

ASL Frosinone

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Service Charter



Casa
di Comunità

COMMUNITY HOUSE ANAGNI

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SISTEMA SANITARIO REGIONALE

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1. COMMUNITY HEALTH HOUSE (CDC)

1.1. PRESENTATION

The House of the Community (CDC) is the territorial reference point for access to health, social and social services, in a perspective of proximity, integration and continuity of care, as provided by DM 77/2022 and DGR Lazio no. 1264/2025.

The CoC is the focal point of the territorial assistance network, welcoming both the entire community and the individual with their specific needs.

It is the place of reference for health protection and management of chronic diseases, thanks to a comprehensive assessment of health needs carried out by an integrated team of professionals in the health and socio-sanitary field.

It is the organizational model that concretizes local care, offering prevention activities, health promotion and health and socio-sanitary interventions for all those conditions that do not require hospital treatment, but can be effectively managed on the territory.

The Community House is committed to being a recognizable, accessible and close place for citizens, capable of accompanying them over time in the paths of prevention, care and assistance, characterized by:

- Access area and administrative services: multifunctional information counters, the CUP, service choice and withdrawal of MMG/PLS.
- Area of primary care: MMG/PLS activities, continuity doctors, integrated home care.
- Area of outpatient specialist care: specialist visits and first-level diagnostic services.
- Area of prevention and health promotion: in coordination with the department of prevention with regard to screening, vaccination prophylaxis and surveillance programs for infectious diseases.
- Health and social-health area of integration with social services and the reference community: it is implemented through the single point of access (PUA), the integration of health and social-health services with those of the municipalities and the municipality, the development of social networks (informal networks, voluntary networks, third sector, patient and protective associations).
- Nursing services.

1.2. MISSION

The mission of the Community House is to ensure a global, continuous and personalized care for the health needs of the population, through a model of territorial assistance based on proximity, integration of services and centrality of the person. The multiprofessional and active involvement of the person and the family, the Community House is committed to offering accessible, appropriate and quality services, helping to improve individual and collective well-being and reduce inequalities in access to care. The Community House works to promote health, prevent disease,

manage chronic conditions, and respond appropriately to health and socio-sanitary needs, favoring the continuity of care and integration between professionals, territorial, hospital and social services. Through teamwork

1.3. ORGANIZATION

The Community House operates within the district organization of the Local Health Agency, in line with regional and company guidelines on territorial assistance.

The organization and articulation of services may have **specificities at district level, in** relation to the health needs of the population of reference, the characteristics of the territory and the availability of resources, respecting the principles of equity, appropriateness and continuity of care.

These specificities do not alter the general principles of operation of the Community House, but diminish its operational implementation at local level. Detailed information about the district organization of services is made available through corporate and district information channels. The Community House is organized according to the Hub model and operates in integration with the Health District, the Territorial Operational Center (COT), the General Medical Doctors, the Free Choice Pediatricians, the Social Services and the Third Sector.

2. SERVICES

The reception and orientation of the users represent the first contact of the citizen with the House of the Community.

Through listening to the needs and information on available services, the citizen is directed to the most appropriate paths, including through the connection with the Single Access Point (PUA) and with administrative services supporting access, local nursing care, outpatient activities, chronic and fragility management, continuity of care, social and health integration, prevention and health promotion, support for caregivers.

The Community House promotes through its services:

- appropriate care of the person with multidimensional assessment of health needs and the definition of integrated care pathways;
- the process of taking charge is ensured through the coordinated work of a multiprofessional and multidisciplinary team, which operates in an integrated way to ensure continuity, appropriateness and security of assistance;
- ensures the continuous monitoring of the active assistance path, verifying the progress of interventions, adherence to the care plan and the evolution of the person's needs, in coordination with the Territorial Operations Center (COT) and the services involved;
- values the active role of the person and caregivers, promoting conscious participation in care decisions, continuous information and the necessary support to promote autonomy and management of their own health path.

2.1. SINGLE ACCESS POINT

The PUA represents the first level of reception of the citizen and performs functions of:

- entrance door for citizens and professionals;
- reception and listening to need;
- orientation to health, social and health services;
- preliminary assessment of the application;
- assessment of health and social-health needs;
- directing to the most appropriate assistance paths.

The PUA operates in conjunction with the Health District, social services and the Territorial Operations Center (COT).

