

ASL Frosinone

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Service Charter



COMMUNITY HOUSE PONTECORVO

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SISTEMA SANITARIO REGIONALE

**ASL
FROSINONE**

SOMMARIO

1. COMMUNITY HEALTH HOUSE	1
1.1. PRESENTATION	1
1.2. MISSION	1
1.3. ORGANIZZATION	2
2. SERVICES OFFERED	3
2.1. SINGLE ACCESS POINT	3
2.2. CUP SERVICE	4
2.3. PRIMARY CARE/LOCAL HEALTHCARE	4
2.3.1. Primary Care Service (AFT: functional territorial aggregation)	4
2.3.2. Continuity of Care	4
2.3.3. Nursing outpatient clinic	5
2.4. INTEGRATED HOME CARE SERVICE (A.D.I.)	5
2.4.1. Method of delivery	6
2.4.2. Service activation	6
3. SPECIALIST CARE AND BASIC DIAGNOSTIC OUTPATIENT CLINICS	7
3.1. RADIOLOGY	8
4. BLOOD COLLECTION CENTER	10
5. MENTAL HEALTH CENTER	11
6. FAMILY CONSULTING CENTER	13
7. RIABILITATION	15
8. CHILD AND ADOLESCENTS MENTAL HEALT AND REHABILITATION SERVICE (TSMREE)	17
9. VACCINATION CLINIC	18
10. FAMILY AND COMMUNITY NURSE (IFeC)	20
11. SOCIAL AND HELATHCARE INTEGRATION	21
12. PREVENTION AND HEALTH PROMOTION ACTIVITIES	22
13. ACCESS TIMES TO DOCUMENTATION	23
13.1. HOW TO REQUEST CLINICAL AND SOCIAL ASSISTANCE DOCUMENTATION	23
13.1.1. Procedure and Access Times at the Frosinone Local Health Authority	23
HOW TO REACH US	24

1. COMMUNITY HEALTH HOUSE

1.1. PRESENTATION

The House of the Community (CdC) of Pontecorvo, 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 CdC 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 of Pontecorvo, 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 OFFERED

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>Monday to Friday from 8:30 a.m. to 12:30 p.m. Mondays and Wednesdays from 3:00 p.m. to 5:00 p.m.</i>
Access mode	<i>direct</i>
Telephone	<i>0776 7692 918</i>
E-mail	<i>pua.pontecorvo@aslfrosinone.it</i>

2.2. CUP SERVICE

At the CdC 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>
Telefono e e-mail	<i>via the regional toll-free number 069939 or online at https://prenotasmart.regione.lazio.it/main/booking/patient</i>

2.3. PRIMARY CARE/LOCAL HEALTHCARE

2.3.1. Primary Care Service (AFT: functional territorial aggregation)

At the Primary Care Service, General Practitioners (GPs) and Pediatricians (PLSs) provide primary care to all citizens - regardless of their Local Health Authority (ASL) of residence - in coordination with the out-of-hours medical service (formerly known as *guardia medica*).

Services provided include:

- General medical and pediatric consultations
- Prescription of medications
- Issuance of medical certificates
- Organization of healthcare responses

Opening days and hours	<i>24 hours a day, 7 days a week, including public holidays</i>
Access mode	<i>direct</i>
Telephone	<i>Harmonized European Number (NEA) 116117</i>
E-mail	<i>casadellacomunita.pontecorvo@aslfrosinone.it</i>

2.3.2. Continuity of Care

The Continuity of Care service (formerly known as *Guardia Medica*), supports the continuity of care and ensures appropriate patient management, helping to reduce unnecessary visits to emergency services by operating during hours when general practitioners' and pediatricians' offices are closed.

Access is available either directly or by calling the toll-free number 800185486.

The Harmonised European Number (HEN) 116117 is due to launch soon; this will be the number to call for non-urgent medical care.

Opening days and hours	<i>Every day from 8:00 PM to 8:00 AM</i> <i>Sundays and public holidays from 8:00 AM to 8:00 PM</i> <i>Saturdays and days preceding public holidays from 10:00 AM to 8:00 PM</i>
Access mode	<i>Harmonised European Number (HEN) 116117</i>
Telephone	<i>Harmonised European Number (HEN) 116117</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.

