



CASA DELLA COMUNITÀ HUB CORVIALE

COMMUNITY HOUSE

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

SERVICE CHARTER

What is the Community House?



The Hub Corviale Community Center, located in Via Largo Quadrelli, n°. 5 - District XI, is open every day from Monday to Friday, 12 hours a day

The Community Center (CdC) Hub Corviale 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 the various dimensions of intervention and different 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 Corviale 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 an open and citizen-friendly place, 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 that guide all the activities of the Community House are:

- **The person at the centre of the care journey.**
- **Equal access and treatment for all citizens.**
- **Constant collaboration between health and social professionals and specialists.**
- **Transparency and participation of the Community in its various organised forms**

The Corviale Community Center aims to provide residents with access to both unified and integrated social and healthcare services in a single location, thus facilitating streamlined pathways, consistent interventions, and integrated operational practices. The Community Center's care model promotes integration and coordination among all the professionals working within it, based on a philosophy of professional development.

The services offered and the macro-areas related to them



The services offered by the Community House are

categorized into the following macro-areas:

- **Reception and Administrative Services Area:** includes the reception and information services for citizens, CUP service, administrative offices (internal and open to the public), logistics, etc.;
- **Primary Care Area:** includes the spaces and activities of GPs, PLS (organized in the association forms as required by law), Continuity of Care Doctors, Nurses and Family and Community Nurses (IFeC), as well as the Continuity of Care Units (UCA);
- **Outpatient Specialist Care and Basic Diagnostics Area:** houses healthcare services such as diagnosis and treatment services with the presence of basic diagnostics, blood sampling area, outpatient and specialist services;

Prevention area: with particular reference to screening programs;

- **Integration with social services and the community:** presence of the PUA. Spaces dedicated to integration with social services and social networks (informal networks, volunteer networks, the third sector, patient associations, etc.) are being implemented.

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 network (hospitals, institutional bodies, GPs/PLS), in order to ensure comprehensive care for the vulnerable individual.

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:

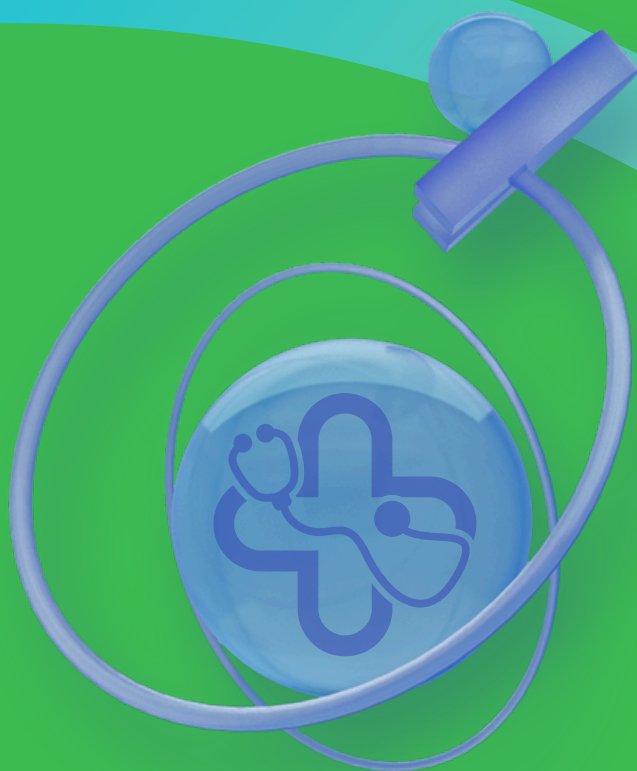
Direct access services are organized to direct users to the most appropriate professional or service. Access to Community House services can be:

Directly for the following activities:

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

Indirect access for the following activities:

- **By prescription/referral from the GP/PLS** or other SNN doctor for clinical assistance problems from chronic pathologies that can be managed with programmable methods.



Our services



PUA, SINGLE ACCESS POINT

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.



Access to the service can be done directly or by email at the following address: **pua.distretto11@aslroma3.it**

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



SINGLE BOOKING CENTER (CUP), FRONT OFFICE

The Corviale Community Center (Hub Corviale) 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 Corviale Hub:

Monday to Friday 8:00 am to 12:30 pm; Tuesday 8:00 am to 5:30 pm.

Diagnostic tests and specialist visits can also be booked through:

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

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



BLOOD COLLECTION POINT

It provides a diagnostic and healthcare support service for the management of patients with non-urgent medical issues. Samples collected at the Corviale 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 referral from the GP/PLS for services provided by the National Health Service, or with direct access at the citizen's expense, without the need for a prescription.



