



BON SECOURS HOSPITAL
College Road, Cork.

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 are 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 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

A handwritten signature in black ink, appearing to read 'H. Canning', with a stylized flourish at the end.

HARRY CANNING

Hospital Manager

Bon Secours Hospital Cork

INTRODUCTION

Our goal at Bon Secours Hospital Cork, founded in 1915, 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. Bon Secours Hospitals are located in Cork, Tralee, Dublin and Galway. The Care Village is located in Mount Desert, (St Joseph's).

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.**

HISTORY OF THE HOSPITAL

This Hospital opened its doors in 1915. In the intervening years, there have been a number of major developments in its growth. Now, it is one of the largest independent Catholic Hospitals in Europe with 344 beds, catering for up to 18,200 admissions, and 23,000 outpatients attendances each year.

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 privacy and confidentiality of information related to medical care
- Clear and concise explanation of the patient's 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 the patient and family take the lead in decision making regarding their care and treatment
- Chaplaincy Services are available to all
- Attentive courteous responses to any concerns the patient or family may have
- Diagnostic tests not available at the hospital will be conducted at other sites. The patient will be informed by the nursing staff if this need arises
- In the event of a patient 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 the hospital 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/Registered Medical Officer/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.

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, payable locally at Pay and Display machines 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 may be 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.

ON ARRIVAL AT THE HOSPITAL

Please report to the reception desk. A Wheelchair is available from the reception staff should you require one.

Admissions staff will admit you for your elective procedure and help you to your room or direct you to the Medical Assessment Unit or 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.

If your GP has referred you to the Medical Assessment Unit, please bring your GP referral letter with you. See the personal items checklist on page 5 for a list of items required for your stay.

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 Consultant's Professional Billing

Depending on your insurance plan, Consultants involved in your care may bill you separately from the hospital. These Consultants can include: anesthetists, surgeons, physicians, cardiologists, radiologists, pathologists and other specialists. If you have any questions regarding these bills you should call the Consultant's offices directly at the telephone numbers 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 special needs. If you require accommodation which is not covered by your insurance, this may be facilitated following discussion with the Patient Accounts Department.

Day Ward Admissions

The day wards (such as Endoscopy, Angiography, Oncology and St Michael's day ward) have arrangements specific to their elective admissions and you will be advised of these arrangements prior to admission.

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 other wards. While every effort will be made to keep movement of patients to a minimum, we would be grateful for your co-operation should you be requested to move.

PERSONAL ITEMS CHECKLIST

Prior to your admission we suggest that you check that you have the following packed:

- Comb /Hairbrush
- Toiletries (*toothpaste, toothbrush, shaving / washing items, etc.*)
- Pyjamas / Nightdress
- Dressing Gown & Slippers (*non slip*)
- Spectacles, Contact Lenses, Dentures, Hearing Aid (*including containers for each of these*)
- X-rays (*if applicable*)
- Reading Material
- A list of the medications you take at home (*if applicable*). You will find a helpful form called “**Medical List**” on page 32 of this booklet or on the hospital website **www.bonsecours.ie/cork_patientinformation**
- All Medications and herbal supplements you are currently taking (*if applicable*), including other medication which you have taken within the last 4 weeks even if you are no longer taking them.
- GP Referral letter (*for acute admissions only*)
- Health Insurance Plan and membership number
- Small amount of cash for sundry items

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. If you do come to the Hospital with such valuables, please see 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.

Patients, except those in the ICU, may receive visitors during the following hours:

- **General:** 2.00 p.m. to 4.30 p.m. and 7.00 p.m. to 9.00 p.m.
- **Children's Ward:** See page 28.

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

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

Visitors are asked to use the alcohol gel provided to clean their hands before visiting you, to keep to the times and avoid making unnecessary noise in the rooms and corridors. After 6.00 p.m. visitors can access and leave by the main entrance door.

