# CASA DELLA COMUNITÀ

## HUB PONTE GALERIA

# 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 Ponte Galeria Community Health Centre, located in Via Portuense, no. 1397 - District XI, is open every day from Monday to Sunday, 24 hours a day.**

The Hub Ponte Galeria 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 XI, 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 Ponte Galeria 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.



***“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 Ponte Galeria 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.

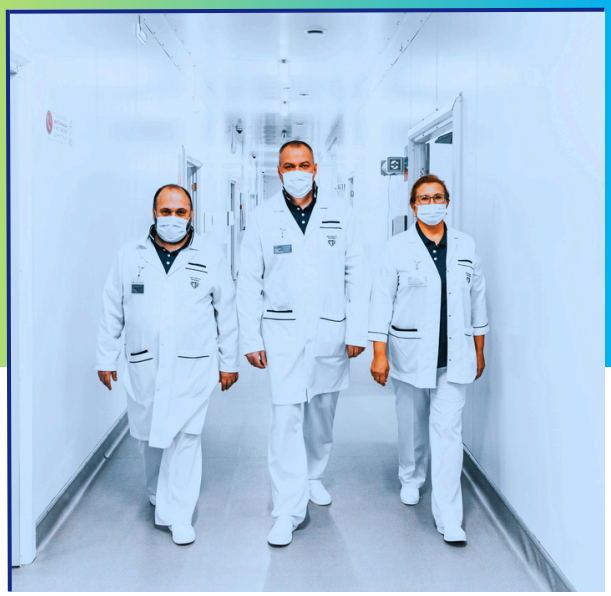
# The services offered and the main areas they cover




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 programmes;
- **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 Friday, for essential medical care. Access to nursing services is available from 7:30 a.m. to 7:30 p.m., Monday to Friday.

**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:

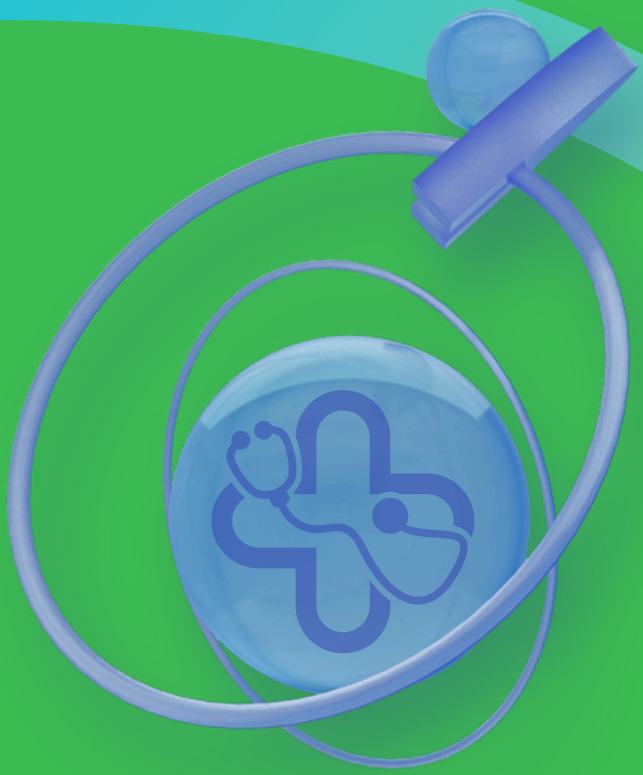
- **Single Access Point (PUA)**
- **Blood collection point**
- **Reception**
- **Centralised Booking Service (CUP) – Front Office**
- **Medical care**
- **Nursing care**

**Indirect access** 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.

SERVIZIO SANITARIO REGIONALE

ASL
ROMA 3



# Our services



# SINGLE ACCESS POINT (PUA)

It serves as a hub for social and healthcare services and acts as a gateway to the network of local services and resources. 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 was established through a partnership between the District and the Municipality to welcome citizens, facilitate and simplify their first access to services.

