

Grúpa Ospidéal  
Oirthear na hÉireann



Ireland East  
HOSPITAL GROUP



# St. Luke's General Hospital Carlow-Kilkenny



## Faisnéis an Othair Patient Information Informacja o Pacjencie

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Kilkenny  
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Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive

**Ireland East**  
HOSPITAL GROUP

**UCD**

**ST. LUKE'S  
GENERAL HOSPITAL  
CARLOW - KILKENNY**

**HSE**  
HEALTH SERVICE EXECUTIVE



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# Welcome to St Luke's General Hospital

We welcome you to St. Luke's General Hospital, Carlow/Kilkenny. We know that the prospect of coming into hospital can be a worrying time for you and your family. Our staff will strive to make your stay as comfortable as possible. This booklet provides information that may be helpful to you during your stay and we hope you find it useful.



St. Luke's General Hospital is an acute hospital facility servicing the catchment area of Kilkenny and Carlow. The hospital bed capacity is 268 beds including 25 day care beds.

The services provided by the hospital are:

Emergency Dept	Anaesthesiology
Acute Medical Assessment Unit	Obstetrics and Gynaecology
General Medicine	Special Care Baby Unit
Care of the Elderly	Acute Psychiatry
General Surgical	Coronary Care Unit
Acute Stroke Unit	Outpatients
Intensive Care Unit	Central Sterile Supplies Dept
Endocrinology	Occupational Therapy
Paediatrics	Physiotherapy
Dietetics	Respiratory
Speech & Language Therapy	

In addition to in-patient beds there are a large number of outpatient clinics, investigative facilities and community linked services, which include:

Outpatients Department	Oncology Day Ward
Day Services Unit	Radiology
Gastroenterology	CT Scanning
Hepatology	Cardiac Diagnostics Unit
Palliative Care	Dermatology
Microbiology	Neurology
Rheumatology	Endoscopy

Nurse Specialist Services are present in the areas of Diabetes, Respiratory, Infection Control, Chest Pain, Cardiac Disease Management, Palliative Care, Cardiac Rehabilitation, Haemovigilance, Resuscitation Training, Hepatology, Oncology and Tissue Viability.

# Coming to St. Luke's General Hospital

## Where is the hospital?

**GPS Position: 7°15'47"W, 52°39'58"N**

St. Luke's General Hospital is located in Kilkenny City on the main Kilkenny to Freshford road, the R693. If travelling by car, follow signs for the above road. There are many taxi firms in Kilkenny city with appointed taxi ranks. There are frequent bus and train services to Kilkenny City.

## Where is the hospital car park?

The public car park is situated to the rear of the hospital, and the car park entrance/exit has a one way system. Please observe signs. All traffic, with the exception of emergencies, must use Entrance 1 (the entrance closest to the Car Park).

The daily fee is €4. The first 30 minutes parking is free. Any visitors who are visiting on more than one occasion during a day should pay the initial €4 and then proceed to the Security Office where a 'multi-pass' will be given. A barrier system is in operation; please take a ticket on entering the car park. There are designated areas for drivers with a disability and to park here, a relevant parking permit must be displayed. There are also 'Age Friendly' parking spaces available close to the main hospital entrance.

The hospital grounds must be freely accessible at all times for ambulance/emergency services traffic. It is important that you park in the designated areas only.

All vehicles are parked at owners' risk. Do not park on double yellow lines.

There are set down only spaces at the North Entrance.



Please note there are external clampers in operation in St. Luke's General Hospital and cars parked in non designated areas may be clamped (release fee €100).

## **Admissions**

### **How to find the Admissions Desk**

To find the Admissions Desk, enter the North Entrance (across from the car park), turn left at the top of the hallway into the Main Foyer and the Admissions Desk is on your left. If this desk is closed, please proceed to the Emergency Department Desk.

### **Contact Information**

Main Hospital Reception - 056-7785000 - Open 24 hours.

Admissions Reception - 056-7717039 - Monday to Thursday from 7.30am to 4pm, Friday 7.30am to 3pm..

Emergency Department Reception Desk - 056-7717004— 24 hours.



