CASA DELLA COMUNITÀ BOLSENA

THE SERVICE CHARTER

SERVIZIO SANITARIO REGIONALE

ASL VITERBO

REGIONE LAZIO

The **Service Charte**r is a comprehensive information tool describing the services oered, so that the population can become familiar with the services provided and the ways to access them.

Its **main** purpose is to guarantee users full respect for their rights and the highest level of dignity.

Being properly informed allows citizens to make conscious choices with maximum transparency.

From this perspective, the **Service Charter** represents one of the tools used to affirm the central role of the citizen within the Health and Social Care System.

The **Casa della Comunità of Bolsena** is a public place, close to people, designed to take care of health every day. Here you will find reception, listening and orientation: a single point of access where you can connect with the health and social services available in the local area.

In the **Casa della Comunità of Bolsena**, family doctors, nurses and other professionals work together to provide prevention, nursing care, monitoring of chronic diseases and support for more vulnerable people.

Here you can receive information, be guided through your care pathway, book services and find answers to non-urgent health needs.

The **Casa della Comunità of Bolsena** is not an isolated facility, but a hub connecting home care, community services and, when necessary, the hospital.

It is the first point of reference for health, easy to reach and open to the community.

Because taking care of health means starting from the community and from people.

PRINCIPLES AND GUIDING VALUES

Continuity in the delivery of care and centrality of the person in the health plan

Services are delivered with continuity, regularity and without interruption across levels of care, and the patient plays an active role in care pathways.

Integration and cooperation among professionals, across sectors (healthcare, social-health and social services) and with the community, particularly with Local Authorities and the third sector, through active participation and co-production initiatives.

Prevention and health promotion through education programs, prevention initiatives and support for lifestyles that promote individual and collective health.

Quality and continuous improvement through the adoption of efficient and effective evidence-based practices and regular evaluation of outcomes with a view to continuous improvement.

Humanization of care as a fundamental element, at the base of all activities carried out within the Casa della Comunità.

ACCESS MODE AND SERVICE ORGANIZATION

Every citizen can access services according to their needs, finding a single point of reference and an integrated response between healthcare and social assistance.

Access may be direct or by appointment.

Direct access

No appointment is required and access can take place during the facility's opening hours, depending on staff availability, respecting the order of arrival while considering possible priority cases and the operating hours of the specific services.

In particular, free access is available to:

- reception and orientation services
- non-urgent health services, both for occasional needs and requests for care management

Access by appointment and with referral from the General Practitioner or Specialist

Required for outpatient specialist services and basic diagnostic services:

- blood sampling unit
- specialist outpatient clinics
- basic diagnostic services

For all other services available, such as counseling services, prevention services and mental health services, please refer to the specific service charters.
However, information on how to access these services can be requested at the reception and
guidance service.

WHAT TO BRING WITH YOU

- Valid identity document and national health card (tessera sanitaria nazionale)
- Any medical referrals or prescriptions
- List of medications currently taken or updated therapeutic plan
- Previous medical documentation, reports, discharge letters and recent diagnostic tests
- Delegations or legal guardianship certifications if the user cannot sign independently
- Other useful documentation depending on the request presented (ISEE documentation or disability certifications)

SERVICES OFFERED

Users accessing the Casa della Comunità (CdC) can benefit from the following services.

RECEPTION AND GUIDANCE AREA

Ground floor

In this area, citizens can be guided in accessing services through initial reception and guidance regarding the services and resources available in the local area, activate care pathways in different care settings, book services, collect medical reports and receive support in managing administrative procedures needed to access both social-health rights and services related to the registry of beneficiaries, including services for foreign citizens (issuance of STP/ENI codes).

In particular, the **PUA (Punto Unico di Accesso - Single Access Point)** represents the place of social-health integration and also provides social secretariat activities in coordination with the social services of Local Authorities.

SINGLE ACCESS POINT – PUNTO UNICO DI ACCESSO (PUA)

Ground floor

Opening

Monday to friday, 10 am - 1,30 pm; thursday 2 pm - 4 pm
saturday, 9 am - 12 pm

CUP DESK

Ground floor

Opening

Monday - wednesday - thursday (in the morning)

COMMUNITY CARE AND PRIMARY CARE AREA

Ground floor

In this area citizens can access medical and nursing services available during the time slots indicated above and according to the specified access procedures.
This service responds to occasional health needs and provides an initial assessment in order to activate the most appropriate care pathway for the patient.
It also provides services, screening programs and health promotion activities.

Medical clinic

Ground floor

Opening

Monday to saturday, 8 am - 8 pm (excluding holidays)

Access is free and open to all citizens, including non-residents and foreign citizens who require an initial evaluation in order to start a care pathway or who have occasional health needs.
Services include wound care, drug infusions and the management of aids, equipment and medical devices in collaboration with the nursing clinic.

