



SLIGO GENERAL HOSPITAL



PATIENT INFORMATION LEAFLET

Welcome to Sligo General Hospital

Thank you for taking the time to read this Information leaflet. We hope it will be of help to you and make your visit to Sligo General Hospital more pleasant.

Issued December 2009

MISSION STATEMENT

Sligo General Hospital is committed to the delivery of a high quality, patient-centred 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.

ADMISSION

A bed has been provisionally booked for you in this hospital. However, you should confirm its availability on the morning of your admission by contacting the ward where you are to be admitted. Please check your Admission Letter for details.

On arrival please go to Admissions Office which is past the Main Reception are on Level 3 (on your left)

Please bring with you, as appropriate:

- Medical Card Number and date/valid to
- V.H.I. Number and plan
- B.U.P.A. Number
- VIVAS Number
- Garda Medical Aid Number

On your admission you will be asked to sign certain forms to enable the hospital to submit your account to the respective medical insurance companies.

WHAT SHOULD I BRING WITH ME?

You should bring your own nightwear, dressing gown, slippers, towels, face cloth, toiletries (toothbrush, toothpaste, soap, comb, razor, etc.), pen and paper.

Please note you are responsible at all times for your own personal belongings.

You will have a locker beside your bed and a small wardrobe, but space is very limited so please do not bring extra personal clothing.

As the hospital does not provide a personal laundry service, please make suitable arrangements with your relatives and friends.

VALUABLES AND CASH

Please do not bring any valuables, jewellery, or large amounts of money (except a small amount of petty cash for newspapers, etc.) with you. The hospital does not accept responsibility for the loss of any of these items.

WHO WILL TAKE CARE OF ME WHILE I AM IN HOSPITAL?

Medical Staff:

Each Consultant has a team usually comprising of a Senior Registrar, and/or Registrar, Senior House Officers (SHO), and Interns. During your stay you may be seen by doctors from other teams, as appropriate.

You may be asked to sign a consent form before surgery or some other procedures, so make sure you understand the form before you sign it. Parents and guardians must sign consent forms for children under the age of 16. Information about your illness is confidential. Without your permission it will not be given to anyone, except those involved in your treatment and your own General Practitioner.

Nursing Staff:

The Director of Nursing is supported by her team of Unit Nursing Officer/Services Manager, Clinical Nurse Managers, Clinical Nurse Specialists, Staff Nurses, Student, Nurses, Health Care Assistants, and Ward Receptionists.

When in hospital, please feel free to discuss your care and treatment with both the medical and/or nursing staff,

ACCOMMODATION FOR RELATIVES

If a relative of a very ill patient or parent of a child wishes to stay overnight, the Clinical Nurse Manager/Staff Nurse in charge will offer assistance.

VISITING TIMES

The general visiting times in Sligo General Hospital are 2pm to 4pm and 6:30 pm to 8:30pm, except

Maternity: Visiting – 2:30 pm to 5:00pm and 7:00pm to 8:30pm

I.C.U.(Intensive Care Unit) and Coronary Care Unit
Visiting – 2:30pm to 5:00pm and 7:00pm to 8:30pm

NO children are allowed to visit.

Many patients are very ill and tire easily so please limit the duration of your visit.

Peace and quiet contribute greatly to a patient's recovery. Please be as quiet as possible in the corridors and while in the ward with your relative or friend.

- Never bring alcohol / tobacco to patients
- Ensure children are supervised at all times

MOBILE TELEPHONES

The use of mobile phones can cause life support and diagnostic equipment to malfunction and should NOT be used in Patient Care Areas.

HOSPITAL SERVICES

The **Hospital Shop** is in the main concourse.

Newspapers, magazines, confectionery, soft drinks, toiletries, flowers can be purchased.

Opening hours are:

Everyday 9.30 – 21.00 hrs.

Newspapers and other small articles are delivered to the wards daily.

Telephones – there are **public phones** in the main concourse, opposite the reception desk. Both coins and cards are accepted.

Internet access is available in the main concourse.

Postal Service – letters and parcels are delivered to and collected from the wards daily.

Security Monitoring Systems are in place throughout the hospital consisting of CCTV and security personnel.

CATERING SERVICES

Visitors may avail of The Hazelwood Restaurant located on Level 2.

Monday – Sunday 8am to 11:15am and 12 noon to 6pm.

and/or

The Lake Isle Coffee Lounge is located on Level 3 close to the Outpatients Department.

Monday – Friday 8am to 5pm

Saturday and Sunday - closed

RELIGIOUS CARE

The hospital Chaplaincy Department provides a full pastoral care service for patients and their families.

An appropriate Religious Minister can be contacted via the nursing staff.

Holy Trinity Church (Inter-denominational) is situated within the main concourse. It incorporates a small Blessed Sacrament Chapel and Chaplain's Office.