Opening days and hours	<i>from Monday to Friday: from 8:30 AM to 12:30 PM;</i>
Access mode	<i>access directly or via email</i>
Telephone	<i>0775 7325251</i>
E-mail	<i>pua.anagni@aslfrosinone.it</i>

2.2. CUP SERVICE

At the Casa della Comunità there is an active CUP (**Centro Unico di Prenotazione**) service, which allows citizens to book, modify and cancel specialist visits, outpatient services and diagnostic tests, according to the procedures provided by the company organization. The service promotes equitable and appropriate access to health services, ensuring transparency in booking methods and integration with local and specialized care pathways.

Opening days and hours	<i>Monday to Friday from 7:30 AM to 5:30 PM</i> <i>Saturday from 7:30 AM to 1:00 PM</i>
Access mode	<i>direct</i>
Telephone	<i>for reservations 06 9939; for information 0775 7325276</i>

2.3. PRIMARY CARE/LOCAL HEALTHCARE

2.3.1. Primary Care Out-of-Hours Service

At the Primary Care Service, General Physicians (MMG) and Free Choice Pediatricians (PLS) provide primary care to all citizens, regardless of residence ASL, in addition to the continuity care service (former medical guard).

The benefits payable are:

- General and pediatric medical examination
- Prescription drugs
- Issuing certificates
- Organization health responses

Opening days and hours	<i>From Monday to Sunday 24 hours - 8 am to 8 pm; 8 pm to 8 am;</i>
Access mode	<i>direct</i>
Telephone	<i>0775 7325240</i>
E-mail	<i>distrettoa@aslfrosinone.it</i>

2.3.2. Continuity of care

The continuity of care service (formerly Guardia Medica) contributes to the continuity of care, the appropriate assumption of responsibility for the population and the reduction of inappropriate access to emergency services-urgency by carrying out activities at the times when the offices of general practitioners and pediatricians of free choice are closed.

The access method is direct or by contacting the toll-free number 800185486

Soon to be activated the European Harmonized Number (NEA) 116117 which will be the number to dial for access to non-emergency medical care.

Opening days and hours	<i>every day from 8:00 to 8:00</i> <i>Sundays and holidays from 8:00 to 20:00</i> <i>Saturday and pre-holidays from 10:00 to 20:00</i>
Access mode	<i>home visits on call</i>
Telephone	<i>800 185 486</i>

2.3.3. Nursing outpatient clinic

It is a territorial service dedicated to the citizen, managed by qualified nursing staff. It carries out care activities in collaboration with the doctors of general medicine and specialists present in the structure, ensuring continuity and appropriateness of care.

The benefits provided, which are carried out **by medical prescription**, after registration with the CUP, include:

- injection therapy - intramuscular, subcutaneous, intravenous;
- detection of vital signs: blood pressure, heart rate, respiratory rate;
- medication skin lesions, infections, burns;
- simple bandaging and removal of stitches;
- replacement and education in bladder catheter care;
- Ostomy check-up and assistance;
- venous and capillary blood samples;
- emogas-analysis.

Opening days and hours	<i>Monday and Thursday 8:00 AM - 5:00 PM</i> <i>Tuesday-Wednesday-Friday 8:00 AM - 2:00 PM</i>
Access mode	<i>referral from the GP and/or Specialist with the wording "Service X at the nursing clinic"; direct booking at the Nursing Clinic</i>
Telefono	<i>0775 7325 271</i>
E-mail	<i>distrettoa@aslfrosinone.it</i>

2.4. INTEGRATED HOME CARE SERVICE

Integrated Home Care is a service aimed at citizens who are not self-sufficient and/or not walking, resident or domiciled in the district territory, who are not able to access autonomously local health services. The service provides home interventions aimed at care, support and maintenance of the person in their own living environment, regardless of age.

The ADI meets needs:

- **Health care**, through nursing interventions (collection, medication, therapies) and rehabilitation (rehabilitation to walk, mobilization).
- **Socio-health-**, through integrated activities of health and social care (personal care, prevention of pressure injuries, support in daily activities)

2.4.1. Method of delivery

Home **services** are carried out by -accredited bodies, present on the territory and subject to the supervision of the competent service. The staff involved includes nurses, physiotherapists, social health workers (SDGs) and other figures expected for home care.

2.4.2. Service activation

To activate the ADI it is necessary to indicate:

- General Practitioner (MMG);
- Pediatrician of free choice;
- Hospital.