Opening days and hours	<i>24 hours a day, 7 days a week, including public holidays</i>
Access mode	<i>Harmonised European Number (HEN) 116117</i>
E-mail	casadellacomunita.pontecorvo@aslfrosinone.it

2.4 INTEGRATED HOME CARE SERVICE (A.D.I.)

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 meet 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 Helathcare Department	<i>Monday to Friday, 8:00 AM to 2:00 PM</i>
	<i>Mondays and Tuesdays, 2:30 PM to 5:30 PM</i>
Access mode	<i>direct</i>
Telephone	<i>0776 7692 930</i>
E-mail	<i>adi.pontecorvo@aslfrosinone.it</i>
Opening days and hours Social Service Department	<i>Monday to Friday, 8:00 AM to 2:00 PM</i>
	<i>Tuesdays and Wednesdays, 2:30 PM to 5:30 PM</i>
Access mode	<i>direct</i>
Telephone	<i>0776 7692 919</i>
E-mail	<i>adi.pontecorvo@aslfrosinone.it</i>
Opening days and hours Administrative Department	<i>Monday to Friday, 8:00 AM to 2:00 PM</i>
	<i>Mondays and Tuesdays, 2:30 PM to 5:30 PM</i>
Access mode	<i>direct</i>
Telephone	<i>0776 7692 920</i>
E-mail	<i>adi.pontecorvo@aslfrosinone.it</i>

The specialized home-based outpatient services provided are as follows:

- Angiology, Dr. Raffaele Nunziata;
- Cardiology, Dr. Salvatore Isernia;
- Dermatology, Dr. Tania Spica;
- Physiatry, Dr. Maria Daniela Capitanio;
- Geriatrics, Dr. Giuseppe Ceccarelli;
- Hygiene/Public Health, Dr. Rosanna Grascia;
- Neurology, Dr. Alba Caporicci;
- Pulmonology, Dr. Marisa Di Biasio;
- Urology, Dr. Carmine Marandola;
- Cognitive Disorders and Dementia Center (Geriatrics Specialty - Dr. Angela Marie Abbatecola; Neurology Specialty - Dr. Francesca Corte).

3. SPECIALIST CARE AND BASIC DIAGNOSTIC OUTPATIENT CLINICS

At the CdC of Pontecorvo, 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.

The service is open on the following days and times: *as shown in the schedule below*

Access mode: *via CUP booking*

E-mail: casadellacomunita.pontecorvo@aslfrosinone.it

BRANCH	Specialist	Benefits	Day	Hours
ANGIOLOGY	Dott. Raffaele NUNZIATA	Consultations – Color Doppler Ultrasound	Mon – Tue	8.00 – 20.00
CARDIOLOGY 1	Dott.^{ssa} Francesca CORETTI	Echocardiograms	Sat	11.00 – 14.00
CARDIOLOGY 2	Dott. Alessandro Viselli	Consultations – ECG – Holter ECG	Tue	8.00 – 17.00
CARDIOLOGY 2	Dott. Salvatore ISERNIA	Consultations – ECG	Tue - Thu - Wed	Mon 10:00-13:00 (Home Care) Tue 8:00- 13:00/13:30-18:30 Wed (PDTA) 8:00- 13:00/ 13:30-18:30
GENERAL SURGERY	Dott.^{ssa} Annalisa PALIOTTA	Consultations	Tue	8:00-13:00
DIABETOLOGY	Dott. Livio VALENTE	Consultations	Tue - Thu - Wed	Tue 8:00 - 14:00 Thu 8:00 - 15:00 Wed 8:00 - 14:00
ENDOCRINOLOGY	Dott.^{ssa} Maria Rosaria Di Giorgio	Consultations	Sat	8:00 - 14:00
PHYSIATRY	Dott. Maurizio FARGNOLI	Consultations	Thu	8.00 - 12.00
GASTROENTEROLOGIA	Dott.^{ssa} Anna TANZILLI	Consultations	Tue	8:00 - 12:00
SPORTS MEDICINE	Dott. Francesco LAMBERTI	Consultations - ECG - Spirometry	Fri	8:00 - 14:00
INTERNAL MEDICINE	Dott. Daniele FERDINANDI	Consultations	Mon - Tue – Fri	8.00 - 14.00
NEUROLOGY	Dott.^{ssa} Alba CAPORICCI	Consultation	Tue - Thu	Tue 8.00 - 14.00 Thu 8:00 - 17:00
OPHTHALMOLOGY	Dott.^{ssa} Cinzia CORSI	Consultations - Tonometry	Wed - Thu - Fri	Wed 8:30 - 17:30 Thu 8:30 - 17:30 Fri 8:30 - 17:30
DENTISTRY 1	Dott.^{ssa} Barbara CASULE	Consultations - Cavity treatment - Extractions	Fri	8:00 - 14:00 15.00 - 18:00
DENTISTRY 2	Dott. Ettore CUOMO	Consultations - Cavity treatment - Extractions	Wed - Thu	Wed 8:00 - 16:00 Thu 8:00 - 15:00

