ESSENTIAL INFORMATION
for
PATIENTS
Good Help to Those in Need
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WELCOME TO THE BON SECOURS HOSPITAL CORK

As our patient at the Bon Secours Hospital Cork, our goal is to ensure that during your stay here, you are provided with the highest standard in healthcare. We aim towards outstanding patient care in an environment where it is our mission to bring "good help" to all our patients.

Because we are committed to excellence in healthcare, we know that outstanding care involves more than good medicine and that is why this extends to every part of your stay. Our goal is to provide you with quality care and make your hospital experience as safe and comfortable as possible. Our medical team is committed to ensuring your well being, in a welcoming and informed environment.

The information in this patient booklet will familiarize you with hospital services and policies and will answer many questions you may have during your hospital stay. If you have questions that are not outlined in the handbook, please do not hesitate to request assistance from any member of our healthcare team or contact reception at ext 1600.

On behalf of everyone who works here, I would like to welcome you to the Bon Secours Hospital Cork.

Sincerely

HARRY CANNING
Hospital Manager
Bon Secours Hospital Cork
INTRODUCTION

Our goal at Bon Secours Hospital Cork is to provide the highest quality of care and service to meet your healthcare needs. This handbook has been developed as a source of information for all patients being admitted to the hospital, to inform you of your rights and to protect and advance your rights and those of your family. During your hospital stay, your care is guided by best practice policies and procedures which have been devised to ensure that your care is delivered in a uniform manner and within business, financial, ethical and legal norms.

MISSION STATEMENT OF THE BON SECOURS HEALTH SYSTEM

Founded by the Sisters of Bon Secours, our hospitals have as their mission, care for the sick, the dying and their families within a Catholic ethos. Inspired by the Gospel and sharing in the healing mission of Jesus, we recognise the dignity and uniqueness of each person, seeking to provide high quality, holistic care which is characterised by compassion, respect, justice and hope. The Bon Secours Values are: Respect, Justice, Integrity, Stewardship, Innovation, Compassion and Quality.
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 or family status.
- Considerate and respectful care that will enhance the patient’s 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 or your family may have.
- Diagnostic tests not available at the hospital will be conducted at other sites. You will be informed by the 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 appointment time and bring any relevant information given to you by your Consultant or General Practitioner.
- If you are unable to attend for your appointment, notify admissions office 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 ‘Smoking Policy’.
- Help us maintain high standards of safety, hygiene and tidiness in the hospital and grounds.
PERSONAL ITEMS CHECKLIST

Prior to your admission, we suggest that you check that you have the following items packed for your hospital stay:

☐ General Practitioner Letter of Referral

☐ Health Insurance Provider details, name of provider, membership number (if applicable)

☐ Comb / Hairbrush

☐ Toiletries (including toothpaste, toothbrush, shaving/washing items, etc.)

☐ Pajamas / Nightdress

☐ Dressing Gown & non-slip Slippers

☐ Spectacles, Contact Lenses, Dentures, Hearing Aid, (including containers for each of these (if applicable)

☐ X-rays (if applicable)

☐ Your Medications History List completed with a full list of all the medication you take at home (if applicable). See section entitled ‘Medication’ on page 19 for more information.

☐ All Medications and herbal supplements you are currently taking (if applicable) in their original packaging, including other medication which you have taken within the last 4 weeks even if you are no longer taking them. See section entitled ‘Medication’ on page 19 for more information.

☐ A Small amount of cash for sundry items

☐ Reading Material
CAR PARKING

Where possible you should try to arrange for a relative or friend to bring you to and from the hospital. Car parking is available, Pay and Display machines are located at various points throughout the hospital car park. Charges apply between 7.00 a.m. and 10.00 p.m. Street disc parking is also available and parking discs maybe purchased in the Hospital Shop.

A number of disabled car parking spaces are available however a valid disabled vehicle permit must be displayed.

There are drop off or set down spaces located to the front of the hospital.

ARRIVAL AT THE HOSPITAL

Please report to the reception desk. A Wheelchair is available from the reception staff if required. Reception staff will direct you to the relevant area such as the admissions office for elective admissions or to the Medical Assessment Unit or to the day wards.

