CASA DELLA COMUNITÀ

HUB OSTIA – SANT'AGOSTINO

COMMUNITY HEALTH CENTRE

CARE, SUPPORT AND SERVICES: ALL IN ONE PLACE

SERVICE CHARTER

SERVIZIO SANITARIO REGIONALE
ASL ROMA 3
REGIONE LAZIO

What is a Community Health Centre?



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

The Hub Ostia - Sant'Agostino Community Health Centre (CdC, *Casa della Comunità*) 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 Community Health Centre follows an integrated and multidisciplinary approach to users' needs, and it 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 the various dimensions of intervention and areas of expertise. It also ensures the participation of the local community in its various forms (citizens' associations, patients' associations and voluntary organisations) and promotes co-production by linking social and healthcare services, social welfare services and community resources.

The Hub Ostia - Sant'Agostino Community Health Centre ensures compliance with the requirements laid down by current regulations regarding urban planning, building standards, fire safety, hygiene and safety, as well as those regarding the removal of architectural barriers. The spaces within the facility ensure the performance of all scheduled activities.

COMMUNITY HEALTH CENTRE

HUB OSTIA - SANT'AGOSTINO

ASL ROMA 3





“The Community Health Centre is a welcoming space that is accessible to citizens, designed to listen to the needs of the local area and promote the well-being of the whole community”

The principles guiding our activities



The fundamental principles guiding all the activities at the Community Health Centre are:

- **The person at the centre of the care pathway.**
- **Equal access and treatment for all citizens.**
- **Constant collaboration between healthcare professionals, social workers and specialists.**
- **Transparency and community participation in its various organised forms.**

The Hub Ostia - Sant'Agostino Community Health Centre aims to help citizens by providing them with access to both social and social-health care services - unified and integrated - in a single location, thereby simplifying care pathways, ensuring consistency in interventions, and integrating related operational practices. The Community Health Centre's care model provides for the integration and coordination of all the professionals working within it, based on a philosophy of valuing professional roles.

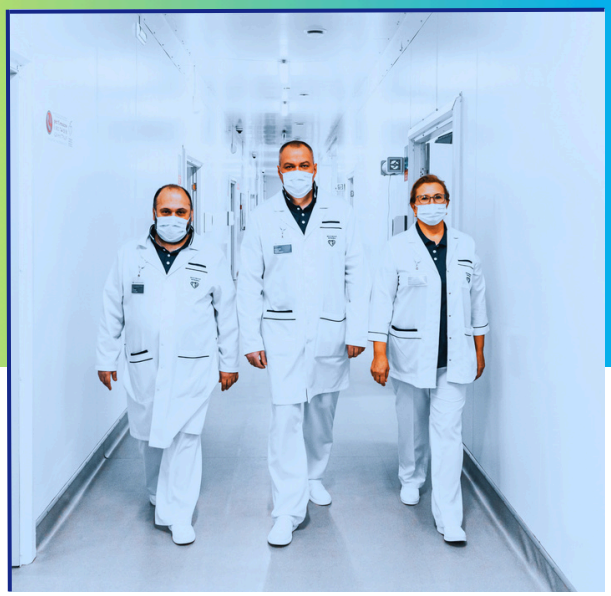
The services offered and the main areas they cover



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

- **Reception and administrative services:** this includes reception and information services for citizens, the CUP service (Centralised Booking Service), administrative offices (both internal and open to the public), logistics, etc.;
- **Primary care:** this includes the facilities and the activities of General Practitioners, Paediatricians (organised into associations as provided for by law), Out-of-hours doctors, Nurses and Family and Community Nurses (IFeC, *Infermieri di Famiglia e Comunità*), as well as Continuity of Care Units (UCA, *Unità di Continuità Assistenziale*);
- **Outpatient specialist care and basic diagnostics:** offering healthcare services such as diagnostic and treatment services, including basic diagnostics, a blood sampling area, outpatient and specialist services;
- **Prevention:** with particular reference to screening programmess;
- **Integration with social services and the community:** presence of the Single Access Point service (PUA, *Punto Unico di Accesso*). Spaces dedicated to integration with social services and social networks (informal networks, volunteer networks, the third sector, patients' associations, etc.) are currently being established.

