



CASA DELLA COMUNITÀ RONCIGLIONE

THE SERVICE CHARTER



SERVIZIO SANITARIO REGIONALE

ASL
VITERBO



REGIONE
LAZIO



CASA DELLA COMUNITÀ DI RONCIGLIONE

SERVICE CHARTER

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

Its main objective is to guarantee users full respect for their rights and the utmost dignity.

Being correctly informed allows citizens to make informed choices in complete transparency.

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

THE COMMUNITY HOUSE OF RONCIGLIONE

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

Here citizens can find reception, listening and guidance: a single point where they can access local healthcare and social services.

General practitioners, nurses and other professionals work together in the Community House of Ronciglione to provide prevention, nursing care, chronic disease monitoring and support for vulnerable people.

Here citizens can receive information, be guided through healthcare pathways, book services and receive answers to non-urgent healthcare needs.

The Community House of Ronciglione is not an isolated place but a hub connecting home care, territorial services and, when necessary, the hospital.

It is the first point of reference for health, easily accessible and open to the community.

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

GUIDING PRINCIPLES AND VALUES

Continuity in healthcare delivery and centrality of the person within the health project.

Integration and cooperation among professionals, sectors (healthcare, social-healthcare and social services) and with the community, especially local authorities and the third sector.

Prevention and health promotion through education, prevention programs and support for healthy lifestyles.

Quality and continuous improvement through efficient and effective evidence-based practices and regular assessment of results.

Humanization of care as a fundamental element underlying all activities taking place within the Community House.

ACCESS METHODS AND SERVICE ORGANIZATION

Every citizen may 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:

- reception and guidance services
- non-urgent healthcare services
- blood sample collection service with a prescription from the general practitioner

Access by appointment and with referral from a General Practitioner or Specialist Doctor:

- specialist outpatient clinics
- basic diagnostic services

WHAT TO BRING

- Valid identity document and national health card
- Medical prescriptions or referrals
- List of medications taken or updated therapeutic plan
- Previous healthcare documentation, reports, discharge letters and recent diagnostic examinations
- Legal delegation or guardianship certifications if the user cannot sign independently
- Any other useful documentation based on the request presented

SERVICES PROVIDED

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.

Single Access Point (PUA)

Ground floor room no. 2

Opening hours:

Monday to Friday from 10:00 a.m. to 1:30 p.m.

Tuesday from 2:00 p.m. to 4:00 p.m.
Saturday from 9:00 a.m. to 12:00 p.m.

CUP Booking Office
Ground floor room no. 1
Opening hours:
Monday to Friday from 8:00 a.m. to 5:00 p.m.

PRIMARY CARE AND COMMUNITY ASSISTANCE AREA

Ground floor room no. 1

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.

In this area citizens may benefit from medical and nursing services available during the indicated hours.

This service is intended to respond to occasional healthcare needs and provide an initial assessment in order to activate the most appropriate healthcare pathway, as well as prevention and health promotion programs.

Medical Clinic
Ground floor room no. 4
Opening hours:
Monday to Sunday from 8:00 a.m. to 8:00 p.m.

Free access for all citizens, including non-residents and foreign citizens.

Nursing Clinic
Ground floor rooms no. 3/5
Opening hours:
Monday to Sunday from 8:00 a.m. to 8:00 p.m.

The nursing clinic provides wound care, drug infusions, healthcare education, teleassistance and telemonitoring services.

CONTINUITY OF CARE / MEDICAL GUARD

For the municipalities of Ronciglione, Caprarola, Carbognano, Sutri, Capranica, Bassano Romano, Oriolo and Monterosi.

Serving approximately 42,000 inhabitants.

Opening hours:

From 8:00 p.m. to 8:00 a.m. on weekdays;
From 10:00 a.m. on Saturdays or pre-holidays until 8:00 a.m. on Mondays or the day after holidays;
From 8:00 a.m. to 8:00 p.m. on Sundays and holidays.

Contact: 0761 651254

PRIMARY CARE PHYSICIANS AND FAMILY PEDIATRICIANS

Citizens may find their general practitioner at the Community House either individually or in associated forms.

Primary care is provided through a multidisciplinary and multiprofessional team composed mainly of general practitioners, outpatient specialists and family and community nurses.

SPECIALIST OUTPATIENT AREA

A blood sample collection point is available.

Specialist outpatient clinics equipped with basic diagnostic services are available according to the healthcare needs expressed by the population.

The following specialties are currently available:

Cardiology, endocrinology and diabetology, pulmonology, neurology, hematology, urology, dermatology, otolaryngology, orthopedics and rheumatology.

The Community House promotes integration with citizens, associations and local authorities through dedicated participation spaces and collaborative projects.

CITIZENS' RIGHTS CHARTER

Equality:

Everyone has the right to receive the most appropriate medical care without discrimination.

Impartiality:

Services are provided objectively, impartially and neutrally.

Respect and personalization of care:

Everyone has the right to recognition of their individuality so that healthcare processes alter their lifestyle habits as little as possible.

Freedom of choice and informed consent:

Citizens may choose the healthcare facility they wish to access and have the right to receive all necessary information before medical procedures or treatments.

Citizen participation:

Citizens have the right to participate actively in their healthcare plan and receive complete and understandable information regarding diagnosis, treatment and prognosis.

EFFICIENCY, CONFIDENTIALITY AND COMPLAINTS

Public services must be delivered efficiently and effectively.

Information concerning health status and personal data are protected according to current privacy regulations.

Citizens and their families must maintain respectful behavior toward staff, facilities and equipment.

Complaints, suggestions and acknowledgments may be submitted to the Public Relations Office (URP) according to the procedures available on the Asl Viterbo website.