You can access the service directly or by writing an e-mail at the following address: **pua.distretto11@aslroma3.it**

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



# CENTRALISED BOOKING SERVICE (CUP), FRONT OFFICE

The Hub Ponte Galeria 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 for direct access services at the Hub Ponte Galeria Community Health Centre:**

Monday, from 8:00 a.m. to 12:30 p.m.; Tuesday and Thursday, from 7:00 a.m. to 5:30 p.m.; Friday, from 7:00 a.m. to 11:30 a.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**



# 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 Ponte Galeria Community Health Centre are analysed and reported on at the G.B. Grassi Hospital Complex's analytical laboratory.

The blood collection point can be accessed with a referral from your general practitioner/paediatrician for services covered by the National Health Service (SSN), or through direct access with costs borne by the patient and without the need for a prescription.

**Opening hours:**

- Blood collection from Tuesday to Friday from 7:30 a.m. to 9:00 a.m.;

Collection of the test results: Monday from 8:30 a.m. to 12:30 p.m.; Tuesday and Thursday from 7:00 a.m. to 5:30 p.m.; Wednesday from 7:00 a.m. to 12:30 p.m.; Friday from 7:00 to 11:30 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.



# FREE SCREENING PROGRAMMES

The screening service at the Hub Ponte Galeria Community Health Centre is available to citizens aged between 50 to 74 for colorectal cancer screening.

## HOW DO I ACCESS THE SERVICE?

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 and ophthalmology.

Access upon appointment and a referral from your general practitioner/paediatrician for services covered by the National Health Service (SSN).

| SPECIALIST AREA | SERVICES | DAYS | OPENING HOURS |
|---|---|---|---|
| ANGIOLOGY | VASCULAR COLOR DOPPLER ULTRASOUND | MONDAY<br>TUESDAY<br>WEDNESDAY<br>THURSDAY<br>FRIDAY | 8:00 a.m. - 4:00 p.m.<br>8:00 a.m. - 4:00 p.m.<br>8:00 a.m. - 4:00 p.m.<br>8:00 a.m. - 4:00 p.m.<br>8:00 a.m. - 12:00 p.m. |
| CARDIOLOGY | VISITS - ELECTROCARDIOGRAM<br><br>ECHOCARDIOGRAM | MONDAY<br><br>FRIDAY | 8:00 a.m. - 1:00 p.m.<br><br>8:00 a.m. - 3:00 p.m. |
| DERMATOLOGY | VISITS | MONDAY<br>TUESDAY | 8:00 a.m. - 2:00 p.m.<br>8:00 a.m. - 6:00 p.m. |
| DIABETOLOGY | VISITS | TUESDAY | 8:00 a.m. - 4:00 p.m. |
| DIETETICS | VISITS | MONDAY | 2:30 - 6:00 p.m. |
| HOME ARTIFICIAL NUTRITION (NAD) | VISITS | THURSDAY | 8:00 a.m. - 12:00 p.m. |
| NEUROLOGY | VISITS | WEDNESDAY<br>FRIDAY | 9:00 a.m. - 3:00 p.m.<br>8:00 a.m. - 2:00 p.m. |
| OPHTHALMOLOGY | VISITS<br>DIAGNOSTIC TESTS | TUESDAY<br>WEDNESDAY | 9:00 a.m. - 3:00 p.m.<br>8:00 a.m. - 2:00 p.m. |
| ORTHOPEDICS | VISITS | THURSDAY | 8:00 a.m. - 2:00 p.m. |
| OTORHINOLARYNGOLOGY | VISITS | MONDAY | 8:00 a.m. - 2:00 p.m. |
| PULMONOLOGY | VISITS - SPIROMETRY | THURSDAY<br>FRIDAY | 8:00 a.m. - 4:00 p.m.<br>8:00 - 10:00 a.m. |



# BASIC OUTPATIENT DIAGNOSTIC SERVICES

These services are designed to prevent and monitor chronic conditions. The diagnostic services at the Hub Ponte Galeria Community Health Centre are mainly accessed by patients with chronic conditions from District Municipality XI. Below are the weekly opening hours for the basic diagnostic services at the Hub Ponte Galeria Community Health Centre, which require booking and a referral from your general practitioner/paediatrician.

**ELECTROCARDIOGRAM:**

- Monday from 8:00 a.m. - 1:00 p.m.

