

# Patient and Visitor Handbook



Centred **on You**

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The image features a solid teal background. On the right side, there is a large, abstract graphic composed of several overlapping, curved, teardrop-like shapes. These shapes are in two shades of teal: a darker, more saturated teal and a lighter, more muted teal. The shapes overlap in a way that creates a sense of depth and movement, with some shapes appearing to be in front of others. The overall composition is clean and modern.



## CONTENTS

<b>WELCOME FROM THE CHIEF EXECUTIVE</b>	<b>04</b>
<b>WHAT TO EXPECT WHEN YOU ARRIVE</b>	<b>08</b>
Pre-Arranged Admission	08
Emergency Department	10
<b>WHAT TO EXPECT DURING YOUR STAY</b>	<b>12</b>
Visiting Arrangements	12
Patient Information	12
Infection Control	12
Facilities on Campus	13
<b>WHAT TO EXPECT AT DISCHARGE</b>	<b>14</b>
Preparing for Discharge	14
Time of Discharge	14
<b>HOW TO GET HERE</b>	<b>16</b>
By Car	16
Parking	16
Hospital Map	17
Public Transport	17
<b>PATIENT SAFETY INFORMATION</b>	<b>18</b>
Hospital Accreditation Guidelines	18
Data Protection	19

## WELCOME

Welcome to St. Vincent's University Hospital.

We are Ireland's leading academic teaching hospital, providing front line, acute, chronic and emergency care across over 40 different medical specialities in the country's only integrated multi-hospital campus.



At St. Vincent's University Hospital our size and breadth of expertise means that we can offer a unique multi-disciplinary approach to patient care. Our dedicated medical, surgical and nursing teams are here to support you and your family through your care and treatment plans – and ensure, first and foremost, that you are provided with the best quality of care while you are a patient in our hospital.

This handbook has been put together to answer any questions you may have about your journey throughout the hospital as an inpatient, outpatient or visitor – whether this is pre-planned or through emergency admission.

Please read it carefully and if in doubt, don't hesitate to ask any of our staff throughout the hospital or visit **[www.stvincents.ie](http://www.stvincents.ie)** for more information on individual departments and clinics.

A handwritten signature in black ink that reads "Kay Connolly". The script is fluid and cursive.

**Kay Connolly**  
**Chief Executive Officer**  
St. Vincent's University Hospital



St. Vincent's University Hospital is a world leading, academic teaching hospital and one of the only acute public hospitals in Ireland with international accreditation.

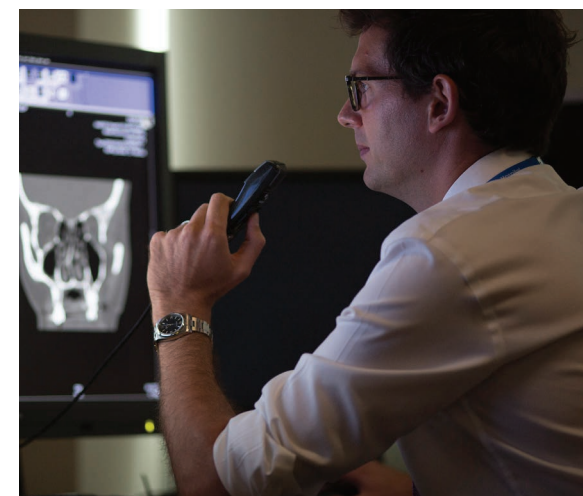
We are recognised worldwide for setting standards of excellence in clinical diagnosis and treatment, education and research and a pioneering, multi-disciplinary approach to patient care.

Our Emergency Department (ED) is the major referral centre for the region and patients with cardiac emergencies, strokes and major traumas are brought by ambulance directly to the ED.

We are home to a number of national centres including the National Centre for Cystic Fibrosis, National Cancer Control Programme (NCCP), National Liver Transplant Programme and the recently established National Pancreas Transplant Programme.

Teaching, education and research is central to everything we do. We are at the international forefront of innovative, translational healthcare 'Bench to Bedside' research with our partners in University College Dublin and a leading participant in clinical trials.

