



BON SECOURS HOSPITAL CORK  
Bon Secours Health System

# Essential Information for Patients



Advanced Medicine   Exceptional Care



# Introduction

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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.

Good Help to Those in Need



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# Welcome to the Bon Secours Hospital Cork

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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 familiarise 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.

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

# Mission Statement of the Bon Secours Health System

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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 strive to recognise the dignity and uniqueness of each person, seeking to provide high quality professional care which is characterised by love, compassion, respect, justice and hope.

The Bon Secours Values are:

**Respect**  
**Justice**  
**Integrity**  
**Stewardship**  
**Innovation**  
**Compassion**  
**Quality**



# Charter of Commitment of Bon Secours Healthcare System

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## **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 Traveller Community.
- Considerate and respectful care that will enhance your comfort.
- Protection of your privacy and confidentiality of information related to your medical care.
- A clear explanation of your condition, proposed treatments or procedures, the benefits and any potential risks of the proposed treatments, alternatives, expected recuperation and the likelihood of success of treatments or procedures.
- We will support and promote you and your family in care processes to the extent that you wish.
- Services of the Hospital chaplains when you request them.
- Attentive, courteous responses to any concerns you and your family may have.
- If the services of a translator are required the Hospital will provide one for you.
- As a training Hospital, students and trainees may be part of your care team.
- The right to seek a second opinion and the right to decline or discontinue treatment.
- Diagnostic tests or services not available at the Hospital may be conducted at other sites. You will be informed 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 Admissions 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.



# Coronavirus (COVID-19)

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## **Coronavirus (COVID 19) Notice**

**Please do not attend the Bon Secours Hospital if you have been exposed to the virus or have related symptoms. These are precautionary measures to protect the safety of our patients and staff in the Bon Secours Hospital. Thank you.**

**Anyone who has had exposure to the virus should follow the HSE advice on [www.hse.ie](http://www.hse.ie), phone their GP or HSELIVE on 1850 24 1850.**

The health and safety of our patients and staff is our main priority and we have put many structures in place to ensure social distancing, infection control and enhanced safety measures. We realise that this is a completely new experience for you, however, we will endeavour to ensure that you feel safe and relaxed during your hospital admission.

For Coronavirus (COVID-19) hospital updates, please visit our website: **[www.bonsecours.ie/novel-coronavirus-\\_covid-19\\_-updates](http://www.bonsecours.ie/novel-coronavirus-_covid-19_-updates)**

# Covid-19 Swabbing Clinic

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## **Coronavirus (COVID 19) Notice**

You are required to have a Covid-19 Swab 24 hours prior to your hospital admission. The hospital will contact you in advance of your admission to arrange an appointment. Please arrive as close as possible to your designated appointment time. **If you are unable to attend for your appointment, please contact the Swabbing Clinic on tel: (021) 4861195.**

The Swabbing Clinic is located on the hospital campus, adjacent to the Western Road entrance. Enter the hospital from the Western Road entrance and take the first left.

Stay in your car and a member of our Swabbing Clinic will approach you. If you are attending the clinic on foot, please check in at the Swabbing Clinic Office.

# Healthcare Insurance

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We advise you to check your insurance plan cover prior to your admission by calling your insurance company directly. Be aware that many insurance plans may 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 insurance provider prior to your hospitalisation.

Please bring your Health Insurance Provider Plan and membership number with you on the day of your admission.

## Health Insurers Customer Service Numbers

|                          |              |
|--------------------------|--------------|
| <b>VHI</b>               | 1890 444 444 |
| <b>Laya Health</b>       | 021 202 2000 |
| <b>Irish Life Health</b> | 1890 714 444 |

## Consultant's Professional Billing:

Depending on your insurance plan, the Consultant Specialist(s) involved in your care (for example, Anaesthetists, Surgeons, Cardiologists, Radiologists, Pathologists, etc.), 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.

# What to bring to Hospital -

## CHECKLIST

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### Essential clothing and personal care

- Convenient shoes such as closed-back slippers or trainers – not heeled shoes or flip-flops
- Loose-fitting nightwear and a dressing gown
- Loose-fitting clothes for travel to and from the hospital
- Toiletries including toothpaste, toothbrush, shaving and washing items, etc.

