



**OSPEDALE DI
COMUNITÀ**
DOMENICO MORELLI

COMMUNITY HOSPITAL

**CARE, SUPPORT 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 (OdC, *Ospedale di Comunità*) presents itself to the public, by clearly and transparently illustrating the services offered, how to access them and the quality standards guaranteed. It is a fundamental tool for protecting users' rights and promoting 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 organisational developments.

MISSION AND PURPOSE



The Community Hospital aims to provide comprehensive patient care, ensuring continuity of care between the hospital and the community. The facility is aimed in particular at frail patients, those with chronic conditions or those in the post-acute phase, and supports functional recovery, clinical stabilisation and a return 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 who require ongoing healthcare of low clinical intensity, which cannot be provided at home, but who do not require complex hospital care. The facility is designed as a safe and integrated care environment, staffed by a range 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 of X Municipality. The Domenico Morelli Community Hospital, with a capacity of 20 beds, works in close synergy and integration with the Community Health Centres, general practitioners, the G.B. Grassi Hospital in Ostia and social services, ensuring coordinated and continuous care.

TARGET USERS OF THE SERVICE



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

ACCESS INFORMATION



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. It is aimed at fragile patients with chronic conditions that have flared up or clinically stable patients discharged from hospital wards who require a period of stabilisation before returning home. Admission to the Community Hospital involves defining, upon entry, the Individual care plan (PAI, *Piano Assistenziale Individuale*) and/or the Individual rehabilitation programme (PRI, *Progetto Riabilitativo Individuale*) if necessary, which establish objectives, interventions and the duration of hospitalisation.

ORGANISATIONAL AND CARE MODEL



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

- The care team consists of a doctor on duty for at least 4.5 hours, 6 days a week;
 - 7 nurses and 7 social and healthcare workers on a 24-hour shift, 7 days a week;
 - A physiotherapist and a nursing coordinator.
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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 support for caregivers
 - Planning for the return home
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LENGTH OF HOSPITALISATION



The length of hospitalisation is limited and generally does not exceed 30 days, depending on the objectives of the Individual care plan - PAI. Periodic reassessments are required to monitor clinical progress and adjust the care pathway.

ACCESSIBILITY



The facility guarantees full accessibility to services, both structurally and organisationally. 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 its integration with the network of local services. Digital tools and information systems are also used to promote continuity of care.

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

RECEPTION AND TREATMENT PATHWAY



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 - PAI and/or, if appropriate, the Individual rehabilitation programme - PRI are defined. During the hospitalisation, the treatment 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 in place 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 every day during the following times:

- 11:00 a.m. to 1:00 p.m.
- 5:00 to 7:00 p.m.

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>

HOW TO REACH US



QR CODE OF THE LOCATION

The fastest way to reach us by using public transportation is to combine the Roma-Lido train with a local bus:

Metromare Train: from Porta San Paolo station (Piramide) or Eur Magliana, you need to get off at the Acilia station stop.

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



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SERVICE CHARTER

DOMENICO MORELLI COMMUNITY HOSPITAL

**UOC Director of District of X Municipality
Dr. Roberto Morello
Nursing Director
Dr. Elisabetta Zuchi**



**Via Domenico Morelli, 13
District X Municipality
00125 Acilia, Roma
ASL Roma 3 - Lazio Region**



**Open 24 hours a day
7 days a week
Visiting hours:
Monday to Sunday
11:00 a.m. - 1:00 p.m.
and 5:00 - 7:00 p.m.**



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