



BON SECOURS HOSPITAL CORK
Bon Secours Health System

Essential Information for Patients



Advanced Medicine Exceptional Care

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1. Welcome to the Bon Secours Hospital Cork

As our patient at Bon Secours Hospital Cork, our goal is to ensure you are provided with the highest standard of healthcare. We aim to deliver outstanding patient care in an environment that incorporates our mission of bringing "good help" to all our patients.

Our goal is to provide you with quality care and ensure your hospital experience is safe and comfortable. Our medical team is committed to ensuring your well-being, in a welcoming and expert environment.

The information contained in this patient booklet will familiarise you with our hospital services and policies and should address questions you may have during your hospital stay. If you have any additional queries, please do not hesitate to request assistance from any member of our healthcare team.

On behalf of all who work here, I would like to welcome you to Bon Secours Hospital Cork.

Sincerely



HARRY CANNING

CEO

Bon Secours Hospital Cork

2. Living our Mission

OUR VISION

Inspired by God's hope for the world, we will be a ministry where staff want to work, clinicians want to practice, people seek wellness and communities thrive.

OUR MISSION

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.

OUR VALUES

Human Dignity: We commit to uphold the sacredness of life and to be respectful and inclusive of everyone.

Integrity: We commit to act ethically and to model right relationships in all of our individual and organisational encounters.

Compassion: We commit to accompany those we serve with mercy and tenderness, recognising that **being with** is as important as **doing for**.

Stewardship: We commit to promote the responsible use of all human and financial resources including Earth itself.

Service: We commit to provide the highest quality in every dimension of our ministry

3. Charter of Commitment

Bon Secours Health System, in keeping with its mission and values, provides safe, high-quality patient-centred care. This Charter will assist you to understand what you can expect from us and how you can provide us with the relevant information concerning your health.

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 membership of the Traveller Community.
- Considerate and respectful care is provided to enhance your stay in our facilities.
- We will ensure the 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 you and any person you nominate on your behalf to make informed decisions to proceed with or to decline treatment in accordance with our values and mission.
- We will support and promote you and your family in care processes to the extent that you wish.
- We will provide the services of the Pastoral Care Team while respecting each person's religious freedom, personal convictions and culture.
- We will respect the choices and decisions patients make either by themselves or those to whom they empower to make decisions on their behalf in respect of their care plans.
- Attentive, courteous responses to any concerns or complaints you and your family may have.
- If the services of a translator are required, then we will provide one for you.
- As a training hospital, students and trainees may be part of your care team with your consent.
- We will respect your right to seek a second opinion and your 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 appropriate approved facility will be arranged.
- We will inform you of any unanticipated outcomes that may have occurred during the course of your care and treatment.
- We will provide you with needed help if you have vision, speech, hearing, or cognitive impairments in accordance with the Assisted Decision-Making (Capacity) Act 2015 amended 2022.
- We will respect your right to refuse any treatment.

Your commitment to us:

- Attend the hospital at your appointed time and bring any relevant information given to you by your Consultant or GP.
- Inform us of any changes to your personal details.
- If you are unable to attend for your appointment, notify the Admission's Department as soon 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.
- Tell us if you have made an Advanced Care Directive or if another person has been given Enduring Power of Attorney for Healthcare or Legal Guardianship for you or if you have a Co-Decision or Decision-making Assistance or Representative Agreement in place.
- Obtain permission from the nursing staff on your ward before leaving the ward.
- Treat staff, fellow patients/residents, 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.

4. Healthcare Insurance and Financial Information

Bon Secours Hospital Cork is covered by all major private health insurers. Please bring your Health Insurance Provider Plan and membership number with you on the day of your admission.