### Medicines and medical aids

- Any walking aids you currently use
- All medicines you currently take including prescription, over the counter and herbal medicines, inhalers, sprays, patches, injections, drops, creams, etc.
- Any glasses, hearing aids, contact lenses and dentures you currently use
- Completed Medications History List
- GP Referral Letter
- Healthcare Insurance details such as Plan and Membership number

### Other

- House Keys
- Mobile phone and charger (please charge up before bringing to hospital)
- Reading Material

### What not to bring

- Valuables, including jewellery. The hospital cannot take the responsibility for any valuables that go missing.
- Large suitcases and bags – the storage space for these and for belongings is limited.

# Car Parking

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Where possible, you should 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 parking discs may also be purchased from the Hospital Shop.

A number of car parking spaces designated for disabled parking are available in the car park located at the college road entrance to the hospital and also in the car park directly outside the new Bon Secours Cork Cancer Centre. A valid disabled vehicle permit must be displayed. There is also a limited number of set down spaces for patients requiring assistance upon arrival for admission and when being collected.



# Arrival and Admission to the Hospital

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You can enter the hospital via the main College Road entrance or or at the entrance to the Bon Secours Cancer Centre located at the rear of the hospital campus.

Report to Hospital Reception and a Hospital Administrator will accompany you to the admissions office. A Wheelchair is available if required.

## **Coronavirus (COVID 19) Notice**

Due to social distancing requirements, we kindly ask you to arrive on time for your admission. If you arrive early please wait in your car until your appointment time. You will be asked a series of questions about COVID-19 on arrival at the hospital as part of our safe symptom screening process and will be required to wear a mask which will be provided during your time in the hospital.

**Please bring any known food or drug allergies, for example penicillin, peanuts, latex gloves, etc., to the attention of the administrator at admission.**

After you have been admitted, you will be directed to your ward. Your administrator can assist you if required.

# Accommodation and Bed Transfers

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You will be facilitated in either a private or semi-private room depending on your insurance cover, availability or in response to specific needs. If you require accommodation which is not covered by your insurance, please discuss this with the Administrator during your admission.

Due to the demands of providing best medical and nursing care to all patients, it may be necessary to transfer you 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 transfer to another bed or ward.

## Your Personal Belongings

Whilst a security officer is on duty 24 hours a day and 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.

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

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

# Hospital Staff

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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 approximately 85 and 1,200 other Staff, including House Doctors, Nurses (both qualified and students), Pharmacists, Cardiac and Neurophysiology Physiologists, Healthcare Assistants, Radiographers, Laboratory Staff, Physiotherapists, Occupational Therapists, Dietitians, Administration Staff, Household, Catering and Maintenance Staff.

All Hospital 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.

## Teaching Hospital

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

Nursing students may participate in your care during your admission. Student Nurses always work under the direct supervision of a qualified staff Nurse.

Medical students occasionally attend ward rounds with Doctors. If you would prefer medical students not to be present during your Doctor's consultation, please let your Doctor or Clinical Nurse Manager know. This will not, in any way, affect your care.



# Participation in your Care and Informed Consent

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You have the right to be fully informed and included in decisions about your care. We recognise that you, the patient is central to the care process and your participation will be supported and promoted if you so wish. Ultimately, you have the right to refuse or discontinue treatment having discussed the possible consequences and any treatment alternatives with your Doctor.

## General Consent

Prior to your admission, your Doctor would have discussed the purpose of your admission, planned tests, procedures and/or treatments, the appropriate length of your stay and the expected benefit of any treatment.

When you present for admission, your general consent to care as directed by your Doctor is assumed. Your 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 or a member of your healthcare team. Use this discussion to ask any questions with regard to the treatment that you are consenting to.

## Informed Consent

You will be asked to sign an informed consent form in circumstances where you require surgical procedures, tests requiring anaesthesia or sedation, chemotherapy/infusions, transfusion of blood components or blood products and participation in clinical trials, investigations or research. If you do not understand the procedure or test you are being asked to consent to, inform your Staff Nurse and your Doctor will be notified. It is important for you to understand the risks, benefits and alternatives available to you.

If you wish to withdraw your consent to any interventional treatment, please inform your Staff Nurse or Doctor and your wishes will be respected.

