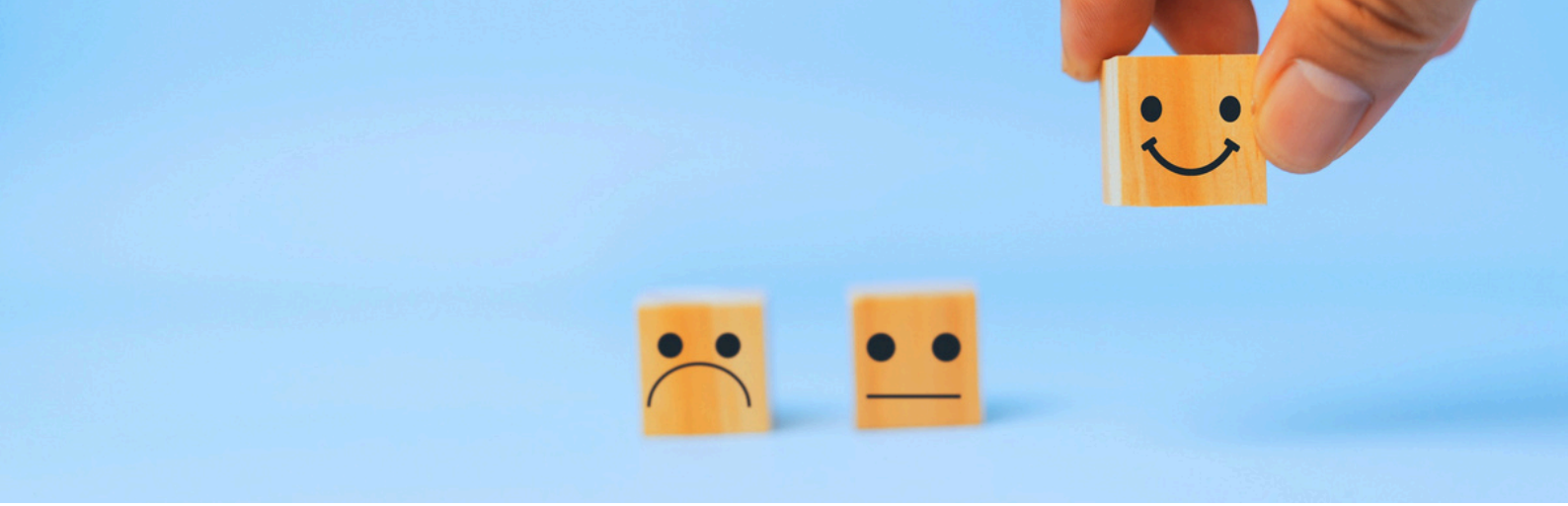




## QUALITY AGREEMENT

This Service Charter defines the “Quality Agreement” that the Spoke Bravetta Community Center has established with the public. The Community Center places the citizen at the center of social and health care activities to offer comprehensive and personalized assistance, guided by principles of fairness, appropriateness, and effectiveness, and is committed to ensuring that services are provided in accordance with standards defined both at the regional level and within the ASL Roma 3 health authority.

---



## PUBLIC RELATIONS - URP

Citizens may contact the URP for any information they need, as well as to have their concerns heard, or to submit and formally file reports, complaints, and commendations.

The URP service of the Rome 3 Local Health Authority is responsible for monitoring reports (suggestions, complaints, and commendations). Reports must be submitted by following the instructions on the Agency's website at the following link:  
**<https://www.aslroma3.it/urp/>**

It is also possible to exercise the right of public access to administrative documents (Art. 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 (landline): **800 018 972**

Phone number (mobile): **06/56488302**

Monday through Friday, 8:00 AM to 6:00 PM





# COMMUNITY CENTER SPOKE BRAVETTA

ASL ROMA 3

**Via della Consolata, 52 - Distretto XII**

This Service Charter is to be considered as a supplement to the Company Service Charter, which can be found 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 outlines the services offered within the facility (or in functional connection with it) as of the date of publication and is subject to periodic content reviews\*

The District Director is  
Dr. Maria Letizia Eleuteri  
District nursing manager  
Dr. Lucia Sammarco  
Nursing Coordinators  
Dr. Fernando Nicolini

Contact information: [distretto12@aslroma3.it](mailto:distretto12@aslroma3.it)  
0656481