The day wards, such as Endoscopy and Oncology, have arrangements specific to their elective admissions and you will be advised of these arrangements prior to admission.

Please bring:

• your referral letter to the attention of the admissions staff.

• any known allergies (for example penicillin, peanuts latex gloves, etc) dietary requirements to the attention of our admissions staff.

After you have been admitted, the admissions staff will help you to your room.
HEALTH CARE INSURANCE

We advise you to please check your exact level of cover prior to admission by calling our Health Insurance Enquiry Helpline 1890 1300 27 or by calling your insurance company directly. Please be aware that:

• many insurance plans now have shortfalls that are payable by patients. You will be required to pay any shortfalls prior to admission.

• healthcare insurers may not cover your stay if they deem the admission not medically necessary or they may only cover part of your hospital stay. It is advisable to discuss your planned admission with your insurers prior to your hospitalisation.

On the day of your admission, please bring with you as appropriate:

• Health Insurance Plan and membership number.

• Garda Medical Aid Plan and membership number.

• E.S.B. number and scheme

• Any other relevant insurance details.

Billing of Doctor’s Professional Billing

Depending on your insurance plan, the consultant specialist (anesthetists, surgeons, physicians, cardiologists, radiologists, pathologists and other specialists) involved in your care, may bill you separately from the hospital. If you have any questions regarding bills you receive from the consultant specialists, please call the consultant’s offices directly. The telephone number will be listed on the statement sent to you.
**ACCOMMODATION**

Patients admitted are facilitated in either a private or semi-private room depending on their insurance cover, availability or in response to specific needs. If you require accommodation which is not covered by your insurance, this may be facilitated following discussion with the Admissions Office.

**BED AND WARD TRANSFERS**

Due to the demands of providing best medical and nursing care to all patients, it may be necessary to transfer patients from one part of the ward to another or perhaps to another ward. While every effort will be made to keep movement to a minimum, we would be grateful for your co-operation should you be requested to move.

**YOUR PERSONAL BELONGINGS**

Whilst a security officer is on duty 24 hours a day, the hospital’s security system is designed to protect patients and staff. We cannot be responsible for the loss of valuables. Please leave money, jewellery or any other possessions you consider valuable, at home. If you do come to the Hospital with such valuables, please ensure that a member of your family returns them to a place of safety.

Please ensure that you lock your valuable items (mobile phone, cash) in the wardrobe/locker provided when you leave your room. Do not leave valuable items unattended.

*The hospital does not accept responsibility for loss of personal belongings.*
VISITING POLICY

Family and friends can help speed your recovery. During your hospitalisation, our objective is to provide an environment that promotes healing and provides a positive experience for you and your visitors.

You may receive visitors during the hours of 2.00 p.m. to 4.30 p.m. and 7.00 p.m. to 9.00 p.m. Visitors are asked to use the alcohol gel provided to clean their hands before visiting you, to adhere to the visiting times and in consideration of other patients and avoid making unnecessary noise in the rooms and corridors.

Family and friends are asked to avoid visiting if they have vomiting and/or diarrhea in the last 48 hours, colds or other infections.

For the Intensive Care Unit, visiting is confined to the immediate family and must be arranged with the Clinical Nurse Manager.

SMOKING POLICY

Smoking is strictly prohibited within the internal footprint of the various buildings located on the Bon Secours site. A designated smoking area is provided for you, your family members and visitors and is located external to the main hospital building near the main entrance. For fire safety reasons, the use of e-cigarettes (electronic cigarettes) is prohibited.

USE OF MOBILE PHONE

The use of mobile phones is prohibited in Intensive Care Unit and Angiography Department as they interfere with monitoring equipment.
HOSPITAL STAFF

Our Hospital is staffed around the clock by highly skilled personnel working together to provide you with the best treatment and care available.

The Hospital has a consultant staff of 75 and 1100 other staff, including House Doctors, Nurses (both qualified and students), Pharmacists, Radiographers, Laboratory Staff, Physiotherapists, Occupational Therapists, Dietetics, Clerical, Cleaning, Catering and Maintenance Staff.

All staff wear a name badge for identification and security purposes. Expect staff to introduce themselves when they enter your room and look for their identification badges.