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

- 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
- Purpose and risks of having an anaesthetic
- Purpose and risks of sedation
- Prospects for your recovery

### **Ask Questions and Stay Informed**

Keep yourself informed about your care throughout your hospital stay by asking questions and voicing any concerns you may have. Your written consent will be sought prior to certain procedures and tests and this is the perfect opportunity for you to ask any questions that you may have.

The following are some helpful questions:

***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 will happen after the surgery?***

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

***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?***

## End of Life Care

Bon Secours Hospital considers it essential that every patient has the right to compassionate and respectful care at the end of life and all patients who are at the end of life deserve a peaceful and painless death. When ethical considerations or personal dilemmas arise, staff will be guided by Bon Secours Healthcare System Ethics Committee.

## 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. It may not always be appropriate to continue with life sustaining treatments or initiate cardiopulmonary resuscitation. You have the right to express your wishes and preferences in this regard.

## Organ Donation

Bon Secours Hospital Cork does not have the clinical resources to facilitate Organ or other Tissue Donation for transplantation or research. However, the hospital will facilitate any arrangements necessary should it become evident that your medical condition determines organ or tissue donation a possibility. The organisation is guided by guidelines from the Clinical Ethics Committee of The Bon Secours Health System if required.

## Family Participation and Patient Advocacy

You may also find it necessary and appropriate to include your family members in discussions about your care or to appoint a specific patient advocate. Your advocate can be a trusted family member or friend. Ensure that your family or advocate understands your preferences for care.

An advocate can:

- Offer you support
- 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.

# Your Right to Privacy

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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 adhere to policies which protects this information.

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# Preparing for Surgery

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Please refer to the Hospital's booklet entitled *My Surgery* for information on preparing for your surgery.

# Managing your Pain

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If you experience any pain during your hospitalisation, you have the right to have your pain assessed and managed. 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 Staff Nurse immediately and this will be investigated further.**

# The Risk of Blood Clots

## Post Surgery

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A blood clot can form inside a blood vessel, usually your leg, which may break off and go to your lungs and cause death. You have a higher chance of getting a blood clot in hospital than after a long haul flight. A blood clot can form up to 90 days after being in hospital.

### Am I at Risk?

You may be at increased risk if:

- You are in hospital and for the 90 days after discharge
- You are immobile for long periods of time or air travel longer than 6 hours
- After surgery
- You are on cancer treatment
- You or a close relative had a blood clot in the leg or lung
- You are over 60 years or are overweight
- You are pregnant and for the 6 weeks after birth
- You are taking oral contraceptive pill or hormone replacement therapy
- You have heart, lung or inflammatory disease
- You have thrombophilia
- You have varicose veins with phlebitis.

**If you have one or more of these, you may have a clot and need urgent treatment.**

### What Can I do to Help myself?

- Walk and move as much as possible especially after surgery
- Ask for your risk of developing a blood clots to be assessed if you are admitted to hospital
- Do not spend long periods sitting on chairs or in bed
- Drink plenty of fluids
- Follow advice on wearing of stockings and taking medication.

Blood clots can be very serious but there are effective treatments to deal with them and help prevent them. In hospital this may require taking medication, sometimes as an injection under the skin and sometimes wearing stockings. It will always involve moving as much as possible.

### What are the Signs and Symptoms of a Blood Clot?

- Swelling or pain in your leg or calf
- Warmth or redness in the leg or calf
- Fainting
- Shortness of breath or rapid breathing
- Chest Pain when you breathe deeply
- Coughing or coughing up blood

# Patient Diet, Nutrition and Meal Times

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Your nutritional care is important to us and our experienced catering and dietetic teams have created varied menus to cater for your nutritional needs including colour coded menus for patients on special diets.

To ensure that the correct meal is delivered to you, our catering staff will ask you your Name and Date of Birth prior to each meal being served to you. Meals are served at the following times approximately:

- **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.

## How do I know if I need a special menu?

You may already be on a special diet before your admission, for example a diabetic, or a gluten free diet. Alternatively, you may be placed on a

special diet during your admission due to a medical condition or post surgery by your Doctor, Staff Nurse, Dietitian or Speech Therapist.

## I have a food intolerance or an allergy. What should I do?

Please make your Doctor or Staff Nurse aware of any food allergies, intolerances or special dietary requirements you are aware of.

