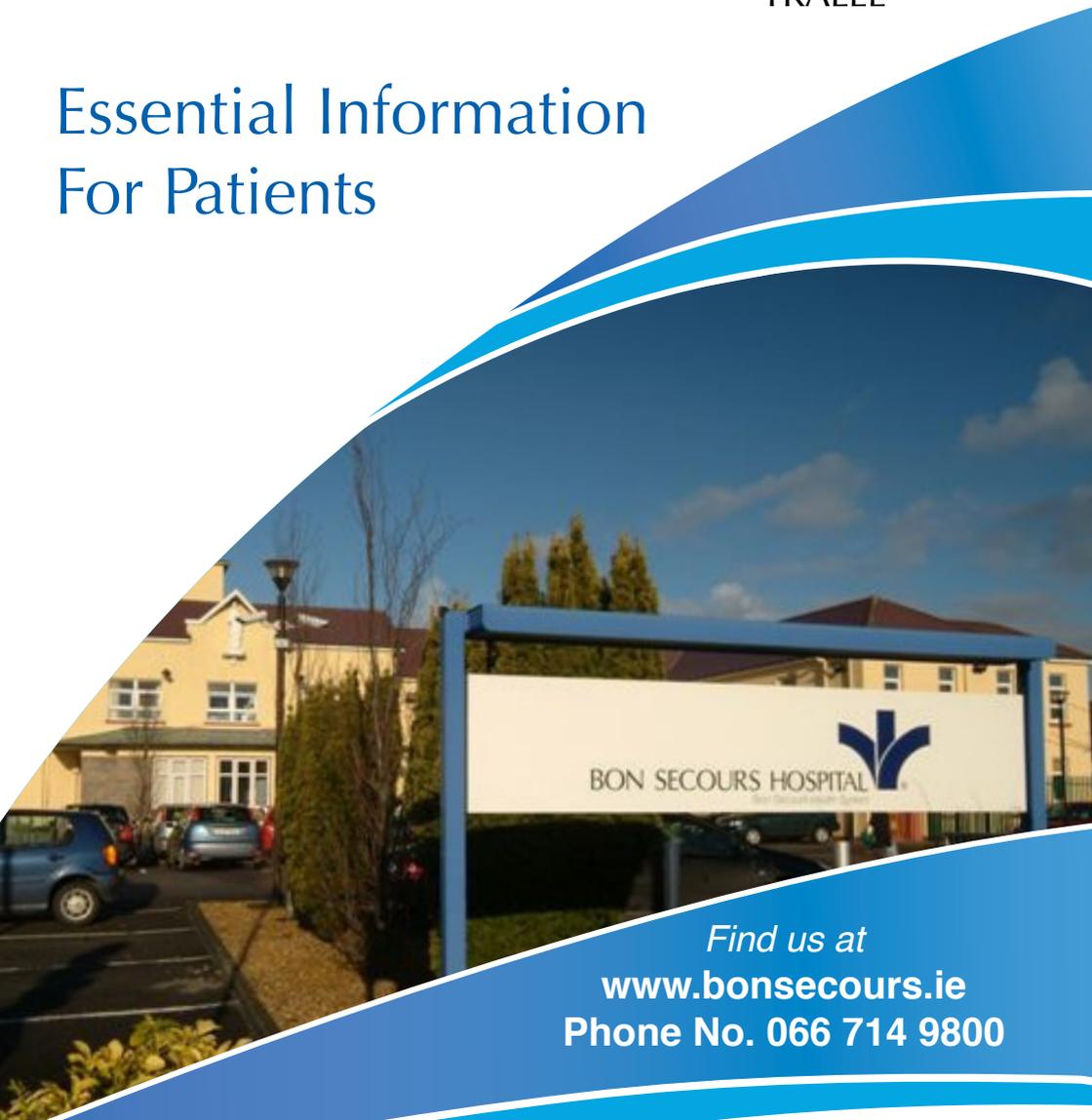




BON SECOURS HOSPITAL  
TRALEE



# Essential Information For Patients



*Find us at*  
**[www.bonsecours.ie](http://www.bonsecours.ie)**  
**Phone No. 066 714 9800**

