

PATIENT INFORMATION

ST. VINCENT'S UNIVERSITY HOSPITAL



MISSION STATEMENT

The values underlying the philosophy of St Vincent's Healthcare Group in relation to our care of patients and staff are those of human dignity, compassion, justice, quality and advocacy, which are based on the mission and philosophy of the Religious Sisters of Charity, our shareholders.

We strive to maintain excellence in clinical care, education and research.

We will continue to develop the Healthcare Group in line with the above principles and with our responsibilities to the wider Irish healthcare system.

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WELCOME

Welcome to **St. Vincent's University Hospital**. The hospital was founded by Mother Mary Aikenhead, foundress of the Religious Sisters of Charity at St. Stephen's Green in 1834. It moved to its present site in Elm Park in 1970 and subsequently changed its name to St. Vincent's University Hospital in 1999. In 2003, the hospital became a member of St. Vincent's Healthcare Group Limited, which also includes St. Vincent's Private Hospital and St Michael's Hospital in Dun Laoghaire.

St. Vincent's University Hospital is a major academic teaching hospital, which provides a front line emergency service and national/regional medical care at in-patient and outpatient level.

St. Vincent's University Hospital is one of the hospitals which provides a service to people living in Hospital Group 8 of the HSE (south Dublin and Wicklow), a population of approximately 350,000.

We also provide national, regional and supra regional specialist services. St. Vincent's University Hospital has more than forty medical specialities and has 500 in-patient beds.

All staff are here to care for you and to ensure that your stay in hospital is as comfortable and pleasant as possible. At all times, please remember that you have the right to discuss your care and treatment with both medical and nursing staff. If you require information, please ask your nurse or doctor caring for you.

We welcome feedback from patients as this helps us to improve the quality of the care and services we provide.

We offer you good wishes for a complete recovery from your current illness and hope that your stay in St. Vincent's University Hospital is a pleasant one.

Nicholas C. Jermyn

Group Chief Executive Officer.



St. Vincent's University Hospital



MUTUAL RESPECT

The staff at St. Vincent's University Hospital will:

- Treat you with respect and dignity
- Respect your privacy and confidentiality
- Keep you informed of your plan of care
- Respect your right to make informed decisions regarding your care and treatment
- Respect your right to seek a second opinion
- Respect your diversity

Patients/clients are requested to:

- Respect the rights, property, privacy and diversity of other patients and the health care team
- Discuss your wishes, preferences and decisions with the healthcare team
- Use healthcare resources in a responsible manner

You will be responsible for:

- Understanding your health problems to your own satisfaction. If you do not understand your own illness or treatment ask your doctor, nurse and others about it. Understanding your health problems is important for the success of your treatment.

LOCATION

St. Vincent's University Hospital is situated in the south east of Dublin on Merrion Road about 1.6 km from Ballsbridge. The main entrance to the hospital grounds is accessed via Merrion Road. Please see our map on page 33.

PARKING AND TRANSPORTATION

Public Transport

Buses

These buses stop close to St. Vincent's University Hospital:

No. 4, 5, 7, 7A	from O' Connell St.
No.8	from Parnell Square
No 45	from Eden Quay

Most of these buses (except the no. 4 bus) stop on the Merrion Road outside the front of the hospital. The no. 4 bus stops on Nutley Lane at the side of the hospital.

For details of pick up points along any of these routes, please contact Dublin Bus Passenger Information Service on (01) 873 4222 or look up www.dublinbus.ie.

DART

Sydney Parade DART Station provides a service from Malahide and Howth to Bray and Greystones 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 further information please contact Irish Rail on 1850 366 222 and look up www.irishrail.ie

Taxi

A taxi may be ordered to collect you from the hospital entrance. Please ask the porters at the main reception desk.

Car Park

24 hour public parking is available in the multi-storey car park.

- The charges are displayed at the entrance.
- Parking on hospital roads or in set down areas is strictly prohibited.
- A number of reserved spaces are available for drivers with a valid Disabled Driver's permit.

Prices for this car park start at €2.40 for the first hour and parking for a full 24 hours costs €13.20. Visitors and long-term patients may be facilitated for discount parking in special circumstances. For further details, please speak with the Clinical Nurse Manager on your ward.



