

Welcome

Our aim at Bon Secours Hospital, Dublin is to provide the highest quality of care and service provision to meet your healthcare needs.

The Mission of Bon Secours

Bon Secours means “good help”. The Mission of Bon Secours is “good help to those in need”. Bon Secours Hospitals and healthcare facilities exist to provide quality healthcare services to those in need.

The Vision of Bon Secours

Through our Mission, Bon Secours Health System will be a leader in Catholic Healthcare in Ireland. We will liberate the potential of staff and we will reach out compassionately to the community we serve. We will strive to be innovative and responsible to new developments in healthcare, while maintaining our patient friendly atmosphere in all our hospitals.

The Bon Secours Values:

- Respect
- Justice
- Integrity
- Stewardship
- Innovation
- Compassion
- Quality

SECTION 2

Hospital Information

- Background

- History of the Sisters of Bon Secours and this Hospital

- Our Commitment To You

- Your Commitment To Us

- Feedback

- Continuous Quality Improvement

- JCI Accreditation

- Where to find us

Background

Bon Secours Hospital, Dublin is part of the Bon Secours Health System, owned by the Bon Secours Sisters. It is an independent, acute care facility renowned for the Quality of its service provision. It was the first hospital in Ireland to receive formal Quality Accreditation by Joint Commission International (USA). Comprising 200 beds, the Hospital treats over 30,000 patients per annum and offers a variety of specialist services.

Within Bon Secours Hospital, Dublin, our philosophy is to create a healing environment where each person feels secure, respected and cared for with the highest standard of medical/nursing and pastoral care. This philosophy extends to all staff, carers and their families.

History of the Sisters of Bon Secours

In Paris, in 1824, twelve young women committed themselves before God, as Sisters of Bon Secours, to minister to the sick, the suffering and the dying in their own homes, nursing them, offering spiritual comfort and doing whatever was necessary to help the family.

The Sisters came to Dublin in 1861 and pioneered 'District Nursing' in Ireland, the first religious Sisters to nurse the sick in their own homes. Realising that modern medicine demanded the hospitalisation of patients, the Sisters moved with the times, opening Hospitals in Cork, Tralee and Tuam Co. Galway.

Bon Secours Work in Ireland Today

In Ireland today, the Bon Secours Sisters work in Belfast, Cork, Mount Desert, Dublin, Galway, Knock and Tralee. The work has broadened since the early days, but the core intention stays the same: to bring the healing hand of Christ to the sick, the poor, the broken and the suffering.

Today, Bon Secours provides:

compassionate, holistic, quality care in modern hospitals and facilities for elderly people

spiritual care and direction through hospital chaplaincies

complementary holistic medicine

assistance through home visits, parish work and public health care

social care: the Sisters work in alcohol and drug abuse initiatives and provide care and counselling for people living with HIV-related illnesses

Bon Secours Hospital, Dublin

The Bon Secours Hospital in Glasnevin, Dublin opened in 1951. It is a private, acute-care facility renowned for the quality of its service provision. It was the first hospital in Ireland to receive formal Quality Accreditation by Joint Commission International (USA). Comprising a total of 150 Inpatient beds, and 50 Day Case beds, 4 Major and 2 Minor Operating Theatres, Endoscopy Suite and a comprehensive range of ancillary diagnostic, treatment and support services, the hospital attracts over 30,000 patients per annum across a wide range of medical and surgical specialties. There is also a Consultants' Clinic on site.

Over 120 Consultants have privileges at the Hospital. The Hospital also has Royal College of Surgeons of Ireland and Royal College of Physicians of Ireland recognition for medical staff training. 24-hour Resident Medical Officer care is provided.

Our Commitment To You

- Considerate and respectful care that will enhance your comfort.
- Protection of your privacy and confidentiality of information related to your medical care.
- Clear and concise explanation of your condition, proposed treatments or procedures, the benefits and any potential risks of the proposed treatments, expected recuperation and the likelihood of success of treatments or procedures.
- 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.
- Willingness to let you and your family take the lead in decision making regarding your care and treatment.
- Services of the Hospital chaplains when you request them.
- Attentive, courteous responses to any concerns you and your family may have.
- Diagnostic tests not available at the Hospital may be conducted at other sites. You will be informed by nursing staff if this need arises. In the event of you developing a serious complication warranting intensive care treatment, transfer by ambulance to an appropriate tertiary Hospital is arranged.