You may find the following helpful in identifying the many different categories of staff in the hospital.
TEACHING HOSPITAL

Bon Secours Hospital Cork is a teaching hospital affiliated to the University College Cork Schools of Medicine and Nursing.

Nursing students will participate in your care during your admission. Student nurses always work under the direct supervision of a qualified staff nurse.

Medical students attend lectures and occasionally attend ward rounds with the doctors. If you would prefer the medical students not to be present during your doctor’s consultation, please let your doctor or nurse manager know. This will not, in any way, affect your care and treatment.

PATIENT DIET, NUTRITION AND MEAL TIMES

Our experienced catering and dietetic teams have created a varied menu to cater for your nutritional needs.

We cater for a wide range of diets outside of the normal hospital menu. You may already know your own special diet, for example, if you have a diabetic or coeliac diet. Please make your nurse or doctor aware of any food allergies, intolerances or special dietary requirements you are aware of.
Alternatively you maybe put on a special diet during your stay with us. If you are placed on a special diet, a relevant colour coded menu card will be given to you. This will help you choose foods suitable to your needs.

Meals are served approximately at the times listed below:

- **Breakfast:** 7.45 a.m. to 8.45 a.m.
- **Lunch:** 12.30 p.m. to 1.30 p.m.
- **Tea:** 5.00 p.m. to 6.00 p.m.

Refreshments are available throughout the day upon request. Night drinks are served daily from 7.30pm. Calorie & Allergen information can be found at [www.bonsecours.ie/Catering](http://www.bonsecours.ie/Catering).

**SAFETY IN A HOSPITAL ENVIRONMENT**

You have a right to protection from harm during your hospital admission. In this regard policies, procedures and guidelines have been developed to standardise practices within the hospital, which include: protection of the patients from physical assault, care of children, care of the aged patient, care of the mentally and physically compromised patients.

The Hospital environment is obviously quite different from your home environment. For your safety, we would like to point out some of these differences. We need your help in making your stay as safe as possible, so please note the following:

- Remember that hospital beds are narrower and higher than beds at home, so be careful turning and getting in and out of bed.
- Remember that most of the furniture in your hospital room is on wheels, so do not lean on it unless you know it is secure.
- **There is a nurse call bell button beside your bed and in the bathrooms which rings at the nurse’s station. Use your nurse call bell when you**
If you have a room-mate who asks for assistance, notify the nurse before helping him/her.

Your name and date of birth will be your unique identifier while in hospital and our staff are required to check and re-check this with you prior to any procedure, treatment and serving you your meal. You are also issued with a unique identification number when being admitted and this number is yours during all admissions. If you think you have been confused with another patient inform your nurse or doctor immediately.

Inform our admissions staff or your nurse or doctor of any allergies that you may have (penicillin, peanuts, latex gloves, etc.).

Wear shoes or non slip slippers when out of bed. Flip-flops are not permitted. Please read the ‘Prevention of Falls’ leaflet and take the time to watch the Falls Prevention Video on Channel 23 of the television network. For more information, see ‘Preventing Falls’ on page 14.

Hand washing is the most effective way to prevent the spread of infections. Do not be afraid to remind a doctor or nurse to wash their hands. For more information, see ‘Preventing Infection’ on page 14.

Inform the nurse if you want to leave your nursing area.

Do not bring hot water bottles and electric blankets to hospital as they are not allowed.

Report any faulty equipment in your room to your nurse.

In the event of a fire, follow instructions of our staff and stay calm. Fire exits are clearly marked. Each ward has a fire alarm. Do not use the elevators in the event of a fire.
PREVENTING FALLS

It may be that you are at risk of falling so special precautions will be taken by staff to reduce such a risk and we ask for your cooperation in this process. Wear shoes or slippers when out of bed. Flip-flops are not permitted. There is a leaflet available with your admission packet which will give you some tips on preventing a fall. A falls awareness video is on Channel 23 of the television network.

PREVENTING INFECTION

The prevention of healthcare associated infection is a key patient safety issue. Our Infection Prevention and Control Team, led by the Consultant Clinical Microbiologist, runs an extensive Infection Prevention and Control Programme which is based on best practice and the most recent national and international guidelines.

