



REGIONE  
LAZIO

## Nursing Care Network Customer Service Charter



SERVIZIO SANITARIO REGIONALE



**NURSING CARE NETWORK**

**ASL RIETI**

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## ▶ What is the Nursing Care Network?

At the heart of this vision is the widespread establishment of community-based **Nurse-led Clinics**.

Strategically distributed throughout the area, these clinics embody the concept of "**healthcare within reach**." They provide essential services upon referral from General Practitioners (GPs) with direct access, significantly contributing to **relieving pressure on hospital facilities**.

The **ASL Rieti** healthcare system focuses on establishing "**proximity services**" for citizens, employing community health professionals for proactive care management and the safeguarding of **frail and chronic patients**.

This model is designed to ensure timely and appropriate responses to the needs of chronic patients within the scope of **home care**, with the ultimate goal of strengthening and advancing **primary care**.

The **Nursing Care Network** is patient-centered and focused on **integrated care management**, aiming to promote and protect health. It operates throughout the local territory, addressing the needs of both adult and pediatric populations, while fostering the integration of health and social services.

To support the community, the **Nursing Care Network of ASL Rieti** is composed of:

**Home Care Nurses**

**Family and Community Nurses**

**Family and Community Midwives**

**Nurse-led Clinics**

**Nurse-led Inpatient Units (UDI)**

## ► Our Professionals Serving the Community

The **Home Care Nurse** provides nursing care within the **Integrated Home Care (ADI)** system and offers both direct assistance to patients and support to caregivers.

Once a patient is referred to ADI by their **General Practitioner (GP)**, the nurse conducts home visits to perform necessary clinical procedures (blood sampling, nasogastric tube insertion, urinary catheterization, intravenous therapy, wound care, etc.).

They provide education and training to the patient and their family members or caregivers, also assisting them in obtaining **medical devices** and the supplies necessary for care.

They plan, manage, and evaluate the patient's health needs, taking into account their living environment and the social support network surrounding the patient.



## ► Our Professionals Serving the Community

The **Family and Community Nurse** operates within the local area, strengthening the network of community-based services. They adopt a preventive, proactive, and participatory approach focused on patients and their families.

This role is integrated with home care services to provide assistance even to those who do not meet the specific criteria for **Integrated Home Care (ADI)**.

They provide care directly in the home or within **Nurse-led Clinics**. They plan and deliver personalized interventions, assessing health status and individual needs across all life stages (childhood, adolescence, and adulthood).

They perform basic nursing procedures, such as intramuscular injections, insulin administration, wound dressings, and monitoring vital signs.

Furthermore, they promote and participate in public health initiatives, including educational meetings in schools, public spaces, and community events. Their goal is to improve access to early diagnosis and raise public awareness through dedicated health promotion sessions.



## ► Our Professionals Serving the Community

The **Community Midwife** works within the local area, strengthening the network of services dedicated to **comprehensive women's health** across all life stages. She promotes health prevention and provides education and guidance to adolescents through school-based programs.

She offers home care for **uncomplicated (physiological) pregnancies** and operates through the **Low Obstetric Risk (BRO)** clinic.

She conducts sessions for expectant mothers, both in person and via **telemedicine**, as part of **Birth Preparation Courses (CAN)**.

As part of the health authority's "**First Days (Primi Giorni)**" program, she provides emotional and relational support for newborn care at **family counseling centers**. She promotes exclusive breastfeeding according to **WHO-UNICEF guidelines** through the ASL Rieti Breastfeeding Clinic.

She also provides home-based support during the postpartum period for the "**mother-infant dyad**" through the **Home Visiting** service.

She manages women's health needs from screening through to menopause, offering personalized consultations (Tel. 0746-279421 / 3398761473).



## ▶ Outpatient Nursing Services

**Nurse-led Clinics** are facilities managed entirely by nursing staff, offering basic care, health education, and self-care training.

Access is granted via referral from a **General Practitioner (GP)**.

The services provided include:

**Wound care and treatment of skin lesions**  
**Stoma management**

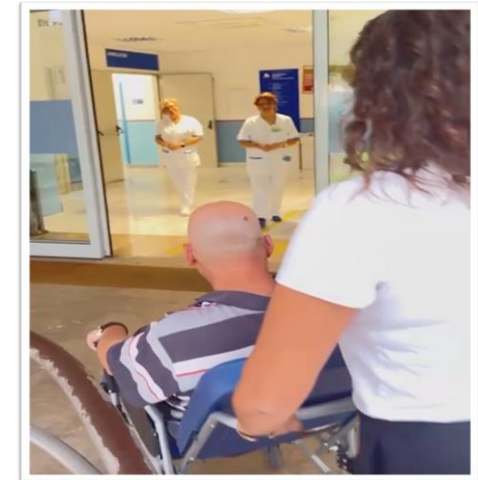
**Monitoring of vital signs**  
**Removal of sutures**

