

# Patient Handbook



BON SECOURS  
HOSPITAL LIMERICK  
at Barringtons

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**Bon Secours Hospital Limerick, at Barringtons, Georges Quay, Limerick, V94 HE2T**

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**Reception:** 061 490500  
**Admissions:** 061 490538/539  
**Ward:** 061 490571  
**Pre-Assessment:** 061 608043



# Welcome

Welcome to Bon Secours Hospital Limerick at Barringtons 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.

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 Limerick and we look forward to welcoming you to our hospital.

## General Information and Services

*\*\*Please note that the hospital doors open promptly at 7 am. We kindly ask that you refrain from arriving earlier for your appointment to avoid potential wait times outside*

### Wi-Fi / Internet Access

Patients who have their own laptops/mobile devices may connect to our wireless network throughout the patient areas within the hospital. Please choose '**BSL-Guest**' and enter the password '**Bons1234**'.

### Your Personal Belongings

We cannot be responsible for the loss or damage of valuables and personal belongings. Please leave large sums of 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 locker provided when you leave your room.

## Parking

Please be aware that there is limited on street parking outside the hospital. Additional car parking facilities can be found locally:

### 1. Barringtons Car Park

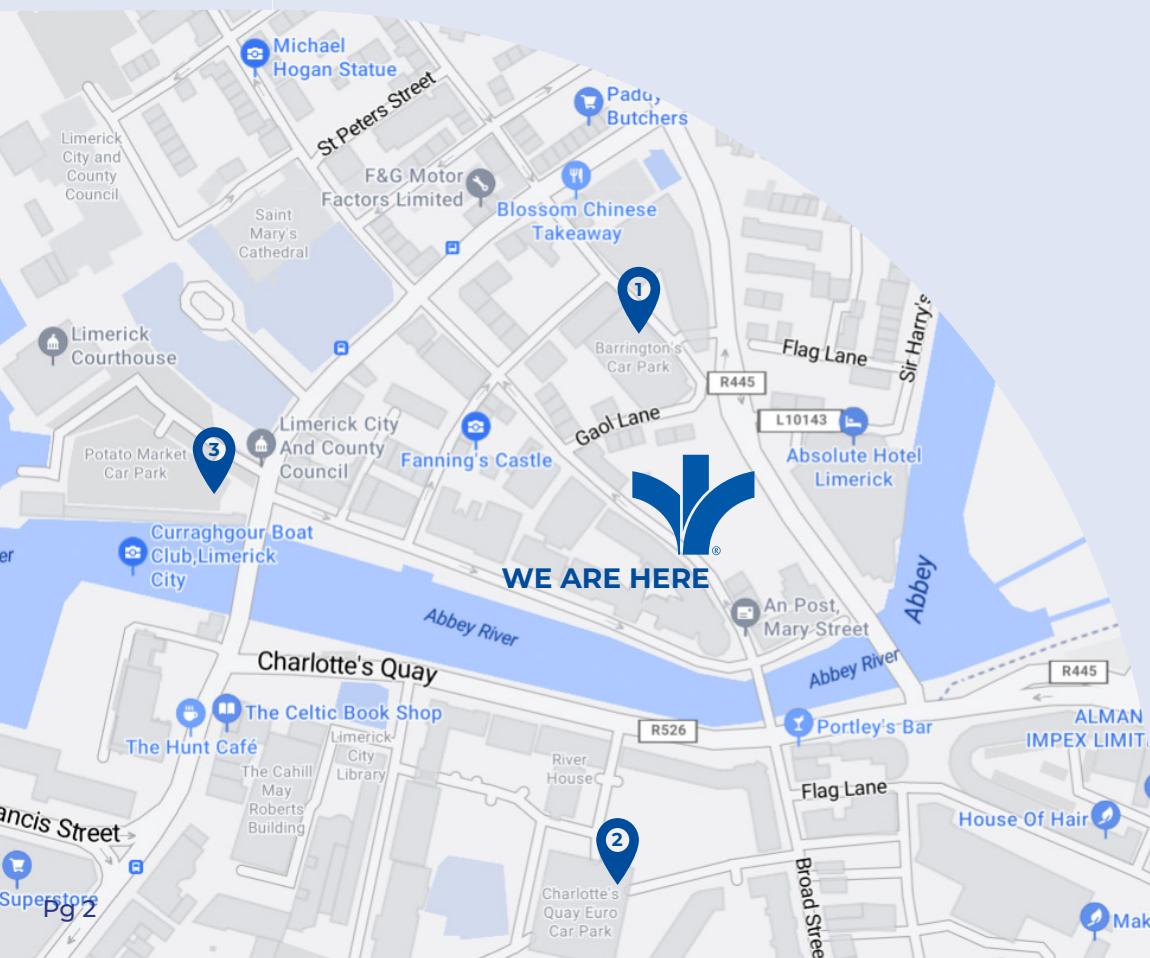
Sheep Street, Limerick City, V94 XV25.

### 2. Charlottes Quay Car Park

Limerick City, V94 YE00.