ADMISSION ARRANGEMENTS

There are two main sources of admission to St. Vincent's University Hospital:

- Emergency admissions through the Emergency Department
- Pre-arranged admissions

IN-PATIENT STAY

For your own safety and well-being we request that you inform a member of the nursing staff prior to leaving the ward for any reason.

During your in-patient stay, you may be required to change beds and/or wards within the hospital setting due to a change in your condition or to accommodate the needs of other patients.

DISCHARGE

Your discharge from the hospital is as important as your admission. We endeavour to make sure you have a safe, well co-ordinated discharge. If you require help with your discharge, please ask a member of your care team.

We ask that you vacate your bed by 11 am on the day of discharge so that we can speed up the admission of other patients. You are welcome to wait in the day room for transport.

The following discharge checklist may be of help:

- Have you transport to your home? Is someone coming to collect you?
- If you have a wound; what care is needed?
- Have you stitches or clips that need to be removed?
- Can you bathe and shower independently when you go home?

- Do you have house keys, clothes and is there food available?
- Has the heating been turned on?
- If you are already receiving care or services at home, does the service provider know you have been discharged?
- If there are any problems when discharged, whom do you contact?
- Have you got your prescription? Medication is not supplied by the hospital. Have you someone who can get the medication for you? What is the medication for, how often and for how long should you take it?
- Have you got a letter for your doctor or public health nurse?
- Do you need an outpatient appointment or follow up care?
- When can you return to work and normal activities?
- Do you need a medical certificate for your employer?
- Have you got all your belongings?



VISITING ARRANGEMENTS

VISITING HOURS

Visitors are recognised as an important part of your day but your care is the first and most important concern of St. Vincent's University Hospital. In the interest of your safety, hygiene and comfort visiting is restricted to certain times.

We ask that you and your visitors adhere to the following times:

2.00pm – 4.00pm

6.30pm – 8.30pm

Recommended visiting time is twenty minutes and no more than two persons should visit you at any one time.

Children under 12 years should not visit except in exceptional circumstances.

You have the right to decline visitors and visiting hours may be extended for compassionate reasons. The Clinical Nurse Manager (formally Ward Sister) can request that visitors leave if the number present or the length of the visit may hinder your care.

Additional restrictions will apply from time to time e.g. during outbreaks of infectious diseases. Your relatives and friends are requested not to visit if they have sore throats, flu, vomiting and/or diarrhoea or other infections, because of the risk of introducing infection to the ward.



INFECTION, PREVENTION AND CONTROL

The aim of the Infection, Prevention & Control Team is to prevent and reduce the number of infections within St. Vincent's University Hospital.

In order to achieve this, it is essential that hospital staff, you and your relatives work together. There are a number of ways that this can happen.

Please make sure to wash your hands as directed. Hand hygiene has an important role to play in Infection Prevention & Control and it is an effective means of preventing cross infection. A clean environment is also crucial in stopping the spread of infection. Furthermore, anyone experiencing symptoms such as nausea, vomiting or diarrhoea should not visit you in the hospital. If you have any concerns or require additional information ask a nurse or doctor who is caring for you.

HYGIENE SERVICES

It is the responsibility of everyone, staff, you and your relatives to follow recommended hygiene practices and to help maintain a clean environment. Please use the hand gel provided entering and leaving the ward areas and use the waste bins provided for rubbish. Together we will keep our hospital clean.



IN-PATIENT CHARGES

PUBLIC IN-PATIENT

If you choose to be a public in-patient the following applies:

- You will be required to avail of a public bed and will be liable for health charges unless you are exempt from such payments (for example if you hold a medical card).
- You will not be the private patient of any consultant and therefore you will not pay Consultants' fees.
- If there is a waiting list, you will be placed on the waiting list for a public bed.

PRIVATE IN-PATIENT

If you choose to be a private in-patient the following applies:

- You will be accommodated in a designated semi-private bed depending on availability and will be liable for maintenance fees and health charges.
- All rooms are shared. There are no single private rooms.
- You will be the private patient of a consultant and also of other Consultants involved in your care (e.g. radiologists, pathologists, anaesthetists) and you will be liable for all Consultants' fees through your Health Insurance Scheme.