LA CARTA DEI SERVIZI

DENTISTRY 3	Dott. Vincenzo MAZZETTI	Consultations - Cavity treatment - Extractions	Tue	8:00 - 13:00
ORTHOPEDICS	Dott. Enzo Giovanni CAPOZZELLA	Consultations	Thu	8:00 - 13:00
ORL	Dott. Marco GIANGRANDE	Consultations – Audiometric exams	Thu	9:00 - 13:00
ORL 2	Dott.^{ssa} Arianna GIORGIO	Consultations – Audiometric exams	Mon - Wed	Mon 15:00 - 19:00 Wed 8:30 - 14:30
ORL 3	Dott. Franco TESTA	Consultations – Audiometric exams	Tue	9:00 - 13:00
PULMONOLOGY 1	Dott.^{ssa} Serena D'AVELLI	Consultations - Spirometry - Blood gas analysis	Thu	8:00 - 17:00
PULMONOLOGY 2	Dott.^{ssa} Marisa DI BIASIO	Consultations - Spirometry - Blood gas analysis	Mon - Tue	Mon 08:00 - 19:00 Tue 08:00 - 19:00
PULMONOLOGY 3	Dott. Profeta ZANGRILLI	Consultations - Spirometry - Blood gas analysis	Fri	08:30 - 17:30
UROLOGY	Dott. Carmine MARANDOLA	Consultations	Wed	14:30 - 18:30
VULNEROLOGY	Dott. Diego MASTRONICOLA	Consultations – Wound care	Fri	08:00 - 12:00

3.1. RADIOLOGY

The Radiology and Diagnostic Imaging service at the Pontecorvo Community Center is essential to the management of clinical activity thanks to the use of important technological tools. The service has a hospital director, Dr. Antonio D'Agostino, and a Radiology Branch Director, Dr. Igor Di Murro. The service is staffed by four internally affiliated outpatient specialists, six radiology technicians, a radiology technician coordinator, a nursing coordinator, and two nurses. The service offers the following services: traditional X-rays, CT scans with and without contrast, ultrasound, mammography, and bone mineral density (BMD) imaging.

Radiology Specialist

Dott. Igor DI MURRO	Ultrasounds - Mammograms - MOC - RX - CT scan	Mon - Tue - Thu	Mon 8.00 - 20.00 Tue 8.00 - 20.00 Thu 8.00 - 20.00
Dott.ssa Laura EVANGELISTA	Ultrasounds - Mammograms - MOC - RX - CT scan	Mon	Mon 8.00-20.00
Dott. Carlo FALCONE	Ultrasounds - Mammograms - MOC - RX - CT scan	Thu - Fri	Thu 8.00 - 20.00 Fri 8.00 - 20.00
Dott. Josephine FERRAJUOLO	Ultrasounds - Mammograms - MOC - RX - CT scan	Mon - Wed	Mon 14.30 - 17.30 every other week Tue 8.00 - 20.00 Wed 8.00 - 20.00

Opening days and hours

for check - in, Monday through Friday, 8:00 a.m. - 8:00 p.m.; for pick-up, Monday through Friday, 9:00 a.m. - 1:00 p.m. and 2:30 p.m. - 5:30 p.m.