Professionals involved



The professional staff working at the Community Health Centre include: **the medical director, in-house outpatient specialists, nurses, administrative staff and social workers**. These professionals operate through an organised network of internal collaboration, cooperation and dialogue with other local institutions.

Particular attention is paid to integration with the healthcare network (hospitals, institutional entities, general practitioners, paediatricians), in order to ensure comprehensive care for vulnerable individuals.

Opening hours and access information



Access to services is available from 8:00 a.m. to 8:00 p.m., Monday to Sunday, for essential medical care. The Out-of-hours medical care service is available at the Community Health Centre from 8:00 p.m. to 8:00 a.m.

Reception:

Direct access services are organised to direct users to the most appropriate professional or service. Access to the services provided by the Community Health Centre can be:

Direct for the following services:

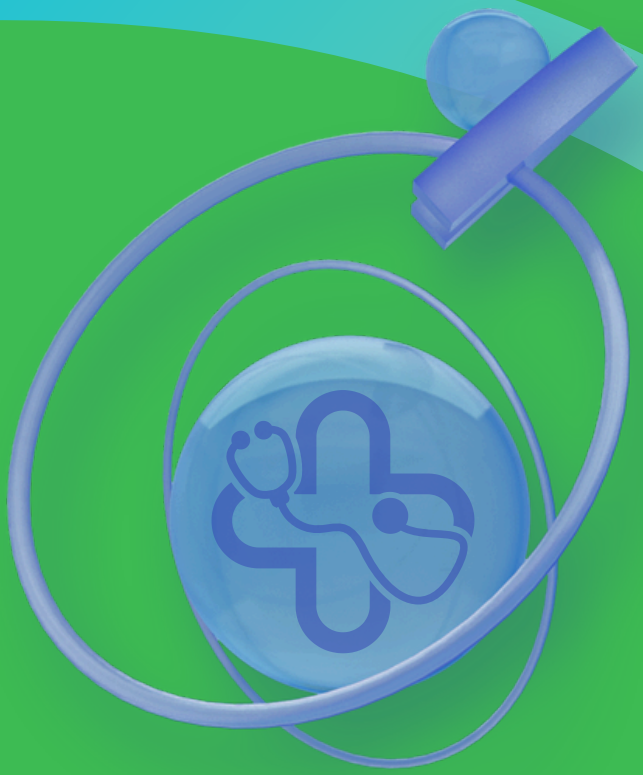
- **Single Access Point (PUA)**
- **Blood collection point**
- **Reception**
- **Centralised Booking Service (CUP) – Front Office**
- **Medical care**
- **Nursing care**

Indirect for the following services:

- Upon prescription or referral by a general practitioner or paediatrician or another doctor of the national health system 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 is the place for social and healthcare services and acts as a gateway to the network of local services and resources, as well as the organisational structure of reception and orientation services. It is the physical location where citizens can receive assistance, information, guidance and an initial assessment in response to requests for assistance with social and healthcare needs. It works in close synergy with the system of Territorial Operations Centres (COT-A and COT-D), directing complex requests to them in accordance with company procedures.

You can access the service directly or by writing an e-mail at the following address: **pua.distretto10@aslroma3.it**

Opening hours

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



BLOOD COLLECTION POINT

This service provides diagnostic and healthcare support for the management of patients with non-urgent medical conditions. The samples taken at the Hub Ostia - Sant'Agostino Community Health Centre are analysed and reported on at the G.B. Grassi Hospital Complex's analytical laboratory.