Your Commitment To Us

- Attend the Hospital at your appointed time and bring any relevant information given to you by your Consultant or GP.
- If you are unable to attend for your appointment, notify the Admissions Department as early as possible.
- In order to determine appropriate care, you will be asked to provide information to healthcare staff. Please answer as fully and honestly as possible.
- Inform the Consultant/Nurses of any treatment you are receiving or any medication you are already taking.
- Obtain permission from the nursing staff on your ward before leaving the ward.
- Treat staff, fellow patients, carers and visitors politely and with respect. We will not accept violence, racial, sexual or verbal harassment.
- Complete insurance reimbursement forms (if applicable). Settle the Hospital account before departure.
- Observe the Hospital No Smoking policy.
- Help us maintain our high standards of safety, hygiene and tidiness in the Hospital and grounds.

Feedback

Our intention is that during your visit or stay at the Bon Secours Hospital, Glasnevin, you will receive the highest levels of service and care. As evidence of our commitment to quality, the Hospital holds Joint Commission International (JCI) Accreditation.

However, should something fall below or indeed exceed your expectations and you wish to tell us about it, please feel free to do so. We always value your comments.

In the unlikely event that you are not happy with your Consultant or the treatment proposed, the Hospital would advise that you discuss this initially with your Consultant. If you feel unable to do this we would recommend you discuss the options available to you with your GP.

Should you have a comment or concern regarding any aspect of the clinical or non-clinical care you receive at the Bon Secours Hospital a formal customer feedback procedure exists. If you wish to use this service, please speak to a member of staff or please write to the Hospital Manager. The Hospital's procedure is without prejudice to your statutory rights to complain to the Medical Council or An Bord Altranais.

We endeavour to:

1. Listen to and understand your concerns.
2. Be open, honest and thorough in our investigations.
3. Deal fairly and objectively with all concerned.
4. Respond promptly.
5. Seek to resolve issues amicably.
6. Use the information positively to continuously improve the quality of our services.

Bon Secours Health System recently commissioned an independent, postal Patient Satisfaction Survey at Bon Secours Hospitals in Cork, Dublin, Galway and Tralee. The survey centered on In-patients and was co-ordinated by the Irish Society for Quality and Safety in Healthcare. The results for Bon Secours Dublin demonstrated a very high level of patient satisfaction.

As patient feedback is an integral and essential component in the process of continuous quality improvement, your completion of our Comment Cards is greatly appreciated.

Patient Comment Cards are available in your room.

Continuous Quality Improvement

Bon Secours Hospital, Dublin aims at all times to deliver excellence in quality of patient care, whilst also seeking to continually improve in line with international best practice, and to sustain those improvements. All staff in the hospital participate in best practice, quality improvement and risk management activities, and are supported in this by various committees and specialist functions.

In order to monitor our progress and ensure that our standards are clearly comparable to international best practice we have pursued Joint Commission International (JCI) Accreditation.

JCI ACCREDITATION

We were proud to be the first hospital in Ireland to be awarded JCI Accreditation.

Accreditation is a voluntary process in which an independent external organisation assesses the hospital to determine if it meets a set of standards designed to ensure and continuously improve quality of care.

Accreditation constitutes a tangible commitment by the hospital to monitor the quality of patient care, ensure a safe environment, and continually work to reduce risks to patients and staff.