In the event of an emergency, you will be admitted immediately to a ward area and you will be accommodated in whatever bed is available and is most appropriate for your care.

PRIVATE HEALTH INSURANCE

The hospital operates a direct payment scheme with VHI, Quinn Healthcare, Garda Medical Aid, ESB Medical Provident Scheme and Vivas. Our staff will help you fill out these forms if you so wish.

CHARGES FOR PATIENTS WHO RESIDE/WORK OUTSIDE EU

You will pay a daily maintenance fee and fees from all Consultants involved in your care. You will be asked to pay the hospital on discharge and deal directly with your insurance company for reimbursement of all charges.



WHAT TO BRING WITH YOU

You should bring:

- Documents – medical card and details of private health insurance if you have them
- Name, address and contact number of your next of kin
- All current medications, including any herbal or over the counter medicines that you are taking so that we can get a complete picture of your medication history
- Nightwear, Dressing gown, Slippers, Toiletries
- We advise you not to bring too much personal clothing as storage space is very limited
- Aerosols are not allowed because of the sensitivity of the fire alarm (e.g. hair spray, deodorants etc.)

As the hospital does not provide a personal laundry service, please make suitable arrangements with your relatives or friends.

PERSONAL BELONGINGS

The hospital is not responsible for any valuables, money or other articles in your possession.

Please do not bring jewellery and large sums of money to the hospital. In the event of valuables being brought to the hospital they should be handed to the Clinical Nurse Manager who will arrange for their safe keeping.

If you keep personal items e.g. walkman etc., for your own use in hospital, take particular care of your belongings as the hospital cannot be responsible for lost or stolen items.

Electrical items such as computers, TVs and play stations should be left at home as they are not permitted in the hospital.

Do not leave your bag unattended when you leave your ward/room.

WARD ROUTINE

WARD ROUTINE

Every ward has a day-to-day routine that patients and staff follow so that you can be cared for in the best way possible.

When you arrive on the ward you will be greeted by a member of the nursing team who will show you to your bed and the layout of the ward. You will be shown where all the hand washing facilities and hand wash gels are located to prevent the spread of infection. Please use these facilities to wash and disinfect your hands on entering and leaving the ward area.

You will be introduced to other members of your medical team and shown how to use the call bell system.

CALL BELL SYSTEM

The call bell system is located beside each bed and should be used when you need to contact a member of the nursing team for help. The admitting nurse will explain this system on your arrival to the ward.

IDENTITY BRACELETS

You will be given a bracelet with your name, date of birth and hospital number to wear while you are in hospital. Your nurse will check that all your details are correct during the admission process.

It is very important that you do not remove your identity bracelet at any stage during your stay in hospital as it is a vital part of your safety management. If your bracelet gets damaged or removed, please contact your nurse immediately for a replacement.



CONSENT

You will be asked to give consent before surgery or before having some other procedures performed. You should receive sufficient information about the proposed surgery/procedure, the possible alternatives and substantial risks so that you can make an informed and balanced decision. Read the form and any supplementary information carefully and ask questions if there is anything you do not understand. Parents or guardians must give consent for procedures on children under the age of 16 years.

SICKNESS BENEFIT

If you are entitled to claim sickness benefit, please ask your doctor for a medical certificate.

MEALTIMES

Breakfast is served at 7.20 a.m. in all wards except St. Monica's and St. Vincent's where breakfast is served at 8.30 a.m.

There is morning tea at 10.30 a.m.

Lunch is served at 12.00 p.m.

Tea at 5.00 p.m.

There is also evening tea between 7.00 and 9.00p.m.

We can cater for all special dietary requirements. Please tell staff immediately of any food allergies or intolerances.

Protected Mealtime Policy

Patient comfort and nutrition comes first at mealtimes in hospital and for that reason a protected mealtime policy is in place.

For your benefit, visitors and staff are asked not to disturb you during your lunchtime meal from 12 noon to 1.30p.m.

Please discuss with the Clinical Nurse Manager or deputy if specific arrangements are needed.

ACCESS TO YOUR MEDICAL RECORDS - ADMINISTRATIVE ACCESS

Information regarding your illness is confidential. It will not be given to anyone except those involved in your treatment including your own General Practitioner without your permission.

