

Guide to Health and Social Services of the Province of Viterbo



INTRODUCTION

Care that Welcomes. Guide to Health and Social Services of the Province of Viterbo

In the province and diocese of Viterbo, social fragility is a widespread phenomenon that affects very different segments of the population: not only those living in economic poverty, but also elderly people living alone, people with disabilities, the new poor (young people, women, single-income families), migrants employed in the agricultural sector and citizens living in the most isolated rural areas.

In a large area, often poorly served and with villages that are difficult to reach, all this translates into a need for accessible services, effective guidance, continuous support, up-to-date information and attention to those at risk of being excluded from healthcare pathways.

In response to this context and this alliance between institutions, associations, healthcare and social workers and the third sector, this guide was created: a practical, simple guide designed to leave no one behind.

The Diocesan Caritas of Viterbo, thanks to the support of the 8x1000 tax return, has created this guide to assist citizens – especially the most vulnerable – in accessing local health and social services.

Health is everyone's right.

Knowing the services available is the first step towards exercising that right.



Guide to social and health service

Contents

How to navigate the services

pag.

1

Social services

pag.

3

Foreign citizens

pag.

5

Main services

pag.

6

Health centres

pag.

7

Family counselling centres

pag.

8

Mental health

pag.

11

Services for the elderly

pag.

19

Free screenings

pag.

20

Useful contacts

pag.

22

Emergency medical service

pag.

23

Other services in the area

pag.

25

Glossary • useful words to know

pag.

26

REMEMBER

- “ **Many services are free** - don't be afraid to ask for help
You don't always need a doctor's prescription - some services (PUA, CSM, Ser.D., Consultori) have direct access
Privacy is guaranteed - your data is protected and confidential
You are entitled to assistance - even if you're a foreigner or in financial difficulty
Prevention is better than cure - attend the free screening

HOW TO NAVIGATE THE SERVICES

- “ **Do you need help but don't know who to turn to?**
Contact the “Help centre” for people in need run by the diocesan Caritas

Help Centre for people in need
Via SS. Maria in Volturno, 18 - Viterbo

For opening hours and information: **353 405 6490**
or

GO TO THE PUA NEAREST TO YOU

The **PUA** (Single Access Point) is the help desk where you can:

- Receive information on all health and social services
- Understand which service is best for you
- Be supported throughout the process

It's free and open to everyone.

WHERE TO FIND YOUR PUA

DISTRICT A (North of the province)

Where	Address	Telephone
Montefiascone	Via Dante Alighieri, 100	0761 1860342
Bagnoregio	Casa della Salute Via Fratelli Agosti, 6	0761 1860420/425
Acquapendente	Via Cesare Battisti, 68	0763 735294
Tarquinia	Viale Igea, 1	0766 846205

DISTRICT B (Provincial centre - Viterbo)

Where	Address	Telephone
Viterbo	Cittadella della Salute Via E. Fermi, 15	0761 236514/815
Orte	Centro Salute Via Gramsci, 66	0761 338218
Soriano nel Cimino	Casa della Salute Via Innocenzo VIII, 73	0761 651211

DISTRICT C (South of the province)

Where	Address	Telephone
Civita Castellana	Cittadella della Salute, Via F. Petrarca snc	0761 592343
Vetralla	S.S. Cassia km 63 (Loc. La Botte)	0761 338762



SOCIAL SERVICES

“ If you are experiencing any difficulties, you can contact the social services available at both the Local Health Authority (ASL) and your Municipality.

SOCIAL SERVICES • ASL

What does a social worker do?

Listens to your needs;

Guides you towards the right services;

Helps you with paperwork and bureaucracy and answers questions;

Supports you in situations of financial, family or social difficulty

Where to find them:

At the **PUA** (Public Access Point) in each district

At the **“Case della Salute”** (Health Centres)

At the **Consultori** (Counselling Centres)

See the dedicated pages for contact details. (pag.2)





Municipal professional social service

The social worker is a point of contact for citizens and their needs, building supportive relationships with individuals to help them develop their skills and make the most of their own and the community's resources.

