



BON SECOURS HOSPITAL
TRALEE

Advanced Medicine Exceptional Care



Essential Information For Patients



Website: www.bonsecours.ie

Phone: 066 714 9800



Table of Contents

Welcome to the Bon Secours Hospital Tralee	3
Our Vision, Mission & Values.....	3
History of the Hospital	4
Hospital Profile	4
Charter of Commitment of the Bon Secours Health System	5
Scope of Services	6
Accreditation	6
Pre-Arranged Admissions.....	7
Prior to Admission	8
Admission To the Hospital	9
Patient Experience Survey	10
Accommodation	10
Hospital Visiting Hours	11
Privacy and Confidentiality	11
Information For Visitors	12
Hygiene and Infection Prevention & Control	13
Protection and Safety of Patients	14
Patient Safety	15
Fall Prevention.....	15
Blood Clot Prevention	18
Fire Safety	19
Chaperone Policy.....	19
Students on Placement	19
Permission To Leave During Your Stay	19
Participation in Your Care	20
Concerns About Your Condition	20
Decisions About Your Care.....	21
Advanced Directives.....	21
Organ Donation / Clinical Trials	21
Second Opinion	21
Pain Management	21
Consent.....	22



General Information	24
Health Insurance	28
Speak Up!	29
Making a Comment, Compliment or Complaint	29
Discharge Planning	30
Discharge Process	31
Data Protection and Privacy Notice	32
Helpful Suggestions	33
Notes	34
Contact Details and Map	35





Welcome to the Bon Secours Hospital Tralee

We would like to take this opportunity to welcome and thank you for choosing Bon Secours Hospital, Tralee. Our aim is to place you, the patient, at the centre of everything we do and to provide the highest quality of care and service to meet your healthcare needs. Our team is second to none and our staff are recognised for their warmth and experience. You are our priority, and we wish your stay with us to be as safe and as comfortable as possible.

This Handbook has been developed as a source of information for all patients upon admittance to our hospital, to inform you of your rights and to protect and advance your rights and those of your family. During your hospital stay, your care is guided by Best Practice Policies and Procedures, which have been devised to ensure that your care is delivered in a uniform manner and within business, financial, ethical, and legal norms.

If you have any questions that are not outlined in this handbook, please do not hesitate to request assistance from any member of our healthcare team, who will be happy to help.

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

Our Vision, Mission & Values

BON SECOURS HEALTH SYSTEM

LIVING OUR MISSION

OUR VISION

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

OUR MISSION

Founded by the Sisters of Bon Secours, our hospitals have as their mission, care for the sick, the dying and their families within a Catholic Ethos.

Inspired by the Gospel and sharing in the healing mission of Jesus, we recognise the dignity and uniqueness of each person, seeking to provide high quality, holistic care which is characterised by compassion, respect, justice and hope.

OUR VALUES

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

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

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

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

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



History of the Hospital

The Bon Secours Sisters first came to Tralee in September 1879 to care for the sick in their own homes. Between 1902 and 1937, at the request of the local health authorities, the Sisters cared for the sick in the town's Infirmary, as well as in their homes. Between 1937 and 1987, the Sisters ran Edenburn, first as a unit for patients suffering from TB, and later as a home for the elderly.

In 1921, the Sisters purchased a large private residence with eight acres of land a short distance from the convent on Strand Street, and this became the nucleus of the present hospital. It opened its doors to the first patients in 1922 and was known as the *Bon Secours Nursing Home*.



Hospital Profile

Today, Bon Secours Hospital Tralee comprises of 82 Inpatient and 37 Day Case beds, employing over 600 staff members and with over 55 Consultants in over 40 specialities, providing care for in excess of 74,684 patients per annum.

The hospital has 4 Operating Theatres, 1 Minor Theatre, HSSD, 4 General Wards, 1 Day Ward, High Dependency Unit (HDU), Cardiology, Respiratory, Endoscopy, Medical Assessment Unit, Medical Day Unit (Infusion Clinic), Laboratory, Physiotherapy, Radiology, Dietetics, and a comprehensive range of Diagnostic Imaging Facilities.

It has strong links with University Hospital Kerry, University College Cork, Munster Technological University Tralee, and Kerry College of Education.

All our patients have access to expert Consultants and Medical staff who are dedicated to meeting each patient's individual healthcare needs and providing high quality and compassionate care. Our staff today continue our legacy of care bringing "Good help" to the patients who come through the doors of our facilities by delivering "Advanced Medicine and Exceptional Care".

Bon Secours Hospital Tralee is one of six Bon Secours Health Facilities in Ireland comprising the Bon Secours Health System. As Ireland's largest independent Hospital Group, Bon Secours Health System is renowned for the quality of its service provision coupled with a rich tradition in healthcare. Bon Secours Health System is a not-for-profit organisation, and its mission is centred on providing compassionate, world-class medical treatment to all those it serves.

Bon Secours Health System incorporates five modern acute hospitals in Cork, Dublin, Galway, Limerick, and Tralee with a Care Village in Cork.

In July 2019 Bon Secours Health System became affiliated with Bon Secours Mercy Health, Inc. (**BSMH**) BSMH is non-profit Catholic healthcare ministry in the United States. The health ministry employs more than 57,000 staff in 43 hospitals and 1,000 sites of care across seven states, including Ohio, Kentucky, New York, Virginia, South Carolina, Florida and Maryland.



