

Patient Handbook



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BON SECOURS HOSPITAL GALWAY
Advanced Medicine Exceptional Care



Organization Accredited
by Joint Commission International



BON SECOURS HOSPITAL GALWAY
Advanced Medicine Exceptional Care

Welcome

Welcome to Bon Secours Hospital Galway and thank you for allowing us to take care of your healthcare needs. Our aim is to provide the highest quality of care and service to meet your healthcare needs.

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 to, during and after 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.

Many thanks again for choosing the Bon Secours Hospital Galway and we look forward to welcoming you to our Hospital.

Accreditation

The Bon Secours Hospital Galway has been awarded accreditation from the Joint Commission International, the worldwide leader in improving quality in health care. This award underpins our commitment to monitoring the quality of patient care, ensuring a safe environment and continually working to reduce risks to patients and staff.

The accreditation process stimulates continuous, systematic improvements in an organisation's performance and the outcomes of patient care by applying internationally agreed standards which are adapted to local needs and which are continuously monitored.



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General Information and Services

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 'BSG-Guest' and enter the Password 'bons1234'.

Hospital Pharmacy Opening Times

The Hospital Pharmacy is located on ground level.

The Hospital Pharmacy opening times are as follows:

- Monday – Friday: 9.00 a.m. to 5.00 p.m.
- Saturday: Closed
- Sunday: Closed

Family and Visitor 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 the Pay and Display machines located at the hospital reception and car park (2). The parking charges at the time of printing are €2.00 per hour or €10 for a 24hr period. A number of disabled car parking spaces are available. A valid disabled vehicle permit must be displayed. The hospital also has facilities for Electric Vehicle Charging in car park (1). Car park 1 is the car park to the left as you drive in the Main Hospital Gates. Use of the Electric Vehicle Charging points is accessible via the EasyGo app.

There is also a limited number of set down spaces for patients requiring assistance upon arrival for admission and when being collected.

Taxi

If you require a taxi the Reception staff can arrange this on your behalf.

What to bring to Hospital – Checklist

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.
- A complete list of your medications from your GP or Community Pharmacy
- Any glasses, hearing aids, contact lenses and dentures you currently use

Other

- Photographic ID (such as a passport or driver's licence)
- Healthcare Insurance details such as Plan and Membership number
- Mobile phone and charger (please charge up before bringing to hospital)
- House Keys
- Reading Material

What Not to bring

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



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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

Our 5 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.

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.

Preparing for Your Stay

Financial Information

Prior to Admission please ring your insurance provider to ensure your coverage and clarify any excesses or shortfalls on your policy.

Depending on your policy, some insurers will seek an “excess” or “shortfall” payment on arrival to hospital. I understand all excess/shortfalls must be paid prior to or on admission and that it is my responsibility to verify with my insurer if I am covered for my treatment and what excess/shortfalls apply. An excess is a contribution you are required to pay towards a claim you make on your insurance policy. A shortfall is a gap between the charge for hospital accommodation costs and how much your insurer covers. In addition, the patient is liable to cover any charges not covered under your insurance plan.

Bon Secours, along with having facilities to accept cash, card and cheque, now have a web facility to pay your hospital bills online. The online payment is completely secure using SSL encryption.

Please see our website:
bonsecours.ie/payonline and select Bon Secours Galway.



Medication

All patients are required to bring their medication to hospital with them, in their original containers. In addition to the actual medication, please bring a list with you. 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. The list should include all prescription medication, vitamins or other food supplements, complementary medicines, nicotine replacement and herbal remedies you take. Prior to certain procedures it is necessary to discontinue some medications (e.g. warfarin, aspirin) for a period of time. Please follow the advice provided by your consultant. If you are unsure, please contact your consultant

If we need to use your medication a pharmacist will assess your medications and either deem it 'suitable' or 'unsuitable' for use during your stay. If your medicines are deemed suitable for use, they will be stored in the ward's drug trolley and administered to you during your hospital stay, with your permission.

If your medicines are deemed unsuitable for use, this will be explained to you. This is usually because they have been removed from their original packaging. The medicines will be stored in a locked cabinet until you can send these medicines home with a relative or friend.

If not used during your admission, your own medication will be returned to you on discharge. If any of your own medication has been discontinued or changed by your Doctor while in hospital, this will be returned to the hospital pharmacy for safe disposal, with your permission.

Arrival and Admission to the Hospital

When you arrive at the hospital, you will be directed to the Admission's Department. This is where you will be registered as a patient and your details entered on our computer. We will ask you personal questions such as your name as it appears on your government issued photo identification. 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 official government issued ID.

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.

Admissions Process

Once you have completed the admission process you will be accompanied to your room if you are an inpatient or to a pre-op area if you are having a procedure as a day case.



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, 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 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.

If any of the facilities or equipment are not working or do not meet your expectations please tell a member of staff.

Your Personal Belongings

Whilst the hospital is staffed 24 hours the hospital's security system is designed to protect patients and staff, we cannot be responsible for the loss or damage of valuables and personal belongings. Please leave money, jewellery or any other possessions you consider valuable, at home. Do not leave valuable items unattended. Please ensure that you lock any valuable items such as your mobile phone, in the wardrobe/locker provided when you leave your room.