There are also certain things that you as a patient can do in order to further reduce the risk of infection and help our team stop the spread of infection:

• Hand Hygiene is the most effective method of preventing the spread of infection. If you think someone has forgotten to wash their hands, please do not be afraid to remind them.

• If you have been informed that you have Vancomycin Resistant Enterococci (VRE), Methcillin Resistant Staphylococcus Aureus (MRSA), Extended Spectrum Beta Lactamase (ESBL) or Multidrug Resistant Organisms (MDRO) that you inform your doctor, ideally prior to your admission. This will not affect your admission or your procedure but will allow the hospital to put any necessary measures in place both for your own protection and that of other patients.

• If you have vomiting or diarrhoea within 48 hours of your planned admission, please inform our admissions staff prior to your arrival.
• Please ask friends or family who have colds, stomach bugs or other infections not to visit you in hospital.

• Please ask that your visitors do not sit on your bed or other patient's beds.

• You may have nose, rectal or skin swabs taken by your nurse. These may be repeated during your stay.

• In the event of any building works taking place immediately outside your ward we ask that the windows remain closed in an effort to prevent the spread of any fungal infections that can have serious implications for sick patients.

Patient Information on Hand Hygiene for Patients and Visitors, Aspergillosis and Infection Control for Patients prior to Surgeons can be found on the hospital website, http://www.bonsecours.ie/cork_patientinformation.

PAIN MANAGEMENT

If you experience any pain during your hospitalization, you have the right to have your pain assessed and managed while in hospital. A pain assessment is carried out on all patients during their admission assessment. An information leaflet on ‘Pain Management’ is available.

If you feel at any time that your pain is excessive, inform your doctor or nurse and this will be investigated further.

PARTICIATION IN YOUR CARE

Your admission has been arranged because your doctor feels that Bon Secours Hospital can meet your care needs. You have the right to be fully involved in your care and treatment. We recognise that the patient is central to the care process and your participation will be supported and promoted if you so wish. If you would like your family to participate...
in your care, this will also be respected. You can also appoint a patient advocate (see ‘Patient Advocate’ on page 18 for further information).

Prior to your admission your doctor should have discussed the purpose of your admission, treatments planned, the appropriate length of your stay and the expected benefit of any treatments.

During your hospital stay, you have the right to be informed of the following:

- any results of investigations undertaken
- planned treatment which may be required to meet your needs.
- details of your diagnosis or details of your medical condition
- course of treatment
- whether further referral is required
- possible pain and discomfort which you may have
- risks and side-effects of treatment or medications
- risks of having an anaesthetic
- prospects for your recovery

**INFORMED CONSENT**

When you present for admission, your general consent to care as directed by your doctor is assumed. This care may involve examinations, laboratory testing, x-rays, scans, out-patient procedures with local anaesthetic, the administration of medication and nursing or other healthcare interventions relevant to your condition. You can expect that each intervention proposed will be explained to you by your doctor/a member of your healthcare team. Use this discussion to ask your doctor/a member of your healthcare team any questions with regard to the treatment that you are consenting to (see ‘Ask Questions and Stay Informed’ page 17 for further information)
You will be asked to sign an informed consent form in circumstances where you require surgical procedures, tests requiring anaesthesia or sedation, chemotherapy/infusions, use of blood or blood products and participation in clinical trials, investigations or research. These tests or procedures will have been explained by your doctor. If you do not understand the procedure or test you are asked to consent to, tell your nurse and your doctor will be notified. It is important for you to understand the risks, benefits and alternatives available to you. Parents of children under 16 years will be required to sign consent on their child’s behalf.

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

**CARDIOPULMONARY RESUSCITATION**

All patients admitted to the Bon Secours Hospital will receive cardiopulmonary resuscitation in the event of a cardiac or respiratory arrest, unless a ‘Not for Cardiopulmonary Resuscitation’ order has been signed. Please discuss any specific requests in relation to Cardiopulmonary Resuscitation with your doctor.

**DECISIONS ABOUT YOUR CARE**

You have the right to be involved in decisions about your care. Ultimately you have the right to refuse or discontinue treatment having discussed the possible consequences and any treatment alternatives with your doctor.

If you are currently participating in an external clinical trial, please notify your doctor or nurse of this so that your continued participation may be facilitated.