An excess amount and/or a shortfall amount may be payable by you, depending on the health insurance plan that you have purchased. To ensure smooth admission to the hospital please be aware of the following:

- **A Policy Excess:** This is specified in your policy as the amount payable by you before your health insurer is required to pay anything. Normally this is a once off payment per each admission to hospital and is payable in advance of admission.
- **A Policy Shortfall:** This is the difference between the charge for hospital treatment and the amount your health insurance plan covers. Shortfalls are usually applied on a per night basis. For example, many health insurance plans provide cover for shared room accommodation (semi-private) only. If your plan covers you for semiprivate room accommodation only and you avail of private room accommodation you will be liable for a shortfall payment.
- You may be accommodated in a private room during your stay even if you have not requested one. This can be for a variety of reasons including for infection control purposes. Also, Bon Secours Hospital Cork has a limited number of shared rooms, and it may not be possible to provide you with shared accommodation during your stay. In such circumstances, you may be liable for a shortfall payment. Private room shortfalls vary depending on the insurance plan and can be very significant. Bon Secours Hospital Cork limits the private room shortfall at €80 per night for a maximum of 4 nights during any single admission. Patients who have multiple admissions to the hospital will have the private room shortfall capped at €720 in any calendar year.

Prior to your admission, you should check your level of cover directly with your health insurance provider. Contact details are as below.

VHI Health Care	(056) 4444444
LAYA Health Care	(021) 2022000
Irish Life	(01) 5625100
Garda Medical Aid	(01) 8991604
ESB Provident Fund	(061) 430474/ 430581
Prison Officer Medical Aid	(01) 8308963

You can also call Bon Secours Hospital Cork 021 4941900 from 9am to 5pm Monday to Friday for further advice on your cover.

Please note that any excess or shortfall is payable prior to your admission. Credit or Debit Card details will be taken upon admission, and the payment will be processed on discharge. You will receive a text message in advance of your admission asking you to confirm you understand the above and wish to proceed with your admission.

5. What to Bring to Hospital

Essential clothing and personal care

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

Medicines and medical aids

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

Other

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

What not to bring

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

6. Car Parking

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

Where possible, you should arrange for a relative or friend to bring you to and from the hospital. Car parking is available with the following payment options:

- Pay and display machines are located in all pay and display areas on the hospital grounds and are enabled to take payment in either cash or card. Charges apply between 7.00 a.m. and 10.00 p.m.
- The hospital provides the option for online payment (e-tickets) in the form of a mobile app in pay and display areas only.
- Ticket validation machines are located near barrier-controlled car parks and tickets can be validated using both cash and card payment.

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

7. Arrival and Admission to the Hospital

Upon your arrival at the hospital, report to Hospital Reception and a Hospital Administrator will direct you to the admissions office. A Wheelchair is available if required.

Please bring any known allergies (penicillin, peanuts, latex gloves, etc.) and/or special diets (diabetic, gluten free, etc.) to the attention of the administrator upon admission.

8. Accommodation and Bed Transfers

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

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

9. Patient Experience Survey

During your stay, it is our intention that you will receive the highest level of service and care. However, should something fall below or indeed exceed your expectations, please tell us about it by participating in our online patient experience survey. If you have agreed to participate in the survey and have spent at least one night in Bon Secours Hospital, you will receive a text or an email with a link to complete the online survey approximately two weeks after your discharge.

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

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

If you wish to lodge a formal complaint, please go to Conflicts, Complaints and Differences of Opinion on page 21.

10. Patient Diet, Nutrition and Meals

Your nutritional care is important to us, and our experienced catering and dietetic teams have created varied menus to cater for your nutritional needs. 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. Every effort will be made to accommodate dietary preferences.

To ensure that the correct meal is delivered to you, our catering staff will ask you your name and date of birth prior to serving each meal to you. Meals are served at the following times approximately:

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

Visitors can avail of the services of the restaurant and café located on the ground floor. Takeaway beverages and sandwiches are also available from the hospital shop on the ground floor.

11. 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.