Please be careful with your personal belongings and medical aids (for example, dentures, hearing aids and batteries, cochlear implants and batteries, glasses, mobile phones, walking sticks, zimmer frames, personal wheelchairs, etc.). Keep glasses, dentures, hearing aids or other such items in an appropriate container when you are not using them. Do not conceal these items in tissues, in the bed linen or leave them on a food tray where they may be accidentally damaged or discarded.

The hospital does not accept responsibility for loss or damage of personal belongings.

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 and nursing team on the ward. Expect staff to introduce themselves when they enter your room and look for their identification badges.

You may request the presence of a chaperone during certain examinations. Your request will be facilitated as required.

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 Doctor.



Visiting Policy

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 1 visitor per patient is permitted 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. Special exemptions can be granted at the discretion of the nurse in charge.

Nutrition and Mealtimes

Each day, you will have the opportunity to choose what meals you would like from our available menu. 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.

General Consent and Written Consent

The Bon Secours Hospital Galway is an elective organisation and when you present for admission, your general consent to care as directed by your Doctor is assumed. Your care

may involve 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.

Written informed consent is obtained for all operations, procedures and specific treatments such as chemotherapy, blood transfusions, infusions, lumbar puncture and pleural drains. 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.

You can expect that each intervention proposed will be explained to you by your Doctor or a member of your healthcare team. Use this discussion to ask any questions with regard to the treatment that you are consenting to. It is important for you to fully understand the benefits, risks and alternatives available to you whenever you are undergoing investigations or treatments. Parents of children under 16 years will be required to sign consent on their child's behalf.

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
- Purpose and risks of having an anaesthetic
- Purpose and risks of sedation
- Prospects for your recovery

Bedside Handover

To promote good communication, all departments participate in bedside handover reports. This means that the nurse going off duty or who is transferring you to another department, shares important information at your bedside with you and the nurse that is taking over your care. If you have any questions during this bedside handover, do not hesitate to ask.

Managing Your Pain

You have the right to have your pain assessed and managed while in hospital. A pain assessment is carried out on all patients during their admission. Where necessary, you will continue to be assessed and treated for pain and will be given a leaflet on pain management. Nursing staff and your Anaesthetist will ensure that you are educated about postoperative pain relief.

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



Infection Control

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 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, CPE, CDiff, ESBL, 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 ask friends or family who have colds, stomach bugs or other infections not to visit you in hospital.
- You may have nose or skin swabs taken by your admitting nurse. These may be repeated during your stay.

Blood Clots

A blood clot can form inside a blood vessel, usually your leg, which may break off and go to your lungs and cause death. 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.

Am I at Risk?

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 six 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.
- Diet, Nutrition and Mealtimes

What can I do to Help myself?

- Walk and move as much as possible especially after surgery
- Ask for your risk of developing a blood clots to be assessed if you are admitted to hospital

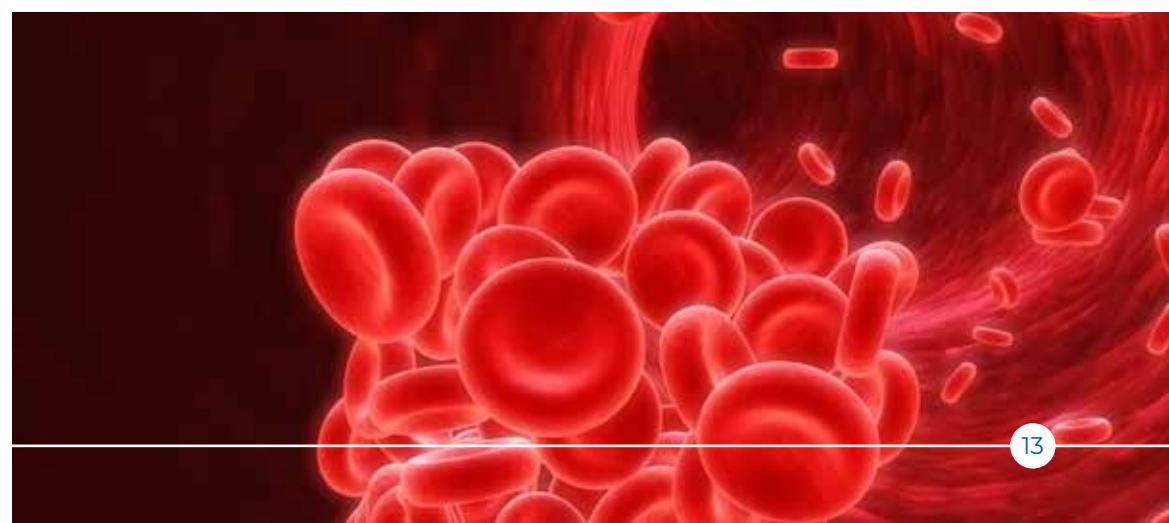
- Do not spend long periods sitting on chairs or in bed
- Drink plenty of fluids
- Follow advice on wearing of stockings and taking medication.

