

The public health service never stops

New rules to get access to emergency services in the whole Emilia-Romagna region



For a long-lived public health service



The CAUs that are currently active in Romagna

CAU Cervia (starting on 18 December 2023)
Via Ospedale 17, 48015 Cervia. Open every day, twenty-four hours a day

CAU CMP Ravenna (starting on 22 January 2024)
Via Circonvallazione Fiume Montone Abbandonato 134, 48100 Ravenna. Open every day, 8 - 20

CAU Cesenatico (starting on 15 January 2024)
Viale C. Abba 102, 47042 Cesenatico
Open every day, twenty-four hours a day

CAU Mercato Saraceno (starting on 15 January 2024)
Via Decio Raggi 16, 47025 Mercato Saraceno
Open every day, twenty-four hours a day

CAU San Piero in Bagno (starting on 22 January 2024)
Via Guglielmo Marconi 36, 47026 San Piero in Bagno, Bagno di Romagna. Open every day, temporarily 9 - 16

CAU Santa Sofia (starting on 22 January 2024) Via Renato Valbonesi 1, 47018 Santa Sofia
Open every day, temporarily 9 - 16

CAU Cattolica (starting on 18 December 2023)
Via Beethoven 1, 47841 Cattolica
Open every day, twenty-four hours a day

CAU Santarcangelo di Romagna (starting on 15 January 2024) Via Pedrigone 3, 47822 Santarcangelo di Romagna
- Open every day, twenty-four hours a day

CAU Novafeltria (starting on 29 January 2024)
Via XXIV Maggio 174, 47863 Novafeltria
Open every day, 8 - 20

How to access CAUs

The new Assistance and Urgency Centres, where doctors and nurses provide free urgent healthcare services for urgent and episodic health issues that require a low complexity of care

FO0160ED

salute.regione.emilia-romagna.it/emergenzaurgenza/

Ausi della Romagna - Centro Stampa Cesena [Cesena Press Centre]

The regional health service is for everyone, **let us make it grow all together.**

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What is a CAU?

A CAU, or Assistance and Urgency Centre, is a local healthcare facility accessible by citizens for urgent and episodic health issues that require a low complexity of care.

What kind of services does a CAU provide?

- Medical examination
- Certificates
- Pharmacological treatment, if necessary
- Prescriptions for the treatment of new-onset diseases or prescription of essential medicines
- Minor surgical procedures (e.g. sutures, dressings)
- Healthcare services and specialist services for traumas

Citizens accessing a CAU will be first evaluated by a nurse who will interview them to determine their healthcare needs, then they will be examined by a doctor and subsequently they may undergo further diagnostic examinations. If necessary, the CAU doctor may refer the patient to specialists to complete the diagnostic evaluation. The result of the clinical care pathway implemented at the CAU will be available in the citizen's Electronic Health Record.

After the diagnostic procedures have been performed, the medical report can be evaluated by the patient's General Practitioner or Paediatrician of free choice, as they serve as reference for each citizen registered with the national health service, with no need for the citizen to go back to the CAU.

Which type of staff members work in CAUs?

Adequately trained doctors and nurses. The number of the staff members depend on the volumes of activity.

When should patients go to a CAU?

For mild symptoms. Here is a list of the main symptoms / issues that can be taken care of by a CAU:

- Headache/migraine (with mild-moderate pain)
- Minor burns/Sunburns
- Visual disturbances
- Muscle contracture

For non-severe emergencies, find the closest CAU

You can receive free urgent healthcare services 7 days a week

- Eye pain
- Joint pain
- Irritation from contact lenses
- Diarrhoea (without blood)
- Red eye with eye discharge /Conjunctivitis
- Anal disorders
- Eye trauma without visual disturbances
- Abdominal pain (with mild-moderate pain)
- Foreign body in the ear
- Flank pain (such as renal colics)
- Earache
- Nausea and/or recurrent vomiting
- Hearing loss/Ear wax blockage
- Back pain/Lumbago
- Nosebleed
- Burning during urination / Urinary hesitancy
- Toothache
- Obstruction or replacement of bladder catheter
- Problems after tooth extraction
- Restlessness in previously known anxiety state
- Stiff neck
- Fever
- Cough/Cold/Sore throat
- Dressings and stitch removal
- Minor traumas (Foot, Ankle, Knees, Elbow, Wrist, Hand)
- Small wounds
- Itching, redness/swelling of the skin
- Change in blood sugar concentration
- Insect bites, animal bites
- Change in blood pressure

For highly critical emergencies call

118

Do NOT access a CAU in the following cases:

For severe symptoms, such as chest pain, shortness of breath, unusual headaches, severe abdominal pain or symptoms of an acute neurological disorder, **it is always necessary to call 118.**

If a citizen accesses a CAU with these symptoms / issues, the case will be immediately taken in charge by 118 for a hospital transfer.

Are the services offered by CAUs subject to charges?

The medical examination and some diagnostic tests provided by the CAU (for instance ECG and some blood tests) are **free of charge for all citizens residing in the Region and /or registered with the local health centres**, while for all others the examination will cost 20 euros, due upon receipt, to be paid to the doctor.

Further specialist referrals from the CAU doctor for diagnostic completion are to be paid by the citizen as prescription charge, if it is due and unless the patient is exempt from prescription charges.

The following specialist services for the completion of diagnostic evaluation will be free of charge for residents: healthcare services for the treatment of renal colics and for traumas occurred in the previous 24 hours.