Opening hours: blood sampling from Monday to Saturday: 7:30 - 9:30 a.m.; OAT point (INR testing) from Monday to Friday: 7:30 - 9:00 a.m.

Collection of the test results from Monday to Saturday from 10:15 to 11:45 a.m.

Lazio ESCAPE offers the option to download laboratory test results for free by using the login details provided at the time of the blood sample collection. The service is available at any time of day and on any day of the week from any device connected to the Internet, without the need to wait in line at local health centres.



CENTRALISED BOOKING SERVICE (CUP), FRONT OFFICE

The Hub Ostia - Sant'Agostino Community Health Centre operates an integrated booking system linked to the relevant CUP for all services provided by the National Health Service (SSN). This service helps ensure the objective of unified and integrated access to healthcare and social care, and facilitates the booking and scheduling of appointments, as well as the collection of test results. At the CUP front office, it is also possible to choose or revoke your general practitioner/paediatrician, extend paediatric care and renew income-based exemptions.

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

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

- The regional RECUP system - Call Center +39 06 9939 - available Monday to 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 following website: https://www.salutelazio.it/prenotazione-visita-specialistica
- Through any pharmacy where the service is available
- Online booking for prescriptions with a priority code

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



FREE SCREENING PROGRAMMES

The screening service at Hub Ostia - Sant'Agostino Community Health Centre is available to citizens aged between 50 to 74 for colorectal cancer screening.

Toll-free number for cancer screening: **+39 800 634 634**



SPECIALIST OUTPATIENT SERVICES

Specialist outpatient services for common conditions in the fields of cardiology, diabetology, ophthalmology and pulmonology.

Access to the service requires an appointment and referral from your general practitioner or paediatrician for services covered by the National Health Service (SSN).

Additional specialist services are listed in the table below.

SPECIALIST AREA	SERVICES	DAYS	OPENING HOURS
CARDIOLOGY	Visits - Specialist exams	Monday Tuesday Wednesday Thursday Friday	8:00 a.m. - 1:00 p.m. 8:00 a.m. - 2:00 p.m. 8:00 a.m. - 2:00 p.m. 8:00 a.m. - 2:00 p.m. 8:00 a.m. - 2:00 p.m.
SURGERY	Visits	Monday Wednesday Friday	8:30 a.m. - 2:00 p.m.
DIABETOLOGY	Visits	Monday Wednesday Thursday	8:00 a.m. - 2:00 p.m. 8:00 a.m. - 6:00 p.m. 2:00 a.m. - 7:00 p.m.
DIETOLOGY	Visits - Nutritional plans	Wednesday	8:00 a.m. - 1:00 p.m.
ENDOCRINOLOGY	Visits	Tuesday	8:00 a.m. - 3:00 p.m.
GYNAECOLOGY	Gynaecological and obstetric ultrasounds	Tuesday	8:30 a.m. - 1:30 p.m.
SPORTS MEDICINE	Visits - Specialist exams Certificates	Tuesday Thursday	8:00 a.m. - 5:00 p.m. and 8:00 a.m. - 2:00 p.m. 8:00 a.m. - 5:00 p.m.
OPHTHALMOLOGY	Visits - Specialist exams	Monday	9:00 a.m. - 3:00 p.m.
PULMONOLOGY	Visits - Specialist exams	Monday Tuesday Friday	8:00 a.m. - 2:00 p.m. 8:30 a.m. - 3:30 p.m. 8:00 a.m. - 2:00 p.m.
PAIN MANAGEMENT	Visits	Monday Thursday	8:00 a.m. - 2:00 p.m.
UROLOGY	Visits	Tuesday	8:00 a.m. - 4:00 p.m.