### **What should I bring with me to the hospital?**

When you come to hospital please bring essential items only:

- Admission/GP letter.
- If you are a medical cardholder or have private medical insurance (i.e. VHI/BUPA), please bring all relevant information.
- Up to date list of medications and cards e.g. Warfarin, Steroids, Allergies, Blood Sugar records.
- Any equipment used in your care i.e. crutches, prosthetics, C-pap machine, hearing aids, eyeglasses, etc).
- Clothing, night clothes, dressing gown, comfortable non-slip footwear.
- Toiletries, hand towel, toothbrush/toothpaste etc.
- Phone charger if required.
- Books/magazines to read during your stay.
- A notebook and pen to keep a record of any questions you may have, keep note of information you have been given or a record of any follow up appointments you need to attend.

### **Can I bring personal possessions with me?**

**Please** note that you are responsible for your own personal property and clothing. Please do not bring valuables such as jewellery, large sums of money or pension/savings books as the hospital cannot accept responsibility for loss, theft or damage to your personal property. Where this is unavoidable, please contact the Ward Manager who will arrange for their safekeeping.

## **What is the hospital visiting policy?**

Our visiting policy is to help you and your fellow patients rest and have your meal uninterrupted. Some patients may require some extra family help and support while in hospital e.g. assistance with meals and other activities, and when this is encouraged a special arrangement is put in place with the ward manager to facilitate out of hours visiting, if appropriate, for immediate family relatives. Similarly, flexible visiting may be permitted for critically ill patients, however this needs to be agreed directly with the ward manager.

Visitors are regarded as an important part of the patient's day and are very welcome. Visitors should have consideration for all patients and staff. Noise should be kept to a minimum and the number of visitors should not exceed two at any time.

Visiting times to main wards in the hospital are:

2.00pm - 4.00pm

6.30pm - 8.30pm

*Visiting times vary in some departments/units.*

Acute Stroke Unit 2.30am—4.30pm/6pm—8pm

Coronary Care Unit 3pm—5.30pm/6.30pm—8.30pm

Intensive Care Unit 3pm—5.30pm/6.30pm—8.30pm (Rest period 1pm—3pm)



Please ask a member of staff for a copy of the Visiting Policy Information Leaflet (this leaflet is also available on hospital website <https://www.hse.ie/eng/services/list/3/acutehospitals/hospitals/lukeskillenny/useful-information/visiting-policy-patient-and-visitor-information.pdf>)

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. All visitors are asked to contact Reception if they are unsure of the location of the person whom they wish to visit.

NOTE: Visiting may be restricted or temporarily suspended in exceptional circumstances e.g. during outbreaks of infectious diseases such as Norovirus (Winter Vomiting Bug) etc.

## **What ward will I be on?**

Medical and nursing needs will determine the allocation of hospital accommodation. This means that you may not necessarily occupy the same accommodation for the duration of your hospital stay. It may be necessary for you to be transferred between wards during the course of your hospital stay. In the case of private/semi-private patients, admission to a public bed may be necessary due to limited availability of private and semi-private beds.

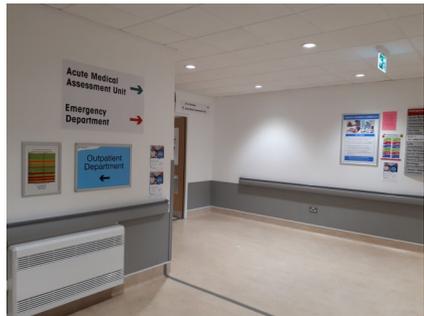
## What is the Emergency Department (ED)?



The Emergency Department runs a 24-hour, 365-day service. On arrival to the ED, you will be triaged (assessed) by a nurse. This is a way for us to sort injured and ill people according to how urgently they need to be treated. Following assessment and treatment in the ED department, you may be admitted to a ward, transferred to another hospital or discharged home, in which case a follow-up appointment may be arranged if necessary.

## What is the Acute Medical Assessment Unit (AMAU)?

Your GP may refer you to the Acute Medical Assessment Unit for further medical evaluation if deemed necessary. Your assessment and treatment will dictate whether you will be admitted or discharged. The A.M.A.U operates Monday to Sunday, 365 days a year, from 08.30 hrs to 19.00 hrs.