The Professional Social Service ensures the effectiveness and efficiency of interventions, in relation to the overall care of the person through an intervention model based on a multidimensional and integrated concept of health, connecting all sectors of welfare. Its primary objectives are to assist people in need and to contribute to the promotion of social well-being, in collaboration with local authorities and in co-planning with local third sector organisations.

It is divided into specific areas of first and second level intervention: Reception/social secretariat, Adults, Elderly, Minors and Disability.

- 1)** Interventions for the elderly: provides assistance and support to elderly people in conditions of social fragility.
- 2)** Interventions for children and young people: performs supervision, protection and advocacy functions for minors with parenting difficulties and deficiencies.
- 3)** Support for people with disabilities: offers assistance and guidance within the social welfare services network.
- 4)** Support for families and adults: offers counselling and develops social reintegration projects.

Contact your municipality for information on how to access to this service.



FOREIGN CITIZENS

Foreign citizens with a valid residence permit can access the social and health services offered by local health authorities and municipalities.

If you have a residence permit:

You can register with the National Health Service

You can choose your family doctor

The assistance also applies to your family members

Where to register:

Central Booking Office (CUP) offices in the district where you live

Cultural mediation

All local health authority offices offer a **free language mediation** service to help you communicate with doctors and healthcare professionals.

Where to find them:

Office	Address	Telephone
Montefiascone	Via Dante Alighieri, 100	0761 1860392
Tarquinia	Viale Igea, 1	0766 846201
Civita Castellana	Via F. Petrarca	0761 3391
Viterbo	Via E. Fermi, 15	0761 236696
Ospedale Santa Rosa	Strada Sammartinese	0761 3391



MAIN SERVICES

1. FAMILY DOCTOR AND PAEDIATRICIAN

How to choose or change your doctor?

There are three ways to do this: - Online via the **Electronic Health Record** (www.fascicolo-sanitario.it)

In person at your local **CUP office**

By calling the CUP on **06 99 39**

(Mon-Fri 7:30 am-7:30 pm, Sat 7:30 am-1:00 pm)

2. BOOKING APPOINTMENTS AND TESTS (CUP)

Central Booking Office - what you can do:

Book or cancel specialist appointments and tests

Pay your healthcare ticket

Request exemptions - Collect test results

How to book:

Online: www.salutelazio.it

Telephone: **06 99 39**

In person at the CUP counters

3. ELECTRONIC HEALTH RECORD (FSE)

Your online 'medical diary' where you can: View all your test results

Book and cancel appointments - Pay fees online - Change your family doctor

Consult your vaccination record

Access: www.fascicolo-sanitario.it with **SPID** or **Electronic Identity Card**



HEALTH CENTRES

What are they?

Centres where you can find many medical services in one place.

What they offer:

General and specialist medical visits

Blood tests and examinations

Nursing clinics

Psychological support - Social counselling

Main Health Centres:

BAGNOREGIO

Via Alfonso e Giovanni Agosti, 6

0761 1860421 - 0761 1860442

RONCIGLIONE

Via dell'ospedale 17

0761651254

SORIANO DEL CIMINO

Via Innocenzo VIII, 73

0761 745021

BOLSENA

Via IV Novembre snc

0761 1860357





FAMILY COUNSELLING CENTRES

Family counselling centres are community-based services designed to offer qualified support to individuals and families at every stage of life. Designed to promote physical, psychological and social well-being, they offer counselling, prevention programmes, parenting support, and emotional and relational assistance. In this section, you will find a brief overview of the activities carried out by the counselling centres and the free opportunities available to you for listening, guidance and treatment.

For whom:

Families, couples, women, young people

What they offer:

Pregnancy and childbirth support

Free gynaecological visits

Contraception and prevention

Psychological support

Youth space

Vaccinations for children

Access:

Free, no doctor's prescription required.

Contact the numbers listed for information on opening hours.





