



# CASA DELLA COMUNITÀ MONTEFIASCONO

## THE SERVICE CHARTER



SERVIZIO SANITARIO REGIONALE

ASL  
VITERBO



REGIONE  
LAZIO



# CASA DELLA COMUNITÀ DI MONTEFIASCONE

## SERVICE CHARTER

The Service Charter is a comprehensive information tool regarding the services offered, so that the population may become familiar with the services provided and the ways to access them.

The main purpose is to guarantee users full respect for their rights and the utmost dignity.

Being correctly informed allows citizens to make informed choices with the greatest transparency.

In this perspective, the Service Charter represents one of the tools for affirming the central role of citizens within the Social and Health Care System.

## THE COMMUNITY HOUSE OF MONTEFIASCONE

The Community House of Montefiascone is a public place, close to people, designed to take care of health every day.

Here you will find reception, listening and guidance: a single point of contact with the health and social services of the territory.

In the Community House of Montefiascone, general practitioners, nurses and other professionals work together for prevention, nursing care, monitoring of chronic diseases and support for the most vulnerable people.

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

The Community House of Montefiascone is not an isolated place, but a hub that connects the home, local 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 territory and from people.

## GUIDING PRINCIPLES AND VALUES

### Continuity in the provision of care and centrality of the person in the health project

Services are provided with continuity, regularity and without interruptions between the different levels, and the assisted person is an active part of the care pathways.

### Integration and cooperation

Integration and cooperation among professionals, among sectors (healthcare, social-healthcare, social) and with the community, in particular with local authorities and the third sector, through active participation in co-production interventions.

### Prevention and health promotion

Prevention and health promotion through education, prevention and support programmes for lifestyles favourable to individual and collective health.

### Quality and continuous improvement

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

## **Humanization of care**

Humanization of care as a fundamental element underlying all activities that take place in the Community House.

## **ACCESS METHODS AND SERVICE ORGANIZATION**

Every citizen can access the services according to their need, finding a single point of reference and an integrated response between health and social care.

Access may be direct or by appointment.

### **Direct access**

It does not require booking and may take place during the opening hours of the facility, according to the availability of the operators present, respecting the order of access, without prejudice to any priorities, and according to the hours provided by the specific reference services.

In particular, free access is available to:

- reception and guidance services
- non-urgent health services, both for occasional needs and for requests to be taken in charge

Free access with a prescription from the attending physician:

- blood collection room

### **Access by appointment and with a referral from the General Practitioner or Specialist Doctor**

Provided for the outpatient specialist area and basic diagnostics.

- specialist outpatient clinics
- basic diagnostics

For all other services present, such as family counselling services, prevention services and mental health services, please refer to the specific service charters. Information on access methods may in any case be requested from the reception and guidance service.

## **WHAT TO BRING WITH YOU**

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

## **SERVICES PROVIDED**

Users accessing the Community House (CdC) may use the following services.

## RECEPTION AND GUIDANCE AREA

Ground floor

Opening hours

Monday to Friday from 8:00 a.m. to 2:30 p.m. – Saturday from 8:00 a.m. to 2:00 p.m.

Contacts: 0761 1860342

In this area, citizens may be guided in using the services through first reception and guidance services regarding the services and resources available in the territory; activate procedures for being taken in charge in the different care settings; book services; collect reports; and receive support in managing administrative procedures to access enforceable social-health rights as well as matters relating to the register of assisted persons, including services for the foreign population (STP/ENI issuance).

In particular, the PUA is the place of social-health integration and also offers social secretariat activities in coordination with the social service of the local authorities.

## SINGLE ACCESS POINT (PUA)

Ground floor, room no. 0.17

Opening hours

Monday to Friday from 8:30 a.m. to 1:30 p.m.

Tuesday and Thursday from 2:00 p.m. to 4:00 p.m.

Saturday from 9:00 a.m. to 12:00 p.m.

## CUP BOOKING DESK

Ground floor, rooms no. 0.02 and 0.04

Opening hours

Monday, Wednesday and Friday from 7:30 a.m. to 5:00 p.m.