## What is the Outpatient Department?



When an outpatient appointment is made, you will receive written notification of your appointment time. Should you be unable to make this appointment, please contact the hospital as early as possible so you can receive a different appointment time and your appointment can be allocated to someone else.

## **Who looks after me while I'm in hospital?**

### **Medical Staff**

While you are in St. Luke's General 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. Your consultant or doctor will discuss your condition and treatment on the ward rounds.

### **Nursing Staff**

The Clinical Nurse Manager is the nurse in charge of the ward. You will have a nurse/team of nurses allocated for your care.

### **Other Health Professionals**

Members of the Allied Health Professionals include cardiac technicians, dietitians, occupational therapists, pharmacists, medical scientists, radiographers, physiotherapists and speech & language therapists. Any member of this group may be involved in your care during your hospital stay.

### **Other essential staff:**

Other staff members may be involved in your care including health care assistants, catering, clerical/administration, housekeeping, and portering/security staff.

*All staff wear hospital photo ID badges at all times and are therefore identifiable. Please ask the staff member for their name and role in your care if you are unsure who they are.*

## **MATERNITY SERVICES**

### **What is the Maternity Outpatient Department?**

The Maternity Outpatient Clinic is located at the Ground Floor of the Outpatients Department and is where you will have your scheduled antenatal appointments to see the midwife and/or the doctor. For your first antenatal clinic appointment, your GP must send a referral letter to request an appointment for you in the antenatal clinic. An appointment will be sent to you between 12-16 weeks gestation.

Further follow up appointments will be given to you at the antenatal clinic.

### **Who looks after me while I'm in hospital?**

On the Maternity Ward, you will be looked after by a team of midwives and obstetric doctors. If you are admitted to the Labour Ward, there will be a midwife allocated to your care. There are Clinical Midwifery Managers and Shift Leaders in charge of the Maternity Unit.

### **Obstetric Assessment Unit (OAU)**

The Obstetric Assessment Unit is situated on the Maternity floor. Opening hours are Monday to Friday 8am-8pm. In OAU, routine day cases, non-emergency and non-labour assessments are carried out. An initial assessment will be carried out by a midwife and then you will be seen by a doctor.

Your GP may refer you to attend the OAU or you may have been advised to attend from the antenatal clinic. If you feel you need to attend the OAU, please contact the unit on 056-7785256 and a midwife will advise you as appropriate.



The Clinical Midwifery Manager is the Midwife in charge of the ward. You will have a nurse/team of nurses allocated for your care.



**Reception/Switchboard**  
(Located in the main foyer)

## **Do I have to sign a consent form for procedures?**

Before undergoing certain procedures, you will be asked to give your consent for same after the benefits, risks, side effects and alternatives have been explained to you. You will be asked to sign a consent form. You can withdraw your consent by discussing it with the appropriate clinical person, who is advising you of the risks and consequences of your decision. This will be recorded in your hospital notes.

## **Identity Bracelets**

You must wear an identity bracelet at all times during your stay. Please check that all details on your identity bracelet are correct. Please tell a nurse if your identity bracelet comes off or is damaged.

## **How do I call a nurse when I am on the ward?**

There is a call bell next to your bed. A staff member will show you how to use it when you come to the ward. When you press the call bell, it rings at the nurses' station. It does not ring near your bed. We will answer your call as soon as possible.

## **I need help with English, Sign Language or Braille**

We have access to translation services if you

- Prefer to speak a language other than English
- Need a sign language interpreter
- Need materials in Braille or tape.

Please ask a member of staff if you need any of these services.

## **Teastaíonn cabhair uaim le béarla, teanga comharthaíochta nó braille.**

Ta seirbhísí aistriúcháin ar fáil dúinn:

- Más fear leat teanga eile nach Béarla í a labhairt
- Má theastaíonn teangaire comharthaíochta uait
- Má theastaíonn ábhair í Braille nó téip uait.

Cuir ceist ar dhuine den fhoireann má theastaíonn aon cheann de na seirbhísí thuasluaite uait.

## **Potrzejubę pomocy z angielskim językiem migowym lub alfabetem braille'a.**

Mamy dostęp do usług tłumaczeniowych jeśli

- Wolisz mówić w języku innym niż angielski
- Potrzebujesz tłumacza języka migowego
- Potrzebujesz materiałów w alfabecie Braille'a lub na taśmie dla niewidomych.