When you leave your room, please ensure that you lock any valuable items such as your mobile phone, in the wardrobe/locker provided. **The hospital does not accept responsibility for loss of personal belongings.**

12. Visiting Policy

Family and friends can help speed your recovery. During your hospitalisation, our objective is to provide an environment that promotes healing and a positive experience for you and your visitors. Visiting hours are between 2pm – 3pm and 7.30pm to 8.30pm daily. Visiting will not be permitted outside of these hours. Please inform the Clinical Nurse Manager of any special needs you have in this regard.

If any member of your family has vomiting or diarrhea or any respiratory symptoms (cough, fever, sore throat, etc.) they must not visit until they are 48 hours with no symptoms.

13. Smoking Policy

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

14. Your Right to Privacy

You have the right to privacy and can expect your privacy to be maintained during any examinations, interventions, or procedures. Discussions about your care and treatment should take place in a private and confidential manner. Patient information is confidential, and all our staff adhere to policies which protects your information. For further information please go to Patient Data Protection Notice on page 23.

15. Personal Values and Beliefs

We respect your values and beliefs and seek to meet the religious and spiritual needs of each individual in our care. Our Pastoral Care Team are available to you for the purpose of providing pastoral support.

Mass is celebrated daily at 11am in the hospital Chapel and you are free to attend if you so wish. Alternatively, you have the option of viewing Mass through the television network. Holy Communion is distributed on Sundays after Mass. If you require Holy Communion from Monday to Saturday, you can do so by requesting this via your ward.

In the event that the above arrangements do not meet your individual needs, we will facilitate alternative religious and spiritual support.

16. Hospital Staff

Our hospital is staffed around the clock by highly skilled healthcare professionals working together to provide you with quality care and treatment. All Hospital Staff wear a name badge for identification and security purposes. Expect staff to introduce themselves when they enter your room and look for their identification badges.

Bon Secours Hospital Cork is a teaching hospital affiliated to the University College Cork Schools of Medicine and Nursing. Nursing students may participate in your care during your stay. Student Nurses always work under the direct supervision of a qualified Staff Nurse. Medical students occasionally attend ward rounds with Consultants. If you would prefer medical students not to be present during your consultations, please let your Consultant or Nurse know. This will not, in any way, affect your care.

17. Your Protection and Safety

You have a right to protection from harm during your hospital stay. 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.

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 or serving your meals. You will also be issued with a unique identification number upon admittance.

In the unlikely event of a fire or other emergency, you will be advised of the proper safety procedures 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, please note the following:

- 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 think you have been confused with another patient, inform your Nurse immediately.
- Handwashing is the most important way to prevent the spread of infections. Do not be afraid to remind a Doctor or Nurse to do this.
- Ensure that staff confirm your identity by either checking your wrist band or asking your name and date of birth before administering any medication, conducting any tests, providing any treatment, or serving your meal.
- Inform your Nurse of any known allergies (penicillin, peanuts, latex gloves, etc.) and/or special diets (diabetic, gluten free, etc.) that you may have.
- Expect staff to introduce themselves when they enter your room and look for their identification badges.
- Inform the Nurse when you are leaving your ward.
- You may be at risk of falling, so special precautions will be taken to reduce such a risk. We ask for your cooperation in this process. Wear shoes or non-slip slippers when out of bed. Flip-flops are not permitted. A Falls Preventing leaflet is available with your admissions pack.

18. Medication

Your medication history will help us determine what medications are appropriate and safe for you during your stay with us, and after you have been discharged home.

To ensure there is no interruption to your current medication, please bring all your own medication with you when you come to hospital and give these to the Nurse when you arrive at your ward. These may include tablets, liquid medicines, creams, eye drops, inhalers and any over the counter medicines you are taking. Where possible, please bring them in their original containers. These will be returned to you when you are discharged.

Please also give your Medical History form to the Nurse when you arrive to your ward. You would have been given this form when visiting your Consultant's private clinic or the Pre-assessment Clinic. Your medical history is a list of any medications and herbal supplements you are taking, including dosage and times.

