

PATIENT and VISITOR

Newsletter



St. Vincent's
Healthcare
GROUP LIMITED



Dear Patient,

On behalf of the senior management team and all of the staff of St. Vincent's University Hospital (SVUH), I would like to officially welcome you to our Hospital. This dedicated Patient and Visitor Newsletter will tell you

everything you need to know about your individual patient journey through our Hospital.

Our priority as highly trained and specialised health care professionals is to ensure that you;

- › Receive the best care possible
- › Receive expedient administration of required treatments and procedures and
- › That all patients leave the Hospital in better health.

Our dedicated medical, surgical and nursing teams are here to support you and guide you and your family through your care and treatment plans. We endeavour to provide the best level of healthcare available while also striving to achieve exceptional outcomes for our patients across a range of speciality areas.

In many cases your visit to the St. Vincent's University Hospital will be pre planned, for example through an out-patient appointment, clinic appointment, surgical procedure appointment and other various treatment and/or check-up appointments.

In the event that you enter the Hospital system via the Emergency Department in SVUH, our Hospital will attend to your care and health needs and if you require admission you may be admitted to St. Vincent's University Hospital, St. Columcille's Hospital or to St. Michael's Hospital.

One of the Hospital's current priorities is to re-develop our dedicated website for patients, visitors and GPs and this project is progressing in 2016. In the meantime, you can visit www.stvincents.ie for any additional information and contact information that you may require.

Yours sincerely,

Professor Michael Keane

Acting CEO of St. Vincent's University Hospital



Elective Admission and Discharge of Patients

Elective Admission - What happens when you arrive?

- › Your elective admission will have been arranged between your Consultant, your GP and the Hospital. So when you arrive, we will be expecting you. Go straight to Reception, where you will be shown to Admissions for registration, before being directed to the department/ward where you will be treated
- › You will receive a unique **Patient Passport** after you have been admitted to our Hospital. This is an individual patient identification wrist band and must be worn at all times during your stay in the Hospital
- › If you are unable to attend for your admission, please let us know as early as possible by calling the **Admissions Department** on **01 2214643, 01 2214445** or **01 2214266**

Delays

In the unlikely event that there is a delay to your elective admission, we will contact you as early as possible, and your admission will be rescheduled.

Consent

A patient's consent is required before certain treatments and procedures, such as surgery, anaesthesia and the use of blood and blood products.

As part of the consent process, your Consultant will clearly explain the procedure to you, outlining the risks and the benefits. We encourage all patients to actively participate in their care plan, and to ask as many questions as necessary.

Inpatient charge (If you stay overnight)

If you stay overnight in St. Vincent's University Hospital, you are an in-patient. In-patients are charged a standard fee of €75 per night, up to a maximum of ten days (€750) in one year.

Payment is due upon discharge. This charge is not applicable if you are in one of the following groups:

- › You are a current medical card holder (please notify the Hospital at the time of admission)
- › You are receiving treatment for prescribed infectious diseases or entitled to Hospital services by EU regulation. Under EU regulation only emergency admissions are exempt from charges
- › If you have private health insurance you can opt to be registered as a private patient and seek to have the above inpatient costs covered by your insurer
- › Please note the above charges apply to all public Hospitals in the Republic of Ireland, for further information please see: <http://www.hse.ie/eng/services/list/3/hospitals/Hospitalcharges.html>





Emergency Department Attendance

- › The Emergency Department (ED) in SVUH is open 24 hours a day, 365 days a year
- › Priority is given to patients with life threatening injuries or illnesses, but we endeavour to see all patients in a timely manner
- › Our Emergency Department at St. Vincent's caters for patients over the age of 16 years
- › We are the major referral centre for the region and patients with cardiac emergencies, strokes and major trauma are brought by the ambulance service directly to the ED at St. Vincent's University Hospital
- › In the event that you enter the Hospital system via the Emergency Department in SVUH, our Hospital will attend to your care and health needs and if you require admission you may be admitted to St. Vincent's University Hospital, St. Columcille's Hospital or St. Michael's Hospital

Payment is due upon initial registration at the Hospital. The ED reception accepts debit cards, credit cards and cash payments. This charge is not applicable if you are in one of the following groups:

- You are referred by your GP (referral letter must be shown on arrival when you attend the Emergency Department)
- You are a current medical card holder (medical card must be shown when you attend the Emergency Department)
- You are admitted to Hospital after attending the Emergency Department (you will then be subject to in-patient/day service charges- please see inpatient section below)
- You are receiving treatment for prescribed infectious diseases or entitled to Hospital services by EU regulation

