



Bon Secours Hospital
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**Bon Secours Hospital
Tralee**

We welcome you to the Bon Secours Hospital.

We aim to promote a warm and welcoming atmosphere to all those who come in contact with the services we provide.

Please take the time to read this information booklet, as it is designed to assist you. All Hospital staff members will endeavour to be as helpful as possible.

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“Bon Secours” Good Help to those in Need. The Bon Secours Hospital, at Strand Street Tralee, was opened in 1922. Providing superlative patient care in private and semi-private accommodation, the Sisters, Consultants and Staff seek to build a Christian milieu in which the quality of caring for each individual is characterised by compassion, respect and empathy; recognising the dignity and uniqueness of each individual patient.

WHAT TO BRING WITH YOU

You will need pyjamas or nightdress, dressing gown and slippers, towel(s), toothbrush and basic toiletries.

Very often a child will wish to bring a favourite doll or soft toy. We recommend that children do not bring with them any large or valuable toys. Electronic games are not permitted in the hospital.

Your stay in hospital is occasioned by illness. Rest and relaxation are essential elements in recovery. For this reason we do not encourage patients to bring work-related items with them.

Please note that the use of mobile phones or computers is not permitted in several areas within the hospital.

ADMISSION TO HOSPITAL

On arrival at the hospital you will be taken to the Admissions Office and requested to provide information for your Patient Record. This information will include your full name, address, date of birth, next of kin and, where applicable, details of your health insurance (e.g. VHI, HIBERNIAN AVIVA, QUINN HEALTHCARE, GARDA, ESB, or PRISON OFFICER INSURANCE Membership Number).

Your Family Doctor may have given you a letter for the Consultant under whose care you are being admitted. A senior member of our Nursing Staff may also ask you for a brief history of your illness or condition.

After you have been admitted to your room you will be seen by a member of our medical staff. Your Consultant will be advised of your admission and you can expect a visit from the Consultant as soon as is practicable.

The admissions procedure is both simple and fast. We want you to feel welcome and relaxed to begin your recovery.

INSURANCE COVER

If you have VHI, HIBERNIAN AVIVA, QUINN HEALTHCARE, GARDA, ESB, or PRISON OFFICER INSURANCE, we have a direct payment scheme with these insurance companies and we will forward your account directly to them for payment.

All outstanding bills remain the responsibility of the patient regardless of Insurance cover.

PERSONAL POSSESSIONS

Bon Secours Hospital does not accept any responsibility for a patient's personal possessions. We strongly recommend that you do not bring valuables with you to hospital.

Keep spectacles, dentures, hearing aids or other such items in an appropriate container when you are not using them. Do not conceal these items in tissues, among the bedclothes or on a food tray where they may be accidentally damaged or discarded.

MEDICATIONS

You will be asked to detail any medications you are currently taking, the dosage and frequency. This information is vital for your health care treatment. Your Consultant will order all the necessary medications you will need while you are a patient at the hospital. Please do not take any medications which have not been prescribed by your Consultant, these include headache remedies, antacids for indigestion or any other proprietary medicines available without prescription. At the conclusion of your stay in hospital your Consultant may order further supplies of medications to be taken afterwards or you may be referred to your Family Doctor for any further prescriptions.

PATIENT ACCOMMODATION

Private and semi-private patient accommodation is available within the hospital. Most private rooms have en-suite shower and toilet facilities.

All rooms are equipped with television and most rooms have radio headphones. Each patient has a call-bell and individual reading light at the bedside.

All rooms are equipped with direct-dial telephones. Where the patient requests a private room we do all we can to accommodate this request.

There is a developing trend in both medical and surgical care to minimise the time a patient is hospitalised. More and more minor treatments are given in the Day Ward where the patient is admitted in the morning, undergoes treatment and is discharged on the same day.

MEDICAL FACILITIES

Consultant Physicians to the hospital provide a comprehensive range of specialist diagnostic services including rheumatology, cardiology, dermatology, neurology, respiratory, endocrinology and general medicine. Supporting the Consultants are resident doctors providing 24-hour medical care who are responsible for carrying out the consultant's instructions.