Tuesday and Thursday from 7:30 a.m. to 3:45 p.m.

Saturday from 7:30 a.m. to 11:15 a.m.

## COMMUNITY ASSISTANCE AND PRIMARY CARE AREA

Ground floor, room no. 0.11

Opening hours

Monday to Friday from 8:00 a.m. to 5:30 p.m. – Saturday from 8:00 a.m. to 2:00 p.m.

Free access

In this area, citizens may use a medical and nursing service active during the time slots indicated above and according to the access methods specified.

This service is intended to respond to occasional needs and to carry out an initial assessment in order to activate the most suitable care pathway for the assisted person, as well as to provide services and screening and health promotion programmes.

## Medical clinic

Ground floor, room no. 0.09

Opening hours

Monday to Sunday from 8:00 a.m. to 8:00 p.m.

Access is free and is intended for all citizens, including non-residents and foreigners, who need an initial assessment in order to be referred to a care pathway or who have an occasional health need.

It manages the provision of services such as dressings, drug infusions and management of aids, equipment and medical devices in collaboration with the nursing clinic.

### **Nursing clinic**

Ground floor, room no. 0.11

Opening hours

Monday to Sunday from 8:00 a.m. to 8:00 p.m.

It receives:

- free access for an initial assessment and subsequent taking in charge
- access by appointment for the provision of services such as dressings, management of aids, equipment and medical devices, drug infusion, and services requiring medical indication

The nurses present also deal with health education to promote adherence to the health project, stimulate self-care and participation in prevention programmes, teleassistance and telemonitoring activities, and health promotion interventions addressed to the entire community.

They also support the physician in managing the occasional needs of the population.

### **Continuity-of-care doctor / out-of-hours medical service**

For the municipalities of: Montefiascone, Capodimonte, Marta.

For a total of approximately 18,000 inhabitants.

Opening hours

From 8:00 p.m. to 8:00 a.m. on all weekdays;

from 10:00 a.m. on Saturday, or on another pre-holiday day, until 8:00 a.m. on Monday or on the day after a holiday;

from 8:00 a.m. to 8:00 p.m. on Sundays and holidays.

### **Primary care: General practitioners and family paediatricians**

Assisted persons may find their attending physician in the Community House in individual and/or associated form (as a Territorial Functional Aggregation), with an organizational method aimed at ensuring continuity, accessibility and integration of primary care in the territory.

In any case, primary care is provided through a multi-professional and multidisciplinary team, mainly composed of the general practitioner or family paediatrician, the outpatient specialist and the family and community nurse (IFeC), who manage chronic diseases according to proactive and initiative-based models aimed at preventing complications, maintaining the person's abilities and autonomy and achieving a better quality of life.

### **OUTPATIENT SPECIALIST AREA**

A blood collection point is available.

Ground floor, room no. 0.01

Opening hours

Monday to Saturday from 8:00 a.m. to 10:00 a.m. – Free access

Specialist outpatient clinics equipped with basic diagnostics are present, aimed at managing the most prevalent chronic conditions on the basis of the needs expressed by the population. Access to services is by appointment or through internal pathways activated by the doctor and/or nurse present in the community assistance area.

In particular, the branches currently present are: Cardiology, Metabolic and Nutritional Diseases, Pulmonology, Ophthalmology, Vascular Surgery, Geriatrics, General Medicine (internal medicine for the osteo-metabolic clinic and haemostasis centre), Neurology, Dentistry and Stomatology, Orthopaedics and Traumatology, Otolaryngology, Rheumatology and Sports Medicine.

The Community House promotes integration with citizens, associations and local authorities. For this purpose, a space is reserved for local community participation activities and collaboration agreements have been signed for integrated interventions on specific population groups. Public desks are also present to allow dissemination of the activities.

## **CITIZENS' RIGHTS CHARTER**

### **Equality**

Everyone has the right to receive the most appropriate medical care without discrimination on the basis of sex, race, language, religion, political opinions or social conditions.

Impartiality in the provision of the service: an objective, impartial and neutral attitude is adopted towards users.