Charter of Commitment of the Bon Secours Health System

THE CHARTER OF COMMITMENT OF BON SECOURS HEALTH SYSTEM

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.





Scope of Services

- Acute Admissions Unit
- Anaesthesiology
- Angiography
- Cardiology
- Cosmetic & Hair Restoration Clinic (CHRC)
- Diabetes
- Diagnostic Imaging MRI / CT
- Densitometry
- Dermatology
- Dental Surgery
- Dietetics
- Endocrinology
- Endoscopy
- ENT surgery
- Epidural
- Gastroenterology
- General Medicine
- General Surgery
- Gynaecology
- Histopathology
- Haematology
- Infection Control
- Interventional Radiology
- Medical Assessment Unit
- Microbiology
- Neurology
- Occupational Health
- Ophthalmology
- Oral Surgery
- Orthopaedic Surgery
- Paediatrics- Surgical
- Pain Management
- Pastoral Care
- Pathology
- Pharmacy
- Physiotherapy
- Plastic Surgery
- Pre-Assessment Clinics
- Respiratory Medicine
- Pulmonary Function Laboratory
- Rapid Access Chest Pain Clinic
- Rheumatology
- Sleep studies
- Urology
- Vascular Surgery



Accreditation



Bon Secours Hospital Tralee has been awarded accreditation from the Joint Commission International (JCI).

JCI is the worldwide leader in continuous quality improvement in healthcare. The 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 improvement in the hospital's performance and the outcomes of patient care, by applying internationally agreed standards which are adapted to local needs and are continuously monitored.



Pre-Arranged Admissions

For pre-arranged Admissions:

- You will either be told by phone or in writing the date and time of your admission.
- A wheelchair is available from the reception staff should you require one.
- When you arrive at the hospital you should go to the admissions office (unless otherwise informed) where you will be registered by one of our staff.
- Prior to admission, please indicate if an interpreter is needed or if you require special communication assistance.
- It is important that you follow any advice that you have been given, which may refer to fasting or medication.



Reasons why some patients are called first in the Admissions Waiting Area

- It may depend on the Operating Theatre list
- Different patients attending different departments

Fast Track Direct Admission

You will be contacted the day prior to admission and to go through your admission details with one of our staff. If applicable, payment will be requested.

You will be advised what ward to attend at the time of admission.

If you are unable to attend, because of illness or personal reasons, it is important that you contact the hospital on **066 7149800** as soon as possible to re-schedule your appointment and another patient can be offered your appointment.



Prior to Admission

Medication

- All patients are required to bring their medication to hospital with them, preferably in their original identifiable packaging. To ensure there is no interruption of your medications, please give your nurse a list from your pharmacy of any medications and herbal supplements you are taking, including dosage and times.
- Your consultant or hospital doctor will review these and will make a decision on which medications you should continue to take during your hospitalisation.
- Medications you have brought with you should be returned home, unless otherwise indicated by staff. If you have no way of sending them home, they will be stored on the ward until your discharge.
- 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 ask your consultant.

You might find the following checklist useful to help you prepare for your hospital stay:

What to bring with you:

- ✓ All your medications in their original containers, including herbal or over the counter medicines and nicotine replacement therapies. **Also bring a list of your current medication from your community pharmacy or your General Practitioner (GP)**
- ✓ Nightwear, dressing gown and appropriate footwear/ slippers. Children may also like to bring a favourite toy
- ✓ Underwear
- ✓ Toiletries
- ✓ Change of clothing
- ✓ Anything you use on a daily basis – e.g., glasses or lenses, hearing aid and batteries and cochlear implants and batteries, dentures, Zimmer frames, walking stick etc.
- ✓ Contact details of your **Nominated Person**
- ✓ Health Insurance details
- ✓ Only bring in necessary electrical items during your stay in hospital
- ✓ Towels, if you wish to bring your own
- ✓ Bag or small case for clothes

What NOT to bring with you:

- ✗ Valuables
- ✗ Jewellery
- ✗ Cash (except for a small amount)
- ✗ Too much clothing (space is limited)
- ✗ Tobacco/Vapes products, alcohol, illegal substances, food

Patients must retain and be responsible for personal items such as dentures, hearing aids, mobile phones etc.



Admission To the Hospital

The following information may be required at registration:

- Title (Mr, Mrs, Ms, Master)
- Name (Forename and Surname)
- Alias: the name by which the patient likes to be known, if different from the patient's birth name.
- Date of Birth
- Gender
- Marital Status
- Religious preferences
- Address /Eircode
- E-mail address/Mobile Phone Number
- Nominated persons Name & Contact Details
- Two contact telephone numbers (landline and mobile)
- Patient's GP and GP contact details
- Medical Insurance details
- Ethnicity / Nationality
- Spoken language (indicate if an interpreter is needed)
- Occupation



Have you attended this hospital before?

If you have attended the following departments previously, please advise a member of the admission staff:

X-Ray Department (Radiology)
Kerry Clinic (Outpatient Clinic)
Cardiology Department
Respiratory Department
Pathology Department (Lab)



Patient Experience Survey



Your experience, as a patient, is vital to improving our healthcare service and it is therefore our hope that you will participate in our Patient Experience Survey. This is an electronic survey asking our patients about their recent experience in our **Hospital**.