Reports will be delivered at the same time.

**ECHOCARDIOGRAM:**

- Friday from 8:00 a.m. - 3:00 p.m.

Reports will be delivered at the same time.

**VASCULAR COLOR DOPPLER ULTRASOUND:**

- Monday to Thursday from 8:00 a.m. to 4:00 p.m., Friday from 8:00 a.m. to 12:00 p.m.

Reports will be delivered at the same time.

**SPIROMETRY:**

- Thursday 8:00 a.m. - 12:00 p.m., Friday 8:00 - 10:00 a.m.

Reports will be delivered at the same time.



# NURSING OUTPATIENT CLINIC

At the Hub Ponte Galeria 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 services are provided in the nursing outpatient clinics:**

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

**Two different referrals are required for the provision of services:**

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



# 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. - 12:30 p.m. | NURSING OUTPATIENT CLINIC BY APPOINTMENT | | | 7:30 a.m. - 12:30 p.m. | NURSING OUTPATIENT CLINIC BY APPOINTMENT | | | 7:30 a.m. - 12:30 p.m. | NURSING OUTPATIENT CLINIC BY APPOINTMENT | 7:30 - 10:00 a.m. | NURSING CARE BY CALLING THE CONTACT EUROPEAN NUMBER 116117 | 7:00 - 10:00 a.m. | NURSING CARE (EUROPEAN CONTACT NUMBER 116117) |
| 12:00 - 1:00 p.m. | INJECTION THERAPY BY APPOINTMENT | 12:00 - 1:00 p.m. | INJECTION THERAPY BY APPOINTMENT | 12:00 - 1:00 p.m. | INJECTION THERAPY BY APPOINTMENT | 12:00 - 1:00 p.m. | INJECTION THERAPY BY APPOINTMENT | 12:00 - 1:00 p.m. | INJECTION THERAPY BY APPOINTMENT | | | | |
| 7:30 a.m. - 7:30 p.m. | DIRECT-ACCESS NURSING CLINIC | 7:30 a.m. - 7:30 p.m. | DIRECT-ACCESS NURSING CLINIC | 7:30 a.m. - 7:30 p.m. | DIRECT-ACCESS NURSING CLINIC | 7:30 a.m. - 7:30 p.m. | DIRECT-ACCESS NURSING CLINIC | 7:30 a.m. - 7:30 p.m. | DIRECT-ACCESS NURSING CLINIC | 10:00 a.m. - 7:30 p.m. | DIRECT-ACCESS NURSING CLINIC (OUTPATIENT SERVICE ON NON-WORKING DAYS) | 10:00 a.m. - 7:30 p.m. | DIRECT-ACCESS NURSING CLINIC (OUTPATIENT SERVICE ON NON-WORKING DAYS) |
| 8:00 a.m. - 4:00 p.m. | PUA | 8:00 a.m. - 4:00 p.m. | PUA | 8:00 a.m. - 4:00 p.m. | PUA | 8:00 a.m. - 4:00 p.m. | PUA | 8:00 a.m. - 4:00 p.m. | PUA | | | | |

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.



# OUT-OF-HOURS MEDICAL CARE SERVICE

It is provided by primary care physicians, both on a rotating basis and on an hourly basis, operating at the Hub Magliana Community Centre.

The Regional Out-of-hours Service provides home medical assistance for urgent situations that arise during the night or on holidays, 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 Monday or, in any case, on the day following the public holiday.

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.

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 ACCESS THE SERVICE?

At the Hub Ponte Galeria Community Health Centre, 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.



# GENERAL PRACTICE OUTPATIENT CLINIC

The General practice outpatient clinic  is open from Monday to Friday from 8:00 a.m. to 8:00 p.m.
Days before the holidays: from 2:00 to 7:00 p.m.
Saturdays, Sundays and holidays: from 10:00 a.m. to 7:00 p.m.



# VOLUNTARY ORGANISATIONS, PATIENTS' ASSOCIATIONS AND ADVOCACY ORGANISATIONS

Within the Hub Ponte Galeria Community 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.