Modern Healthcare - Traditional Values

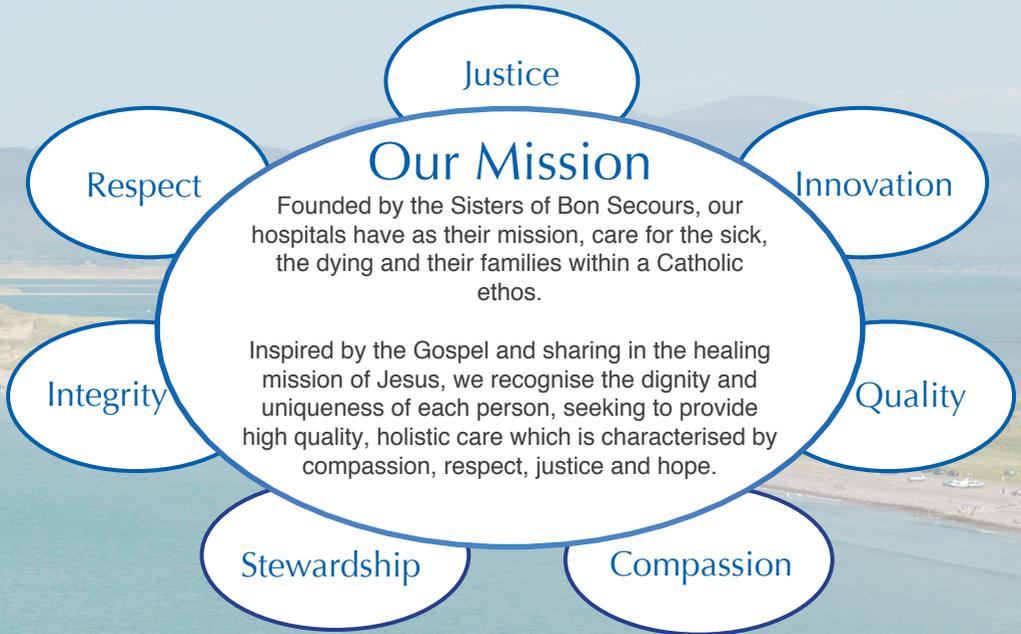


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# Modern Healthcare Traditional Values



## OUR VISION

Through our Mission, Bon Secours Health System will:

- Be a leader in Catholic Healthcare in Ireland;
- Empower staff to reach their full potential;
- Reach out compassionately to the community;
- Be innovative and responsive to new developments in Healthcare;

While maintaining our patient friendly environment in all of our hospitals.

“Good Help” is the meaning of our name and the purpose of our mission. This commitment spans the globe providing this care “Good Help” in France, Great Britain, the United States, Peru and Africa as well as Ireland.

The skilled caring professional staff of Bon Secours Hospital, Tralee work diligently to provide quality health and spiritual care. Patients at our Hospital recognise this quality of care which is inspired by our unique Bon Secours mission.



WELCOME TO  
BON SECOURS  
HOSPITAL



Bon Secours Hospital, Tralee is part of the Bon Secours Health System, who share the healing ministry of the sisters of the congregation of Bon Secours and the Catholic Church.

The “Bons”, as it has been affectionately known to generations has commanded a well-earned and enviable reputation for the highest standards in patient care, delivered with the utmost compassion. This proud legacy remains strong and vibrant today in Tralee. Bon Secours Tralee gained Accreditation by Joint Commission International (JCI) in 2002 and continues to be accredited, in accordance with these quality standards.

The hospital is a recognised teaching facility for the Royal College of Surgeons in Ireland (RSCI) and recognised by An Board Altranais (ABA) as a student nurse training site in association with the Institute of Technology Tralee and local health care providers. Academic links are also established in other areas such as radiography training and Magnetic Resonance Imaging (MRI).

A comprehensive range of modern diagnostic, therapeutic and support services underpinned by the latest technology is delivered by a highly skilled and motivated multi-disciplinary team.

The hospital has seen substantial investment since its inception with further development ongoing. In excess of 20,000 patients avail of Bon Secours services annually.

Over five hundred staff are employed. There are currently over forty Consultant Doctors practicing at Bon Secours, encompassing a comprehensive range of clinical specialities with diversity of sub-specialty interests. Staff endeavour to deliver the best of care and medical attention to all patients at all times.

We were nominated in the Irish Healthcare Awards as one of the top five hospitals in Ireland.

General Practitioners from near and far remain central to the hospital’s success. Their loyalty over many years, and over a wide catchment area, provides Bon Secours with the confidence and commitment to continually meet patients’ needs and to seek to exceed stakeholders’ expectations on an ongoing basis.

The Bon Secours hospital has a strong history of supporting community initiatives and beneficiaries are listed on our web site.

I hope you find this booklet useful.

Finally thank you for your support of Bon Secours. It is greatly appreciated.