HOSPITAL STAFF

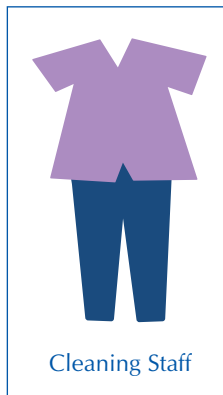
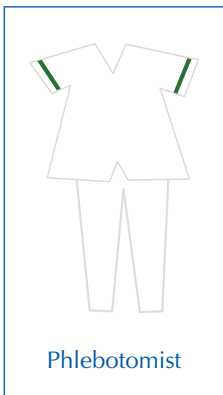
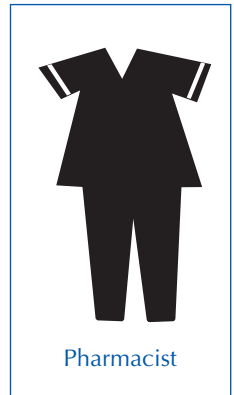
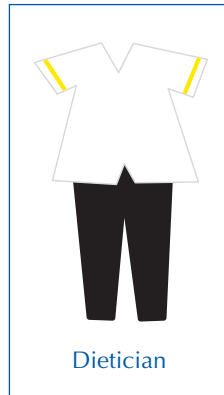
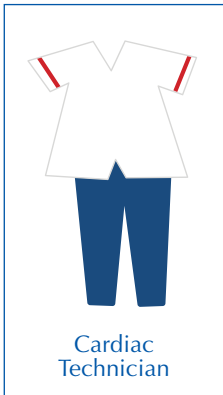
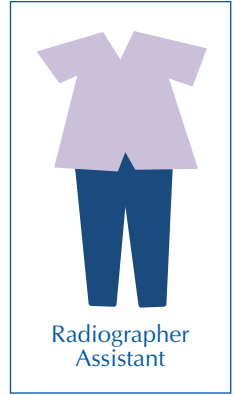
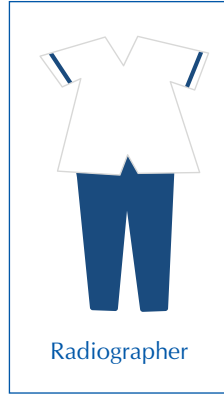
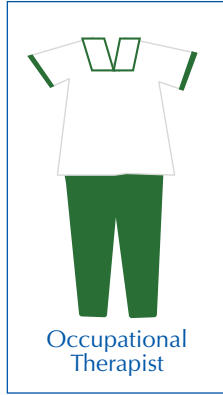
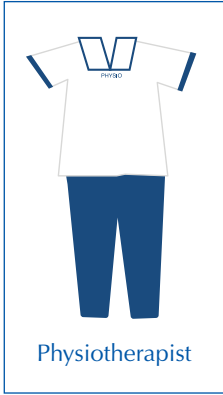
Our Hospital is staffed around the clock by highly skilled personnel working together to provide you with the best treatment and care available. The Hospital has a Consultant medical staff of 70 and 980 other staff, including House Doctors, Nurses (both qualified and students), Pharmacists, Radiographers, Laboratory Staff, Physiotherapists, Occupational Therapists, Dietetics, Clerical, Household, Catering and Maintenance Staff. The Hospital is a teaching hospital and is affiliated with the UCC School of Medicine and School of Nursing.

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 recognizing some of the staff members who you may come into contact with during your stay.

 <p>Clinical Nurse Manager II / Clinical Nurse Specialist</p>	 <p>Clinical Nurse Manager I</p>	 <p>Staff Nurse</p>	 <p>Student Nurse</p>
 <p>House Doctor</p>	 <p>Health Care Assistant</p>	 <p>Catering Staff</p>	 <p>Theatre Staff / Radiologist</p>



PATIENT DIET, NUTRITION AND MEAL TIMES

Our experienced catering and dietetic teams have created a varied menu to cater for your nutritional needs. Please make your Nurse or Doctor aware of any food allergies, intolerances or special dietary requirements you have. Our Dietitians are available to advise on therapeutic diets during your stay.

- ☛ **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.

Tea and coffee is served at 10.00 a.m. and again at 7.30 p.m.

See “General Information and Services Provided” for information on the Hospital restaurant.

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 patient and others.

The Hospital environment is obviously quite different from your home environment. For your safety, the hospital staff 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 need any assistance.**