Zapytaj dowolnego członka personelu, jeśli chciałbyś skorzystać z jednej z powyższych usług.

### **What should I do if I have a special diet?**

When you arrive, please tell a nurse if you need a special diet, for example, vegetarian or diabetic diet. The dietician oversees special diets.

If there are problems with your meals, please tell the catering staff or your nurse. They will inform the catering manager or dietician, who will try to meet your needs.

### **Can I bring my own food to the hospital?**

The bringing into wards of non-hospital cooked or perishable high risk foods for patients is not allowed, for example, take-away foods, cream cakes, soft cheese (this list is not exhaustive). In exceptional circumstances, certain items may be allowed with prior permission from the nurse in charge.

**Protected Mealtimes - 12.45-1.30pm daily:** Between 12.45 and 1.30pm each day all non urgent clinical activity is stopped. Protected mealtimes are designed to allow patients to eat their meals in a calm atmosphere without disruption. We ask that visitors/relatives do not visit during this time unless they are actually going to assist with enabling a patient to eat their meal. No phone calls to the wards during this time would also be appreciated.

### **When are meals served?**

Breakfast	8.00am - 8.30am
Lunch	12.45pm - 1.30pm
Tea	5.00pm - 5.45pm



### Can I use my mobile phone in the hospital?

Certain wards may have equipment that mobile phones interfere with. Please check with the ward staff to see if you can use your mobile phone and also, please do not use phones during the admission process and during ward rounds. Adhere to mobile phone signage around the hospital.



### Can I smoke in hospital?

St. Luke's General Hospital is a SMOKE-FREE campus. Smoking is not permitted **anywhere** on site.

### Can my family/friends make telephone enquiries?

Our staff are committed to the protection of your privacy and so you will appreciate that the giving of information on any patient's progress must be carefully controlled. We ask that all families nominate one or two family members, if possible, to make enquiries and then pass information on to other family members.

Remember, while at all times our staff are prepared to help with enquiries, their primary role is the delivery of care to you, the patient. Unnecessary enquiries should be avoided.

If immediate family members wish to speak to a consultant, it is advisable to make an appointment with his/her secretary.

### What should I do if the fire alarm sounds or if there is a fire?

You should familiarise yourself with the fire exits on your ward. If you are unsure where they are, please ask a member of staff. In the event of fire, please adhere to the instructions of the person in charge.

### What should I do about my medicines?

All medicines prescribed during your stay will be provided by the hospital. If you have been taking medication prior to admission, please bring these medications with you and discuss with the nursing staff. Please arrange for relatives to take these medications home. **Do not self-medicate while in hospital.**



## **Is there security in the hospital?**

CCTV cameras monitor the hospital both internally and externally 24 hours a day. Security staff are present on site at all times and antisocial behaviour will not be tolerated.

## **What services are available in the hospital?**

### **Patient & Visitor WiFi:**

The patient/visitor wifi can be accessed through **Eir Guest** in the wifi settings on your mobile/smart device by clicking **Connect**. Access to the internet browser will require every patient/visitor to then log in using their name and their own email address on the HSE Free WiFi Service page.

### **Radio and Television:**

A radio is available at each bedside. Most wards have one television in each section.

### **Library:**

A library service is provided to the wards on Wednesday afternoons by our Volunteers.

### **Infant Feeding Room:**

The Infant Feeding Room is located on the corridor leading to the Emergency Department (ED) & the Acute Medical Assessment Unit (AMAU) waiting area.



### **Zen Café:**

The Zen Café, which is located in the main concourse (south entrance), is open from 08.00am to 8.00pm Monday to Friday excluding Bank Holidays. Saturday opening hours are 10am to 6pm. Sunday closed.

### **Sweet Times:**

Sweet Times is located adjacent to the Outpatients Reception Area and is open Monday to Saturday, 8am to 8pm and Sunday 10am to 3pm.



### **Newspapers/Shop:**

A shop trolley visits the wards daily with newspapers/magazines/sweets/drinks etc available.

### **Vending Machines:**

There are vending machines in the ED, AMAU and X-Ray waiting areas.

