



**ST. VINCENT'S
PRIVATE HOSPITAL**
Elm Park

Patient & Visitor Handbook



Centred **on You**



Centred **on You**





**ST. VINCENT'S
PRIVATE HOSPITAL**
Elm Park

WIFI ACCESS

Settings

Choose Wireless ID Network

Enter password

Email address

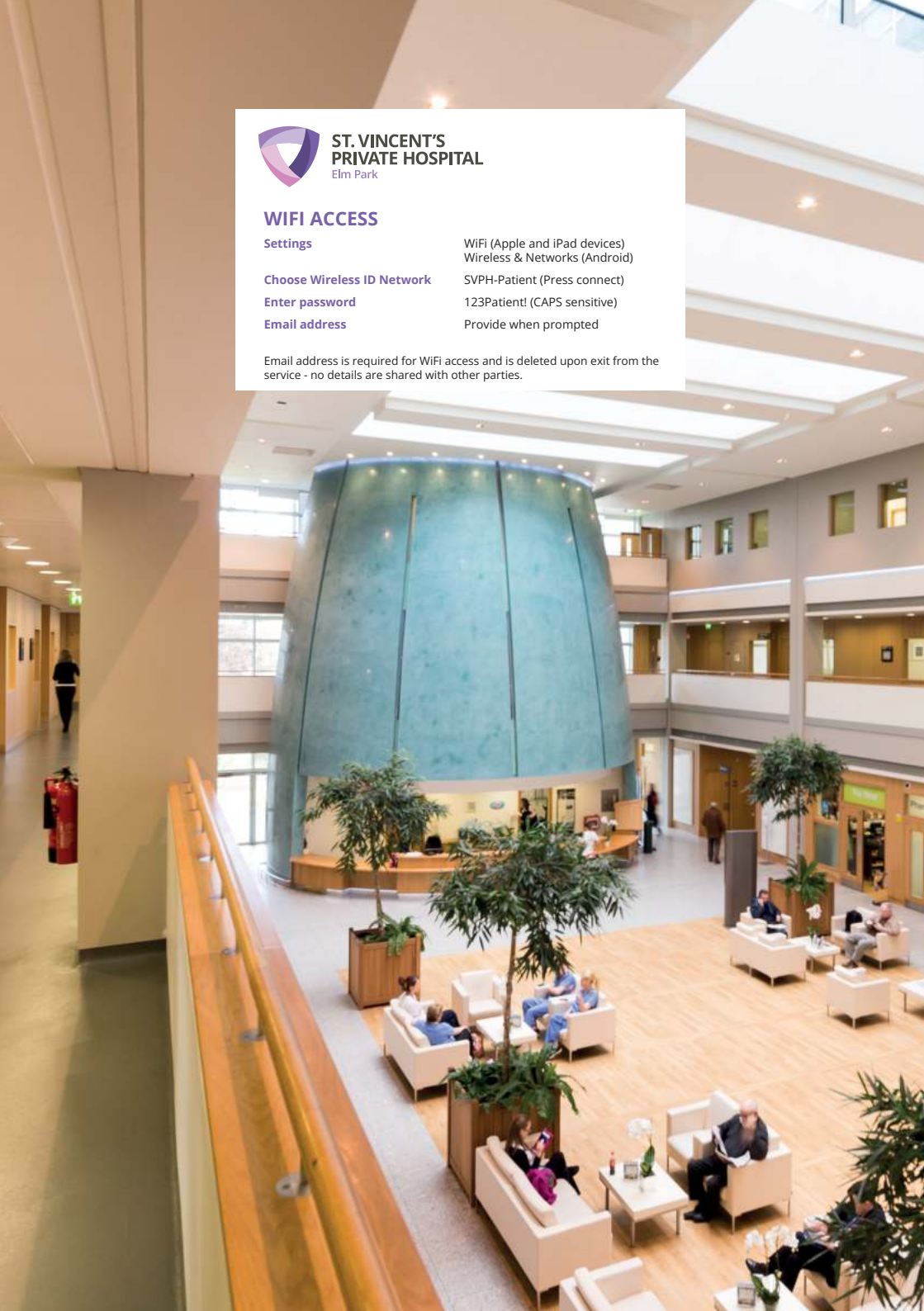
WiFi (Apple and iPad devices)
Wireless & Networks (Android)

SVPH-Patient (Press connect)

123Patient! (CAPS sensitive)

Provide when prompted

Email address is required for WiFi access and is deleted upon exit from the service - no details are shared with other parties.



