



BON SECOURS HOSPITAL
GALWAY

Patient Handbook



BON SECOURS HOSPITAL · RENMORE · GALWAY



Patient Handbook Contents

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1. Introduction

Welcome to Bon Secours Hospital Galway. Our aim 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 upon admittance 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.

Our commitment to patient safety and quality improvement has resulted in the achievement of “Accredited Hospital Status”, awarded by Joint Commission International (JCI), the International Division of Joint Commission on Accreditation in Healthcare Organisations, (JCAHO), the leading Accreditation organisation in the U.S. This process ensures that our patient care and services meet internationally recognized standards of care.

2. Mission Statement of 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.

3. History of the Hospital and Bon Secours

Bon Secours Hospital Galway was built in 1954 and was known then as Calvary Hospital. It was owned and managed by the Sisters of the Little Company of Mary until 1985. Following a short closure the hospital reopened as Galvia in 1986. Galvia Private Hospital continued the tradition of quality and professionalism of its staff and patient care. In 1998, Galvia Private Hospital was purchased by Bon Secours Healthcare System, the largest independent healthcare group in Ireland.



The Bon Secours Sisters came to Dublin in 1861 and pioneered 'District Nursing' in Ireland, the first religious sisters to nurse the sick in their own homes in Ireland. Realising that modern medicine demanded the hospitalisation of patients, the sisters moved with the times, opening Hospitals in Cork (1915), Tralee (1921) and Dublin (1951).

4. Charter of Commitment of Bon Secours Hospital Galway

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 your comfort.
- Protection of privacy and confidentiality of information related to medical care.
- Clear and concise explanation of your condition, proposed treatments or procedures, the benefits and any potential risks of proposed treatments, expected recuperation and the likelihood of success of treatments or procedures.
- Willingness to let you and your family take the lead in decision making regarding your care and treatment.
- Chaplaincy Services are available to all.
- Attentive courteous responses to any concerns you or your family may have.
- Diagnostic tests not available at the hospital will be conducted at other sites. You will be informed by the nursing staff if this need arises.
- In the event of you developing a serious complication, transfer to an approved tertiary hospital will be arranged.

We request the following from you:

- 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. Violence, racial, sexual or verbal harassment are not acceptable.



- Complete insurance reimbursement forms (if applicable).
- Settle the hospital account before departure.
- Observe the hospital's 'No Smoking Policy'.
- Help us maintain high standards of safety, hygiene and tidiness in the hospital and grounds.

5. Services Available

The following elective clinical services are available in this hospital:

Anaesthetics	Gynaecology	Pathology
Cardiology	Haematology	Pharmacy
Dental/Oral surgery	Neurology	Physiotherapy
Dermatology	Neurophysiology	Plastic surgery
Endoscopy	Occupational/ Environmental Health	Radiology
ENT surgery	Ophthalmology	Rheumatology
Gastroenterology	Orthopaedics	Urology
General Medicine	Pain management	Vascular surgery
General surgery		

Should you require other services which are not available to meet your needs, your consultant will arrange a consultation with another professional or arrange other investigations if required at another location.

6. Accommodation

Patients admitted are facilitated in either a private or semi-private room depending on insurance cover 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 accounts department.

- There are two Nurse Call bell buttons, located beside your bed and in the bathroom which ring at the nurses' station.
- There is a television in each room. To facilitate patients who share a room, there is a TV available for late night viewing in the communal lounge on each floor.
- Telephone – Dial '9' for an external line. Dial '0' or '100' for reception if you require a long distance number. Calls will be charged to you and payable on discharge. You can also contact reception if you require a daily newspaper or the services of a hairdresser.
- If we receive post addressed to you at the hospital, it will be delivered to your room.



7. Meals

Whether you are on a regular diet or a special diet, you may select your next day's meals from a menu delivered to you each morning. We understand that some of our patients have special likes and dislikes regarding food. Every effort will be made to accommodate dietary preferences. Visitors can avail of restaurant facilities on the ground floor. Where a primary carer wishes to stay, meals can be served in the room.

8. Your Personal Belongings

We strongly encourage you to give cash and valuables to a family member to take home as we cannot accept responsibility for valuables left in your room. However, you may request your nurse to lock your valuables in your bedside locker. The nurse-in-charge will carry this key with her at all times. Similarly if you are going to theatre or leaving the ward for tests, make sure your valuables are locked away.