### **Canteen:**

Canteen facilities are for staff **only** but in some cases where a relative is staying with a sick patient/special circumstances, meal tickets for use in the staff canteen are available from the nurse in charge.

## **Ger Devane Family Room**

The Ger Devane Family Bereavement Room is available for use by patients' visitors if an overnight stay or some quiet time is required. Please respect this area and leave it as you find it. Ask the Nurse in Charge for access as the room is kept locked at all times when not in use.

## **Can I practice my religion while in hospital?**

Everyone is welcome to visit the Oratory near the main entrance for prayer or meditation. Roman Catholic priests and Church of Ireland ministers are available day or night. Arrangements can be made for visits by other denominations. You are free to make arrangements with your own clergyman to call, if you prefer.



**The current Roman Catholic Mass times at St. Luke's are as follows:**

### **Weekday Mass Times**

Monday, Tuesday, Wednesday and Friday at 10.00am in St Luke's Oratory.

### **No Mass on Thursday**

Adoration of the Blessed Sacrament takes place every Wednesday from 10.15am-11.15am and every Friday from 10.15am-4.30pm. Both periods of Adoration conclude with a short communal prayer.

Patients at the hospital are welcome to attend the ceremonies listed above.

It is always necessary to inform a staff member on your ward that you intend going to the Oratory.

### **Weekend Mass Times**

Saturday evening at 8.00pm in St Luke's Oratory

Sunday Morning Mass at 9.00am in St Luke's Oratory

Sunday Morning Mass at 11.00am in the Department of Psychiatry (DOP)

**The Oratory is open 24/7 for all patients and their families to visit.**

**Also, our Chaplaincy Department provides a daily Communion distribution service to all wards. This commences each week day at 10.15am and on Sunday at 9.45am. The Sacrament of the Sick and Sacrament of Reconciliation (Confession) is available on request on a daily basis.**

## **Can my family stay near the hospital if they need to?**

There are several hotels and B&Bs near the hospital where your visitors and family can stay. For details, check the Golden Pages.

## **What happens when I am being discharged?**

After you have been discharged by the doctor, please wait until your nurse speaks with you regarding your discharge arrangements, and your after care. It is our aim to have patients discharged by 11am where possible. This is to facilitate other patients who are being admitted to hospital. You may be moved to the Discharge Lounge on Level Two of the new building while waiting for collection/transport.

Discharge Lounge contact number: 056-7717078

Discharge Lounge opening hours are (hours' subject to change):

- Monday 9am - 5pm
- Tuesday, Wednesday, Thursdays' 8.30am - 5pm
- Friday 8.30am - 2pm

On discharge please ensure the following:

- That your medication regime is fully understood by you. You will be given a prescription if required.
- That you have taken all your personal belongings.

Your GP will receive a letter from your hospital consultant detailing relevant information about your treatment and stay in hospital and advising of any subsequent treatment you may require. You may need medication when you leave the hospital. If you do, we will give you a prescription on discharge to bring to your pharmacist.

Hospital prescriptions for medical card patients can be filled in any pharmacy provided that:

- You have been an in-patient or have attended the Emergency Dept/ Acute Medical Assessment Unit
- The prescription is presented within 24 hours of discharge
- The medical card is provided to the pharmacy with the prescription.

### **What happens if I need help when I leave the hospital?**

You may need to arrange support from a family member to help you after you leave hospital. We may need to organise support from the community services following discharge.

The Discharge Planner can help you if you are over 75 years old or if you have special needs. The Discharge Planner will advise you on how to apply for extra support and special help when you leave hospital.

### **Useful Information**

The following leaflets are available on the St. Luke's General Hospital website

<https://www.hse.ie/eng/services/list/3/acutehospitals/hospitals/lukeskilkenny/useful-information/leaflets/>

Discharge Lounge

Pre-Assessment Unit

Infection Prevention & Control

Surgical Leaflets



## **Infection Prevention & Control**

Preventing healthcare associated infections is a challenge for hospitals today. If patients, visitors and staff adhere to correct infection prevention and control practices, then we can minimise or prevent the risk of transmission of infection to our patients, our visitors and our staff.

