PI 23

Patient Handbook



t: 01 806 5300
bonsecours.ie/**dublin**

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by Joint Commission International

BON SECOURS HOSPITAL DUBLIN
Advanced Medicine Exceptional Care


Entrance
BON SECOURS
HOSPITAL



Welcome

It is our pleasure to welcome you to Bon Secours Hospital Dublin and thank you for allowing us to take care of you. Our aim is to provide you with the highest quality of care and service to meet your healthcare needs in keeping with Bon Secours mission to provide ‘good help to those in need’.

It is important to us 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. We will do all that we can 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 feel to ask a member of our team who will be happy to assist you. If you are in an inpatient room, you can also contact reception by dialling 5501 from the bedside phone.

Please note that Bon Secours Hospital Dublin is a smoke, tobacco and e-cigarette free campus.

Many thanks again for choosing Bon Secours Hospital Dublin.

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Introduction

Established in 1951, Bon Secours Hospital Dublin is a private, elective acute-care facility widely renowned for the quality of our service provision. We are part of Ireland's largest Independent Hospital Group, Bon Secours Health System, which includes hospitals in Cork, Dublin, Galway, Limerick, Tralee, a Care Village in Cork and an outpatient clinic in Cavan. In 2019, the System merged with the US Hospital Group Bon Secours Mercy Health to enhance patient care, to share best practice and expertise and to continue to deliver Advanced Medicine and Exceptional Care to patients and communities across Ireland. Bon Secours Health System is a not-for-profit organisation.

The hospital has inpatient, surgical, medical and day oncology beds, major and minor theatres, endoscopy procedure rooms, cardiac cath lab and a comprehensive range of ancillary diagnostic treatment and support services. Every year, we care for approximately 100,000 patients. Care is provided by a team of over 700 staff including nurses, doctors, allied health professionals, administration and support colleagues and a team of more than 240 consultants.

Our 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 were the first hospital in Ireland to receive international accreditation by JCI (Joint Commission International) in 2002 and the first private hospital to achieve JAG (Joint Advisory Group) accreditation of our endoscopy Unit in 2016, and we have been reaccredited since. The hospital is affiliated to the Royal College of Surgeons, Royal College of Physicians, Dublin City University nursing programme and pre-nursing programmes and these nursing and medical students may form part of your care.

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. 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

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

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 the Earth itself.

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



Preparing for your admission

Preparing for your admission

Accommodation

Depending upon your insurance policy or in response to special needs, you will be accommodated in either a private or semi-private room. If you require accommodation which is not covered by your insurance, this may be facilitated following discussion with our accounts department.

Due to the demands of providing best medical and nursing care to all patients, occasionally it may be necessary to transfer patients from one part of a 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.

Discharge Planning – Convalescent Care

Please check with your consultant if you are considering convalescence to ensure he / she recommends this for your recovery. If you require convalescent care, this should be arranged by you / your family before your admission particularly in the case of joint or other surgeries where the estimated discharge date is known. For medical patients, information about convalescence is available on all wards. The discharge planner / social worker is available to assist and support the process if required.

If you have private medical insurance, your insurer may pay towards the cost of convalescent care in an approved care facility after a stay in hospital. You should check directly with your insurance company to confirm what may be covered and deal directly with the convalescent care provider.

Fasting

It is important that you follow all instructions regarding fasting given to you by your consultant / pre-assessment nurse.

The usual protocol is that you will need to fast from food for 6 hours prior to your admission. You can drink only water up to 2 hours before admission but not after.

Financial Information

Before your admission date and / or attendance at the preadmission clinic, please ring your insurance provider to ensure your cover and to clarify if you have any excesses or shortfalls associated with your policy. Your consultant will have given you a procedure code which you will need to give to your insurance company. Should you have any shortfalls, please contact Credit Control on 01 806 5305 who will clarify the amount of the shortfall and also to arrange payment.