Access mode

reservations can be made through the CUP counter or by

LA CARTA DEI SERVIZI

	<i>calling the regional toll - free number 063999</i>
Telephone	0776 7692 993
E-mail	casadellacomunita.pontecorvo@aslfrosinone.it

4. BLOOD COLLECTION CENTER

The Clinical Pathology Unit includes the Analysis Laboratories of the Hospitals of Frosinone (Hub), Cassino (Base), Sora (Emergency), and Alatri (Emergency), (D.C.A. 219/14). The Unit provides its diagnostic services in the Analysis Laboratories of the Hospitals of Frosinone-Alatri, Cassino, and Sora. Diagnostic services are performed in clinical chemistry, hematology and coagulation, toxicology, immunoserology, molecular biology, allergology, semiology, serum proteins, chromatography, microbiology, and virology. The Pontecorvo Clinical Pathology Unit houses the Blood Collection Center, dedicated to the collection of blood and other biological samples, according to current company procedures and standards. The service supports the diagnostic and care pathways of the target population and is integrated with local and specialist services, contributing to patient care and the continuity of care pathways. At the Blood Collection Center, with a referral from your GP or Outpatient Specialist, you can have venous blood samples, throat swabs, and biological samples collected.

The CdC Blood Collection Center, is 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.

Access to services is free, subject to the hours and/or maximum number of admissions established by each center. Test results can be collected at the counter, either directly by the user or by a designated representative with written authorization, or online by requesting the password at the CUP counter when submitting the request. Test results can be collected at the counter from 11:00 a.m. to 1:45 p.m.

Opening days and hours	<i>Monday to Saturday, from 8:00 a.m. to 10:30 a.m</i>
Access mode	<i>Direct</i>
Telephone	<i>0776 7692 936</i>
E-mail	<i>casadellacomunita.pontecorvo@aslfrosinone.it</i>

5. MENTAL HEALTH CENTER

The Pontecorvo Mental Health Center serves the population of District D aged 18 and over for mental health promotion, prevention, care, and treatment.

Services/Activities Provided

The services provided by the Pontecorvo Mental Health Center are:

- Psychiatric consultation and examination;
- Clinical psychological consultation;
- Psychotherapy;
- Group therapy (Fridays from 4:00 PM to 7:00 PM);
- Cognitive and personality tests and psychodiagnostic assessment;
- Social consultation for admission;
- Administration of specific therapies at the clinic and at the patient's home;
- Family consultation;
- Intervention in cases of acute conditions and hospitalization in specialized wards;
- Placement in semi-residential and residential facilities;
- Job placement;
- Contacts with local organizations and institutions;
- Relationships with the Third Sector and Social Volunteers;
- PSMGA (Mental Health Prevention for Young Adults aged 16 to 23);

The PSMGA Service operates at the Pontecorvo Community Center, serving as a hub between childhood and adult services, ensuring continuity of care and support during the transition phase.

- **Accessability and hours:**
 - Initial phase: open to the public two days a week (8:00 a.m.-3:00 p.m.), to monitor attendance and prepare for the subsequent implementation of the service, which will include extending the service to five days a week;
 - Access: Young people can access the service directly (reception and triage) or through referral from the Departmental Services (CSM, TSMREE, and Counseling Center), ensuring continuity of care.
- **Human Resources and Organization of the CSM Team:**
 - The Service relies on an integrated multidisciplinary team, composed of local health authority (ASL) employees and support staff in training, with the possibility of staff expansion as the project becomes fully operational.
- **Staff involved:**
 - Nurse who is dedicated to welcoming and taking charge (Nurse Case Manager - ICM)

LA CARTA DEI SERVIZI

- 2 Psychologist Managers who are dedicated to individual and group psychotherapy
- 1 Child Neuropsychiatrist
- 1 Psychiatrist
- **Access mode**
 - In case of emergency: direct and informal access
 - Scheduled: with a referral from the attending physician and an appointment
 - In case of psychological/psychiatric consultation: with a request from the Director of District D for the health services of District D and of the Hospital Health District for the UOCs of District D
- **Nurse service hours**
 - Monday 8:00 AM - 3:30 PM
 - Tuesday 8:00 AM - 3:30 PM
 - Wednesday 8:00 AM - 3:30 PM
 - Thursday 8:00 AM - 2:30 PM;
 - Friday 8:00 AM - 2:30 PM
 - Closed Saturday

Opening days and hours	<i>Monday, Tuesday, and Wednesday, 8:00 AM - 3:30 PM</i> <i>Thursday and Friday, 8:00 AM - 2:30 PM</i>
Access mode	<i>direct</i>
Telephone	<i>0776 7692 936</i>
E-mail	<i>csm.pontecorvo@aslfrosinone.it</i>

6. FAMILY CONSULTING CENTER

The Community Consulting Center is a free public health and social service provided by the National Health Service, designed to support individuals, couples, and families. It offers medical (gynecology, obstetrics), psychological, and social care. Access is free, guarantees anonymity, even for children under 14, and is essential for sexual health, pregnancy, and parenting support. The Family Consulting Center within the Pontecorvo Center provides medical, psychological, and social care as follows.