St. Vincent's University Hospital is part of the St. Vincent's Healthcare Group (SVHG) which also includes St. Vincent's Private Hospital, Elm Park and St. Michael's Hospital, Dun Laoghaire.



# What to expect when you arrive

## PRE-ARRANGED ADMISSION

### Before you arrive

#### Make sure you bring:

- relevant documents, medical card and details of any private health insurance
- name, address and contact number of your next of kin
- all current medications, including any herbal or over the counter medicines – so we have a complete picture of your medication history
- nightwear, dressing gown, slippers, toiletries.

#### Please note that:

- storage space is limited so we recommend that you keep your personal belongings to a minimum
- the hospital does not provide a personal laundry service so you will need to make suitable arrangements with your relatives or friends.

### NO SMOKING POLICY

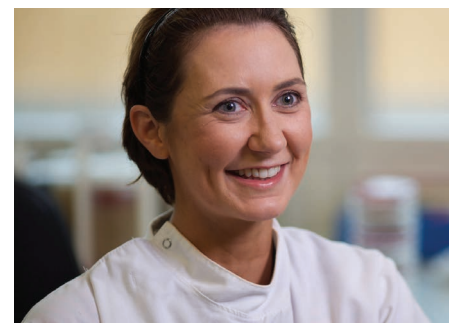
On 1<sup>st</sup> Jan 2009, St. Vincent's University Hospital became the first hospital in Ireland to implement a completely smoke-free campus. Smoking and the use of electronic cigarettes is not permitted anywhere in the hospital or on the hospital grounds.

### When you arrive

- Go straight to reception and give your name to the person behind the desk.
- You will then be directed to Admissions for registration.
- In Admissions you will receive an individual patient identification wrist band to be worn at all times during your stay.
- Once registration is completed you will go to the relevant department/ward for your treatment.

### Meeting with clinical team

- Soon after you are admitted you will meet with your consultant who will discuss your treatment with you and any procedures.
- A patient's consent is always required before certain treatments and procedures such as surgery, anaesthesia and the use of blood and blood products. We welcome and encourage you to actively participate in your care plan and ask your consultant and medical team any questions you may have.
- Your medical team will also agree and discuss a predicted date of discharge with you which will allow us to plan for the arrival of future patients. This will be reviewed throughout your stay.



### Personal belongings

St. Vincent's University Hospital does not accept responsibility for patient property and patients should pass any unnecessary cash, jewellery and clothing for safe keeping to their next of kin – as soon as possible following admission.

Property retained by patients remains their responsibility and the Hospital shall not be liable for any loss or damage however caused.

### Charges

- Day case admissions and patients who stay overnight are charged a statutory amount of € 80.00 per day up to a maximum of ten days (€ 800.00) in one year. Payment is due upon discharge.

#### These charges do not apply:

- if you are a medical card holder
- if you are receiving treatment for prescribed infectious diseases
- if you are entitled to hospital services by EU regulations
- if you have private health insurance and have chosen to be registered as a private patient (where your costs may be covered by your insurer)

Please make sure, at the time of admission, that you inform us about your method of payment and any exemptions.

Charges are the same across all public hospitals in the Republic of Ireland. Find out more on [www.hse.ie](http://www.hse.ie)

**We're here to listen.**  
Ask your consultant and medical team any questions you may have about your treatment and throughout your stay.

**Please call Admissions** as soon as possible on: **01 221 4643 / 4445 / 4266** if you are unable to attend on your designated day as this will allow us to accommodate other patients.



The Emergency Department is open 24 hours a day, 365 days a year for patients aged 16 years or over. Priority is given to patients with life threatening injuries or illnesses but we endeavour to see all patients in a timely manner.

## EMERGENCY DEPARTMENT

### Before you arrive

- Please bring, if possible, all current medication and any other information about your health such as letters from hospital clinics and scan results.
- The Emergency Department is a very busy environment so please keep the attendance of relatives and friends to a minimum – for the sake of other patients and staff.

### When you arrive

- Make your way to reception for registration and collect your individual patient identification wrist band - which needs to be worn at all times during your time in the hospital.
- A triage nurse will assess you and give you a priority rating which will determine when you will be seen.
- You will be asked to take a seat in the lounge area outside triage or directed to one of the zones in the Emergency Department for immediate care.