- If you have a room-mate who asks for assistance, notify the Nurse before helping him/her.
- Wear shoes or slippers when out of bed. Flip-flops are not permitted.
- Your name, address and date of birth will be your unique identifier while in hospital and staff are required to check and re-check this with you prior to any procedure/treatment. You are also issued with a unique identification number when being admitted and this number is yours during all admissions. Make sure staff members confirm your identity by either checking your wrist band or asking your name before administering any medication or carrying out any treatment. If you think you have been confused with another patient inform a staff member immediately.
- Hand washing is the most important way to prevent the spread of infections. Don't be afraid to remind a Doctor or Nurse to wash their hands. For more information, see "Preventing Infections".
- Inform staff of any allergies that you may have (penicillin, peanuts, latex gloves, etc.).
- Please read the prevention of falls leaflet and take the time to watch the Falls Prevention Video on Channel 17 of the Hospital multichannel system. For more information, see "Preventing Falls"
- Inform the Clinical Nurse Manager 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 immediately any faulty equipment in your room.
- In the event of a fire, follow instructions of our staff, stay calm. Fire exits are clearly marked. Each ward has a fire alarm. Do not use the elevators in the event of a fire.
- **Smoking is not permitted in the hospital including the use of e-cigarettes (electronic cigarettes). For more information, see "Smoking Policy".**

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. 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 17 of the hospital multichannel network.

Children have the additional risk of falling due to their stage of growth and development, however while in hospital your child may be at an increased risk of falling due to a new environment, medication or underlying medical or surgical condition. We aim to create and maintain a safe caring environment for all children. We encourage you as parents / guardians to assist in maintaining your child's safety by:

- Making sure that the cot sides are always up fully and secure, even if you are only leaving your child for a few seconds.
- Ensure that your child is properly secured in his / her buggy or high chair.
- Ensure your child is accompanied to the bathroom after surgery or when they have an intravenous drip.
- Ensure that your child wears non slip footwear when walking around the ward.

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 told that you have VRE or MRSA, please inform your Consultant, ideally prior to your admission. This will not affect your admission or your procedure but will allow the hospital to put any necessary measure 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 or skin swabs taken by your admitting 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.

SMOKING POLICY

The hospital is a smoke free facility. Smoking is not permitted on the premises unless you are in a designated smoking area (near the main entrance). For fire safety reasons, the use of e-cigarettes (electronic cigarettes) is prohibited.

YOUR 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 staff of Bon Secours Hospital adhere to policies which protect this information.

PARTICIPATION IN YOUR CARE

**Can you please tell me more about my condition?
Why do I need to have this particular test?
What are the different treatments for this condition?
What are the risks of this treatment?
What should I look out for?
What can I do to help myself?**

Your admission has been arranged because your Consultant 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. Prior to your admission your Consultant 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
- prospects for your recovery

During these discussions, you will be given the opportunity to ask any questions or voice any concerns you may have. For patients having surgery, the Anaesthetist will discuss the potential risks of having an anaesthetic.

DECISIONS ABOUT YOUR CARE

All patients have the right to be involved in decisions about their care. Ultimately patients have the right to refuse or discontinue treatment having discussed the possible consequences and any treatment alternatives with your Consultant.

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

For patients who are admitted to Bon Secours Hospital for palliative care or who have other terminal illnesses, 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 the Consultant so that decisions about care will be agreed together.

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

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

Each 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.

CONSENT

How will this procedure help me?

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

Are there other ways that this condition could be treated?

What will happen after the surgery/procedure?

How long will I be in hospital?

When you present for admission, your general consent to care as directed by your Consultant 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 Consultant or by a member of your healthcare team.

You will be asked to sign an informed consent form in circumstances where you require surgical intervention, for certain types of treatment, tests requiring anaesthesia or sedation, chemotherapy, use of blood or blood products and participation in clinical trials, investigations or research. These tests or procedures will have been explained by your Consultant. If you do not understand the

procedure or test you are asked to consent to, tell your Nurse and your Consultant will be notified. It is important for you to understand the risks, benefits and alternatives available to you whenever you are undergoing anything other than a minor test (chest x-ray) or treatment (intravenous fluids). Parents of children under 16 years will be required to sign consent on their child's behalf. (See advice for Paediatric Admissions on page 28).

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

CARDIOPULMONARY RESUSCITATION (CPR)

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 CPR order has been signed. Please discuss any specific requests in relation to CPR with your Consultant.

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 Consultant or Nurse and this will be investigated further.

PATIENT ADVOCACY

If you feel that you need support when in hospital:

- Ask a trusted family member or friend to speak on your behalf if you so wish.
- He/she can ask questions that you may not think of.
- He/she can also help remember answers to questions you have asked and speak up for you if you cannot. Make sure this person understands your preferences for care and review consents for treatment with them before you sign them.

MEDICATION

What is this medication for?

What do the directions on the label mean?

How much should I take and when should I take it?

What should I look out for?

Will this medicine interact with other medications I am taking or food?