Nursing clinic

Ground floor

Opening

Monday to saturday, 8 am - 2 pm (excluding holidays)

Access:

- walk-in access for initial assessment and subsequent care management
- access by appointment for services such as wound care, management of aids, equipment and medical devices, drug infusions and services requiring medical indication

Nurses also provide health education to promote adherence to the health plan, encourage selfcare and participation in prevention programs.
They also carry out tele-assistance and tele-monitoring activities and community health promotion initiatives.
In addition, they support physicians in managing occasional health needs of the population.

Continuity of care physician / out-of-hours medical service (Guardia medica)

An out-of-hours medical service is available within the facility (specify if only for home-based services or for facility access also).

Primary care: General Practitioners and Family Pediatricians

Patients may find their primary care physician within the CdC, either individually or in associated organizational forms, with a method designed to ensure continuity, accessibility and integration of primary care services within the territory.
Primary care is delivered through a multiprofessional and multidisciplinary team mainly composed of the general practitioner or family pediatrician, the outpatient specialist, the family and community nurse (IFeC).
These professionals manage chronic diseases using proactive and initiative-based models aimed at preventing complications, maintaining functional capacity and autonomy, and improving quality of life.

OUTPATIENT SPECIALIST AREA

A **blood sampling point** is available.
Ground floor
Opening
Tuesday - thursday - friday 8 am - 9,30 am

Free access

Specialist outpatient clinics equipped with basic diagnostic services are available for the management of the most common chronic conditions based on the needs expressed by the population.
Services can be accessed by appointment or through internal care pathways activated by the physician and/or nurse working in the community care area.

The **Casa della Comunità promotes integration** with citizens, associations and Local Authorities.

For this purpose, a dedicated space is available for community participation activities, collaboration agreements have been established for integrated interventions targeting specific population groups, public information desks are also available to support the dissemination of activities.

CHARTER OF CITIZENS' RIGHTS

Equality

Everyone has the right to receive the most appropriate medical care without discrimination based on gender, race, language, religion, political opinions or social conditions. Impartiality in service delivery: toward users, an objective, impartial, and neutral behavior is adopted.

Respect and personalization of care

Everyone has the right to recognition of their individuality so that the care process does not alter their daily habits more than necessary.

Freedom of choice and citizen's informed consent

Citizens may choose which facility to access for care. Before undergoing medical procedures or treatments, they have the right to receive the information necessary to give informed consent and make conscious decisions

Citizen participation

Patients have the right to participate in their health plan by receiving information about the care plan and clear and complete communication regarding diagnosis, treatment and prognosis, as well as information on follow-up schedules and procedures. Active participation also includes the right to receive appropriate health education in order to achieve the highest possible level of self-care.

Efficiency and effectiveness of public services

Public services must be delivered in a way that ensures the optimal relationship between resources used, activities carried out and results achieved.

Confidentiality of information

Information regarding a person's health status and any other personal data is protected by confidentiality according to current privacy regulations.
Patients and their families as beneficiaries must maintain responsible and respectful behaviour toward others, staff, facilities and equipment.
Respect for healthcare professionals is essential for implementing an effective therapeutic and care program, as well as respect for other patients and for priority conditions during access to services.

Participation in the care plan is both a right and a shared responsibility

For the care agreement between physician and patient to be fully effective, it is essential that the person adheres to the proposed treatments, including taking prescribed therapies, modifying lifestyles and respecting scheduled appointments and follow-up visits.
If the patient experiences difficulties in consistently following the agreed care pathway, they are encouraged to share these difficulties with the physician or nurse so that the care plan can be adjusted accordingly.

The **fairness of the relationship** with citizens is ensured through the management and monitoring of complaints, compliments, thanks and suggestions submitted by citizens.

These communications can be sent to the **Public Relations Office (URP)** following the instructions available on the website: ***www.asl.vt.it***, in the dedicated URP section the relevant forms can be downloaded. The URP takes charge of every request that explicitly or implicitly requires a response.

Users of the CdC can also provide feedback through a satisfaction questionnaire available online or via QR code. The questionnaire is anonymous and the collected data will be analyzed by the Public Relations Office.

The analysis of satisfaction surveys combined with the management of reports contributes to proposals for the continuous improvement of services.

Data processing within the Company is carried out using tools and procedures suitable to ensure security and confidentiality. It is performed through both paper records and computerized systems, in compliance with the Code of Ethics, professional and official confidentiality obligations, and in accordance with European Regulation 679/2016, the Privacy Code (Legislative Decree No. 196/2003 and subsequent amendments), as well as regional and company regulations: ***www.asl.vt.it/protezione-dei-dati.***

CASA DELLA COMUNITÀ BOLSENA

Via IV Novembre

Asl Viterbo *social*