

Mallow Urgent Care Centre

For the people of North Cork and surrounding areas

Information for patients and their families

The Emergency Department at Mallow General Hospital has been replaced with an Urgent Care Centre. The Urgent Care Centre is made up of a **Local Injury Unit** and a **Medical Assessment Unit** with patients attending the Unit that best meets their healthcare needs.

Local Injury Unit

Open seven days
a week 8am to 8pm

The Local Injury Unit treats adults and children over five years of age with minor injuries such as a suspected broken bone, a sprain, a facial injury or a minor scald or burn. Staff can take x-rays and apply plaster casts and stitches.

Medical Assessment Unit

Open seven days
a week 8am to 8pm

The Medical Assessment Unit accepts referrals from GPs or Southdoc for people who have recent onset of symptoms such as breathlessness, chest pain or blackouts. Your GP can also admit you directly to the Hospital outside of the opening hours if necessary.

Mallow Urgent Care Centre
Mallow General Hospital
Mallow, Co Cork

Telephone: (022) 30300

Website: www.hse.ie or www.cuh.hse.ie



Local Injury Unit

Mallow General Hospital

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What is a Local Injury Unit?

If you or your child aged five years or over has **minor injuries** such as a suspected broken bone, a sprain, a facial injury, a minor scald or burn, you can be treated at our Local Injury Unit. Our staff can take x-rays and apply plaster casts and stitches. You can go yourself to the Local Injury Unit or your GP (doctor) or Southdoc can refer you. Southdoc is an out of hours family doctor service for urgent medical needs.

The Local Injury Unit is open seven days a week 8am to 8pm. If you need medical treatment **outside** of the opening hours, you can seek treatment from:

- your nearest Emergency Department;
- Southdoc at Mallow, Fermoy or Kanturk; or
- a GP.

For minor injuries you may also wait until the Local Injury Unit re-opens the following morning.

What injuries or conditions can be treated at the Local Injury Unit?

We can treat **recent** injuries or conditions.

- ✓ Suspected broken bones to legs from (knees to toes)
- ✓ Suspected broken bones to arms (from collar bone to finger tips)
- ✓ All sprains and strains
- ✓ Minor facial injuries (including oral, dental and nasal injuries)
- ✓ Minor scalds and burns
- ✓ Wounds, bites, cuts, grazes and scalp lacerations (cuts)
- ✓ Small abscesses (a collection of pus causing swelling) and boils
- ✓ Splinters and fish hooks
- ✓ Foreign bodies such as dust, food or sand in eyes, ears or nose
- ✓ Minor head injury (fully conscious patients, who did not experience loss of consciousness or vomit after the head injury).



What injuries or conditions cannot be treated at the Local Injury Unit?

We cannot treat children younger than five years.

There are several injuries and conditions that we cannot treat.

- ✗ Conditions due to "medical" illness such as fever, seizures and headache
- ✗ Injuries following a fall from a height or a road traffic accident
- ✗ Serious head injury
- ✗ Chest pain
- ✗ Respiratory (breathing) conditions
- ✗ Abdominal (stomach) pain
- ✗ Neck or back pain
- ✗ Gynaecological problems (such as period problems)
- ✗ Pregnancy related conditions
- ✗ Pelvis or hip fractures
- ✗ Children aged five years or older with non-use of a limb or a non-traumatic limp (a limp which has not been caused by an injury or an accident).



Who works at the Local Injury Unit?

The Local Injury Unit is led by a consultant in emergency medicine and staffed by registrars (junior doctors), nurses, radiographers, assistants to clinical staff such as multitask attendants, pharmacists and clerical staff.

How much does it cost to attend the Local Injury Unit?

Patients with full medical cards	Free
Patients with valid GP (doctor) or Southdoc referral letter	Free
Non-medical card holders	€100
Non-EU short term visitors	€200

If you have to pay, your health insurer may cover part or all of the charges. Please contact your health insurer for details.

What should I do in an emergency?

In an emergency go to your nearest Emergency Department which may be:

- Cork University Hospital,
- Mercy University Hospital, Cork,
- Kerry General Hospital, or
- Mid-Western Regional Hospital, Limerick.