Opening days and hours	<i>Monday; Wednesday and Thursday from 8:30 AM to 12:00 PM;</i>
Access mode	<i>direct access or email</i>
Telefono	<i>0775 7325 225</i>
E-mail	<i>adi.anagni@aslfrosinone.it</i>

3. SPECIALIST CARE AND BASIC DIAGNOSTIC OUTPATIENT CLINICS

At the Casa della Comunità, there are specialized polyclinics that provide outpatient services, basic instrumental examinations to support local clinical care pathways, clinical follow-ups, and integration with local care pathways. Outpatient activities are organized in coordination with general practitioners, district services and, where necessary, hospital facilities, promoting continuity of care and appropriateness of care.

Opening days and hours	<i>see below</i>
Access mode	<i>access by appointment through CUP</i>
Telephone	0775 7325 288
E-mail	distrettoa@aslfrosinone.it

Specialist branch	Benefits	Day	Hours
CARDIOLOGY	Visite, ECG, ecocardiogramma	Monday and Thursday	08.00-16.00
CARDIOLOGY	Visite ECG ecocardiogramma; ECG Holter; Holter pressorio (refertazione)	Tuesday	08.00-14.00 14.00-17.00
PNEUMOLOGY	Visite, Prove funzionalità respiratoria, Spirometria	Thursday	08.30-16.30
AMBULATORIO HOLTER CARDIACI E PRESSORI	Montaggio e smontaggio elettromedicale eseguito dall'infermiere	Monday Tuesday	08.00-12.00 08.00-12.00
OFTALMOLOGY	Visits	Monday (bimonthly)	08.30-12.30
OFTALMOLOGY	Visits	Tuesday and Wednesday	08.30-16.30
ENDOCRINOLOGIA	Visits	Monday	08.00-14.00
DIABETOLOGY	Visits	Tuesday	08.00-16.00
DIABETOLOGY	Visits	Friday	08.00-14.00
PHISIATRY	Visits	Friday	08.00-13.00
NEUROLOGY/NEUROPHISIOPATOLOGY	Visits; EMG; EEG	Thursday	07.30-19.30
NEUROLOGY	Visits; EMG; EEG	Wednesday	07.30-19.30
DERMATOLOGY	Visits	Thursday	08.00-14.00
ODONTOIATRIA	Visits; estrazioni dentarie	Tuesday	08.00-12.00

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ORL	Visits; fibrolaringoscopia	Monday	08.00-14.00
UROLOGY	Visits; uroflussometria; cistoscopia	Friday	09.00-14.00
SURGERY	Visits	Monday (bimonthly)	08.45-11.30
TAO	Prelievi Piani TAO	Wednesday	08:00-10:30 14:00-18:00
COLON/RECTAL SCREENING		Tuesday and Wednesday	08:00-13:00 14:00-17:00 08:00-13:00

3.1.ALTRA OFFERTA DELLA CASA DI COMUNITÀ

Medical clinic	Outpatient days	Hours	Phone
RADIOLOGY			
Mammografie	Martedì (Screening)	08,00-16,00	0775/7325244
	Venerdì (Cliniche)	08,00-13,00	
Ecografie	Giovedì	08,00-13,00	
TC	Giovedì	08,00-13,00	
	1° e 3° mercoledì del mese	14,30-17,30	
	3° sabato del mese	08,00-13,00	
RX	Martedì e Mercoledì (Screening)	08,00-13,00	
	1° e 2° sabato del mese	08,00-13,00	
FAMILY PLANNING CLINIC			
Accoglienza ostetrica;	Lunedì e Mercoledì	08,00-17,00	0775/7325248 0775/7325295
Percorso gravidanza a basso rischio; Accompagnamento alla nascita e all'allattamento	dal Lunedì al Venerdì	08,00-14,00	
Ambulatorio ginecologia	Mercoledì	09,00-17,00	0775/7325295
Screening oncologico	Lunedì	08,00-17,00	
	Martedì e Giovedì	08,00-14,00	
VACCINATION SERVICE			
Vaccinazioni età evolutiva	Martedì; Giovedì; Venerdì	08,30-12,30	07757325249
	Giovedì	08,30-17,30	
Vaccinazioni adulti	su richiesta dell'utenza		
MENTAL HEALTH CENTER			
Accoglienza - Orario apertura al pubblico	dal Lunedì al Venerdì	08,00-14,00	07757325217

