



Patient Handbook

t: 01 806 5300
bonsecours.ie/dublin



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BON SECOURS HOSPITAL DUBLIN
Advanced Medicine Exceptional Care

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Welcome

We are very pleased to welcome you to the Bon Secours Hospital Dublin and thank you for allowing us to take care of you for your outpatient or inpatient needs. Our aim is to provide the highest quality of care and service provision to meet your healthcare needs in keeping with the Bon Secours mission to provide 'good help to those in need'.

It is important that you understand all aspects of your care. We have prepared this booklet to provide you with some useful and practical information prior and during your visit to our hospital. Our goal is to provide you with quality care and we will do all that we can to make you welcome and make your time with us as pleasant and comfortable as possible. If you have any questions, please do not hesitate to ask one of our team or your consultant or nurse who will be happy to help you or contact reception by pressing 0.

Many thanks again for choosing the Bon Secours Hospital Dublin and we look forward to welcoming you to our Hospital and making your visit as comfortable as possible.

Bon Secours Hospital Dublin - Introduction

The Bon Secours Hospital Dublin was established in 1951 and is part of the Bon Secours Health System, Ireland's largest Independent Hospital Group which includes hospitals in Cork, Dublin, Galway, Limerick, Tralee, a Care Village in Cork and a Consultants Clinic in Cavan. In 2019, the Bon Secours Health System merged with the US Hospital Group Bon Secours Mercy Health to enhance patient care and to share best practice and expertise and to continue to deliver Advanced Medicine and Exceptional Care to patients and communities across Ireland.

The Bon Secours Hospital Dublin has 198 beds (107 inpatient beds), 4 major and 3 minor theatres, 3 endoscopy procedure rooms, Cardiac Catheterisation Interventional Suite and a comprehensive range of ancillary diagnostic treatment and support services. In 2002, the hospital was the first internationally accredited hospital in Ireland when it achieved JCI Accreditation. The hospital set the standard for all Private Hospitals in Ireland and all hospitals are now required to be JCI accredited. In 2016, the hospital achieved another first when it became the first private hospital to achieve JAG accreditation of its endoscopy unit which is widely recognised internationally as the gold standard for endoscopy units.

The hospital is renowned for the quality of medical service provision and combines the latest medical technologies and approaches with traditional values, compassion and personalised medical care. We have a staff of almost 600, a consultant team of over 150 and we care for almost 60,000 patients each year across a wide range of medical and surgical specialties. The Bon Secours Hospital Dublin is a teaching hospital of the Royal College of Surgeons and Dublin City University nursing programme.

Our Values

Our 7 core values guide our day to day behaviours, our decisions, our actions and our relationships with each other as colleagues and with our patients. They underpin our culture; preserve what is special about us and provide us with a compass to help us make important decisions.

- Respect - We treat all people with respect, because we believe in the dignity of each individual.
- Justice - We support, protect and promote the rights of all individuals.
- Integrity – We are honest in our dealings. Our behaviour is consistent with our thoughts, feelings and values.
- Stewardship – We use all of Bon Secours resources in a responsible way.
- Innovation – We look for new ways to meet people's needs and improve our services.
- Compassion– We experience and express empathy with the life situations of others, especially the poor.
- Quality – We strive to meet and exceed the standards of good service.

Charter of Commitment of the Bon Secours Health System

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 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.

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

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.

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.

Available Services

Medicine	Surgery	Anaesthesia	Diagnostic Imaging	Other	Laboratory
Acute Medicine	Colorectal	HDU	CT	Anticoagulation Clinic / Warfarin Clinic	Biochemistry
Cardiology	Dental /Oral	Pain Management	DEXA		Histopathology
Cardiac Cath Lab	ENT		MRI	Dietetics	Haematology
Dermatology	General		X-Ray	Infusion Clinic	Transfusion
Diabetes	Gynaecology		Ultrasound	Pharmacy	Microbiology
Endocrinology	Ophthalmology			Physiotherapy	
Endoscopy	Orthopaedics			Sleep Lab	
Gastroenterology	Plastics			Social Care	
General Medicine	Urology			Urodynamics	
Haematology	Vascular				
Nephrology					
Neurology					
Oncology					
Palliative care					
Respiratory					
Rheumatology					

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.

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 and payable at Pay and Display machines located at various points throughout the hospital car park. It is also possible to pay via Parkingtag.ie. Charges apply of €2.50 per hour or €15 for a 24hr period. 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.