**Donna Roche,**  
**HOSPITAL MANAGER**



## Charter of Commitment of Bon Secours Healthcare System

### **Our commitment to you:**

- Access to care in a safe and secure environment free from any type of discrimination on the basis of age, race, gender, marital status, religious belief, sexual orientation, disability, family status or member of the travelling community.
- Considerate and respectful care that will enhance your comfort.
- Protection of your privacy and confidentiality of information related to your medical care.
- Clear and concise explanation of your condition, proposed treatments or procedures, the benefits and any potential risks of proposed treatments, expected recuperation and the likelihood of success of treatments or procedures.
- Willingness to let you and your family take the lead in decision making regarding your care and treatment.
- Chaplaincy Services are available to all.
- Attentive courteous responses to any concerns you and your family may have.
- Diagnostic tests not available at the hospital may be conducted at other sites. You will be informed by nursing staff if this need arises.
- In the event of you developing a serious complication transfer to an approved tertiary hospital will be arranged.

### **Your commitment to us:**

- Attend the hospital at your appointed time and bring any relevant information given to you by your Consultant or GP.
- If you are unable to attend for your appointment, notify the admission department as early as possible.
- In order to determine appropriate care, you will be asked to provide information to healthcare staff. Please answer as fully and honestly as possible.
- Inform the Consultant/Non Consultant Hospital Doctors/Nurses of any treatment you are receiving or any medication you are already taking.
- Obtain permission from the nursing staff on your ward before leaving the ward.
- Treat staff, fellow patients, carers and visitors politely and with respect. We will not accept violence, racial, sexual or verbal harassment.
- Complete insurance reimbursement forms (if applicable).
- Settle the hospital account before departure.
- Observe the hospital 'No Smoking Policy'.
- Help us maintain high standards of safety, hygiene and tidiness in the hospital and grounds.



### HELPFUL SUGGESTIONS

We hope your stay will be as pleasant and comfortable as possible.

Any questions, queries, or concerns that you may have, please raise them, whether it is about:

- Your procedure
- Your tests
- Your care
- Your discharge
- Your medication
- Your aftercare
- Your communication requirements
- Your account
- Or any other concern

It is our hope that you will be satisfied with the information you have on leaving Bon Secours Tralee. It is quite natural to forget what you have been told since being in hospital can be a stressful time. If you feel the need to ask the same question(s) a second time, please do so. All questions are welcome.

For your convenience you might like to note some questions that you need answered by your nurse(s) and your Consultant.

### Questions I Need To Ask

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## € HEALTH INSURANCE

Before admission please check directly with your health insurance company that your policy covers you for the accommodation and treatments that you require. It is solely the patient's responsibility to be aware of the extent of their health insurance policy.

Please note that **Insurance Shortfalls and Excesses** must be paid prior to the day of admission.

Regrettably the **hospital** is not responsible if, for any reason, all or part of your claim is not paid by your health insurance company. In such cases the bill will be forwarded to you for payment.

**Patients are liable for any charges not covered by their health insurance company.**

### You can now pay your hospital bill online!

Online payment is **completely secure** using SSL encryption. Please see our website [www.bonsecours.ie](http://www.bonsecours.ie).





## ADMISSION TO THE HOSPITAL

For pre-arranged admission, you will either be told by phone or in writing the date and time of your admission. When you arrive at the hospital you should go to the Admissions Office (unless otherwise informed) where you will be registered. Prior to admission please indicate if an Interpreter is needed or if you require specific communication assistance. The following information may be required at registration:

- Title (Mr, Mrs Ms, Master)
- Name (forename and surname). The forename should be the name on the patient's birth certificate
- Alias: the name by which the patient likes to be known, if different from the patient's birth name
- Home address / current address (if different)
- Next of kin / contact in the case of an emergency (name and address)
- Two contact telephone numbers (land line and mobile)
- Patient date of birth
- Gender
- Marital status
- Patient's GP and GP contact details
- Admission referral source
- Mode of arrival
- Medical insurance
- Religious preferences
- Ethnicity / nationality
- Spoken language (indicate if an interpreter is needed)
- Occupation

You will then be accompanied to the ward where you will be admitted by both nursing and medical staff and cared for by a multi-disciplinary team. If there are any changes with respect to your admission, our Admissions Office/ Bed Manager will contact you prior to arrival.

**You may be required to transfer to another ward area during your hospital stay for clinical or organisational reasons.**

### **Have you attended this hospital before?**

**If you have attended the following departments previously please advise a member of the admission staff:**

**X-Ray Department (Radiology)**

**Kerry Clinic (OPD Clinic)**

**Cardiology Department**

**Respiratory Department**

**Pathology Department (Lab)**



Occasionally, a delay may occur in transferring you to your ward, depending on ward activity at the time of your admission. If this occurs please be patient and we will transfer you as soon as possible.

Depending on your Health Insurance cover, we will try at all times to facilitate your required accommodation as much as possible. Clinical needs must always take priority for single room accommodation and we appreciate your understanding and co-operation in this regard.





