

**EU visitors:**

Temporary EU visitors are entitled to urgent necessary services without charge when treated as a public patient. Present your European Health Insurance Card (EHIC) or Social Security number of UK visitors on admission. If you opt for private care all private fees and accommodation charges apply.

**Overseas Patients (Excluding temporary EU visitors):**

Australian citizens pay the statutory charges for treatment as a public patient.

All other overseas patients pay an ED charge of €168.22, a daycase charge of €791.68 or an overnight charge of €1227.60 per night.

**Payments:**

Payment can be made by: Cash, Cheque, Postal Order, VISA/Mastercard, Laser, American Express. (all debit / credit card payments can be taken over the phone on 051 842597).

**The Admission Procedure**

You will normally receive a Notification of Admission either by phone or in writing, stating the date and time at which you should report to the hospital. Every effort is made to give you adequate notice of admission but sometimes this can be unavoidably short. It is important that you follow any special instructions that you have been given regarding your admission.

On arrival, please report to the admissions desks located in the main foyer. To avoid any unnecessary delays, please present at the time specified.

When you are being admitted, we will ask you for some personal details for our records. Some of the questions are optional for example, religion, occupation, occupation of your spouse. The key items of information that we will need are: your name, address and telephone number, date of birth, the name address and telephone number of your next of kin (who must be over 18 yrs old) or that of a friend or neighbour whom we can contact if necessary on your behalf. The name of the GP who referred you to the

hospital and your medical card and/ or insurance membership number if applicable.

**Cancelled Admissions** – While every effort is made to facilitate your admission other emergency admissions may delay your planned admission.

**Day Cases/Procedures** – If you are due for admission for a day procedure/surgery you will have received prior notification by post. Having followed the instructions you received, proceed to the relevant area/department at the specified time.

**Emergency Admissions:** On arrival to the Emergency Department you will be triaged by a nurse. Triage is used in hospital emergency rooms. It is a process by which patients are ranked in terms of clinical priority. Each patient is assigned with a color that determines the likely treatment period i.e. green 2 – 3 hours etc. (Based on the Manchester Triage System)

**Maternity Admissions:** Maternity Admissions go directly to Delivery Suite on level two.

**For a copy of the full  
Waterford Regional Hospital  
Patient Information Booklet  
please contact:**

**The Patient Services Officer**

**Telephone: 051 - 842567**

**Patient Information Pamphlet****Admissions**

**Waterford Regional Hospital Mission  
Statement**

*"Together we will provide quality patient care, delivered by skilled and valued staff, through the best use of available resources"*

**Developed By:  
Patient Partnership Group**

**Waterford Regional Hospital**

**Revised Feb 09**

Waterford Regional Hospital is the Regional Hospital for the Health Service Executive, South East Hospital Group Area.

### Directions to Waterford Regional Hospital

Waterford Regional Hospital is located 3km from the city centre and is situated on the Dunmore Road (signposted Dunmore R684).

### Where do I park?

Patients and visitors are requested to use the designated Public Car Parks to the left of the main entrance. There is a 4 euro daily charge. Paystations are located at the Main Entrance to WRH and also in Car Park Areas.

The Emergency Department is situated to the left and rear of the hospital. It is restricted to "set down only"

**Disabled car park spaces** are situated in the front car park near the main hospital entrance. Parking here requires a valid disability parking disc.

There are also some **set down** only spaces near the main hospital door. This allows 15 minutes for collection of patients.

### Please note Clamping is in operation on Hospital Grounds

### Public Transport

#### Bus:

Bus Eireann run a daily service from the bus station on the Quay to Waterford Regional Hospital every 30 minutes. For timetable, phone 051 879000.

Kenneally's Bus Service goes from Ballygunner to Ferrybank stopping at Waterford Regional Hospital Monday to Saturday. For timetable, phone 051 872777.

#### Taxi:

For ease of access, a freephone facility is situated at reception and **Emergency Department (ED)**. Taxis are also available at main entrance.

### Visiting the Hospital

We have special visiting times every day. This lets you and your fellow patients rest and have your meals. It also helps our staff make their rounds.

Visiting times are:

- 2.00pm – 4.00pm
- 6.30pm – 8.30pm

Please note Main Hospital Entrance is locked at 9pm. Access to WRH after these hours is via Emergency Department where security personnel monitor entrance.

### Bed Management

WRH is by law obliged to place public patients in public accommodation and private patients in private or semi-private accommodation. The patient will be admitted to whatever bed is available at the time.

If you have opted for private care you will be moved to a private or semi-private bed as soon as one becomes available.

Where there is urgent medical need, it may be necessary to place a public patient in a private room or a private patient in public accommodation.

### Patient Charges (Rates for the period January-December 2009):

**Public Patient: Statutory Charges (Government Levy)**

**Inpatient:** €75.00 per night

**Daycase:** €75.00 per day.

**Emergency Department (ED):** €100 per attendance.

Public patient pay a maximum of 10 levy payments i.e. inpatient and/or daycase charges in any period of 12 consecutive months. Please contact our Patient Accounts Department on 051 842597 on receipt of your invoice if you have made payments at other public hospitals in the 12 months prior to the current admission.

### Private Patient:

Private patients are liable for **all** of the statutory charge to the maximum 10 levy payments as stated above **and** the following accommodation charges:

**Private Room:** €10 per night

**Semi-Private Room:** €13 per night

**Daycase:** €55 per admission.

Private patients are liable for the private fees of their consultant and others involved in their care e.g. radiologists, pathologists and anaesthetists, and for ambulance and MRI charges.

WRH operates a direct payment scheme with VHI, Quinn Healthcare and Hibernian Aviva Healthcare. Please contact your insurer to confirm your cover as you will be liable for any charges that your insurer does not pay.

### **Exemptions:**

Medical card holders are exempt from all **statutory** charges. Where a medical card holder opts for private care, the **private charges** as detailed above must be paid.

If you are admitted as a result of an attendance at our ED, you are liable for the inpatient charges only.

A letter of referral from your GP to our ED exempts you from the ED charge.

### **Other Hospital Charges:**

#### **Road Traffic Accident (RTA):**

Where a patient is admitted or treated as a result of a Road Traffic Accident and is pursuing a legal claim for compensation, WRH is obliged under Health Amendment Act (1986) to raise charges for the full economic cost to the hospital arising from the accident. These **additional** charges are included with the claim for compensation. Payment of these additional charges to WRH is contingent upon the outcome of the case.

Statutory and private charges (where the patient opts for private care) are due regardless of the outcome of any legal case.

Please contact our Patient Accounts Department on 051 842597 for further information.