If you have been admitted to Bon Secours Hospital for palliative care, it may not always be appropriate to continue with life sustaining
treatments or initiate resuscitation and patients have the right to express their wishes and preferences in this regard. It may be necessary and appropriate to include family members in this discussion with your doctor so that decisions about care will be agreed together.

You have the right to donate organs if you so wish and the hospital supports the National Organ Donation Programme and Organ Donation cards are available. Should this situation arise, it would be necessary to liaise closely with the National Transplant Coordinator in Beaumont Hospital.

Every patient has the right to compassionate and respectful care at the end of life, and Bon Secours Hospital considers it essential that all patients who are at the end of their life deserve a compassionate, peaceful and painless death.

When ethical considerations or personal dilemmas arise, staff will be guided by Bon Secours Healthcare System Ethics Committee.

**ASK QUESTIONS AND STAY INFORMED**

Keep yourself informed about your care throughout your hospital stay by asking questions and voice any concerns you may have. Your written consent will be sought prior to certain procedures and tests (see ‘Informed Consent’ on page 15 for further information) and this is the perfect opportunity for you to ask any questions that you may have.

**Can you please tell me more about my condition?**

**How long can I expect to be in hospital for?**

**Why do I need to have this particular test?**

**What are the different treatments for this condition?**
What are the risks of the treatment?

How will this procedure help me?

What are the possible risks of the surgery and what are the chances of these happening?

What will happen after the surgery?

How long will the procedure take?

I had a bad reaction to an anaesthetic before. Who will I talk to about that?

I feel weak; can you help me to the toilet please?

Can you help me with my pain?

I do not understand what this medication is for, can you explain to me?

What are the possible side effects of this medication?

Do I have all my personal belongings?

Do I need a prescription?

Do I need any post discharge instructions and advice?

What will I do if I have any difficulties or concerns after I am discharged?

**PATIENT ADVOCACY**

If you feel that you need support at any stage during your hospital stay, you have the right to appoint a patient advocate. The advocate can be a trusted family member or friend. Ensure that your advocate understands your preferences for care. An advocate can:

- Speak on your behalf if you so wish.
• Ask questions that you may not think of.

• Help remember answers to questions you have asked and speak up for you if you cannot.

• Review consent forms with you before you sign them.

**RIGHT TO CONFIDENTIALITY**

You have the right to privacy and can expect your privacy to be maintained during any examinations, interventions or procedures. Discussions about your care and treatment should take place in a private and confidential manner. Patient information is confidential and all our staff adheres to policies which protect this information.

**MEDICATION**

*Why do I need to give my Medication History?*

Your medication history will help us determine what medications are appropriate and safe for you during your stay with us and after you have been discharged home. Your doctor will have given you a Medication History form to complete. Please give the form to the doctor or nurse when you arrive at your ward.

Please ensure that the following information is included on the medication history form:

• A list of all of the medicines you are currently taking including name, strength/dose, how often you take them and the type of medication they are for example, tablet, cream, inhaler, etc.

• Any other medication which you have taken within 4 weeks of your admission even if you are no longer taking them.

• Include inhalers/nebuliser, eye/ear/nasal drops, creams/ointments and medicated patches, oral contraceptives/hormone replacement
therapy, suppositories/pessaries, over-the-counter medicines for example, pain relief or allergy medication, vitamins and minerals, nutritional supplements, herbal products.

- Any allergies that you may have.
- Your pharmacy and family doctor's contact details.

**Why do I need to bring my own Medication with me to hospital?**

To ensure there is no interruption to your current medication, please bring all your own medication and give these to the doctor or nurse when you arrive at your ward. Where possible, please bring them in their original containers. A nurse or pharmacist will assess your own medication and deem it “suitable” or “unsuitable” for use during your stay in the Bon Secours hospital.

- If your medicines are deemed suitable for use, they will be stored in a locked bedside cabinet and administered to you during your hospital stay, with your permission.

- If your medicines are deemed unsuitable for use, this will be explained to you. This is usually because they have been removed from their original packaging. The medicines will be stored in a locked cabinet until you can send these medicines home with a relative or friend.

