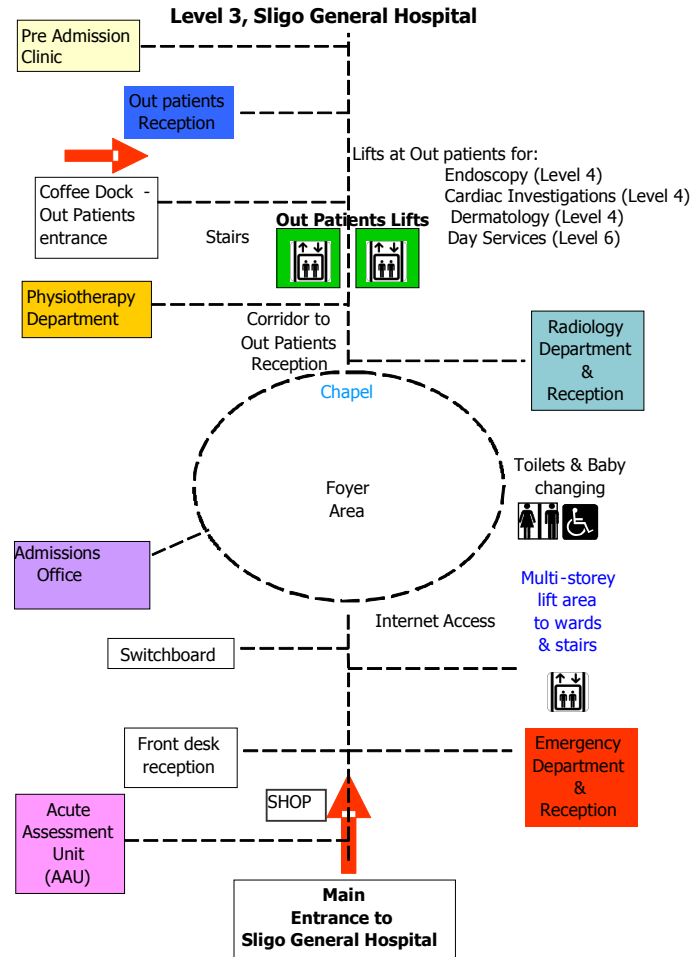


Where Do I Register

When you arrive at the Hospital, please use the following guide and refer to the diagram overleaf to assist you in identifying your registration point.

Emergency Attendances
Go to the Emergency Department reception desk on Level 3
Acute Assessment Unit (AAU)
Go to AAU located on Level 3
Planned Admissions. Respiratory Department & Ward Attendances
Go to the Admissions Office on Level 3
Radiology (e.g. x-rays)
Go to the Radiology Reception desk on Level 3
Physiotherapy Department
Go to the Physiotherapy Department reception desk on Level 3
Endoscopy
Go to the Check In area at Endoscopy Reception on Level 4
Cardiac Investigations
Go to Check In area at Cardiac Investigations on Level 4
Dermatology Appointments
Go to the Dermatology Dept on Level 4
Day Services
Go to the Day Services Reception desk on Level 6
Rather than taking a lift in the multi-storey lift area, take a lift at Outpatients department Level 3 to bring you directly to these areas
Outpatients appointments
Go to the Outpatients Reception desk located on Level 3
Pre Admission Clinic
Go to secretary's office located at the Pre Admission Clinic on Level 3



Freedom of Information Acts 1997 and 2003 & Data Protection Acts 1988 and 2003

Under the provision of these Acts we are obliged to ensure we keep accurate, up to date personal information for all our patients. Any personal information that you give us will be treated in accordance with the provisions of these Acts.

Patient Registration Guidelines Information Booklet



This information booklet is being provided to assist you in preparing for your visit to Sligo General Hospital and to ensure that your information is up to date.

Sligo General Hospital Mission Statement

Sligo General Hospital is committed to the delivery of a high quality, patient-centered service in a safe, equitable and efficient manner. We recognise and value the contribution of each staff member and endeavour to support them in their ongoing development.