CONTENTS

BEFORE YOU ARRIVE	09
HEALTH INSURANCE	09
Understanding your cover	09
PREPARING FOR YOUR HOSPITAL STAY	10
Prior to your admission	10
THE DAY OF YOUR ARRIVAL	11
Admissions	11
Day of Surgery Admissions Lounge	12
Meeting the clinical team	12
THROUGHOUT YOUR STAY	14
Settling into your room	15
Visiting times and guidelines	15
ON YOUR WARD	15
Meal times and menus	15
WHAT TO EXPECT DURING YOUR STAY	16
RESTAURANT, COFFEE DOCK AND SHOP	16
Restaurant & Coffee Dock	16
SnacknGo & Vending Machines	16
WIFI AND OTHER SERVICES	17
WiFi and phone access	17
Additional services	17
THE DAY OF YOUR DISCHARGE	18
WHEN YOUR TREATMENT IS COMPLETE	18
Discharge time	18
We welcome your feedback	18
Complaints procedure	18
HOW TO GET HERE	20
By car	20
By public transport	20
PATIENT SAFETY INFORMATION	21
Hospital accreditation guidelines	21
Infection control	22
Data protection	22
OUR ETHOS	23
Our core values	24
USEFUL NUMBERS	25

WELCOME

Welcome to St. Vincent's
Private Hospital.