Medical care (Obstetrics and Gynecology):

- Gynecological visits
- Consultations for:
 - Sexuality;
 - Infertility;
 - Sterility;
 - Menopause and post-menopause;
 - Various gynecological problems;
 - Contraceptive methods, including insertion of an intrauterine device (IUD);
 - Pap smear and HPV testing: screening program for cervical cancer prevention;
 - "Youth Space" for adolescents: Consultation with a midwife and/or gynecologist at the clinic;
 - Free contraception for ages 14 - 21;
 - Primary prevention in schools - topics: anatomy and physiology of reproduction, contraception - vaccinations for sexually transmitted diseases, prevention of cervical cancer, unwanted pregnancies, and secondary infertility;
 - Voluntary termination of pregnancy, IVG and Post - IVG;.
 - Consultation/examination, certification.

Psychological Assistance:

Hospital -Territory Integration

Birth Process: Preconception Period, Pregnancy, Childbirth, and Postpartum.

- Preconception: free visits and exams for women and couples.
- Pregnancy: pregnancy visits and consultations - periodic check-ups - prescriptions - exam evaluations - certifications.
- Childbirth Preparation Courses (IAN): group meetings for pregnant women held weekly starting in the seventh month of pregnancy.

The course consists of:

- Relaxation techniques.

- Theoretical and practical sessions providing useful information for pregnancy and childbirth (including with partners) provided by the following professionals: Midwife, Psychologist, Gynecologist, Social Worker, and other professionals where available.
- Group sessions at the hospital's birth center.
- Promotion and support of breastfeeding and home visits during the postpartum period upon request.
- Baby massage sessions.
- Postpartum courses.

Social and Psychological Assistance

- "Youth Space" for adolescents in the counseling center (listening, guidance, support);
- Primary prevention in schools: emotional and relational education, youth distress, bullying and cyberbullying, gender-based violence, and lifestyles;
- Youth counseling center in schools;
- Care for Women Victims of Violence;
- Personal and family distress;
- Postpartum depression;
- Foster care;
- National and international adoption (G.I.L. (Integrated Working Group) counseling, information, and training for couples seeking adoption;
- Brief psychological therapy for individuals, couples, and families.

Opening days and hours	<i>Monday, Wednesday and Friday from 8:00 a.m. to 2:00 p.m.</i>
	<i>Tuesday and Thursday from 8:00 a.m. to 5:00 p.m</i>
Access mode	<i>direct</i>
Telephone	<i>0776 760218 – 0776 7692 936</i>
E-mail	<i>confam.pontecorvo@aslfrosinone.it</i>

7. RIABILITATION

The Integrated Territorial Complex Operational Unit, known as the Rehabilitation Unit, deals with both rehabilitation, understood as the functional reintegration of injured limbs or organs, through appropriate physiotherapy, and rehabilitation, a more complex process during which a person with a disability is helped to achieve the highest possible level of independence on a physical, functional, social, intellectual, and relational level, with the least restriction on their operational choices, despite the limitations of their impairment.

Community rehabilitation deals with the treatment of:

- **Osteoarticular disorders:**
 - Recent fractures/traumas treated with casts/immobilization/surgery
 - Unmyellic vertebral injuries with pain and functional impairment of the spine
 - Results of musculoskeletal surgery: arthroplasty, herniectomy and spinal stabilization, shoulder reconstructive surgery
 - Inflammatory and degenerative arthropathies with impaired motor function
 - Scoliosis, rounded back, flat feet, neonatal clubfoot
- **Neurological disorders:**
 - Results of ischemic and hemorrhagic strokes
 - Central and/or peripheral traumatic neurological injuries
 - Results of neurosurgical procedures
 - Neurodegenerative disorders such as multiple sclerosis, Parkinson's disease, ALS, myopathies and hereditary and acquired polyneuropathies
- **Respiratory diseases**
 - Before and after thoracic surgery
 - Bronchopulmonary diseases (COPD, emphysema, interstitial lung disease)
 - Primary and secondary lymphedema, especially post-surgical in cancer patients
 - Oncological diseases
 - Maxillofacial diseases
 - Stabilized chronic disabilities of limited or minimal severity for which rehabilitation interventions may be necessary to maintain or prevent global motor and functional deterioration.