The purpose of the survey is to learn from patients' feedback in order to improve the planning and delivery of healthcare in our hospital.

You will be asked if you would like to take part in this survey when you are being admitted. You can partake if you have an email address or mobile that links to the internet. If you agree your consent is recorded and a contact email address or mobile phone number is logged on our database. Patients will receive the survey by text or email two weeks after discharge. However, if you would prefer not to participate you can decline and this is respected and logged.

The hospital can facilitate a change of mind at any time before you are discharged.

All survey responses will be combined to produce reports on the quality and safety of care in The Bon Secours Hospital. Each patient's answers will be treated confidentially. These details are stored securely and confidentially under the terms of the **General Data Protection Regulation Act 2018**.

Accommodation



Depending on your Health Insurance cover, we will try at all times to facilitate your required accommodation as much as possible.

Clinical reasons must always take priority for single room accommodation, and we appreciate your understanding and co-operating in this regard.

Transfer to Ward

Occasionally, a delay may occur in transferring you to your ward, depending on ward activity at the time of your admission. If this occurs, please be patient and we will transfer you as soon as possible.

Bed and Ward Transfers

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



Hospital Visiting Hours



Visiting Times

Times will be available on the Hospital Website

And will be displayed publicly at reception and throughout the hospital

Family & friends are welcome to visit. However, patient care is our primary concern at Bon Secours Hospital Tralee. To better service our patient's needs, no more than two persons will be permitted to visit a patient at one time.

Visitors will not be granted permission outside of the specified visiting times unless by prior agreement with the Clinical Nurse Manager/Senior Nurse in charge.

High Dependency Unit (HDU)

- Patients requiring a higher level of care are admitted/transferred to the high dependency unit.
- As rest plays an important part in their recovery, visiting is restricted to close family members, no more than 2 visitors at the time and for short periods only.
- Children are not allowed in HDU unless by arrangement with the Clinical Nurse Manager/Senior Nurse, in exceptional circumstances.
- Visitors in HDU are required to use the buzzer and wait for attention. A member of staff will attend to them as soon as possible

If you have any concerns regarding the care of your family member, please contact a member of staff on the ward.

Privacy and Confidentiality

You have the right to privacy and can expect your privacy to be maintained during any examinations, interventions, or procedures. Discussion about your care and treatment should take place in a private and confidential manner. Patient information is confidential, and staff of Bon Secours Hospital Tralee adhere to policies which protect this information.



Information For Visitors

- **Noise Levels**

We encourage a quiet atmosphere on the patient floors and therefore remind visitors to be aware of their noise levels.



- **Visitor Lounges**

Visitor lounges are available on most floors, which allow patient and visitors to meet outside the confines of the patient room.

- **Toilets / Disabled Access Toilet / Baby Changing Facility**

They are located on the ground floor near the restaurant and near the Medical Day Unit.

- **Bed and Breakfast**

A list of local bed and breakfast accommodation in the area is available from reception.

Please:

- ✓ Do not visit if you are feeling unwell as you may be an infection risk to others.
- ✓ Use the hand hygiene facilities on entering the hospital.
- ✓ Do not enter unauthorised areas.
- ✓ Do not sit or lie on the beds.
- ✓ Respect other patient's need for privacy and rest.
- ✓ Adhere to any request to leave the patient's room to assist the patient's care.
- ✓ Show respect and consideration for staff doing their work.
- ✓ Notify staff of any hygiene concerns.
- ✓ Do not bring alcohol, tobacco substances, illegal substances, or food to patients.

**Don't hesitate to ask staff to identify themselves
and to clarify what their role is!**



Hygiene and Infection Prevention & Control

Hygiene is fundamental to the hospital's quality system. Preventing infection contributes to the safety and well-being of patients, staff, and visitors. Achieving and maintaining the highest hygiene standards is a shared responsibility. Here is what you can do to help us on this quest and make our hospital a safer environment for all patients, visitors, and staff.

- We ask you and your visitors to use the hand gel sanitisers and hand washing techniques as appropriate. If you notice a staff member has not carried out hand hygiene techniques, please kindly remind them to sanitise their hands before attending to you.
- If you have or have ever had a hospital acquired infection such as MRSA, please inform your doctor or admitting nurse.
- Never touch dressings, drips, or other equipment around the bed. If you feel your room needs cleaning, please contact a member of staff.
- Flowers are not permitted in the hospital due to infection control guidelines.
- Please abide by our visiting times, keep visitors to **TWO** people and do not sit on the patient's bed.
- If visitors are sick with respiratory symptoms or vomiting and diarrhoea, **DO NOT VISIT!**

Your 5 Moments for Hand Hygiene





Protection and Safety of Patients

At Bon Secours Hospital Tralee, we are committed to a culture of safety, which helps us to keep everyone safe.

You will be asked to state your name and date of birth before being:

- Given medication
- Undergoing tests/procedures
- Served meals



This is done to ensure there is no medical error.

- If you think you have been confused with another patient, inform a staff member.
- Staff members confirm your identity by checking your wrist band asking you to state your name and date of birth before administering any medication or carrying out any treatment.
- Inform staff of any allergies that you may have.
- Expect staff to introduce themselves when they enter your room and look for their identification badges.
- There is a nurse call bell button beside your bed and in the bathroom, which rings at the nurse's station. Use your nurse call bell when you need any assistance.
- Handwashing is the most important way to prevent the spread of infections. Don't be afraid to remind a doctor or nurse to do this.