Eyeglasses, dentures and hearing aids are an important part of your life if you require them in your daily living activities. These items require special care. If you wish, you will be provided with a special container for your dentures. Take care not to leave any of these items on your meal tray or lying on your bed, as they may be inadvertently disposed of or lost.

9. 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. Your visitors should note the following:

- Visiting hours are from the hours of 11 am - 9pm daily. Inform the Clinical Nurse Manager of any special needs you have in this regard.
- We encourage family visits, however, small children should be held by the hand for their safety. To prevent transmission of germs, children should be discouraged from sitting or lying on the floor.
- We strive to provide all patients and visitors with a clean and pleasing environment. To allow our housekeeping personnel to keep the patient's room as clean as possible, visitors may be requested to leave the room so that it can be cleaned.



10. Smoking Policy

The hospital is a smoke free facility. Patients, visitors, consultants and personnel are not permitted to smoke on the indoor premises under any circumstances. For your health and the health of others, smoking is only permitted outside the hospital in a designated smoking area.

11. Protection and Safety of Patients

Your name and date of birth are your unique identifiers while in hospital and staff are required to check and re-check this with you prior to any procedure/treatment. You will also be issued with a unique identification number upon admittance.

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 patient from physical assault.
- care of children.
- care of the aged patient.
- care of the mentally and physically compromised patient and others.

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.

In the unlikely event of a fire or other emergency, you will be advised of the proper safety procedure including evacuation of the room, ward or hospital. Your attention is drawn to the fire notices and emergency exit signs displayed in each area.

For your personal safety:

- If you think you have been confused with another patient, inform a staff member.
- Hand-washing is the most important way to prevent the spread of infections. Don't be afraid to remind a doctor or nurse to do this.
- 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.



- Inform staff of any allergies that you may have.
- Expect staff to introduce themselves when they enter your room and look for their identification badges.

Parent Advise leaflets are given to parents of children prior to admittance into hospital. Procedures are in place for patients who are at risk of falling while in hospital. In this instance, the patient/family receive a copy of our *Prevention of Falls* leaflet.

12. Medication

To ensure there is no interruption of your medications, please give your nurse a list of any medications and herbal supplements you are taking, including dosage and times. Your Consultant or hospital doctor will review these and will make a decision on which medications you should continue to take during your hospitalisation. Your nurse will bring your medication to you as ordered. Medications you have brought in with you, including aspirin, should be returned home, unless otherwise indicated by staff. If you have no way of sending them home, they will be stored on the ward until your discharge. Use the following questions to find out more about your medications:

- What is this medication for?
- What do the directions on the label mean?
- Are there side effects to this medication?
- How much should I take and when should I take it?
- Will this medication interact with other medications I am taking?
- Should it be taken before/after or with food?

13. Pain Management

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. Where necessary, you will continue to be assessed and treated for pain and will be given a leaflet on pain management. If you feel at any time that your pain is excessive, please inform your Consultant or nurse.



14. Consent

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, the administration of medication and nursing or other health care interventions relevant to your condition. You can expect that each intervention proposed will be explained to you by your consultant or by a member of your health care team. If you wish to withdraw your consent to any intervention, please inform your consultant or attending nurse and your wishes will be respected.

In circumstances where you require surgical intervention, the administration of anaesthesia/sedation, the use of blood and blood products or participation in clinical research, investigations or trials, you will be asked to sign an informed consent form. These procedures will have been explained to you 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 fully understand the benefits, risks and alternatives available to you whenever you are undergoing investigations or treatments. Parents of children under 16 years will be required to sign consent on their child's behalf. Use the following questions to assist you with finding out more about your care and treatment:

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



15. 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. If your surgery is in the morning, you are **not** permitted to eat or drink after midnight and this includes water. If surgery is scheduled late in the day, your anaesthetist may allow you to have a morning beverage and your nurse will inform you of this.

On the Day of Surgery

You will be advised by nursing staff of any specific preparations which are required. 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 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 of the theatre department where nurses will monitor your blood pressure, pulse and breathing until you are ready to return to your ward. 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 for a number of hours without assistance. You will be allowed liquids by mouth at an appropriate time. Do tell your nurse if you are in pain or experiencing discomfort.