Your medication List

Please bring a list of your regular medications and a list of any medications you have taken within the last 4 weeks with you to hospital.

What is medication reconciliation?

Medication reconciliation happens when health care professionals and patients work together to improve medication safety. We compare your complete and up-to-date list of medications you take at home with the medications we give or plan to give you during your hospital stay and try to find and resolve any differences with the health care team. This helps us give you medications that are appropriate and safe.

How does medication reconciliation keep me safe?

- We can make sure you take the right medications in the hospital and when you go home.
- It reduces the risk of medication mistakes. Evidence shows that most mistakes with patients' medicines occur when there is a change in their care setting.
- It helps you and your family keep an up-to-date medication list you can take with you whenever you need it.

How can I help?

- Make a list of the medications you take at home. You will find a helpful form called "**Medical List**" on page 32 of this booklet or on the hospital website www.bonsecours.ie/cork_patientinformation. The form can also be obtained from your consultant or the pharmacy department of the hospital (021 4801758).
- Write down any allergies that you may have.
- Write down your pharmacy and family doctor's contact details.
- Write down any other medication which you have taken within 4 weeks of your admission even if you are no longer taking them.

- Bring your medications and your list of medications when you go to the hospital
- Review your medications with your doctor, nurse or pharmacist

Remember to include:

All of the medicines you are currently taking including strength, how often you take them and the type of medication they are.

Don't forget:

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

Your own medications

The hospital operates a policy to use patient's own medication during your stay in the Bon Secours Hospital. To ensure there is no interruption to your medication, please bring all your own medication in with you when you come to hospital. These may include tablets, liquid medicines, creams, eye drops, inhalers and any over the counter medicines you are taking. Bring them in their original containers.

What will happen to your medication while you are in the Bon Secours Hospital?

On your admission to hospital a registered nurse and/or a pharmacist will assess all your medication against a hospital policy. This assessment will 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 supply of medicines are used up during your stay, you will be administered medicines from the hospital supply.

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. You will be administered medicines from the hospital supply.

What if you are prescribed new medication which you were not taking at home?

You will be administered medication from the hospital supply of medicines while an inpatient. The doctor will give you a prescription on discharge. You will not be given any medicines on discharge. Your GP 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 your own medication on discharge from Bon Secours Hospital Cork?

Any of your own medication that is not used will be returned to you on discharge. Any of your own medication which has been discontinued or changed by your doctor while in hospital 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 and/or ward pharmacist.

GENERAL INFORMATION & SERVICES PROVIDED

Restaurant

The restaurant is located on the ground floor near the main reception desk and serves a wide variety of hot meals, sandwiches, salads, soup etc.

- ☛ **Open Daily:** 7.30a.m. to 7.00p.m.
- ☛ **Breakfast (cooked):** 7.30a.m. to 11.15a.m.
- ☛ **Lunch (including Carvery):** 12.00p.m. to 2.30p.m.
- ☛ **Evening Meal:** 5.00p.m. to 6.45p.m.

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.

Chiropody

A chiropody service is available in the hospital on request. If you require this service, please ask your ward staff to arrange this for you. All costs incurred must be settled directly with the chiropodist.

Post

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

Flowers and packages received for you will be delivered to your room.

Chaplaincy / Pastoral Care

The Pastoral Care team is made up of ordained and lay Healthcare Chaplains. The team visits the wards on a daily basis to support you and your family, recognizing that coping with illness can be difficult.

Members of the team are available:

- to sit and listen
- to offer emotional and spiritual support
- to celebrate and assist at the Sacraments

Contact with any member of the team can be made through your ward or reception staff (ext. 1600).

Church of Ireland and Methodist Chaplains visit the Hospital on a regular basis and there is a 24 hour on-call emergency service. Endeavouring to ensure that the spiritual needs of all patients are met, the Pastoral Care team can contact ministers and spiritual representatives of all faith traditions.

The Chaplaincy Department is located on the ground floor at the entrance to the Chapel. The Chapel is located opposite the main hospital entrance and is open 24 hours a day, 7 days a week. You and your family are welcome to visit. All services in the Chapel are relayed through our television network – channel 11. Reflective music is played on this channel at all other times.

Religious Services

Masses

- **Everyday (including Sunday):** 11.00 a.m.
- **Vigil Mass for Sundays and Church holidays:** 7.30 p.m.

Adoration of the Blessed Sacrament

Every Wednesday after 11.00 a.m. Mass until 12 midday.