### If you require admission

- Once you have been seen by the clinical team in the Emergency Department you may require admission to either St. Vincent's University Hospital, St. Columcille's Hospital, Loughlinstown or St. Michael's Hospital, Dun Laoghaire.

### Charges

- Patients attending the Emergency Department, without a referral letter from their GP, are charged a standard amount of €100.00.
- Payment is due upon initial registration and can be made by debit card, credit card or cash.

### These charges do not apply:

- if you have been referred by your GP and have a GP letter
- if you are a medical card holder
- if you are receiving treatment for prescribed infectious diseases
- if you are entitled to hospital services by EU regulations
- if you are admitted to hospital after attending the ED – when inpatient/day patient charges will apply

Any medical cards, referral letters must be presented at the time of registration.



# What to expect during your stay

## VISITING ARRANGEMENTS

The health and well-being of our patients is our primary concern and, whilst visitors are always welcome during visiting hours, we would ask them to follow a few simple guidelines:

- Please respect the visiting hours and keep noise to a minimum so our patients can get well in a quiet and peaceful environment
- Keep visiting time to 20mins or less
- Ensure no more than two people visit at any one time
- Discourage visits from children under 12 years except in exceptional circumstances or with the nurse manager's permission
- Restrict visitors to Emergency Department, Intensive Care Unit (ICU) or Coronary Care Unit (CCU) to immediate family members for short periods only as many of these patients are seriously ill or injured.
- Smoking and the use of electronic cigarettes is not permitted in the hospital or hospital grounds out of respect for patients, staff and visitors.

## INFECTION CONTROL

One of the most important ways of reducing transmission of infection from person to person is with good hand hygiene. Visitors should use the alcohol gels available throughout the hospital before and after visiting patients and patients are encouraged to clean their hands regularly throughout their stay.

**Visitors who are unwell should avoid visits, until better, as our patients are very susceptible to infection.**

## VISITING HOURS

Daytime:	14:00 - 16:00
Evening:	18:30 - 20:30
Intensive Care Unit:	15:00 - 19:30
Coronary Care Unit:	15:00 - 19:30

## PATIENT INFORMATION

The Daffodil Centre, located in the Atrium of the hospital, is part of the Irish Cancer Society's Patient Support Services. It's a free, confidential, drop in service, which is staffed **08:30 – 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 additional support contact the National Cancer Nurseline - Freefone **1800 200 700**, or visit **www.cancer.ie**

## FACILITIES ON CAMPUS

### Restaurant

The restaurant is situated on the ground floor and serves breakfast (hot food and fresh fruit), lunch and dinner. Hot meals and a fresh salad bar are available.

### Opening hours

Monday – Sunday  
07.15 - 12.30 | 13.45 - 17.30

### Coffee Shop (Atrium)

We are located beside the main reception desk and serve pastries, paninis, sandwiches, wraps, soup, tea, coffee and soft drinks.

### Opening hours

Monday – Friday  
08.00 - 12.30 | 13.45 - 17.30

### Saturday and Sunday

09.00 - 18.00

### 1834 Coffee House (Centre Point)

1834 Coffee House offers eat-in and take away facilities and serves ready-made sandwiches, wraps, pastries, soft drinks, tea and coffee.

### Opening hours

Monday – Friday  
07.00 - 19.30

### Saturday

09.00 - 19.30

### Sunday

09.30 - 19.30

## SMOKING ADVICE SERVICE

Ask about our smoking advice service open to anyone seeking information or support on how to stop smoking.  
Email: **smokingservice@svuh.ie**  
or Call: **(01) 221 4958**

Monday to Friday between 09.00 - 17.00

## Newsagent

There are two newsagents situated on the ground floor. One is beside the main entrance and the other is further inside the building next to the 1834 Coffee House. Both newsagents sell a variety of toiletries, daily papers, magazines, books, confectionery, drinks, fruit and cards.

### Opening hours

Monday – Friday  
07.00 - 19.30

### Saturday – Sunday

08:00 - 20:00

## Wifi

Wireless internet access is available for all patients. Contact ward staff for further details.