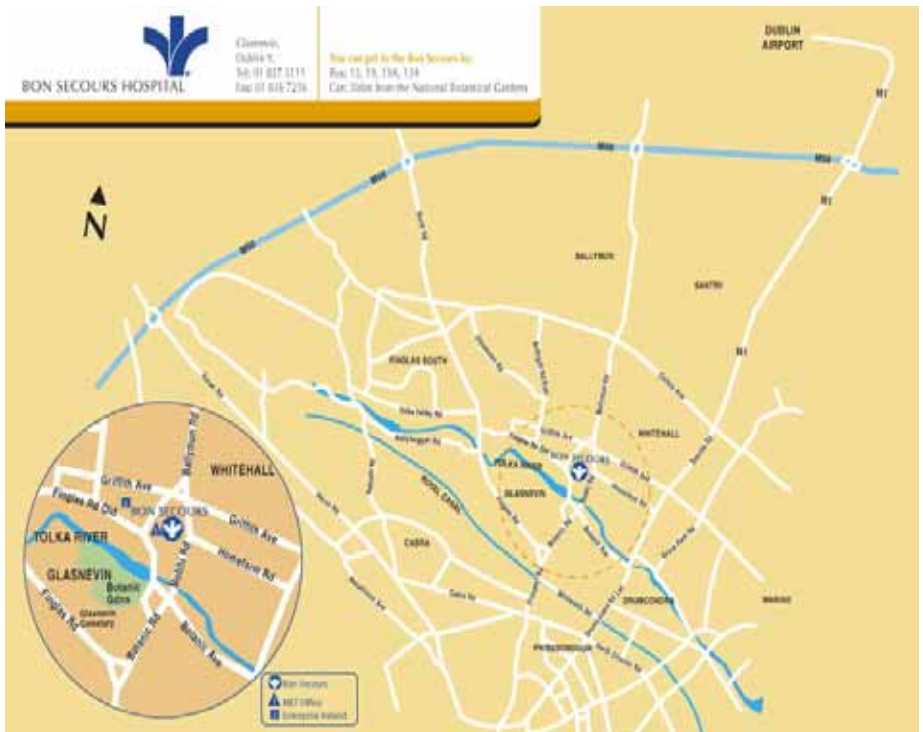
JCI's goal is to stimulate a clear demonstration of continuous, sustained improvement in healthcare organisations by applying international consensus standards adaptable to local needs and which are being continuously modified and enhanced.

JCI is a division of The Joint Commission, the largest accreditor of health care organisations in the United States. It surveys nearly 20,000 health care programmes through a voluntary accreditation process. The Joint Commission and its subsidiary are both not-for-profit US corporations. www.jointcommission.org

Where to find us

The entrance to the Hospital is on Glasnevin Hill, close to both the Botanic Gardens and the Meteorological Office. The Hospital is easily accessible by bus, numbers 13, 19, and 83 from O'Connell Street.

Pay and Display Car Parking is available throughout the grounds for patients and visitors. For security purposes, Hospital gates close each evening at 22.30.



SECTION 3

Patient Services

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Accommodation

The Hospital has both private and semi-private rooms which are allocated depending on availability.

Catering Department

The Irish Heart Foundation has awarded the Happy Heart for Healthy Eating to our catering service. Our daily menu offers you a choice of healthy options including vegetarian.

Special requirements are catered for on request.

Chaplaincy

There is a Chaplain and a chaplaincy team available.

Arrangements can be made for patients of all denominations to be visited by their clergy.

Chapel

Mass is celebrated in the Hospital Chapel daily at 11.00 a.m., and is relayed to patient's bedrooms on Channel 13. The chapel is located on the Ground Floor:

Care Services

The Bon Secours Hospital is an acute general Hospital providing the following elective clinical services:

- Cardiology
- Dental Surgery
- Dermatology
- Diabetes Services
- Diagnostic Imaging (incl. MRI)
- Dexa Scan
- ENT Surgery
- Endocrinology
- Gastroenterology
- General Surgery
- Gerontology
- Gynaecology
- Haematology
- Hearing Aid Service
- Nephrology
- Neurophysiology
- Nutritional
- Oncology
- Ophthalmology
- Orthopaedics
- Paediatrics
- Pain Management
- Palliative Care
- Pathology
- Physiotherapy
- Plastic Surgery
- Psychiatry
- Respiratory Medicine
- Sleep Lab
- Urology
- Uro-Dynamics
- Vascular Surgery

* Elective paediatric surgical patients aged between 14-18 years without underlying medical conditions.

The Bon Secours Hospital welcomes Parents, Guardians, Family Members or Carers to remain with in-patients in the 14-18 age group.

Parents, Guardians, Family Members or Carers are also permitted to escort the patient into the Anaesthetic room before surgery and collect him/her in the Theatre Recovery Room after surgery, if necessary.

Care Team

Whilst in Hospital you will be under the care of your Consultant, Clinical Nurse Manager and Nursing staff. Expect staff to introduce themselves when they enter your room and look for their identification badges. To ensure your safety and that you receive the correct treatment prescribed for you, an identity armband which will be issued to you at time of admission must be worn at all times up to discharge.