Confessions

After 11.00 a.m. Mass and on request.

Distribution of Holy Communion to Patients

- ☛ **Monday to Friday (inclusive):** 11.20 a.m. (approx.)
- ☛ **Sunday:** 11.40 a.m. (approx.)

Sacrament of the Sick

Eucharistic Celebration and Sacrament of the sick at 3 p.m. in the Hospital Chapel on the 2nd and 4th Wednesday of each month. Also on request.

Pharmacy Opening Times

- ☛ **Monday – Friday:** 9.00 a.m. to 5.00 p.m.
- ☛ **Saturday:** 2.00 p.m. to 4.30 p.m.

Mobile Phones

The use of mobile phones is prohibited in ICU and Angiography as they interfere with our monitoring equipment.

Internet Access

The hospital provides a wireless internet service, free of charge to patients. Search for the 'Visitors' 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.

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.

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 5 bus stops in front of the hospital at regular intervals.

Recycling

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

INFORMATION FOR SURGICAL PATIENTS

Before Your Surgery

If ordered by your Consultant or anaesthetist, a sedative may be given to you the night before your surgery.

Fasting for Morning Surgery

Unless otherwise advised by your Consultant 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 Consultant 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.

On the Day of Surgery

You will be advised by nursing staff of any specific preparations ordered by your Consultant. It may be necessary for your Nurse to prepare the area of your body where the surgery will take place. If ordered by your anaesthetist, you may receive medications about one (1) 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.

Recovery Following Your 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 surgeon. Be sure to tell your Nurse or Doctor if you are in pain or uncomfortable in any way.

PATIENT EXPERIENCE

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 and you wish to tell us about it, please feel free to do so by completing the Patient Experience Survey or complete the on-line patient experience form at www.bonsecourscork.ie in the section “For Patients”.

CONFLICTS, DIFFERENCES OF OPINION, COMPLAINTS

Bon Secours Hospital Cork recognises the patient's right to complain about their 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 endeavor 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 medical records. To apply please apply online at <http://www.bonsecours.ie/index.cfm/page/dataprotectionrequestform> or write to Best Practice Department, Bon Secours Hospital, College Road Cork with the following details:

- Full Name
- Date of Birth
- Address
- Specific Records you require (*e.g. Last Admission, Laboratory Reports*)

DISCHARGE PLANNING

**Do I have all my personal belongings?
Has my needle/cannula been removed (if any)?
Have I been given my prescription (if any)?
Have I been given any post discharge instructions and advice on what to do if I have any difficulties or concerns?
Do I have any follow up appointment?**

We realise that patients ultimate need is to get home without delay. To avoid any unanticipated difficulties which may delay discharge, staff should be informed as soon as possible so that solutions can be found together.

Discharge

Your Consultant will decide when you are ready to be discharged and will advise both you and the nursing staff. 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 have been instructed sufficiently on post discharge instructions and what to do if you have any difficulties or concerns
- you have a procedure specific leaflet 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) and dressings are checked
- you have a 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)

Wheelchair transportation is available to any department within the hospital and to your car.

AT HOME

If there has been a Public Health Nurse arranged to visit you in your home, you will be informed of this by the nursing staff.

Should you experience any condition that concerns or causes you alarm, contact your General Practitioner unless instructed otherwise. Your GP will then contact your Consultant. Alternatively you can contact the hospital and talk to the Assistant Director of Nursing on duty and they will contact your Consultant.

ADVICE FOR PAEDIATRIC ADMISSIONS

A visit or stay in hospital can be worrying, especially if you and your child have not been to hospital before. The sights, sounds, smells as well as people in different clothes are unfamiliar. Your child and you will need some preparations for this experience. This information has been provided by the staff of Bon Secours Hospital, Cork to ensure that your child's stay with us is as happy as possible.

Preparing your children for hospital

It is possible to reduce the sense of strangeness and fright that your child could experience in the most gentle and natural way by introducing the experience of hospital in your child's normal play, using simple toys, games and books.

For instance, play Doctors and Nurses at home. You will have to help a little unless they have been in hospital before; they cannot imagine it all on their own. Get them to play at being in bed and having breakfast in bed - this helps them realise patients stay in overnight. Play at visiting. Play at operations but don't go into too much detail! Explain that operations are to look inside you and to see what is wrong so that they can make you better. Always end the hospital play with the patient coming home happily with their parents and family. This is most important as small children often think that they are not coming back home.