During your stay in hospital, your health and safety is of utmost importance.

FEEL LIKE YOU'RE REPEATING YOURSELF?	FEEL LIKE YOU'RE REPEATING YOURSELF?	FEEL LIKE YOU'RE REPEATING YOURSELF?
<p>We are sorry for asking you to repeat yourself but patient safety matters to us.</p> <p>MEALS</p>  <ul style="list-style-type: none">Each time we serve a meal to you we will ask you for your name and date of birth.This is to ensure that you are given the correct food tray.It is particularly important for patients who are on special diets or who have some meal restrictions. <p>WE DO THIS FOR PATIENT SAFETY AND TO ENSURE THAT NO ERRORS ARE MADE</p> <p>www.bonsecours.ie</p>	<p>We are sorry for asking you to repeat yourself but patient safety matters to us.</p> <p>MEDICATIONS</p>  <ul style="list-style-type: none">Each time we administer medication we will ask you for your name and date of birth.We will confirm that this matches the information on your wrist band.This is to ensure that you are given the correct medication. <p>WE DO THIS FOR PATIENT SAFETY AND TO ENSURE THAT NO ERRORS ARE MADE</p> <p>www.bonsecours.ie</p>	<p>We are sorry for asking you to repeat yourself but patient safety matters to us.</p> <p>PROCEDURES</p>  <ul style="list-style-type: none">Each time you have a test, a procedure or an operation, we will ask you for your name and date of birth.This ensures that you have the correct test and/or procedure. <p>WE DO THIS FOR PATIENT SAFETY AND TO ENSURE THAT NO ERRORS ARE MADE</p> <p>www.bonsecours.ie</p>



Patient Safety

The **hospital environment** is a lot different from your home environment. For your safety, be aware of the following:

- Be careful turning and getting in and out of bed as hospital beds are generally narrower and higher than beds at home.
- Most of the furniture in our hospital room is on wheels so don't lean on it unless you know it is secure.
- If you need assistance use the call bell provided by the bedside and in the bathroom.
- If there is a patient in the same room as you who asks for help, please notify the nurse before you attempt to help him/her.
- Wear suitable shoes or slippers when out of bed.
- If you want to leave the nursing area, inform the ward manager or nurse in charge.
- If there is faulty equipment in your room, report it to someone immediately.



Fall Prevention

Fall-proof yourself when in Hospital

The following checklist can be used by patients and their carers, and families:

- Tell ward staff looking after you if you have fallen in the last year, have a history of falls or if you are worried about a fall.
- Use your call bell if you need help to move, in particular if you need help going to the toilet.
- Make sure your glasses are clean and used as prescribed. Ask for help if you have any eyesight difficulties.
- If using a walking aid such as a stick keep it close by.
- Never lean on hospital furniture as it is often on wheels.

When getting up:

- Sit upright for a few moments on the edge of your bed before standing
- Get up slowly and make sure your feet feel steady before walking
- Do some simple leg exercises before getting up from the bed or chair:
 - Point your toes forward and release a few times
 - Move your legs up and down if you can, to get circulation going
 - If you feel dizzy – stop, sit down, and let ward staff know immediately.
- Some medicines can make you feel dizzy or drowsy. If so, you should let ward staff know straight away.



- Drink fluids regularly and eat well.
- Be familiar with your bedside environment. Ask for clutter to be removed if your path is not clear. Make sure your footwear fit and grip well.
- Take great care in the bathroom and toilet. Ask for help if you need assistance.
- Do not wait until the last minute to go to the toilet as this often means you are rushing which increases your risk of falling.

If required, you will be assessed by a Physiotherapist who will look at your risk for falling.

Your physiotherapist will discuss ways to reduce your falls risk which may include specific balance and strengthening exercises.



CALL DON'T FALL



CALL DON'T FALL

FASTING

NEW MEDICATIONS

LEG SWELLING

PAIN

DIFFERENT
TOILET

HOSPITAL
FALLS
RISKS

DISTURBED
SLEEP

WALKING AIDS

FOOTWEAR

DIZZINESS

DROWSINESS
AFTER
SEDATION

ALTERED
SENSATION OR
NUMBNESS

KEEP
BELONGINGS
WITHIN REACH

REMEMBER KEEP CALL BELL
WITHIN EASY REACH





Blood Clot Prevention

What is a blood clot?

This is a 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.



Blood clots can be very serious – but there are effective treatments to deal with them and help prevent them.

Signs and symptoms of a blood clot

- Swelling or pain in one leg or calf
- Warmth or redness in the leg
- 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.

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 below
- 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 clot can form 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 may be at higher risk if you:

- Are admitted to hospital and for 90 days after you go home
- Have active cancer or receiving cancer treatment
- Are pregnant or have had a baby less than 6 weeks ago
- Become immobile (more than 3 days in bed / travel non-stop more than 6 hours / in a leg cast)

Risk may increase further if:

- You or a close relative have had a blood clot
- You had surgery in the last 90 days
- You have thrombophilia (tendency to clot)
- You are on the oral contraceptive 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 or sore



Fire Safety

- In the unlikely event of a fire or other emergency, you will be advised by a member of staff of the correct safety procedure, including evacuation of the room, ward, or hospital.
- Your attention is drawn to the fire notices and emergency exit signs in each area.
- Do not leave your room until a member of staff is with you. Please remain calm.
- Do not use the lifts to exit the building in the event of a fire emergency.