BASIC OUTPATIENT DIAGNOSTIC SERVICES

These services are designed to prevent and monitor chronic conditions. The diagnostic services at the Hub Ostia - Sant'Agostino Community Health Centre are mainly accessed by patients with chronic conditions from District Municipality X. Below are the weekly opening hours for the basic diagnostic services at the Hub Ostia - Sant'Agostino Community Health Centre:

- **Electrocardiogram:** Monday 8:00 a.m. - 1:00 p.m., Tuesday-Wednesday-Thursday-Friday 8:00 a.m. - 2:00 p.m.
- **Echocardiogram:** Monday 8:00 a.m. - 1:00 p.m./2:00 - 7:00 p.m., Tuesday 2:30 - 7:00 p.m., Friday 8:00 a.m. - 2:00 p.m.
- **Color Doppler ultrasound:** Wednesday-Thursday 8:00 a.m. - 2:00 p.m.
- **Spirometry:** Monday 8:00 a.m. - 2:00 p.m., Tuesday 8:00 a.m. - 5:00 p.m., Wednesday 8:30 a.m. - 1:30 p.m., Thursday 8:30 a.m. - 5:00 p.m., Friday 8:00 a.m. - 2:00 p.m.

The medical reports will be delivered at the same time.



NURSING OUTPATIENT CLINIC

At the Hub Ostia - Sant'Agostino Community Health Centre is active a nursing outpatient clinic. Based on referrals from general practitioners and specialists at the facility, the outpatient clinic provides services and care aimed at prevention, health promotion and continuity of care, including the integrated management of chronic conditions.

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



NURSING PRESENCE

MONDAY		TUESDAY		WEDNESDAY		THURSDAY		FRIDAY		SATURDAY		SUNDAY	
Opening hours	Service	Opening hours	Service	Opening hours	Service	Opening hours	Service	Opening hours	Service	Opening hours	Service	Opening hours	Service
7:30 a.m. - 12:00 p.m.	NURSING CARE WITH BLOOD COLLECTION POINT BY DIRECT-ACCESS APPOINTMENT	7:30 a.m. - 12:00 p.m.	NURSING CARE WITH BLOOD COLLECTION POINT BY DIRECT-ACCESS APPOINTMENT	7:30 a.m. - 12:00 p.m.	NURSING CARE WITH BLOOD COLLECTION POINT BY DIRECT-ACCESS APPOINTMENT	7:30 a.m. - 12:00 p.m.	NURSING CARE WITH BLOOD COLLECTION POINT BY DIRECT-ACCESS APPOINTMENT	7:30 a.m. - 12:00 p.m.	NURSING CARE WITH BLOOD COLLECTION POINT BY DIRECT-ACCESS APPOINTMENT	7:30 - 10:00 a.m.	NURSING CARE WITH BLOOD COLLECTION POINT	7:00 - 10:00 a.m.	NURSING CARE BY CONTACTING THE EUROPEAN NUMBER 116117
8:00 - 9:00 a.m.	INJECTION THERAPY BY APPOINTENT	8:00 - 9:00 a.m.	INJECTION THERAPY BY APPOINTENT	8:00 - 9:00 a.m.	INJECTION THERAPY BY APPOINTENT	8:00 - 9:00 a.m.	INJECTION THERAPY BY APPOINTENT	8:00 - 9:00 a.m.	INJECTION THERAPY BY APPOINTENT				
12:00 - 7:30 p.m.	NURSING OUTPATIENT CLINIC BY DIRECT-ACCESS APPOINTMENT	12:00 - 7:30 p.m.	NURSING OUTPATIENT CLINIC BY DIRECT-ACCESS APPOINTMENT	12:00- 7:30 p.m.	NURSING OUTPATIENT CLINIC BY DIRECT-ACCESS APPOINTMENT	12:00- 7:30 p.m.	NURSING OUTPATIENT CLINIC BY DIRECT-ACCESS APPOINTMENT	12:00- 7:30 p.m.	NURSING OUTPATIENT CLINIC BY DIRECT-ACCESS APPOINTMENT	10.00 19.30	NURSING OUTPATIENT CLINIC BY DIRECT-ACCESS APPOINTMENT	10.00 19.00	NURSING OUTPATIENT CLINIC BY DIRECT-ACCESS APPOINTMENT

Nursing staff are available 7 days a week for 12 hours each day.
Services are provided from Monday to Saturday from 7:30 a.m. to 7:30 p.m. at the Nursing outpatient 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 to 10:00 a.m. by calling 116117, while from 10:00 a.m. to 7:00 p.m. access is direct.