You can also call an ambulance on telephone 999 or 112.



Where can I get further information?

Local Injury Unit, Mallow General Hospital

Telephone: (022) 30300

www.hse.ie or www.cuh.hse.ie





Medical Assessment Unit

Mallow General Hospital

Medical Assessment Unit
Mallow General Hospital
Mallow
Co Cork

Telephone: (022) 30300
www.hse.ie or www.cuh.hse.ie

Open seven days
a week 8am to 8pm



What is a Medical Assessment Unit?

If you are suffering from a recent onset of symptoms such as breathlessness, chest pain or blackouts, your GP or Southdoc can refer you to the Medical Assessment Unit for urgent assessment and/or treatment. Southdoc is an out of hours family doctor service for urgent medical needs.

What do I need to go to the Medical Assessment Unit?

You need to be **referred** (sent) by your GP or by Southdoc. Your GP or Southdoc will give you a letter to say they want you to go to the Medical Assessment Unit. This letter is called a 'Referral letter'. They might also ring the Unit and tell them you need to attend.



If you are coming to the Medical Assessment Unit, please bring your **medicines** with you.

You cannot attend the Medical Assessment Unit without being referred by a GP (doctor).

What will happen at the Medical Assessment Unit?

At the Medical Assessment Unit you will be seen, within an hour, by a senior doctor. You may have to have blood tests, x-rays or scans.

The Medical Assessment Unit is open seven days a week 8am to 8pm. If necessary, your GP or Southdoc can admit you directly to Mallow General Hospital, (even outside opening hours), if you have a medical condition such as a chest infection.

How much does it cost to attend the Medical Assessment Unit?

It is **free** to attend the Medical Assessment Unit.



What should I do in an emergency?

In an emergency go to your nearest Emergency Department which may be:

- Cork University Hospital,
- Mercy University Hospital, Cork,
- Kerry General Hospital, or
- Mid-Western Regional Hospital, Limerick.

You can also call an ambulance on telephone 999 or 112.

Where can I get further information?

Medical Assessment Unit

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Mallow General Hospital – Services Available

Services delivered at Mallow General Hospital are being reorganised to ensure that safe and quality services continue to be delivered. The vast majority (over 85%) of patients currently attending Mallow General Hospital will continue to do so. These changes secure the hospital's future and make sure that it remains a vibrant, busy, modern hospital with a central role in the future of healthcare in the region. The following services are available at Mallow General Hospital:

Diagnostics	Medical Services	Day Surgical Services	Women and Children's Services
These are tests that give the doctor more information about your health.	Acute Medicine such as pneumonia, chest infections and worsening of chronic diseases such as asthma and diabetes.	General Surgery such as hernia repairs, gall bladder removal, circumcision, removal of non-cancerous lumps.	Gynaecology day surgery such as cervical biopsies (removes part of the cervix for study).
Samples of blood or urine that have to be tested in a laboratory (Laboratory Medicine).	Services associated with breathing difficulties such as pneumonia, asthma and emphysema. These are called Respiratory Medicine and will be available from April 2013 .	Dental Surgery such as removal of teeth under general anaesthetic.	Children's outpatient clinics.
X-ray, CT scans and ultrasound scans done by the Radiology Department (Imaging Medicine).	Digestive system disorders such as gastritis and Crohn's disease (a form of bowel disease). These are called Gastroenterology Medicine.	Plastic Surgery such as bat ears and carpal tunnel release (a surgery to treat pain or weakness in the hand).	
Endoscopy This is a treatment to study symptoms such as vomiting or bleeding. During an endoscopy a narrow tube with a camera at the end is passed into your stomach, colon or other organ to see inside.	Services associated with heart failure, chest pain and irregular heart beats. These are called Cardiac Services.		
We do the following types of endoscopy procedures:	Medicine for the elderly.		
• upper intestine (gastroscopy), • lower intestine (sigmoidoscopy, colonoscopy), and • the urinary system (cystoscopy).	Palliative Care (end of life care).		
Mallow General Hospital will be able to resuscitate, stabilise and transfer critical care patients. Resuscitate means to revive someone when they are unconscious.			