FAMILY COUNSELLING CENTRES

Where to find them:

DISTRICT A

Tarquinia Viale Igea, 1

Midwives and gynaecologists Tel. 0766 846275 Tel. 0766 846213

Psychologist Tel. 0766 846215

Montefiascone Via Dante Alighieri, 100

Midwives and gynaecologists Tel. 0761 1860370

Psychologist Tel. 0761 1860372

Social worker Tel. 0761 1860373

Acquapendente Via del Fiore, 14

Midwives and gynaecologists Tel. 0763 735215

Social worker Tel. 0763 735211

Psychologist Tel. 0763 735214

Bagnoregio (Casa della salute) Via F.lli Agosti

Midwives and gynaecologist Tel. 0761 1860435

Psychologist Tel. 0761 1860437

Tuscania Piazza F. Basile, 11

Midwives and gynaecologist Tel. 0761 338811

Psychologist Tel. 0761 338810

Canino via Bachelet

Tel. 0761 338595

Montalto di Castro str. Castrense, 312

Tel. 0766 846505

Valentano via delle Mura Castellane, 28

Tel. 0761 1860456

DISTRICT B

Viterbo (Health Centre) via E. Fermi, 15 PIANO 0

Psychologist Tel. 0761 237055

Social worker Tel. 0761 237057

Information and reservations: Tel. 0761 237062



Grotte S. Stefano via Sicilia, 43

Tel. 0761 366051

Soriano nel Cimino (Casa della salute) via Innocenzo VIII

Tel. 0761 745777

Orte (Centro di salute) via A. Gramsci, 66

Tel. 0761 338226

DISTRICT C

Midwife Coordinator Anna Toni

Tel. 0761 592325

Civita Castellana (Health Centre) via Francesco Petrarca, snc

Midwives and gynaecologist Tel. 0761 592326

Social worker Tel. 0761 592318

Psychologist Tel. 0761 592324

Information and reservations: Tel. 0761 592326

Ronciglione piazza Principe di Piemonte at the "la Pace" residence

Midwives Tel. 0761 651297

Gynaecologists Tel. 0761 651286

Social worker Tel. 0761 651205

Psychologist Tel. 0761 651205

Information and reservations: Tel. 0761 651297

Vetralla via Cassia Interna, 10

Midwives and gynaecologist Tel. 0761 477655

Social worker Tel. 0761 477655

Nepi via Tre Portoni

Tel. 0761 592443

Vignanello via Donatori di sangue

Tel. 0761 592464

Capranica via Cassia Km. 53.900

Tel. 0761 688555

Fabrica di Roma via della pace, 1



MENTAL HEALTH, ADDICTION AND DISABILITY

“ Do you need psychological support or help with addiction?
You are not alone. The mental health services of the Viterbo
Local Health Authority are free, confidential and open to all.

WHAT SERVICES ARE AVAILABLE

MENTAL HEALTH CENTRE (CSM)

For adults with psychological distress or psychiatric disorders. Consultations, therapies, personalised support. **Direct access without a prescription.**

ADDICTION SERVICE (Ser.D.)

Help for alcohol, drug, gambling and internet addiction.

Completely anonymous and free of charge.

TSMREE (0-18 years)

Support for children and young people with emotional, behavioural or developmental difficulties. Direct access for parents.

ADULT DISABILITIES

Rehabilitation and support for people with physical, mental or sensory disabilities. Access via PUA with a doctor's prescription.

EATING DISORDERS

Nutrition and Eating Disorders Clinic (Dna)

The clinic specialises in **the prevention, diagnosis and treatment of nutrition and eating disorders** and provides psychiatric, psychological, rehabilitative and nutritional support through the clinical nutritionist.

It provides counselling for patients referred to the Mental Health Departments (CSM) of the Department of Mental Health.