Service opening hours:

Blood sampling is available from Tuesday to Friday from 7.30 am to 9.00 am;

- Report delivery: Monday to Friday, 8:00 a.m. to 12:30 p.m.;
Tuesday, 8:00 a.m. to 5:30 p.m.

Lazio ESCAPE offers the ability to download laboratory test reports free of charge, using the credentials provided at the time of collection. The service is available 24/7, from any internet-connected device, without having to wait in line at the district offices.



FREE SCREENING PROGRAMS

The screening program at the Corviale 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 pathologies in the fields of cardiology, diabetology, and ophthalmology.

Access is by appointment and with a referral from your GP/PLS for services provided by the National Health Service.

SPECIALIST BRANCH	PERFORMANCE	DAYS	SERVICE HOURS
CARDIOLOGY	Visits - Electrocardiogram	Wednesday	8.00-14.30
DERMATOLOGY	Visits-Diagnostic tests	Monday Wednesday	8.00-16.00 8.00-14.30
DIABETOLOGY	Visits	Tuesday	13.30-17.30
OPHTHALMOLOGY	Visits Diagnostic tests	Monday Tuesday Friday	8.00-13.00 8.00-13.00 8.00-14.00
GENERAL DENTISTRY ORTHODONTICS	Visits	Tuesday Thursday Friday	13.30-18.00 8.30-17.00 8.30-12.30
OTORHINOLARYNGOLOGY	Visits	Monday	8.00-14.00



BASIC OUTPATIENT DIAGNOSTIC SERVICES

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.



- Monday and Tuesday: 8am-1pm
- Friday: 8am-2pm



NURSING CLINIC

The Corviale Community Center offers a nursing outpatient 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.



The following services are provided in the nursing clinics:

- Simple and complex dressings
- Removal of stitches
- Burn dressing
- Simple bandage
- Vital signs detection (blood pressure, heart rate, respiratory rate, oxygen saturation)
- Injection therapy: intramuscular - subcutaneous
- Health education on stoma care

Two different requests are required for the provision of services:

- The first one will report the requested outpatient nursing service
- The second one must include any medications/supplies necessary for the provision of the service.



NURSING PRESENCE ACTIVITY

MONDAY		TUESDAY		WEDNESDAY		THURSDAY		FRIDAY		SATURDAY		SUNDAY	
Hours	Performance	Hours	Performance	Hours	Performance	Hours	Performance	Hours	Performance	Hours	Performance	Hours	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 ASSISTANCE (CONTACT NUR - 116117)
12.00 13.00	INJECTION THERAPY WITH RESERVATION	12.00 13.00	INJECTION THERAPY WITH RESERVATION	12.00 13.00	INJECTION THERAPY WITH RESERVATION	12.00 13.00	INJECTION THERAPY WITH RESERVATION	12.00 13.00	INJECTION THERAPY WITH RESERVATION				
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 (AMBUFEST AT CDC P.GALERIA)	10.00 19.00	DIRECT ACCESS NURSING CLINIC (AMBUFEST AT CDC P.GALERIA)
8.00 16.00	FLOWER	8.00 16.00	FLOWER	8.00 16.00	FLOWER	8.00 16.00	FLOWER	8.00 16.00	FLOWER				

Nursing presence is guaranteed 7 days a week, 12 hours a day. It is available from Monday to Saturday from 7:30 am to 7:30 pm at the Nursing Clinic, both with direct access and by CUP reservation as per the table above. On Sundays and public holidays, nursing services are available from 7:00 am to 10:00 am by calling 116117.



CONTINUITY OF CARE MEDICAL GUARD

It is guaranteed by doctors of the single role of primary care, both on an elective cycle and on an hourly basis, active at the Hub Magliana Community House.

The Regional Medical Guard Service (now called Continuity of Care) guarantees home medical assistance for situations of an urgent nature that occur during night hours or on holidays, in particular:

From 8pm to 8am every weekday;

From 10am on Saturday or other day before a holiday to 8am on Monday, or, in any case, the day following the holiday.



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 multi-professional teams mainly made up of General Practitioners (GPs), Freely Chosen Paediatricians (PLS), internal outpatient specialists, Family and Community Nurses (IFeC), Social Workers from the National Health Service or local authorities.

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





HOME CARE SERVICE ADI

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.

Information on activating the service, 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 Corviale Community Center, an operator is available to provide information and accept applications for home care, which is guaranteed through functional coordination with the district.