OUT-OF-HOURS MEDICAL CARE SERVICE

The Regional Out-of-hours Service provides home medical assistance for urgent situations until the day after the holiday, specifically:

- On weekdays, from 8:00 p.m. to 8:00 a.m.
- On Saturdays and days before a holiday, from 10 a.m. to 8 a.m.
- On Sundays and public holidays, from 8:00 a.m. to 8:00 p.m.

The Out-of-hours medical care service can be contacted by calling the **local emergency helpline** at **+39 06 58526811** or the European emergency number 116117.



PRIMARY CARE SERVICES

Primary care is provided by multi-professional teams consisting mainly of general practitioners, paediatricians, in-house outpatient specialists, family and community nurses, 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 within the Community Health Centre or functionally linked to it.



HOME CARE SERVICE

Home care represents a home care pathway consisting of a coordinated set of medical, rehabilitative, nursing, and nursing assistance services, which are necessary to stabilise a patient's clinical condition, limit functional decline and improve the quality of life for individuals who are not self-sufficient and are in a fragile state.

At the Hub Ostia - Sant'Agostino Community Health Centre, a staff member is available to provide information and accept applications for integrated home care services at the PUA desk located on the ground floor of the Community Health Centre.



GENERAL PRACTICE OUTPATIENT CLINIC

General practitioners and nurses provide services at the outpatient clinic according to a pre-arranged shift schedule.

The general practice outpatient clinic is open 12 hours a day, from 8:00 a.m. to 8:00 p.m., seven days a week. Nighttime medical care is provided by the Out-of-hours medical care service located inside the Hub Ostia - Sant'Agostino Community Health Centre.



PAEDIATRIC OUTPATIENT CLINIC

The Paediatric outpatient clinic is open on weekends and holidays and provides basic medical care for non-urgent cases (visits, medical prescriptions, issuing certificates, etc.). Paediatricians and nurses work there on a scheduled rotation.

Pre-holiday opening hours from 2:00 to 7:00 p.m.; weekends and holidays from 10:00 a.m. to 7:00 p.m.



VOLUNTARY ORGANISATIONS, PATIENTS' ASSOCIATIONS AND ADVOCACY ORGANISATIONS

Within the Hub Ostia - Sant'AgostinoCommunity Health Centre, voluntary organisations, patients' associations and advocacy organisations are being involved; as part of participatory processes, these groups are invited to participate in initiatives aimed at informing the community about services and care pathways, promoting health and providing support and assistance to vulnerable individuals and patients.