**Treatment of vascular lesions of the lower limbs**  
**Simple bandaging**

**Intramuscular (IM) and subcutaneous (SC) injections**  
**Non-pharmacological intravenous infusions (IV hydration)**  
**Compression and elastic adhesive bandaging**

**Instruction on blood glucose self-monitoring**  
**Urinary catheter replacement**

**Medication self-management education**



## ► Specialized Care and Multidisciplinary Support

The **Nurse-led Inpatient Unit (UDI)** is a care unit managed by nursing staff and integrated into both hospital and community healthcare networks.

It is a low-intensity intermediate care setting for patients — including those recently discharged from hospital — who have temporary or ongoing care needs and require continuous 24-hour nursing support before returning home or being transferred to other facilities.

The UDIs of the **ASL Rieti** are located within the hospital and at the "**Casa della Salute**" (Community Health Center) in Magliano Sabina.



## ▶ HOW TO ACCESS THE NURSING CARE NETWORK

With the goal of ensuring maximum accessibility and **flexible, person-centered care** for specific situations — while simultaneously overcoming barriers related to mobility or particular conditions of vulnerability — the TOBIA project has established specialized **mobile teams**.

These teams regularly visit semi-residential facilities dedicated to disability, providing specialized **consulting services** (obstetric, nutritional, nursing), direct support to staff, and therapeutic or educational interventions for patients.

This approach ensures **continuity of care** and the constant updating of practices within these contexts. Thanks to this flexible organizational structure, the TOBIA project guarantees a **capillary care model**, capable of adapting to the diverse needs of users and promoting their well-being even within their own **home and family environment**.

Citizens and caregivers must contact their **General Practitioner (GP)**, who will then activate the **COT (Territorial Operations Center)**. The COT also receives referral requests from the Hospital, the Emergency Department, or the **Single Point of Access (PUA)**. After assessing the user's needs, the COT activates the **Nursing Care Network**.

**IF YOU WISH TO ACTIVATE THE NURSING CARE NETWORK, CONTACT YOUR GENERAL PRACTITIONER!**

## ► Nursing Care Network - Locations and Hours

Location / Department	Address	Phone Number	Days and Hours
<b>RIETI DISTRICT 1</b>	via delle Ortensie – Rieti	0746/278603	Mon to Sat: 7:30 AM – 1:30 PM
<b>ANTRODOCO</b>	P. Martiri della Libertà	0746/582047	Mon to Fri: 8:30 AM – 12:30 PM Friday also: 3:00 PM – 4:30 PM
<b>S. ELPIDIO</b>	Petrignano crossroads	0746/396031	Mon to Fri: 8:30 AM – 9:30 AM and 2:30 PM – 4:30 PM
<b>LEONESSA</b>	corso S. Giuseppe 40/B	0746/923521	Mon to Fri: 8:30 AM – 1:30 PM
<b>PASS Amatrice</b>	Area D. Minozzi	338/5770435 – 0746/830933	Mon to Sun: 8:00 AM – 8:00 PM
<b>PASS Accumoli</b>	via Salaria Km 141.400	0746/278977	Mon to Sat: 8:00 AM – 2:00 PM
<b>Pulmonology</b>	—	0746/278354 – 278046	Mon to Sat: 8:00 AM – 1:30 PM (by appointment)
<b>CITTAREALE</b>	loc. Ricci	0746/279384	Tuesday: 8:00 AM – 2:00 PM
<b>Rieti District 2</b>	P. Mirteto – via Finocchieto	0765/448216	Tuesday: 11:30 AM – 1:00 PM Thursday: 2:00 PM – 4:30 PM Saturday: 8:00 AM – 1:00 PM
<b>OSTERIA NUOVA</b>	v. Europa office	0765/810994	Mon, Wed, Fri: 8:00 AM – 1:00 PM
<b>P. CORESE</b>	via Garibaldi	0765/4792053 – 4792052	Mon to Fri: 12:00 PM – 1:00 PM
<b>Community Health Center Magliano Sabina</b>	voc. Filoni	0744/912210	Mon, Wed, Fri, Sat: 8:00 AM – 1:00 PM
<b>Rieti Hospital</b>	via Kennedy	0746/278069 – 278077	Mon to Fri: 8:00 AM – 2:00 PM
<b>Maternal, Child, and Pediatric Area</b>	via del Terminillo, 42	0746/279443 – 279420	Mon to Fri: 8:00 AM – 2:00 PM
<b>Orthopedics-Traumatology</b>	—	0746/278088 – 278412	Mon to Sat: 8:00 AM – 2:00 PM