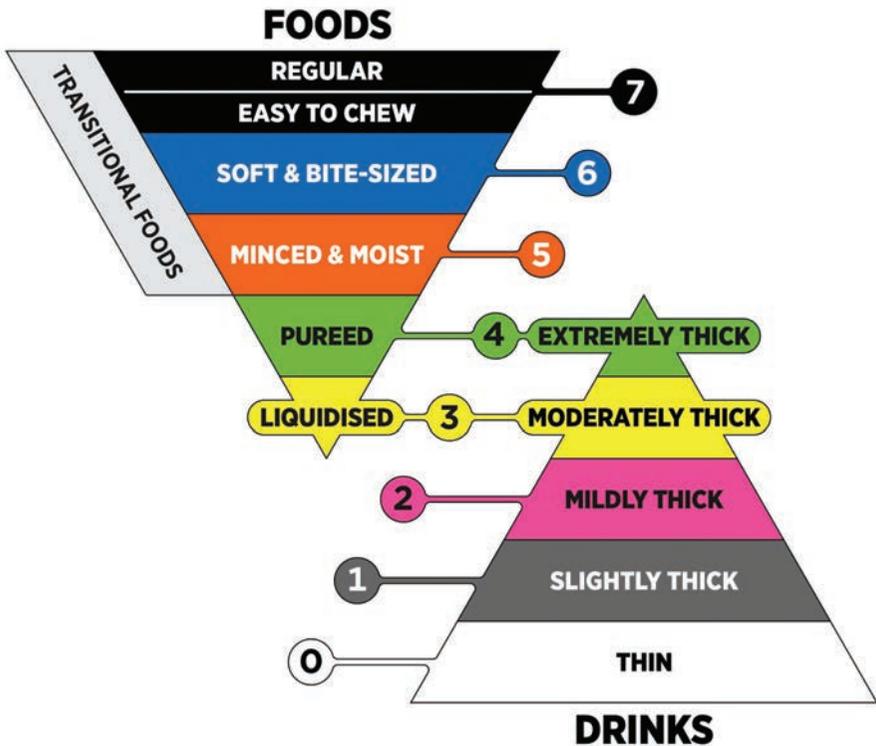
## How will I know what food to choose?

If you are placed on a special diet during your admission, you will be offered education on what foods to choose by our Dietetic or Nursing Staff. You will also be advised of any known medication interactions with your new diet. If you already on a special diet prior to admission such as low sugar or diabetes, it is assumed that you choose suitable foods yourself. We encourage patient autonomy and self care but if you need assistance please speak to Staff Nurse.

## What happens if I have a problem swallowing?

If you have swallowing difficulties, your Speech and Language Therapist will make recommendations for food and fluids for you using the following international terminology:

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© The International Dysphagia Diet Standardisation Initiative 2019 @ <https://iddsi.org/framework/>

Licensed under the Creative Commons Attribution Sharealike 4.0 License <https://creativecommons.org/licenses/by-sa/4.0/legalcode>.  
Derivative works extending beyond language translation are NOT PERMITTED.

| Old Food Names                        | Change to Food Names<br> | New Food Names                                                      |
|---------------------------------------|-----------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|
| <b>Unmodified:</b><br>Regular Foods   |                                                                                                           | <b>Level 7: Regular</b><br><b>Level 7a:</b><br>Regular Easy to Chew |
| <b>Texture A:</b><br>Soft             |                                                                                                           | <b>Level 6:</b><br>Soft and Bite-Sized                              |
| <b>Texture B:</b><br>Minced and Moist |                                                                                                           | <b>Level 5:</b><br>Minced and Moist                                 |
| <b>Texture C:</b><br>Smooth Pureed    |                                                                                                           | <b>Level 4:</b><br>Pureed                                           |
| <b>Texture D:</b><br>Liquidised       |                                                                                                           | <b>Level 3:</b><br>Liquidised                                       |

### Can I bring food in from home?

All meals and snacks for patients are provided by the catering department.

