

PATIENT and VISITOR

Newsletter

**St. Vincent's
Healthcare**
GROUP

Dear Patient,



I would like to officially welcome you to St. Vincent's University Hospital (SVUH). This dedicated patient newsletter will tell you everything you need to know about your individual patient journey through our hospital.

Our dedicated medical, surgical and nursing teams are here to support 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 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 SVUH, 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 GP's and this project is progressing in 2017. Please visit www.stvincents.ie for any additional information that you may require.

Yours sincerely,

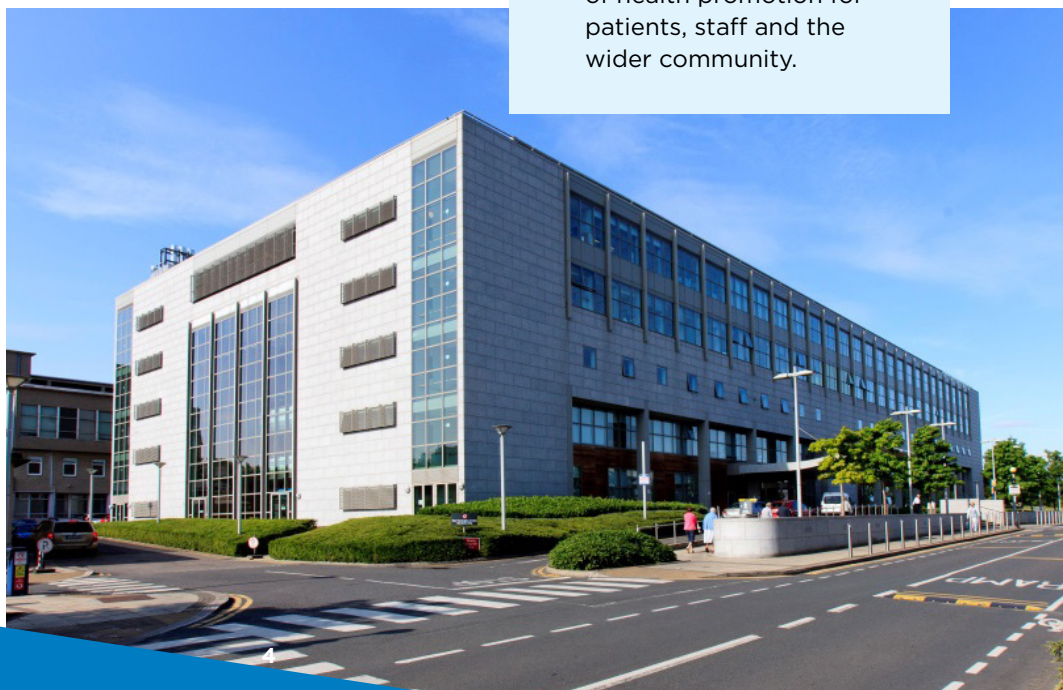
Professor Michael Keane
*Acting CEO of St. Vincent's
University Hospital*

Our core values include:

- › Human dignity
- › Compassion
- › Justice
- › Quality
- › Advocacy

Our objectives are:

- › To deliver the best patient care for all of our patients while also ensuring best outcomes
- › To have the best team and resources to help us look after you
- › To have the best processes in place to ensure expedient delivery of patient care
- › To ensure we use the best approach to maintain a positive environment of health promotion for patients, staff and the wider community.



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 receive your treatment
- › You will receive a unique **Patient Passport** after you have been admitted to our hospital. This is an individual patient identification wristband 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 **012214643, 012214445 or 012214266**

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 charges

(If you stay overnight)

If you stay overnight at St. Vincent's University Hospital you are an inpatient. Inpatients are charged the standard Health Act fee of €80 per night, up to a maximum of ten days (€800) in one year in a public hospital. Please tell us at the time of admission if you have had any inpatient stay in a public hospital last year.

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

- › You are a current GMS medical card holder (please notify the hospital at the time of admission and let us know the card number) DVC Medical Cards only cover visits to the GP and do not cover treatment in a public hospital
- › 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

Please note the above charges apply to all public hospitals in the Republic of Ireland, for further information please visit the HSE website **www.hse.ie**

- › If you have private health insurance you can opt to be registered as a private patient and have your inpatient treatment covered by your insurer



Emergency Department (ED) 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 ED 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 ED 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. Columille's Hospital or St. Michael's Hospital.



Your Journey Through the ED

- Patients are directed to the reception area upon 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 ED (A+E) at St. Vincent's University Hospital the standard Health Act fee of €100 will apply for all EU residents. Payment is due upon initial registration in the ED. The ED reception accepts debit cards, credit cards and cash payments. This charge is not applicable if you are categorised under one of the following groups:
 - You are referred by your GP (referral letter must be shown upon arrival)
 - You are a current GMS medical card holder (medical card and number must be shown upon arrival)
 - You are admitted to hospital through the ED (you will then be subject to in-patient/day service charges- please see inpatient section)
 - You are receiving treatment for prescribed infectious diseases or entitled to hospital services by EU regulation



ED 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 ED and your relative is quite ill, please speak to the nurse manager if you need more time
- The ED is not suitable for children under 12 years who should visit only in exceptional circumstances. (Permission to visit can be sought by the nurse manager in charge).



