# CASA DELLA COMUNITÀ
## SPOKE BRAVETTA

# COMMUNITY HEALTH CENTRE

## CARE, SUPPORT AND SERVICES: ALL IN ONE PLACE

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# SERVICE CHARTER

# What is a Community Health Centre?




**The Spoke Bravetta Community Health Centre, located at Via della Consolata, 52 - District XII, is open from Monday to Saturday, 12 hours a day.**

The Spoke Bravetta Community Health Centre (CdC, *Casa della Communità*) is a service unit operated by ASL Roma 3 (Local Health Authority) where all residents can access the social and healthcare 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 XII, offering interdisciplinary services in terms of pathways and solutions, based on the integration of the various dimensions of intervention and areas of expertise. It promotes the participation of the local community in its various forms (citizens' associations, patients' associations and voluntary organisations) and the enhancement of co-production, by linking ìsocial and healthcare services, social welfare services and community resources.

The Spoke Bravetta 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
## SPOKE BRAVETTA
## 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 of the Community Health Centre are:

- **Proactivity**: identifying needs early, promoting health protection through targeted prevention-oriented actions.
- **Integration:** between professionals, services, levels of care, institutions.
- **Participation**: of citizens and the community in the planning.
- **Personalisation**: of care and interventions.
- **Equity**: access proportionate to needs

The Spoke Bravetta Health Community 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.

# Services




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

**Reception and local assistance**:

- **CUP** (Centralised Booking Service)
- **PUA** (Single Access Point)

**Primary care**:

- Primary care services
- Medical presence
- Nursing presence

**Outpatient specialist care and basic diagnostics**:

- Blood sampling area
- Outpatient specialist services (high prevalence pathologies)
- Basic diagnostics

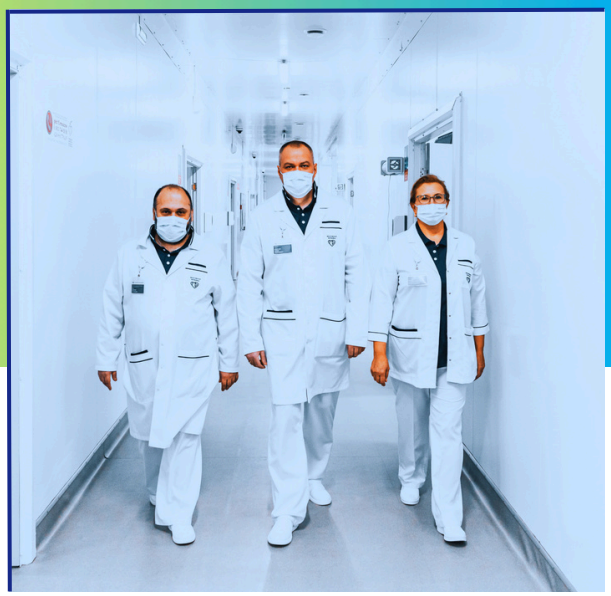
**Prevention - public health interventions:**

- Vaccinations

**Area of integration with social services and the community**:

- Social services of Municipality XII
- Community participation and promotion of co-production.

# Professionals involved



The professional staff working at the Community Health Centre include **nurses, social workers, doctors and outpatient specialists**. 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 the vulnerable individuals.

# Opening hours
# Access information




Opening hours: from Monday to Saturday, from 7:30 a.m. to 7:30 p.m.

**DIRECT ACCESS:**

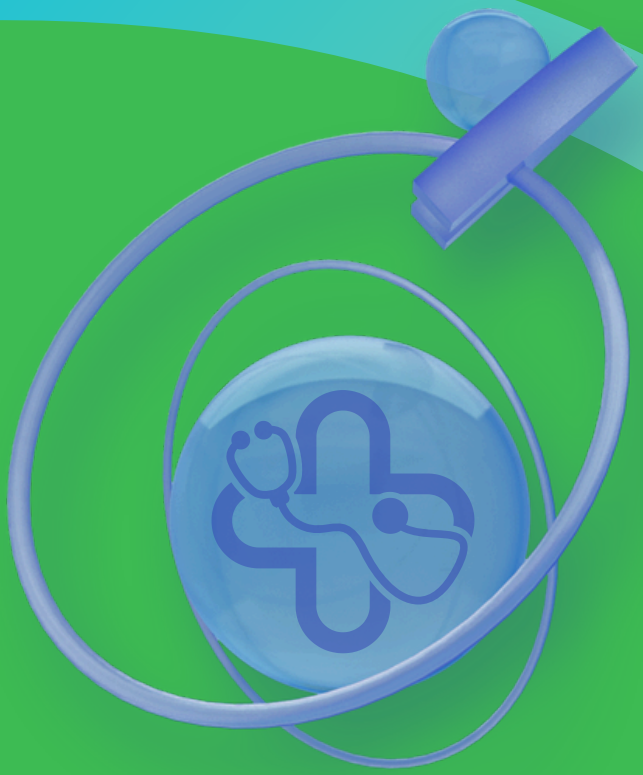
- ***PUA (Single Access Point)***
- ***Blood collection point***
- ***Reception***
- ***CUP (Centralised Booking Service)***
- ***Medical care***
- ***Nursing care***