Following discharge, if you wish to receive a copy of your records, you can do so by writing to the

Medical Records Officer

St. Vincent's University Hospital, Elm Park, Dublin 4.

FREEDOM OF INFORMATION

The Freedom of Information Act (1997 and 2003) was designed to allow individuals access to information held by Public Bodies, which is not routinely available from other sources.

At St. Vincent's University Hospital we foster a culture of openness and transparency, and where possible will make as much information available to members of the public on a routine basis.

St. Vincent's University Hospital has produced a manual containing information required under Section 15 and Section 16 of the Act.

The manual is available from the following locations:

- The Freedom of Information Officer (FOI),
St. Vincent's University Hospital
- Public Libraries
- College Libraries
- Our website: www.stvincents.ie

Requests must be in writing and addressed to the FOI Officer (see information leaflet regarding the Freedom of Information Act 1997 and 2003).

CARE STAFF/SERVICES

MEDICAL STAFF

You will be admitted under the care of a Consultant. Each Consultant has a team, which usually includes a Senior Registrar and/or Registrar, Senior House Officer (SHO) and Intern(s). However, during your admission you may also be seen by doctors from other teams and from the Anaesthetic and Radiology Departments. As St. Vincent's University Hospital is a teaching hospital, you may be asked to participate in medical and nursing student activities. You are free to decline from such activities and this will not effect your rights or care as a patient in any way.

NURSING STAFF

Nurses offer a holistic approach to patient care. Their goal, with your help, is to assist your return to best health within the limitations of your illness. During your stay a team of nurses led by a Clinical Nurse Manager will care for you. They will provide a high standard of nursing care and will endeavour to meet your individual needs.

The Clinical Nurse Manager of your ward or unit will try to assign the same registered nurses to care for you. Each day, this nurse will introduce her/himself to you. All nursing staff wear name badges. However, if at any time you are unsure of the names of those responsible for your nursing care, please ask.

Registered nurses may be assisted in the delivery of care by nursing students and health care assistants. Nursing staff will be happy to facilitate any queries you may have with your care whilst in hospital. If you so wish, you may choose to speak with the Clinical Nurse Manager, the Assistant Director of Nursing or the Director of Nursing about your care and treatment.

SPECIALIST NURSING SERVICES

Experienced nurses work with colleagues from other professions providing a specialist service within specified areas. The following are the areas served by specialist nurses at St. Vincent's University Hospital:

- Anti-coagulant
- Asthma Care
- Breast Care
- Cardiac Rehabilitation
- Cancer Care
- Community Liaison
- Cystic Fibrosis
- Dermatology
- Diabetes
- Haematology
- Hepatitis C
- Infection Prevention and Control
- Liver Transplantation
- Multiple Sclerosis
- Oncology
- Orthopaedics - (Plaster Care)
- Palliative Care
- Parkinson's
- Preventive Medicine
- Respiratory Medicine
- Stoma Care
- Stroke Care
- Tissue Viability
- Transfusion Surveillance
- Urology

The service provided by the specialist nurses varies from one speciality to another.



ALLIED HEALTH PROFESSIONAL STAFF

SOCIAL WORK DEPARTMENT

As part of the hospital care team, social workers provide a service to patients and relatives regardless of financial situation. This service involves the emotional and practical aspects of illness and admission to hospital.

This means help can be provided in circumstances such as: -

- Planning your future care
- Listening/counselling
- Providing information and contacting other services/support on your behalf

If you feel we can help please ask to see a social worker or contact the main social work office that is located in the Outpatients Department.

NUTRITION AND DIETETICS DEPARTMENT

We provide nutritional support and dietary education for those patients who require nutritional/dietetic intervention as part of their medical, surgical or psychiatric care.

OCCUPATIONAL THERAPY DEPARTMENT

We help individuals maximise their independence in self-care, productivity and leisure.

PHARMACY DEPARTMENT

We provide a wide range of pharmaceutical services to patients and staff in St. Vincent's University Hospital. These include the following:

- Purchasing and dispensing drugs
- Monitoring prescriptions to ensure that drug treatment is safe and appropriate
- Manufacturing sterile products such as chemotherapy

- Providing up to date, reliable and unbiased information on drugs to health care professionals in the hospital

Our main aim is to provide the highest standard of pharmaceutical care in order to improve your quality of life.