For security purposes the hospital gates close each evening at 10.30pm.

Care Team

Whilst in the hospital you will be under the care of your Primary Consultant with the support of the Clinical Nurse Manager and nursing team on the ward. Expect staff to introduce themselves when they enter your room and look for their identification badges. To ensure your safety and that you receive the correct treatment prescribed for you, an identity wristband with your Medical Record Number (MRN), will be issued to you at time of admission and must be worn at all times up to your discharge.

The name and MRN on your wristband are your unique identifiers while in hospital and staff are required to check and re-check this with you prior to any procedure/treatment.

If your identity wristband comes off, please ask to be issued with a new one.

Repeated requests for personal information are part of our safety programme and your assistance is appreciated. You may request the presence of a chaperone during certain examinations. Your request will be facilitated as required.

Catering / Restaurant

At the Bon Secours Hospital Dublin we recognise the importance of good food in aiding recovery from surgery and illness. Our award winning restaurant and catering service at the hospital has been recognised for its outstanding achievement in food quality and services, and is a regular recipient of the annual Silver and Gold CAP awards for its catering provision.

Inpatient catering

Each day, you will receive a menu so you can choose what meals you would like the following day. 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. Allergens are included on the menu cards and we would ask that you please review these before ordering your meals or ask a member of staff if you have any queries.

Meal times

- Breakfast 7.30am
- Lunch 12.00 mid day
- Evening tea 4.45pm
- Night tea 8pm

Hospital Restaurant

The hospital restaurant is located on the Ground Floor adjacent to the reception and is open to patients, visitors and staff. The restaurant provides a delicious daily menu, details of which are posted around the hospital and at the entrance to the restaurant. The restaurant provides a variety of home produced food with the emphasis on quality, nutrition, individual needs, variety and value for money. All our menus are regularly changed and we often have menu themed days i.e French cuisine, Italian dishes or Chinese etc.

Opening Hours

- Monday to Friday 7.45am – 6.30pm
- Saturday 9.30am – 3.30pm
- Sundays and Public Holidays 9.30am - 6.30pm

In addition, vending machines are located on the 1st floor in the Diagnostic Hub above the Minor Theatre area.

Due to Health and Safety regulations, please note that there are restrictions on certain foodstuffs that can be taken from the restaurant.

Chaplaincy / Pastoral Care

Pastoral care is offered by a team of ordained and lay Healthcare Chaplains. Healthcare Chaplains are trained professionals who are skilled at providing spiritual, emotional and cultural support to patients and their family.

Sickness can bring disruption, uncertainty and even anxiety into our lives. Chaplains can help you cope with these and other emotions as they arise by offering time and space that is private and non-judgmental where you can talk freely. Particular religious needs, such as Anointing of the Sick, can also be provided.

The team works as part of the overall patient care team along with doctors, nurses and others. As accredited professionals, chaplains are bound by a Code of Ethics and also by Standards of Professional Conduct.

The Pastoral Care Ministry is available to you whether or not you have a particular belief or religious affiliation. Please feel welcome to speak to us when you see us on the wards. We can be contacted through Hospital Reception (ext 5101) or by asking a nurse to call us.

The Chapel on the ground floor is open 24 hours a day. Everyone is welcome. All services are transmitted from the Chapel to Patients' Rooms on TV Channel 13. Mass is transmitted at 11 am each day. Further details of services are posted on the notice board outside the Chapel.

Church of Ireland, Methodist and Presbyterian Ministers also visit the Hospital. They may be contacted via the Pastoral Care Team, the ward staff or directly as follows:

- Church of Ireland: 087 2753348
- Methodist: 01 8329185
- Presbyterian: 01 830 2738 / 086 342 2160

Other spiritual leaders can be contacted to visit, on request.

Children as patients age 16+

The Bon Secours Hospital Dublin cares for patients over the age of 16 only. A parent or a guardian may remain with the 16 - 18 year old and also escort them to the anaesthetic room before surgery and collect them in the theatre recovery rooms after surgery if necessary.

Clinical Trials

The hospital does not routinely participate in clinical trials but will facilitate participation in an external clinical trial if necessary and following confirmation that all requisite approvals are in place. Please notify your consultant and nursing staff accordingly.

