



# CASA DELLA COMUNITÀ HUB ACILIA

## 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 Acilia Community Center, located at 61 Via Casal Bernocchi in District X, is open every day from Monday through Sunday for 12 hours a day.**

The Acilia Community Center (CdC) Hub is a service unit operated by ASL Roma 3 and serves as a public facility where all citizens can access the social and health care system. The CdC pursues an integrated and multidisciplinary approach to user needs and coordinates and integrates with the social services system of Municipality X, 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 also ensures the participation of the local community in its various forms (citizen associations, patient associations, and volunteer groups) and promotes co-production by networking social-health services, social-welfare services, and community resources.

The Acilia Community Hub ensures compliance 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 HUB ACILIA 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:**

- Putting the individual at the center of the care process.
- Equal access and treatment for all citizens.
- Ongoing collaboration among healthcare professionals, social workers, and specialists.
- Transparency and community participation in its various organized forms

The Casa della Comunità Hub Acilia aims to assist citizens by providing access to both social and social-health care services—unified and integrated—in a single physical location, thereby simplifying care pathways, ensuring consistency in interventions, and integrating related operational practices. The Community Center’s care model provides for the integration and coordination of all professionals working within it, based on a philosophy of valuing professional roles.

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# Professionals involved



The professionals working at the Community Center include: a medical director, an internal outpatient specialist, nurses, administrative staff, and a social worker. 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.

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# Hours of operation and access information



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

## **Reception:**

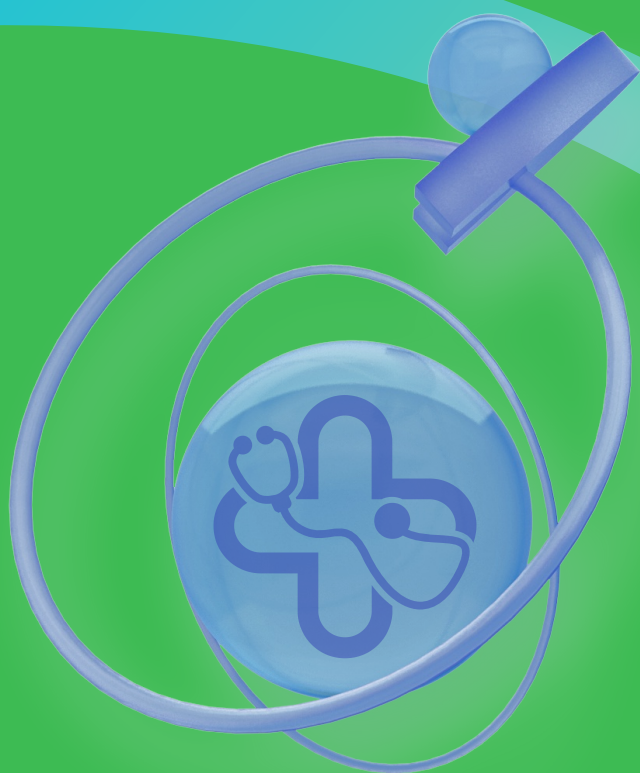
- Direct access services are organized to direct users to the most appropriate professional or service.

## **Access to Casa della Comunità services can be:**

- Direct for the following services:
- PUA
- Blood Draw Station
- Reception
- Central Appointment Service (CUP) – Front Office
- Medical care
- Nursing care

## **Indirect access for the following services:**

- Through a referral or referral form from a primary care physician (PCP), a specialist, or another National Health Service (NHS) physician for clinical and care-related issues arising from chronic conditions that can be managed through scheduled appointments.
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# Our services



## SINGLE ACCESS POINT 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.

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You can access the service directly or by emailing the following address: **[pua.distretto10@aslroma3.it](mailto:pua.distretto10@aslroma3.it)**

Service hours: Monday through Friday from 8:00 a.m. to 6:00 p.m.



## CENTRAL APPOINTMENT SCHEDULING SYSTEM, (CUP), FRONT OFFICE

The Hub Acilia 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 unified and integrated access to healthcare and social-healthcare services, and facilitates the booking and scheduling of appointments, as well as the pickup of test results. At the CUP front office, you can also select or revoke your primary care physician (MMG/PLS), extend pediatric care, and renew income-based exemptions.