Payment of all shortfalls and self-financing fees will need to be made in full prior to admission. These can be made over the phone by debit or credit card or via our secure on-line payment facility on our website www.bonsecours.ie/pay-a-bill and select Dublin under the location tab.

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

If you have any queries regarding the cost of your admission, please contact the Credit Control Department on 01 806 5305.

Medication

You are required to bring all your medication to hospital with you, in their original containers. In addition to the actual medication, please bring a list from your pharmacy with you. The list should include all prescription medication, vitamins or other food supplements, complementary medicines, nicotine replacement and herbal remedies you may be taking. Your local pharmacy will be able to help you with this. Please also ensure that the pharmacy notes the medication, brand, dose and frequency to ensure continuity of the correct medication during your stay. Prior to certain procedures it may be necessary to discontinue some medications (e.g. warfarin) for a period of time. Please inform your consultant if you are taking Hormone Replacement Therapy, or the contraceptive pill, and follow the advice on all medications provided by your consultant. If you are unsure of anything, please contact your consultant directly.

Patient Safety – Prevent Infection

There are 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.
- Shower the night before or on the morning of surgery.
- If you know you have a transmissible infection for example VRE or MRSA, please inform your consultant, the nursing team in pre-assessment and in the ward on admission. This will not affect your admission or your procedure but will allow the hospital to put any necessary measures in place both for your own protection and that of other patients.
- If you have vomiting or diarrhoea within 48 hours of your planned admission, please do not come into hospital. Please ring your consultant's secretary to reorganise your admission date.
- Please inform nursing / medical staff immediately if you feel unwell with vomiting, diarrhoea, rashes or flu like symptoms at time of admission or throughout your stay.
- Please inform your nursing / medical staff if you have been in contact with anyone with COVID-19 in the 14 days prior to your admission date.



Your check list for admission

Check List - What to bring and not to bring with you

What to bring

Essential Clothing and Personal Care

- ☑ Comfortable shoes such as closed-back slippers or trainers (not heeled shoes or flip flops).
- ☑ Loose fitting nightwear and a dressing gown.
- ☑ Loose fitting clothes to wear during the day while you are in hospital. Patients are encouraged to dress in day clothes to promote wellbeing, and increase mobilisation while in hospital.
- ☑ Toiletries including toothbrush, toothpaste, shaving and washing items etc.

Medicines and Medical Aids

- ☑ Any walking aids you might currently use.
- ☑ All medications you currently take including prescription, over the counter and herbal medicines, inhalers, sprays, patches, injections, drops, creams etc.
- ☑ A complete list of your medications from your GP or pharmacy including brand, dose and frequency.
- ☑ Any glasses, hearing aids, contact lenses and dentures you currently use.
- ☑ CPAP machine if you have sleep apnoea.

Other

- ☑ Photographic ID (such as passport, driver's licence or Public Services Card).
- ☑ Health insurance details including plan and policy number.
- ☑ Contact details for a contact person.
- ☑ There is no ATM in the hospital however credit card facilities are available at all points of sale across the hospital or you may wish to bring a small amount of cash with you.
- ☑ Mobile phone charger.
- ☑ House keys.
- ☑ Reading material.

What not to bring

- ☒ Valuables including jewellery or large amounts of money. The hospital cannot take responsibility for any valuables that go missing.
- ☒ Large suitcases and bags – storage space for these and for belongings are limited.

Day of Admission to the Hospital

Car Parking, Public Transport and EV Charging Points

Where possible, you should try to arrange for a relative or friend to bring you to and from the hospital. There is a set down area at the entrance to 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 € 3 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.

The hospital is served by 6 buses. The numbers 23, 24 and 88N buses come from Dublin City Centre and pass just in front of the hospital. The numbers E1 and E2 buses pass via Mobhi Road, a few minutes' walk from the hospital. The number N2 goes from Heuston Station to Clontarf Road Station via Griffith Avenue, a 10 minute walk from the hospital.