**INDIRECT ACCESS:**

- ***With a SSN medical prescription and booking through CUP and RECUP***

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# 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 a request 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.

Access to the service can be done directly or by e-mail at the following address: **pua.distretto12@aslroma3.it**

**PUA ASL Roma 3:** Monday to Friday from 8:00 a.m. to 4:00 p.m.

**Social services**: A social worker from the Municipality XII is present at the Spoke Bravetta Community Health Centre on Tuesday and Thursday mornings.



# CENTRALISED BOOKING SERVICE (CUP)

The Spoke Bravetta 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 and revoke your general practitioner/paediatrician, extend paediatric care and renew income-based exemptions.

**Opening hours of the CUP offices at the Spoke Bravetta Community Health Centre**:

- Monday-Wednesday-Friday from 7:00 a.m. to 5:00 p.m.
- Tuesday and Thursday from 7:00 a.m. to 6:30 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., both from 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 Spoke Bravetta 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 the prescribing doctor (your general practitioner, paediatrician or other doctor) or through direct access with costs borne by the patient and without the need for a prescription.

**Opening hours:**

- Blood collection from Monday to Saturday from 7:00 to 9:30 a.m.;
- Collection of the test results: 10:30 - 11:30 a.m.




# SPECIALIST OUTPATIENT SERVICES

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

Access upon appointment and a referral from your general practitioner/paediatrician and other prescribing doctors for first visits and from the specialist for internal pathways.

| SPECIALIST AREA | SERVICES | DAYS | OPENING HOURS |
|---|---|---|---|
| CARDIOLOGY | VISITS - CHECK-UPS - DIAGNOSTIC INSTRUMENTAL TESTS | MONDAY<br>THURSDAY | 8:00 a.m. - 2:00 p.m.<br>1:00 - 7:00 p.m. |
| DIABETOLOGY | VISITS - CHECK-UPS | WEDNESDAY<br>FRIDAY | 11:00 a.m. - 4:00 p.m.<br>8:00 a.m. - 2:00 p.m. |
| PULMONOLOGY | VISITS - CHECK-UPS - DIAGNOSTIC INSTRUMENTAL TESTS | TUESDAY | 8:00 a.m. - 4:00 p.m. |
| OPHTHALMOLOGY | VISITS - CHECK-UPS DIAGNOSTIC AND SPECIALIST TESTS | MONDAY<br>TUESDAY<br>THURSDAY | 8:00 a.m. - 4:00 p.m.<br>8:00 a.m. - 1:00 p.m.<br>4:00 - 7:00 p.m.<br>8:00 a.m. - 2:00 p.m. |



# OUTPATIENT SPECIALIST SERVICES

- Prevention of chronicity
- Management of chronic diseases
- Diagnosis
- Treatment
- Follow up

- **CARDIOLOGY**: Visit; Follow-up visit; Electrocardiogram; Cardiac Holter; Echocardiogram; 24-hour continuous blood pressure monitoring; PDTA activation (Diagnostic, Therapeutic and Care Pathways), Heart failure.

**Opening hours: Monday 8:00 a.m. - 2:00 p.m., Thursday: 1:00 - 7:00 p.m.**

- **DIABETOLOGY:** Visit; Follow-up visit; Treatment plans; Activation of the Diabetes PDTA.

**Opening hours: Wednesday 11:00 a.m. - 4:00 p.m., Friday 8:00 a.m. - 2:00 p.m.**

- **PULMONOLOGY:** Examination; Follow-up visit; Simple spirometry; Walking test; Bronchodilation test; Treatment plans; PDTA activation - COPD (Chronic Obstructive Pulmonary Disease).

**Opening hours: Tuesday 8:00 a.m. - 4:00 p.m.**

- **OPHTHALMOLOGY**: First complete eye examination; Check-up visit; Visual field; Fundus photography (right and left eyes); Schirmer test; Tear duct examination (right and left eyes).