These resident doctors have completed internship, and have also completed further studies and training.

The graduate doctors provide a number of necessary services; including 24-hour residence thereby ensuring that a trained doctor is available at all times to care for the patient. Their presence facilitates the role of the Consultant in the hospital, opportunities for consultation between doctors are enhanced and this is all to the benefit of the patient.

SURGICAL FACILITIES

The Bon Secours Hospital surgical facilities are located on the first floor at the rear of the hospital complex. Consultant Surgeons provide a comprehensive range of surgical specialities including ENT, General, Gynaecology, Ophthalmic, Oral, Orthopaedic, Urological and Vascular.

State of the art facilities include Ultra Clean Ventilated General Theatres, and Endoscopy Suite. Fibreoptic bronchoscopy, colonoscopy, gastroscopy, laryngoscopy and choledochoscopy procedures are available. There is also access to a full range of minor surgical procedures on an Outpatient basis.

Patients being administered anaesthesia will be carefully advised by the Nursing staff regarding fasting, refraining from drinking any liquids, removal of dentures, etc.

CONSENT

When you present for admission, your general consent to care as directed by your consultant is assumed. This care may involve examinations, laboratory testing, x-rays, scans, the administration of medication and nursing or other health care interventions relevant to your condition.

You can expect that each intervention proposed will be explained to you by your consultant or by a member of your health care team.

If you wish to withdraw your consent to any intervention, please inform your consultant or attending nurse and your wishes will be respected.

In circumstances where you require surgical intervention, the administration of anaesthesia/sedation, the use of blood and blood products or participation in clinical research, investigations or trials, you will be asked to sign an informed consent form. Your consultant will have explained these procedures to you. If

you do not understand the procedure or test you are asked to consent to, tell your nurse and your consultant will be notified. 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 a consent on their child's behalf. Use the following questions to assist you with finding out more about your care and treatment:

- How will this procedure help me?
- What are the possible risks of the surgery and what are the chances of these happening?
- Are there other ways that this condition could be treated?
- What will happen after the surgery/procedure?
- How long will I be in hospital?

NURSING CARE

A professional and experienced team of registered nurses provides personalised nursing. Our nursing staff has gained a reputation for compassionate and quality care that truly reflects 'Good Help'. In cases of a prolonged stay in hospital you may find that other Nurses replace Nurses you have come to know as staff members work to a roster system.

MEALS

Our catering department is committed to providing appetising and nutritious meals to patients. Meals are served at the following times:

- Breakfast 07.30 a.m. - 8.00 a.m.
- Lunch 12 Noon - 12.45 p.m.
- Evening Meal 5.00 p.m. - 6.00 p.m.

We respectfully request you to advise relatives / visitors to take note of meal times.

PASTORAL CARE

The Bon Secours ethic of providing holistic care, for the physical, emotional and spiritual well being of the patient encompasses pastoral care from the hospital chaplain. Available to all patients, immediate relatives of a patient may request this service also. The Pastoral Care team includes a Priest Chaplain, Church of Ireland Minister and Bon Secours Sisters and other lay personnel.

Prayer is offered if desired and appropriate and the Sacraments of the Sick and Reconciliation are available upon request.

The Pastoral Care team visits all patients regularly. Should you desire a visit at any time please advise your Nurse or Reception (Dial '272' or "479").

The Chapel, located on the ground floor, provides an oasis of calm for prayer and contemplation. Mass is celebrated daily in the Chapel at 9.30 a.m. Daily Mass and Rosary are transmitted from the Hospital Chapel and are available on Channel 7 on your television.

Your own priest, minister or clergyman is welcome to visit and pray with you at your request.

CHILDREN'S FACILITIES

A comprehensive range of medical and surgical treatments is available within a purpose-built Children's Suite. Situated on the ground floor, it is configured in twin, 3-bedded and 4-bedded accommodation units with a facilities for very young babies. On admission to the Children's Ward you will receive a copy of the *Children's Ward Fact Sheet*.