### **Hours for walk-in services at the CdC Hub Acilia:**

Monday through Friday from 7:30 a.m. to 5:30 p.m.; Saturday from 7:30 a.m. to 12:30 p.m.

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

- The regional RECUP system - Call Center 06 9939 - available Monday through Friday from 7:30 AM to 7:00 PM; Saturday from 7:30 AM to 1:00 PM, 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 the prescription and your 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 Casa della Comunità Hub Acilia are analyzed and reported on at the G.B. Grassi Hospital Complex's laboratory.

The blood draw site can be accessed with a referral from a primary care physician (MMG) or a local health authority (PLS) for services covered by the National Health Service (SSN), or through direct access at the patient's expense, without the need for a prescription.



### **Service hours:**

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



## FREE SCREENING PROGRAMS

The screening program at the CdC Hub Acilia is available to residents aged 50 to 74 for colorectal cancer screening.

Hepatitis C (HCV) screening via blood test is also available for those born between 1969 and 1989.



### HOW DO I LOG IN?

Cancer screening toll-free number: **800 63 46 64**



## SPECIALTY OUTPATIENT SERVICES

Specialized outpatient services for common conditions in the fields of cardiology, diabetes care, pulmonology, and ophthalmology.

Access requires an appointment and a referral from a primary care physician (PCP) or family doctor for services covered by the National Health Service (NHS).

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SPECIALTY AREA	PERFORMANCE	DAYS	SERVICE HOURS
CARDIOLOGY	Appointments - Electrocardiogram	Tuesday Wednesday Friday	13.30 -18.30 8.30 -13.30 14.00 -19.00
DERMATOLOGY	Medical visits diagnostic tests	Thursday	8.00-18.00
DIABETOLOGY	Visits	Tuesday Wednesday Thursday	8.00 -14.00 8.30 -14.00 8.00 -14.00
ENDOCRINOLOGY	Visits	Monday Wednesday	8.00-15.00
GERIATRICS	Visits Tests	Monday-Tuesday Wednesday  Friday	8.00-11.00 8.30-11.30  8.00-11.00 13.30-18.30 (visite e test)
GYNECOLOGY	Gynecological ultrasounds	Tuesday	8.00-14.00
NEUROLOGY	Visits Tests	Monday Tuesday through Saturday	8.00-19.00 8.30-13.30 (visite e Test)
OPHTHALMOLOGY	Consultations - Diagnostic and Specialized Tests	Monday Tuesday-Friday Wednesday Thursday	8.00 -17.00 8.00 -18.00 8.00 -19.00 8.00 -15.00
ONCOLOGY	Visits	Friday	8.00-13.00
ONCOLOGY PAIN MANAGEMENT	Visits	Monday Thursday	8.00-14.00
ORTHOPEDECS TRAUMATOLOGY	Visits	Friday	14.00-18.00
OTOLARYNGOLOGY	Consultations Specialized diagnostic tests	Tuesday Wednesday	8.00-14.00
PULMONOLOGY	Consultations - Diagnostic and Specialized Tests	Friday	8.00 -17.00
UROLOGY	Visits	Thursday Friday	8.00-13.00 14.00-19.00



## BASIC DIAGNOSTIC SERVICES OUTPATIENT

These services are designed to prevent and monitor chronic conditions. The diagnostic services at the Acilia Community Hub are primarily used by patients with chronic conditions in District X. Below are the weekly schedules for the basic diagnostic services at the Acilia Community Hub, which require an appointment and a referral from a primary care physician (GP) or a specialist.



- **ELECTROCARDIOGRAM:** Tuesday 1:30 PM–6:30 PM, Wednesday 8:30 AM–1:30 PM, Friday 2:00 PM–7:00 PM
- **ECHOCARDIOGRAM:** Monday 8:00 AM–1:00 PM, Tuesday 8:00 AM–1:00 PM, Thursday 8:00 AM–1:00 PM
- **VASCULAR COLOR DOPPLER ULTRASOUND:** Monday and Tuesday 8:00 AM–2:00 PM, Thursday 8:00 AM–4:00 PM
- **SPIROMETRY:** Friday 8:00 AM–5:00 PM



## NURSING CLINIC

A nursing clinic is in operation at the Hub Acilia Community Center. Based on referrals from general practitioners and specialists 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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Nursing clinic: Monday through Friday, 8:00 a.m.–1:00 p.m.