Consent – General/Implied

The Bon Secours Hospital Dublin is an elective organisation and when a patient attends the hospital he/she is automatically deemed to give his/her implied consent for treatment, therefore the hospital does not require a general consent.

Written informed consent is obtained for all operations, procedures and specific treatments such as chemotherapy, blood transfusions, infusions, lumbar puncture and pleural Tap. There is also a separate consent process for patients undergoing sedation and anaesthesia. Information regarding this is available from your consultant and is also available on the wards.

If your treatment is being conducted as part of a hospital clinical trial, consent will be obtained by the trial investigators.

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.

Convalescence

We have a social worker to provide advice in terms of seeking convalescence care / aftercare needs in the community following your discharge.

If you have private medical insurance, your insurer may pay towards the cost of convalescence in an approved nursing home after a stay in hospital. If you have been recommended convalescence by your consultant or wish to arrange it, please do so prior to admission.

Discharge Day and Time

On the day of your discharge, a nurse will speak to you about the details of your discharge such as your prescription, personal belongings, follow-up appointments, what you can and cannot do when you get home etc. In addition you will be provided with a Patient Discharge booklet to help you.

Please note that you must vacate your room strictly by 11am on the day of discharge.

Once your consultant has deemed you fit for discharge, the insurance company will not cover additional night stays and you will be liable for these additional nights. Please ensure that you have transport home.

Discharge Planning

Your discharge date will be determined between you and your Consultant who is responsible for your care during your stay. Discharge planning will begin on the day of admission by your medical and nursing team. If you have any concerns or requirements regarding discharge the discharge planner and / or social worker can be accessed via the clinical nurse manager on your ward. They are available to discuss areas that may be of concern to you, such as personal care at home, home safety and equipment needs and domestic help. Both can meet with you to discuss your concerns and advise you of the options available to you following your discharge home. It is important to identify any discharge concerns on the day of / or before your admission day.

Emergency or Concern following Discharge

In the case of an emergency or concern regarding symptoms following your discharge, we advise you to:

- Contact the hospital on 01 806 5300 and speak to the nursing staff
- In an emergency you are advised to go to your nearest accident and emergency dept

Fire or other emergency in the hospital

In the unlikely event of a fire or other emergency, you will be advised on the proper safety procedure, including the evacuation of your room, ward or the hospital.

Your attention is drawn to the Fire Notices and Emergency Exit signs displayed in each area and the hospital's No Smoking Policy. The hospital is fully equipped with fire safety equipment and fire alarms. In the event of fire alarm activation stay calm. Fire exits are clearly marked and each ward has its own fire alarm. In the event of a fire, do not use the elevators. All staff are fully trained in fire procedures and you will receive directions from senior staff on duty in the event of an emergency.

Please Note: The Fire Alarm is tested every Friday morning at 9 am and the fire alarm will ring for a short period.

Health Insurance Cover

We advise you to please check your exact level of cover prior to admission by calling your insurance company directly. If you are having a procedure, you should ask your consultants secretary for the procedure code as you will be asked for this by the insurance company. 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.
- You will be responsible for all charges not covered by your insurance company.

On the day of your admission, please remember to bring your health insurance plan name and membership number with you.

Billing of Consultant's Professional Fees

Depending on your insurance plan, consultants involved in your care may bill you separately to the hospital. These consultants can include: anaesthetists, surgeons, physicians, cardiologists, radiologists, pathologists and other specialists. If you have any questions regarding these bills you should contact your consultant's secretary directly.

Mail

Incoming mail for patients is delivered to the hospital daily Monday to Friday and is delivered to your Ward.

Outgoing mail is collected daily at 4pm from the post box located at Reception on the ground floor. Stamps are on sale in the hospital shop.

Medicines

To ensure there is no interruption of your medications, please give the nursing staff a list of any medications and herbal supplements you are taking, including dosage and times. Your consultant or hospital doctor will review these and make a decision on which medications you should continue to take during your hospitalisation. Your nurse will bring your medication to you as ordered.

Organ Donation

The Hospital supports the National Organ Donation Programme and has organ donation cards available at reception.

Participation in your Care

Your admission has been arranged because your consultant feels that the Bon Secours Hospital Dublin 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.