LA CARTA DEI SERVIZI

▪ Services Provided

- Physiotherapy Visit
- Individual and Group Motor Rehabilitation
- Individual and Group Postural - Proprioceptive Rehabilitation
- Individual and Group Respiratory Rehabilitation
- District Massage Therapy
- Gait and Walking Training
- Maxillofacial Rehabilitation

▪ Instrumental Therapies

- Diadynamic Pain Electrotherapy
- Transcutaneous Electroanalgesia (TENS, High Voltage)
- Electrotherapy of normal or denervated muscles of the hand, face, and other areas
- Ultrasound Therapy

Opening days and hours	<i>Monday to Friday from 8:30 am to 12:30 pm</i>
	<i>Monday - Tuesday - Wednesday - Thursday from 3:30 pm to 4:30 pm</i>
Access mode	<i>Direct. Appointments can be made at the Pontecorvo Community Health Center by presenting a referral from a specialist and/or GP specifying the diagnosis and the rehabilitation services to be provided.</i>
Telephone	<i>0776 7692925 – 0776 7692 924</i>
E-mail	<i>riabilitazione.pontecorvo@aslfrosinone.it</i>

8. CHILD AND ADOLESCENTS MENTAL HEALTH AND REHABILITATION SERVICE (TSMREE)

The TSMREE serves children, adolescents, and teenagers (aged 0 to 18) and their families. It implements specific interventions in the fields of child neuropsychiatry, clinical psychology, rehabilitation, and social assistance at the local level and is structured to specifically meet the needs of different age groups while also considering the need for integrated and ongoing interventions until adulthood.

Its main objectives are:

- **the promotion of mental health, treatment, and rehabilitation of neuropsychopathological disorders specific to developmental age;**
- **addressing the child's overall situation through assessment, diagnosis, development of a therapeutic plan shared with the family, and initiation of a rehabilitation protocol.**

The TSMREE provides both healthcare and social services:

- **prevention, diagnosis, and treatment of neuropsychiatric disorders:** cerebral palsy, neuromuscular disorders, epilepsy, specific and nonspecific learning disabilities, language disorders, sensory disorders, mental retardation, autism spectrum disorders, attention deficit disorders, emotional and relational development disorders, behavioral disorders, etc.;
- **rehabilitation** (motor, cognitive, neuropsychological, and psychiatric disorders);
- **school integration** of students with disabilities pursuant to current legislation (L. 104/92);
- **certifications pursuant to Law 170/2010 (DSA);**
- **social and healthcare integration**, in collaboration with local government social welfare services, the school system, the judicial system, and the third sector;
- **child protection interventions** requested by the judiciary or resulting from provisions issued by the judiciary in conjunction with local social services within integrated working groups.

The following professionals work within the TSMREE: Child Neuropsychiatrists (NPI); Psychologists; Developmental Neuropsychomotor Therapists (TNPEE); Rehabilitation Therapists (TdR); Speech Therapists, Educators; Social and Health Workers; Nurses; Neurophysiopathology Technicians (TNFP); Social-Health Workers (OSS)

Opening days and hours	<i>Tuesday and Thursday from 8:00 am to 5:00 pm</i>
	<i>Monday - Tuesday - Friday from 8:00 am to 2:00 pm</i>
Access mode	<i>Direct. Appointments can be made at the Pontecorvo Center by presenting a referral from the Specialist and/or PLS specifying the diagnosis and the rehabilitation services to be provided.</i>
Telephone	<i>0776 7692 953</i>
E-mail	<i>smree.pontecorvo@aslfrosinone.it</i>

9. VACCINATION CLINIC

Vaccinations are preventative medical interventions that stimulate the immune system to recognize and fight specific pathogens (such as viruses or bacteria). The goal is to protect the individual from disease by developing immunological memory without causing natural infection.