Visitors during Surgery

Even the most minor of surgical procedures may produce feelings of anxiety. If you wish, you may have a family member or friend visit you before and after your surgery. Having a friend or family member present can relax you and give you a sense of comfort and security. While you are in theatre, your family/friend may wait at your bedside or in the waiting room. Your visitors will be informed of your return from theatre.



16. Participation in Your Care

You have the right to be fully involved in your care and treatment. We recognise that you are 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 planned admission treatments, the anticipated length of your stay and the expected benefit of any treatments.

You have the right to be informed of the following:

- planned treatments, their benefits and risks
- details of your diagnosis or details of your medical condition
- any results of investigations undertaken
- pain and discomfort which you may experience
- risks and side-effects of medications
- the expected outcomes of your care
- whether further referral is required

During these discussions, you will be given the opportunity to ask any questions or voice any concerns you may have. Staff will ensure that information and education which you require will be supplied either verbally or in written form. If you are having surgery, the anaesthetist will discuss with you the type of anaesthetic you require. Use the following questions to assist you with finding out more about your care and treatment.

- 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 condition?
- What should I look out for?
- What can I do to help myself?



17. 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. To ensure that your wishes and preferences are met, we encourage you to share your wishes on the discontinuation or withdrawal of treatment with your family and/or your Consultant.

The hospital supports the National Organ Donation Programme and has Organ Donation cards available if you so wish. The hospital does not routinely participate in clinical trials. 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.

Patients may express their wishes with regard to the continuing of life sustaining treatments and/or resuscitation. Family members, at the patients request, will be included in this discussion with the Consultant so that decisions about care will be agreed together.

Our endeavour is that all patients will receive compassionate and respectful care throughout their stay.

18. 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.

19. Personal Values and Beliefs

We respect the values and beliefs of each patient and seek to meet the religious and spiritual needs of each individual. There are religious sisters available to you for the purpose of providing pastoral support. Each Sunday, Mass is celebrated in the hospital chapel and you are free to attend if you so wish. Alternatively you have the option of viewing Sunday mass from your bed on Channel 0 on your TV. In the event that the above arrangements do not meet your individual needs, we will facilitate alternative religious and spiritual support.



20. Feedback

Our intention is that during your stay at Bon Secours Hospital you will receive the highest level of service and care. We are committed to achieving excellence in the delivery of quality healthcare and recognise the need for continual improvement in care. Your input into this process is valued. Should something fall below or indeed exceed your expectations and you wish to tell us about it, please do so by completing the Patient Comment Card.

21. Conflicts, Differences of Opinion, Complaints

We recognise your right to complain about your care. If you wish to make a complaint for whatever reason, please speak to your clinical nurse manager or nurse. Alternatively you can contact the Director of Nursing or Chief Executive Officer. We will endeavour to:

- Listen to and understand your concerns
- Be open, honest and thorough in our investigations
- Deal fairly and objectively with all concerned
- Respond promptly
- Seek to resolve issues amicably
- Use the information positively to continuously improve the quality of our service.

22. Discharge Planning

We realise that patients ultimate need is to get home without delay. Should you anticipate any difficulties which may delay your discharge, please inform staff as soon as possible so that solutions can be found together.

We believe that discharge planning is an important aspect of your care. Our staff will liaise with you throughout your stay to ensure that your discharge is properly planned and facilitated.



23. Discharge

Your consultant will decide when you are ready to be discharged and will advise both you and the nursing staff. On the day of discharge, please ensure:

- you understand all follow-up instructions and what to do if you have any difficulties or concerns after discharge.
- any valuables are removed from the locked press in your room.
- you get a prescription and any personal medications are returned to you.
- that nursing staff have removed any needle/cannula from your arm.
- any sutures/clips are removed or an appointment for removal has been arranged.
- any private x-rays or MRI films have been returned to you.
- that you settle any outstanding accounts at reception.

We ask that you vacate your room as early as possible on the day of discharge. This gives us an opportunity to prepare for patients awaiting admission.

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

24. After Your Discharge

If a Public Health Nurse has been arranged to visit you in your home, you will be informed of this by the nursing staff. Should you experience any symptom which causes you concern, contact your general practitioner unless instructed otherwise. Your GP will then contact your consultant. Alternatively you can contact the Clinical Nurse Manager in charge in the hospital and they will contact your consultant.

We hope that your stay with us is comfortable and pleasant and we wish you a speedy recovery.



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