### What to Bring with you

- **All your current medications, including herbal or over-the-counter medicines, and nicotine replacement therapies**
- **Nightwear, dressing gown and slippers/non-slip shoes**
- **Underwear**
- **Toiletries**
- **Change of clothing**
- **Anything you use on a daily basis – e.g. glasses or lenses, hearing aid and batteries and cochlear implants and batteries, dentures, Zimmer frame etc**
- **Contact details of your next of kin**

### What Not To Bring With You

- **Valuables**
- **Jewellery**
- **Cash (except for a small amount)**
- **Too much clothing (space is limited)**
- **Electrical Equipment**
- **Tobacco products, alcohol, illegal substances, food**



## GENERAL INFORMATION



### PATIENT EXPERIENCE SURVEY

Whether you are a patient, relative or a visitor to the Bon Secours Hospital Tralee, we hope your experience is positive. We ask that if you encounter any problems, however small, you tell us. We are continually striving to improve our service and your comments and feedback will help us to do this.

We would be grateful if you would take the time to complete the "Patient Experience Survey" to assist in our quality improvement efforts. Your input and opinion is valued.

Patient experience surveys are available in all patient rooms and can also be obtained from the nursing stations on the ward. Each survey is read and noted and action taken as required.

### MAKING A COMMENT, COMPLIMENT OR A COMPLAINT

Bons Secours hospital, Tralee welcomes comments, compliments and complaints from all service users. The principal of using comments, compliments and complaints is an opportunity to inform service provision and to continually improve the quality of care and service provided to the service user.

Every individual patient has the right to complain about any aspect of service and to have the complaint investigated and be informed of the outcomes as quickly as possible. All complaints, criticisms or suggestions, whether

verbal or written shall be taken seriously, handled appropriately and sensitively.

If you would like to make a suggestion, compliment or complaint or discuss any matter, please do not hesitate to contact the Best Practice Manager, via hospital reception.

#### Talk to any member of staff

**By telephone:** (066) 71 49800

**By email:** [bestpractice@bonsecours.ie](mailto:bestpractice@bonsecours.ie)

**By letter:** Best Practice Manager  
Strand Street  
Tralee  
Co. Kerry



### ACCREDITATION

The Bon Secours Hospital, Tralee has received Accreditation from the Joint Commission International (JCI). This accreditation award recognised our compliance with the international health care quality standards. These standards are designed to help hospitals achieve the highest level of performance possible. It is a continuous process. We are constantly learning and evolving to ensure that we are always at the top of the class when it comes to patient safety and care. We use JCI standards as a frame work to ensure that our policies and practices meet international standards. However, on a day to day basis we have systems in place to monitor, review and improve our practice. We keep track of patient satisfaction and always look to the patient to see what is it, they value in terms of care. The renewal of our Accreditation



on a three yearly basis reflects our commitment to provide the highest quality healthcare services.

### DATA PROTECTION ACT 1988/2003

Personal information supplied by the patient in connection with their treatment at any of the hospitals operated by Bon Secours Health System Limited Ireland, will be kept confidential in accordance with the Data Protection Act 1988/2003.

It will be disclosed to those involved with their treatment or care or their professional agents and health insurer; where applicable.

Patient data will be disclosed when required by Law or Court Order and may also be viewed by agents of the Hospital during the course of ongoing quality improvements including IT.



### CONFIDENTIALITY

All members of the Bon Secours Hospital are required by the Hospital to respect the confidentiality of your data.



### PAEDIATRIC PATIENTS ADMISSION INFORMATION

Your child's safety and well being are of the utmost importance to us. We hope that the following information will help you to prepare your child for their hospital admission.

Discussing your child's visit to the Bon Secours hospital, answering questions openly and honestly (according to his or her age) will help to alleviate fears and anxieties. Our booklet "Your Big Adventure at the Hospital" is available on our web site or in hard copy on the

ward and will familiarise your child with what to expect once here. Please bring along a favourite soft toy or cherished article as this can be of comfort to them.

Parents may remain in the unit with their child. Restaurant facilities are available to you during your stay.

### PATIENT ACCOMMODATION

Private and semi-private patient accommodation is available within the hospital. Most private rooms have en-suite shower and toilet facilities.

All rooms are equipped with a television and telephone. Each patient has a call-bell and individual reading light at the bedside.

Where the patient requests a private room, we do all we can to accommodate this request.



### FASTING FOR PRE-ARRANGED SURGERY

Please follow the fasting guidelines as discussed with your consultant. If you do not, your procedure may be delayed or cancelled.



### CONSENT

When you present for admission, your general consent to care as directed by your consultant is confirmed. This care may involve examinations, laboratory testing, x-rays, scans, the administration of medication and nursing or other health care interventions relevant to your condition.

You can expect that each intervention proposed will be explained to you by your consultant or by a member of your health



care team.