## Vending machines

There are vending machines located throughout the hospital offering a wide selection of confectionery and hot and cold drinks. Vending machines can be found on the ground floor and in the Emergency Department waiting room.

## Trolley service

There is a trolley service provided to the wards every day with various shop items including newspapers, drinks and confectionery.

## Postal arrangements

Friends and relatives should ensure that they clearly address any mail to patients as follows:

Patient's Full Name  
Name of Ward  
St. Vincent's University Hospital  
Elm Park  
Dublin 4  
DO4 T6F4

There is a post box located outside the main entrance of the hospital for outgoing mail.

## Smoke Free Campus





# What to expect at discharge

We will start planning for your discharge – from the time of your admission – in consultation with you, your family and your medical team.

## Preparing for discharge

- Before you are discharged you and your medical team will agree and discuss your treatment plan and arrange any follow up that you may need.
- We will also make sure your GP receives your discharge letter and any relevant treatment plan.
- Please notify staff as soon as possible if you require a medical certificate so this can be ready for you on the morning of your discharge.
- Please note you will be transferred to the discharge lounge at 07.00 on the morning of your discharge.

## Time of discharge

### Before you leave make sure you:

- arrange your lift to take you home before 11.00
- wear suitable clothes for leaving the hospital eg. shoes, warm coat
- bring all personal belongings home with you eg. phone, house keys, wallet
- bring any prescription for medication and a medical certificate if required.

## Social Welfare Medical Certificate

- Contact your GP if you require a social welfare medical certificate (known as MC1) and make sure you provide them with your discharge letter and hospital medical certificate so they can give you all the necessary paperwork to make your claim. There is no charge for a social welfare certificate.
- Not all hospital doctors are registered with the Department of Social Protection so they cannot issue social welfare medical certificates.

## Listening to our patients

- We may contact you after your discharge to ask whether you would like to take part in a patient experience survey. We encourage all patients to give us their honest views and feedback so that we can learn and improve our services and level of care.



# How to get here

St. Vincent's University Hospital is located in the south east of Dublin on Merrion Road about 1.6km from Ballsbridge.

Address:  
St. Vincent's University Hospital  
Elm Park  
Dublin 4

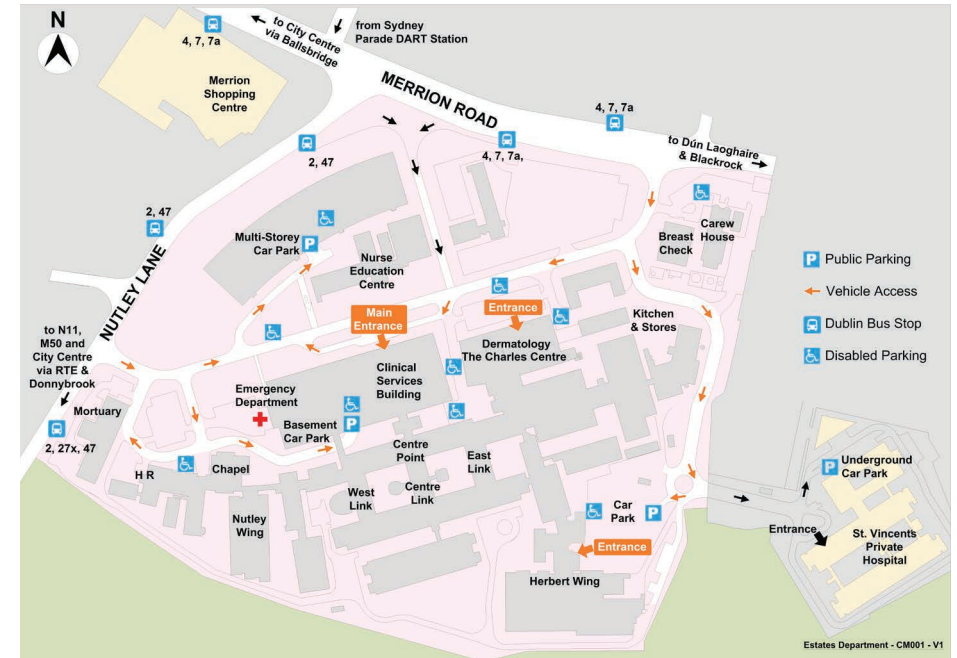
Telephone:  
00 353 (0)1 221 4000

Website:  
[www.stvincents.ie](http://www.stvincents.ie)

## MAKING YOUR WAY AROUND OUR CAMPUS

### Car park

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



## PUBLIC TRANSPORT

### Buses

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

- **No. 4** from Harristown through O'Connell Street to Monkstown Avenue.
- **No. 7** from Mountjoy Square to Loughlinstown / Cherrywood.