## NURSING PRESENCE ACTIVITIES

MONDAY		TUESDAY		WEDNESDAY		THURSDAY		FRIDAY		SATURDAY		SUNDAY	
NOW	Performance	NOW	Performance	NOW	Performance	NOW	Performance	NOW	Performance	NOW	Performance	NOW	Performance
7.30 12.30	NURSING CLINIC (BY APPOINTMENT)			7.30 12.30	NURSING CLINIC (BY APPOINTMENT)			7.30 12.30	NURSING CLINIC (BY APPOINTMENT)	7.30 10.00	NURSING CARE (WITH A BLOOD DRAW STATION)	7.30 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)	12.00 13.00	INJECTION THERAPY (BY APPOINTMENT)		
7.30 19.30	NURSING CLINIC (WALK-IN)	7.30 19.30	NURSING CLINIC (WALK-IN)	7.30 19.30	NURSING CLINIC (WALK-IN)	7.30 19.30	NURSING CLINIC (WALK-IN)	7.30 19.30	NURSING CLINIC (WALK-IN)	10.00 19.30	NURSING CLINIC (WALK-IN) AMBIFEST	10.00 19.00	NURSING CLINIC (WALK-IN) AMBIFEST

Nursing staff are available 7 days a week for 12 hours each day.

Services are provided Monday through Saturday from 7:30 a.m. to 7:30 p.m. at the Nursing Clinic, either on a walk-in basis or by booking through the CUP system, as shown in the table above.

On Sundays and holidays, nursing services are available from 7:00 AM to 10:00 AM by calling 116117, and from 10:00 AM to 7:00 PM through the “Ambufest” service with direct access.

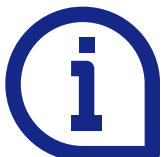


## CONTINUITY OF CARE ON-CALL MEDICAL SERVICE

It is provided by primary care physicians, both on a rotating basis and on an hourly basis.

The Regional Medical On-Call Service (now known as Continuità Assistenziale) provides home medical care for urgent situations that arise during nighttime hours or on holidays, specifically:

- From 8:00 PM to 8:00 AM on all weekdays;
- From 10 a.m. on Saturdays or other days preceding a holiday until 8 a.m. on Monday, or, in any case, the day following the holiday.



To contact the Medical On-Call Service, call the city's emergency hotline at **06 58526811**, or dial **116/117**.



## **PRIMARY CARE SERVICES**

Primary care is provided by multidisciplinary teams primarily composed of general practitioners (GPs), pediatricians of choice (POCs), in-house outpatient specialists, family and community nurses (FCNs), and social workers from the National Health Service or local authorities.

These teams will focus particularly on managing chronic conditions using proactive and initiative-based models, including early intervention and/or preventive measures aimed at maintaining the individual's functional abilities and autonomy. The professionals involved may be based at the Community Center or functionally linked to it.





## HOME CARE SERVICE ADI

Home care 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/>

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## HOW DO I LOG IN?



At the Hub Acilia 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.



## **PRIMARY CARE CLINIC FOR GENERAL MEDICINE**

The primary care clinic is open Monday through Friday from 8:00 a.m. to 8:00 p.m. On weekends and holidays, services are available from 10:00 a.m. to 7:00 p.m.

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## **VOLUNTEER ORGANIZATIONS**

Within the Hub Acilia Community Center, volunteer organizations, patient groups, and advocacy groups are being integrated into the facility. As part of participatory processes, these groups are invited to participate in initiatives aimed at informing the community about services and treatment pathways, promoting health, and providing support and assistance to vulnerable individuals and patients.