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	Martedì e Giovedì	08,00-17,00	
Colloqui Psicologici	Venerdì		
TSMREE			
Accoglienza	Lunedì; Mercoledì	09,00-12,00	07757325235
Valutazioni prime visite, controlli e certificazioni	Martedì e Giovedì si accede con appuntamento	08,30-17,30	
Altre attività: terapie e training da 0 a 12 mesi; Progetti di risocializzazione; Inserimento in comunità residenziali e semiresidenziali; GLO Modalità webinar; Gruppi Famiglia	Martedì, Mercoledì e Venerdì	08,00-14,00	
	Lunedì e Giovedì	08,00-17,30	

4. SAMPLING CENTER

The Community House houses the Collection Center, dedicated to the execution of blood samples and other biological samples, according to the procedures and standards in force. The service supports the diagnostic and care pathways of the population of reference and is integrated with territorial and specialist services, contributing to the assumption of responsibility for the person and the continuity of care paths.

At the Collection Center, equipped with a binding MMG or specialist, it is possible to carry out venous sampling, pharyngeal swabs and biological sample collection.

Opening days and hours	<i>Monday to Friday from 7:30 am to 10:30 am and Saturday from 7:30 am to 10:00 am for blood sampling blood test reports are collected Monday to Saturday from 11:30 am to 1:00 pm</i>
Access mode	<i>direct</i>
Telephone	<i>0775 7325 240</i>
E-mail	<i>distrettoa@aslfrosinone.it</i>

5. FAMILY AND COMMUNITY NURSE (IFeC)

The Community House uses the figure of the **Family and Community Nurse (IFeC)** as a reference professional for nursing care of the person, the family and the community.

The Family and Community Nurse works in integration with the Single Point of Access (PUA), with general practitioners, free-choice pediatricians and with the multiprofessional team of the House of Community, contributing to the assessment of care needs, the continuity of care and implementation of the Health Project.

The activities of the IFeC Care **oriented towards** health promotion, prevention, monitoring of health conditions, support to the management of chronic diseases and facilitation of access to territorial services, in coordination with the network of health and socio-health services.

Opening days and hours	<i>Monday to Saturday hours 08:00-14:00</i>
Access mode	<i>Direct access at the service or by email</i>
Telephone	<i>0775 7325 293</i>
E-mail	<i>ifec.a@aslfrosinone.it</i>

6. PACO - ACCESS AND CONTINUOUS POINT' OF ONCOLOGICAL CARE SOCIAL AND HEALTHCARE INTEGRATION

6.1. PURPOSE AND SERVICES OF THE PACO

Orientation and support:

- Guides patients through the various stages of the oncology journey, from diagnosis to therapy.

Quick access:

- Facilitates access to specialist services and reduces waiting times, ensuring coordinated care.

Coordination:

- Ensures collaboration between the hospital, the community, and specialist services to develop a personalized treatment plan.

Multidisciplinary support:

- Offers assistance from oncologists, palliative care physicians, nurses, psychologists and social workers

Bureaucratic and administrative support:

- Helps with practices, such as activating the cancer exemption and requesting aids.

Opening days and hours	<i>Monday and Friday, the presence of the Oncologist from 8:00 am to 2:00 pm Thursday from 9:00 am to 12:00 pm, the presence of the Palliative Care Doctor; and Oncology Physiatry on Tuesdays from 9:00 am to 12:00 pm</i>
Access mode	<i>Access by CUP reservation and/or direct access</i>
Telephone	<i>0775 7325 231-236</i>
E-mail	<i>distrettoa@aslfrosinone.it</i>

7. NEPHROLOGY AND DIALYSIS

The Dialysis Service, configured as a local hospital service, integrated with the Nephrology Clinic, supports the care pathways of patients with chronic kidney disease.

The Dialysis Service works closely with the company's nephrology network and local services, ensuring continuity of care, appropriateness of care, and clinical-care safety.

Organization of the service:

- Monday to Saturday,
- in the morning and afternoon time slots,
- from 07:00 to 19:00,
- with two care shifts (morning and afternoon)

The activity is aimed at patients undergoing chronic dialysis treatment and is coordinated with the Nephrology Clinic for clinical monitoring, specialist follow-up, and integration with other health services.