**Opening hours: Monday 8:00 a.m. - 4:00 p.m., Tuesday 8:00 a.m. - 1:00 p.m., Thursday 8:00 a.m. - 2:00 p.m.**



# VACCINATION CENTRE

Vaccinations are an important public health tool for prevention. Thanks to them, it is now possible to prevent the spread of serious, even fatal, diseases, and, at the individual level, they greatly reduce the risk of developing the disease and related complications. Administering the vaccine introduces a substance into our body that stimulates the immune system's response and, subsequently, immunological memory. After vaccination, if we come into contact with the germ against which we were vaccinated, thanks to this memory, we retain a 'record' of it, which will allow us to defend ourselves.

## VACCINATIONS ADMINISTERED

**Mandatory paediatric vaccines**:

- Hexavalent (anti-polio, anti-diphtheria, anti-tetanus, anti-hepatitis B, anti-pertussis, anti-Haemophilus influenzae type b) and tetravalent (anti-polio, anti-diphtheria, anti-tetanus, anti-pertussis).
- MMRV (measles, rubella, mumps and chickenpox vaccine, mandatory for children born after 2017)

**Recommended vaccines**:

- Immunisation against respiratory syncytial virus, anti-rotavirus, anti-pneumococcus, anti-meningococcus B and anti-ACWY-135, anti-human papillomavirus, anti-Herpes virus, booster every 10 years for vaccines against diphtheria, tetanus and pertussis.

*A personalised vaccination schedule is planned for vulnerable individuals, including any seasonal vaccinations, as well as for pregnant women and those at risk due to their professional activity.*

**International vaccines**:

- Yellow fever, routine vaccinations - diphtheria, tetanus, pertussis, hepatitis B, polio, measles, mumps, rubella, chickenpox - vaccinations recommended based on the risk of contracting the infection during travel: hepatitis A, influenza, Japanese encephalitis, tick-borne encephalitis, meningococcal disease (B and ACWY C - W135), rabies, typhoid fever (Salmonella typhi), cholera and dengue.

*For information on free access or any costs, please consult the "Costs and free admissions" annex published on the ASL Roma 3 website.*



## OPENING HOURS OF THE SERVICE AND VACCINATION ADMINISTRATION

- **Morning**: Monday and Friday from 8:00 a.m. to 2:00 p.m.
- **Afternoon**: Tuesday and Thursday from 8:00 a.m. to 5:00 p.m.

## HOW TO BOOK

Mandatory vaccines for children and adults can be booked:

- On the ASL Roma3 web portal, https://www.aslroma3.it/ by clicking on the Single Vaccinations Centre logo
- From LANDLINE by calling the toll-free number +39 800 605040, from Monday to Friday from 8:00 a.m. to 6:00 p.m.
- By MOBILE PHONE by calling +39 0656488301, from Monday to Friday from 8:00 a.m. to 6:00 p.m.
- By sending an e-mail specifying the patient's TAX CODE / STP / ENI, TELEPHONE NUMBER, RESIDENCE ADDRESS to: vaccinazioni@aslroma3.it

International vaccines can only be booked by sending an e-mail to: vaccinazioni@aslroma3.it

Payments for vaccinations paid by the citizen can be made at the ReCup located in the facility.

International vaccinations can only be booked by sending an e-mail to: vaccinazioni@aslroma3.it



# NURSING OUTPATIENT CLINIC

At the Spoke Bravetta Community Health Centre is active a nursing outpatient clinic. Based on referrals by the National Health Service, 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 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 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/supplies necessary for the provision of the service.