VISITORS

Hospital visiting times are as follows:

- 2pm - 4.30pm
- 6pm - 9.30pm

Visitors may be asked to leave the room when a doctor arrives or when nursing care is being given.

From time to time in the interests of a patient's recovery the Consultant may restrict visitors to immediate family members only. If you do not wish to receive visitors, or restrict visiting to your immediate family, please advise our nursing staff.

Patients in the Intensive Care Unit are permitted short visits by immediate family members only.

Occasionally, general hospital visiting may be restricted further due to Infection Control reasons.

CAR PARK

A pay on leaving system is in operation. Two pay stations are located in the hospital grounds, one adjacent to the main entrance and one opposite the Kerry Clinic, (charges are displayed at pay stations).

The hospital accepts no liability for the loss or damage caused to any vehicle or its contents whilst parked in the hospital car park.

DISCHARGE FROM HOSPITAL

We ask that patients vacate their rooms by 11.00 a.m. on the day of discharge. Patients who have long distances to travel to their homes and or are dependent on a family member for transport will, of course, be facilitated in the patient lounge areas on each ward.

PATIENT CONFIDENTIALITY & DATA PROTECTION

Information about patients is retained in the strictest confidence and is in compliance with the Hospital Confidentiality Policy and the Data Protection Legislation.

Specialist Facilities

Cardiac Catheterisation Laboratory

The Cardiac Catheterisation Laboratory is a state of the art facility which opened in April 2008. It enables the cardiologist and the multi-disciplinary team to take angiographic (X-Ray) pictures of the coronary (heart) arteries. If there are any blockages or severe narrowing, it may be possible to perform balloon angioplasty and stenting to open up the narrowed artery. Permanent Pacemakers are also inserted in the Laboratory.

Patients are referred for these procedures by the Consultant Cardiologist.

Within the unit there is also five bedded Day Ward where out patients are admitted to, recovered and discharged from. Any in-patients who have a procedure in the unit will also be recovered in the Day Ward before being transferred back to their ward or unit.

CORONARY CARE

The medical and nursing staff at Bon Secours Hospital has both the knowledge and expertise to diagnose and treat coronary artery disease. With the most modern technology available, this medical Unit includes an Electrocardiography department featuring Stress Tests, 24-Hour Ambulatory Blood Pressure Monitoring, Echo-cardiographs and 24-Hour cardiac Holter Monitoring. The Intensive Care Unit, with networked monitoring including Telemetry and specialist nursing, is designed to provide critical medical care.

All of our technology, treatment and testing are instrumental in helping a patient recover from a heart attack, but in order to complete the recovery a concerted effort must be made towards lifestyle changes. The hospital offers physiotherapy and exercise training, dietary advice.

RADIOLOGY (X-Ray)

The Radiological facilities at the hospital are located on the ground floor and include conventional radiography and full ultrasound procedures, MRI and Dexa scanning.

Outpatient X-Ray appointments are available on the day of request and reports are available the following morning

PHYSIOTHERAPY

Full facilities for the treatment of post-operative, general medical and CVA physiotherapy needs are provided. The department also offers a full range of out-patient services including sports injuries and back assessments.

DIETETICS

A Dietician, is a Health Professional who is qualified to give accurate advice and information on all aspects of nutrition and diet. There is an Inpatient service and an Outpatient service provided in the Bon Secours Hospital Tralee.

Some of the dietetic services provided include: weight reduction & weight management advice, cholesterol lowering & lipid modification, diabetes (type 1, type 11 and gestational), healthy eating for children, weight gain, indigestion & reflux, irritable bowel syndrome, inflammatory bowel disease (ulcerative colitis & chrohn's), coeliac disease, diet for conception and pregnancy, diverticular disease renal diet or any dietary problem which is causing nutritional problems.

LABORATORY

The hospital laboratory offers a full range of services including haematology, biochemistry, histology and microbiology. An in-house blood banking service is also provided. The Laboratory Haematology service received ISO15189 accreditation in 2008.

Depending on the nature of the tests, results are available to your Consultant within a matter of hours, though some tests are available on a twice-weekly basis and some tests are performed at other laboratories outside the hospital.