PHYSIOTHERAPY DEPARTMENT

We provide an in-patient and outpatient physiotherapy service to patients from within St. Vincent's University Hospital's catchment area.

RADIOLOGY DEPARTMENT

Radiology includes the sub-specialities of Interventional Radiology, Radionuclide Imaging, CT, MRI, Mammography, Ultrasound and plain imaging (X-rays).

All images are digitally acquired and stored electronically. This results in more efficient image retrieval, faster reporting and rapid communication of results to referring clinicians. Both the images and results are available at multiple sites throughout the hospital.

SPEECH AND LANGUAGE THERAPY DEPARTMENT

The primary role of the department is the assessment, diagnosis, management and prevention of disorders of speech, language, communication and swallowing. The Speech and Language Department provides a service for both in-patients and outpatients.



PASTORAL CARE

The pastoral care team will attend to your spiritual needs during your stay in this hospital.

Roman Catholic and Church of Ireland Chaplains are in regular attendance on wards. Patients from other denominations may be visited by clergy of their choice who can be contacted by a member of the nursing staff or the Pastoral Care Team.

There is an oratory situated in the foyer of the hospital near to the shop. It is open at all times and all are welcome to use it for private prayer. A chapel is located on the ground floor.

RELIGIOUS SERVICES

Roman Catholic Services:

Sunday Masses: 8:20 a.m. & 10:30 a.m.

Weekday Masses: 8:00 a.m. & 1:00 p.m.
(Monday - Friday)

Saturday Masses: 6:00 p.m. (vigil)

CHURCH OF IRELAND SERVICES:

Communion Service weekly (The day and location may vary, please ask a member of the nursing staff or the Pastoral Care staff).



OTHER SERVICES/FACILITIES

STAFF RESTAURANT/COFFEE SHOPS

A restaurant situated on the ground floor, a coffee shop in the atrium beside the main reception desk and a coffee shop in the main hall are open to visitors. Opening hours are as follows:

Restaurant

Monday – Sunday	7.15 a.m.	–	12.30 p.m.
	1.45 p.m.	–	6.30 p.m.

Reserved for staff on restricted lunch breaks

	12.45 p.m.	–	1.45 p.m.
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Closed to Visitors after			5.30 p.m.
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In the interests of patient care, service is restricted to staff at high demand times. Visitors co-operation in this matter is appreciated.

Coffee Shop (Atrium)

Monday - Friday	8.00a.m.	–	7.30p.m.
Saturday & Sunday	9.00a.m.	–	6.00 p.m.

Coffee Shop (main hall)

A coffee shop /sandwich bar with eat-in and takeaway facilities

Monday – Friday	7.45 a.m.	–	7.30 p.m.
Saturday	9.00 a.m.	–	7.30 p.m.
Sunday	9.30 a.m.	–	7.30 p.m.

RELATIVES' ACCOMMODATION

Accommodation is available for a small number of relatives of seriously ill patients in the hospital. There is a small charge per night. If you require further information regarding this service contact the Clinical Nurse Manager.

MAIL SERVICE

Your letters will be delivered to you daily and packages as received. Please ask your family and friends to include your full name and if possible, the name of the ward on your mail. A post box is situated at the main reception desk for outgoing mail. All outgoing mail must be stamped. Stamps may be purchased in the shop.

TELEVISION

Television sets are located on most of the wards and in all the ward day rooms.

BANKING

An ATM is located in the main hall of the hospital opposite the coffee shop.

HOSPITAL SHOPS

There are two hospital shops on the ground floor, one located in the atrium reception area and the second in the main hall. They sell a variety of items including newspapers, magazines, books, sweets and fruit.

The shop in the main hall is open:

Monday – Sunday 8:00a.m. – 8:00p.m.

The shop in the atrium is open:

Monday – Friday 8:00a.m. – 8:00p.m.

Saturday and Sunday 9:00a.m. – 6:00p.m.

PUBLIC TELEPHONES

There are public telephones on each floor of the hospital.