There are two 75 KW EV Charging points located in the patient car park.

Admission Process

When you arrive at the hospital, please go to reception and you will be directed to the admissions department to complete your registration. The admission department is located on level 0, corridor A. Please take the lift to level 0, exit the lift and follow the orange route to the admissions department which is on your right.

As part of the admission process, we will ask you personal questions such as your name as it appears on your birth certificate or passport. People often have “known as names”, abbreviated names or even nicknames, but for safety we ask that all patients are registered as their name appears on their birth certificate or passport. You will also be asked for details of a nominated contact person and the details of your health insurance policy.

We understand that your privacy is important and that you care about how your personal data is used. We will only collect and use personal data in a manner that is consistent with our obligations and your rights under the EU General Data Protection Regulation. To view our full Data Protection and Privacy Statement, and to learn more about your privacy rights, please visit our website www.bonsecours.ie

You will also be asked to identify a 'Nominated Person'. A nominated person is someone that you give the hospital authority to share information relating to you with. It is also someone who can assist you in making your views known to us. A nominated person can be a family member or another person who has an interest in your welfare. We encourage you and your family to ask questions and ensure that you are fully informed and aware of the risks, benefits, complications, and alternatives associated with your proposed plan of care.

You will also be asked at admission if you would like to take part in our patient experience survey. If you agree, your consent will be recorded.

Admission

Once you have completed the admission process, you will be issued with an identity wrist band with your unique Medical Record Number (MRN). You must wear this band at all time until your discharge.

You will be accompanied to your room if you are an inpatient or directed to DOSA (Day of Surgery Admission) department if you are having a procedure on the day. DOSA is on level 1, corridor H, (white route), directly above the admissions department.



Your hospital stay

Your Hospital Stay

Care - Your participation

Your admission has been arranged because your consultant feels that 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 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.

Your Care Team

Whilst in the hospital you will be under the care of your primary consultant with the support of the clinical nurse manager, nursing team and allied health professionals on the ward. Expect staff to introduce themselves when they enter your room and look for their identification badges. Your care team will check and recheck your name and MRN on your wrist band with you prior to any procedure or 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.

To help you to recognise your care team, you may wish to reference the following:



Clinical Nurse Manager / Specialist



Nurse



Healthcare Assistant



Physiotherapist



Occupational Therapist



Patient Assistant



Student Nurse



Dietitian



Cardiac Physiologist / Radiographer



Phlebotomist



Catering Assistant

Chaplaincy / Pastoral Care

The Pastoral Care Team is made up of Healthcare Chaplains who are committed to providing emotional and spiritual support, listening in confidence and without judgement, in a way that helps you experience hope and comfort. Healthcare Chaplains are accredited professionals and are bound by a Code of Ethics and by Standards of Professional Conduct. The team is available to you, your family and loved ones irrespective of your particular belief or affiliation. The team will always respect everyone as they meet them and it is your right to accept or decline pastoral care.

Church of Ireland, Methodist and Presbyterian Ministers also visit the Hospital. They can be contacted via the Pastoral Care Team or the ward staff. Other spiritual leaders can be contacted to visit on request.

Feel free to speak with the team when they are on your ward or ask a member of your care team to request them to visit you.

Chapel

The chapel is located on level 0, green route, corridor B and is open 24 hours a day. Everyone is welcome. Mass is celebrated in the chapel at 11am each day. Details of other services are posted on the notice board outside the chapel.

Catering and Mealtimes

At Bon Secours Hospital Dublin we recognise the importance of good food in aiding recovery from surgery and illness. Our restaurant and catering service has been recognised for its outstanding achievement in food quality and service.

Inpatient Catering

Each day, you will receive a menu card so you can choose what meals you would like to receive 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 other special dietary requirements you may 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.