PHARMACY

The purpose built pharmacy situated on the ground floor beside the church provides a full Pharmaceutical Service. Our Pharmacy Department participates in the Drug Payment Scheme.

TERTIARY FACILITIES REFERRAL

It would be an unnecessary duplication of facilities and a waste of resources if we sought to provide every possible method of investigation and treatment and accordingly some facilities are not available within the hospital. Through well-established contacts within the greater medical community, we have the facility for referral to other hospitals providing services not available on site, such as coronary artery bypass surgery. In all such instances your Consultant will advise you on the alternative facilities available.

General Facilities

SHOP

The shop “Siopa Beag” is situated near the main entrance and offers a wide variety of confectionary, drinks, newspapers and magazines as well as a selection of gifts and flowers. Opening times are displayed outside the shop.

RESTAURANT

The ‘Fleur de Lis’ Restaurant is located on the ground floor close to the Hospital Chapel. The restaurant is open to visitors and the general public.

Opening hours are posted outside the restaurant. Unaccompanied Children who are patients are not permitted to use the restaurant.

TELEPHONE

Pre Paid Phone Cards can be purchased from the card-dispensing machine in the stairwell opposite the X-Ray Department on the ground floor.

Coin-operated telephones are available in various locations throughout the hospital.

MOBILE PHONES

Mobile phones are strictly prohibited within the ICU and Theatre. Their use elsewhere is strongly discouraged in the interest of a relaxing environment. The use of “camera phones” is strictly prohibited throughout the hospital.

TELEVISION

All patient accommodation has television facilities. Channels available include RTÉ 1, Network 2, BBC, Sky News, CNN, Cartoon Network, TNT Movie Channel and EuroSport. A separate cartoon & video channel is available in the Children’s Suite. Services from the Hospital Chapel are transmitted on Channel 7.

CARER & SUPPORT GROUPS

The Pastoral Care department will provide information and facilitate access by patients or immediate family to Carer and Support Groups.

HAIRDRESSING

Looking good is a great aid to recovery and an independent hairdressing service is available to patients. To make an appointment please contact Reception (Dial ‘272’). Your account must be settled directly with the hairdresser and cannot be charged to a patient’s hospital account.

Please note carefully....

SMOKING

There is a **NO SMOKING POLICY** in our hospital. Smoking is strictly prohibited.

Patients are asked to refrain from smoking at the main hospital entrance.

ALCOHOLIC BEVERAGES

Patients are not permitted to consume alcohol during their stay in hospital. Visitors are strictly prohibited from consuming alcohol while on the hospital premises.

CONFLICTS, DIFFERENCES OF OPINION, COMPLAINTS

The staff of Bon Secours Hospital is committed to providing you with the highest professional standards of care and service and we pride ourselves on the high level of patient satisfaction we achieve. To ensure we maintain our high standards we investigate any complaint thoroughly. If you are not fully satisfied with any aspect of hospital care or service we would ask you to bring the matter to the attention of your Nurse or ask to see the CNM/Ward Sister or senior nurse on duty. If the matter remains unresolved to your

satisfaction please ask to see the Director of Nursing. In the very unlikely event that the issue is still outstanding the Hospital Manager will be pleased to meet with you.

STUDENT NURSES

The Management and Staff welcome Student Nurses who come to our hospital on placement. During their nurse training we are happy to work closely with the Institute of Technology, Tralee and Kerry General Hospital.

CONCLUSION

State of the art technology, dedicated and highly trained staff, at every level, committed to total quality of care, decor and facilities designed to create an ambience of calm and reassurance and early access to facilities and services create the essence of private healthcare - choice.



Joint Commission **INTERNATIONAL**

Quality & Safety

In May 2005 and again in May 2008 the Bon Secours Hospital, Tralee received Accreditation from the Joint Commission International. This accreditation award recognised our compliance with international healthcare quality standards. These standards are designed to help hospitals:

- Achieve the highest level of performance possible
- Improve patient outcomes
- Create an environment of continuous quality improvement

The Joint Commission International Accreditation award reflects our commitment to provide the highest quality healthcare services.