Patient Feedback / Complaints procedure

We value all your comments and feedback. Patient-centeredness is at the heart of the care we deliver at the Bon Secours Hospital Dublin and understanding what is important to our patients is invaluable, enabling us to live out our promise of providing advanced medicine and exceptional care. We introduced an on-line survey for patient feedback in November 2017 and all admitted patients are invited to participate in this survey. If you agree to participation, an email or SMS with the survey link will be sent to you approximately 7 - 14 days after you leave the hospital. The survey is confidential and anonymous and is designed in such a way as to identify how well we are delivering care through the values of the Bon Secours. We review your feedback on an ongoing basis as a means of recognising and rewarding staff when feedback is positive and also looking at ways to enhance our service if the need for improvement is recognised. If you wish to waive your anonymity and raise a concern or complaint, you may do so as part of this survey. Your feedback is made available to the hospital in real-time, enabling a prompt response.

Should you have a comment or concern regarding any aspect of the clinical or non-clinical care you receive at the Bon Secours Hospital Dublin a formal customer complaints procedure exists. There are a number of ways to initiate a complaint.

1. Speak to a staff member. If that staff member is unable to resolve your complaint, they must inform their Department Manager / Clinical Nurse Manager who will aim to resolve the complaint at local level.
2. In writing for the attention of the Quality & Risk Manager, Bon Secours Hospital Dublin, Glasnevin, Dublin 9 or by Telephone at **01 806 5370**
3. Via the Cemplicity Patient Feedback Survey

If you feel that your complaint is not satisfactorily resolved in the first instance, you should send your complaint in writing to the Hospital Manager, Bon Secours Hospital Dublin, Glasnevin, Dublin 9.

If you continue to be dissatisfied, you can subsequently report a quality and safety issue/concern to Joint Commission International (JCI).
www.jointcommissioninternational.org

The hospital's procedure is without prejudice to your statutory rights to complain to the Medical Council, Nursing & Midwifery Board of Ireland or the Office of the Ombudsman.

Patient Safety

Patients with additional needs

The Bon Secours Hospital Dublin respects the dignity of all patients. Designated parking spaces and wheelchair accessible toilet facilities are provided at the hospital for people who require them.

For patients with hearing loss we can support you by:

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

Preventing Infection

The prevention of healthcare associated infection is a key patient safety issue. Our Infection Prevention and Control Team, led by our Consultant Clinical Microbiologists, run 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. Please use the hand hygiene facilities available in your ward and throughout the hospital.
- 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 any transmissible infections, for example, VRE or MRSA, please inform your consultant and / or for surgical patients at your pre-operative assessment consultation and 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 inform nursing / medical staff immediately if feeling unwell with vomiting or diarrhoea, flu like symptoms, rashes etc. at time of admission or throughout your stay.
- Please inform your nursing/medical staff if you were in contact with anyone with COVID-19 in the last 14 days.
- You may be asked to fill in a questionnaire related to COVID-19 on admission to the hospital.
- Please ask friends or family who have colds, stomach bugs or other infections not to visit you in hospital.
- Please ask your visitors not to use patient toilets and to use visitors toilets provided.
- 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.

Privacy / Patient Information

The hospital is committed to respecting your privacy and we will do everything we can to ensure this is achieved. If you do not wish people to know that you are a patient in the hospital or if you would like to restrict your visitors or phone calls, please inform reception staff or a staff member on your ward.

General limited information is available to your family from the Clinical Nurse Manager/Staff Nurse. Where possible, we would urge you to nominate a family spokesperson to relay information to other family members and friends. Detailed medical information is confidential and may be obtained only from your consultant.

We would remind patients to be mindful of other patients' right to privacy and would caution against taking photos or voice recordings with fellow patients in the background and posting on social media sites. The use of phones etc. during procedures is not allowed as it is a distraction to care staff and impinges on their privacy.

Security & Safe Keeping

Patients are advised not to bring valuables, jewellery, large sums of money or items of sentimental value into the hospital and must be either returned to your home or immediately deposited in the hospital's safe for safekeeping. The hospital does not accept responsibility for items kept in patients' rooms. Unclaimed lost items found in the Hospital will be discarded after three months.

Shop

The hospital shop is located on the ground floor, opposite the lift and is open until 2pm daily. A range of newspapers, magazines, soft drinks, confectionery and toiletries is available. The hospital also has a trolley shop service that visits the ward each morning.

Smoking/vaping/e-cigarettes

Smoking (including vaping and e-cigarettes) is strictly prohibited in the hospital and at the hospital entrance. A patient's smoking hut is situated opposite the main entrance of the hospital.