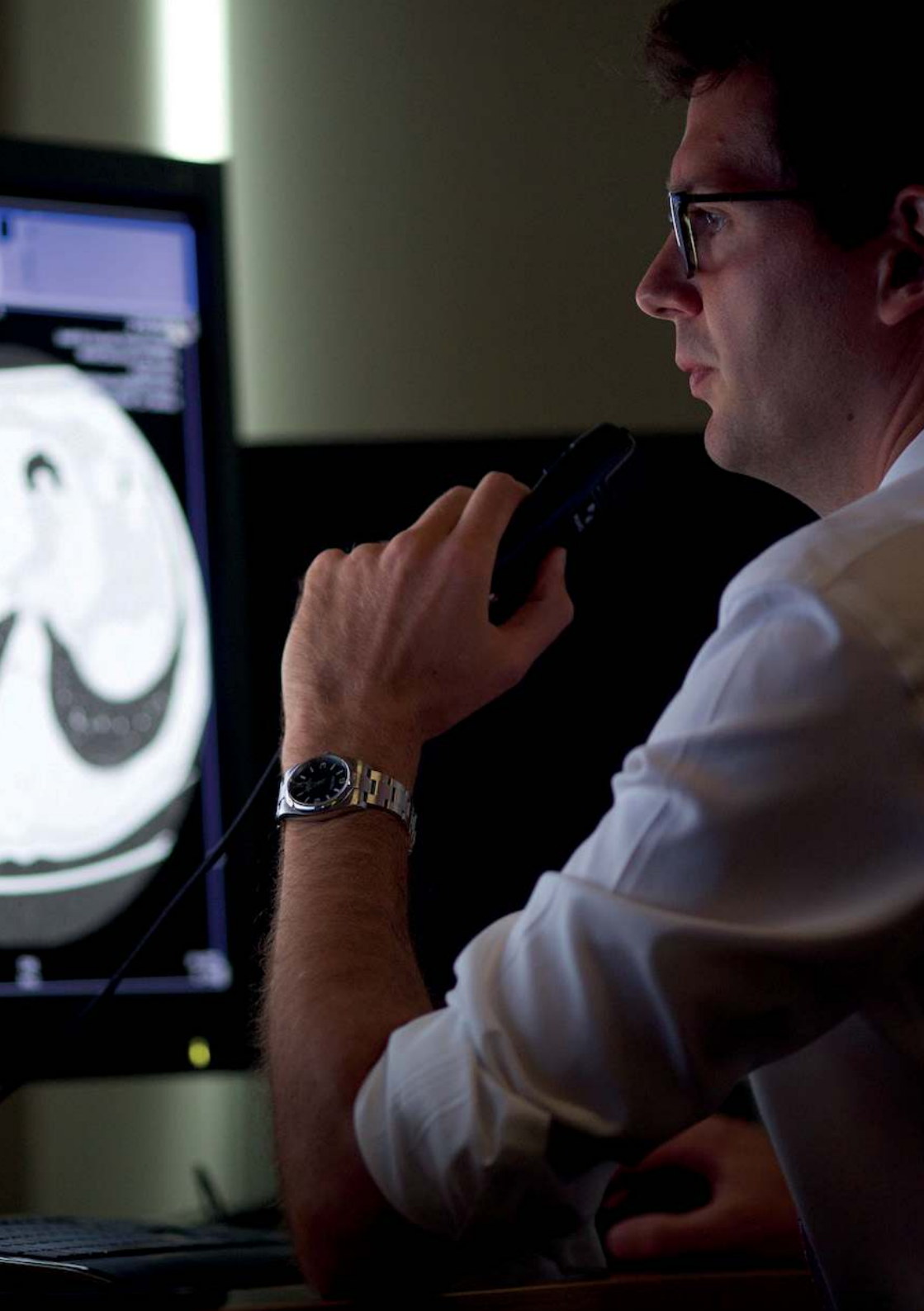
We are the single biggest
acute hospital in Dublin
and we offer access to
the highest number of
consultants and the
widest range of specialist
care in Ireland's only
multi-hospital campus.

Situated on the same grounds as St. Vincent's University Hospital, we share resources, expertise and medical facilities with one of the country's leading academic teaching hospitals. This means that we have the capacity to deal with a high volume of patients with a variety of different and often complex medical and surgical requirements.

Our Oncology and Haematology multi-disciplinary service and team is one of the most progressive, highly trained and respected in Irish private medicine – treating more patients than any other private hospital in Ireland.

This handbook will help to familiarise you with the hospital, our facilities, some important patient and visiting guidelines, and the range of services and facilities we offer. If you have any questions, please don't hesitate to discuss them with any of our staff or visit **www.svph.ie** for more information.





Before you arrive

At St. Vincent's Private Hospital we offer access to private medical treatment and beds for patients on a wide range of health insurance plans.

HEALTH INSURANCE

Understanding your cover

It is important you understand the coverage your insurer provides as you are responsible for the costs of your treatment. There are many variations in the type of cover provided by the various health insurance companies, and your cover can be affected by pre-existing illnesses and/or whether you have recently changed your policy or switched insurer.

Before attending your first appointment, you should contact your insurance company to check that your condition is covered for all stages of treatments. In order to do this, provide them with your treatment details and confirm your insurance coverage.

So what's the best approach?

It is helpful if you have a procedure code, which your consultant will give you, as this will help your insurer establish your level of cover.

Have all your questions prepared before you pick up the phone and use the checklist below to help guide you:

- Am I covered for St. Vincent's Private Hospital?
- Is there an excess on my policy and does it have to be paid to the hospital each time I attend?
- Does the policy cover outpatient scans and tests?

If you do not have private health insurance and would still like to avail of our expertise, contact our Finance team on **+353 1 263 8919** who can provide you with a quote.

Certain medical costs are also tax deductible. For more information see **www.revenue.ie** or contact your local tax office .