The Vaccination Activities Coordination Unit of the Frosinone Local Health Authority, part of the Prevention Department, coordinates vaccination activities throughout the company and is responsible for all vaccinations for children, adults, and workers.

It carries out the following activities:

- vaccine information and counseling;
- active and free vaccination services as per the 2023 - 2025 National Vaccination Prevention Plan Calendar and subsequent amendments, with active calls for newborns (invitation letter 1) and for previous birth cohorts for specific vaccinations (invitation letter 2);
- vaccine information counseling for the entire population;
- vaccination consultations for vulnerable patients requiring specific vaccination programs and dedicated sessions for the patient and their family members;
- co-payment of vaccinations, subject to a prescription from a pediatrician/doctor and payment of the co-pay at the CUP (Central Public Health Unit);
- periodic follow-up of those who have not yet received their vaccinations and those who are late by specific age groups, through telephone or written contact, with the aim of protecting the individual and maintaining vaccination coverage percentages, in accordance with current legislation, for the protection of the entire community;
- prevention and health promotion activities in collaboration with schools of all levels and local authorities;
- organization and implementation of the Seasonal Influenza Vaccination Campaign (Ministerial Circular 2025/2026, Lazio Region Operational Protocol 2025/2026, and Lazio Region Information Page) and Pneumococcal Vaccination Campaign, coordinating activities throughout the company;
- organization and implementation of the COVID-19 Vaccination Campaign (Ministerial Guidelines 16/09/24 and Regional Guidelines 30/09/24), coordinating activities throughout the company;
- the Frosinone headquarters also handles vaccinations for travelers and vulnerable individuals.

The pediatric and adult population attending the Pontecorvo CDC is divided into two Vaccination Clinics:

- **Outpatient Clinic 1:** Municipalities of Aquino - Castrocielo - Esperia - Pontecorvo;

- **Outpatient Clinic 2:** Municipalities of Ausonia - Castelnuovo Parano - Colle San Magno - Coreno Ausonio - Pico - Piedimonte San Germano - Roccasecca

The service is open to the public on the following days and times:

Vaccinations for children 0-18 years:

- ❖ Monday 8:30 AM - 12:00 PM
- ❖ Tuesday 8:30 AM - 12:00 PM / 2:30 PM - 4:00 PM
- ❖ Wednesday 8:30 AM - 12:00 PM
- ❖ Thursday 8:30 AM - 12:00 PM
- ❖ Friday 8:30 AM - 12:00 PM

Adult Vaccinations:

- ❖ Wednesday 11:30 AM - 1:00 PM

Access mode: by phone appointment on the following days and times:

- ❖ Monday 12:30 PM - 1:30 PM
- ❖ Tuesday 12:30 PM - 1:30 PM
- ❖ Wednesday 12:30 PM - 1:30 PM
- ❖ Thursday 12:30 PM - 1:30 PM
- ❖ Friday 12:30 PM - 1:30 PM

Telephone	0776 7692 952
E-mail	vaccinazioni.pontecorvo@aslfrosinone.it

10. FAMILY AND COMMUNITY NURSE (IFeC)

The Pontecorvo Center for Community and Family Health (CdC) employs the Family and Community Nurse (IFeC) as the primary healthcare professional for the nursing care of individuals, families, and the community.

The IFeC works in conjunction with the PUA (Universal Health Unit), MMG and the multi-professional team of the Community House, contributing to the assessment of healthcare needs, continuity of care, and implementation of the Health Project.

The IFeC's activities are focused on health promotion, prevention, health monitoring, support for the management of chronic diseases, and facilitation of access to community services, in conjunction with the network of health and social care services.

The Pontecorvo Center also employs a School Community Nurse, a healthcare professional who works within schools. This professional is a point of reference for students, families, and school staff, focusing on health promotion, wellness education, and the management of emergencies and chronic diseases.

Its main activities are divided into three areas:

- **first aid:** management of minor injuries (e.g., falls during physical activity), sudden illnesses, and support in administering life-saving or ongoing medications during school hours;
- **prevention and treatment:** monitoring vaccinations, vision/posture screenings, and support for students with chronic conditions (such as asthma, diabetes, or allergies);
- **health education:** holding classes and meetings on healthy lifestyles (nutrition, hygiene), sexual education, and psychophysical well-being, also serving as a first point of contact for psychosomatic issues or anxiety.