If you wish to withdraw your consent to any intervention, please inform your consultant or attending nurse and your wishes will be respected.

In circumstances where you require

- Surgical intervention
- The administration of anaesthesia / sedation
- The use of blood and blood products
- Participation in clinical research investigations or trials

You will be asked to sign an informed consent form. Your consultant will have explained these procedures to you. If you do not understand the procedure or test you are asked to consent to, tell your nurse and your consultant will be notified. It is important for you to fully understand the benefits, risks and alternatives available to you when you are undergoing investigations or treatments. Parents of children under 16 years (or any minor not competent to consent) will be required to sign consent on their child's behalf. Use the following questions to assist you with finding out more about your care and treatment.

- How will this procedure help me?
- What are the possible risks of the surgery and what are the chances of these happening?
- Are there other ways that this condition could be treated?
- What will happen after the surgery/procedure?
- How long will I be in hospital?



### PERSONAL POSSESSIONS

Bon Secours Hospital does not accept

responsibility for loss or damage to patient's personal possessions.

Please be careful with your personal belongings and medical aids (for example, dentures, hearing aids and batteries, cochlear implants and batteries, glasses, mobile phones, walking sticks, zimmer frames, personal wheelchairs, etc.).

Keep spectacles, dentures, hearing aids or other such items in an appropriate container when you are not using them. Do not conceal these items in tissues, among the bed clothes or leave on a food tray where they may be accidentally damaged or discarded. As wardrobe space is limited we would advise you to keep only necessary items, for example, night attire, dressing gown, slippers. Please do not bring leisure electrical items such as DVD players, video games etc into hospital with you; these may pose an electrical hazard to you and others.



### DAY CASES

Follow the instructions in the letter and/or information leaflet you received informing you about your procedure.

### IDENTITY NAME BAND

To ensure your safety and that you receive the correct treatment prescribed for you, an identity name band will be applied on your wrist at time of admission to ward by a nurse on duty. This must be worn at all times up to discharge. If your band comes off, please ask to be issued with a new one.



## WARD ORGANISATION

The ward areas are under the supervision of the Clinical Nurse Manager (CNM 2). Any problems that may occur during your stay should be raised with him/her.



## INFECTION PREVENTION AND CONTROL

Here at the Bon Secours Hospital Tralee we have a zero tolerance approach to infection and are proactive in its prevention.

Hygiene is a fundamental part of the hospital's quality system to ensure the safety and well being of patients, staff and visitors and it plays an important role in the prevention and control of infection. Achieving and maintaining the highest hygiene standards is a shared responsibility.

## STEPS THAT YOU AND YOUR VISITORS NEED TO TAKE IN ORDER TO CONTROL INFECTION:

- Hand washing is the most important method of preventing the spread of infection.  
We ask that both you and your visitors wash and dry your hands before visiting the hospital.  
There is hand disinfectant (alcohol hand gel) provided within the hospital.
- If you have or have had a hospital-associated infection in the past such as MRSA, please inform your doctor or admitting nurse.
- If you have vomiting or diarrhoea within

48 hours of your planned admission date, please inform our admissions staff prior to your arrival.

- If you visit someone in hospital, please do not sit on their bed and keep the number of visitors to a minimum at any one time.
- Never touch dressings, drips, or other equipment around the bed.
- If you think a healthcare worker has forgotten to wash their hands, do not be afraid to remind them about this.

## ISOLATION FACILITIES / SINGLE ROOMS

Although you may have been allocated a single room on admission, you may be asked to transfer to another ward area during your hospital stay for clinical or organisational reasons.



## HOUSEKEEPING

Cleaning of your room takes place on a daily basis.



## MEALS

A choice of meals will be available to you. If you have any special dietary requirements you should inform your nurse / catering staff.

Every care is taken to ensure that the food you eat while in hospital is safe and wholesome.

Only food supplied by the hospital should be eaten by patients staying in hospital.

The Hospital will not accept any responsibility for food eaten by patients that has not been produced by the hospital.



Meals are served at the following times:

- **Breakfast** 7.30 am - 8.00 am
- **Lunch** 12.00 pm - 12.45 pm
- **Evening Meal** 5.00 pm - 6.00 pm

## PRIVACY

We will at all times try to respect your privacy. If for any reason you do not wish to receive phone calls or visitors, please inform reception and the Nurses Station.



## FALL PREVENTION IN HOSPITAL

We assess all patients for risk of falling in order to implement measures to prevent falls if possible.

In order to maintain the safety of patients while in hospital, we use a number of fall prevention strategies. Patients may become more susceptible to falling during their stay in hospital for a range of reasons, including the unfamiliar surroundings, change of medication and surgery. During your admission you will undergo a falls risk assessment to determine if you are at risk of falling and what may need to be done to decrease this risk.