# NURSING PRESENCE

| MONDAY | | TUESDAY | | WEDNESDAY | | THURSDAY | | FRIDAY | | SATURDAY | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Opening hours | Service | Opening hours | Service | Opening hours | Service | Opening hours | Service | Opening hours | Service | Opening hours | Service |
| 7:00 - 9:30 a.m. | BLOOD SAMPLE COLLECTION | 7:00 - 9:30 a.m. | BLOOD SAMPLE COLLECTION | 7:00 - 9:30 a.m. | BLOOD SAMPLE COLLECTION | 7:00 - 9:30 a.m. | BLOOD SAMPLE COLLECTION | 7:00 - 9:30 a.m. | BLOOD SAMPLE COLLECTION | 7:00 - 9:30 a.m. | BLOOD SAMPLE COLLECTION |
| 10:00 a.m. - 5:30 p.m. | NURSING OUTPATIENT CLINIC | 10:00 a.m. - 5:30 p.m. | NURSING OUTPATIENT CLINIC | 10:00 a.m. - 5:30 p.m. | NURSING OUTPATIENT CLINIC | 10:00 a.m. - 5:30 p.m. | NURSING OUTPATIENT CLINIC | 10:00 a.m. - 5:30 p.m. | NURSING OUTPATIENT CLINIC | 10:00 a.m. - 5:30 p.m. | NURSING OUTPATIENT CLINIC |
| 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 | 8:00 a.m. - 4:00 p.m. | PUA |
| 7:30 a.m. - 7:300 p.m. | NURSING PRESENCE | 7:30 a.m. - 7:300 p.m | NURSING PRESENCE | 7:30 a.m. - 7:300 p.m | NURSING PRESENCE | 7:30 a.m. - 7:300 p.m | NURSING PRESENCE | 7:30 a.m. - 7:300 p.m | NURSING PRESENCE | 7:30 a.m. - 7:300 p.m | NURSING PRESENCE |

***The Nursing outpatient clinic, from 5:30 to 7:00 p.m., refers to the "Ramazzini" Hub.**

Nursing presence is guaranteed 6 days a week, from Monday to Saturday from 7:30 a.m. to 7:30 p.m.



# HOME CARE SERVICE

Home care is a comprehensive care programme provided in the patient's own house, 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 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 Spoke Bravetta 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.



# VOLUNTARY ORGANISATIONS, PATIENTS' ASSOCIATIONS AND ADVOCACY ORGANISATIONS

Within the Spoke Bravetta Community Health Centre, community participation and the promotion of co-production are being implemented for initiatives on prevention and treatment services and pathways for the community, health promotion, and support initiatives for vulnerable individuals and patients.

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



# QUALITY PACT

This Service Charter defines the ‘Quality Pact’ that the Spoke Bravetta 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

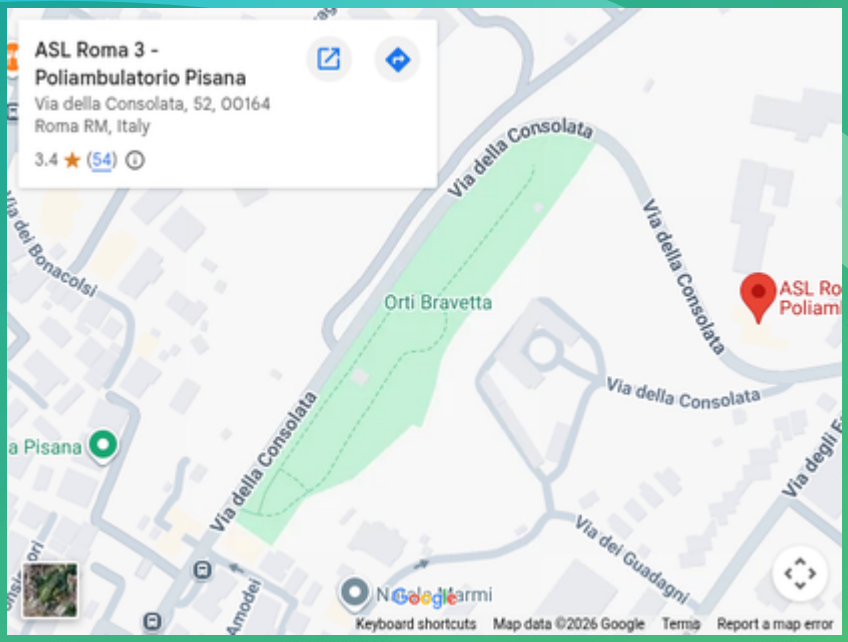
Toll-free number from landline: **+39 800 018 972**
Phone number from mobile network: **+39 06/56488302**
From Monday to Friday from 8:00 a.m. to 6:00 p.m.

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# HOW TO REACH US

This is the location of the ASL Roma 3 Spoke Bravetta Community Health Centre




QR CODE OF THE LOCATION




QR CODE OF THE LOCATION

The most common and fastest way to reach Spoke Bravetta Community Health Centre is by bus:

- From **Cornelia** station **(Metro A)**, you can use bus lines such as **98** or **889**, which serve the Bravetta/Pisana area.
- From the **Valle Aurelia** station **(Metro A / FL3)**, lines **31** or **33** are available to nearby junctions, such as Via di Bravetta.

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ASL ROMA 3

# SPOKE BRAVETTA COMMUNITY HEALTH CENTRE

## ASL ROMA 3

## Via della Consolata, 52 - District XII

**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***


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