Chaperone Policy

The Bon Secours Hospital Tralee is committed to providing a safe, comfortable, environment where patients and staff can be confident that best practice is being followed at all times and the safety of everyone is of paramount importance.

All patients are entitled to have a chaperone present for any consultation, examination, or procedure where they feel one is required. You have the right to a chaperone for all intimate examinations. This can be one of your nominated persons or a staff member. Do not hesitate to request a chaperone, should you feel you require one.

Students on Placement

The Management and Staff of Bon Secours Hospital Tralee welcome students and trainees who come to our hospital on placement. Students and trainees will be participating in care processes in all areas of the hospital.

You have the right to refuse to be treated by a student or trainee if you so wish.



Permission To Leave During Your Stay

In extenuating circumstances, a patient may request to leave the hospital for a period of time, e.g., for a family matter. The patient may be required to leave the hospital as part of their planned care, i.e., as part of a rehabilitation programme or to facilitate early discharge, a home or nursing home visit to assess suitability for discharge.

It is essential that you discuss this with a Nurse/Consultant on your ward.

It needs to be noted that Insurance Providers **may not pay** for a period of absence and in such circumstances, the liability will revert to the Patient/Parent/Guardian. It is the patient's responsibility to clarify with their



insurance company if they are covered while on leave from the hospital and any insurance shortfall must be met by the patient / policy holder.

Participation in Your Care

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 nominated person to participate in your care, this will also be respected.

You have the right to be informed of the following:

- Medical condition and any confirmed diagnosis
- Planned care and treatment(s)
- Results of tests and investigations undertaken
- Expected outcomes of care and treatment
- Unanticipated outcomes of care and treatment
- When informed consent will be required and the process used to give consent
- Risks and side effects of medications



During these discussions, you will be given the opportunity to ask any questions or voice any concerns you may have. Staff will ensure that information and education which you require will be supplied either verbally or in written form. If you are having surgery, the anaesthetist will discuss with you the type of anaesthetic you require. Use the following questions to assist you with finding out more about your care and treatment:

- Can you please tell me more about my condition?
- Why do I need to have this particular test?
- What are the different treatments for this condition?
- What are the risks of this condition/treatment?
- What should I look out for?

Concerns About Your Condition

If you or your family have concerns about your or your child's condition and feel that something is not right, press the nurse call bell and seek immediate assistance.

Nursing staff are trained in the Early Warning System and will ensure that you or your child are appropriately assessed and will seek further assistance if required. Where there is a delay in your treatment, you will be informed of the reasons for the delay and provided with alternatives.



Decisions About Your Care

Ultimately, patients have the right to refuse or discontinue treatment having discussed the possible consequences and any treatment alternatives with your consultant. To ensure that your wishes and preferences are met, we encourage you to share your wishes on the discontinuation or withdrawal of treatment with your family and/or your consultant.

Our goal is that all patients will receive compassionate and respectful care throughout their stay.

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.

Advanced Directives

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 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. We will respect your right to refuse any treatment.

Organ Donation / Clinical Trials

The hospital supports the National Organ Donation Programme and has Organ Donation cards available. The hospital does not routinely participate in clinical trials. If you are currently participating in an external clinical trial, please notify your consultant or nurse of this in order that your continued participation may be facilitated.

Second Opinion

The hospital will facilitate your request to seek a second opinion, if you wish to do so, without fear of compromise to your care, within or outside the hospital.

Pain Management

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 post-operative pain relief. If you feel at any time your pain is excessive, please inform your consultant or nurse.



Consent

What is Consent?

Getting consent involves asking for permission, **but it is more than that:**

- You must be given enough information in a language that you can understand, on the treatment or procedure in question so that you can make an informed decision.
- You must be able to understand the information and be able to make a decision.
- You must make the decision yourself.



How Do I Give Consent?

You can give permission verbally such as, for example, when a doctor or nurse asks to look at your ears or throat, but if the procedure is more complicated, such as an operation, you may be given a detailed leaflet containing important information about the questions people usually ask about the procedure.

- You will be asked to sign an informed consent form
- If you wish to withdraw your consent to any intervention, please inform your consultant or attending nurse.

What Sort of Information Will I Be Given?

The amount of information you will be given, may depend on how complicated or risky the procedure is, and how much information you want.

For example, for a minor procedure like changing a wound dressing, the doctor or nurse might just tell you what they are going to do and warn you that it may hurt a little bit. On the other hand, if a major decision is required, such as whether or not to have an operation, you might want to ask the doctor certain questions.

Such as:

- What will it involve?
- What benefits are you hoping I will get as a result of this treatment?
- What are the alternatives?
- What are the risks? Are they big/small?
- What may happen if I don't get treatment?



General Implied Consent

Bon Secours Hospital Tralee is an acute care facility and when a patient attends the hospital, he/she is automatically giving his/her implied consent for treatment, therefore the hospital does not require a general consent.