HOSPITAL POLICIES

COMPLAINTS/COMMENTS/FEEDBACK

The comments of patients, relatives and visitors are used as a gauge and a measure of quality service. We welcome suggestions or ideas on how we might improve our service to patients. If you have any ideas that might help please talk to any member of staff or you can email us on feedback@st-vincent's.ie

St. Vincent's University Hospital has a complaints procedure. If you have a complaint regarding your care you should direct it to the Clinical Nurse Manager in the first instance. If you do not wish to discuss your complaint at local level, you should write to the Complaint's Officer. All complaints will be acknowledged within five working days and will receive a response within twenty-eight days.

HEALTH & SAFETY POLICY

Under current safety legislation, particularly the Safety, Health and Welfare at Work Act 2005, the hospital is required to ensure, as far as is reasonably practicable, the health and safety of all employees, persons under contract, visitors and people under the hospital's care.

St. Vincent's University Hospital has a Safety Statement which details the specific hazards and control measures in place for each department. The Safety Statement is central to promoting safety and health at work.

TRUST IN CARE POLICY

The Trust In Care policy has been drawn up to ensure that your safety, welfare and dignity is upheld at all times. St Vincent's University Hospital has a duty of care to ensure that you are protected from any form of behaviour which violates your dignity.

St Vincent's University Hospital also has a duty to ensure that staff are provided with the necessary support, training and supervision to enable them to deliver a high quality of service. The Trust in Care policy sets procedures in place to ensure these objectives are met. The primary aim of the Trust in Care policy is to ensure prevention through an increased awareness and vigilance from all staff, a thorough recruitment and selection procedure, ongoing training and abidance with hospital codes of behaviour.

FLOWERS

In the interest of patient safety, hygiene and comfort, we ask that you do not bring flowers into the hospital. If you receive flowers, please send them home with a family member or friend.

MOBILE PHONES

Mobile phones should not be used in the hospital as they may interfere with sensitive equipment used to assist in the care of seriously ill patients and disturbs fellow patients rest.

SMOKE FREE POLICY

Under the Public Health Tobacco Amendment Bill governing smoking in the workplace, smoking is strictly prohibited in all hospital buildings.

As a member of the Health Promoting Hospitals Network, St. Vincent's University Hospital promotes a completely smoke-free environment throughout the entire hospital (including all doorways and entrances to St. Vincent's University Hospital). The hospital has a duty to provide a healthy environment and a safe place for patients to be treated. It is therefore planned to extend the smoke-free ban to the whole of the hospital site, including the grounds.

To help minimise any discomfort this might cause, support can be obtained from the hospital's Smoking Advice Service. This service offers advice and help on staying smoke-free while in hospital, as well as advice for those who are interested in stopping smoking long-term.

The following services are available:

- **Advice and help on staying smoke-free while in hospital**, using nicotine replacement therapy (such as patch and gum). This can help to prevent nicotine withdrawal symptoms and keep you comfortable during your hospital stay. It can be prescribed by your doctor while you are in hospital.
- **Advice and help for those who are interested in stopping smoking long-term**. You can receive this help while in hospital and this support can continue after your discharge. The service is available to both in-patients and outpatients.
- **Stop smoking courses** run over six weeks on Tuesday evenings. The courses are open to all members of the public.

If you are interested in any of these services, please ask your doctor or nurse to refer you to the Smoking Advice Service.