When to prepare

When a planned hospital admission is necessary, you must prepare your child for this new experience. Before admission, it may be helpful to visit the hospital so your child knows what to expect. If your child is very young or insecure it would be a great advantage if you could be there for the duration of their hospital stay.

Your child will need you especially before and immediately after an operation. Reassurance and lots of love are often the most important medicine for a child coming into hospital.

Under 3 years old

Usually two to three days before admission is ample preparation time. Explain to your child that he or she has to go into hospital to get better and will come home again. The younger the child, the more you will have to repeat this to reassure them.

4-6 years old

Three to seven days before admission is ample time for preparation. This will give your child time to think about it and ask questions. Ask the Consultant exactly what treatment will be given so that you have sufficient information to answer questions and explain in simple but honest terms.

7 and over

For children seven and over, frank discussion a few weeks before hand and participation in the planning is advisable. Get details from the Consultant about necessary treatments and how they will be ironed out. A child who is well informed about blood tests/anaesthetics/x-rays will be more confident and unafraid that one who is not prepared.

Answer questions truthfully giving as much information as you think your child will understand. Remember, you can only do this if you have the information yourself.

How to prepare yourself

Try to reorganise your normal routine so that you can spend as much time as possible with your child. If necessary, organise friends and relatives to look after your other children.

Dos & Don'ts

- Do** remember to check with your Consultant if your child needs to fast. Fasting is required before an anaesthetic to avoid a child vomiting and inhaling the vomit. It may also be needed before some tests.
- Do** seek advice from your GP if your child develops a cold, diarrhoea or other illness or is in contact with an infectious disease or infestations (e.g. head lice, chicken pox, scabies) prior to admission.
- Do** bring medicines that your child takes regularly (e.g. for asthma) to ensure their identification and availability if required.
- Do not** mislead your child. Don't say "there will be no needles", unless you have been told this will be so or "you're only having an x-ray" when an operation is planned. Lies hurt and will teach your child not to trust hospital staff.

What will I need to bring for my child?

Night clothes, washing kit, light day clothes for recovery time, nappies/wipes, a favourite blanket or toy (no matter how scruffy), a soother and/or bottle (if used), simple books and games to pass the time.

What will I need to bring for myself?

Night clothes, toilet bag, light clothes, something to pass the time. Remember, mobile phones are not allowed in many areas of hospitals. Storage space is limited so don't bring too much and don't bring valuables.

Fasting for Morning Surgery

Unless otherwise advised by your child's Consultant or anaesthetist, your child may eat until midnight on the night before surgery and may drink clear fluids (water, flat 7UP) until 7.00 a.m. the day of surgery. It is important to give your child a clear drink before the cut off time of 7.00 a.m. Please **do not** give your child any further food 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 child's Consultant or anaesthetist, your child may eat until 7.00 a.m. on the day of surgery including a light breakfast before this time. The child may drink clear fluids (water, flat 7UP) until 11.00 a.m. It is important to give your child a clear drink before the cut off time of 11.00 a.m. Please **do not** give your child any further food or drink after 11.00 a.m. and this includes water.

What will I be expected to do in the hospital?

You will be free to care for your child as you would at home, washing, dressing, bringing to and helping them in the toilet, nappy changing, playing with and feeding. Hospital staff will naturally offer any assistance you may require. Support your child during medical examinations and injections, explaining what is going to happen and give comfort.

Short breaks

It is important for you to take breaks but always explain to your child that you are going and when you will be back. Your child may cry and cling to you. That is normal, but if you come back when you say you will, this will build confidence. Always tell the Nurse when you are going so that your child can be reassured and observed until your return.

Important things about your child

Make sure all the staff know what your child likes to eat or drink; what he or she dislikes; how he or she asks to go to the toilet; names of body parts or has a special name for anything and the child's pet name (if any).

Please indicate to staff the names of other carers who will be sharing the care with you. This will allow staff to maintain your child's security in your absence.

You as a parent/guardian have primary responsibility for your child's welfare. It is up to you to ensure that your child is treated with dignity and respect and to protect him or her from invasions to their modesty or privacy. You must be an advocate for your child especially when in hospital. Children are unlikely to have the words to

explain feelings or fears. Let your child know that you will voice their worries or fears to hospital staff for them.

If you have a concern, do not be afraid to express it. It is better to solve problems at an early stage rather than to allow them to grow or go unresolved.