Your Journey Through the Emergency Department

- › Patients are directed to the reception area on arrival. Administrative staff are on duty 24 hours a day to greet the patient and collect essential registration details
- › Patients are then assessed by a triage nurse and given a priority rating which will determine the urgency with which they will be seen
- › We have a streaming process in place so that patients are then directed to the most appropriate area for their care

Payment

- › If you attend the Emergency Department in St. Vincent's University Hospital a standard charge of €100 will apply

Emergency Department - Visiting Arrangements

- › Our recommended visiting time is **20 minutes**
- › We request that **no more than two persons** visit at any one time
- › Many of our patients are seriously ill or injured. In their interest we request that visiting be restricted to their immediate family members
- › If visiting the Emergency Department and your relative is quite ill, please speak to the nurse manager if you need more time
- › The Emergency Department is not suitable for children under 12 years who should visit only in exceptional circumstances. (Permission to visit can be given by the nurse manager in charge)

Patient Safety Information

St. Vincent's University Hospital is internationally accredited by Joint Commission International (JCI). Our staff deliver exceptional patient centred care under the following goals as specified under our Hospital Accreditation Guidelines:

GOAL 1



Identify Patients Correctly

- › SVUH staff ask patients to state their name, date of birth and/or medical record number
- › All in-patients and day care patients are strongly advised to wear a patient identification band

GOAL 2



Improve Effective Communication

- › Patient safety is enhanced by standardising verbal communication wherever possible
- › Verbal communication is improved by using "read-backs" and timely documentation

GOAL 3



Improve the Safety of High Alert Medications

GOAL 4



Eliminate wrong site, wrong patient, wrong procedure surgery

SVUH staff ensure that they always pause immediately prior to all procedures/surgeries to verify:

- › Correct site, procedure and patient
- › Correct body part marked
- › Correct patient consent
- › Correct equipment
- › Correct radiology/reports/charts available

GOAL 5



Reduce the risk of healthcare associated infections

All SVUH staff follow the procedure below to minimise the spread of infections within the Hospital:

- › Clean their hands
- › Before patient contact
- › After patient contact
- › After contact with patient's surroundings
- › Before an aseptic procedure
- › After exposure to blood or body fluid

GOAL 6



Reduce the risk of patient harm resulting from falls

- › **Attention Patients:** SVUH staff are here to help – please call the nurses or healthcare professionals if you need assistance
- › **Attention Family Members:** Please bring in safe supportive shoes, glasses and walking aids belonging to the patient
- › All staff in SVUH when attending our patients ensure that the patient's call bell, glasses and walking aid are within reach; that the patient has safe footwear on; and that the patient's toileting needs are met
- › Nurses in our Hospital endeavour to ensure that the patient has a Falls Risk Assessment completed on admission, on ward transfer, on change of medical condition and after a fall



Discharge - What we will do to get you home

- › We will start planning for your discharge with you and your family from the time of your admission
- › Your medical team will agree and discuss a predicted date of discharge with you (this is the day we expect you will be well enough to go home). This will be reviewed throughout your stay
- › Your medical team will discuss your treatment plan with you and arrange any follow up you may need with all the team who are looking after you
- › We will make sure your GP receives your discharge letter
- › We will give you your prescription before 11am on the day of your discharge
- › Patients are encouraged to ask staff what day they think you will be ready to go home
- › If you need a medical certificate please tell staff as soon as possible so this can be ready for you on the day you are going home

HOME BY 11.00 AM POLICY

- › Please arrange your lift to take you home before 11am on the day of your discharge- remember to tell your family/friend/relative the day and time to collect you
- › Make sure you have your house keys and the right clothes for leaving the Hospital - shoes, coat, outdoor clothes?
- › Make sure you have your medication prescription

Data Protection



SVHG is a group of teaching hospitals with service links to other hospitals in our region. Your data may be shared in secure and approved ways with other hospitals and professionals as part of your continuing care. You may also be invited to consent to partake in ethically approved research and/or teaching activities.

We are registered with the Data Protection commissioner and at all times endeavour to meet our obligations under the **Data Protection Acts, 1988 and 2003**. SVUH have policies and procedures in place to address this.