**How can I help ensure that antibiotics are used wisely?**

The hospital promotes the appropriate use of antibiotics to ensure that they are used wisely thereby ensuring that sick patients can be treated effectively, both today and in the future. You can help by:

- Letting your doctor or nurse know if you have any allergy before taking an antibiotic.
- Taking the antibiotic exactly as prescribed.
Informing your doctor or nurse if you develop diarrhoea while taking an antibiotic (or even within a few weeks of taking an antibiotic)

Informing your doctor or nurse if you develop a rash, swelling etc. while taking an antibiotic.

I have been prescribed new medication during my hospital stay. What will happen when I am discharged?

If you are prescribed new medication during your stay, the doctor will give you a prescription on discharge and your General Practitioner will be informed of the new medication so that, he or she can continue to prescribe it for you when you are at home.

What will happen to my own medication on discharge from hospital?

If not used during your admission, your own medication will be returned to you on discharge. If any of your own medication has been discontinued or changed by your doctor while in hospital, this will be returned to the hospital pharmacy for safe disposal, with your permission. If you do not give permission to dispose of the old medication, you will be advised to return them to your local pharmacy for safe disposal.

If you have any questions in relation to medications prescribed, please ask your nurse or ward pharmacist.

PREPARING FOR SURGERY

How do I prepare for my Surgery?

Please ensure you have a shower either the night before or the morning of your surgery. If you have been unable to do this or require assistance with showering, we will be happy to assist you with this.

If ordered by your doctor or anaesthetist, a sedative may be given to you the night before your surgery.
The hospital’s fasting instructions are as follows:

**Fasting for Morning Surgery**
Unless otherwise advised by your doctor or anaesthetist, you may eat until midnight on the night before your surgery and drink clear fluids (water, black tea/coffee) until 7.00 a.m. the day of your surgery. It is important to take a clear drink before the cut off time of 7.00 a.m. You are not permitted to eat or drink after 7.00 a.m. and this includes water.

**Fasting for Afternoon Surgery (surgery from 1.00 p.m.)**
Unless otherwise advised by your doctor or anaesthetist, you may eat until 7.00 a.m. on the day of surgery including a light breakfast before this time. You may drink clear fluids until 11.00 a.m. the day of your surgery. It is important to take a clear drink before the cut off time of 11.00 a.m. You are not permitted to eat or drink after 11.00 a.m. and this includes water.

**What happens on the Day of Surgery?**

You will be advised by nursing staff of any specific preparations ordered by your doctor. It may be necessary for your nurse to prepare the area of your body where the surgery will take place.

It is very important that you are warm when you go to theatre to have your operation. If you feel cold, please ask the nurse for extra blankets.

If ordered by your anesthetist, you may receive medications about one hour before your surgery.

You will be taken to the preoperative surgical area approximately 15 minutes before your planned surgery time. You may be given the choice of walking to theatre or going by trolley. Be patient with staff as checking and re-checking of information is necessary.
What happens after my Surgery?

After your surgery, you will be taken to the Recovery Room where specially trained nurses will monitor your blood pressure, pulse and breathing until you are ready to return to your room. You can expect to continue having frequent checks on your pulse, breathing and blood pressure, as well as observation of your surgical site dressings and maintenance of intravenous solutions (drip). On your return to your ward area you are advised not to mobilise without assistance. You will be allowed liquids by mouth only if this is ordered by your doctor.

Be sure to tell your nurse or doctor if you are in pain or uncomfortable in any way.

PATIENT EXPERIENCE SURVEY

Our intention is that during your stay at Bon Secours Hospital you will receive the highest level of service and care and the hospital is currently accredited by Joint Commission International (JCI). However, should something fall below or indeed exceed your expectations, please tell us about it by participating in our patient experience online survey. When you are being admitted, you will be asked if you would like to participate, if you agree, an email address will be logged and you will receive the survey by email two weeks after your discharge.

CONFLICTS, DIFFERENCES OF OPINION, COMPLAINTS

Bon Secours Hospital Cork recognises your right to complain about your care. Please speak to your Clinical Nurse Manager and you will be informed of the procedure and supported in the process. Alternatively you can contact the Director of Nursing or Hospital Manager. We endeavour to:
• Listen to and understand your concerns
• Be open, honest and thorough in our investigations
• Deal fairly and objectively with all concerned
• Respond promptly
• Seek to resolve issues amicably
• Use the information positively to continuously improve the quality of our service.