Where to find service

DISTRETTO A - NORD PROVINCIA

MONTEFIASCONTE • Via Dante Alighieri, 100

Service	Telephone	Email
CSM Mental Health Centre	0761 1860337 0761 825716	cristiana.morera@asl.vt.it
Mental Health Day Centre	0761 1860337	
Ser.D. Addictions	0761 1860400	valeria.ranucci@asl.vt.it
TSMREE (0 -18 years)	0761 1860378 0761 1860377	morena.tafuro@asl.vt.it

Comuni serviti: Montefiascone, Bolsena, Capodimonte, Gradoli, Grotte di Castro, Latera, Marta, Valentano, San Lorenzo Nuovo, Farnese, Ischia di Castro, Onano, Proceno





MENTAL HEALTH, ADDICTION AND DISABILITY

TARQUINIA • Viale Igea, 1

Service	Telephone
CSM Mental Health Centre	0766 846230
Mental Health Day Centre	0766 846230

TARQUINIA • Viale Igea, 2 (branch office)

Service	Telephone	Email
Ser.D. • Addictions	0766 846315	sergio.belsanti@asl.vt.it

TARQUINIA • Via Suor Serafina Giudici snc

Service	Telephone	Email
TSMREE (0 -18 years)	0766 857134	cristina.colombini@asl.vt.it

Comuni serviti: Tarquinia, Montalto di Castro, Canino

TUSCANIA

Service	Telephone	Email
TSMREE (0 -18 years)	0761 338812 0761 338824	cristina.colombini@asl.vt.it



Where to find service

DISTRICT B - PROVINCIAL CENTRE (VITERBO)

VITERBO • Via Mariano Romiti, 54

Service	Telephone	Email
CSM Mental Health Centre	0761 300622 0761 236833	antonio.bisogno@asl.vt.it
Mental Health Day Centre	0761 236833	

Municipalities served: Viterbo, Bassano Romano, Bomarzo, Soriano nel Cimino, Vasanello, Vitorchiano

VITERBO • Calle Mariano Romiti, 86 (branch office)

Service	Telephone	Email
Ser.D. Adicciones	0761 236801 0761 236805	direzione.serd@asl.vt.it serd.viterbo@asl.vt.it
Day Centre	0761 236830	angela.lagrutta@asl.vt.it

VITERBO • Health Centre

Calle Enrico Fermi, 15

Service	Telephone	Email
TSMREE (0 -18 years) and Adult Disabilities	0761 237666 0761 237660	sdif.segr@asl.vt.it
DNA Clinic		amb.disturbialimentari@asl.vt.it

How to access: direct access by appointment



MENTAL HEALTH, ADDICTION AND DISABILITY

ORTE • Via Gramsci, 66

Service	Telephone
CSM Mental Health Centrel	0761 338218

Municipalities served: Orte, Bassano in Teverina, Bomarzo, Mugnano, Vasanello

DISTRICT C - SOUTH PROVINCE

CIVITA CASTELLANA • Health Centre

Via Francesco Petrarca snc

Service	Telephone	Email
CSM Mental Health Centrel	0761 592331	francesco.cro@asl.vt.it
Mental Health Day Centre	0761 592331	
Ser.D. Adicciones	0761 592416	angela.lagrutta@asl.vt.it
TSMREE (0 -18 years)	0761 592320 0761 592321 0761 592322	paola.andreussi@asl.vt.it

Municipalities served by CSM: Civita Castellana, Fabrica di Roma, Castel Sant'Elia, Nepi, Calcata, Faleria, Gallese, Corchiano



Where to find service

CAPRANICA • Via Cassia km 53.900 (Loc. Conce)

Service	Telephone	Email
CSM Mental Health Centre	0761 678555 0761 678591	francesco.cro@asl.vt.it
TSMREE (0 -18 years)	0761 678591 0761 678555	paolo.feo@asl.vt.it

Municipalities served by CSM: Capranica, Ronciglione, Sutri, Monterosi, Carbognano

VETRALLA • S.S. Cassia km 63 (Loc. Capannacce - La Botte)

Service	Telephone	Email
CSM Mental Health Centrel	0761 338754	
TSMREE (0 -18 years)	0761 338754 0761 338756	paolo.feo@asl.vt.it

Municipalities served by CSM: Vetralla, Vignanello, Barbarano Romano, Villa San Giovanni in Tuscia, Blera





MENTAL HEALTH, ADDICTION AND DISABILITY

IN CASE OF AN EMERGENCY

If you have a psychiatric emergency at night, on holidays or when the Mental Health Centres (CSMs) are closed:

Call **118**

Go to the **Emergency Room** at Santa Rosa or Belcolle Hospital

USEFUL CONTACT NUMBERS

Service	Telephone	Hours
Viterbo Local Health Authority switchboard	0761 3391	Mon-Fri office hours
Health emergencies	118	24 hours
Ser.D. Viterbo (Addictions)	0761 236801	Mon-Fri 8:00 a.m.-7:00 p.m.
TSMREE Viterbo (0 -18 años)	0761 237666	Mon-Thu 8:00 a.m.-6:00 p.m.
Adult Disabilities	0761 237666	Mon-Fri office hours

“ REMEMBER

- **CSM, Ser.D. TSMREE e Dna:** DIRECT access without a prescription
- **All services are FREE**
- **Privacy is 100% guaranteed**
- **Do not be afraid to ask for help** - professionals are here for you
- **You can be accompanied** by family members or trusted individuals



Other facilities in the area

Day centres and projects for disability

Il Cerchio Consortium

Day centres, 'Dopo di noi' projects, independent living

Via Gioacchino Rossini, 22 - Viterbo

0761 321303 | 339 1926161 - www.consorzioilcerchio.net

Oltre Noi Foundation

Support for families and people with disabilities

Via Leonardo Da Vinci, 4 - Viterbo

Mon-Fri 10:00-13:001 - www.fondazioneoltrenoi.it

VT4 Social and Health District

Information on day centres for people with disabilities

Piazza San Severo 10/11 - Vetralla (VT)

0761 4669601 - www.distrettosociosanitariovt4.it

Private facilities accredited by the National Health Service

Villa Rosa Nursing Home

Psychiatry, nursing home, psychiatric rehabilitation

Viale Francesco Baracca, 21 - Viterbo

0761 337811 - info.vr@ospedaliere.it1 - www.viterbo.ospedaliere.it

CUP: Mon-Fri 7:30am-7:00pm | Sat 7:30am-1:30pm

San Raffaele Rehabilitation Centre

SSN-accredited neuromotor rehabilitation

Viterbo - www.sanraffaele.it





SERVICES FOR THE ELDERLY AND VULNERABLE

ADI - Integrated Home Care

For whom: people who are not self-sufficient and have difficulty leaving their homes

What it offers:

- Home medical visits
- Nursing care
- Physiotherapy
- Prescription of aids (wheelchairs, orthopaedic beds, etc.) - Social support

How to apply:

contact the PUA in your district or call:

District	Telephone
A - Montefiascone	0761 1860306/315/356
A - Tarquinia	0766 846205/333
B - Viterbo	0761 236514
C - Civita Castellana	0761 592315

Home Radiology

X-rays and ultrasounds **at home** for those who cannot travel.

pua.tarquinia@asl.vt.it

0766 846205





FREE SCREENINGS: PREVENT CANCER

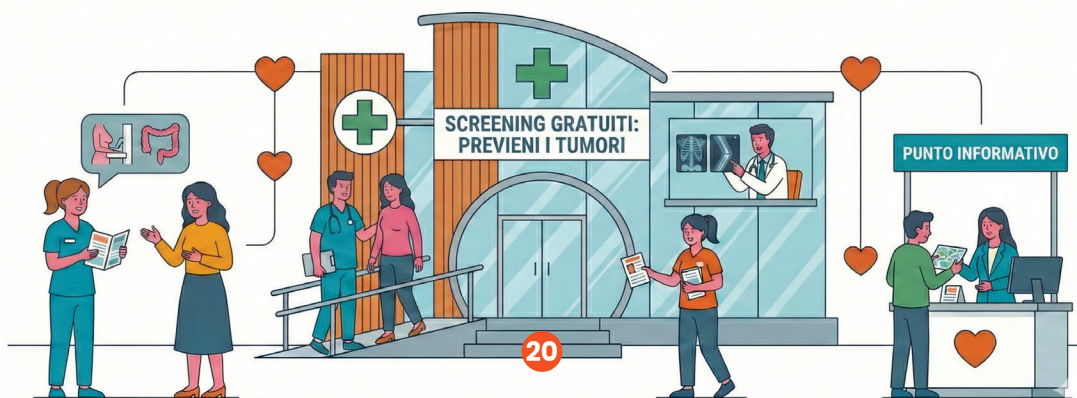
Prevention is one of the most effective ways to protect your health.