Nominated Person

Consent and Data Protection – Permission to Speak with your relatives and family

Relatives and families may ring the hospital staff to enquire regarding your health and well-being during your hospital stay. Under **Data Protection Legislation**, we are not in a position to share any information about you without your consent.

To facilitate the provision of information regarding the status of your well-being, we ask you to nominate one person that we can speak to with your permission.

CONSENT AND DATA PROTECTION

BON SECOURS HOSPITAL TRALEE
Advanced Medicine. Exceptional Care

**PERMISSION TO SPEAK WITH YOUR RELATIVES AND FAMILY
(CONSENT AND DATA PROTECTION)**

Relatives and families may ring the hospital staff to enquire regarding your health and well-being during your hospital stay. Under Data Protection Legislation, we are not in a position to share any information about you without your consent.

To facilitate the provision of information regarding the status of your well-being we ask you to nominate one person that we can speak to with your permission.

What is a Nominated Person?

This is the only person that will be given information in relation to your care/treatment plan/ general well-being.

I do consent for my care/treatment plan/general well-being to be discussed with my nominated person.

Name of Nominated Person:..... Contact Number:.....

Relationship To Patient:.....

I do not consent. (This means we will not be able to discuss your care/treatment plan/general well-being with anyone).

This consent is valid until your next admission.

You have the right to withdraw or change your consent at any time.

Bon Secours Hospital, Strand Street, Tralee, Co. Kerry 066 714 9800 www.bonsecours.ie/tralee



General Information



ATM

There is no ATM facility onsite.



Car Parking

A pay-upon-leaving system is in operation. Two pay stations are located on the hospital grounds, one inside the Main Entrance and one inside the Kerry Clinic.

Time	Price €
0 - 15 Minutes	Free
16 Minutes - 2 Hours	€3
2 - 3 Hours	€5.50
3 - 4 Hours	€8
4 - 5 Hours	€10.50
Max Daily Charge	€12
Max Stay Charge	€30

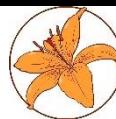


CCTV

We take our duty to protect the safety of all patients and staff very seriously. CCTV is used within the hospital to provide a safe and secure environment for everyone. If you notice anything or anyone suspicious, please inform a member of staff.



All members of staff are required to respect the confidentiality of your data.



Flowers

Flowers are not permitted in ward areas due to infection control guidelines.



Hospital Chapel

Our Chapel is located on the ground floor and is open 24 hours a day, providing an oasis of calm for ALL for prayer and reflection. All Chapel services are transmitted from the Chapel to patients' rooms on TV Channel 7.



Housekeeping

Cleaning of rooms takes place on a daily basis.



Meals / Dietary Requirements

Menu choices will vary daily using local seasonal choices when available. Please inform your admitting Doctor and admitting nurse of any special dietary requirements on admission. Prior to all meals and snacks served, your date of birth and name will be checked. This ensures that the correct meals are provided at all times.

Prior to admission, please adhere to Consultant/Doctors recommendations to fast or comply with special diets where applicable.

Please inform us of your special dietary requirements

You will be asked to confirm your Name and Date of Birth



Mealtimes:

Meal	Time
Breakfast	7:45am
Lunch	12:00noon
Supper	5:00pm

No Smoking



Bon Secours Hospital Tralee is a smoke free campus.

In an effort to promote a healthier lifestyle for patient and staff, smoking is prohibited on the hospital grounds, which includes the entrances to the hospital, footpaths, or in the car park. If you need assistance with giving up smoking, please ask us.

Pastoral / Spiritual Care

It is the right of each person to draw on their own individual spiritual resources in their search for meaning, purpose and hope in their illness, which can be experienced as a time of personal crisis and challenge. **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.



Pastoral Care attends to the spiritual, sacramental, and emotional needs of our patients, their families/loved ones, and our staff. It is available to **ALL** who wish to avail of it, whether or not an individual expresses a particular belief or religious affiliation. In response to the individual needs of our patients, we welcome Clergy of all religious denominations and Leaders / Representatives of faith / spiritual / philosophical / ideological traditions to visit and support patients of their own faith tradition / belief system.

The member of the Pastoral Care Team on duty endeavours to meet with every inpatient within 48 hours of their admission. If you would like to meet with the member of the Pastoral Care Team on duty, then please let a member of staff know and they will contact him/her. Alternatively, the Chaplain on duty can be contacted on **Ext. 8259** or at tchaplaincy@bonsecours.ie



Patient Identification

To ensure your safety and to ensure that you receive the correct treatment intended for you, an identity band will be applied to your wrist on admission and should be worn until you are discharged.

You will also be asked to state your name and date of birth before each intervention.



Personal Possessions

The hospital does not accept responsibility for the loss or damage to patients' personal possessions. Be careful with your belongings and medical aids and do not conceal these items in the bed or in areas where they potentially could be damaged.

It is advisable to leave valuables at home.



Postal Service

Incoming mail for patients is delivered daily. Outgoing mail is collected daily at 4pm from the post box located at reception on the ground floor.



Photography / Video

Photography is not permitted without the consent of the hospital. Consent must be approved by the department / ward head.

This includes photographs or videos taken by mobile phones or wireless devices. The use of recording devices is strictly prohibited.