If your identity armband comes off, please ask to be issued with a new one.

Repeated requests for personal information is part of our safety programme and your assistance is important.

Certificate of Illness

Medical and Surgical Welfare certificates will be issued on request at the Nurses Station on your Ward. Please bring your PPS number with you when requesting a medical certificate.

Consent – General/Implied

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 or the use of blood and blood products, you will be asked to give informed consent.

Convalescence

If you have private medical insurance, your insurer may pay towards the cost of convalescence in an approved Nursing Home after a stay in Hospital. If you require convalescence, please inform nursing staff as soon as you are admitted, as it is necessary to book this in advance. Please speak to nursing staff for further information.

Emergency

In the unlikely event of a fire or other emergency, you will be advised on the proper safety procedure including evacuation of

the room, ward or Hospital. Your attention is drawn to the Fire Notices and Emergency Exit signs displayed in each area and the Hospital's **No Smoking** Policy.

Note: The Fire Alarm is tested every Friday at 9.00a.m.

Health Insurance Cover

Bon Secours Hospital is an independent hospital. It receives no government funding and relies on payment from clients in order to continue to provide high quality care.

The hospital is a fully participating hospital and operates a direct settlement arrangement with: -

- VHI Healthcare
- Quinn Healthcare
- Garda Medical Aid
- ESB Provident Fund
- Vivas

Before admission, please check that your policy covers the treatment that you need. You are responsible for all charges not covered by your insurance company.

The telephone numbers of the insurance companies are:

- | | |
|----------------------|--|
| ❖ VHI Healthcare | 1850 444444 |
| ❖ Quinn Healthcare | 1890 700890 |
| ❖ ESB Provident Fund | (061) 340474, or
(061) 430581, or
(061) 430506 |
| ❖ Vivas | 1850 717717 |

Non Insured Patients

Please contact the hospital's Credit Control Department at (01) **8065305** for an estimate of the cost of the treatment being proposed.

Please note that the amount quoted will be for your hospital treatment only.

Professional fees for Consultant Medical Staff are not included. The hospital amount is payable on admission.

The amount quoted will be based on the normal length of stay and tests for your treatment. If additional tests are required or a longer stay is required, an additional bill will be sent to you after you are discharged.

Tax Relief

Certain medical costs are tax deductible. Please contact your tax office for details.

If you have any queries re costs, please contact the Credit Control Department at (01) 8065305

Hospital Development Project

A €30 million Development Project has recently been completed at Bon Secours Hospital, Dublin. This provided the following:

- Additional In-patient Beds
- High Dependency Unit
- Isolation Suite
- New Operating Theatre
- Sterile Supply Unit
- Twin Endoscopy Unit
- Refurbished Day Ward
- Diagnostic Hub, comprising
 - Cardiology
 - Diagnostic Imaging
 - Respiratory Medicine
 - Uro-Dynamics
- Ambulatory Care Surgical Centre
- New Laboratory
- Staff Education and Conference Facilities

Bon Secours Hospital now contains 150 In-patient Beds, 50 Day Case Beds, 4 Operating Theatres and a wide range of diagnostic, therapeutic and support services. Over 30,000 patients are seen annually.