Adopting a healthy lifestyle, recognising early warning signs and participating in regular screening programmes can significantly reduce cancer incidence and mortality. In this section, you will find essential information to understand the importance of cancer prevention, followed by an overview of the free screening services available in your area, designed to support you in caring of and protecting your well-being.

Participation in screening programmes is by invitation from the local health authority, which contacts people in the relevant age groups.

Those who fall within the specified age groups but have never received an invitation letter from their local health authority or have never participated in the programme can:

- all the **ASL toll-free number** to make an appointment (it is also possible to request information or reschedule an appointment)
- use the Screening Prenota Smart online booking system.





SCREENING GRATUITI: PREVIENI I TUMORI

BREAST CANCER SCREENING (Mammography)

For whom: women aged 50-74

How often: every 2 years

How: You will receive a letter at home with your appointment details

Info: **800 840 359** (Mon-Fri 9:00-13:00)

screening.informazioni@asl.vt.it

COLON-RECTAL CANCER SCREENING

For whom: women and men aged 50-74

How often: every 2 years

How: You will receive a letter inviting you to collect the test kit (faecal occult blood test)

It's simple, can be done at home, and is painless.

CERVICAL CANCER SCREENING

For whom: women aged 25-64

How often:

- 25-29 years old: **Pap test every 3 years**

- 30-64 years old: **HPV test every 5 years**

Where: at family planning clinics in your area

HEPATITIS C (HCV) SCREENING

For whom: people born between 1969 and 1989

How: free blood test without referral

Book online: <https://prenotascreeninghcv.regione.lazio.it>

Where: hospitals in **Acquapendente, Tarquinia, Civita Castellana, Montefiascone, Santa Rosadi Viterbo**



USEFUL CONTACTS

ASL Viterbo - Head office

Via Enrico Fermi, 15 - 01100 Viterbo

Switchboard: **0761 3391**

Toll-free number: **800 692 911**

Website: **www.asl.vt.it**

EMERGENCY NUMBERS

Service	Telephone	When to call
Medical emergency	118	Serious medical emergencies
National Anti Violence Helpline	1522	24 hours a day for women victims of violence
Penelope Anti-Violence Centre	392 647 3807	24-hour local support
CUP Bookings	06 99 39	Mon-Fri 7:30 a.m.-7:30 p.m.
ASL toll-free number	800 692 911	General information
Cancer screening	800 840 359	Mon-Fri 9:00 a.m.-1:00 p.m.

ONLINE TOOLS

Viterbo Local Health Authority website: **www.asl.vt.it**

Salute Lazio (bookings): **www.salutelazio.it**

Health Record: **www.fascicolo-sanitario.it**



EMERGENCY MEDICAL SERVICE

The emergency **medical** service ensures continuity of care with General Practitioners (GPs) and Paediatricians of Free Choice (PLS), guaranteeing home and local interventions for emergency situations that occur during the night or on pre-holidays and holidays during the following time slots:

- from 8 p.m. to 8 a.m. on all weekdays;
- from 10:00 a.m. on Saturdays or other days before public holidays to 8:00 a.m. on Mondays or the day after public holidays;
- from 8 a.m. to 8 p.m. on Sundays and public holidays.

The **emergency** medical service **issues prescriptions for emergency treatment, sick notes** for a maximum period of three days and **any recommendations for hospitalisation**.

ADDRESSES AND CONTACTS:

DISTRICT A

Acquapendente Via Cesare Battisti, snc
Tel. **0763 735238**

For the municipalities of: **Grotte di Castro, Onano, Proceno, San Lorenzo Nuovo**

Bagnoregio (Health Centre) Via Fratelli Agosti, 6
Tel. **0761 1860410**

For the municipalities of: **Castiglione in Teverina, Civitella d'Agliano, Graffignano, Lubriano**