Preparing for your hospital stay

We're here to listen

Ask your consultant and medical team any questions you may have about your treatment and throughout your stay.

PRIOR TO ADMISSION

- Patients should pack toiletries, nightwear, appropriate non-slip footwear, a dressing gown and any mobilising aids required, such as a walking stick, crutches, frame or wheelchair
- You will have ample storage space in your room for your belongings - all towels are also provided
- Bring any medicines, tablets or supplements you are taking in their original packaging. These will be stored in a safe in your room and used to help the doctor to prescribe your medication accurately Please refer to the back of the handbook for the admissions medications list
- It is important to tell our nursing staff if you have any allergies.



The day of your arrival

ADMISSIONS

Opening hours

Monday – Friday:	06:45 – 18:00
Saturday:	06:45 – 16:00
Sunday:	08:00 – 18:00

- Patients for admission outside of normal opening hours should check-in at the main reception of the hospital
- If you are unable to attend, as an inpatient or day case, please call the Admissions Office on **+353 1 263 8058** or **+353 1 263 8062**. Alternatively, we can be reached by email at **admissions@svph.ie**
- In the unlikely event that there may be a delay to your admission, we will contact you as early as possible and reschedule your admission.

Location

- Admissions is located on the ground floor, **past the emergency department in the Main Atrium of the Hospital**
- Take the lift from the car park to the Ground Floor and make your way to the main reception
- When you arrive at Admissions, you will be registered by a member of staff and asked to complete any necessary insurance documentation.

On admission to the ward you will be provided with a patient identification wristband which you must wear at all times throughout your stay. If you have any food or medication allergies, please advise us at registration as these are an important part of your overall safety.

If you feel you are at risk of a fall, or that you require assistance when in the building, please inform a member of staff on arrival.

Settling your account

If there is an excess on your policy, you will be asked to settle this upon registration. Your account can be paid by cash, cheque or with any major debit or credit card.

Payments can be made, in advance of treatment, online at **www.svph.ie** under the 'Pay Bill' icon on the homepage. If you have any further questions, please call our Finance Department on **+353 1 263 8963**.



DAY OF SURGERY ADMISSION SERVICE (DOSAL)

The Day of Surgery admission service is designed to provide a streamlined comfortable admission experience for patients.

When you arrive at the hospital, please check in to the central admissions area on the ground floor. If you are being admitted via the DOSAL, you will then be directed to this area where a nurse will carry out your nursing admission assessment. Once completed, you will be asked to wait in our comfortable patient lounge. Any tests such as blood tests, ECG and radiology that have been ordered by your consultant will be carried out before your surgery. You will be taken directly to the operating theatre from the DOSAL and then transferred to your ward after your surgery. All belongings will be transferred to the ward once you have gone to theatre.

MEETING THE CLINICAL TEAM

On arrival, our Nursing staff will complete an assessment and provide you with information on planned procedures, treatments, surgeries and any necessary care following discharge.

A patient's consent is required before certain treatments and procedures, such as surgery, anaesthesia and the use of blood and blood products. As part of the consent process, your consultant will clearly explain the procedure to you, outlining the risks and the benefits. We encourage all patients to actively participate in their care plan, and to ask as many questions as necessary.



Throughout your stay

SETTLING INTO YOUR ROOM

Inpatients are accommodated in spacious single, or twin bedded rooms – some of which overlook Dublin Bay or Elm Park Golf Course. All rooms have en-suite bathrooms and all towels are provided. Multi-channel flat screen TVs, and WiFi are available in each room.

We recommend you avoid bringing large sums of money, jewelery or expensive electronic items with you as we cannot accept responsibility for lost or damaged

Pain Management

You may experience some pain or soreness after surgery. Everyone will experience different levels, depending on the surgery. This pain will usually subside as your body heals.

Medications can help manage your pain and will allow you to participate in your physiotherapy and resume your daily activities.

The Nurse and Doctor's will ask you to score or rate your pain. In this Hospital we generally use a numerical scale of 0 to 10: where 0 (zero) = 'no pain' and 10 = 'worst possible pain'.