Further Calorie & Allergen information can be found at [www.bonsecours.ie/catering](http://www.bonsecours.ie/catering)



# Medication

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## 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. You would have been given a Medication History form when either visiting your Consultant's private clinic or our Pre-assessment Clinic. Please have this form completed prior to your admission and give the form to your Doctor or Staff 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 with you when you come to hospital and give these to the Doctor or Staff Nurse when you arrive at your ward. These may include tablets, liquid medicines, creams, eye drops, inhalers and any over the counter medicines you are taking. Where possible, please bring them in their original containers. A Staff Nurse or pharmacist will assess your own medication and deem your medication "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 Staff Nurse know if you have any allergy before taking an antibiotic.
- Taking the antibiotic exactly as prescribed.
- Informing your Doctor or Staff Nurse if you develop diarrhoea while taking an antibiotic (or even within a few weeks of taking an antibiotic)
- Informing your Doctor or Staff 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 Staff Nurse or Ward Pharmacist.**

# Be Infection Aware

## Coronavirus (COVID 19) Notice

During your admission, please adhere to the Hospital Coronavirus (COVID-19) guidelines and the use of masks as directed by your Healthcare Team.



**Wash**



**Cover**



**Avoid**



**Clean**



**Stop**



**Distance**

If you have vomiting or diarrhoea within 48 hours of your planned admission, please inform our Admissions Office prior to your arrival.

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

### Who is at risk of Infection?

Patients who need treatment in a hospital or clinic are often more vulnerable to infection than most other people. This may be because the illness they have or the treatment they need has weakened their resistance.

A 'healthcare-associated' infection is an infection that you pick up after having contact with a healthcare service. Most often, this happens if you have had treatment in a hospital. It can also happen after treatment in outpatient clinics, nursing homes and other healthcare settings.

Any patient in any hospital or healthcare facility in the world is at risk of picking up a new infection when they are there.

### What causes an infection?

Some healthcare-associated infections are caused by your own

bacteria which are usually harmless for healthy people. Other infections are caused by antibiotic-resistant bacteria or 'superbugs', for example, Vancomycin Resistant Enterococci (VRE), Methicillin Resistant Staphylococcus Aureus (MRSA), Extended Spectrum Beta Lactamase (ESBL) or Multidrug Resistant Organisms (MDRO). You may pick up these infections in hospital from contact with other patients, or from contact with hospital staff and equipment. If you have had a lot of antibiotics you may be more prone to developing some of these. In a big hospital looking after very sick people, about 1 in 20 patients has a healthcare associated infection.

If you have been told that you are a carrier of any of the above antibiotic-resistant bacteria, it is important that you inform your Doctor 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.

### **Can infections be prevented?**

No hospital in the world can prevent all these infections from happening however we at Bon Secours Hospital are focused on preventing the transmission of infectious by putting robust systems in place to prevent the spread of infections. Good hand cleaning practices by both staff and

patients and maintaining a high level of cleanliness is important to reduce the spread of infection.

If the hospital knows that a patient is carrying antibiotic-resistant bacteria extra precautions will be taken to prevent the spread of this to other patients. For example, the patient will usually be nursed in a single room with their own toilet if that is possible and staff will wear gloves, apron or gown.

### **How do I know if I have a superbug?**

The only way to know if you are carrying a superbug is to take a sample (swab) and test it in the laboratory. When we test for superbugs, we ask you if we can take a 'swab' from your nose, a wound, your skin or back passage. This is a simple procedure where we rub the swab – like a cotton bud – on your skin. It is important to know if you are carrying a superbug, as it can help your Doctor to choose the best antibiotic treatment for you if you develop an infection in hospital. Sometimes, the hospital does not know that a person is carrying a superbug until after they have gone home. If we find out that you are carrying a superbug after you go home, we will write to you or tell you about it at a follow-up appointment. We will also let your GP know. If you have any questions about hospital infection or superbugs, please ask your Doctor or Staff Nurse

Many patients are tested for superbugs when they come into hospital. If you test positive, a Doctor or Staff Nurse will tell you about the result. They will give you information that you can read and take home with you.

### **What can I do to protect myself and others?**

These are some things you can do to protect yourself and others from picking up an infection or superbug while you are in hospital:

- Clean your hands regularly and use the hand sanitiser gel. Always do this after you go to the toilet and before you eat
- Do not share your personal things with other patients – for example, your phone, your earphones, and so on
- Keep away from other patients' beds
- Do not let anyone sit on your bed, and don't sit on another patient's bed
- It's OK to remind staff to clean their hands
- It's OK to tell a staff member if you see anything that is not clean
- In the event of any building works taking place immediately outside your ward, the hospital will mandate that windows remain closed in an effort to prevent the spread of any fungal infections that can have serious implications for patients.