Compiled by: IT Dept., Sligo General Hospital,
The Mall, Sligo. Telephone (071-9171111)
Revised Date: Jan 2010 Review Date: January 2011

Introduction

This information leaflet is being provided to assist you in preparing for your visit to Sligo General Hospital and to ensure that your information is up to date. If you are admitted to the hospital, the staff will be working with you, your relatives and carers to plan your discharge and to put the necessary arrangements in place before you leave the hospital so that you get the best follow up care.

Patient Registration – what does this mean?

This means “checking-in” to the hospital when you arrive and it involves gathering the information we need to know about you. On your first visit to the hospital, we will have no record of you so we will need to gather this information. If you have been to Sligo General Hospital before and have attended any area (e.g. Outpatients, Day Services or Emergency Department) we will have a record of you on our computer system. However, we will need to check that the information is correct. If there have been any changes since your last visit, e.g. change of doctor, change of address or phone number, we need to update our record.

What Information is Important?

Name
<ul style="list-style-type: none">• First name & surname• Official name as per your birth certificate.• Name ‘known as’ e.g. Margaret but known as Maggie• Maiden name (if applicable) Correct spelling of names is essential so please spell or write your name for us (if necessary)
Contact details: - address - phone number
<ul style="list-style-type: none">• Current address i.e. address where you can be contacted• Phone number/ mobile number (if available) and also, if different, phone number where you can be contacted between 9am - 5pm. This is essential for us to contact you regarding short notice clinic appointments (if appropriate).

Date of Birth - As per your birth certificate
Previous attendances at Sligo General Hospital
If you have previously attended the hospital, e.g. Emergency Department, Outpatients, Inpatients, Day Services you will have a hospital number. If available please bring the hospital number (known as PCN) with you when you are attending the hospital. If you don't know your hospital number, please ask for it and get to know it.
Next Of Kin
<ul style="list-style-type: none">• Name, address and telephone number (both landline & mobile phone numbers including correct phone codes) of the person who is your nearest relative.
Notify in Emergency
<ul style="list-style-type: none">• Who to contact in an emergency situation. If this is a different person to your next of kin we need to know, name, address, telephone numbers, both landline and mobile phone numbers including phone codes of the person to contact in an emergency situation.
Your Doctor (GP)
<ul style="list-style-type: none">• This is the doctor you normally attend and the doctor that we will send details to regarding your hospital admission and further care. Remember if you have been referred to the hospital by a doctor covering for your usual doctor, please give us the details of the doctor you normally attend.
Public Health Nurse (PHN) (if available)
<ul style="list-style-type: none">• The public health nurse who normally visits you or that you normally attend at your local primary care health centre.
Occupation
<ul style="list-style-type: none">• Your occupation or that of your spouse/ partner. If under 18 years or a student the occupation of mother/ father/ guardian is required.
Medical Card Number (if relevant)
If you have a general medical card number, please bring this when attending the hospital (not Doctor Only card)

Health Insurance Membership
If you have private health insurance, please bring details of your insurance policy with you when attending the hospital i.e. name of company, policy number & plan. Please ensure that your policy is current and that you are aware of how this policy covers you for your stay in Sligo General Hospital.
Personal Public Services Number (PPSN)
If you have a PPSN, please bring this with you when attending the hospital. Your PPSN can be found on Social Services Card, Drugs Payment Card, P60, P45, Tax Assessment, PAYE Notice of Tax Credits, Temporary Payment Card, Pension Book, Pay Slip and on correspondence from a social welfare or tax office. Alternatively it can be obtained by contacting the Social Welfare Information Services to call number on 1890 662244.

How can you help?

- Please keep to your appointment time, if early you will be seen at your appointment time, if late you will be seen as early as time allows.
- If you are unable to keep an appointment, please call us on the number identified on your appointment letter as soon as possible so that your slot can be offered to another patient. This in turn will reduce waiting times for an appointment for everyone.
- Please remember to bring your hospital number, medical card number, health insurance membership, and PPSN number (if available) when attending the hospital
- If any of your details have changed please contact the Admissions Office on 071 9174538 so that we can update our records.
- Let us know if an immediate relative has died since their last visit to Sligo General Hospital. This will ensure that we do not send an appointment letter to them. Please contact Medical Records on 071 91 74533