It acts as a bridge between schools, families, PLS (local health authorities), and the prevention services of local health authorities.

Opening days and hours	<i>Monday through Friday, 8:00 a.m. to 2:00 p.m.</i> <i>Monday and Wednesday, 2:30 p.m. to 5:30 p.m.</i>
Access mode	<i>direct and online</i>
Telephone	<i>0776 814848 (key 5)</i>
E-mail IFec	<i>distrettod@aslfrosinone.it</i>
	<i>piero.pariselli@aslfrosinone.it</i>
E-mail IFeC scolastico	<i>distrettod@aslfrosinone.it</i>
	<i>mariella.pellegrini@aslfrosinone.it</i>

11. SOCIAL AND HEALTHCARE 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.

The Pontecorvo Community Center promotes integration between healthcare and social services, encouraging:

- **multi-professional teamwork;**
- **coordination with municipal social services;**
- **collaboration with the Third Sector**

Integrating healthcare and social services allows for a coordinated and appropriate response to the complex needs of individuals and the community. At the Pontecorvo Community Center, this represents the organizational model that unites healthcare and social services. Through multidisciplinary teams (doctors, nurses, and social workers) and the Single Access Point (PUA), the barriers between local health authorities and municipalities are overcome to provide coordinated responses to complex needs.

The implementation of this model within the Community Center is structured around several key aspects:

- **Single Access Point (PUA):** this is the gateway for citizens. It unifies individual care, jointly evaluating the clinical and social care components.
- **Multidisciplinary teams:** MMG, specialists, IFeCs, and social workers work together. This facilitates continuity of care for the elderly, disabled, and patients with chronic conditions.
- **Community involvement:** involves co-planning discussions that bring together public services, third-sector organizations, and local volunteer networks.
- **Integrated management:** overcomes institutional fragmentation by focusing on personalized care pathways and citizen empowerment.

12. PREVENTION AND HEALTH PROMOTION ACTIVITIES

The Community House carries out prevention and health promotion activities, also in collaboration with the Prevention Department of Prevention, of the Frosinone Local Health Authority (ASL) through community healthcare interventions.

The goal is to ensure public health, meet local needs, and reduce hospitalizations by working directly in the field.

The main activities implemented include:

- **Vaccination campaigns:** active and free vaccinations (flu, pneumococcal, etc.) for age groups or at-risk groups.
- **Cancer screenings:** organized early diagnosis programs with active vaccinations for the target population;
 - Colorectal cancer screening (tube delivery and sample acceptance)
 - Cervical cancer screening (Pap test and HPV test)
 - Breast cancer screening
 - Hepatitis C (HCV) screening;
- **Promotion of healthy lifestyles:** health education programs to combat a sedentary lifestyle, smoking, alcohol consumption, and unhealthy diets, also working in partnership with local schools;
- **Gender Medicine and Family Health Centers:** actions to promote individual and collective well-being with interventions targeting maternal and child health, prevention, and the individual's psychophysical well-being;
- **Surveillance and Safety:** actions aimed at protecting health in living and working environments.

13. ACCESS TIMES TO DOCUMENTATION

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

The Pontecorvo 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.

13.1.1. 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

Getting to the Community House of Pontecorvo is easy, whether you choose to travel by car or public transport. Pontecorvo is about 35 Km from Frosinone and the Community House is in Via San Giovanni Battista, 5.

By car:

From Frosinone (e Roma): take the A1 Autostrada del Sole towards Naples and exit at the Pontecorvo Castrocielo toll booth. From here, follow the signs for the city center, approximately 10 minutes' drive.

From Napoli: take the A1 Autostrada northwards always exit at Pontecorvo - Castrocielo and follow the local road system, Strada Statale 6 Casilina.

By public transport:

There is no direct train station in the center of Pontecorvo; the best options are to use a combination of train and bus:

By train: the most convenient and well - served stations are Roccasecca or Cassino along the Rome - Naples regional line.

By public bus: from the Roccasecca or Cassino stations you can take a Cotral bus that will take you directly to the centre of Pontecorvo in about 20 - 30 minutes. You can monitor timetables in real time via the Cotral timetables and routes portal.



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.