Pharmacy



The pharmacy staff at the hospital work with your doctors and nurses to ensure you receive optimal pharmacotherapy while in hospital. A doctor will prescribe all the medication you will need during your stay. These medicines may be dispensed by the pharmacy, or they may be taken from your own supplies by the nursing staff caring for you.

Medication that has not been prescribed for you should not be taken.



Patient Equipment Alarms

Please do not turn off your alarm on your patient equipment.

PLEASE CALL FOR ASSISTANCE



Fleur De Lis Restaurant

The restaurant is located on the ground floor. It offers a range of meals and snacks and can also cater for special dietary needs. Newspapers can also be purchased here.

Restaurant Opening Hours:

Day	Time
Monday to Friday	8:00am — 6:15pm
Weekends & Bank holidays	8:30am — 3:00pm



Security

For security reasons, relatives and visitors are asked to confine their visits to the ward or clinical area where the patient resides or is being treated.



Staff Identification

Staff are required to wear a name badge showing their name and position. If you cannot clearly see the name badge, feel free to ask to see it.



Subject Access Rights

If you (Patient) wish to get a copy of your medical records, you will need to make a written request and include in the letter the following:

- ✓ Family name
- ✓ First name
- ✓ Maiden name (if applicable)
- ✓ Date of Birth
- ✓ Telephone number
- ✓ Current address
- ✓ Details of exact record request would be helpful. Please specify which admission or episode of care is required.

Photo identification will also be required



Television

All patient accommodation has television facilities. All services from the chapel are transmitted to patients' rooms on TV Channel 7. During the day reflective music is also available on the same channel.



Wheelchair Car Parking

Spaces are available outside the main entrance. Disabled parking is free on presentation of parking disability pass.



Electronic Charging Ports

There are **2** electric charging ports on site.



Wi-Fi

A free Wi-Fi service is available in all patient areas and in the snack room. Please ask reception for the password.



Health Insurance

- It is solely the patients' responsibility to be aware of the extent of their health insurance policy.
- The patient is liable to cover any charges not covered under their insurance plan.
- Parents can insure their children without having health insurance themselves.

Please note that insurance shortfalls and excesses must be paid prior to admission.

You can now pay your bill online. Check out our website for further information



Insurance Cover:

For a number of reasons healthcare insurer may not cover your stay or they may only cover part of your hospital stay. Before your admission, please check that your policy covers the treatment you need and clarify any excesses or shortfall on your policy. If you are scheduled for a procedure, please ask your consultant's secretary for the procedure code, and check directly with your insurance company to establish if you are covered.

Tests or procedures may not be directly covered by your insurer and may have to be scheduled as an outpatient after discharge. Patients and their families will often ask for additional non-urgent medical investigations or services to be provided while in hospital, but your insurer will not cover these. Furthermore, your insurer will not cover additional nights in hospital to pursue such services, and these will also be billed to you separately.

Bon Secours Hospital Tralee is covered by all private health insurance companies, with some of the best coverage available amongst private hospitals across the country.

We accommodate Self-Paying Patients.



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 and medicines. Don't assume anything.

Educate yourself so you fully understand your diagnosis and treatment.

Ask your Nominated Person to be your advocate.



Know what medicines you take and why you take them. Medication errors are among the most common health care mistakes.

Use an accredited health care facility, like Bon Secours Hospital Tralee, which has completed a rigorous survey to ensure quality and safety.

Participate in all decisions about your treatment plan. You are the centre of the health care team.

Making a Comment, Compliment or Complaint



Bon Secours Hospital Tralee welcomes feedback, comments, compliments, and complaints from all service users. The principle of using comments, feedback, compliments, and complaints is an opportunity to inform service provision and to continually improve the quality of care and service provided to the service user. Every individual patient has the right to complain about any aspect of service and to have the complaint investigated and be informed of the outcomes as quickly as possible. All criticisms, complaints, or suggestions, whether verbal or written shall be taken seriously and will be handled appropriately in a sensitive manner.

If you would like to make a suggestion, compliment, or complaint, or discuss any matter, please do not hesitate to write to Mr TJ O Connor, Chief Executive Officer (CEO), Bon Secours Hospital, Strand Street, Tralee, Co. Kerry.



Joint Commission International (JCI)

A patient, staff or member of the public may report any safety or quality issue with Bon Secours Hospital Tralee to its accrediting body, the **Joint Commission International**.

Complaints can be submitted by E-Mail

E-Mail: jciquality@jcrinc.com



Discharge Planning

Your discharge plan will start from your admission, and you will be given an expected date of discharge as soon as it is medically possible to do so.



We request your co-operation in vacating your room by 11am on day of discharge.

Use the following discharge checklist to help you prepare for going home:

- Has your nominated person been informed of your discharge?
- Have you received information leaflets relevant to your condition?
- Do you have any queries or concerns to address?
- Do you have transport home?
- If you have a wound, do you know what care is needed?
- Do you have all your personal belongings? Hearing Aids, Zimmer Frame, Phone charger. Etc.
- Do you have all your own medication that you may have brought with you?
- Do you have your discharge prescription?
- Do you have a copy of your discharge summary?
- Do you need a sick certificate for your employer?

Do you have the following?

- Outpatients appointment Public Health Nurse Referral

New Medications on Discharge



Your doctor will give you a new prescription when you are discharged from the hospital. A copy of the prescription will be sent to your GP, as your medications may have changed while in hospital.