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 ensure your GP receives your discharge letter
- We will give you your prescription before 11am on the day of your discharge
- We encourage all patients to ask staff their expected date of discharge
- 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 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
- Ensure you have your house keys and the right clothes for leaving the hospital—shoes, coat, outdoor clothes?
- Ensure you have your medication prescription

Patient Safety Information

St. Vincent's University Hospital is internationally accredited by Joint Commission International (JCI). Our staff deliver exceptional patient centred care in accordance with the 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



Eliminate Wrong Site, Wrong Patient, Wrong Procedure Surgery

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

- › Clean your 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 4



Improve the Safety of High Alert Medications

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

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

Falls Prevention

SVUH is committed to reducing the risk of harm from falling during your admission. There are a number of practical suggestions that you and your family can do to reduce your risk of falling during your admission.



History of Falls

Tell the nurse or doctor caring for you if you have fallen in the past year or if you are worried about falling



Call for Help

Patients often do not wish to 'bother' staff but we're here to help - please use your call bell if you need assistance



Footwear

Please bring in footwear that fits well, grips well and cannot fall off. Flimsy slippers increase your risk of falling



Walking Aid

Please bring in your normal walking aid. Keep it close by and avoid leaning on hospital furniture



Glasses

Please bring in your glasses. Or ask for help if you have trouble seeing



Toileting/Showering

Your ability to perform practical activities such as toileting and showering can be deceptively reduced when in hospital. Ask for help if you need assistance






Dizzy

If you feel dizzy- stop. Sit down and let the ward staff know

Patients' Charter of Rights and Responsibilities

As a patient of our hospital, you have the following **rights** and **responsibilities**:

	WHAT CAN YOU EXPECT	WHAT CAN YOU DO TO HELP
 Access	Our services are organised to ensure equity of access to public health and social care services.	Keep appointments and let us know if you cannot attend, let us know if you have any special needs such as alternative methods of communications.
 Dignity and Respect	We treat people with dignity, respect and compassion. We respect diversity of culture, beliefs and values in line with clinical decision making.	Treat staff and other patients with dignity, respect and consideration.
 Safe and Effective Services	We provide services with competence, skill and care in a safe environment, delivered by trusted professionals.	Support us to deliver safe and effective services, e.g. if you think that a member of a healthcare team has forgotten to wash their hands, give them a gentle reminder.
 Communication and Information	We listen carefully and communicate openly and honestly, and provide clear, comprehensive and understandable health information and advice.	Help us to promote clear communication and information, if there is something that you do not understand, let us know and we will explain better.
 Participation	We involve people and their families and carers in shared decision making about their healthcare. We take account of people's preferences and values.	Ask questions and become more actively involved in decision making about your care.
 Privacy	We will do our best to ensure that you have adequate personal space and privacy when you use our health services. We maintain strict confidentiality of personal information.	Support health services to safeguard patient confidentiality and privacy.
 Improving Health	Our services promote health, prevent disease and support and empower those with chronic conditions to self-manage their condition.	Learn more about what you can do to improve your health, ask your healthcare provider for information about healthy living and about what support services are available in your community, ask your healthcare professional to help set goals for improving your health.
 Accountability	We welcome your complaints and feedback about care and services, we will investigate your complaints and work to address your concerns.	Your feedback matters – tell us about your experience so that we can have your concerns addressed.



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.stvincents.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



Wifi Access

- › SVUH provides wireless internet access for our patients. Contact ward staff for further details



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



St. Vincent's University Hospital Awards



- APR 2016** **HSE Excellence Award** – SVUH Community Medicine for Older People Project
- JUN 2016** **Smarter Travel Workplace** Winner European Cycling Challenge
- SEP 2016** **Joint Commission International (JCI)** Accreditation 2016 – 2019
- SEP 2016** **International Quality Improvement Award** for a Pressure Ulcer Collaborative (Italy)
- NOV 2016** **IMAGE Business Woman of the Year Award** – Kay Connolly, Chief Operating Officer, SVUH wins- Management Professional Category
- DEC 2016** **National Patient Safety Conference Award** – Nurse Practice Development Department in SVUH wins national award for Quality Improvement Poster
- DEC 2016** **National Treatment Purchase Fund (NTPF) Award** – SVUH won two national awards for the provision of best quality data for in-patient and day case procedures waiting lists
- MAR 2017** **General Irish Healthcare Centre of the Year Award 2016** – Irish Health Care Centre Awards
- MAR 2017** **Healthcare Department Initiative** – Cost Saving Measure - Soap project - Irish Health Care Centre Awards
- APR 2017** **Smarter Travel Workplace Winner** – Cycling Challenge
- MAY 2017** **Tech Excellence Awards 2017** – Professional IT Team of the Year



Nursing Careers

We are always seeking new talent to join our Nursing team

If you or someone you know are interested in a career with St. Vincent's University Hospital, please visit our Careers page www.svuh.ie

- Registered Staff Nurses
 - Senior Staff Nurses
 - Speciality Nurses
 - Adaptation Placements
 - Nurse Management
- Supporting the development of our Nurses' future through education and career opportunities*

St. Vincent's University Hospital is an equal opportunities employer and our buildings and grounds are smoke-free. St. Vincent's University Hospital is JCI accredited.

Daffodil Centre



Irish Cancer Society

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 8.30 – 16.30 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 - Freephone 1800 200 700, or visit www.cancer.ie

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 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

Website: www.stvincents.ie

Feedback email: patientsupport@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
- The No. 47 bus stops on Nutley Lane at the side of the Hospital:
- No. 47 from Fleet St. to Belarmino

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