This will be checked regularly to ensure that you are comfortable and that the medications are working for you

Visiting times and guidelines

Visiting Times are as follows:

Monday to Friday: 18.00-20.00

Saturday, Sunday & Public Holidays:
14.00-16.00 and 18.00-20.00

Children under 12 years are discouraged from visiting

A patient has a right to decline visitors.

ON YOUR WARD

Meal times and menus

At St. Vincent's Private Hospital, we recognise the value of good nutrition in helping you recover from surgery or illness.

All our menus have been compiled and nutritionally analysed with guidance from our Dietetics Department and in line with the Department of Health's Guidelines for Food and Nutritional Care in Hospitals.

Our Restaurant proudly boasts 'The Happy Heart at Work Award'. This prestigious award is presented by the Irish Heart Foundation to catering establishments that meet their healthy eating guidelines

Patients and visitors

are welcome to visit our restaurant which proudly boasts "The Happy Heart at Work Award".

We offer a range of specialised menus tailored to your clinical and dietary needs, including:

- Healthy Eating & Light Diets
- Gluten-Free
- High Protein & High Calorie
- Low Residue
- Renal & Diabetic-Friendly
- Modified Consistency (Levels 4, 5 and 6)

If you have any dietary requirements outside of these options, please speak to a member of our catering team, who will be happy to accommodate you.

Meal Times: (Served in your room)

Breakfast: 08:00

Lunch: 12:30

Tea: 17:30

Hot and cold beverages are served regularly throughout the day. Day patients are served toast, homemade scones, yogurts, fruit, juice, and freshly brewed tea or coffee.



What to expect during your stay

The Catering Department at St. Vincent's Private has the distinction of being accredited with the I.S.O. 22000 standard, awarded by the N.S.A.I. This ensures that we operate to the highest standards expected within a catering operation.

RESTAURANT, COFFEE DOCK AND SHOP

Restaurant

Location:

Ground Floor, main atrium of the Hospital.

Opening hours:

07:45 – 15:00 Monday to Sunday
(exc. weekdays 11:30 – 12:00)

Meal times:

08:00 – 11:00 Breakfast
12:00 – 14:30 Lunch
Closed weekdays 11:30 – 12:00

Coffee Dock

Location:

Ground Floor, next to the restaurant.

Opening hours:

07:00 – 19:00 Monday to Friday
14:00 – 17:00 Saturday & Sunday
Closed on Saturday & Bank holidays

SnacknGo

Location:

-1 - Outsie Lift Lobby

Opening hours:

07:00 – 17:00 Monday to Saturday
Closed Weekends

Selling newspapers, freshly prepared boxed salads, sandwiches, barista coffee, confectionery, drinks, cards and toiletries.

Saturday, Sunday & Bank Holidays;
Newspapers are available in the Restaurant

Vending Machines

Location:

Ground Floor, beside the Coffee Dock.

Opening hours:

24 hours

Offering a selection of confectionery, cold drinks.

WiFi and other services

WiFi and phone access

Patient WiFi is available in every room and easily accessed – please call our reception desk on **ext 10** if you have any difficulty connecting.

An email address is required to access the WiFi and is deleted upon exit from the service - no details are shared with other parties.

Settings

WiFi (Apple and iPad devices)
Wireless & Networks (Android)

Choose Wireless ID Network SVPH-Patient (Press connect)

Enter password 123Patient! (CAPS sensitive)

Email address Provide when prompted

Please note some appliances can interfere with hospital equipment so it is important to first check with a member of staff before personal electronic devices are used i.e. mobile phones, laptops, iPads.

Additional services

- There are TV's in each room and additional hospital information is available on channel 0 and channel 1
- Hairdressing and chiropody services can easily be arranged by asking a member of staff
- Our postal address for incoming mail is **St. Vincent's Private Hospital, Merrion Road, Dublin D04 N2ED**
- Post is delivered to each floor daily. To send a letter, stamps are sold at Reception and a post box is also located on the Ground Floor.