The No. 47 bus stops on Nutley Lane at the side of the hospital (from Townsend Street to Belarmine).

For more information visit [www.dublinbus.ie](http://www.dublinbus.ie)

### DART/Trains

- Sydney Parade Station is a five-minute walk from the hospital and provides DART services from Malahide/Howth in North Co. Dublin to Bray and Greystones in Co. Wicklow.
- A number of Intercity and suburban trains also stop at the station – eg. from Dundalk, Drogheda, Arklow and Rosslare.
- Visit [www.irishrail.ie](http://www.irishrail.ie) or phone **1850 366 222** for train timetables and updates.

### Taxis

- There is no official taxi rank outside St. Vincent's University Hospital however, taxis are usually available at the front entrance.
- If a taxi is not available, the porter at the main reception desk will direct you to a free phone where you will be able to order a taxi from a list of numbers provided.



# Patient safety information



JCI Accredited

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:

<b>GOAL 1</b>	Identify patients correctly
<b>GOAL 2</b>	Improve effective communication
<b>GOAL 3</b>	Improve the safety of high alert medications
<b>GOAL 4</b>	Eliminate wrong site, wrong patient, wrong procedure surgery
<b>GOAL 5</b>	Reduce the risk of healthcare associated infections
<b>GOAL 6</b>	Reduce the risk of patient harm resulting from falls

## DATA PROTECTION

St. Vincent's Healthcare Group is a group of teaching hospitals with service links to other hospitals in Dublin and other regions. Patient data may be shared in secure and approved ways with other hospitals and health care professionals as part of your continuing care.

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. St. Vincent's Healthcare Group have policies and procedures in place to address this.

Please also refer to our statement of information practices on our website [www.stvincents.ie](http://www.stvincents.ie)

## ST. VINCENT'S FOUNDATION

St. Vincent's Foundation is a registered charity and the official fundraising body for St. Vincent's Healthcare Group.

Our aim is to raise essential financial support to provide critical care and urgent treatment for our patient population. Through research and clinical care we can significantly increase the number of people we help to recover from illness and improve their quality of life.

St. Vincent's Foundation is able to assist in patient care because of the generous contributions of donors and fundraisers.

We are a voluntary organisation and all donations and grants are shown on our website.

Website:

[www.stvincentsfoundation.ie](http://www.stvincentsfoundation.ie)

Email:

[stvincentsfoundation@svhg.ie](mailto:stvincentsfoundation@svhg.ie)

24 hour donations line:

**1850 603 803**



# Our values

At St. Vincent's Healthcare Group we know that human values are just as important in patient care as are the doctor's skill, the nurse's care or the chemist's drugs.

Since our first hospital was founded in 1834 we have always maintained an atmosphere of love and compassion and we are guided by values that mean each patient is treated with dignity and respect.



We strive to maintain excellence in clinical care, education and research and will continue to develop our hospital and the healthcare group in line with the above principles, and with our responsibilities to the wider Irish healthcare system.

Our concern for others, especially those in need, permeates every aspect of the life and work of our service. We are dedicated to providing the best possible healthcare, drawing on the talents and creativity of all our staff.

## Our core values:

- **Human Dignity** – We respect the value of human life and the dignity and uniqueness of each person.
- **Compassion** – We accept people as they are, bringing empathy and caring to all.
- **Justice** – We act with righteousness and integrity that respects the rights of all.
- **Quality** – We seek excellence in all aspects of care.
- **Advocacy** – We speak for the voiceless, acting with and for them to achieve the right quality of care.



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

**T** +353 1 221 4000  
**www.stvincents.ie**



**ST. VINCENT'S  
HEALTHCARE GROUP**

Advancing Healthcare Since 1834



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