Please also refer to our statement of information practices on our website www.st-vincents.ie

Security Information



- › St. Vincent's University Hospital does not accept responsibility for patient property
- › It is Hospital Policy to propose that patients pass to their next of kin all unnecessary cash, jewellery & clothing for safe keeping as soon as possible following admission
- › Property retained by patients remain entirely the responsibility of the patient and the Hospital shall not be liable for any loss or damage however caused

Infection Control Policy



- › One of the most important ways of reducing transmission of infection from person to person is by good hand hygiene. The hand hygiene practices of staff are monitored regularly and continue to improve
- › Visitors to the Hospital should use the alcohol gels available throughout the Hospital to clean their hands before and after visiting patients. Patients are reminded to clean their hands regularly, for example, before eating. There are hand hygiene information leaflets available with further information for visitors and patients

No Smoking Policy



- › St. Vincent's University Hospital promotes a completely smoke-free environment throughout the entire Hospital. In the interest of patients, staff and visitors, smoking is not permitted either in the Hospital or on the Hospital grounds

Visiting Arrangements



- › Recommended visiting time is 20 minutes and no more than two persons should visit at any one time
- › Children under 12 years should not visit except in exceptional circumstances. (Permission to visit to be given by nurse manager)
- › If visiting ICU or CCU, please be aware that many patients are seriously ill, so visiting is restricted to immediate family members for short periods only
- › See Emergency Department Section for information on visiting times in SVUH ED

Wards Visiting Times

- › **Daily:** 14.00 - 16.00
- › **Evening:** 18.30 - 20.30
- › **Intensive Care Unit - Daily:** 15.00 - 19.30
- › **Coronary Care Unit - Daily:** 15.00 - 19.30



Daffodil Centre



Located in the Atrium of the Hospital, the Daffodil Centre is part of the Irish Cancer Society's Patient Support Services. It's a free, confidential, drop in service, which is staffed 8:30am – 4:30pm Monday to Friday by a Cancer Nurse and specially trained volunteers. Together they listen and provide information and support in confidence to anyone with concerns or questions on any aspect of cancer.

For further information please feel free to drop into us here at SVUH or contact our National Cancer Nurseline - Freefone 1800 200 700, or visit www.cancer.ie



St. Vincent's Foundation

St. Vincent's Foundation is the fundraising arm of St. Vincent's Healthcare Group. Through the Foundation many improvements are made to the patient environment and patient outcomes. A large number of research projects and staff education are supported to advance medical capacity.

St. Vincent's Foundation is able to assist in patient care because of the generous contributions of donors and fundraisers. On behalf of our patients we are grateful for all support.

Visit our website:

www.stvincentsfoundation.ie

Email us on stvincentsfoundation@svhg.ie

Call our 24 Hour Donations Line on **1850 603 803**



Anyone interested in giving donations or fundraising for a cause in St. Vincent's can contact John Hickey, Chief Executive (*Voluntary*) on Tel: 01-2215035 or email

j.hickey@svuh.ie.

St. Vincent's Foundation is a voluntary organisation and all donations and grants are shown on our website.

Travelling to/from the Hospital



Contact Information:

Hospital Telephone Number: 01 221 4000 (*medical queries*)

Website: www.stvincents.ie

Feedback email: feedback@st-vincents.ie

Location

St. Vincent's University Hospital is located in the south east of Dublin on Merrion Road about 1.6km from Ballsbridge. The main entrance to the Hospital grounds is accessed via Merrion Road.

Public Transport

BUSES

The following buses stop on Merrion Road at the front of the Hospital:

- > No. 4 from Harristown through O'Connell St. to Monkstown Avenue
- > No. 7 from Mountjoy Sq. to Loughlinstown/Cherrywood
- > No. 8 from Mountjoy Sq. to Dalkey
- > No. 47 bus stops on Nutley Lane at the side of the Hospital
- > No. 47 from Fleet St. to Belarmine

For more information please visit the Dublin Bus website at www.dublinbus.ie

DART

Sydney Parade DART Station provides a service from Malahide and Howth in North Co. Dublin to Bray and Greystones in Co. Wicklow, and is about a five-minute walk from the Hospital.

A number of Intercity and Suburban trains also stop at Sydney Parade Station e.g. Dundalk, Drogheda, Arklow and Rosslare.

For train timetables, updates and other information please visit www.irishrail.ie or phone 1850 366 222.

TAXIS

- > There is no official taxi rank outside St. Vincent's University Hospital
- > However, taxis are usually available at the front entrance of the Hospital. If a taxi is not available, the porter at the main reception desk will direct you to a phone where you can order your taxi from a list of taxi company phone numbers. There is no charge to you for using this phone

CAR PARK

- > 24 hour public parking is available in the multi-storey car park
- > Parking on Hospital roads or in set down is strictly prohibited
- > A number of reserved spaces are available for drivers with a valid Disabled Driver's permit
- > Parking space is limited on the Hospital campus. All public car parking on site is provided for in the new multi-storey car park and in the basement of the new building

Wifi Access

- > SVUH provide wireless internet access for its patients. Contact ward staff for further details.