Please be sure to pack appropriate footwear when coming to hospital. Patients are encouraged to wear closed, non slip footwear (slippers/nonslip shoes). If you are at risk of falling please ask for nursing assistance when moving about the room.

We encourage families and friends to participate in the fall prevention process to ensure our patients safety.

## IDENTIFICATION OF STAFF

All staff wear name badges as a means of identification and internal security. The badge shows the staff members name and position. If you cannot see a staff members badge you may ask them to show it to you.



## PHARMACY

The Pharmacy staff at Bon Secours Hospital, Tralee work with your doctors and nurses to ensure you receive optimal pharmacotherapy while in hospital. A doctor will prescribe all the medication which you are to have during you in-patient stay. These medicines may be dispensed by Pharmacy or they may be taken from your own supplies by the Nursing Staff caring for you. Medication not prescribed for you should not be taken during your inpatient stay.



## MEDICATIONS YOU ARE TAKING PRIOR TO ADMISSION

Before admission, make a list of all the prescription medication, vitamins or other food supplements, complementary medicines and herbal remedies you take. Your Community Pharmacist can help you with this.

Bring this list with you to the hospital so that your hospital doctor knows what you are taking prior to admission. If you have current supplies of these medications, please bring them with you.

Prior to certain procedures it is necessary to discontinue some medications (e.g. warfarin, aspirin) for a period of time.



Your doctor will let you know in advance if this is necessary in your case.

### **MEDICATIONS YOU ARE TAKING ON DISCHARGE**

Your doctor will give you a new prescription when you are discharged from hospital. A copy of this prescription will be sent to your GP as your medications may have changed while in hospital. Avoid taking the wrong medications by asking your Community Pharmacist to check any you have at home and destroy those which you no longer need. There is an outpatient pharmacy service available at the hospital should you wish to have your prescription dispensed before you go home.

**If you have been prescribed a course of oral antibiotics while an inpatient at the hospital you will be given the remaining doses to take at home. Please ensure you finish the entire course of antibiotics so that you do not suffer a relapse and to avoid antimicrobial resistance.**



### **PASTORAL AND SPIRITUAL CARE**

Pastoral Care is an integral part of the holistic care provided by Bon Secours. This is available to all patients while respecting their religious freedom, personal convictions and culture.

### **CHAPLAINCY SERVICES**

The Pastoral Care Department is staffed by a member of the local Parish Clergy,

a Church of Ireland Minister, Bon Secours Sisters and lay Chaplains who are all professionally trained to meet the needs of the sick. Ministers of other Religious Denominations visit on request.

Patients receive a regular visit by a member of the team and have the opportunity to request any support they may need. The Sacraments of the Catholic Church are administered according to the needs and desires of patients.

Daily Mass is celebrated at 9.30 a.m. Holy Communion is distributed to those who wish to receive.

The Chapel is located on the ground floor and is open 24 hours a day. All are welcome to visit at any time. It provides an oasis of calm for prayer and contemplation. All services are available on your T.V.



### **CAR PARKING**

A pay-upon-leaving system is in operation. Two pay stations are located in the hospital grounds, one adjacent to the main entrance and one opposite the Kerry Clinic. Car park charges are displayed at the pay station.



### **WHEELCHAIR CAR PARKING**

Spaces are available outside the main entrance.



### **SHOP AND RESTAURANT AND SNACK ROOM**

They are located on the ground floor. Opening times are clearly displayed on access doors.



### TELEPHONE

All inpatient beds have a phone beside their bed. Prepaid phone cards can be purchased from the main reception for the bedside phone. A coin-operated telephone is available near reception.



### TELEVISION

All patient accommodation has television facilities. A separate cartoon & video channel is available in the Children's Suite.



### WIFI

A free WIFI service is available in all patient areas and in the Snack Room. Please register at reception to connect to the service.



### SECURITY

For security reasons relatives and visitors are asked to confine their visits to the ward or clinical area where the patient resides or is being treated.



### PHOTOGRAPHY / VIDEO FOOTAGE

Photography is not permitted without consent from the hospital. Consent must be approved by the ward / departmental head. This includes photographs or videos taken by mobile phones or wireless devices.

The use of any recording devices is strictly prohibited.



### CCTV

We take our duty to protect the privacy of all patients and staff very seriously. CCTV is used within the Bon Secours

Hospital in order to provide a safe and secure environment for everyone.

If you notice anything or anyone suspicious, please inform a member of staff.



### SMOKING POLICY

In accordance with current legislation smoking is prohibited in Bon Secours Hospital. There is however a smoking shelter located in the front carpark for patients who wish to smoke. Please do not smoke outside the entrances to the hospital.