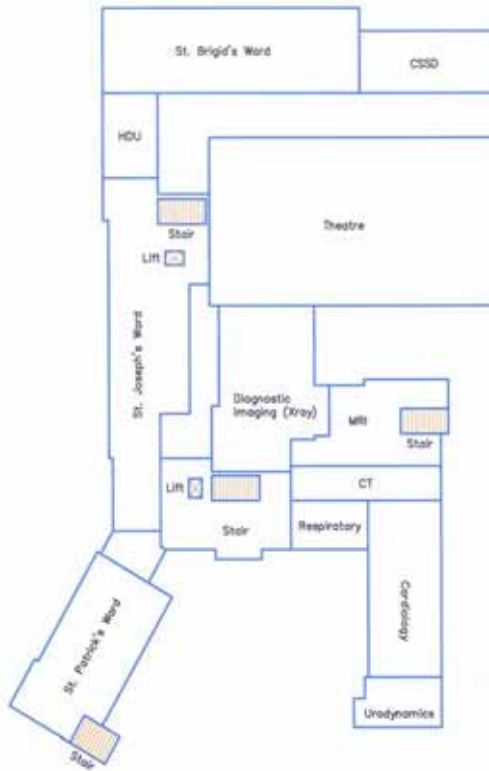


Ground Floor



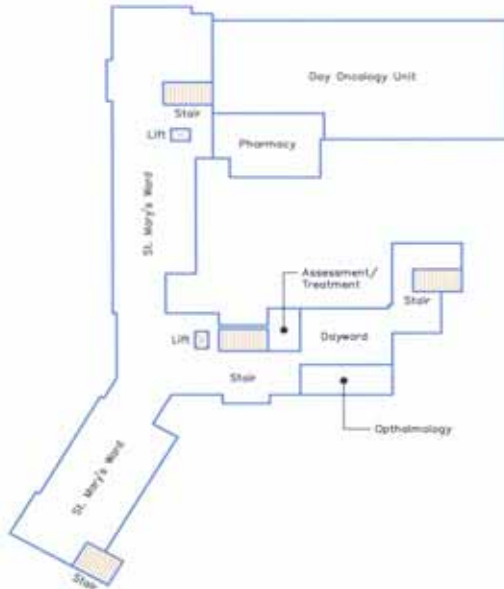


First Floor





Second Floor



Patient Internet Access / E-mail

This is available via an Eircom Wireless Hotspot, accessible on the Ground Floor of the Diagnostic Hub.

Eircom Access cards are available to purchase in the hospital shop. The costs are:

30 minute access €3

1 hour access €4

Patients and visitors who have their own laptops with wireless functionality may use them in this area. For those who do not, a PC is located in the area, which may be used once a card has been purchased.

Mail

Incoming mail for patients is delivered to the Hospital daily Monday to Friday and is delivered to your Ward. Letters should be addressed to:

(Your name and ward)

Bon Secours Hospital

Glasnevin

Dublin 9

Outgoing mail is collected daily, at 16.00, from the post box located at Reception on the Ground Floor. Stamps are on sale in the hospital shop.

Medicines

All prescription drugs must be brought into the Hospital and should be given to nursing staff. These will be used for you while you are in Hospital. You will be asked to detail any medications, including over-the-counter, herbal and alternative medicines you are currently taking, the dosage and frequency. Please do not take any medications that have not been prescribed or approved by your Consultant. At the conclusion of your stay, your Consultant may discontinue some familiar medicines or order further supplies of medications to be taken afterwards. You may be referred to your family doctor for any further prescriptions.

Clinical Trials

The Hospital does not routinely participate in Clinical Trials but will facilitate participation in an external clinical trial if necessary and following confirmation that all requisite approvals are in place. Please notify your Consultant and Nursing staff accordingly.

On Discharge

The date for your discharge is decided in consultation with your Care Team. Medical staff will give you any prescription that may be necessary, together with instructions regarding follow-up care.

Please note that rooms must be vacated no later than 10am on the day of discharge. If you are to be collected at a later time, you may be asked to vacate your room and wait in a discharge area.

In the event that you have any problems following discharge, we advise you to do the following:

- Contact the Hospital and speak to the Nursing staff
- In an emergency situation you are advised to go to the nearest Accident and Emergency Department

You or your family should ensure on your discharge, that your account is settled in the Accounts Office and any property or personal belongings are collected. You may settle your account by cash, personal cheque or the following Credit Cards:
Visa/Mastercard/Laser

Organ Donation

The Hospital supports the National Organ Donation Programme and has Organ Donation cards available.

Patient Safety

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:

- Remember that hospital beds are narrower and higher than the beds at home, so be careful turning and getting in and out of bed.
- Remember that most of the furniture in your hospital room is on wheels, so don't lean on it unless you know it is secure.
- Use your call bell when you need any assistance.
- If you have a room-mate who asks for assistance, notify the nurse before helping him/her.
- Wear shoes or slippers when out of bed.
- Inform the Ward Sister if you want to leave your nursing area.
- Hot water bottles and electric blankets are not allowed.
- Report any faulty equipment/hazards in your room to nursing staff immediately
- Fire Exits are clearly marked and each ward has a fire alarm. In the event of a fire, do not use the elevators. The hospital is fully equipped with fire safety equipment and fire alarms. In the event of a fire alarm activation stay calm. Our staff are fully trained in the fire procedures and you will receive directions from senior staff on duty.