### **Respect and personalization of care**

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

### **Right of choice and informed consent of the citizen**

Citizens may choose which facility to access in order to receive care and, before undergoing medical procedures or therapies, have the right to receive the information necessary to express consent for an informed choice.

### **Citizen participation**

The assisted person has the right to participate in their own health project, obtaining from the healthcare facility information relating to the care plan and receiving complete and understandable communications regarding diagnosis, treatment and prognosis of their disease and the times and methods of access to the planned follow-ups.

Active participation also includes the right to receive appropriate health education in order to reach the highest potential in implementing self-care processes.

### **Efficiency and effectiveness of the public service**

The public service must be provided in such a way as to ensure an optimal relationship between resources used, activities carried out and results.

### **Confidentiality of information**

Information concerning one's state of health and any other personal information must be subject to confidentiality in accordance with current privacy legislation.

The person and their family, as assisted persons, have the duty to maintain a responsible and correct attitude towards others, the staff, the premises and the equipment. Respect for the work and professionalism of healthcare workers becomes an indispensable condition for implementing a correct therapeutic and care programme. Respect for other assisted persons is equally fundamental, also with regard to the priorities represented during the access phase to services.

### **Participation in the care project is a right but also a co-responsibility**

For the care agreement between doctor and assisted person to be fully achieved, it is essential that the person adhere to the proposed treatments, both in taking the therapy and in changing lifestyles, and in respecting scheduled appointments and check-ups.

If the assisted person encounters difficulties in following the agreed care pathway consistently, they undertake to share the difficulties encountered with the doctor or nurse in order to readjust the care project.

Correct relations with citizens are guaranteed through the management and monitoring of complaints, praise, thanks and suggestions submitted by citizens themselves, who may send such reports to the Public Relations Office (URP) following the instructions available on the company website [www.asl.vt.it](http://www.asl.vt.it), on the dedicated “Urp” page, where the useful reporting forms can be downloaded. The URP takes charge of every request that explicitly or implicitly requires a response.

### **SATISFACTION QUESTIONNAIRE, DATA PROCESSING AND HEALTH DOCUMENTATION**

Furthermore, through a specific satisfaction questionnaire, users of the Community House may provide indications for improving the service received.

The questionnaire can be completed directly online by accessing the page or through the QR code. It will be anonymous, and the data will be collected and analysed by the Public Relations Office.

The system for analysing satisfaction surveys, associated with the management of reports received, contributes to the formulation of proposals for the continuous improvement of the services offered.

The processing of data within the Company takes place through the use of tools and procedures suitable for ensuring security and confidentiality and is carried out on paper supports and by IT means, in compliance with the Code of Ethics, professional and office secrecy and in compliance 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](http://www.asl.vt.it/protezione-dei-dati).

Assisted citizens of the province of Viterbo may request the issue of health documentation by filling in the appropriate forms, downloadable from the company portal [www.asl.vt.it/cartella-clinica-e-certificazioni](http://www.asl.vt.it/cartella-clinica-e-certificazioni) and also available at all CUP desks and at all information points. The forms indicate how the documentation is to be sent and collected; it will be issued starting from 7 days after the request is submitted by the entitled interested parties and in any case within the maximum term of 30 days.

Citizens may also download laboratory analysis reports free of charge at <https://www.salutelazio.it/scarica-il-tuo-referto>.

The service is available at any time of the day and on any day of the week, from any device connected to the internet, without the need to queue at the desk of one's health authority.

Please remember that holders of SPID, TS-CNS and CIE may access reports through their Electronic Health Record.

## **INTEGRATED SPECIALIST PROXIMITY NETWORK – RISP**

The map shows the integrated specialist proximity network (RISP) of the province of Viterbo and identifies the Community House of Montefiascone within the territorial network.

### **CONTACTS AND FINAL INFORMATION**

Asl Viterbo social

Via Donatori di Sangue no. 19

The Service Charter of the Community House of Montefiascone was drafted with the valuable support and collaboration of the protection and volunteer associations representing the territory and of the participation table of the Asl of Viterbo.