Your medication will be reviewed to determine which medications you should continue to take during your hospitalisation. You may be prescribed additional medications to take during your stay. Your Nurse will bring your medication to you as prescribed.

Use the following questions to find out more about the medications prescribed for you:

- 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?

Upon discharge, you will be given a prescription with any new medications and your General Practitioner will be informed if he/she needs to continue to prescribe it for you when you are at home.

19. Pain Management

You have the right to have your pain assessed and managed while in hospital. When you arrive at your ward, a pain assessment will be completed. Where necessary, you will continue to be assessed and treated for pain. A pain management leaflet is available in your admissions pack.

If you feel at any time that your pain is excessive, please inform your Consultant or Nurse.

20. Participation in your Care and Informed Consent

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

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

When you present for admission, your **General Consent** to care as directed by your Consultant is assumed. Your care may involve physical examinations, laboratory testing, x-rays/scans, outpatient 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 a member of your healthcare team. Use this discussion to ask any questions about the treatment that you are consenting to.

You will be asked to sign an **Informed Consent** form in circumstances where you require surgical procedures, tests requiring anaesthesia or sedation, chemotherapy/infusions, transfusion of blood components or blood products and participation in clinical trials, investigations, or research. This is the perfect opportunity for you to ask any questions that you may have. If you do not understand the procedure or test you are being asked to consent to, inform your Nurse and your Consultant will be notified. It is important for you to understand the risks, benefits and alternatives available to you.

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

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

- Any results of investigations undertaken
- Planned treatment which may be required to meet your needs
- Details of your diagnosis or details of your medical condition
- Course of treatment
- Whether further referrals are required
- Risks and side-effects of treatment or medications
- Purpose and risks of having an anaesthetic
- Purpose and risks of sedation
- Prospects for your recovery

Keep yourself informed about your care throughout your hospital stay by asking questions and voicing any concerns you may have.

- Can you please tell me more about my condition?
- How long can I expect to be in hospital for?
- Why do I need to have this test?
- What are the different treatments for this condition?
- What are the risks of the treatment?
- How will this procedure help me?
- What are the possible risks of the surgery and what are the chances of these happening?
- What will happen after the surgery?
- How long will the procedure take?
- I had a bad reaction to an anaesthetic before. Who will I talk to about that?
- I feel weak; can you help me to the toilet please?
- Can you help me with my pain?
- I do not understand what this medication is for, can you explain to me?
- What are the possible side effects of this medication?
- Do I have all my personal belongings?
- Do I need a prescription?
- Do I need any post discharge instructions and advice?
- What will I do if I have any difficulties or concerns after I am discharged?

End of Life Care

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

Cardiopulmonary Resuscitation

All patients admitted to the Bon Secours Hospital will receive cardiopulmonary resuscitation in the event of a cardiac or respiratory arrest, unless a 'Not for Cardiopulmonary Resuscitation' order has been signed. It may not always be appropriate to continue with life sustaining treatments or initiate cardiopulmonary resuscitation. You have the right to express your wishes and preferences in this regard.

Organ Donation

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

21. Family Participation and Patient Advocacy

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

An advocate can:

- Offer you support
- Speak on your behalf if you so wish
- Ask questions that you may not think of
- Help remember answers to questions you have asked and speak up for you if you cannot
- Review consent forms with you before you sign them

22. Preparing for Surgery

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

23. Be Infection Aware

While it is not possible to prevent all infection, we are focused on preventing the transmission of infections using robust systems to prevent the spread of infections. Good hand cleaning practices by both staff and patients and maintaining a high level of cleanliness is important to reduce the spread of infection.

You can protect yourself from infection and help prevent the spread of infection.

Prior to your Admission

- **Inform the admissions office if you develop vomiting or diarrhea or any respiratory symptoms (cough, fever, sore throat etc.) within 48 hours of your planned admission.**
- **Inform your Consultant prior to your admission if you have been previously advised that you are a carrier of an antibiotic-resistant bacteria.** This will not affect your admission or your procedure, but it will allow the hospital to take necessary precautions to prevent the spread to other patients, for example, you would be nursed in a private room with your own toilet and hospital staff would be required to wear gloves, apron, or gown.