Visiting Policy

We have unrestricted visiting for parents/guardians, for all others the following visiting will be strictly applied, as adequate rest is important for your child's recovery:

2.00 p.m. to 4.00 p.m. and 5.30 p.m. to 7.30 p.m.

- Only 2 visitors with any child, at any given time and parents only after 7.30 pm.
- Children may visit if accompanied by a responsible adult
- If visitors have a cold or other Infection, it may be advisable not to visit to protect your child and other patients from becoming infected
- On occasion due to widespread infection within the community, it may be necessary to impose visiting restrictions. If this situation arises we request that these guidelines be followed.

Security

For your child's safety, our unit has restricted access. All visitors will have to use the intercom system to gain access (access may be denied outside visiting hours). Once admitted, your child must stay within the unit except when attending other departments for tests / procedures (e.g. x-ray, theatre). If you must leave the ward with your child for reasons other than previously stated, please discuss with the nursing staff.

In patient facilities

There is a playroom available within the unit with a limited number of toys available.

Informed Consent for Parents / Legal Guardians

When you present your child for admission, your general consent to care as directed by your child's Consultant 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 child's condition.

You will be asked to sign an informed consent form in circumstances where your child requires surgical intervention, for certain types of treatment, tests requiring

anaesthesia or sedation and use of blood or blood products. Where the parent's of the child being admitted are not married, the child's mother is deemed the only automatic legal guardian (National Consent Policy Guidelines).

You can expect that each intervention proposed will be explained to you by your child's Consultant or by a member of your healthcare team. If you wish to withdraw your consent to any intervention, please inform your Consultant or attending Nurse and your wishes will be respected.

Bed Allocation and Transfers

Beds are allocated as per ward and/or patient needs. While every effort will be made to keep movement of your child to a minimum, we would be grateful for your co-operation should it be necessary to transfer your child to a different room.

Female Children

All female patients of child bearing age / menstruating are required to have a pregnancy test prior to any surgical procedures or x-rays.

Going home

Before discharge ensure you know all about your child's after-care. Write down any instructions about food. Ask staff to explain any prescriptions given, etc. If you are not clear about anything - ask again. When the Doctor tells you to bring the child back to be seen again, ensure that you receive a card either with the appointment or the relevant phone number so you can make the appointment to suit you. It is a good idea to let your own GP know when your child is for admission and when discharged.

Remember

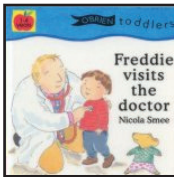
- Do** ask for written instructions where required, if they are not given to you.
- Do** read all the instructions - TWICE and follow them all.
- Do** ask about anything you don't understand or feel that you need to know.

At home again

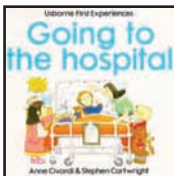
When your child gets home from hospital you may experience difficulties at first. Do not expect your child to be back to normal immediately. Some children may feel out of sorts for a while. Your child may have problems at night about going to bed and may want a light on or their bedroom door open before they can happily get to sleep.

Suggested reading

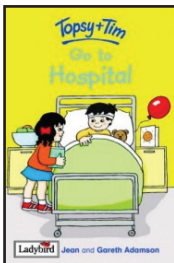
Below are examples of books which may help you prepare your child for their experience of visiting hospital. Please note that age groups are guidelines only.



Freddie Visits the Doctor
Nicola Smee (1-4 years)



Going to Hospital
Anne Civardi & Stephen Cartwright (3-8 years)



Topsy & Tim Meet the Ambulance Crew
Topsy & Tim Go to the Doctor
Topsy & Tim Go to Hospital
June & Garth Adamson (3-7 years)



Hairy Hat Man Goes to Hospital
Moira Andrew (5-7 years)

USEFUL TELEPHONE NUMBERS

Alzheimers 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

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
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MEDICATION LIST

Name: _____


Allergies: _____

Date Started	Medicine Name & Strength	What is it for?
31/01/15	Tablet 'ACB' (500Mg)	Chest Infection

Keep an up-to-date list of all your medication at all times. Your doctor or pharmacist can assist you to fill in the information.