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

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## ASSOCIATIONS HUB ACILIA COMMUNITY HOUSE ASL ROME 3

ASSOCIATION NAME	WHAT DO WE DO	LOGO	HEADQUARTERS AND HOURS APPOINTMENT BY PRIOR TELEPHONE CONTACT	CONTATTI
COMITATO DISABILITÀ MUNICIPIO X APS	Promotion and protection of human, civil, social, and political rights. In particular, of people with disabilities. Listening and guidance desk for support and facilitation of relationships with social and health services.		2 Tuesdays of the month 1 morning 10:00-12:00 1 afternoon 16:30-18:30	info@comitatodisabilitam10.it comitatodisabilitam10@gmail.com www.comitatodisabilitam10.it numero di telefono 342 1278887 Facebook: https://www.facebook.com/comitatodisabilitamunicipiox/
FINALMENTE LIBERA ODV	Help/guidance and listening for users and family members exclusively related to mental health		2 Thursday of the month 10:00-12:00	info@comitatodisabilitam10.it comitatodisabilitam10@gmail.com www.comitatodisabilitam10.it numero di telefono 342 1278887 https://www.facebook.com/comitatodisabilitamunicipiox/ cell dedicato 351 4546005 mail: finalibera.onlus@libero.it pec: finalmenteliberaodv@pec.libero.it
FONDAZIONE ANT	Free home care for cancer patients		From Monday 10:00-12:00	www.ant.it accoglienza.ostia@ant.it
L'ALBERO DELLE MOLTE VITE ASSOCIAZIONE ONCOLOGICA DEL TERRITORIO APS	Dissemination and assistance activities for patients and families		N. 1 VOLUNTEERS Wednesday 9:00-11:00	Referente: Vice Presidente Dr.ssa Graziella ANSUINI 06558275 lalberodellemoltevite@gmail.com www.lalberodellemoltevite.org



## QUALITY PACT

This Service Charter defines the 'Quality Pact' that the Casa della Comunità Hub Acilia establishes with the citizens. The Community House places the citizen at the center of socio-health activities to offer extensive and personalized care, based on principles of equity, appropriateness, and effectiveness, and is committed to ensuring that services are provided according to standards defined both at the regional level and internally within ASL Roma 3.

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## PUBLIC RELATIONS MANAGEMENT URP

The citizen can contact the URP for any informational needs, but also to be heard, to submit and formalize reports, complaints, and compliments. The URP service of the Asl Roma 3 Company guarantees the monitoring of reports (suggestions, complaints, compliments). Reports must be made following the instructions on the Company website at the following link: <https://www.aslroma3.it/urp/>

It is also possible to make use of civic access to administrative documents (art. 5 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>



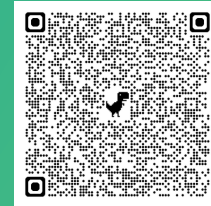
Toll-free number from landline: **800 018 972**

Phone number from mobile network: **06/56488302**

From Monday to Friday from **8:00 AM to 6:00 PM**

# HOW TO REACH US

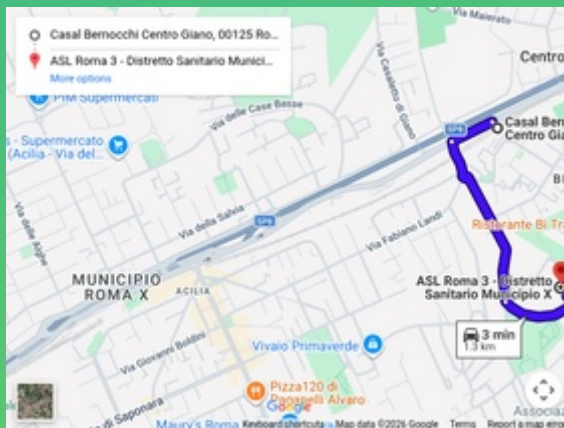
Where is the Community House located  
Hub Acilia Asl Roma 3



LOCATION QR CODE



LOCATION QR CODE



From Casal Bernocchi - Centro Giano station, the CdC Hub Acilia is about 5 minutes by car, while on foot, about 10-15 minutes. From the station, it is possible to take ATAC line 712 or 017, which stops right near the facility. The specific bus stop is called Casal Bernocchi/Asl.



# COMMUNITY HOUSE HUB ACILIA

**ASL ROMA 3**  
**via Casal Bernocchi 61 Distretto X**

This Service Charter is to be considered as a supplement to the Company's 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 review of its contents\*

The District Director is Dr. Roberto Morello  
The Acting Nursing Coordinator is Dr. Riccardo Alvano

Contacts: [distretto10@aslroma3.it](mailto:distretto10@aslroma3.it)  
0656481