### 3. Potato Market

Merchants Quay,  
Limerick, V94 P020.



# 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, soaps and towels 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 Pharmacy
- Any glasses, hearing aids, contact lenses and dentures you currently use

## Other

- Health insurance details such as Plan and Membership numbers
- Mobile phone and charger (please charge up before bringing to hospital)
- Reading Materials

## What **NOT** to bring to Hospital

- 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 belongings is limited.



## 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. You should understand that all excess/shortfalls must be paid prior to or on admission and that it is your responsibility to verify with your insurer if you are covered for your 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 have facilities to accept cash, card and cheque, and also have a web facility to pay your hospital bills online. The online payment is completely secure using SSL encryption.

Please see our website:

[https://www.bonsecours.ie/  
payonline](https://www.bonsecours.ie/payonline) and select  
**Bon Secours Limerick**.

Thank you for your co-operation.

### Medication

All patients are required to bring their medication in their original containers to hospital with them. In addition to the actual medication, please bring a list with you. Your medication 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 medications, 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 or the Pre-assessment department on 061 608043.

If we need to use your medication, a nurse or pharmacist will assess your medications and will either deem

it 'suitable' or 'not suitable' for use during your stay. If your medicines are deemed suitable for use, they will be stored on the ward 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 are discharged.

Your own medication will be returned to you on discharge.

If you have any questions about any of your medications, please ask the nurse looking after you and your consultant or pharmacist will be happy to answer any of your questions.

If you are breastfeeding and have any queries about breastfeeding in the perioperative period, we can provide you with advice.

## Special Requirements

If you have any special needs, dietary requirements, hearing difficulties, diabetes or mobility problems, please contact Pre-assessment on 061 608043 or Nurse's station on 061 490571 for advice.

You must fast from food as per your specific advice sheet. If unsure please call Pre-Assessment on 061 608043.

For your comfort you are allowed to sip STILL water up to one hour before your admission time to the hospital. Please ensure that you do

not consume a large volume of water, only sips.

Please ensure you have a relative/friend to collect you from the hospital ward on discharge and escort you home. Please ensure you have organised for someone to stay with you for the first 24hrs following your procedure or longer if necessary. This is because you have had a general anaesthetic or sedation and the effects of these drugs take 24 hours to leave your system. Please contact Pre-assessment or the nurses station if you are unable to meet this requirement.

## 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. You will be given a printed wristband to wear. We use the wristband to check your identity before we give you any treatment. If you notice a mistake on your wristband or are not given one, please tell a member of staff. If you have any allergies, please inform the nurse and you will be required to wear an additional red wristband.

## Admissions Process

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

We do endeavour to keep to the scheduled surgery times however, due to the nature of surgery, delays do occur and at such times we will inform you of any delay and we ask for your understanding

Please be aware you may be required to give a urine sample when you reach the ward for some diagnostic tests or procedures.

## 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.

During your stay you will be required to give written and verbal consent for any surgical procedures or diagnostic tests. You have the right to be fully informed of all risks and alternatives prior to giving your consent.

## Patient & Family Rights

If you wish to seek additional information on your Consultant or any of our services here in Bon Secours Hospital Limerick at Barringtons, please ask any member of our nursing team and they will assist you with the required information.

Healthcare Students may be present during your appointment or surgical procedure. If you would prefer students not to be present please inform the nurse or doctor.



# Visiting Policy

Visiting is restricted for Infection Control purposes, however if you require a visit or know your family member needs a visit, please contact the Clinical Nurse Manager on the ward.

# Dietary Requirements

Please make your nurse or doctor aware of any food allergies, intolerances or special dietary requirements you have.

You will be offered appropriate refreshments following your procedure. For overnight stays you will be offered three meals per day post procedure.

# Smoking Policy

Please be aware that we have a No smoking policy, this includes the use of E-cigarettes.

# Safety in a Hospital Environment

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 bell button beside your bed and in

the bathrooms which rings at the nurses 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.
- Your name and date of birth will be your unique identifier while in the 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 nurse.
- Wear shoes or non-slip slippers when out of bed. Flip-flops are not permitted.
- Inform the staff nurse if you want to leave the ward. If you leave the ward area or hospital prior to discharge by your Consultant, please be advised this is against medical or nursing advice. We will endeavor to contact you or your GP to ensure your return to Bon Secours Hospital Limerick at Barringtons for formal discharge.
- In the event of a fire, follow



instructions of our staff and stay calm. Fire exits are clearly marked. Do not use elevators in the event of a fire.

# Infection Control

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 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 or if you are a patient undergoing surgery, please inform Pre-assessment nursing staff on 061 608043 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 on 061 608043 if you are feeling unwell within 48 hours of your planned admission, i.e. flu like symptoms, rashes etc. prior to your arrival.
- You may have nose or skin swabs taken by your admitting nurse. These may be repeated during your stay.
- Please remove any nail varnish, fake/gel nails, fake eyelashes or eyelash makeup before admission.