Further information on preventing infection can be found on the hospital website **[www.bonsecours.ie/be-infection-aware1](http://www.bonsecours.ie/be-infection-aware1)**.



# Visiting Policy

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## **Coronavirus (COVID 19) Notice**

All visits to patients have been temporarily suspended. This is in the interest of patient safety to protect your loved ones from exposure to COVID-19.

Due to the current visiting restrictions, we ask that you nominate a family member or friend to act as a communicator between your Nursing Staff and your extended family and friends.

We thank you for your co-operation and understanding at this time.

# Smoking Policy

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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 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 within the hospital.

# Safety in a Hospital Environment

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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:

- **There is a nurse call button beside your bed and in the bathrooms which rings at the nurse's station. Use your nurse call bell when you need any assistance.**

- Remember that hospital beds are narrower and higher than beds at home, so be careful turning and getting in and out of bed.
- Most Hospital furniture is on wheels, so do not lean on it unless you know it is secure.
- Your name and date of birth will be your unique identifier while in hospital. You are also issued with a unique identification number on admission and this number is yours during all future admissions. Our Staff are expected to confirm your identity by asking your name and date of birth before administering any medication or carrying out any procedure and before serving your meal. If you think you have been confused with another patient inform your Staff Nurse.
- Advise the Admission Administrator or your Staff Nurse of any allergies that you are aware of.
- 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 which is available on the television network. For more information, see also *Preventing a Fall* below.
- Hand washing is the most effective way to prevent the spread of infections. Do not be afraid to remind your Doctor or

Staff Nurse to wash their hands. For more information, see also *Be Infection Aware* on page 24.

- Inform the Staff Nurse if you want to leave your ward.
- 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 Staff 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 a Fall

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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 non-slip 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 available on the television network or via the following link:  
<https://www.youtube.com/watch?v=iMeI742pwac>

# Discharge Preparation

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Your Doctor will advise you when you are well enough to be discharged. We will endeavour to ensure the discharge process is managed efficiently and minimises any potential delay to you.

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.

Upon discharge ensure that:

- ✓ you receive instructions and what to do if you have any difficulties or concerns
- ✓ You have a copy of your Discharge Summary
- ✓ you have details of your follow up appointment (if applicable)
- ✓ you have an information leaflet specific to your procedure or condition (if available)
- ✓ 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)
- ✓ sutures/clips have been removed or you have a follow up appointment for the removal of same (if applicable)
- ✓ all your valuables are removed from the locked press in your room

## What if I have concerns after I have been discharged?

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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.

# Patient Experience Survey

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During your stay, it is our intention that you will receive the highest level of service and care. 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 to participate, an email address will be registered and you will receive the survey by email two weeks after your discharge.



## Why should you complete the survey?

The survey offers you the opportunity to tell us about your experience in a Bon Secours Hospital. We are partnering with Cemplicity, an international company that understands the unique requirements of the healthcare sector. Your response will provide us with information to help us evaluate the standard of services we provide. Your experience will provide valuable insight into where we should focus our quality and service improvements. We hope you will also inform us of any positive experience during your stay in the hospital.

## What will be done with your answers?

Your answers will be treated confidentially. These details are stored securely and confidentially under the terms of the Data Protection Acts 1988 and 2003 and General Data Protection Regulation 2018.

### **What type of questions will you be asked?**

The survey will ask questions about your admission to hospital, the ward environment, your care and treatment, how our staff interacted with you and each other, and your discharge. Information about your medical history will not be asked for.

### **Who will be asked to complete the survey?**

If you have agreed to participate in the survey and have spent at least one night in Bon Secours Hospital, you will be contacted to complete the survey.

### **What does taking part involve?**

During your admission, you will be asked if you would like to take part in this survey. If you agree your consent is recorded you will receive the survey by e-mail two weeks after their discharge.

### **What happens if you do not want to participate?**

Your experience is vital to improving our healthcare service and it is therefore our hope that you would participate in the survey. However if you wish to not participate in our survey, you can decline and we will record your preference. The hospital can facilitate a change of mind at any time before you are discharged.

