

CC/ROD/MC

Email: [pqmidwestacute@hse.ie](mailto:pqmidwestacute@hse.ie)

30<sup>th</sup> March 2023

Mr Richard O'Donoghue TD,  
Dáil Eireann,  
Leinster House,  
Kildare Street,  
Dublin 2

RE: PQ 13400/23

**To ask the Minister for Health if he will request that UHL is more accommodating with visitors to patients at the hospital given it is causing upset and stress to patients and family members (details supplied); and if he will make a statement on the matter. -Richard O'Donoghue**

**Details supplied: A number of constituents have contacted my office stating the way that visiting times are been dealt with**

Dear Deputy O'Donoghue,

The Health Service Executive has been requested to reply directly to you in the context of the above Parliamentary Question which you submitted to the Minister for Health for response.

Visiting hours at University Hospital Limerick are between 2-4pm and 6-9pm daily, and must be booked via our online booking system. Visits are limited to one visitor per patient per day, in line with public health guidelines and infection prevention & control. The ULHG Visitor App can be accessed at the following link: <https://ulhgvisitor.com>

Visitors must adhere to basic public health measures such as wearing a face mask, which are available at the hospital entrance, and observe hand hygiene.

Please note, visiting restrictions are in place in the hospital's Emergency Department, Acute Surgical Assessment Unit, and Acute Medical Assessment Unit. All exemptions are looked at on a case by case basis.

The only exceptions in those areas are:

- parents visiting children in hospital
- people assisting confused patients, for example dementia
- compassionate grounds, for example for patients who are critically unwell or at end of life

In addition, there have been times in recent months where visiting restrictions have been necessary due to University Hospital Limerick being in an escalated state or due to infection outbreaks on wards.

We regret the distress or inconvenience that visiting restrictions cause for patients and their loved ones, however, they are necessary at times for the safety of patients and staff.

I trust this clarifies the position, please contact me if you have any further queries.

Yours sincerely,



**Prof Colette Cowan**  
**Chief Executive Officer**  
**UL Hospitals Group**