Mealtimes

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

Restaurant

The hospital restaurant is located on level 0, purple route, corridor O. The restaurant provides a delicious daily menu, details of which are posted around the hospital and at the entrance to the restaurant. The menu includes a variety of home produce with the emphasis on quality, nutrition, individual needs, variety and value for money. Our menus change regularly and we often have menu themed days i.e French cuisine, Italian dishes or Chinese etc.

Opening Hours

- Monday to Friday 7.30am - 6.30pm
- Saturday 9.30am - 3.30pm
- Sunday & Public Holiday 9.30am - 3.30pm

Coffee Shop - Café 51

Located in the hospital reception area on level -1, brown route, Café 51 is open from 7am - 8pm, Monday to Friday and most Saturdays. Our barista team are on hand to make your favourite coffee, iced coffees and Frappés. The shop also sells pastries, cakes, chocolate, magazines, newspapers and toiletries.

Consent - General / Implied

There are a number of consent forms that may be applicable to you during your admission.

General consent
Required for all patients upon admission, including day case patients.

Procedural consent
Required for all patients undergoing operations, procedures, and specific treatments such as chemotherapy, blood transfusions, infusions and pleural taps.

Sedation / Anaesthesia consent
Required for all patients receiving sedation or anaesthesia for a procedure.

Clinical trial
Required for patients where their treatment is being conducted as part of a clinical trial. Consent will be obtained by the trial investigators.

Further information regarding consent is available from your consultant.

Your consultant or a member of your healthcare team will explain each recommended treatment to you. If you decide to withhold, change or withdraw your consent for any treatment, please let your consultant or nurse know as soon as possible. It is the policy of the hospital to uphold your right to make decisions relating to your own healthcare.

Several supports are available to patients who feel they need help with decision making:

- Assisted Decision Making - you can appoint a nominated person to help you make decisions.
- Co-Decision Making - you can appoint a trusted co-decision maker to jointly make decisions with you.
- Decision Making Representation - the Courts can appoint of a person to make decisions on your behalf, having regard to your wishes.

If you feel you need assistance to make decisions about your healthcare, we encourage you to discuss this with your consultant so that the appropriate level of decision-making assistance can be arranged.

Additional information and support is available from The Decision Support Service, a national service, established under the Assistant Decision Make (Capacity) Act 2015.
www.decisionsupportservice.ie

Discharge Planning - Home by 11am

Your discharge date will be determined between you and your consultant who is responsible for your care during your stay.

Please be prepared to leave before 11am on the day of your discharge including arranging your transport home. Once you are deemed fit, your insurance company will not cover you for additional night stays, and you may be liable for these costs.

If you or a family member has any concerns about your discharge from hospital, this should be highlighted on admission or as soon as is known to the clinical nurse manager on your ward. The clinical nurse manager will make a referral to the discharge planner or social worker who will meet with you and / or link in with your family to discuss services or supports that may be required on your discharge.

These supports may include providing assistance in applying to the HSE for a Home Care Package (HCP). You will be discharged when deemed medically fit. If you are awaiting a decision about the HCP application, you will need to arrange for temporary help at home.

An Occupational Therapist is also available to review and advise on any aids that may be required at home.

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 / no vaping policy. This includes no smoking or vaping anywhere within the hospital grounds.

The hospital is fully equipped with fire safety equipment and fire alarms.

Fire exits are clearly marked and each ward has its own fire alarm. In the event of a fire, do not use the lifts. 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 9am and the fire alarm will ring for a short period.

Getting Up Dressed and Moving

Being in hospital usually means you will spend more time in bed than you typically would. Spending extended time in bed can impact your entire body because you aren't using your muscles as you usually do. This can result in deconditioning, which increases the risk of falls, infections, and a possible decline in your overall health.

Getting Moving

All patients, and particularly those who are older, are encouraged to get up, get dressed and to start moving normally before 11am each day of your hospital stay. It is important to always follow your care team's advice about when it is safe to get up and to start moving. Following their advice and moving regularly will help you to get back home sooner and back to normality.