A church service is held on Wednesdays at 11.00 hrs.

Masses are celebrated as follows:

Weekdays except Sat - 1 pm

Saturday Vigil - 8:45 pm

Sunday/Holy Days - 8.30 am

Chaplains - Direct contact numbers:

Catholic via Switchboard or Nursing staff

Church of Ireland - 071 – 9162263

Methodist Church - 071 - 9142346

Presbyterian - 071 - 9162337

Baptist - 071- 9145837

Jehovah Witnesses - 071 - 9163388

Elim Pentecostal - 071 - 9130237

Muslim - 086-8107165

INFECTION CONTROL

To avoid introducing and spreading infection, you are advised to wash your hands regularly.

We would appreciate if any friends or relatives who are suffering from colds, flu like illness, chicken-pox, vomiting, diarrhoea or any other infection did not visit while you are in hospital.

Alcohol Hand Gels have been provided for convenience. Please use on entering and leaving the ward.

Also please ensure your visitors do not sit or lie on your bed or other beds.

Footwear / slippers should be worn while walking in the ward area, however, please do not put footwear / slippers on the bed.

If you have daily visitors then clean pyjamas / nightdress, a clean skin flannel and towel brought in daily is a good way to reduce the risk of infection.

Patients should not visit other patients in the ward or any other part of the hospital. Inpatients are not permitted to visit the canteen or restaurant while in hospital.

Service Users and their relatives/visitors can ask staff if they have performed hand hygiene before attending to them and also request them to practice hand hygiene

SMOKING POLICY

Sligo General Hospital has a NO SMOKING policy. Smoking and use of tobacco products in the Hospital are prohibited to all patients, staff and visitors within 6 metres of all entrances, exits, windows and ventilation systems. There are two designated smoking shelters located close to the Main Entrance of the Hospital and Coffee Dock area. On admission patients will be asked about their smoking status. For those who wish to stop smoking, Smoking Cessation support and treatment is available. Initial contact should be made with the Smoking Cessation Officer via the nursing staff/doctor.

PARKING

24-hour public parking is available. There are some places reserved for Disabled drivers at various entrances. Disabled drivers are not required to pay parking fees.

Euro Car Parks manages the parking areas. You may speak to a representative in the customer services office located in the main parking area.

PAYMENT OF YOUR ACCOUNT

On discharge your account can be paid at the Accounts Office on Level 3, near Reception. Methods of payment include, cash, cheque, postal order or credit card.

All patients (except Medical Card Holders and certain other exemptions) are liable for a government levy.

If you are a private patient and are accommodated in a private/semi private bed, you will also be liable for additional charges.

COMMENTS/COMPLAINTS

The comments of patients, relatives and visitors are welcomed and used as a gauge and measure of quality service.

We welcome suggestions or ideas on how to improve our services. If you have any ideas that might help please complete the comments form and place in the Suggestions Box at Reception.

Sligo General Hospital has a complaints procedure.

If you have a complaint you should direct it in the first instance to the Clinical Nurse Manager / Service Manager, or you may contact the Consumer Services Officer on: 071 91 74517.

TRANSPORT

Bus 478 from Cartron via the town centre runs about every 20 minutes. Monday – Saturday. It stops at the Outpatients/Coffee Lounge Entrance of the Hospital.

LOCATION

Sligo General Hospital is situated on The Mall, Sligo. It is a 10 minute walk to the town centre.

DIRECTIONS:

From Leitrim – Carrick-on-Shannon

Take N4 via Castle Baldwin to Sligo

On entering Sligo take 3rd turning continue into Wine Street.. Bear left and follow one-way system into Stephen Street and The Mall (signposted Enniskillen, Manorhamilton).

From Donegal:

Follow N15 via to Sligo. On entering Sligo turn left at traffic lights (Feehily's on corner) into Duck Street. Continue into Ash Lane. Hospital Entrance on right.

From Roscommon:

Take N61 to Boyle. Follow signposts to Sligo. At T-junction turn left onto N4. Continue via Castle Baldwin to Sligo. On entering Sligo take 3rd turning continue into Wine Street. Bear left and follow one-way system into Stephen Street and The Mall (signposted Enniskillen, Manorhamilton).

From Mayo:

Take N5 to Charlestown. Turn left at Market Square onto N17 to Sligo. At Ballinacarrow roundabout follow N4 to Sligo. On entering Sligo take 3rd turning right, continue into Wine Street. Bear left and follow one-way system into Stephen Street and The Mall (signposted Enniskillen, Manorhamilton).

FURTHER INFORMATION

Sligo General Hospital,
The Mall,
Sligo, Republic of Ireland.
Tel: 071-91 71111
Fax: 071-91 74645

SLIGO GENERAL HOSPITAL

is a Health Promoting Hospital.



Please see various information leaflets displayed on the wards, Outpatients, Emergency Department and hospital entrances.