People with Disabilities

The Bon Secours Hospital provides wheelchair access to the Hospital, designated parking spaces for people with disabilities, and wheelchair accessible toilet facilities.

Privacy/Patient Information

The Hospital is committed to respecting your privacy and we will do everything we can to ensure this is achieved. If you do not wish people to know that you are a patient in the hospital or if you would like to restrict your visitors or phone calls, please inform Reception staff or a staff member on your ward.

General limited information is available to your family from the Clinical Nurse Manager/Staff Nurse. Where possible, we would urge you to nominate a family spokesperson to relay information to other family members and friends. Detailed medical information is confidential and may be obtained only from your Consultant.

Restaurant

The Hospital Restaurant is located on the Ground Floor adjacent to Reception and is open to patients, visitors and staff.

Restaurant opening hours are:

07.30 – 11.30

12.00 – 14.00

14.30 – 16.30

17.00 – 18.30

In addition, vending machines are located on the Ground Floor of the Hospital. Due to Health and Safety regulations, there are restrictions on certain foodstuffs that can be taken from the Restaurant.

Security & Safe Keeping

Valuables, jewellery, large sums of money or items of sentimental value should not be brought into the Hospital and must be either returned to your home or immediately deposited in the Hospital's safe for safekeeping. The Hospital is not responsible for items kept in patients' rooms. Due to space limitations, items discovered following discharge will be discarded after three months if not collected.

Lost Property

Items discovered following discharge will be discarded after three months if not collected.

Shop

The hospital shop is located on the Ground Floor, opposite the lift. A range of newspapers, magazines, soft drinks, confectionery and toiletries is available. The Hospital also has a trolley shop service that visits the ward each morning.

Smoking

Smoking is strictly prohibited in the hospital and at entrances. A patient's smoking hut is situated in front of the hospital.

Patients are asked not to leave their rooms before 07.30 hrs, and in the evening to return by 21.00 hrs. Patients must advise staff when leaving the ward. We appreciate your support in complying with National Smoking Legislation.

Taxis

Taxis may be ordered by contacting the Hospital reception desk – dial 0.

Telephone

Each patient has a telephone located on his/her locker. It can be activated by using a €10 phone card, (available from Reception or a vending machine) and dialing a pre fixed code.

Dial * (star) 5023, enter PIN number on back of card and dial the number with country code. This process applies to each call.

Cards can be used on any phone outside the hospital.

Additional public telephones are available on all floors.

Reception can be contacted by dialing 0.

Use of mobile telephones is restricted within certain areas of the Hospital building. These areas are clearly signed.

Useful Telephone Numbers:

Bon Secours Hospital: 01-837 5111

01-806 5300

(Fax: 01-837 5896)

Website Information: www.bonsecoursireland.org

E-mail address: info@dublin.bonsecours.ie

Television

The following television channels are available by remote control in your room:

BBC1	BBC2
ITV	Channel 4
RTE1	Network 2
SKY 1	TV3
Discovery Channel	TG4
Chapel	Living Channel
SKY News	E4
Setanta Sports	

Visiting

Visitors are always encouraged to visit the Hospital up to 21.00hrs, except before 10.00 a.m. and during mealtimes, which are:

- Mid-day meal: 12.30 – 13.00
- Evening meal: 17.00 – 17.30

Children under 10 years old are advised not to visit as the hospital can be a source of infection to small children.

There may be occasions when visiting is restricted for reasons such as doctor's consultations, routine daily procedures or to facilitate periods of rest deemed necessary by nursing or

medical staff. When receiving visitors in shared accommodation, please show consideration for patients who may be resting. Please ask relatives not to visit should they have a cold, stomach bug or other contagious diseases.

Visiting times in the High Dependency Unit

- 10.00 – 12.00
- 14.30 – 16.30
- 18.30 – 20.00

The maximum number of visitors per patient at any one time in this Unit is 2. Children under 12 years may be permitted to visit at the discretion of the nursing staff.

Please advise your visitors that flowers or potted plants are no longer allowed at the hospital for Health and Safety and infection control purposes.