### FLOWERS

Flowers sent to patients will be delivered to the patient's room by Reception. Flowers are not allowed in the Intensive Care Unit or St Bridget's Ward for infection control reasons.



### POSTAL SERVICE

Incoming mail for patients is delivered daily. Outgoing mail is collected daily, at 4.00 pm, from the post box located at reception on the ground floor.

### SEND A MESSAGE TO A PATIENT

You can also send a greeting to a patient at Bon Secours Tralee via the hospital website [www.bonsecoursireland.org](http://www.bonsecoursireland.org)



### ASSISTANCE FOR DIVERSE NEEDS

Designated parking spaces and wheelchair accessible toilet facilities are provided at the hospital for people with disabilities.



For patients with hearing loss we can support you by:

- Providing quiet space/room to communicate confidentially.
- Adopting face-to-face communication.
- Making a notepad and pen available to you if you have profound hearing loss or if you would prefer written communication.
- Offering you sign language interpretation.



### ACCESS TO INFORMATION

If you wish to get a copy of your medical records, you will need to make a written request and include in the letter the following details:

- Family name
- First name
- Maiden name (if applicable)
- Date of birth
- Telephone
- Current address
- Previous address if applicable
- Details of exact records requested.

You should send your written request to the **Medical Records Manager**.

### PATIENT HEALTH AND SAFETY

During your stay in hospital, your health and safety is of utmost importance. Hospital staff would like to highlight some of our key health and safety points;

We need your help to make your stay as safe as possible, so please:

- If you think you have been confused with another patient inform a staff member.
- Make sure staff members confirm your identity by either asking you to state

your name or checking your wrist band.

- Inform staff of any allergies that you may have.
- Expect staff to introduce themselves when they enter the room and look for their identification badges.
- Remember most of the furniture in your hospital room is on wheels. We advise you not to lean on it unless you know it is secure.
- Use your call bell when you need any assistance.
- If there are other patients in the room who may need assistance, notify the nurse before helping him/her.
- Wear non slip footwear when out of bed.
- Inform the Nurse in charge if you want to leave your nursing area.
- Report any faulty equipment in your room.
- Handwashing is the most important way to prevent the spread of infections. Don't be afraid to remind a doctor or nurse or any member of staff to do this.
- In the unlikely event of a fire or other emergency stay calm and follow the instructions of staff. You will be advised of the proper safety procedure including evacuation of the room, ward or hospital. Your attention is drawn to the fire notices and emergency exit signs displayed in each area. Each ward has a fire alarm. Do not use the lifts in the event of a fire.
- If you see or suspect any suspicious activity, immediately alert a member of staff.



## PERMISSION TO LEAVE DURING YOUR STAY

In extenuating circumstances, a patient may request to leave the hospital for a period of time, e.g. for a family matter or urgent business. The patient may be required to leave the hospital as part of their planned care, i.e. as part of a Rehabilitation programme or to facilitate early discharge, a home or nursing home visit to access suitability for discharge.

It needs to be noted that Insurance Providers may not pay for period of absence and in such circumstances the liability will revert to the Patient / Parent / Guardian. It is the patient's responsibility to clarify with their insurance company if they are covered while on leave from the hospital and any insurance shortfall must be met by the patient / policy holder.





## HOSPITAL VISITING TIMES

Family members and friends are welcome to visit. However, patient care is our main concern at the Bon Secours Hospital Tralee. To better service our patients' needs, visiting is **restricted** to the following times every day:

### VISITING TIMES



**2:00 pm – 4:00 pm**

**6:30 pm – 8:00 pm**

**No more than two persons may visit a patient at any one time.**

### SPECIAL VISITING ARRANGEMENTS – INTENSIVE CARE UNIT

Patients requiring a higher level of care are admitted/transferred to the Intensive Care Unit. We aim to keep noise and disturbance to a minimum in this unit.

As many patients are seriously ill, and rest plays an important part in their recovery, visiting is restricted to close family members for short periods of time only.

**The designated time for rest is: 12.00 to 2.00 pm.**

Visitors are required to use the buzzer and wait for attention; staff will attend to you as soon as possible.

**Do not proceed into the patient area unattended.**

You may be required to wait for some time.

Flowers are not allowed in ICU.

Children are not allowed in ICU, unless by arrangement with the Clinical Nurse Manager/Senior Nurse.

The Pastoral Care team will visit you and offer you and your relatives support as appropriate.



## INFORMATION FOR VISITORS

### NOISE LEVELS

We do encourage a quiet atmosphere on the patient floors and therefore remind visitors to be aware of their noise levels.

### VISITOR LOUNGES

Visitor lounges are available on most floors which allow patients and visitors to meet outside the confines of the patient room.