Director General's Resolution no. 0000376 of 18 July 2025

ASSOCIATIONS COMMUNITY HEALTH CENTRE HUB OSTIA - SANT'AGOSTINO ASL ROMA 3

ASSOCIATION NAME	WHAT WE DO	LOGO	LOCATION AND OPENING HOURS APPOINTMENT BY PRIOR TELEPHONE CALL	CONTACT DETAILS
ADOL (ASSOCIAZIONE DIABETICI OSTIA E LITORALE - OSTIA DIABETES ASSOCIATION)	ADOL is an association dedicated to the prevention and treatment of diabetes. It promotes education, support and scientific information for patients and families. It builds a network of volunteers and professionals for a competent and continuous presence in the area		2 VOLUNTEERS Wednesday 3:30 - 5:30 p.m. Thursday 3:30 - 5:30 p.m. Friday 9:30 a.m. - 12:30 p.m.	dedicated mobile number WhatsApp only: +39 349 3321768 Upon prior appointment message to President ADOL ODV: Ignazio Parisi adolsegreteria@gmail.com
AISC APS (ASSOCIAZIONE ITALIANA SCOMPENSATI CARDIACI - ITALIAN ASSOCIATION FOR PEOPLE WITH HEART FAILURE)	AISC nursing help desk: promoting continuous monitoring of patients with heart failure, improving therapeutic adherence and promoting education on disease management		2/3 VOLUNTEERS First Friday of the month 11:00 a.m. - 12:30 p.m.	secretariat +39 3387475575 - +39 3312238375 segreteria@associazioneaisc.org www.associazioneaisc.org
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		3/4 VOLUNTEERS Second Tuesday of the month Morning 10:00 a.m. - 12:00 p.m. Afternoon 4:30 - 6:30 p.m.	info@comitatodisabilitam10.it comitatodisabilitam10@gmail.com www.comitatodisabilitam10.it phone number +39 342 1278887 Facebook: https://www.facebook.com/comitatodisabilitamunicipiox/
FINALMENTE LIBERA ODV	Help/guidance and listening for users and family members exclusively related to mental health issues		First Thursday of the month 10:00 a.m. - 12:00 p.m. Third Thursday of the month 4:30 - 6:30 p.m.	dedicated mobile number +39 351 4546005 e-mail: finalibera.onlus@libero.it certified e-mail: finalmenteliberaodv@pec.libero.it
FONDAZIONE ANT	Free home care for cancer patients		Wednesday 9:00 - 11:00 a.m.	www.ant.it accoglienza.ostia@ant.it
L'ALBERO DELLE MOLTE VITE ASSOCIAZIONE ONCOLOGICA DEL TERRITORIO APS	Information and assistance activities for patients and their families		4 VOLUNTEERS Thursday 9:00 - 11:00 a.m.	Contact person: Vice President Graziella ANSUINI +39 06558275 lalberodellemoltevite@gmail.com www.lalberodellemoltevite.org
OBSERVO APS	Counseling centre 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 11:00 a.m. - 1:00 p.m.	Contact person: Gaetanina Parrella mobile phone +39 328/2343458 info@observo-onlus.org



QUALITY PACT

This Service Charter defines the ‘Quality Pact’ that the Hub Ostia - Sant'Agostino Community Health Centre establishes with its citizens. The Community Health Centre places citizens at the centre of its socio-health activities, offering them extensive and personalised care, based on principles of equity, appropriateness and effectiveness. It is committed to ensuring that services are provided according to standards defined both at the regional level (authorisation and accreditation standards) and internally within ASL Roma 3.



PUBLIC RELATIONS OFFICE

Citizens can contact the Public Relations Office (URP) for any information needs, but also to be heard, to submit and formalise reports, complaints and compliments.
The URP service of ASL Roma 3 guarantees the monitoring of reports (suggestions, complaints, commendations). Reports must be made following the instructions on the company website at the following link: **https://www.aslroma3.it/urp/**

Toll-free number from landline: **+39 800 018 972**
Phone number from mobile network: **+39 06/56488302**
From Monday to Friday from 8:00 a.m. to 6:00 p.m.

HOW TO REACH US

This is the location of the ASL Roma 3 Hub Ostia - Sant'Agostino Community Health Centre



QR CODE OF THE LOCATION

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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 bus to cover the remaining distance to Via Toscanelli.

By bus (from Lido Centro):
From Lido Centro station, you can take the following ATAC bus line:
Line 05: get off at the Toscanelli/S. Agostino stop.
The bus stop is located right next to the entrance to the community health centre.

SERVIZIO SANITARIO REGIONALE

ASL ROMA 3

HUB OSTIA - SANT'AGOSTINO COMMUNITY HEALTH CENTRE

ASL ROMA 3

Lungomare Toscanelli, 230 - District 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 organisation 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 of its contents*

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

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*Revision no. 1 of 18 May 2026