Please ask a relative / friend / carer to bring in some comfortable clothes and footwear for you if you do not already have them with you.
Getting dressed in your own clothes means that you are more likely to walk around and feel more confident. If you normally use mobility aids such as walking sticks or a walking frame, be sure to bring these with you to the hospital. These will be labelled to avoid them getting lost or misplaced. If you wear prescription eye glasses and / or hearing aids, please also bring these with you. When the time is right, we encourage you to walk with your carer / relative, nurse / healthcare assistant or physiotherapist as part of your recovery.

Hairdressing Service

Please ask your nurse or healthcare assistant to organise an appointment.

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 reception.

Newspapers and Magazines

Newspapers and magazines are available from the restaurant on level 0, purple route and Café 51 on level -1, brown route, at the main entrance to the hospital.

Organ Donation

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

Patient Feedback and Comments

We value all your comments and feedback. Patient-centeredness is at the heart of the care we deliver at Bon Secours Hospital Dublin and understanding what is important to our patients is invaluable, enabling us to live out our promise of providing exceptional care.

At the time of admission, you will be invited to participate in a survey which offers you the opportunity to tell us about your experience at Bon Secours Hospital Dublin. We have partnered with MEG, an international company that understands the unique requirements of the healthcare sector. Your response will provide us with information to help us to evaluate the standard of the service we provide. It also provides us with a valuable insight into where we should focus our quality and service improvements. We hope you will also tell us what we are doing well. If you decline the opportunity to participate in the survey but later change your mind, you can discuss this with your care team during your stay in the hospital.

You will receive the survey link via email or text message from our partners MEG two weeks after your discharge from the hospital.

If you haven't supplied an email address but supplied your mobile phone number, you will receive a message with a link to access the survey.

Should you have a comment or concern regarding any aspect of the clinical or non-clinical care you receive at Bon Secours Hospital Dublin a formal complaints procedure exists.

There are a number of ways to initiate a complaint.

1. In person: Speak to a staff member involved in your care. If that staff member is unable to resolve the complaint, they must inform their department manager / clinical nurse manager who will aim to resolve the complaint at local level.

2. In writing to the Hospital CEO, Bon Secours Hospital Dublin, Glasnevin, Dublin 9, D09 YN97.
3. Complete the survey sent to you following your discharge.

If you wish to make a formal complaint, please send an email or letter outlining your complaint to the CEO's office. Email dublininfo@bonsecours.ie or please use the address above. You will receive an acknowledgement of your complaint within 5 working days and a written response within 30 working days. You will be notified of any delays. Please be assured that making a complaint will not impact on any aspect of your care or treatment.

Patient 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 patients from physical assault, care of the aged patient and care of mentally and physically compromised patients.

The hospital environment is obviously quite different to your home environment. For your safety, we would like to point out some of these differences:

- There is a nurse call button beside your bed and in the bathroom which rings at the nurse's station. Please use your nurse call bell when you need any assistance.
- Remember that hospital beds are narrower and higher than beds at home, so be careful turning and getting in and out of bed.
- Most hospital furniture is on wheels, so do not lean on it unless you know it is secure.
- Your name and date of birth will be your unique identifier while in hospital. You are also issued with a unique identification number on admission and this number is yours for all future admissions. Our staff are expected to confirm your identity by asking you your name and date of birth before administering any medication or carrying out any procedure and before serving your meal. If at any stage you believe you have been mistaken for someone else, please inform your care team.

- Wear shoes or non-slip slippers when out of bed. Flip-flops are not allowed. There is a Falls leaflet which is available on admission.
- Inform the staff nurse if you want to leave your ward.
- Report any faulty equipment in your room to your care team.

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. For further information, please see page 10.

Preventing Infection - Visitors

- All visitors are required to sanitise their hands on arrival to the hospital and regularly throughout their visit.
- 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 only use visitors toilets provided.
- Please ask your visitors not to sit on your bed or other patient's beds.