### TOILETS/ DISABLED ACCESS TOILET/BABY CHANGING FACILITY

They are located on the ground floor near the restaurant.

### BED AND BREAKFAST

A list of local bed and breakfast accommodation in the area is available from reception.

## Please:

- 1 Do not visit if you are feeling unwell as you may be an infection risk to others**
- 2 Turn off your mobile phone**
- 3 Use the hand hygiene facilities on entering the hospital**
- 4 Do not enter unauthorised areas**
- 5 Do not sit or lie on the beds**
- 6 Respect other patients' need for privacy and rest**
- 7 Adhere to any request to leave the patient's room to assist the patient's care**
- 8 Show consideration for staff doing their work**
- 9 Notify staff of any hygiene concerns**
- 10 Do not bring alcohol, tobacco substances, illegal substances or food to patients**





## PLANNING FOR GOING HOME (DISCHARGE)

Your discharge plan will start from your admission and you will be given an expected date of discharge as soon as it is medically possible to do so.



### DISCHARGE TIME

We request your co-operation in vacating your room by **11am** on day of discharge. Use this checklist to help you prepare for going home.

#### DISCHARGE CHECKLIST

- Has your family / next-of-kin been informed about your discharge?
- Have you received information leaflets relevant to your condition? Do you have questions or concerns?
- Do you have transport home?
- If you have a wound, what care is needed? Have you stitches or clips that need to be removed?
- Do you have house keys, clothes and is there food available?
- Do you have your own medication that you brought in to hospital?
- Have you got your discharge prescription? Discharge medication is not supplied by the hospital.
  - Do you have someone who can get the medication for you?
  - Do you know what the medication is for, and how often and how long you should take it for? If you are unsure, ask your doctor before you leave.
- Have you got all your belongings?
- Do you need an outpatient appointment or follow up care?
  - Outpatient Appointment
  - Public Health Nurse
  - Home Help
  - Family
- Do you need a letter for your doctor or public health nurse?
- Do you need a medical certificate for your employer?
- Do you have your hearing aids/cochlear implants and batteries?



## CONTACT US

### Main Hospital Numbers

(066) 71 49800

### Hospital Location

The hospital is located in Strand St., Tralee, Co. Kerry.

For more information, check the hospital web site:

[www.bonsecoursireland.org/index.cfm/page/tralee-contact](http://www.bonsecoursireland.org/index.cfm/page/tralee-contact)



### Bon Secours Hospital, Strand Street, Tralee, Co. Kerry

Telephone: (066) 71 49800 · Fax: 066 7128710

To speak to a patient please contact 066 714 9800 and switch will connect you directly

To speak to a staff member directly, please ring the following numbers

#### Direct Line Phone Numbers

Booking Office	066 714 9856
Childrens Ward	066 714 9833
ICU	066 714 9852
Endoscopy	066 716 4519
St. Brendan's Ward (The Wing)	066 716 4550
St. Bridget's Ward	066 714 9829
St. Patrick's Ward	066 714 9828
St. Brendan's Ward	066 714 9827
St. Teresa's Ward	066 714 9826
Bone Densitometry Receptionist	066 714 9869
Cardiology	066 716 4505
Dietetics	066 716 4518
Laboratory	066 714 9800
Outpatients	066 716 4545
Pharmacy	066 714 9837
Physiotherapy	066 714 9864
Respiratory Medicine/Sleep Studies	066 716 4505
X Ray Receptionist	066 714 9869



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

**Munster Metabolic Clinic**  
**Bon Secours Hospital Tralee**

At the Munster Metabolic Clinic the Multi-disciplinary care team aims to develop a personalised care package that is adaptable and client focused.

The Munster Metabolic Clinic provides the following consultant lead service:

- Weight management programme
- Individualised diet and lifestyle programmes tailored around existing metabolic conditions
- Medical management of metabolic conditions by consultant and nurse
- Referral for Bariatric treatment including gastric bypass surgery and Endobarrier- a new weight loss treatment. Please see website below

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

Phone No. 066 7164536

**Limerick Consultation Centre, Limerick**

In recent times to facilitate our many patients in the Midwest a new Consultation Centre has been established in the heart of Limerick City.

Ask your GP about referring you to the **Bon Secours Hospital Limerick Consultation Centre, Suite 4, Ivernia Hall, 97 Henry Street, Limerick** - offering consultations for Orthopaedics, Urology, Gynaecology, General Surgery, Cardiology, Gastroenterology, Endocrinology, Paediatrics and Rheumatology.

[www.bonsecours.ie/index.cfm/page/limerick](http://www.bonsecours.ie/index.cfm/page/limerick)

Phone No. 061 400700



**Useful Links**

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

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

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

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