### **Why were these questions chosen?**

The questions were chosen on the basis of international best practice experts in this area, namely, the Picker Institute and were chosen based on their alignment to the values of the Bon Secours Health System.

# Conflicts, Complaints and Differences of Opinion

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Bon Secours Hospital Cork recognises your right to complain about your care. If you have any concerns or complaints with aspects of your care, please bring this to the attention of your Staff Nurse or the Clinical Nurse Manager as soon as possible so that the matter can be resolved. If your complaint needs to be escalated, your Clinical Nurse Manager will inform you of the process and will support you.

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 improve the quality of our service.



# Accessing Your Medical Records

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## Am I entitled to request a copy of my Medical Records?

Yes, you are entitled to request a copy of your own Medical Records from Bon Secours Hospital Cork under the Data Protection Act of 1988 and 2003.

## Can I request copies of Medical Records for a family member?

The Data Protection Acts allows for patient only access to Medical Records and therefore you can only apply for access to your own medical records and also to medical records belonging to your child/children or minor under your guardianship (under 16 years).

The Data Protection Acts do not apply to records of deceased persons.

## How do I obtain a copy of my Medical Records?

You can apply for a copy of your medical records by:

- Complete the request form online at **<https://www.bonsecours.ie/pri/vacypolicy>**

- Writing to the Quality & Safety Department, Bon Secours Hospital, College Road, Cork, T12 DV56. Your letter should be accompanied by a copy of your current drivers licence or passport.

## What details do I need to give when applying in writing?

You must provide sufficient personal information in order for the requested records to be located. Your application should include the following information:

- ✓ full name
- ✓ date of birth
- ✓ Addresses at the time of admission
- ✓ Current address and contact details
- ✓ Specific medical records required

On receipt of this information, the Medical Records Department will search for your medical records. Your applications will be acknowledged in writing within 5 working days.

If you are applying as a parent / guardian on behalf of a minor, please provide the full name and date of birth of the minor and your own contact details.

### **How long does the process take?**

We will try to ensure a copy is released within 30 days. If there are large volumes of records to process we will advise if the processing of the request will take longer than 30 days.

If you are requesting copies of specific records only, please state in your request which records are required. Listing specific records will expedite the processing of your request. Examples of specific records include:

- All records for a specific admission (s)
- All Radiology Reports
- All Pathology Reports
- Discharge letter(s)

### **My new Doctor requires access to my Radiology Scans. How do I request copies of my scans?**

You can request a copy of your radiology scans by writing to the Quality & Safety Department providing personal information and a list of the scans required. Copies of your scans will be burned onto a disc and you will be advised in writing when the disc is ready to collect. Please be aware that discs can only be viewed with specific software in a hospital or clinical setting.

### **How will I receive my Medical Records?**

Your medical records will be sent to you by registered post to the address stated in your request.

### **Who else can request a copy of my Medical Records on my behalf?**

Your GP or Doctor can request a copy of your medical records on your behalf for medical purposes. Your Solicitor or Life Assurance Company can also request a copy of your medical records however their request must be accompanied with a letter of consent signed by you. Copies of medical records will not be issued to a third party without your written consent.

# Chaplaincy and Pastoral Care Services

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A Chaplaincy and 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 and will administer Holy Communion upon request. 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.

## **Coronavirus (COVID 19) Notice**

Daily distribution of Holy Communion throughout all wards is currently suspended. Holy Communion and Confession is available after Mass and can be requested by contacting the Pastoral Care Office on tel: 4801618 or email [pastoralcare@bonsecours.ie](mailto:pastoralcare@bonsecours.ie).

# General Information and Services

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## Hospital Restaurant and Café

### Coronavirus (COVID 19) Notice

There is currently no visitor access to the Hospital Restaurant and Café are currently restricted. We thank you for your co-operation and understanding at this time.

## 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 6.00 p.m.

## Internet Access

The hospital provides a free wifi service to patients. Search for the network entitled Guest and the password is available from the Reception Desk, Admissions Office or from your Staff Nurses on your ward.

## 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. The opening times are as follows:

- **Monday – Friday:**  
8.30 a.m. to 4.30 p.m.
- **Saturday & Sunday:**  
Closed

## Hospital Pharmacy Opening Times

The Hospital Pharmacy is located on ground level -1. The Hospital Pharmacy opening times are as follows:

- **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 at the Main Reception desk.