### **Clean Hands Saves Lives**



#### **Use alcohol hand gel/wash your hands**

- Alcohol hand gel is provided at the entrance to the hospital and is located on all wards and in clinical and outpatient areas of the hospital.
- Please use the alcohol hand gel before entering and leaving the hospital. The gel should also be used before and after contact with the patient whom you are visiting.
- Hand hygiene must be undertaken after coughing, sneezing, blowing nose and disposing of tissues.
- It is important for patients, visitors and staff to wash their hands with soap and water if they are soiled/after visiting the toilet/if staff advises you to do so.

#### **Is it ok to ask a member of staff to clean their hands?**

- We encourage patients to ask all health care workers if they have cleaned their hands before attending them particularly if you have not seen them cleaning their hands.

## How You Can Help?

- Keep your bed space clutter free and we ask that you co-operate with the hospital cleaning staff when they want to clean around the bed-space, and keep belongings to a minimum. Please only bring essential items into the hospital and keep them in the lockers provided.
- Wear appropriate footwear when walking around the wards. This keeps your feet clean so that bacteria cannot be transferred from your feet to the bed.
- If you see any dirt, dust, clutter or untidiness either around your bed or in the toilets or bathrooms inform the ward staff.
- Keep visitors to a minimum - close friends and family only. Young children and babies should be discouraged from visiting where possible and only in circumstances when it is in the best interest of the patient or child to visit. Please adhere to the hospital visiting times.
- Patients should use their own toiletries and not borrow or lend to others. Patients may use their own disposable hand hygiene wipes.
- There is no storage facility for patients own food. It is recommended not to bring perishables into the ward area.
- Patients and visitors must not touch the patient's wounds, bandages and dressings or medical equipment of any kind. Tell staff immediately if your dressing becomes loose or a wound or intravenous drip site becomes sore or painful.

### **Reduce the risk of infection**

- If you have, or have had a health care associated infection in the past such as MRSA, CRE, etc., please inform your admitting nurse or doctor.
- In an effort to stop the spread of healthcare care associated infections, your admitting nurse may ask your permission to obtain swabs to test for MRSA, CRE or VRE. Some or all of the following sites may be tested: nose, groin, rectum, wounds, urine or other sites if necessary.

### **Isolation**

Patients with infections that can transmit easily from patient to patient may be cared for in single rooms or dedicated multi bedded bays. If a patient needs to be isolated, this should be explained to the patient by their doctor.

## How your visitors can help to reduce the risk of infection to you and other patients?

- Chairs are provided for visitors. Visitors should not sit on patients beds or place their feet on the bed.
- Visitors should visit the person they have come to see and not other patients. This will reduce the risk of transferring potentially harmful infections from person to person.
- Do not visit if you have a cold, flu, diarrhoea, vomiting or chicken pox. If visitors feel unwell or have an infection they should not visit until they are feeling better. They should be free of any symptoms (e.g. vomiting and diarrhoea) for 48 hours before they visit a patient.
- Visitors should not bring children with them who are ill, especially if they have recent history (within 48 hours) of diarrhoea and or vomiting, this is extremely important as vomiting and diarrhoea can pose a significant problem to patients. Before you bring children in, ask the Clinical Nurse Manager (the nurse in charge).
- Please read any notices on the doors as you go through and follow the instructions.
- Please do not use patients' toilets. There are separate toilets for visitors.
- Do not bring in any perishable food.

## Friends of St Luke's

The Friends of St Luke's General Hospital Carlow/Kilkenny started in 1991. Its aim is to support the work of all staff at St Luke's General Hospital Carlow/Kilkenny to ensure that the patient gets the best available treatment and service to aid their recovery.

The Department of Health provide our hospital with what is considered the necessary equipment, technology and staff to provide a service to the people of Carlow, Kilkenny and the surrounding catchment areas.

We, the Friends, see our role as supporting the Department of Health and allowing our hospital to have not only what is necessary but also what is desirable. We have over the years purchased a CAT scanner, Cardiac monitors, defibrillators, resuscitation trollies, Physiotherapy equipment, Emergency Department equipment, Surgical equipment for Theatre, ERCP equipment, Dexa scanner, MRI Scanner, ICU monitors, bronchoscope, sleep apnoea equipment, Special Baby Care equipment, TVs, video players, beds, chairs, etc.

