



**OSPEDALE DI
COMUNITÀ**
DOMENICO MORELLI

COMMUNITY HOSPITAL

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

SERVICE CHARTER



SERVIZIO SANITARIO REGIONALE

**ASL
ROMA 3**



**REGIONE
LAZIO**



WHAT IS THE SERVICE CHARTER?



The Service Charter is the document through which the Domenico Morelli Community Hospital (OC) presents itself to the public, clearly and transparently illustrating the services offered, access methods, and guaranteed quality standards. It is a fundamental tool for protecting user rights and active participation, fostering a relationship of trust between citizens, families, and healthcare professionals. The Charter is subject to periodic updates in accordance with regulatory and organizational developments.

MISSION AND PURPOSE



The Community Hospital (CHO) aims to provide comprehensive patient care, ensuring continuity of care between the hospital and the community. The facility serves particularly frail, chronic, or post-acute patients, promoting functional recovery, clinical stabilization, and return to home. The intervention is geared toward promoting independence and the active involvement of patients and caregivers.

FUNCTIONS OF THE COMMUNITY HOSPITAL



It is intended for patients requiring continuous, low-intensity clinical care that cannot be provided at home but does not require complex hospital treatment. The facility is designed as a protected and integrated care environment, staffed by a variety of professionals.

LOCATION AND TERRITORIAL CONTEXT



The facility is located in Acilia, in the Municipality of Rome, and is part of the ASL Roma 3, District X Municipio. The Domenico Morelli OdC, with a capacity of 20 beds, works in close synergy and integration with the Community Houses, general practitioners, the Gb. Grassi Hospital in Ostia, and social services, ensuring coordinated and continuous care.

SERVICE RECIPIENTS



The service is intended for adult and elderly patients with complex but stable care needs. These include individuals with exacerbated chronic conditions, patients discharged from acute care hospitals, or individuals requiring ongoing nursing care and rehabilitation support for a limited period of time.

ACCESS METHODS



Access to the Community Hospital occurs at the request of the General Practitioner, the Territorial Specialist, or the Hospital Doctor, following a multidimensional assessment carried out by the territorial team or by delegation from the hospital team, and is aimed at fragile patients with exacerbated chronic conditions or clinically stable individuals coming from hospital wards who require a stabilization period before returning home. Admission to the Community Hospital involves defining, upon entry, the PAI (Individual Care Plan) and/or the PRI (Individual Rehabilitation Project) if necessary, which establish objectives, interventions, and the duration of the hospitalization.

ORGANIZATIONAL AND CARE MODEL



The approach is multidisciplinary and integrated, involving healthcare, rehabilitation, and social workers. Organizational responsibility lies with the nursing director, while clinical responsibility lies with the medical director.

The care team consists of a physician on duty for at least 4.5 hours, 6 days a week;
7 nurses and 7 social workers on shift 24/7;
A physiotherapist and a nursing coordinator.

SERVICES PROVIDED



- 24-hour continuous nursing care
 - Clinical monitoring of health conditions
 - Administration of pharmacological therapies
 - Management of medical devices and equipment
 - Basic rehabilitation interventions
 - Health education and caregiver support
 - Return home planning
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LENGTH OF HOSPITAL STAY



Hospitalization is limited and generally no longer than 30 days, depending on the objectives of the Individual Care Plan. Periodic reassessments are required to monitor clinical progress and adjust the care pathway.

ACCESSIBILITY



The facility guarantees full accessibility to services, both structurally and organizationally. The spaces are designed to accommodate people with reduced independence and ensure safety and comfort. Local accessibility is ensured by the facility's location and integration with the local service network. Digital tools and information systems are also used to promote continuity of care.

The company documentation and forms for access to Records, generalized civic access, are available at the following link: <https://www.aslroma3.it/modulistica/>

RECEPTION AND TREATMENT PROCESS



At the entrance, the patient is welcomed by the healthcare team and subjected to an initial assessment. In the first days, the Individual Care Plan and/or, if appropriate, the Individual Rehabilitation Project (PRI) are defined. During the hospital stay, the pathway is monitored and updated by the multidisciplinary team, with the involvement of the family members.

QUALITY AND SAFETY OF CARE



The Community Hospital guarantees high standards of quality and safety through continuous monitoring of care processes and outcomes. Procedures are adopted for managing clinical risk and ensuring patient safety.

INTEGRATION WITH THE TERRITORY



The facility works closely with local services, general practitioners, and social services to ensure integrated and continuous care.

VISITOR ACCESS



Access to the facility is permitted daily during the following hours:

- 11:00 AM to 1:00 PM
- 5:00 PM to 7:00 PM

URP, OFFICE FOR RELATIONS WITH THE PUBLIC



The citizen can contact the URP for any informational needs, but also to be heard, submit and formalize reports, complaints, and compliments. The URP service of the ASL Roma 3 Company is the guarantor of monitoring 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>.

HOW TO REACH US



QR CODE
LOCATION

The fastest way to use public transportation is to combine the Rome-Lido train with a local bus:

Metromare Train: From Porta San Paolo Station (Piramide) or Eur Magliana you must get off at the Acilia station stop.

Bus: From Acilia station take line 04 or 016 (inland direction) and get off at the stop closest to Via di Saponara/Morelli.



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SERVICE CHARTER

COMMUNITY HOSPITAL DOMENICO MORELLI

Director UOC of Health District X Town Hall
Dr. Roberto Morello
Nursing Director
Dr. Elisabetta Zuchi



Via Domenico Morelli n. 13
District X - Municipality
00125 Acilia, Roma
Asl Roma 3 - Regione Lazio



Open 24/7
Visiting hours:
Monday to Sunday
11:00-13:00
and 17:00-19:00



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