## Bus Service

The number 205 bus stops to the front of the hospital on College Road at regular intervals and the number 208 bus operates to the rear of the hospital on Western Road.

# Patient Data Protection Notice

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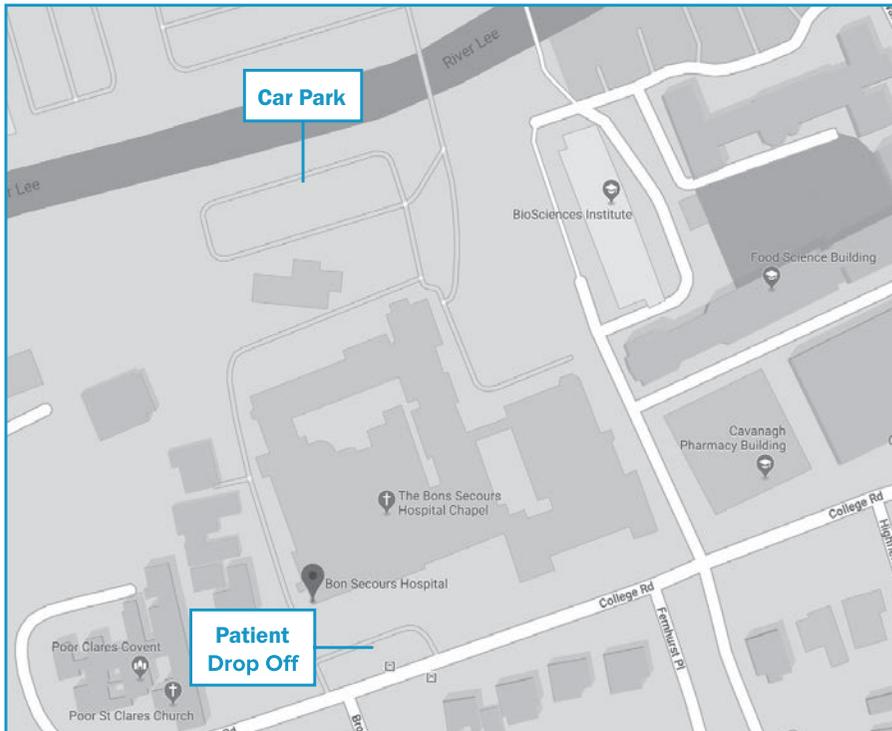
To provide treatment to you at any of its hospitals, Bon Secours Health System needs to process your medical records and related personal information, such as your address and other contact details. Your records and information will be kept confidential and processed in strict accordance with your privacy and data protection rights. They will be provided as necessary for medical purposes to those involved in your treatment and care including, where applicable, to other hospitals or your health insurer.

Medical purposes include medical diagnosis, treatment and further management, preventive medicine and the provision of healthcare services, including audit and quality improvement. In general, your data

may only be processed for medical research purposes on the basis of your informed and explicit consent. However, there are limited circumstances in which your data may be patient data to the National Cancer Registry, or the Health Protection Surveillance Centre.

You are entitled to request a copy of the personal data that Bon Secours holds about you. For further information or queries about your data and your data protection rights, please contact the Data Protection Officer, Bon Secours Health System CLG, 7 Riverwalk, Citywest, Dublin 24, D24 H2CE, tel: (01) 685 4474, [dpo@bonsecours.ie](mailto:dpo@bonsecours.ie), or visit the data protection page on our website: [www.bonsecours.ie/privacypolicy](http://www.bonsecours.ie/privacypolicy).

# Local Area Map and Contact Information



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

**Address:** Bon Secours Hospital, College Road, Cork, T12 DV56.

**Coordinates:** 51° 53' 29.04" N, 8° 29' 52.44" W

**Main Hospital Tel:** (021) 4542807

**Swabbing Clinic Tel:** (021) 4861195



## BON SECOURS HOSPITAL

College Road, Cork.

Tel: 021-4542807 Fax: 021-4542350

Email: [info@cork.bonsecours.ie](mailto:info@cork.bonsecours.ie)

Website: [www.bonsecours.org/ie/cork/index.html](http://www.bonsecours.org/ie/cork/index.html)



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