You are asked not to leave your room before 7.30 am and in the evening to return by 9pm. You must advise staff when leaving the ward.

Tax Relief

Certain medical costs are tax deductible using the Med 1 form. Please contact your tax office for details or check the revenue website - www.revenue.ie.

If you have any queries re costs, please contact the Credit Control Department at (01) 806 5305

Taxis

Taxis may be ordered by contacting the Hospital reception desk - dial 0.

Telephone

Each patient has a telephone located on his/her locker for incoming calls only. Reception can be contacted by dialling 0. The use of mobile telephones is restricted within certain areas of the hospital building. These areas are clearly signed.

Television/Radio

The following television and radio channels are available by remote control in your room:

Station	Channel	Station	Channel
1	RTE 1	12	EWTN
2	RTE 2	13	Chapel
3	Virgin Media	14	Sky Sports Main Event
4	TG 4	15	Sky Sports Premier League
5	RTE News	16	Sky Sports Football
6	BBC 1	17	Sky Sports Golf
7	BBC 2	18	Sky Sports News
8	UTV	19	RTE Radio 1
9	Channel 4	20	RTE Radio 2
10	Sky News	21	Newstalk
11	Channel 5		

Visiting Times

All visitors to the hospital are asked to please respect the following visiting guidelines. Please note that additional restrictions may apply during outbreaks of infectious diseases.

- Visiting is not permitted after 9pm and no more than 2 visitors per patient is recommended at any time.
- Special exemptions can be granted at the discretion of the nurse in charge.

Children as visitors

Children under 12 years old are not allowed to visit any patient care areas. They may visit the restaurant under supervision.

Visiting times in the High Dependency Unit

10.00 – 12.00, 14.30 – 16.30, 18.30 – 20.00

The maximum number of visitors per patient at any one time in this Unit is 2. Children under 12 years may be permitted to visit at the discretion of the nursing staff.

Wi-Fi/ Internet Access/ E-mail for Patients

Patients and visitors who have their own laptops/mobile devices may connect to our wireless network throughout the patient areas within the hospital. Please choose 'BonSecGuest' on your device to log on. No password is required.

Useful Telephone Numbers

Alzheimers Society	1800 341 341	www.alzheimer.ie
Arc Cancer Support	01 215 0250	www.arccancersupport.ie
Arthritis Ireland	01 661 8188	www.arthritisireland.ie
Asthma Society of Ireland	01 817 8886	www.asthma.ie
Cheshire Foundation in Ireland	01 297 4100	www.cheshire.ie
Carers Association	1800 240 724	www.familycarers.ie
Diabetic Federation of Ireland	01 842 8118	www.diabetes.ie
Disability Federation of Ireland	01 454 7978	www.disability-federation.ie/
Enable Ireland	01 261 5900	www.enableireland.ie
Epilepsy Ireland	01 455 7500	www.epilepsy.ie
Irish Cancer Society	1800 200 700	www.cancer.ie
Irish Nursing Homes Organisation	01 429 2570	www.nhi.ie
Irish Osteoporosis Society	01 637 5050	www.irishosteoporosis.ie
Irish Wheelchair Association	01 818 6400	www.iwa.ie
Multiple Sclerosis	1850 23 32 33	www.ms-ireland.ie
Irish Deaf Society	01 860 1878	www.irishdeafsociety.ie
National Council for Blind of Ireland	1850 33 43 53	www.ncbi.ie
Parkinsons Association	01 872 2234	www.parkinsons.ie
Pieta House (Suicide Prevention Service)	1800 247 247	www.pieta.ie

Department of Social Protection

Carers Allowance	1890 92 77 70	www.gov.ie
Disability Benefit	1890 92 77 70	www.gov.ie

HSE Community Care & Home Help

HSE helpline	1850 24 1850	www.hse.ie
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Health Insurance Companies

Vhi	1850 444 444 / 056 444 444	www.vhi.ie
Laya Healthcare	021 202 2000	www.layahealthcare.ie
Irish Life Health	1850 718718	www.irishlife.ie
Garda Medical Aid	01 899 1604	www.medicalaid.ie
ESB Staff Medical Provident	061 430 523	www.esbstaffservices.com
Prison Officers Medical Aid	01 830 8963	www.pomas.ie

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