Benefits Provided:

- Hemodialysis treatments
- Emogas Analysis
- Nephrological Visits (Tuesdays and Thursdays from 9:00 am to 1:00 pm)

Opening days and hours	<i>Monday to Saturday, 7:00 am - 7:00 pm; Midweek holidays, 7:00 am - 7:00 pm</i>
Access mode	<i>Prior first Nephrological visit and Evaluation; Booking via CUP</i>
Telephone	<i>0775 7325 256</i>
E-mail	<i>dialisi.anagni@aslfrosinone.it</i>

8. SOCIAL HEALTH INTEGRATION

The Community House promotes integration between health and social areas, favoring:

- working in a multiprofessional team;
- the connection with the municipal social services;
- the collaboration with the Third Sector.

Social and health integration enables a coordinated and appropriate response to the complex needs of the individual and the community.

9. PREVENTION AND HEALTH PROMOTION ACTIVITIES

The Community House carries out prevention and health promotion activities, also in collaboration with the Department of Prevention, through:

- organized prevention programmers;
- health education interventions;
- actions to promote individual and collective well-being.
- active offer on all Screening Programs for target populations:
- screening for rectal colon carcinoma (delivery of test tubes and acceptance of samples)
- booking screening cervical carcinoma (Pap test and HPV test),
- booking screening breast carcinoma,
- screening Epatite C (HCV)

10. ACCESS TIMES TO DOCUMENTATION

10.1. *HOW TO REQUEST CLINICAL AND SOCIAL ASSISTANCE DOCUMENTATION*

The Anagni Community House clinical and social care records are released within 30 days of the application submission date, except in special cases where reports are pending. Current regulations require the facility to make existing documents available within 7 days of the request.

10.1.1. Procedure and Access Times at the Frosinone Local Health Authority

For patients discharged from the Community House, the application process involves specific steps and timeframes:

- **Processing times:** the medical record is made available within 30 days of the discharge date or the request.
- **Online (Recommended):** you can request, pay (from the second request onwards), and download the documents directly from home via the Frosinone Local Health Authority Online Help Desk. Access is via SPID.
- **In-person mode:** The request can be made by the patient himself or his delegate (provided with a proxy along with the delegating party's identification document) by contacting the Protocol Office of the Health District.

HOW TO REACH US

By Car:

From the Anagni-Fiuggi exit on the A1 highway (Roma-Napoli), the hospital is approximately 8 km away and can be reached in about 12–15 minutes by car:

1. Exit the toll gate and keep right at the fork, following signs for Anagni/Fiuggi/Subiaco. Merge onto Via Anticolana (SR155r) and continue straight for about 1.5 km. Take the exit on the right onto SS6 Via Casilina, following signs for Anagni Centro (Anagni City Center).
2. Drive along Via Casilina for just under 2 km. Turn left onto Via San Magno (you will see signs for the city center and the hospital). Continue uphill on Via San Magno, which will turn into Via Giovanni Giminiani. Keep driving uphill along the hill.
3. At the top of the hill, the road meets the ring road: turn slightly left onto Via della Sanità. Take an immediate right onto Via Onorato Capo, 4. The medical facility will be immediately on your left.

Parking Information (ZTL - Restricted Traffic Zone):

Since the facility is located at the entrance of the historic center—an area subject to traffic restrictions (ZTL)—it is highly recommended to park your car just before entering the restricted zone. The main parking options are:

- Hospital Parking (Via Giminiani): There are numerous paid parking spaces (marked by blue lines) available along the uphill road leading to the facility.
- Via Onorato Capo Multi-story Parking Structure (Parcheggio Multipiano): Located right next to the facility, this is the most convenient and spacious option, allowing you to reach the hospital on foot in just a few minutes.

By Public Transport:

- By Train: Get off at the Anagni-Fiuggi railway station, located on the Roma-Cassino line.
- By Bus/Shuttle: From the station square, take a local bus operated by the Corsi & Pampanelli company heading towards the historic center. The main route to take is the "Linea FS" (Stazione FS - Anagni - Vignola). Get off at either the Via Giovanni Giminiani stop or the Porta Santa Maria stop (the closest access point to Via Onorato Capo). From there, the hospital is within short walking distance.
- Cotral Regional Buses: Regional Cotral buses are also available, heading towards Fiuggi/Anagni centro. You can get off at the Anagni | Ospedale stop (located along the main uphill road of Via del Muraglione/Via della Sanità) or the Viale Regina Margherita stop.

LA CARTA DEI SERVIZI



This Service Charter represents the organization of services offered within the structure at the time of its publication and is subject to periodic review of content.