# Blood Clots

You may be at risk of developing a blood clot. 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 if you have undertaken a flight for longer than six hours recently
- 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

- You have heart, lung or inflammatory disease
- You have thrombophilia
- You have varicose veins with phlebitis

## 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 clot to be assessed if you're admitted to hospital
- Do not spend long periods sitting on chairs or in bed
- Drink plenty of fluids after your surgery
- 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.

**BLOOD CLOT ALERT CARD**

**WHAT IS A BLOOD CLOT?**

This is the formation of a clot inside a blood vessel, usually in the leg, which may break off and go to the lungs. This can be fatal.

60% of clots happen in HOSPITAL or in the 90 DAYS following admission.

**SIGNS AND SYMPTOMS OF A BLOOD CLOT**

- Swelling or pain in one leg or arm
- Warmth or redness in the leg or arm
- Short of breath or rapid breathing
- Chest pain (particularly when breathing deeply)
- Coughing or coughing up blood

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

Urgent treatment may include contacting your Consultant, your GP or your local Emergency Department

**Am I at risk?**

**WHAT CAN I DO TO HELP MYSELF?**

- Ask for your risk of blood clots to be assessed, especially if you are in one of the higher risk groups listed opposite.
- Walk and move as much as possible.
- Drink plenty of fluids.
- If directed to use stockings or medication to prevent or treat a clot follow instructions exactly.
- Remember, a blood clot in the veins is more likely up to 90 days after being in hospital.
- If you have any signs or symptoms of a clot, take **immediate action** to seek medical help.

You have a HIGHER CHANCE of getting a clot in HOSPITAL than on an AEROPLANE

**RISK MAY INCREASE FURTHER IF:**

- you or a close relative had a blood clot.
- you had surgery in the last 90 days.
- you have thrombophilia (tendency to clot).
- you are on the oral contraceptive pill or HRT.
- you have heart, lung or inflammatory disease.
- you are over 60 years of age or are overweight.
- you have varicose veins that become red and sore.

Thrombosis Ireland  
Spot The Signs... Save A Life

BON SECOURS HOSPITAL LIMERICK

NVTEP

# Discharge

## On the Day of Discharge

We want to get you home as early as possible, so you have time to settle in at home.

On the day of discharge we will:

- 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 patient 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 urgent care advice in case you encounter any health concerns in relation to your recent surgery.

## Emergency or Concern following Discharge

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

- Contact your GP for advice
- In an emergency, you are advised to attend your nearest Emergency Department.

If you have any concerns, follow the contact information on your advice sheet.



## 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 'Cemplicity'.

To participate your email address or mobile 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.

## Complaints or Concerns

Bon Secours Hospital Limerick at Barringtons 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 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.

## How complaints can be made

- Verbally to Hospital Managers, Staff or Consultants
- In writing to; Quality & Risk Manager, Bon Secours Hospital Limerick at Barringtons, Georges Quay, Limerick
- Via email to the Quality & Risk Manager (you can request these details from your nurse)
- Via the hospital website: <https://www.bonsecours.ie/limerick-contact>
- To our accrediting body the Joint Commission International by email to: [jciquality@jcrinc.com](mailto:jciquality@jcrinc.com) or at <https://www.jointcommissioninternational.org/>

## Personal Values and Beliefs

The Hospital Chapel is an oasis of calm for reflection and prayer and is open 24 hours a day. It is located on the lower ground floor near reception. All are welcome.

Pastoral Care is an essential element of our Mission, Values and Ethos, which promotes care for the Whole Person: body, mind and spirit. It is our policy to provide holistic care for our patients, their families/ loved ones and our staff, while respecting each person's religious freedom, personal convictions and culture. If required, the Pastoral Care team can be contacted through the ward.

# Accreditation

The Bon Secours Hospital Limerick at Barringtons has been awarded accreditation from the Joint Commission International, the worldwide leader in improving quality in healthcare.

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 promotes 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.

# Sustainability

Bon Secours Health System staff are very conscious of the value of Stewardship and are actively engaged in many sustainability initiatives: Energy, Construction, Food and General Procurement, Recycling, Waste and Waste Segregation, etc. A ministry-wide Sustainability Council is in operation since September 2019. Bon Secours Mercy Health Systems and Hospitals have set up local Sustainability Groups.

# Our Mission

Founded by our 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 to".

### 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.

# The Charter of Commitment of the Bon Secours Health System

The 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.

## PATIENTS, KEEP US INFORMED & SPEAK UP



- **SPEAK UP** if you have any questions. If you don't understand, ASK again.
- **PAY ATTENTION** to the care you are receiving. Always make sure you are getting the right treatments. Don't assume anything.
- **EDUCATE** yourself so you fully understand your diagnosis and treatment.
- **ASK** your Next of Kin to be your advocate.
- **KNOW** what medicines you take and why you take them. Medication errors are among the most common health care mistakes.
- **UNDERSTAND** Your Patient Rights.
- **PARTICIPATE** in all decisions about your treatment plan. You are the center of the health care team.



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