

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.

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).

Who do I make a complaint/give feedback to?

Waterford Regional Hospital welcomes your feedback. This enables us to continuously improve our services to meet your needs as a patient. You have a right to complain/comment or compliment about any aspect of Hospital service. This can be addressed at ward or department level. You also have a right to have a complaint reviewed and be informed of the outcome. Should you wish to provide feedback in relation to our service or make a formal complaint, you can contact the Patient Services Officer on (051) – 842567. The Patient Services Officer is also available to meet with patients and families from Monday to Friday 9.00am to 5.00pm.

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

**The Patient's Service Officer
Telephone: 051 - 842567**

Patient Information Pamphlet

In Patient



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

When can my family and friends visit me?

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

You can have two visitors at any one time during visiting hours. Children visiting the Hospital must be supervised at all times by a responsible adult. Very young children are discouraged from visiting due to the risk of infection to the child.

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.

Who looks after my care?

While in Waterford Regional Hospital, a Consultant has responsibility for your care. Your Consultant directs a team of doctors who are responsible for your day to day care. This is your medical team.

If you do not know who your Consultant is, please ask the ward staff. Your Consultant or Doctor will discuss your condition and treatment with you on his/her ward rounds.

Each ward is under the management of a Clinical Nurse Manager/ Midwife (CNM2)

You may come into contact with health professionals in training during your stay.

How do I identify a member of staff by their uniform?

It is Hospital Policy that staff wear WRH photo identity badges at all times.

Clinical Nurse/ Midwife Manager- Navy Uniform

Staff Nurses / Midwife- White Top, Navy Bottoms

Student Nurse- White top with red stripe on sleeve

Student Midwife - White top with green stripe

Health Care Assistant- Pale green top, navy bottoms

Physiotherapy - Black top with navy stripe on sleeve

Occupational Therapist- Green top, Navy Bottoms

Catering- Light blue shirt, navy bottoms

Ward Clerk- no uniform

Porter- Navy T-shirt and trousers

The Daily Ward Routine

As every ward has a different routine, please ask a staff member what is the ward routine for the particular ward you are admitted to.

Identity Bracelets

In the interest of your personal safety and hospital policy, you will be required to wear an identity bracelet for the duration of your stay. Please check that all details on your identity bracelet are correct.

Nurse/ Midwife Call System

There is a call bell next to your bed. When you press the call bell, it rings at the nurses/Midwife station. It does not ring near your bed. We will answer your call as soon as possible. This allows you, the patient, to feel secure in the knowledge that nursing assistance is available 24 hours a day.

What should I do if I have a special diet?

When you arrive inform a member of the nursing staff if you need a special diet. For example, you may need a vegetarian or diabetic diet. The dietitian oversees special diets.

If there are problems with your meals, please advise the catering staff or your nurse who will liaise with the Catering Manager or Dietician. The Catering Manager or Dietitian will try to facilitate your needs if at all possible.

Can I bring my own food to the hospital?

In the interest of safety and infection control issues, food(s) that needs to be re-heated or refrigerated should **not** be brought to patients in the Hospital.

Meal times

Breakfast	-	7.45 / 8.45 am. (approx)
Lunch	-	12.45 / 1.30 pm (approx)
Tea	-	5.10 / 6.30pm (approx)
Evening Tea	-	8.00pm (approx)

Please remind your friends and family not to visit during meal times unless they have been requested to do so by ward staff.

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: €910 per night

Semi-Private Room: €713 per night

Daycase: €655 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.