GENERAL MEDICINE PRIMARY CARE CLINIC

The Primary Care clinic is open Monday to Friday from 8:00 am to 8:00 pm.

At the Hub Ponte Galeria Community Center, medical assistance is available on pre-holiday days from 2:00 PM to 7:00 PM, and on Saturdays, Sundays, and public holidays from 10:00 AM to 7:00 PM.



VOLUNTEER, PATIENT AND PROTECTION ASSOCIATIONS

Within the Corviale Community Center, 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.

***With update of Company Resolution no. 376/2025.**



QUALITY PACT

This Service Charter defines the "Quality Pact" that the Hub Corviale 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, but also to be heard, submit and formalize reports, complaints, and commendations.

The ASL Roma 3 Public Relations Office (URP) monitors reports (suggestions, complaints, and praise). 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>



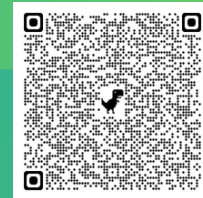
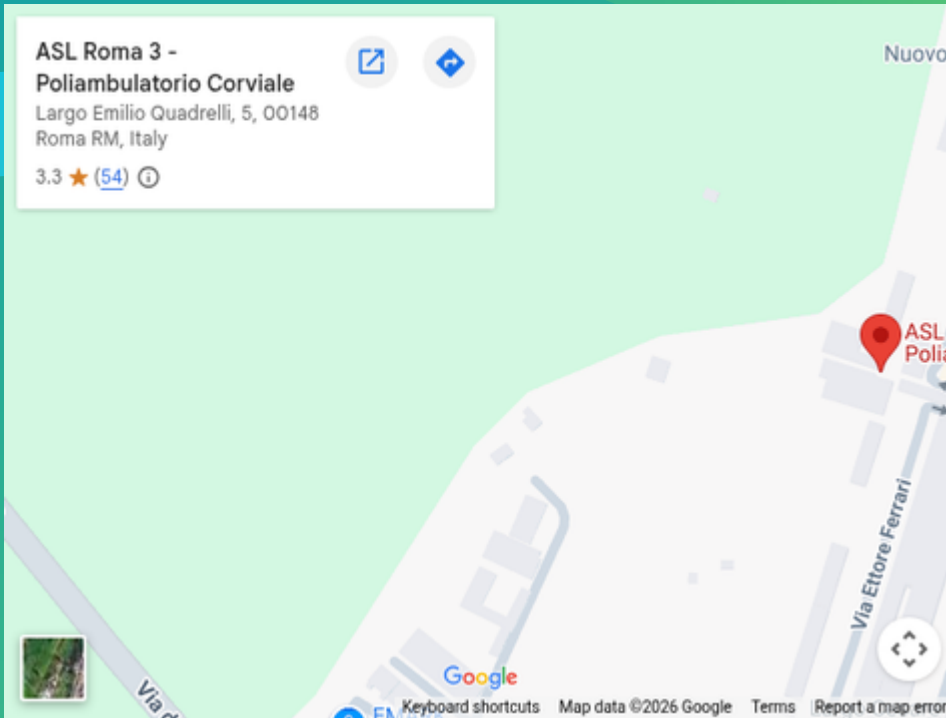
Toll-free number from a landline: **800 018 972**

Mobile phone number: **06/56488302**

Monday to Friday from **8:00 am to 6:00 pm**

HOW TO REACH US

Where is the Corviale Community Hub located?



QR CODE LOCATION



The nearest train **station is Magliana** (FL1 Orte-Fiumicino line).

By train: From the station, it's a 7-15 minute walk or a connecting bus to Via Portuense.

The nearest bus stop is Poggio Verde/Quadrelli, located just a few metres from the entrance.

By Bus: The main lines serving the area include:

- 98: It starts from Via Paola (near Castel Sant'Angelo) and crosses the area of Via Gregorio VII and Via del Casaletto.
- 775: Connects the Via Nazzani area with the Trastevere station.
- 889: Useful if you are coming from the Via di Val Cannuta/Cornelia area
- 771 and 96: Other lines with stops nearby



QR CODE LOCATION



COMMUNITY HOUSE HUB CORVIALE ASL ROMA 3 LARGO QUADRELLI N. 5, DISTRICT XI

**This Service Charter is to be considered as an integration of 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 structure (or in functional connection with it) at the time of its publication and is subject to periodic revision of the contents*

**The District Director is Dr. Monica Foniciello.
The nursing coordinator is Dr. Daniela Rinaldi.**

**Contact details: quartiere11@aslroma3.it
06 56485219**