Date of Birth: ____ / ____ / ____ Doctor's No: _____

Pharmacist's No: _____

Dose	Frequency	Special Instructions	Date Stopped
2 Tablets	Twice daily (<i>morn & eve</i>)	No alcohol and take with food	28/02/18 

SPECIALIST SERVICES AVAILABLE

Anaesthetics

Angiography

Bariatric Surgery

Breast Care (Mammography)

Cardiology

Chaplaincy / Pastoral Care

Chest Pain Clinic

Day Care

Densitometry

Dental / Oral Surgery

Dermatology

Diabetics

Diagnostic Imaging (Radiology)

Dietetics

Endocrinology

Endoscopy

E.N.T.

Gastroenterology

General Medicine

General Surgery (7 Theatres)

Gynaecology

Haematology

Haemovigilance

Health Screening

Intensive Care

Medical Assessment Unit (MAU)

MRI

Neurology

Nuclear Medicine

Occupational Therapy

Oncology (Medical & Surgical)

Ophthalmology

Orthopaedics

Out-Patients Facilities

Paediatrics

Pain Management

Palliative Care

Pathology

Pharmacy

Physiotherapy

Plastic Surgery

Pulmonary Function Tests

Respiratory Medicine

Rheumatology

Sleep Studies

Stoma Care

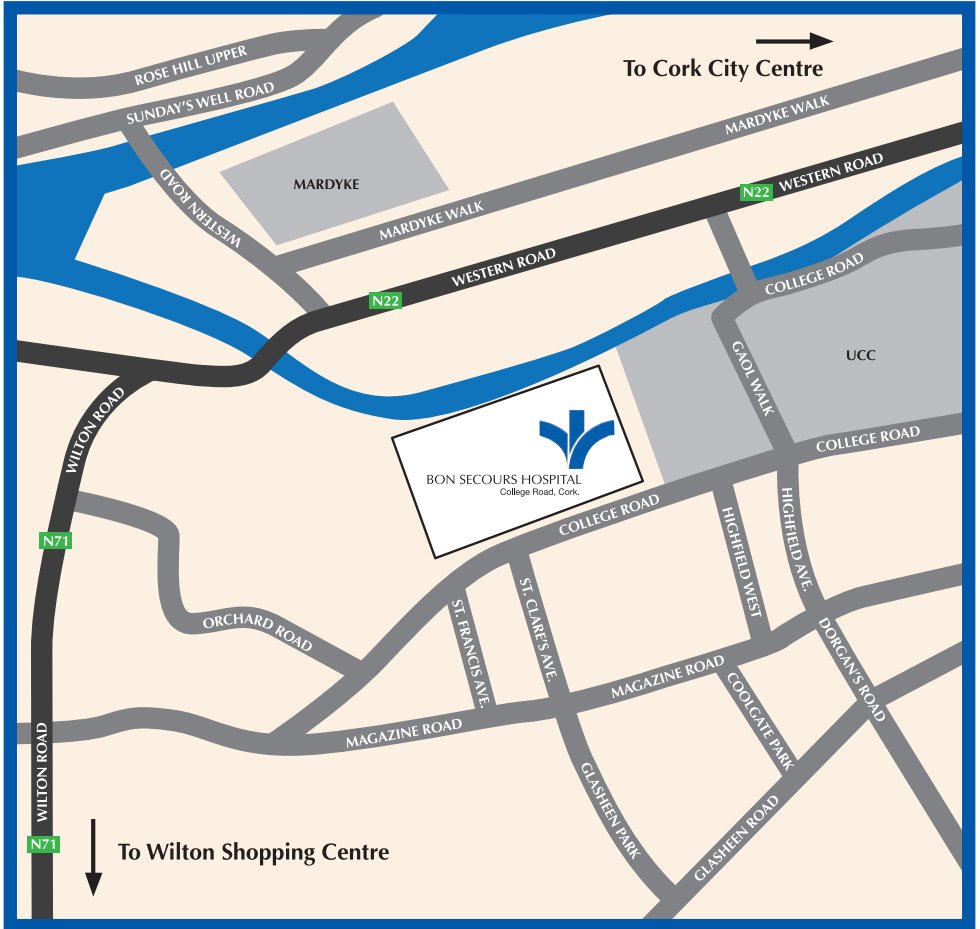
Urology

Vascular Surgery

DATA PROTECTION ACT 1988-2003

BON SECOURS HOSPITAL, COLLEGE ROAD, CORK 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, COLLEGE ROAD, CORK

LOCAL AREA MAP





BON SECOURS HOSPITAL

College Road, Cork.

Tel: 021-4542807 Fax: 021-4542350

Email: info@cork.bonsecours.ie

Website: www.bonsecours.org/ie/cork/index.html