The day of your discharge

It is important that you and your family are actively involved in planning your discharge. You will normally be advised on admission of your estimated date of discharge.

WHEN YOUR TREATMENT IS COMPLETE

Discharge time

On the day of your discharge, your bed and room should be vacated by 10:00. For those in shortstay units such as the Elm Unit, you will need to vacate your room by 10:00.

- Before you are discharged, you and your medical team will agree and discuss your treatment plan and arrange any follow up that may be needed
- We will also make sure your GP receives your discharge letter and any relevant treatment plan and follow up
- Please contact your GP if you are in need of a medical certificate
- You will be asked to wait in the Patient Lounge if there is a delay in your collection

We welcome your feedback

We value your feedback and are always looking for ways to improve the patient experience and to enhance the quality of care that we deliver.

After your discharge you will receive a text message with a link to complete a patient satisfaction survey. Additionally there are hard copies of the patient's satisfaction survey available on all units. If you would prefer to submit in a written format please ask a member of staff.

We greatly appreciate you taking the time to complete the survey.

If you would like to submit separate feedback please refer to the 'comments and suggestions' page on our website.

Complaints procedure

If you have a complaint, please bring it to the attention of a member of staff immediately – we take complaints very seriously and deal with them on an individual basis.

Please refer to the 'comments and suggestions' page on our website if you would like to give us feedback.

For further information on how to make a complaint, please ask a member of staff or go to 'comments and suggestions' of the 'For Patients' section of our website **www.svph.ie/patients**



How to get here

Address:

St. Vincent's Private Hospital
Merrion Rd
Dublin 4
D04 N2E0

Telephone:

+353 263 8000

Website:

www.svph.ie

Feedback email:

info@svph.ie

Parking

There is a 24-hour underground public car park at the hospital.

Pay stations are located on levels -1 and -2, and accept notes, coins and credit cards.

Secure bicycle parking is also available.

PUBLIC TRANSPORT**DART/Trains**

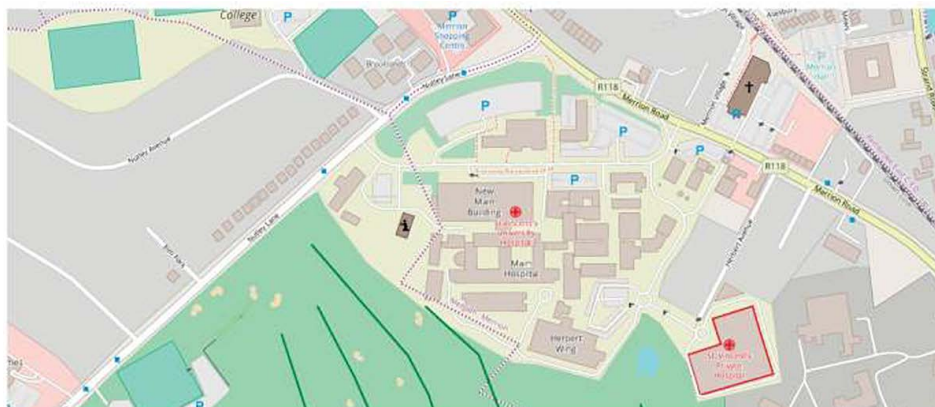
Sydney Parade Station is a five minute walk from the hospital and provides DART services from Malahide/Howth in North Dublin to Bray and Greystones in Co. Wicklow

A number of intercity and trains also stop at the station - eg. from Dundalk, Drogheda, Arklow and Rosslare. Call **0818 294 015** for train timetables and updates.

Buses

A number of buses stop on Merrion Road at the front of St. Vincent's University Hospital.