Blood clots can be very serious but there are effective treatments to deal with them and help prevent them. In hospital this may require taking medication, sometimes as an injection under the skin and sometimes wearing stockings. It will always involve moving as much as possible.

What are the Signs and Symptoms of a Blood Clot?

- 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 have one or more of these, you may have a clot and need urgent treatment.



Safety in a Hospital Environment

You have a right to protection from harm during your hospital admission. In this regard policies, procedures and guidelines have been developed to standardise practices within the hospital, which include: protection of the patients from physical assault, care of children, care of the aged patient, care of the mentally and physically compromised patients.

The Hospital environment is obviously quite different from your home environment. For your safety, we would like to point out some of these differences. We need your help in making your stay as safe as possible, so please note the following:

- There is a nurse call 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.
- 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 during 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 you think you have been confused with another patient inform your Staff Nurse.
- Wear shoes or non-slip slippers when out of bed. Flip-flops are not permitted. There is a Prevention of Falls leaflet which will be available on admission.
- Inform the Staff Nurse if you want to leave your ward.

- Report any faulty equipment in your room to your Staff Nurse.
- In the event of a fire, follow instructions of our staff and stay calm. Fire exits are clearly marked. Each ward has a fire alarm. Do not use the elevators in the event of a fire.

Leaving Hospital

When you are ready to leave The Bon Secours Hospital Galway 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, test results and this will include a communication to your GP (in-patients will receive a copy of a discharge summary for their GP).

Drugs

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

Doctor

Follow-up: Know who to contact if you are worried about your condition.

Directions

You have written information about what to do after leaving hospital. You are aware of possible danger signals to look out for after leaving hospital.

Diet

You are aware of any dietary restrictions or interactions with medications.

On the Day of Discharge

We want to get you home as early as possible, so you have time to settle in at home. Our aim is to have you ready for discharge home by 11am.

On the day of discharge we will:

- Help you pack your belongings
- Return any valuables from safe keeping
- Provide a list of medicines 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 (or we may ask you to forward a copy to your GP)
- Discuss with you details of any future appointments or tests required. 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 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.

Emergency or Concern following Discharge

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

- Contact your discharging consultant or contact your GP for advice
- In an emergency you are advised to go to your nearest emergency department.

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 patient experience online survey. To participate your email address or your mobile telephone number will be registered and you will receive the survey by email or SMS two weeks after your discharge.

Your answers will be treated confidentially. These details are stored securely and confidentially under the terms of the Data Protection Acts 1988 and 2003 and General Data Protection Regulation 2018.



Conflicts, Complaints and Differences of Opinion

Bon Secours Hospital Galway recognises your right to complain about your care. If you have any concerns or complaints with aspects of your care, please bring this to the attention of your Staff Nurse or the Clinical Nurse Manager as soon as possible so that the matter can be resolved. If your complaint needs to be escalated, your Clinical Nurse Manager will inform you of the process and will support you.

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.

All complaints, criticisms or suggestions, whether verbal or written are taken seriously, handled appropriately and sensitively and will be treated with the strictest of confidence. If you feel that your complaint is not satisfactorily resolved in the first instance, you should send your complaint in writing to the Hospital CEO, Bon Secours Hospital Galway, Remore, Galway.

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

Personal Values and Beliefs

We respect the values and beliefs of each patient and seek to meet the religious and spiritual needs of each individual. The members of our Pastoral Care team are qualified healthcare chaplains and are available to all patients for spiritual support. Each Sunday and on certain weekdays, Mass is celebrated in the hospital chapel and you are free to attend if you so wish. Alternatively you have the option of viewing weekday and Sunday mass from your bed on Channel 6 on your TV. Clergy members and faith leaders from various denominations and traditions are welcome to attend to your spiritual needs also should you wish.

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

Your Right to Privacy

The hospital is committed to respecting your privacy and we will do everything we can to ensure this is achieved. Further information on how we protect your data and privacy is available at: bonsecours.ie/data-protection-and-privacy



End of Life Care

Bon Secours Hospital Galway 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 Healthcare System Ethics Committee.

Cardiopulmonary Resuscitation

All patients admitted to the Hospital will receive cardiopulmonary resuscitation in the event of a cardiac or respiratory arrest, unless a 'Do Not Attempt 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 Galway 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 organisation is guided by guidelines from the Clinical Ethics Committee of The Bon Secours Health System if required.



Charter of Commitment

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 ask for your consent before medical procedures.
- We will support and promote you and your family in care processes to the extent that you wish.
- 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.
- Services of the Hospital healthcare chaplains will be made available to you if you wish.
- 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.
- We will inform you of any unanticipated outcomes that may have occurred during the course of your care and treatment.
- The hospital will provide you with needed help if you have vision, speech, hearing, or cognitive impairments.

Your Commitment to Us:

- Attend the hospital at your appointed time and bring any relevant information given to you by your Consultant or General Practitioner.
- If you are unable to attend for your appointment, notify the Admissions 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.