During your Stay

- Clean your hands regularly and use the hand sanitiser gel. Always do this after you go to the toilet and before you eat.
- Do not share your personal things with other patients – for example, your phone, your earphones, etc.
- Keep away from other patients' beds.
- Do not let anyone sit on your bed, and do not sit on another patient's bed.
- It's OK to remind staff to clean their hands.
- It's OK to tell a staff member if you see anything that is not clean.

During your hospital stay, you may be more vulnerable to picking up a healthcare associated infection. Healthcare-associated infections are infections that can you pick up in any healthcare setting such as during a hospital stay, treatment in outpatient clinics or a stay in a nursing home. Some healthcare-associated infections can be caused by your own bacteria - bacteria that is harmless for healthy people, can cause infection in patients with a reduced or weakened immunity. Other infections are caused by antibiotic-resistant bacteria or 'superbugs', for example, Vancomycin Resistant Enterococci (VRE), Methicillin Resistant Staphylococcus Aureus (MRSA), Extended Spectrum Beta Lactamase (ESBL) or Multidrug Resistant Organisms (MDRO). You may pick up these infections in hospital from contact with other patients, or from contact with hospital staff and equipment. If you have had a lot of antibiotics, you may be more prone to developing an antibiotic-resistant bacteria infection.

After your discharge

- Follow any instructions with regard to wound care in order to prevent infection at home.
- Take medication as prescribed.

24. Risk of Blood Clots Post Surgery

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

You may be at increased risk if:

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

You can help prevent clots developing by walking/moving as much as possible especially after surgery, drinking plenty of fluids and following the advice on wearing stockings and taking medication as prescribed.

The signs and symptoms of a blood clot are as follows:

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

If you experience any of these symptoms, inform your Nurse immediately.

25. Risk of Pressure Injuries

You may be at risk of developing a pressure injury during your hospital stay. A pressure injury occurs when an area of your skin and/or the tissues underneath become damaged or injured. Lying or sitting in the one position for long periods of time can reduce the blood supply to a specific area which can contribute to the development of a pressure injury. You are at an increased risk of developing pressure injuries if you have reduced mobility, poor nutrition/hydration, reduced feeling of pain and/or poor circulation. Pressure injuries usually occur over bony areas such as heels, elbows, buttocks, shoulders, back of the head and hips.

It's important to check your skin regularly. If you notice any changes to your skin, such as changes in colour, temperature, texture, or pain, inform your Nurse immediately.

You can also help prevent pressure injuries by:

- Moving and changing your position regularly. If you are unable to move yourself, ask your Nurse for assistance. When sitting in an armchair/wheelchair, try to shift your weight regularly.
- Talking to your Nurse about pressure injury preventions aids such as gel/air cushions for your chair or an air mattress for your bed.
- Keeping your skin dry and clean. Barrier products are available to protect at risk skin.
- Having a healthy, high protein diet can help with pressure injury prevention and wound healing. Good fluid intake can also help maintain healthy skin.

26. Preparation for Discharge

We realise that patients ultimate need is to get home without delay. Should you anticipate any difficulties which may delay your discharge, please inform your Nurse 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.

27. Going Home

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.
- ✓ all personal items 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.

28. After Your Discharge

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

29. Conflicts, Complaints and Differences of Opinion

Bon Secours Hospital Cork recognises your right to make a formal complaint about your care. If you have any concerns with aspects of your care, please bring this to the attention of your Nurse or the Clinical Nurse Manager as soon as possible so that the matter can be resolved quickly. If your complaint needs to be escalated, you can do so by emailing complaintscork@bonsecours.ie or write to the Quality & Safety Department, Bon Secours Hospital, College Road, Cork, T12 DV56.