Avoid taking the wrong medications by asking your community pharmacist to double check and destroy those which you no longer need.



Discharge Process

Your consultant will decide when you are ready to be discharged and will advise both you and the nursing staff. Once a medical decision for discharge has been made, you are no longer covered by your health insurance for ongoing hospital care. This can be confusing for patients as often you may not feel 100% back to health when you are being discharged. However, if your treatment can be administered at home (e.g., if you do not require intravenous treatment or intensive monitoring), the insurer will not cover this treatment in an inpatient setting. Your consultant will inform you as soon as possible about your expected discharge date once the expected course of treatment for your condition is known. If you feel that you need additional time to recuperate before going home or if your circumstances are such that you cannot be accommodated at home at the time of discharge, then you must inform the doctors or nurses as soon as possible to avoid significant costs being incurred by you. Provisions may then be put in place to arrange services such as convalescence or activate home care packages. The sooner you raise any concerns about your discharge, the sooner arrangements can be put in place to ease the transition from hospital to home.



Please read over any information leaflets relevant to your condition/ procedure.

Ask your discharging nurse or doctor any questions or queries you may have about how to care for yourself at home.

Danger Signals/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





Data Protection and Privacy Notice



Data Protection and Privacy Notice

Bon Secours Health System CLG ("Bon Secours") understands that your privacy is important to you and that you care about how your personal data is used. Bon Secours is committed to protecting and respecting all of our patient's data which we collect, use and store during a patient's treatment. This Notice outlines how our patient's medical information may be used and outlines our responsibilities as a Data Controller and our patients' rights as a 'data subject.'

Our Responsibilities

As a healthcare provider it is important for us to have a complete picture about your health in order to care for you. The personal data we collect enables us to confirm your identity when we contact you, or when you contact us. It enables us to provide the correct high-quality care to meet our patients individual needs. The following is a non-exhaustive list of various categories and types of personal data we may collect. Depending on the relationship you have with us we may collect some of the following personal data:

- Personal details about you, your date of birth, address, mobile phone number, contact details, nominated person details.
- Financial and health insurance information.
- Clinical information, treatment procedures, diagnosis and lab test results.

Bon Secours may also process certain special category data which may include health information, racial or ethnic origin, religious or

Patient data which we collect.

Our staff including our nurses, doctors and other healthcare professionals caring for you, keep records about your health and the care you receive for the purposes of preventative medicine, medical diagnosis, medical research, the provision of medical care and treatment and the management of healthcare services. Having accurate and up-to-date information will assist us in providing you with the best possible care.

See our website www.bonsecours.ie for more details.

Poster 031 2022 Issued August 2022

Patient Rights under GDPR

As a data subject you have the right to access the personal information, we hold about you. You can submit a Data Subject Access Request for a copy of your medical records by visiting our website or emailing : dpbsd@bonsecours.ie

Under GDPR you also have the following rights

- ✓ Right to be informed (Article 13&14 of GDPR)
- ✓ Right to rectification (Article 16&19 of GDPR)
- ✓ Right to object (Article 21 of GDPR)
- ✓ Right to erasure (right to be forgotten) (Article 17&19 of GDPR)
- ✓ Right of restriction (Article 18 of GDPR)
- ✓ Right of data portability (Article 20 of GDPR)

How we obtain patient personal data

To provide you with the highest quality of healthcare, we need to keep records about you. Your data may be collected in a number of different ways such as a referral made by your GP or another healthcare professional you have seen, or perhaps directly from you over the telephone, in person, or on a form you have completed.

There may also be times when personal data is collected from your relatives or your 'nominated person' where you might be very unwell and unable to communicate. During your treatment health specific data may also be collected by our nurses, doctors, and other healthcare professionals who are taking care of you. This personal data will be held in your patient chart (this can be either electronic and/or paper)

The legal basis for processing patient data

Depending on the circumstances there may be one or more legal basis for processing your personal data. (Article 6 &9 of GDPR)

Retention of patient data

We will retain patient information for as long as is necessary to provide you with services and to comply with our legal obligations. Further information on our retention policy can be provided upon request.

Security of patient data

We have in place appropriate technical and organisational measures in place to protect patient data. This data is securely stored, and our staff are trained in how to protect and keep information confidential and secure.

To view our full Data Protection and Privacy Statement, and further details on your rights, please visit our website www.bonsecours.ie or scan the QR code.



If you have any questions about this Data Protection Notice or the data we hold, or would like to exercise any of your rights please contact our data protection officer at: dpbsd@bonsecours.ie

Posters will be displayed throughout the hospital.





Helpful Suggestions

We hope your stay will be as pleasant and comfortable as possible.

Any questions, queries, or concerns that you may have, please raise them.

It is our hope you will be satisfied with the information you have received on leaving Bon Secours Hospital Tralee.

It is quite natural to forget what you have been told, since it can be a stressful time.

If you feel the need to ask the same question again, please do so.

All questions are welcome.

For your convenience you might like to note some questions that you need answered.

Write down any questions or queries you may have...

A blue notepad with a white lined page for writing down questions. The notepad has a blue border and a blue handle at the top.



Notes



Contact Details and Map



Bon Secours Hospital, Strand Street, Tralee, Co. Kerry, V92 P663 Ireland



(066) 714 9800



www.bonsecours.ie/tralee

