Welcome to St. Vincent's Private Hospital.

St. Vincent's Private Hospital is the largest acute private hospital in Dublin. We offer the highest number of consultants and the widest range of specialist care in Irelands only integrated multi-hospital campus.

What is Haematology/Oncology Triage Service

Triage is a service offered to provide support for patients while they are on active medical treatment for Cancer. Medical Insurance will cover access to Triage during active medical treatment and for one month after treatment is completed.

Patients who are not on active treatment may access Triage services. A charge of €200 applies and additional charges may also apply.

Patients may access emergency care in our ED department also with a GP referral and ED charges will apply.

It is a telephone service, not a drop-in service.

Your telephone call is answered by a Triage team member. You will be asked for information to ensure we have your correct identity and hospital details. You will also be asked to describe the reason for your call. This information will be recorded and passed on to the Triage specialist nurse. Patients are prioritised based on the information provided.

The Triage specialist nurse will contact you as soon as possible and the call will come to you from a phone number that you may not recognize. During busy periods there may be some delays in returning your call, but you will be contacted on the same day/evening.

Triage Care Plans

1. Your Triage specialist nurse may be able to give you advice over the phone to help you manage your symptoms or may refer you to your GP if the call is unrelated to your cancer care.
2. Your Triage specialist nurse may ask you to attend our Triage unit for investigations and supportive care.
3. Your Triage specialist nurse may arrange to have you admitted as an in-patient.
4. Your Triage specialist nurse may advise you to attend your nearest emergency department for clinical reasons if he/she believes you need emergency care.

Location

The Triage Clinic is located on Hazel ward on 5th floor. Reception services for Triage (including checking in processes) are provided by the reception team on 3rd floor Daycare Oncology.

Triage cannot assist you with prescription renewals.

Please ensure you have necessary prescriptions before you leave your treatment appointments.

You should call your GP for issues that do not relate to your cancer care.

What happens if I am asked to come in for investigations and supportive care?

Please present yourself to the reception desk in Daycare Oncology at the agreed time.

You will be asked to complete an Insurance claim form or make the appropriate payment.

You will be directed to Phlebotomy to have bloods taken, or directly to the Triage clinic in accordance with the Triage nurse specialist care plan.

Please bring your medications with you and an overnight bag.

Our Triage team will assess you and decide on the appropriate care plan for you.

General enquiries

Please call our general enquiries line for all routine queries to ensure the Triage line is available for patients in need of acute medical support.

Emergency situations

Please call our Triage immediately if you develop a temperature of 38°C or above.

Please call an ambulance or go directly to your nearest Emergency Department if you experience any of these symptoms:

- **Chest pain**
- **Difficulty breathing**
- **Bleeding that is not stopping**

General Enquiries for Haematology/Oncology
01 2638385

Triage Enquiries for Haematology/Oncology
01 2638386

ST. VINCENT'S HEALTHCARE GROUP
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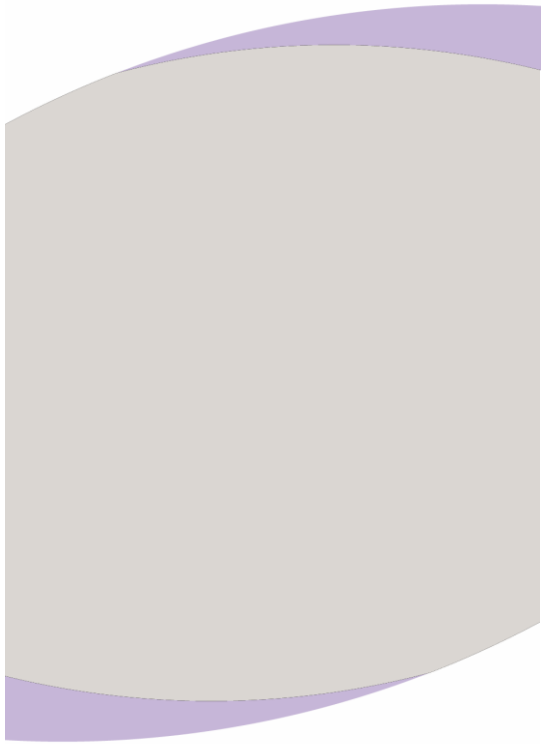
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Haematology/Oncology Services

Triage



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