ACCESSING YOUR RECORDS

Under the Data Protection Act (1998-2003) you are entitled to apply for a copy of your own medical records. You can apply for a copy of your medical records in writing giving details of the records you require and enclosing a copy of your current photo ID (driver’s license or passport). Details to be included are:

• Full Name
• Date of Birth
• Address & contact number
• Specific Records you require (e.g. Last Admission, Radiology Reports and scans, etc.)

DISCHARGE PLANNING

Your doctor will advise you when you are well enough to be discharged. We realise that your ultimate need will then be to get home without delay and we will endeavour to make the discharge process as efficient as possible.

If required, a staff member will assist you in gathering your belongings and check to make sure you return home with all items that you had upon arrival to the hospital.
When you are prepared to be discharged, ensure that:

☛ you receive instructions and what to do if you have any difficulties or concerns

☛ you have an information leaflet specific to your procedure or condition (if available)

☛ all your valuables are removed from the locked press in your room

☛ you have a prescription (if applicable) and any personal medications are returned to you (if applicable)

☛ any needle/cannula has been removed from your arm (if applicable)

☛ dressings are checked (if applicable)

☛ you have details of your follow up appointment (if applicable)

☛ sutures/clips have been removed or you have a follow up appointment for the removal of same (if applicable)

☛ any private x-rays/scans you may have brought with you are returned (if applicable)

WHAT IF I HAVE CONCERNS AFTER I HAVE BEEN DISCHARGED HOME?

Please follow instructions given to you at discharge. However, should you experience any problems relating to your recent admission that concerns or causes you alarm, please contact your General Practitioner or the hospital at telephone number (021) 4542807 to talk to the Assistant Director of Nursing on duty.

GENERAL INFORMATION & SERVICES PROVIDED

Television
There is a television in every room supplying a variety of television channels. You are requested not to adjust sets and to inform Nursing Staff if adjustment is necessary.
Telephones
The hospital telephone number is (021) 4542807. A telephone is situated beside each bed for receipt of incoming calls. Outgoing calls can be made with a call card. Telephone cards available from the General Accounts Office (ground floor, adjacent to the reception desk) between 9 a.m. and 4.30 p.m. and from Reception after this time.

Post, Packages and Flowers
If post is received for you, it is delivered to your room. Out-going mail is collected from the postbox in the main hall at 4 p.m. daily. Flowers and packages received for you will be delivered to your room.

Chaplaincy / Pastoral Care
A Chaplaincy/Pastoral care service is available to you and your family should you wish to avail of it.

The service is part of a multi-disciplinary approach to the total care of a person-body, mind and spirit. We are here to journey with, and support all who enter the hospital offering spiritual and emotional care.

Illness can bring up a lot of issues for patients and their loved ones. Issues connected with finding meaning and peace in a time of uncertainty and vulnerability are common during a stay in hospital. We offer people time and space where they can talk freely, tell their story, express any concerns or fears they may have. Confidentiality and trust are central to this relationship.

It is our desire to ensure that cultural and religious differences are acknowledged, respected and provided for within the Hospital. Our Church of Ireland Chaplains visit on a regular basis. Ministers of other Faith Traditions are welcomed and facilitated through the pastoral care department.

The Hospital Chapel is a focal point and is open to all. Our Chapel offers a sacred space of comfort, solace and healing.
Mass is celebrated daily at 11a.m. All services in the Chapel are relayed through our television network on channel 11. Holy Communion is distributed throughout all wards after mass. Confession is available daily after Mass and upon request. The Church of Ireland Chaplains administer Holy Communion on Sunday mornings and upon request.

To contact Pastoral Care Office, call Ext 1618 or Email pastoralcare@bonsecours.ie.

Restaurant
The restaurant is located on the ground floor, near the main reception desk and is open daily from 7.30a.m. to 7.00p.m. A wide variety of hot meals, sandwiches, salads, soup, etc. are served.