For more information:
www.dublinbus.ie/timetables



Patient safety information



JCI Accredited

At St. Vincent's Private Hospital, we offer a safe, carefully monitored and controlled hospital environment which meets all national and international accreditation standards. Our staff deliver exceptional patient centred care under the following goals as specified under our Hospital Accreditation Guidelines:

GOAL 1	Identify patients correctly
GOAL 2	Improve effective communication
GOAL 3	Improve the safety of high alert medications
GOAL 4	Ensure safe surgery
GOAL 5	Reduce the risk of healthcare associated infections

Infection Control

Our priority is to provide care for our patients in a safe and healthy setting. Our dedicated Infection Control Team ensure that all staff are adequately informed and guided on all aspects of your safety. We follow national and international best practice infection prevention and control guidelines, and regularly conduct clinical audits to ensure these guidelines are being adhered to.

- Patients admitted for an overnight stay are screened for multi drug resistance organisms
- Strict hand hygiene is practiced by all staff
- Hand hygiene facilities are available for everyone entering and leaving the hospital
- Detailed daily cleaning schedules are followed on all wards.

Patient Safety

- St. Vincent's Private Hospital is a smoke-free environment – which also includes vaping
- For your safety, staff members will, frequently, require you to confirm your identification to keep you safe. This will happen, for example, when administering medications, delivering meals or transferring you to other areas in the Hospital

Data Protection

St. Vincent's Private Hospital is part of St. Vincent's Healthcare Group and has service links with teaching hospitals and other hospitals in our region. As part of your continuing care, your data may be shared in secure and approved ways with other hospitals and professionals. We are committed to protecting your privacy and all personal data collected, used and stored. Our patient privacy statement is available through our website (<https://svph.ie/privacy-statement/>) or you may request a copy via email dataprotection@svph.ie or call 01 263 8000.

We are registered with the Data Protection Commissioner and at all times endeavour to meet our obligations under the Data Protection Acts 1988 -2018, with hospital wide policies and procedures to support this. Please note that unauthorised audio and video recording of any kind are not permitted within the hospital.

Our **ethos**

At St. Vincent's Healthcare Group we know that human values are just as important in patient care as are the doctor's skill and the nurse's care.

Since our first hospital was founded in 1834 we have always maintained an atmosphere of love and compassion and we are guided by values that mean each patient is treated with dignity and respect.



We strive to maintain excellence in clinical care, education and research and will continue to develop our hospital and the healthcare group in line with the above principles, and with our responsibilities to the wider Irish healthcare system.

Our concern for others, especially those in need, permeates every aspect of the life and work of our service. We are dedicated to providing the best possible healthcare, drawing on the talents and creativity of all our staff.

Our core values:

- **Human Dignity** – We respect the sacredness of human life and the dignity and uniqueness of each person
- **Compassion** – We accept people as they are, bringing empathy and caring to all
- **Justice** – We act with righteousness and integrity that respects the rights of all
- **Quality** – We seek excellence in all aspects of care
- **Advocacy** – We speak for the voiceless, acting with and for them to achieve the right quality of care.

Useful numbers

Main Reception	+353 1 263 8000
Patient Accounts	+353 1 263 8919
Pharmacy	+353 1 263 8050
Cara Ward	+353 1 263 8760
Cypress Ward	+353 1 263 8780
Elderberry Ward	+353 1 263 8660
Elm Ward	+353 1 263 8680
Hawthorn Ward	+353 1 263 8561
Hazel Ward	+353 1 263 8580
Redwood Ward	+353 1 263 8460
Rowan Ward	+353 1 263 8480
Cedar Ward	+353 1 263 8360
Oncology Daycare	+353 1 263 8385
Day Care Department	+353 1 263 8210
High Dependency Unit (HDU)	+353 1 263 8234
Day of Surgery Admissions Lounge	+353 1 263 8067

St. Vincent's
Private Hospital
Elm Park, Dublin 4
Ireland

T +353 1 263 8000
www.svph.ie



**ST. VINCENT'S
HEALTHCARE GROUP**

Advancing Healthcare Since 1834



JCI Accredited