Antimicrobial Stewardship

Antimicrobial resistance is a major health challenge. When bacteria, viruses, and fungi no longer respond to antimicrobials, infections are harder to treat, leading to longer hospital stays, higher risks, and poorer patient outcomes.

At Bon Secours Hospital Dublin, we act to ensure antibiotics are used **safely, effectively, appropriately, and responsibly.**

Our patient-centred antimicrobial stewardship (AMS) team optimises how we prescribe and use antimicrobials, improving care today and protecting these life-saving medicines for the future. Led by our Consultant Clinical Microbiologists, we run an extensive surveillance programme based on national and international guidelines.

Privacy and 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 the 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 channels. The use of phones etc. during procedures is not allowed as it is a distraction to care staff and impinges on their privacy.

Further information on how we protect your data and privacy is available at www.bonsecours.ie/data-protection-and-privacy

Security and Safe Keeping

The hospital does not accept responsibility for items kept in patients' rooms. You are advised not to bring valuables, large sums of money or items of sentimental value into the hospital. These items should be returned home or immediately deposited in the hospital's safe for safe keeping.

Smoke, Tobacco and e-cigarette

Bon Secours Hospital Dublin is a smoke, tobacco and e-cigarette free campus.



Taxis
Taxis may be ordered by contacting the Hospital reception desk - dial 5501.

Telephone
Each patient has a telephone located on their locker for incoming calls only. Reception can be contacted by dialling 5501. The use of mobile telephones is restricted within certain areas of the hospital. These areas are clearly signed.

Visiting Times and Visitors
The following are the visiting times throughout the hospital including the High Dependency Unit (HDU). Occasionally these hours may change so please check our website for updates.

Monday to Friday
2pm - 4pm and 6:30pm - 8pm

Saturday and Sunday
2pm - 3:30pm and 6:30pm - 8pm

Visiting outside of these hours is strictly at the discretion of the nurse in charge of each ward. A maximum of two visitors per patient are allowed and children under the 16 are not allowed to visit. Children may visit the restaurant and coffee shop area. Exceptions will apply in special circumstances such as for relatives of those receiving oncology, palliative or end of life care. All visitors will be required to sanitise their hands on arrival to the hospital and regularly throughout their visit.

Wifi / Internet Access
Please following these Instructions to connect to the Hospital Guest WiFi:

Smart phone / Tablet devices with Camera
1. Open your camera and scan the QR code below
2. When prompted, press ‘Connect to Network’ to automatically connect - no password is required

BonSecGuest

Other wireless devices

1. Open your wireless network list on your device
2. Select “**BonSecGuest**”
3. When prompted, key in password. The password changes regularly and will be available on your ward. Please ask your care team.

Please note: If you have used this network previously with no password, you may need to “forget network” or remove from your saved network list before joining the network again.

Going Home



Going Home

We want you to understand fully what has happened while under our care and what happens next. You may find it useful to think of your discharge from hospital in terms of the “5 D’s”.



Diagnosis
Be clear about your diagnosis and test results. (A copy of these will be sent to your GP. All in-patients will receive a copy of their discharge summary).



Drugs
Know what medications to take, any changes to dosing, any new drugs, how to take them and about possible side effects.



Doctor
Know who to contact if you are worried about your condition.



Directions
Ensure that you have written information about what to do after leaving hospital and that you are aware of possible danger signals to look out for when you return home.



Diet
Ensure that you are aware of any dietary restrictions or potential interactions with medications.

Things to do the Day Before you go Home

- On the day before you leave the hospital consider the “5 D’s” (page 29).
- If you have a Home Care Package in place, let your carers know your discharge date as soon as you know it, to ensure that they are ready when you go home.
- Ask for help (if required) with transport arrangements.
- Make sure you understand what you can and cannot do when at home.
- Ensure you have suitable clothing and footwear to wear going home.
- Ensure you have access to any necessary aids and / or equipment for your discharge and have been trained in the use of the equipment.
- Arrange to have access to your home, ensure that you have food available and that your heating is turned on if required.