We endeavour to:

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

30. Accessing Your Medical Records

You are entitled to request a copy of your own Medical Records under the Data Protection Act of 1988 and 2003.

The Data Protection Acts allow for **patient only** access and therefore you can only request to access your own medical records and medical records belonging to your child/children or minor under your guardianship (under 16 years). The Data Protection Acts do not apply to records of deceased persons.

You can apply for a copy of your medical records by emailing gdprcork@bonsecours.ie or writing to the Quality & Safety Department, Bon Secours Hospital, College Road, Cork, T12 DV56. Proof of ID in the form of a legible copy of your current driver's licence or passport must be included with your application.

To locate your medical records, we require the following personal information:

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

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

We endeavour to complete all requests within **30 days** however this period may be extended if a large volume of medical records are requested. Requesting specific records will expedite the process, for example, records for a specific date, all Radiology Reports, Consultants Discharge letter, etc.

31. General Information and Services

Hospital Shop

The hospital shop is situated at the main entrance to the General Hospital on College Road. The shop is open daily:

- Monday to Friday 8.30a.m. to 7.30p.m.
- Saturday and Sunday 8.30a.m. to 7.00p.m.

Internet Access

The hospital provides a free Wi-Fi service to patients. Search for the network entitled Guest and the password is available from the Reception Desk.

Daffodil Centre

The Daffodil Centre is a Cancer Information Service, provided by the Irish Cancer Society, for cancer patients and their families. The centre is staffed by an Irish Cancer Society Nurse and is located on the ground floor, at the end of the corridor past the reception area and the hospital restaurant. The opening times are as follows:

- Monday to Friday 8.30a.m. to 4.30p.m.
- Saturday and Sunday Closed

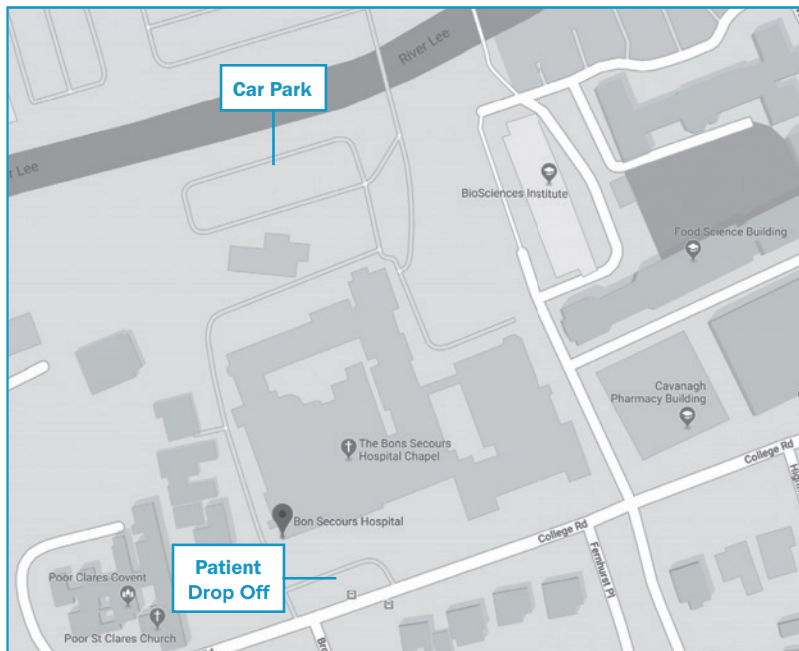
32. Patient Data Protection Notice

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

Medical purposes include medical diagnosis, treatment and further management, preventive medicine and the provision of healthcare services, including audit and quality improvement. In general, your data may only be processed for medical research purposes on the basis of your informed and explicit consent. However, there are limited circumstances in which your data may be patient data to the National Cancer Registry, or the Health Protection Surveillance Centre.

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

33. Local Area Map and Contact Details



Website: www.bonsecours.ie

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

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

Main Hospital Tel: (021) 4542807



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



Form 1950 . Rev.3