



CASA DELLA COMUNITÀ SORIANO NEL CIMINO

THE SERVICE CHARTER



SERVIZIO SANITARIO REGIONALE

ASL
VITERBO



REGIONE
LAZIO



CASA DELLA COMUNITÀ DI SORIANO NEL CIMINO

SERVICE CHARTER

The Service Charter is a comprehensive information tool regarding the services offered so that citizens may become familiar with the services provided 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 SORIANO NEL CIMINO

The Community House of Soriano nel Cimino 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 Soriano nel Cimino 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 Soriano nel Cimino 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.

Services are provided continuously, regularly and without interruption between care levels,

and citizens are active participants in healthcare pathways.

Integration and cooperation among professionals, sectors and the community, especially local authorities and third-sector organizations.

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

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

Humanization of care as a fundamental principle underlying all activities 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 does not require booking and may take place during opening hours according to staff availability and priority conditions.

Free access is available for:

- reception and guidance services
- non-urgent healthcare services
- occasional healthcare needs or requests for care pathways

Free access with medical prescription:

- blood sample collection service

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 such as ISEE certification or disability certificates

SERVICES PROVIDED

Reception and Guidance Area
Ground floor

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.

Contacts: 0761651216

In this area citizens may receive guidance regarding healthcare and social services available in the territory, activate care pathways, book appointments, collect reports and receive support for administrative procedures.

Single Access Point (PUA)

Ground floor room no. 7

Opening hours:

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

Wednesday from 2:00 p.m. to 4:00 p.m.

Contacts: 0761651213

CUP Booking Office

Ground floor room no. 8

Opening hours:

Monday to Friday from 8:00 a.m. to 12:30 p.m.

Monday and Wednesday from 2:00 p.m. to 4:30 p.m.

PRIMARY CARE AND COMMUNITY ASSISTANCE AREA

Ground floor

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 active during the indicated hours.

Medical Clinic

Ground floor rooms no. 11 and 12

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 is available for all citizens, including non-residents and foreign citizens.

Nursing Clinic

Ground floor room no. 10

Opening hours:

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

Nurses provide wound care, management of medical devices, drug infusions, healthcare education, teleassistance and telemonitoring activities.

CONTINUITY OF CARE / MEDICAL GUARD

For the municipalities of Soriano nel Cimino, Bomarzo, Vignanello, Vallerano, Vasanello, Canepina, Bassano in Teverina and Orte.

Serving approximately 33,500 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.

From 10:00 a.m. to 8:00 p.m. on Sundays and holidays.

Contacts: 0761651216

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.

Opening hours:

Tuesday to Friday from 8:00 a.m. to 9:30 a.m.

Specialist outpatient clinics equipped with basic diagnostic services are available according to healthcare needs.

Current specialties include cardiology, vascular surgery, general surgery, pulmonology, pain therapy, geriatrics, otolaryngology, orthopedics and traumatology, endocrinology and neurology.

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.

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 treatments or procedures.

Citizen participation:

Citizens have the right to participate actively in their healthcare plan.

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).

PRIVACY AND MEDICAL DOCUMENTATION

Personal data are processed in compliance with European Regulation 679/2016 and Italian privacy legislation.

Citizens may request medical documentation through official Asl Viterbo channels.

Laboratory reports may also be downloaded online through the Lazio regional healthcare

portal.