**Why do we do it?** We do it because the patients and staff at our hospital needed these desirable pieces of equipment and services and the funds available to our hospital at times does not cover these services. We do it because we see the patient as the centre of our purpose.

We want the best for the patients in St Luke's General Hospital Carlow/Kilkenny.

We want our consultants, doctors and nurses to have the best available and modern equipment.

We do not want the people of Carlow and Kilkenny to be travelling long distances to get a service that could be provided just as well at St Luke's. This will hasten patient recovery since the patient is still within their own community.

Donations to the hospital may be made directly to the Friends of St. Luke's Hospital by addressing correspondence to:

The Secretary

The Friends of St. Luke's General Hospital Kilkenny/  
Carlow

*Thank  
You*

## **Who are the Hospital Volunteers?**

The Hospital Volunteers are a group of men and women who give freely of their time each weekday to support patients, visitors and staff here in St. Luke's General Hospital. Our volunteers are involved in a range of activities including providing directions and information to patients and visitors, assisting patients on the wards, assisting at mealtimes, organising playtime in the Paediatric Unit, managing the mobile library services in the hospital etc. If you are interested in joining our volunteer group, please contact Deirdre Dunne on 056-7785026.



In addition, our Emergency Department Support Volunteers support patients presenting in our Emergency Department who require a mental health assessment. This service is currently offered every Saturday from 8am to 8.30pm.

## **How do I compliment the service, make a suggestion or a complaint?**

If you want to make a suggestion to help us improve a service, if you want to compliment a service or staff member or if you are unhappy with the treatment received, we welcome your feedback. With this in mind, St. Luke's General Hospital Carlow/Kilkenny has adhered to the 'Policy and Procedure for the Management of Consumer Feedback, to include Comments, Compliments and Complaints', the emphasis of which is the swift resolution of most complaints at local level where possible.

If you are not satisfied with the service or if you feel improvements could be made, please contact the staff involved immediately so they can try to resolve the issue or, if you feel the issue is of a more serious nature, you should contact the Head of Department or General Manager.

Further details are available in a pamphlet titled 'Your Service, Your Say' available on the wards.

Our Patient Liaison Officer is Ms. Alison Mulloney 056- 7785311.

Our Access Officers provide accessible services to patients and clients with disabilities. Our Access Officers are Eleanor Moore 056-7717104 and Alison Mulloney 056-7785311.

If you need a taxi, please contact Switch in the Main Foyer.

## **TELEPHONE NUMBERS**

The main switchboard number for St. Luke's General Hospital is 056-7785000.

To ring any ward/department directly from outside the hospital just place the number

056-778 before any of the numbers listed below unless stated otherwise.

### **Ward/Unit**

### **Extension No**

#### **Ground Floor**

Emergency Dept/Acute Medical 17004/17005  
Assessment Unit Admissions Desk (from outside 056-7717004)

Medical 1 5214/5307  
Medical 2 5313  
Coronary Care Unit 5155/5156  
Paediatric Ward 5265/5266  
Oncology Unit 17097  
(from outside 056-7717097)  
Acute Stroke Unit 5714

#### **First Floor**

Surgical 1 5326/5357  
Surgical 2 5352/5327/5368  
Intensive Care Unit 5350/5331  
Surgical Medical Unit 5186/5139  
Day Services Unit 17057  
(from outside 056-7717057)

#### **Second Floor**

Antenatal 5285  
Postnatal 5252/5257  
Special Care Baby Unit 5479/5058  
Surgical 3 5244/5146

#### **Other areas**

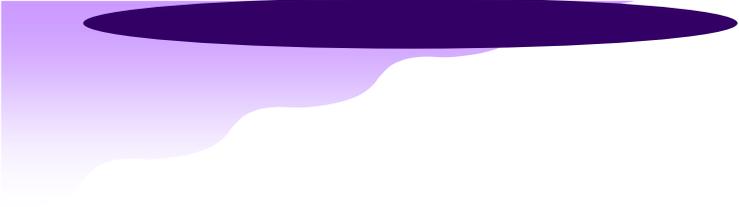
X-Ray Department 5227  
Outpatients Department 5746  
Physiotherapy Department 5375  
Laboratory 5353











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Updated by the Quality Office, St Luke's General Hospital Carlow-Kilkenny  
April 2018