Consider the Following Questions about your Medications:

- What medications will I need to take home? Ensure you get a complete list of all medications at discharge, including any changes made while you were in hospital. Take this list with you when you leave the hospital.
- Can I get written information about new medicines? Are there any food or drinks which you should avoid while taking these medications?
- Are there any other drugs (over the counter prescription or homeopathic) which you should avoid while taking these medications?
- Are there any serious side-effects of the medication?

The following QR code is to the HPRA website (hpra.ie) which will give you additional information about your prescribed medication.

On the Day of Discharge - Home by 11am

Please be prepared to leave before 11am on the day of your discharge including arranging your transport home. Once you are deemed fit, your insurance company will not cover additional night stays.

On the day of your discharge, we will:

- Help you pack your belongings.
- Return any valuables from safe keeping.
- Provide a list of medications and explain to you what they are and how to take them.
- Provide you with a copy of your discharge summary (overnight patients only). A copy will be kept on file and a copy will be sent to your GP.
- Discuss details with you, of any future appointments or tests you may require. If appointments are made after your discharge, then the appointment details will be sent to your home address.
- Provide you with any equipment you require, such as a raised toilet seat, walking aid, orthopaedic shoes, catheter equipment, glucometer, nebuliser etc.
- Provide you with urgent care advice should you run into any health concerns.

Feeling Unwell after Discharge

When to seek Urgent Care

Please contact your Consultant, GP or your nearest Emergency Department if you experience any of the following:

Signs of a Blood Clot

- Breathlessness, unable to breathe or pain on taking a deep breath
- Swelling, warmth, redness or pain in leg or calf
- Coughing up blood

Signs of Infection or of Sepsis

- High temperature (feeling very hot or very cold)
- Redness or oozing at the surgery site
- Palpitations (racing heart, thumping or pressure in the chest)

Signs of Bleeding

- Pale, cold and clammy
- Pain which is increasing or unexplained

Useful Phone Numbers

Bon Secours Hospital Dublin

Main Reception	01 806 5300
Admissions Dept	01 806 5349
Credit Control	01 806 5305
DOSA	01 806 5691
Pre-Assessment Clinic	01 806 5438
	01 806 5436
Outpatient Bookings	01 808 2300
Acute Medical Assessment Unit (AMAU)	01 806 5444

www.bonsecours.ie/dublin

Advocacy Groups

Citizens Information	0818 07 4000
Inclusion Ireland	01 855 9891
International Human Rights and Equality Commission	01 858 0601 / 1 890 245 545
Peer Advocacy in Mental Health	01 547 0510

Wards

Day Oncology	01 808 2307
Dressing Clinic	01 808 2355
Endoscopy	01 806 5490
High Dependency Unit (HDU)	01 806 5401
Sacred Heart	01 808 2360
St Brigid's	01 806 5493
St Joseph's	01 806 4141
St Mary’s	01 806 4241
Surgical / Day Ward	01 806 5334

Health Insurance Companies

Vhi	1850 444 444	www.vhi.ie
Irish Life	1850 718 718	www.irishlife.ie
Laya Healthcare	021 202 2000	www.layahealthcare.ie
Level Health	01 261 2000	www.levelhealth.ie
Garda Medical Aid	01 899 1604	www.medicalaid.ie
Prison Officers Medical Aid	01 830 8963	www.pomas.ie

Department of Social Protection

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

HSE Community Care & Home Help

HSE helpline	1850 24 1850
	www.hse.ie

Revenue

Revenue	01 738 3636
	www.revenue.ie

Notes

BON SECOURS HOSPITAL DUBLIN
Advanced Medicine Exceptional Care

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