Canino Via Bachelet, snc
Tel. **0761 437110**

For the municipalities of: **Cellere, Tessennano**

Montalto di Castro Str. Castrense, 312
Tel. **0766 846500**

For the municipalities of: **Montalto - Murelle, Pescia Romana**

Montefiascone Via Donatori di Sangue, snc
Tel. **0761 1860250**

For the municipalities of: **Bolsena, Capodimonte, Marta**

Tarquinia Viale Igea, 1
Tel. **0766 846294**

For the municipalities of: **Monteromano, Tarquinia Lido - Saline**



Tuscania Viale Trieste, 118

Tel. **0761 435195**

For the municipalities of: **Arlena di Castro, Piansano**

Valentano Via delle Mura Castellane, 28

Tel. **0761 1860454**

For the municipalities of: **Farnese, Gradoli, Ischia di Castro, Latera**

DISTRICT B

Orte Via Gramsci, 66

Tel. 0761 338210

For the municipalities of: **Gallese, Vallerano, Vasanello, Vignanello**

Viterbo (Health Centre) Via Enrico Fermi, 15

Tel. **0761 237695**

For the municipalities of: **Celleno**

Soriano nel Cimino (Health Centre) Via Innocenzo VIII, 73

Tel. **0761 651213**

For the municipalities of: **Bassano in Teverina, Bomarzo, Canepina, Vitorchiano**

DISTRICT C

Civita Castellana (Health Centre) Via Francesco Petrarca snc

Tel. **0761 592203**

For the municipalities of: **Calcata, Castel Sant' Elia, Corchiano, Fabrica di Roma, Faleria, Nepi**

Vetralla Piazza Della Rocca, 10

Tel. **0761 461242**

For the municipalities of: **Barbarano Romano, Blera, Oriolo Romano, Vejano, Villa S. Giovanni in Tuscia**

Ronciglione Via dell'Ospedale, 19

Tel. **0761 625002**

For the municipalities of: **Bassano Romano, Capranica, Caprarola, Carbognano, Monterosi, Sutri**



OTHER SERVICES IN THE AREA

'Gente di Cuore' Medical Centre

It offers free medical and psychological consultations to Italian and foreign citizens experiencing financial difficulty. The centre provides multi-specialty care, including diagnostic tests such as ultrasounds, echocardiograms, colour Doppler, ECG, Holter monitors and blood pressure monitors, stress tests and external event recorders.

It also distributes medicines through agreements with local pharmacies and provides dental services to people with heart problems.

c/o **Emporio Solidale "ICare"**, Via Porsenna snc, Viterbo
www.abcviterbo.org

L'Altro Circolo (LGBTQ+)

Cultural centre and anti-discrimination desk

Via Iginio Garbini, 51/2

388 863 7007





GLOSSARY

USEFUL WORDS TO KNOW



ADI = Integrated Home Care (home care)



CUP = Centralised Booking Centre (where you book appointments and tests)



CSM = Mental Health Centre



DNA = Nutrition and Eating Disorders



FSE = Electronic Health Record (your online medical diary)



MMG = General Practitioner (family doctor)



PLS = Paediatrician of Choice



PUA = Single Access Point (information and guidance desk)



RSA = Residential Care Home (facility for non-self-sufficient elderly people)



Ser.D = Addiction Service



SPID = Public Digital Identity System (credentials for online services)



SSN = National Health Service



Ticket = Contribution you pay for certain visits and tests (if you are not exempt)



TSMREE = Mental Health Protection and Rehabilitation for Children and Adolescents (service for children and young people)



UVM = Multidimensional Assessment Unit (team that assesses complex needs)

**This guide was created created to help you easily navigate
the health and social services
in the province of Viterbo.
Keep it handy!**





Via San Lorenzo n. 64 Viterbo
www.caritasviterbo.org

Managing Entities



Carità Coop Società Cooperativa Sociale

Via S. Lorenzo 64, Viterbo
Telefono 0761.341124

E-mail: caritacoop@gmail.com

PEC: caritacoop@pec.it

C.F.: 02371410560



Associazione di volontariato Caritas Emmaus

Piazza Dante Alighieri 2/4, Viterbo

Telefono 0761.341124

E-mail: assemmaus@libero.it

PEC: assemmaus@pec.it

C.F. : 01674120561