***As updated by Company Resolution no. 634/2026.**



# QUALITY PACT

This Service Charter defines the ‘Quality Pact’ that the Hub Ponte Galeria 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 and internally within ASL Roma 3.



# PUBLIC RELATIONS OFFICE

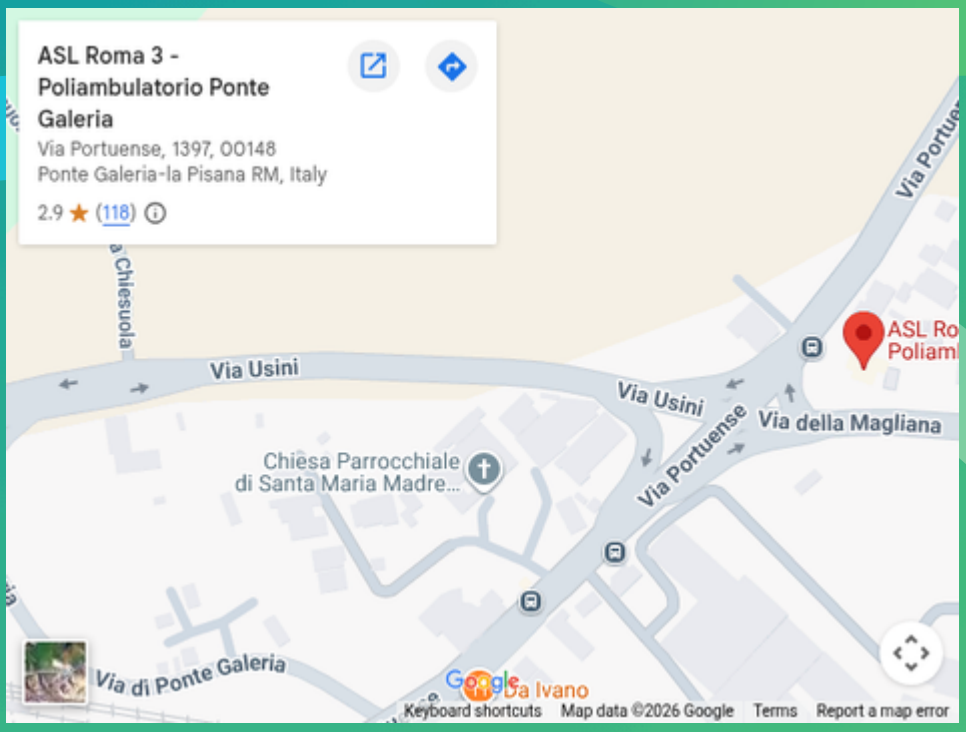
Citizens can contact the Public Relations Office (URP) for any information needs, but also to be heard, to submit and formalise reports, complaints and compliments.
The URP service of ASL Roma 3 guarantees the monitoring of reports (suggestions, complaints, commendations). Reports must be made following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

It is also possible to make use of civic access to administrative documents (Article 5 of Italian 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: **+39 800 018 972**
Phone number from mobile netwrok: **+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 Ponte Galeria Community Health Centre




**QR CODE OF THE LOCATION**

**By train and on foot**
This is often the quickest option.

- **FL1 Line**: take the regional train (toward Fiumicino Airport) from stations such as **Roma Tiburtina, Roma Ostiense** or **Roma Trastevere**.
- **Stop**: get off at **Ponte Galeria** station.
- **Walking**: from the station, walk about **500 metres** (6-8 minutes) to reach the entrance at Via Portuense 1397.

**By bus**
Several bus lines serve the Ponte Galeria area:

- Line 701: it departs from Via Lenin
- Line 808: it departs from Via dei Capasso
- Line 089: it departs from Via Casal Lumbroso
- Line 023: it departs from Via Aurelia

SERVIZIO SANITARIO REGIONALE

ASL ROMA 3

# HUB PONTE GALERIA COMMUNITY HEALTH CENTRE

## ASL ROMA 3

## Ponte Galeria, via Portuense no. 1397

## District XI

**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. Monica Foniciello**
**The Nursing Coordinator is Dr. Massimiliano Monaldo**

**Contact details: distretto11@aslroma3.it**
**+39 06 56485219**

*Revision no. 1 of 13 May 2026