HOSPITAL MANAGEMENT STRUCTURE

Professor Noel Whelan
Chairman, Board of Directors

Mr Nicholas C Jermyn
Group, Chief Executive Officer

Mr Bill Maher,
Director of Operations/ General Manager

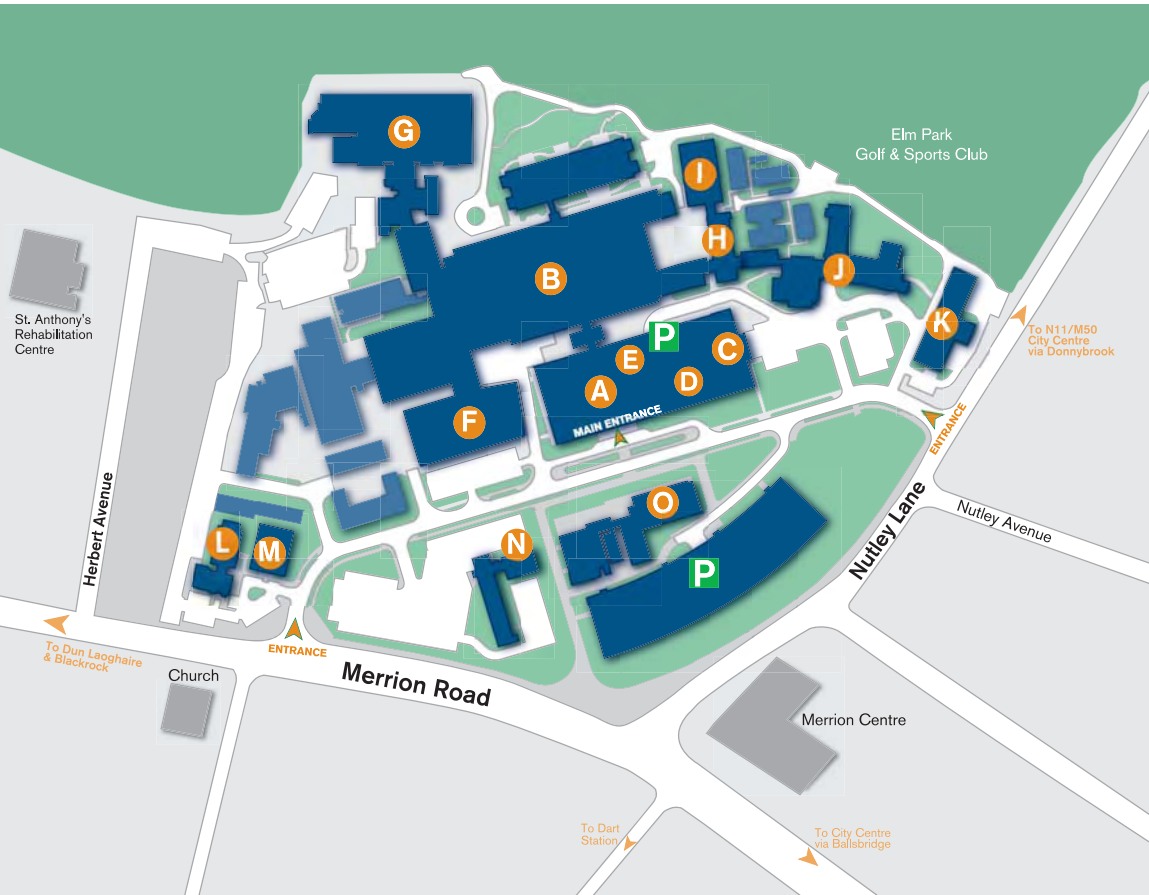
Ms Mary Duff
Director of Nursing

Dr Risteárd Ó'Laoide
Chairman Medical Board

Dr Hugh Mulcahy
Honorary Secretary, Medical Board



ST. VINCENT'S UNIVERSITY HOSPITAL



- | | | | |
|----------|--------------------------------|----------|------------------------|
| A | Main Hospital | I | Education & Research |
| B | Main Wards | J | Entrance Staff only |
| C | Emergency Department | K | Mortuary |
| D | Out-Patients | L | Carew House |
| E | Clinical Services | M | Breast Check |
| F | Dermatology | N | St. Rita's |
| G | St. Vincent's Private Hospital | O | Nurse Education Centre |
| H | Chapel | P | Car Park |

FEEDBACK PAGE

Your comments are used as a gauge and measure of quality service. We welcome suggestions or ideas on how we might improve this information booklet. If you have any ideas that might help, please talk to any member of staff, put a note in the suggestion box which is located at the main reception desk at the entrance to the hospital or post it to Claire Finnan, Communication's Executive, St. Vincent's University Hospital, Dublin 4.

Please write your suggestions below. All information collected will be treated in the strictest confidence. Please note that you do not have to give your name or contact details if you do not wish. Thank you for taking the time to give us this valuable feedback.

Name: _____

Contact Details: _____

Comments



St. Vincent's University Hospital



ST. VINCENT'S UNIVERSITY HOSPITAL

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