- **Breakfast (cooked):** 7.30 a.m. to 11.15 a.m.
- **Lunch (including Carvery):** 12.00 p.m. to 2.30 p.m.
- **Evening Meal:** 5.00 p.m. to 6.45 p.m.

Hospital Shop
The hospital shop is situated at the main entrance to the General Hospital. The shop is open daily from 8.00 a.m. to 8.30 p.m. and there is a daily shop trolley service to all departments supplying newspapers.

Internet Access
The hospital provides a wireless internet service, free of charge to patients. Search for the ‘Guest’ network. The password is available from your Ward Staff. Further information is available on the hospital website www.bonsecours.ie.

Please ensure that you lock your laptop/internet device in the wardrobe/locker provided when you leave your room. Do not leave valuable items unattended. The Hospital will not accept responsibility for loss or damage to personal laptops/ devices.
Daffodil Centre
The Daffodil Centre is a Cancer Information Service provided by the Irish Cancer Society for cancer patients and their families. The centre is staffed by an Irish Cancer Society Nurse and is located on the ground floor, at the end of the corridor past the reception area and the hospital restaurant.

Pharmacy Opening Times

- **Monday-Friday:** 9.00 a.m. to 5.00 p.m.
- **Saturday:** 2.00 p.m. to 4.30 p.m.
- **Sunday:** Closed

Taxi
A free phone taxi service is available from within the hospital. The free phones are on the ground floor opposite the Reception desk, at the Cardiology desk and in the Outpatients Department.

Bus Service
The number 205 bus stops in front of the hospital (College Road) at regular intervals and the number 208 bus stops at the back (Western Road).

Recycling
The hospital participates in a recycling programme. You will find red recycling bins and green recycling bins at various locations around the hospital.
USEFUL TELEPHONE NUMBERS

Alzheimer’s Society 021 497 2504
Amputee Ireland 01 679 3580
Arthritis Ireland 1890 252 846
Asthma Society of Ireland 01 817 8886
Cheshire Foundation in Ireland 01 297 4100
Carer’s Association 1800 240 724
Console (Suicide Prevention Service) 1800 201 890
Cork Arc House (Cancer Support) (021) 4276688
Diabetic Federation of Ireland 1850 909 909
Disability Federation of Ireland 01 454 7978
Enable Ireland 021 429 4803
Epilepsy Ireland 01 455 7500
Irish Cancer Society 1800-200 700
Irish Nursing Homes Organisation 01 429 2570
Irish Osteoporosis Society 1890 252 751
Irish Wheelchair Association 021 435 0282
Multiple Sclerosis 1850 23 32 33 / 021 430 0001
Irish Deaf Society 01 860 1878
National Council for Blind of Ireland 1850 33 43 53
Parkinson’s Association 01 872 2234
Irish Hemochromatosis Association 01 8735911

Department of Social Protection

Carer’s Allowance 1890 92 77 70
Disability Benefit 1890 92 77 70

HSE Community Care & Home Help

HSE helpline 1850 24 1850
SPECIALIST SERVICES AVAILABLE

Anaesthetics
Intensive Care
Angiography
Medical Assessment Unit (MAU)
Bariatric Surgery
MRI
Cardiology
Neurology
Breast Care (Mammography)
Nuclear Medicine
Chaplaincy / Pastoral Care
Occupational Therapy
Chest Pain Clinic
Oncology (Medical & Surgical)
Day Care
Ophthalmology
Densitometry
Orthopaedics
Dental / Oral Surgery
Out-Patients Facilities
Dermatology
Paediatrics
Diagnostic Imaging (Radiology)
Pain Management
Diabetics
Palliative Care
Dietetics
Pathology
E.N.T.
Pharmacy
Endocrinology
Physiotherapy
Endoscopy
Plastic Surgery
Gastroenterology
Pulmonary Function Tests
General Medicine
Respiratory Medicine
General Surgery (7 Theatres)
Rheumatology
Gynaecology
Sleep Studies
Haemovigilance
Stoma Care
Health Screening
Urology
Haematology
Vascular Surgery

DATA PROTECTION ACT 1988-2003
Bon Secours Hospital adheres to the Data Protection Act 1988-2003. Should you require further information or have any queries about your data, please contact the Health System Data Controller at Bon Secours Health System Limited.